

maxicare[®]

For better healthcare

2025 ENVIRONMENTAL, SOCIAL, & GOVERNANCE REPORT



Maxicare Tower, 203 Salcedo, Legazpi Village, Makati City

table of contents

About Maxicare p. 4

Message from the CEO p. 5

Who we are p. 6

ESG Governance p. 7

Environment

Climate Change and Environmental Action p. 8

Natural Calamities p. 10

Energy Use & Carbon Emissions p. 11

Water Resources p. 12

Pollution and Waste Management p. 13

Zero Paper Waste and Recycling Initiatives p. 13

General Waste Monitoring p. 13

Tree Planting Program: Planting our Legacy p. 14

Social

Maxicare Employee Data Charts p. 15

Human Capital Development p. 16

table of contents

Social

Learning, Training, and Capability Building	p. 18
Employee Well-Being, Safety, & Work-Life Balance	p. 19
Great Place to Work® Certified	p. 20
Community Engagement	p. 22
Health and Safety	p. 23
Flu Protection Drive 2025	p. 24
Primary Care Clinics (PCCs)	p. 25

Governance

Corporate Governance	p. 28
Board Structure	p. 29
Money Laundering and Terrorist Financing Prevention Program	p. 30
Code of Business Conduct and Ethics	p. 31
Whistleblowing Policy	p. 31
Maxicare Data Privacy Office	p. 32
Beyond Compliance	p. 33

about maxicare®

OUR VALUES



MALASAKIT

We're always striving to go the extra mile to take care of our customers, employees, and shareholders.

OUR MISSION

To help people achieve peace of mind through quality healthcare.

OUR VISION

To be the leading Health Maintenance Organization preferred by Customers because of superior services.



CUSTOMER FIRST

We've put the customer at the center of our structures and policies to better address their needs and show they can rely on us.



SELF-LEADERSHIP

A proactive, action-cost oriented mindset helps us embody a growth mindset and allows us to always lead with integrity.



EMPOWERED & ACCOUNTABLE

We take action and ownership so that we may anticipate and break through barriers while maintaining a courageous outlook towards responsibility.



INNOVATION

We lead with an innovation and visionary mindset, challenging the status quo to create an awesome future.



AGILITY

We display agility, urgency, and proficiency when getting things done.



COLLABORATION

We listen to and learn from others. We value opinions, ideas, and contributions.

MESSAGE FROM THE CEO

At Maxicare, our purpose has always been to help people achieve peace of mind through quality healthcare. As we mark another year of service to our members, we recognize that our responsibility extends beyond the healthcare programs we deliver. It encompasses how we operate, how we treat our people, and how we contribute to our surrounding communities and the environment.

This ESG Report reflects our growing commitment to embedding sustainability across our organization. We achieve this by reducing our carbon footprint through measurable energy and water efficiency gains, strengthening a workplace culture that has now earned consecutive Great Place to Work certifications, expanding access to care through our nationwide network of Primary Care Clinics, and upholding the highest standards of governance and data privacy.

While this is an early chapter in our formal sustainability journey, I am proud of the progress our teams have made and deeply encouraged by the culture of accountability, compassion, and collaboration that drives it. As we look forward, Maxicare will continue to build an organization worthy of the trust our members, partners, and communities place in us every day.

Christian Argos
CEO, Maxicare



WHO WE ARE

PIONEERS IN PHILIPPINE HEALTHCARE HELPING FILIPINOS LIVE THEIR BEST LIVES FOR OVER THREE DECADES

Maxicare Healthcare Corporation, one of the pioneers in the health maintenance organization (HMO) industry in the Philippines, was established in 1987 by an esteemed group of doctors and businessmen with the vision to deliver a better healthcare system. More than three decades later, Maxicare is now the Number One HMO in the country, continuously providing comprehensive healthcare programs via its wide network of medical providers and strengthened customer

support.

A proud member of the Equicom Group, a diversified conglomerate engaged in the areas of information technology, computer services, banking, financial and leasing services, and healthcare, Maxicare stands proud of its valuable achievements. Over 20,000 affiliated doctors and specialists, over 1,300 hospitals and clinics, over 700 dental clinics, 140 rehabilitation, dialysis, and eye centers. Maxicare now services over 1.8 million members

across the country from corporate segment, small and medium-sized enterprises to families and individuals.

Driven by its vision to serve and provide value to its customers, Maxicare shall remain passionate and dedicated to its mission of helping people achieve peace of mind and living their best lives through the finest healthcare service.

Maxicare Healthcare Corporation is regulated by the Insurance Commission with license number HMO-2023-07-R and is authorized to operate in the Philippines. For more information, visit the Insurance Commission's website at www.insurance.gov.ph.



ESG Governance

At present, Maxicare has not established a standalone ESG Committee. Instead, ESG-related oversight is exercised through existing governance bodies and management functions. Climate-related risks and sustainability concerns are overseen by the Board Risk Oversight Committee (BROC), which provides strategic direction and ensures that material risks, including environmental and social risks, are identified, assessed, and managed appropriately.

At the management level, ESG-related initiatives and disclosures are coordinated among key departments, including Risk and Compliance, Legal, Administration, Human Resources, and

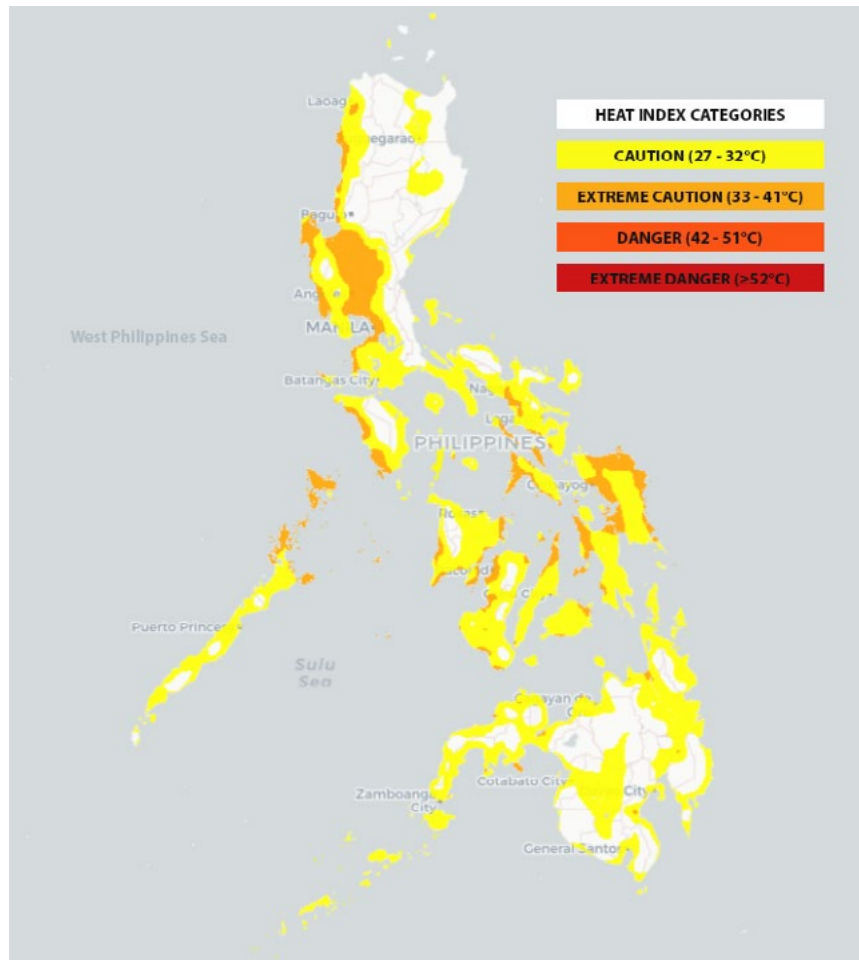
Operations. This collaboration ensures that ESG considerations are embedded across business functions and aligned with regulatory requirements, operational priorities, and stakeholder expectations.

Risk identification and monitoring, including climate-related and sustainability risks, are integrated into the Company's Enterprise Risk Management (ERM) framework through the Opportunity and Risk Assessment (ORA) process. This enables management to monitor emerging ESG risks, assess potential impacts on operations and service delivery, and implement appropriate mitigation measures.

As part of our continuous improvement journey, Maxicare acknowledges the growing importance of formalized ESG governance. We intend to further strengthen our sustainability governance framework over time, including enhancing data management, reporting processes, and organizational accountability, as our ESG practices and capabilities continue to mature.

This ESG Report is our initial step toward structured sustainability reporting and reflects current practices, available data, and existing governance arrangements.





Source: PAGASA iHeatMAP as of December 2025. Note that the heatmap reflects real-time conditions and may vary daily, as temperatures and heat stress fluctuate.

Climate Change and Environmental Action

Climate change is a growing threat to public health, with more intense heatwaves, stronger typhoons, and widespread flooding directly affecting communities and healthcare systems. At Maxicare, we are taking proactive steps to reduce our environmental footprint and strengthen operational resilience, ensuring we can continue providing stable and reliable healthcare services to our members.

In the Philippines, temperatures are rising faster than the global average, particularly in densely populated urban centers such as Metro Manila. This warming trend poses increasing health risks, highlighting the urgent need for timely monitoring and preventive action.

To support our planning and member protection strategies, we utilize data

from the DOST-PAGASA Interactive Heat Index Mapping and Prediction (iHeatMap) platform. This tool provides localized, real-time heat index information, helping us anticipate heat hazards and respond effectively to protect our members' well-being.

The heatmap highlights regions in the Philippines experiencing higher heat stress, showing where communities and some of our office locations are most vulnerable to extreme temperatures. This helps Maxicare anticipate climate-related risks both for our members and our operations. By understanding these areas, we can implement measures to protect employee well-being, improve workplace resilience, and ensure uninterrupted healthcare services.

Natural Calamities

Beyond extreme heat, the Philippines faces natural hazards, such as strong typhoons, flooding, storm surges, earthquakes, and volcanic activity. These events can disrupt communities, damage facilities, and affect service operations, making it essential for Maxicare to understand how each office location is exposed to these risks.

To provide a clear picture of these vulnerabilities, the table below summarizes the hazard exposure of all Maxicare office locations based on seismic, volcanic, flood, and storm surge hazards using HazardHunterPH. A Risk Score was also included, which is derived from a national multi-hazard vulnerability map. This score reflects the overall exposure of each office location to multiple hazards, using a scale from 0 to 1. A value closer to 0 indicates lower exposure, while values nearer 1 signify higher vulnerability due to the surrounding community's proximity to several natural hazards.

OFFICES	SEISMIC	VOLCANIC	FLOOD	STORM SURGE	RISK SCORE
Makati Head Office	Prone; Intensity VIII ~4.9 km west of the Valley Fault	Outside PDZ ~60.4 km from Taal Ashfall: Prone	Low Susceptibility	Safe	0.49
Baguio	Prone; Intensity VIII ~8 km southeast of the Tubao Fault	~143 km north of Pinatubo Ashfall: Prone	Moderate Susceptibility	Safe	0.49
Pampanga	Prone; Intensity VIII ~41.7 km south of the Care Fault	~30.9 km east of Pinatubo Ashfall: Prone	Low Susceptibility	Safe	0.37
Batangas	Prone; Intensity VII ~26.6 km southeast of the Valley Fault	Outside PDZ 18.4 km east of Taal Ashfall: Prone	Low Susceptibility	Safe	0.40
Cebu	Prone; Intensity VIII ~4.4 km east of the Cebu Fault	Outside PDZ ~85.4 km east of Kanlaon Ashfall: Prone	Low Susceptibility	-	0.42
Iloilo	Prone; Intensity VIII ~33.9 km southeast of the West Panay Fault	Outside PDZ ~69.4 km northwest of Kanlaon Ashfall: Prone	Low Susceptibility	Prone (0.1–1m)	0.25
Bacolod	Prone; Intensity VII ~37 km north of the West Negros Fault	Outside PDZ ~34.8 km northwest of Kanlaon Ashfall: Prone	Low Susceptibility	-	0.25
Davao	Prone; Intensity VIII ~6.4 km southeast of the Central Davao Fault	~38.2 km east of Apo Ashfall: Prone	Low Susceptibility	-	0.34
Cagayan De Oro	Prone; Intensity VIII ~17.4 km southwest of the Tagoloan River Fault	~79.5 km south of Hibok-hibok Ashfall: Prone	Low Susceptibility	-	0.33
General Santos	Prone; Intensity VIII ~19.5 km east of the Daguma Fault	~29.2 km southeast of Matutum Ashfall: Prone	Low Susceptibility	-	0.32

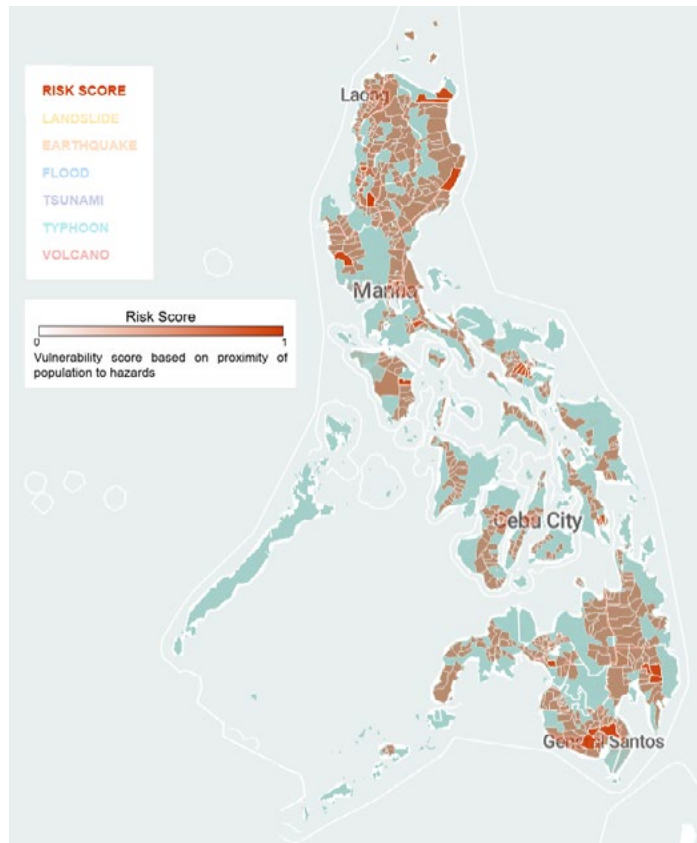
*PDZ- Permanent Danger Zone is an established area around a volcano that is inherently hazardous.

By combining detailed hazard classifications with a consolidated Risk Score, we gain a more complete understanding of environmental and climate-related threats to help us identify which locations may require greater attention, enhanced preparedness, or additional protective measures.

Having this information allows Maxicare to:

- Strengthen business continuity and emergency-response planning
- Identify facilities that may require additional preparedness or protection measures
- Ensure employee safety by understanding location-specific risks
- Maintain uninterrupted support and services for members during major calamities

This hazard mapping, combined with climate and heat monitoring, supports our long-term goal of building a resilient healthcare operation. One that remains dependable even in the face of extreme weather and natural calamities.



Source: <https://hazard-risk-map.firebaseio.com/>

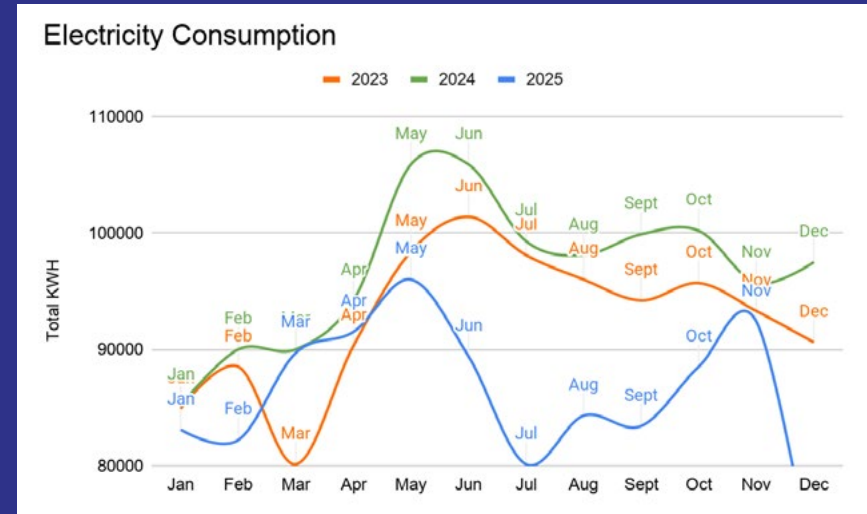
Energy Use & Carbon Emissions

As part of our commitment to responsible operations, Maxicare closely monitors its electricity use, which is the largest contributor to our environmental footprint. By improving efficiency across our facilities and systems, we continue to make meaningful progress in reducing both energy consumption and carbon emissions.

Energy consumption data currently covers the Maxicare Tower Head Office in Makati. We are still working toward expanding energy monitoring across all office locations to support more comprehensive tracking and improved environmental management in the future.

Energizing a Sustainable Operation: Efficiency in Action

Our electricity usage remains a key indicator of our operational efficiency. From 2023 to 2025, consumption trends reflect the impact of ongoing upgrades across our facilities and IT infrastructure, highlighting the measurable impact of our efficiency initiatives.



Our focused efforts in the first half of 2025 resulted in the following as of December 2025:

- Reduction of 131,100 kWh or 11.3% in energy consumption compared to the previous year.
- Saved Php 1,608,442 on electricity cost from the previous year.

How we achieved this:

- **IT Infrastructure Streamlining** - We simplified our technology setup. This involved using only the servers we truly needed and turning off old backup power units that were using electricity unnecessarily.
- **Temperature Control** - We managed our building's temperature smarter by limiting the air conditioning in our main Electrical Room to just the morning hours. This reduced energy use without affecting our operations.
- **LED Conversion** - LEDs consume significantly less energy than traditional bulbs, making this an effective measure for energy savings.

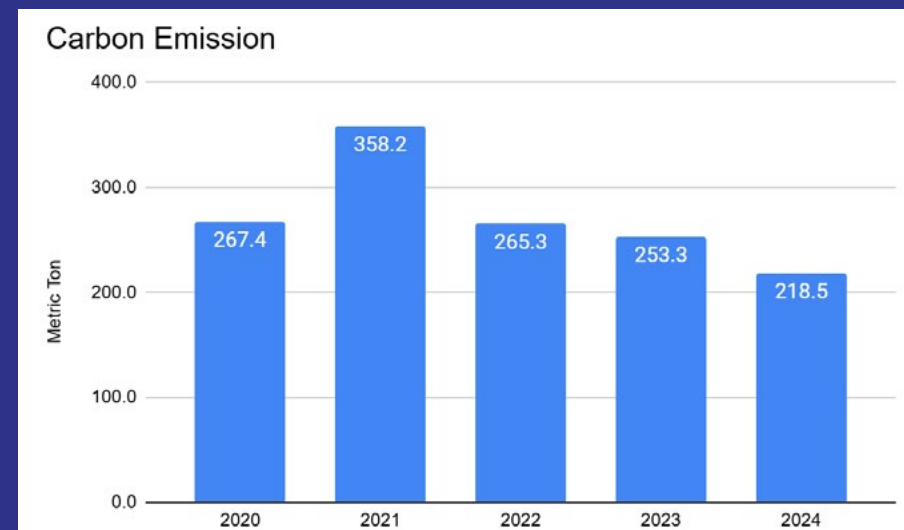
These reductions directly translate into a lower carbon footprint, marking a significant first step toward sustainable operations. While these early wins are promising, we remain committed to exploring further opportunities to reduce energy use and strengthen our environmental stewardship across all operations.

Carbon Emissions

To understand Maxicare's carbon footprint, we measured the CO₂ released from our electricity use. Electricity remains the largest contributor to our operational emissions, which makes it an important indicator of our environmental performance.

Our carbon emission estimates are calculated using the Philippine Grid Emission Factor (GEF) (0.691 kg/ CO₂e) issued by the Department of Energy (DOE). The GEF provides a standardized way to convert electricity consumption (kWh) into CO₂ emissions, allowing Maxicare to follow a nationally recognized method. All computations were prepared by Engr. Arnie Ace Roque, the manager of HR Environment, Health and Safety Operations, ensuring accuracy and alignment with the reporting practices.

Using the year 2019 as the fixed baseline for the calculation provides a consistent way to measure carbon emission reduction over time. By utilizing the same conversion factor each year, we were able to track changes of the carbon footprint from 2020 to 2024, resulting in a clear downward trend. This improvement reflects the impact of our ongoing energy-efficiency initiatives.



Across the five-year period, Maxicare achieved a total reduction of 1,362.8 metric tons of CO₂, driven by the following:

- Lower electricity consumption across major facilities
- Conversion to LED lighting, which significantly reduced energy demand
- Optimized use of air-conditioning and temperature controls
- IT and equipment upgrades

These improvements demonstrate Maxicare's commitment to reducing its operational impact on the environment. While we continue to enhance our data collection and energy monitoring, this reduction marks a meaningful step toward a more efficient and responsible workplace.

Moving forward, Maxicare aims to expand its energy-efficiency initiatives, strengthen tracking systems, and identify additional opportunities for environmental improvement as part of its sustainability strategy.

Water Resources

Energizing a Sustainable Operation: Efficiency in Action

In 2025, we strengthened our commitment to water consumption through practical improvements, smarter facility management, and more intentional resource use. These initiatives helped us reduce overall consumption while keeping our operations efficient and resilient.

As of December 2025 we achieved the following:

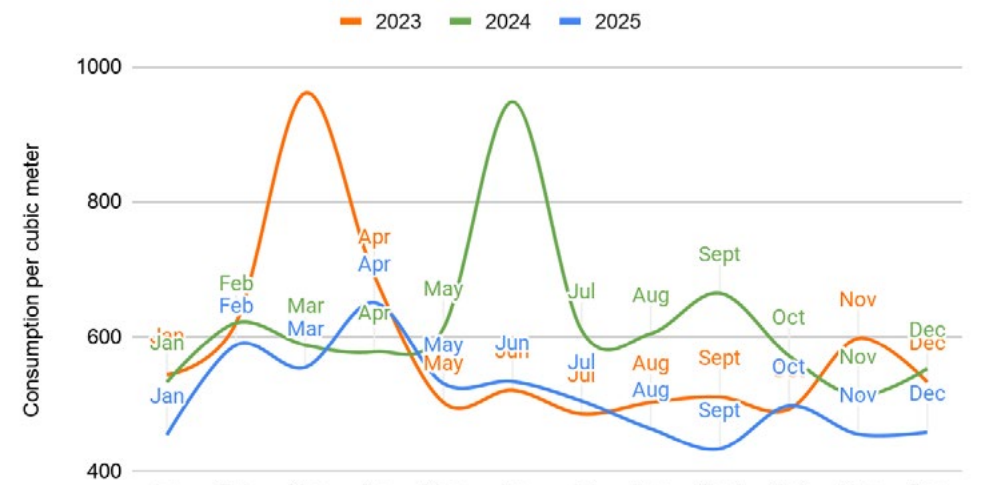
- Reduction of 1,270 or 17.2% cubic meter in water consumption compared to the previous year.
- Saved Php 174,144 on water cost from the previous year.

HOW WE DID IT?

- Hybrid Work Setup - By adopting a flexible work setup, we have fewer employees in the office every day, which leads to less water being used in our offices.
- Water-Saving Upgrades - We have started installing waterless urinals in some restrooms. This does not require flushing, which saves a significant amount of water every day.

Our water usage typically follows a predictable cycle, with semi-annual or annual peak increases linked to major cleaning and maintenance activities. By tracking these patterns more closely, we ensure that higher consumption during these periods is anticipated, monitored, and managed responsibly. This helps us accurately interpret water usage spikes and plan maintenance schedules efficiently.

Water Consumption



Water consumption data currently reflects usage at the Maxicare Tower Head Office in Makati. We aim to include additional office locations in our monitoring scope in the future to strengthen water management and conservation efforts.

Pollution and Waste Management

Effective waste management is a key component of Maxicare's environmental responsibility. As a healthcare organization with nationwide operations, we recognize the importance of minimizing pollution, reducing waste, and ensuring proper disposal practices that align with environmental regulations.

Maxicare has established proper waste management policies and procedures that guide the generation, segregation, collection, storage, and disposal of waste across its facilities nationwide. These policies ensure that waste is handled safely, responsibly, and in compliance with applicable environmental standards.

To support transparency and regulatory compliance, Maxicare submits Self-Monitoring Reports (SMR) to the Environmental Management Bureau (EMB) on a quarterly basis. This process enables continuous oversight of our waste-related practices and reinforces our commitment to environmental accountability.

Zero Paper Waste and Recycling Initiatives

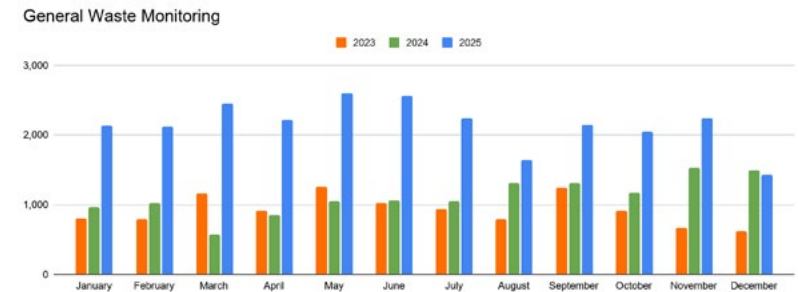
To reduce pollution and support responsible resource use, Maxicare continues to advance its zero paper waste initiatives, focusing on paper reduction, recycling, and proper storage.

Paper recycling systems are implemented across offices to ensure proper segregation, collection, and recovery of recyclable materials. Collected paper waste is temporarily stored at the CROWN storage facility before being endorsed to certified recycling partners. This ensures secure handling while maintaining an organized and traceable recycling process.

Maxicare works with accredited recycling firms to ensure that paper waste is processed efficiently and sustainably. To date, approximately 50 tons (50,000 kg) of paper waste have been diverted from disposal and recycled. These recycling efforts resulted in an estimated 50,000 kg of CO₂e emissions avoided, demonstrating the environmental impact of our paper waste reduction initiatives.

General Waste Monitoring

Maxicare monitors general waste generation trends to better understand waste volumes and identify opportunities for reduction and improvement.



The higher volume of general waste recorded in 2025 is mainly attributed to operational factors during the year. More employees returned to onsite work compared to previous years, increasing daily office-generated waste. In addition, office renovation activities contributed to increases in waste materials. Food-related waste also rose as more employees worked in the office and relied on take-out meals during workdays. These factors explain the observed spike in waste levels for 2025. This monitoring supports informed decision-making and continuous enhancement of waste management practices.

Responsible Waste Disposal

All waste generated within Maxicare facilities is managed through proper disposal processes and coordinated with authorized waste handlers and local government-approved facilities. These practices help prevent environmental contamination and ensure compliance with safety and environmental requirements.

TREE PLANTING PROGRAM: PLANTING OUR LEGACY

At Maxicare, we believe that nurturing a healthy environment is integral to our mission of nurturing healthy lives. Our recent tree-planting initiative is a living testament to this commitment, blending purpose with action to create a lasting, positive impact.

Maxicare's Tree-Planting Initiative Takes Root in Antipolo

In celebration of Maxicare's 38th anniversary this year, Maxicare, MaxiHealth, and MaxiLife embarked on a meaningful tree-planting activity themed "Planting Our Legacy" last August 16, 2025. Held in partnership with the Provincial Environment and Natural Resources Office (PENRO) of Rizal and the People's Organization of Antipolo, the initiative reinforced the company's commitment to environmental sustainability, employee volunteerism, and community engagement.

The Impact in Action:

- 200 Narra seedlings planted, symbolizing Filipino strength and resilience, in a designated reforestation area in San Jose, Antipolo.
- 60+ employees from Maxicare, MaxiHealth, and MaxiLife volunteered, demonstrating powerful cross-functional collaboration.
- Executive leadership support from Chief Human Resources Officer Joe Buot and Chief Health Network Management Officer Elizabeth Gregorio, who inspired and worked alongside the team.



The activity was more than an environmental endeavor – it was a testament to the power of teamwork. Employees from across the three business units bonded over shovels and saplings, embodying the company's core values, Malasakit (Compassion) for the environment and future generations, and Collaboration across teams and partner organizations.

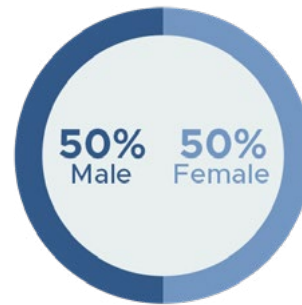
The tree-planting activity reminded us that growth is a collective effort. Just like in healthcare, every small action leads to a greater impact.

As Maxicare celebrates 38 years of service, this tree-planting activity marks the beginning of an enduring green legacy. These newly planted trees contribute to local biodiversity, support reforestation efforts, and will help offset carbon emissions as part of our broader environmental commitments. They stand as living symbols of our promise to protect both people and the planet.

Organized by the Labor Management Council, Lifestyle Circle, and HR teams of Maxicare, MaxiHealth, and MaxiLife.



MAXICARE HEADCOUNT



EMPLOYEE BREAKDOWN BY GENDER

EMPLOYEE AGE GROUP

52.41%

25-34 years old

32.43%

1 - 3 years

32.03%

35-44 years old

27.61%

< 1 year

14.87%

7 - 10 years

12.69%

4 - 6 years

12.40%

Above 10 years

7.35%

45-54 years old

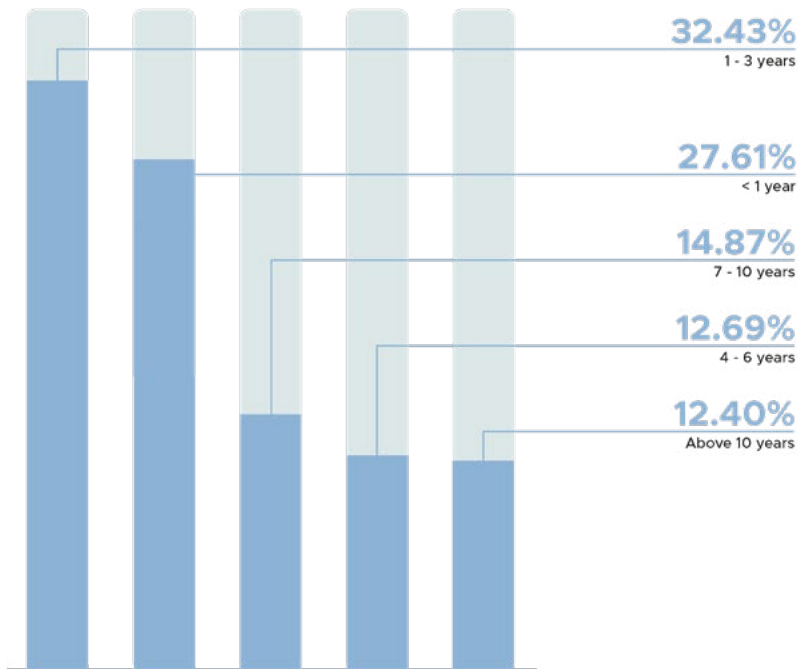
7.29%

Below 25 years old

0.92%

55-64 years old

TENURE DISTRIBUTION



77.18%
RETENTION RATE

HUMAN CAPITAL DEVELOPMENT

At Maxicare Group, our people are at the heart of everything we do. As a healthcare organization, we recognize that delivering quality care to our members starts with creating a workplace where employees feel respected, supported, and empowered to grow. Our approach to human capital development focuses on diversity, equity, and inclusion, continuous learning, employee well-being, and fair workplace practices to ensure that our people can thrive both professionally and personally.

Diversity, Equity, and Inclusion (DEI)

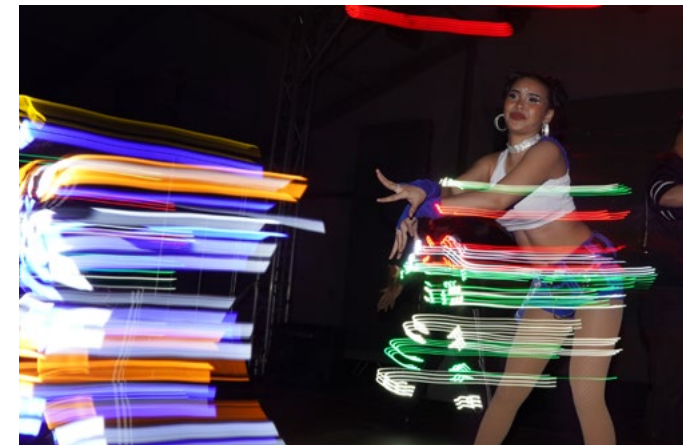
Maxicare is committed to fostering a diverse, equitable, and inclusive workplace where everyone feels valued and has the opportunity to contribute their unique perspectives and talents. We believe that diversity strengthens innovation, improves collaboration, and enhances employee engagement, ultimately supporting better outcomes for our organization and the communities we serve.

Diversity at Maxicare reflects the representation of different identities, backgrounds, and experiences across the organization. Equity recognizes that individuals have different circumstances and that fair outcomes require addressing these differences through appropriate support and access to opportunities. Inclusion ensures that all employees experience a genuine sense of belonging, where they feel respected, heard, and empowered to bring their whole selves to work.

Our commitment to DEI is embedded across our governance, policies, and people practices. We uphold a zero-tolerance approach to discrimination and ensure that all employees are treated with dignity and fairness. Our Board and leadership teams actively support diverse representation and inclusive decision-making at all levels of the organization.

DEI COMMITMENTS:

- **Governance** - We are committed to fostering a culture of diversity, equity, and inclusion (DEI) as integral components of our business strategy and governance. We do not tolerate any form of discrimination, and we ensure that all employees are treated with dignity and fairness. Our Board further reinforces our commitment to diverse leadership, ensuring representation across all levels of governance.
- **Recruiting and Hiring Processes** - Maxigroup is an equal opportunity employer, welcoming and embracing diversity in all forms, including but not limited to; race, color, ethnicity, gender identity, sexual orientation, disability, religion, political affiliation, union membership, and socio-economic background. Our recruiting and hiring processes are free from bias, designed to attract and retain a diverse workforce that reflects the communities we serve. We are committed to promoting gender equality, women empowerment, and equal opportunities for all candidates.
- **Skills Development and Personal Growth** - We prioritize the personal and professional growth of all employees by providing equal access to training, mentorship, and leadership development. Maxigroup ensures that all employees, regardless of background, have opportunities to enhance their skills and contribute meaningfully to the organization. Our inclusive culture encourages the free exchange of ideas, fostering collaboration without fear of exclusion or discrimination.
- **Pay Equity** - Maxigroup is dedicated to ensuring fair and equitable compensation for all employees. Compensation decisions are based solely on merit,



performance, and qualifications, with no reductions or unjust differentiation based on gender, race, or other protected characteristics.

- **Gender Equity** - We actively promote gender equity across all areas of the organization, including hiring, promotion, and development. Maxigroup is committed to breaking down barriers to gender representation at all levels, ensuring that opportunities for advancement are equitable and accessible to all genders. Our policies aim to empower women and gender minorities, creating a workplace that supports their growth and success.
- **Respect for LGBT+ Rights** - Maxigroup is proud to support the UN Standards of Conduct for Tackling Discrimination against LGBT+ individuals. We respect and protect the rights of the LGBT+ community, ensuring a workplace that is free from discrimination, harassment, and violence.
- **Inclusion of People with Disabilities** - Maxigroup is committed to creating a work environment that is accessible and accommodating to employees with disabilities. We ensure that reasonable accommodations are provided, enabling all employees to perform at their best. Our policies recognize and support the diverse talents and abilities that each individual brings to our organization.
- **Multiculturalism** - We value multiculturalism and promote a workplace where diverse cultural perspectives are respected and integrated into our business practices. Maxigroup encourages cross-cultural

collaboration, recognizing that a diverse workforce strengthens innovation and strategic decision-making.

- **Parenthood and Caregiving Responsibilities** - Maxigroup recognizes the importance of supporting employees with caregiving responsibilities, offering hybrid work arrangements and parental leave policies. We strive to create a supportive work environment that allows employees to balance their professional roles with their family and caregiving duties, ensuring their success both at work and at home. This is especially relevant to women who become pregnant, and become mothers, in the course of their employment, for whom a supportive work environment will be critical to their ability to care for their child in the initial years of the latter's development.
- **Work-Life Balance and Well-Being** - We believe that work-life balance is essential to the well-being of our employees. Maxigroup offers hybrid working arrangements, wellness programs, and mental health support services to help employees maintain a healthy balance between their personal and professional lives. Our commitment to well-being is an integral part of our inclusive culture.
- **Mental Health** - Maxigroup is committed to supporting the mental health of its employees. We provide access to mental health resources and encourage open dialogue around mental well-being to reduce stigma and create a supportive environment.

Our policies ensure that all employees feel safe and empowered to seek help when needed.

- **Harassment and Discrimination** - Maxigroup has a zero-tolerance policy for harassment and discrimination in any form. We are committed to maintaining a workplace where all individuals are treated with respect and dignity, as outlined in our Code of Conduct. Any incidents of harassment or discrimination are addressed promptly and thoroughly, ensuring a safe and inclusive environment for everyone.



Learning, Training, and Capability Building

Continuous learning is essential in a rapidly evolving healthcare environment. Maxicare invests in employee development by providing access to structured learning programs, online courses, and role-specific training that strengthen skills, support career progression, and enhance service quality.

Online training programs are delivered through our Learning Management System (LMS), ensuring consistent access to learning opportunities for employees across the organization. These programs cover a wide range of topics, including compliance, technical skills, leadership development, data literacy, and personal effectiveness.

2025 Learning Overview:

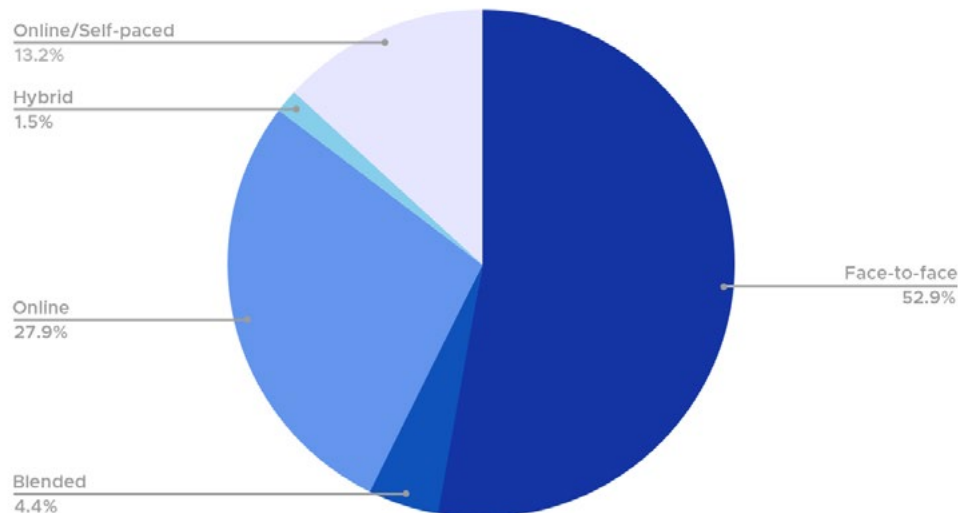
In 2025, Maxicare's learning initiatives showed strong participation and sustained engagement:

- Total learning hours completed: 10,163.5 hours
- Total learners: 6,966 employees
- Average learning hours per learner: 1.5 hours

These figures reflect broad organizational participation in continuous learning, supported by flexible and accessible training delivery methods.

These figures reflect broad organizational participation in continuous learning, supported by flexible and accessible training delivery methods.

Mode of Trainings Provided for 2025



The distribution of training modes in 2025 reflects Maxicare's balanced approach to learning delivery:

- Face-to-face training remained as the primary mode, supporting interactive learning, collaboration, and engagement, particularly for workshops, discussions, and role-based sessions.
- Online/self-paced learning enabled

flexibility and accessibility, allowing employees to complete courses at their own pace while balancing work responsibilities.

- Blended and hybrid training provided a mix of in-person and digital learning, supporting diverse learning preferences and operational needs.

This combination ensures that learning remains effective, inclusive, and adaptable

to different roles and work arrangements.

To ensure compliance, data protection, ethical decision-making, and essential workplace skills, employees are required to complete a set of mandatory online courses through the LMS. These include:

- Conflict Management with Emotional Intelligence
- Introduction to Logic and Critical Thinking
- Chaos to Control: How to Develop a Productivity System
- Ask Questions to Make Data-Driven Decisions
- Data Analytics for Beginners
- The Art of Problem Solving: Root Cause Analysis (RCA) Techniques
- Data Privacy Awareness (DPA) Course
- Financial Products and Services Consumer Protection Act (FCPA)
- Information Security Awareness

Maxicare's learning and development initiatives demonstrate our commitment to building a capable, future-ready workforce, while ensuring employees are equipped with the knowledge and skills needed to deliver high-quality service to our members.

Employee Well-Being, Safety, and Work-Life Balance

Employee well-being is a key pillar of Maxicare Group's human capital strategy. We promote a healthy and supportive work environment through hybrid work arrangements, wellness initiatives, and access to mental health resources. Open dialogue around mental well-being is actively encouraged to reduce stigma and ensure that employees feel safe and supported in seeking help when needed.

To strengthen these efforts, Maxicare Group delivers employee wellness and mental health initiatives through Maxicares4U, our internal employee engagement and well-being platform. Maxicares4U serves as a space where employees can access health-related programs, educational talks, and awareness campaigns designed to support both physical and mental well-being.

Through Maxicares4U, employees are regularly engaged in wellness activities and learning sessions that promote preventive self-care, emotional resilience, and healthy coping strategies. These initiatives aim to help employees manage stress, adapt to change, and maintain balance amid personal and professional demands.

Wellness and mental health programs under Maxicares4U include a series of awareness talks and campaigns such as:

- Wanderlust Wellness: How Travel Enhances Mental Well-Being
- Gen Zen Talk: Enhancing Mental Well-Being through Preventive Self-Care
- Gen Zen Talk: Strengthening Mental Well-Being During Disruptive Events
- Passion Projects: Cultivating Mental Health through Hobbies

Maxicare
Live your best life

in partnership with
MedGrocer

PASSION PROJECTS: CULTIVATING MENTAL HEALTH THROUGH HOBBIES



The Healing Power of Hobbies

- They offer a sense of purpose and personal satisfaction.
- Hobbies can sharpen the mind, improve memory, and keep the brain engaged.



Embarking on a the Journey: For Newcomers

- Choose hobbies that don't overwhelm you with too much complexity at the beginning. Simplicity can still be an enjoyable and fulfilling experience.
- Find local or online groups for beginners in areas like gardening or book clubs to build community and get tips.



Elevating Your Passion: For Devotees

- Set a monthly goal that challenges you further, like mastering a complex recipe or completing a detailed craft project.
- Try out another variation of your current hobby. If you're into painting, try a new medium like watercolors or digital art.



Reawakening Your Interests: For Rekindlers

- Look through any unfinished projects or ideas you had and consider picking them back up. This can reignite the initial spark you had for the hobby.
- Set aside an hour every weekend to re-engage, like weekend mornings to engage in your previous hobbies.

In addition, Maxicare Group supports employee mental health through partnerships with healthcare providers, including a mental health program in collaboration with MedGrocer, which expands access to professional support and mental health services.

Work-life balance is further supported through flexible work arrangements that allow employees to manage both professional and personal responsibilities effectively. Together, these initiatives contribute to a more engaged, resilient, and productive workforce while reinforcing Maxicare Group's commitment to employee well-being and inclusive workplace culture.



Finding Calm Amid Tremors

Staying Prepared, Alert, and Ready



October 24, 2025

2:00PM - 3:00PM | Live on Zoom

Join us to

- Understand and appreciate healthy coping and self care and its benefits to our personal and professional lives
- Learn better strategies for coping and self care
- Develop a self-care plan that can be utilized in our day to day lives

Register to
reserve a slot



mdor.cr/mxc-self-care-2510

Fair Workplace Practices and Employee Protection

Maxicare Group maintains a zero-tolerance policy toward harassment and discrimination in any form. All employees are expected to uphold the principles outlined in our Code of Conduct, ensuring a respectful, safe, and inclusive workplace for everyone.

Clear processes are in place to address concerns promptly and fairly. This commitment reinforces trust within the organization and supports a culture where employees feel protected, respected, and confident in raising issues when necessary.



Great Place to Work® Certified: Building a Culture Where People Thrive

Maxicare has been certified by Great Place To Work® as among the diverse and competitive group of employers across various industries in the region recognized for having a great workplace culture since 2023.

In the latest Great Place to Work® survey, 83% of Maxicare employees said the company is a great place to work, exceeding the global benchmark of 53%.

This extraordinary result affirms the strength of our workplace culture and our dedication to employee well-being, inclusivity, and growth.

Employees shared high levels of trust in leadership, pride in their work, and confidence in Maxicare as a safe, welcoming, and fair workplace, regardless of gender, background, or identity. These insights fuel our strategy to keep improving and evolving as the country's leading HMO.

Celebrating Our People: One Maxicare

In September 2023, Maxicare marked one year of being GPTW-certified with a company-wide celebration at the Maxicare Tower. The event brought together teams across departments for a day of learning, camaraderie, and appreciation, highlighting the value we place on connection and collaboration.

Leaders emphasized how Maxicare's success is built on its people:

“Achieving an 83% engagement score on our first certification is truly an outstanding achievement.”

- Christian Argos, President & CEO

“Maxicare's success as a service company relies on being a great place to work that attracts top talent.”

- Joe Buot, Chief HR and Administration Officer

The celebration reinforced our values of unity and excellence, with employees participating in games, activities, and social media challenges—showing the joy and energy of the Maxicare community.

Certified Great Place to Work® for the Second Year (2023–2024)

Maxicare proudly earned its second consecutive Great Place to Work® certification. This recognition validates Maxicare's commitment to providing a great work environment for employees.

According to the survey, Maxicare treats its employees fairly regardless of their gender, race, or sexual orientation - a testament to the company's inclusive culture. Additionally, the workforce also perceives Maxicare as a

physically safe and welcoming workplace, further cementing the company's status as a great place of work.

With more than 1.8 million members nationwide, Maxicare continues to be one of the Philippines' leading HMOs - powered by a workforce dedicated to delivering exceptional care.

Our people are our greatest asset, and

being recognized as a Great Place to Work® is a testament to the culture we continue to build a culture of compassion, collaboration, integrity, and growth.

As we move forward, Maxicare remains committed to strengthening employee experience and well-being, ensuring that we take care of our people as they take care of the communities we serve.

Certified Great Place to Work® for the Second Year (2023–2024)

In 2025, Maxicare Group was once again certified as a Great Place to Work®, marking multiple consecutive years of recognition across the Group: 4th year for Maxicare, 3rd year for MaxiLife, and 2nd year for MaxiHealth.

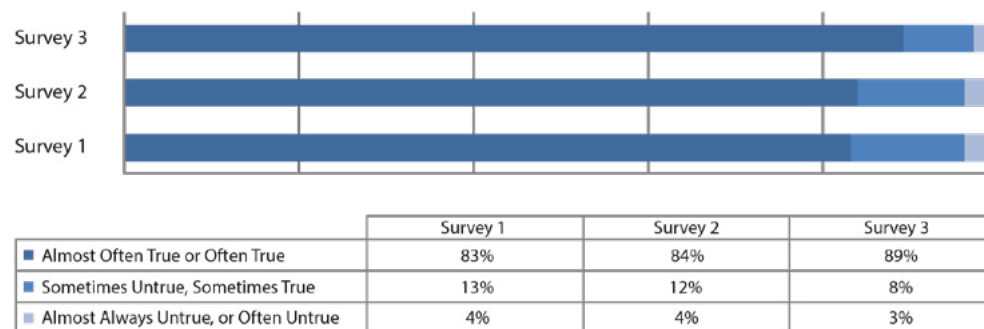
This continued recognition reflects more than consistency. It demonstrates measurable progress in how employees experience the workplace year after year, even as expectations and global benchmarks continue to rise.

Compared to the previous year, the Group recorded notable improvements across key culture indicators:

- Higher engagement scores across BU's from 73 to 78 group average
- Improved perceptions of leadership credibility from 76 to 80 group average
- Greater alignment to our transformation journey
- Stronger feedback on fairness, respect, and workplace pride

These gains reflect the collective efforts of leaders and employees. Leaders who listen and act on feedback, and employees who actively contribute insights that shape a better, more inclusive workplace.

To further illustrate employee advocacy and workplace satisfaction, selected results from the 2025 GPTW employee engagement survey with 1,586 respondents from Maxicare are highlighted below.



The high proportion of promoter responses reflects strong employee loyalty, trust, and confidence in Maxicare as a workplace, reinforcing the sustainability of our people-centered culture.



Great Place To Work Festival 2025

Maxicare Group celebrated the GPTW Festival 2025 last November 12–19, a six-day event inspired by the voices of our people. Guided by the feedback shared in our surveys, this festival became a launchpad for our next chapter to strengthen trust, recognize our collective achievements, and celebrate the culture of care, fairness, and well-being that we continue to build together.

The GPTW Festival brought to life the very things that make Maxicare a great place to work: our people, our shared values, and our commitment to grow as one team. Each day featured meaningful activities designed to spark learning, appreciation, and connection across the organization.

Day 1 - Kick-Off and Commit

Employees shared their personal commitments through the Community Pledge Padlet, reflecting how each of us contributes to a better workplace. The Digital Passport kicked off the week's missions and challenges, bringing fun competition to the festival. The day closed with an energetic Lightning Talk from Jonathan Yabut, who emphasized the power of meaningful feedback in motivating and strengthening teams.

Day 3 - Speak Up and Share Your Story

The Employee Engagement Survey officially opened, strengthening our commitment to collective improvement. Kwentong Maxicare featured inspiring stories that captured the compassion and resilience within our teams. A second talk by Jonathan Yabut focused on leveling up communication, reminding us that clarity builds better relationships and outcomes.

Day 5 - Envision, Empower, and Elevate

The MaxiAcademy Re-Launch marked a renewed commitment to professional development and lifelong learning. Jonathan's talk emphasized creating psychological safety at work, where people feel empowered to speak up, ask for help, and take ownership. Another Behind the Badge session highlighted the everyday moments that make our workplace warm, supportive, and human.

Day 2 - Celebrate Gratitude and Stories

A Thank You Wall filled with appreciation messages reminded everyone that kindness creates impact. Games brought out laughter, teamwork, and friendly rivalry with winners bringing home fun prizes. The Behind the Badge session highlighted heartfelt stories on how Maxicare's benefits support employees' real-life needs, dreams, and families.

Day 4 - Learn, Appreciate, and Grow Together

Ms. Vida Arciaga shared insights on self-awareness and how knowing ourselves helps us lead, influence, and grow. Jonathan Yabut returned with a powerful message: questioning ideas is not being a kontrabida, but it is choosing progress over routine, and innovation over complacency.

Day 6 - Grow, Shine, and Keep the Fire Burning

The final day was filled with games, laughter, and shared celebrations - proof that joy strengthens connection. Jonathan's closing talk left a lasting reminder - "The biggest room in the world is the room for improvement." Growth is not a race but a continuous personal journey, guided by humility, curiosity, and courage.

The GPTW Festival 2025 was more than a series of activities. It was a celebration of our people. Every story shared, every laugh exchanged, every lesson learned, and every commitment made reflects the culture we're co-creating at Maxicare Group.

We celebrate not just what we do, but who we are when we do it together. This festival honored that spirit, and marks the beginning of an even stronger, more connected, and more inspired workplace for everyone.

Community Engagement

Brigada Eskwela 2025: Strengthening Schools, Communities, and Young Learners

As part of its commitment to education, wellness, and community-building, Maxicare Healthcare Corporation, an honored member of the Juan Community Gokongwei Group, continued its support for Brigada Eskwela 2025, the Department of Education's nationwide volunteer program preparing public schools for the new academic year.

This year's initiatives at Hen. Pio del Pilar Elementary School and Makati Integrated School strengthened Maxicare's mission of nurturing healthier, safer, and more empowered communities.

Greening Spaces for Learning: Sky Garden Revitalization

Hen. Pio del Pilar Elementary School | August 23, 2025

Maxicare volunteers came together to bring new life to the school's Sky Garden, an outdoor space where students unwind, explore, and connect with nature. Working hand in hand with teachers and community members, the team cleaned, restored, and refreshed the area, making it a safer and more welcoming environment for young learners.

Beyond the garden cleanup, Maxicare extended support by donating essential school supplies and learning materials, helping students and teachers begin the school year equipped and motivated.

This initiative highlighted Maxicare's culture of volunteerism, teamwork, and compassion, showing how simple acts of service can enrich a child's learning experience.

Promoting Health and Safety: Dengue Awareness for Students

Makati Integrated School | August 28, 2025

Continuing the Brigada Eskwela efforts, Maxicare volunteers, together with Corporate HR and the Labor Management Council conducted a health-centered outreach program led by Ms. Elizabeth Gregorio, Chief Health Network Management Officer; Dr. Art Libao, Chief Medical Director; and Ms. Shellay Albay, Project Lead.

A highlight of the day was an interactive Dengue Awareness Talk delivered by Dr. Libao to Grade 4 students. The session focused on practical preventive measures such as eliminating stagnant water and keeping surroundings clean. Students eagerly participated, showing interest and curiosity about protecting themselves and their communities.

To reinforce the lessons, Maxicare distributed Dengue Kits containing tools to help reduce students' risk of mosquito bites.

Supporting modern teaching needs, the Gokongwei Brothers Foundation also donated a flat-screen television and high-quality speaker system, resources that will enhance classroom engagement and instructional delivery.

Through these Brigada Eskwela initiatives, Maxicare continues to uplift communities by promoting education, safety, and wellness.

More than a healthcare provider, Maxicare stands as a partner in nation-building, guided by the Juan Community Gokongwei Group's vision of creating a healthier, more empowered future for Filipino youth.

Brigada Eskwela: Building a Better Future One Book at a Time

Nemesio I. Yabut Elementary School

As part of the Juan Community: Gokongwei Group Volunteerism Program, Maxicare proudly nominated five schools in Makati to participate in this year's Brigada Eskwela. The first stop was Nemesio I. Yabut Elementary School, where the team delivered a day filled with learning, creativity, and community spirit.

We were honored by the presence of Ms. Lisa Gokongwei-Cheng, General Manager of the Gokongwei Brothers Foundation. Her attendance underscored the group's unwavering commitment to education and volunteerism, inspiring both Maxicare volunteers and the school community.



Opening Doors Through Books: Storybook Donation Drive

One of the highlights of the day was the book donation turnover, where Maxicare shared storybooks and learning materials with the students. Each book symbolizes a new window of opportunity, inviting children to imagine, explore, and discover worlds beyond the classroom.

These resources help nurture early literacy skills and cultivate a lifelong love for reading, reinforcing the belief that education is the foundation of a brighter future.

To spark creativity among young learners, Maxicare employees from the Health and Network Management team prepared and performed a special interactive skit titled “Ang Madjik Silya ni Titoy” for Grade 1 pupils.

Filled with humor, imagination, and heart, the role-play encouraged the children to participate actively and express themselves freely. Their laughter and excitement energized the room, making the activity a standout moment for both volunteers and students.

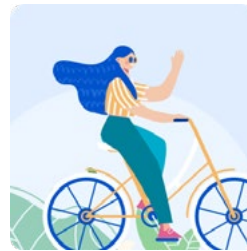
More than the materials shared, the true impact came from the time, effort, and genuine care that Maxicare volunteers extended to the school community. The Brigada Eskwela experience at Nemesio I. Yabut Elementary School reflects the core of what the Juan Community stands for: volunteerism driven by malasakit, working together to build a more hopeful and empowered future for the next generation.

Health and Safety

As a healthcare company, Maxicare recognizes that strong communities begin with strong health foundations. Beyond providing medical services to our members, we promote preventive care, wellness, and safety through structured healthcare programs and initiatives that support individuals across different life stages.

Maxicare delivers its health and safety commitment through its Best Care approach, which emphasizes preventive, accessible, and patient-centered healthcare. We promote health awareness through short, practical articles that promote disease prevention, stress management, self-care, remedies, and healthcare tips. It encourages preventive health practices and supports healthier habits among members and the wider community.

It focuses on the following core areas:



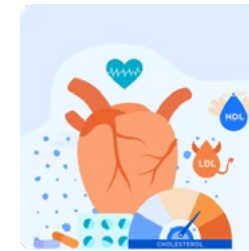
General Health and Wellness

A holistic approach to maintaining a health lifestyle



Mental Health

Your mental health is of the utmost importance



Chronic Disease Management

How to manage chronic diseases and live your life to the fullest



Women's Health

Take care of your physical and emotional well-being



Vaccination

Protect yourself and your loved ones and join the fight against COVID-19 by getting vaccinated through Maxicare

Flu Protection Drive 2025

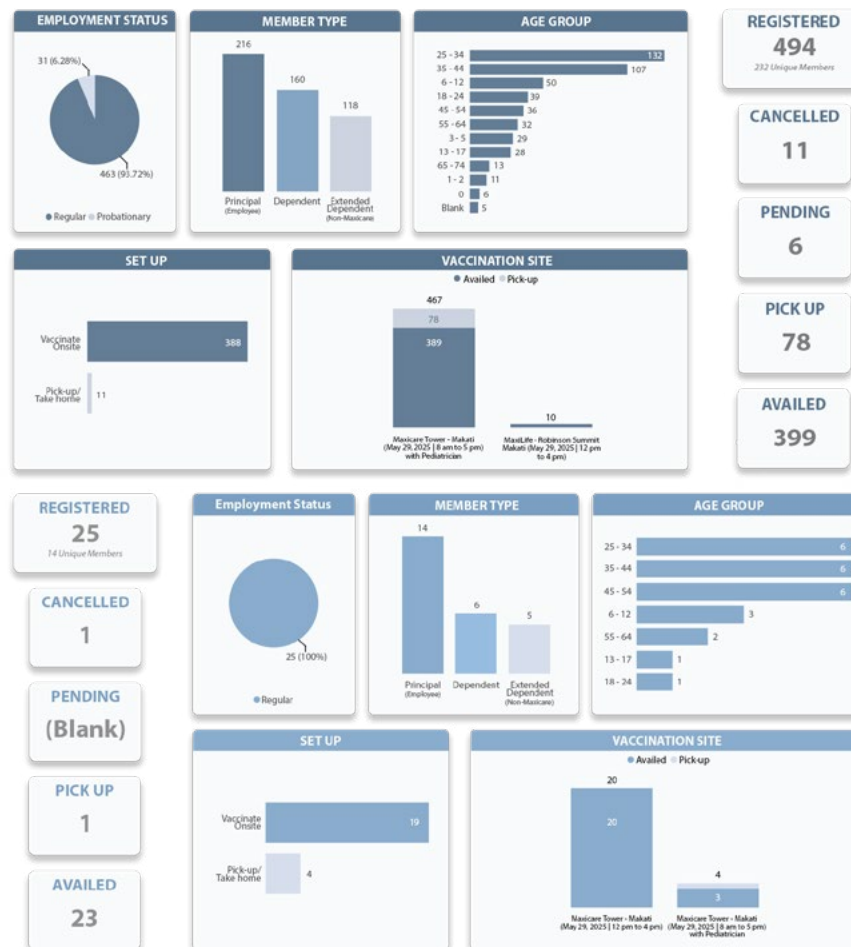
In line with this preventive healthcare approach, Maxicare implements vaccination initiatives that protect employees, members, and their families from preventable diseases. Maxicare and MaxiLife came together to host the Flu Protection Drive 2025, held at Maxicare Tower and the MaxiLife Office in Makati City. The initiative provided employees and their families with convenient access to flu vaccination, a small action with a big impact on community health.

Over 500 employees, dependents, and extended family members participated in the vaccination drive, reflecting our collective belief that safeguarding one another's health is a shared responsibility. By encouraging vaccination, we help reduce the spread of influenza, minimize work disruptions, and foster a safer, more resilient workplace.

Beyond the numbers, the event showcased the power of collaboration between the Maxicare and MaxiLife teams. Employees from both organizations stepped up to protect themselves and their loved ones, reinforcing our mission to champion a culture of wellness and proactive care.

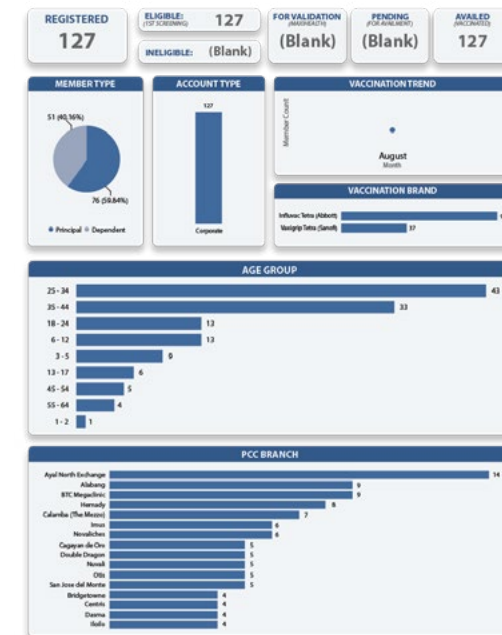
To better understand employee engagement and the reach of our campaign, we analyzed participation using our vaccination monitoring dashboards.

Flu Vaccination Participation Dashboards for Maxicare and MaxiLife



Following the strong participation in the May Flu Protection Drive, Maxicare expanded the initiative by opening a second round of vaccinations from August 1-17, 2025. This round focused on ensuring continued protection during peak flu season, especially for employees who were unable to participate in the first round.

The August Flu Vaccination Drive was held at Maxicare Primary Care Clinics (PCCs) nationwide. Regular employees and their enrolled dependents were encouraged to receive their flu shots at their convenience. This initiative strengthened our push for preventive healthcare by offering more flexible locations and extended dates, ensuring no one is left behind in accessing flu protection.



The dashboards highlight how access to vaccination drove participation, with most participants preferred onsite vaccination. It also reinforces the value of bringing preventive healthcare directly to the workplace. In terms of demographic breakdown, the engagement peaked among employees aged 25-44, showing that many employees in the main working age group actively chose to get vaccinated to stay healthy and protected.

From the combined May and August vaccination waves, a total of 646 individuals registered, consisting of 47% employees and 53% dependents. Out of those registered, 628 received their flu shots, which is 97% actual vaccination rate. This high completion rate shows the effectiveness of offering accessible and convenient vaccination options to our employees and their families.

Info from Human Resource Department

Primary Care Clinics (PCCs)

Maxicare continues to strengthen its commitment to accessible healthcare through its growing network of PCCs nationwide. Strategically located in key cities and provinces, these clinics bring superior healthcare closer to members and communities, embodying the company's vision that quality medical services should always be within reach.

Each PCC is equipped with state-of-the-art diagnostics and laboratory equipment and staffed by primary care physicians and specialists across various disciplines, including internal medicine, pediatrics, OB-gyne, cardiology, and ENT. Services range from consultations and laboratory tests to specialized procedures such as ECG, 2D echo, X-ray, ultrasound, and treadmill stress testing, with select clinics operating 24/7 for maximum member convenience.

Maxicare's PCC network has seen significant expansion, with clinics now operating across Luzon, Visayas, and Mindanao. Recent major openings include an 1,100-square-meter facility at Filinvest Three in Alabang and an 800-square-meter clinic at the PNB Makati Center featuring an expansive Rehabilitation and Therapy Wing. These new-generation clinics reflect Maxicare's holistic approach to care, addressing not just immediate medical needs but also long-term wellness and recovery.

Through this expanding network, Maxicare reinforces its mission to empower more Filipinos to lead healthier lives by making quality healthcare truly accessible, whether in Metro Manila hubs or key provincial centers.

REGION	COUNT OF PCC
CAR	1
NCR	20
Region 3: Central Luzon	4
Region IV-A: Calabarzon	11
Region IV-B: MIMAROPA	1
Region 6: Western Visayas	2
Region 7: Central Visayas	3
Region 10: Northern Mindanao	1
Region 11	1
Region XII: SOCCSKSARGEN	1
TOTAL	45



PCC	REGION
Bridgetowne 2nd/Flr EXXA Tower, Bridgetowne, Brgy. Ugong Norte, Quezon City	NCR
Cebu Lot 5, Block 6, Mindanao Avenue, Cebu Business Park, Ayala, Brgy. Luz, Cebu City	Region 7: Central Visayas
Clark G/F SM City Clark Tech Hub 6, MA Roxas Avenue, Clark, Angeles, Pampanga	Region 3: Central Luzon
Ayala North Exchange 2/F The Shops, Ayala North Exchange, Amorsolo St. Cor. Ayala Ave., Makati City	NCR
Centris G/F Cyberpod 5, Eton Centris, Quezon City	NCR
Davao Abreeza Mall, J.P. Laurel Ave, Poblacion District, Davao City	Region 11
Iloilo Megaworld Blvd, Mandurriao, Iloilo City, Iloilo	Region 6: Western Visayas
Double Dragon (former MyHealth) Diosdado Macapagal Blvd, Pasay, Metro Manila	NCR
VV Soliven GF-SOL1, VV Soliven Shopping Complex, EDSA Greenhills, San Juan City	NCR
Cebu Skyrise Block 8, Lot 3 Cebu IT Park Subdivision, Barangay Apas, Cebu City	Region 7: Central Visayas
Solenad, Laguna G/F Solenad 2, Nuvali, Sta. Rosa, Laguna	Region IV-A: CALABARZON
Bacolod G/F LOPUES MANDALAGAN Building, Lacson St., Mandalagan, Bacolod City	Region 6: Western Visayas
Cagayan De Oro G/F Primavera City Citta Verde, Pueblo De Oro, Upper Carmen, CDO	Region 10: Northern Mindanao
Baguio G/F Patria de Baguio, Porta Vaga Mall, Session Road, Baguio City	CAR
Fairview Unit 1 & 2 AD Center, Regalado Ave, Fairview, QC	NCR

PCC	REGION
Imus Metro MPC Building, Imus	Region IV-A: Calabarzon
Hemady Unit 102, 203-205, Hemady Square 86 Dona Hemady St. Cor E. Rod. Sr Ave., Q.C.	NCR
Cubao Upper Ground Floor, Cyberpark Tower 2, Araneta City, Cubao	NCR
Robinsons Metro East 4th level, Robinsons Metro East, Marikina Infanta Highway, Pasig City	NCR
Bonifacio Technology Center 2nd Avenue cor 32nd street, Bonifacion Global City, Taguig	NCR
Robinsons Otis Level 2, Robinsons Otis, Paz Mendoza Guanzon st. Paco, Manila	NCR
Dona Elena Tower Mezzanine, Dona Elena Tower, P. Sanchez St. cor 3rd St., Sta. Mesa, Manila	NCR
The Mezzo, Calamba GF, The Mezzo, Turbina, Calamba	Region IV-A: CALABARZON
SOMO, Bacoar Ground Floor, SOMO Vista Mall, Molino-Paliparan Road, Bacoar, Cavite	Region IV-A: CALABARZON
Terraza Dasma Level 2 Annex Robinsons Place Dasmaringas, Aguinaldo Hwy, Dasmaringas, Cavite	Region IV-A: CALABARZON
Robinsons Novaliches Level 1, Expansion Robinsons Novaliches, Quirino Hwy, Novaliches, Quezon City	NCR
Cebu Exchange GF, Cebu Exchange Tower, Salinas Drive, Cebu City	Region 7: Central Visayas
Robinsons Las Pinas Level 2, Robinsons Place Las Pinas, Alabang Zapote Road, Las Pinas City	NCR
Robinsons Malolos Level 4, Robinsons Malolos, Mac Arthur Highway, Malolos, Bulacan	Region 3: Central Luzon
Skyline Drive, San Jose Del Monte 2nd Floor, Skyline Drive, Quirino Highway, San Jose Del Monte, Bulacan	Region 3: Central Luzon

PCC	REGION
Robinsons Starmills Level 1, Robinsons Starmills, Jose Abad Santos Ave, San Fernando, Pampanga	Region 3: Central Luzon
Valenzuela GF HP Santiago Commercial Bldg, Marulas, Valenzuela	NCR
SM BF Parañaque GF SM BF Paranaque, Dr. A. Santos Ave., Sucat, Parañaque	NCR
Robinsons Galleria South Level 2, Robinsons Galleria South, San Pedro, Laguna	Region IV-A: CALABARZON
Robinsons Bagong Silang Level 2, The Plaza, Bagong Silang, Caloocan	NCR
Robinsons Antipolo Level 2, Robinsons Antipolo, Sumulong Highway, Antipolo City	Region IV-A: MIMAROPA
San Pablo 2F Mainstreet Plaza, Maharlika Highway, San Pablo, Laguna	Region IV-A: CALABARZON
Binan Southwoods Office Tower, 4F Tower 2, Southwoods Mall, Commerce Ave, Biñan, Laguna	Region IV-A: CALABARZON
Sto. Tomas GF ATC Courtyard, Maharlika Highway, Sto, Tomas, Batangas	Region IV-A: CALABARZON
Robinsons Malabon L2, Robinsons Town Mall, 5 Governor Pascual Avenue, corner Crispin St, Malabon	NCR
Alabang Filinvest Three GF Filinvest Three, Alabang-Zapote Road, Alabang, Muntinlupa City	NCR
PNB Ayala Mezzanine, PNB Makati Center, Ayala Ave., Makati City	NCR
Robinsons Gen Trias L2, Robinsons General Trias, Antero Soriano Highway, General Trias, Cavite	Region IV-A: CALABARZON
Robinsons Gen San L1 Robinsons General Santos, Jose Catolico Sr. Ave. General Santos City	Region XII: SOCKSARGEN
Robinsons Lipa President Jose P. Laurel Hwy, Lipa City	Region IV-A: CALABARZON



Corporate Governance

Governance has been defined to the layman as “the right decisions, made by the right people, for the right reasons”. In the context of a corporation, it is the framework through which the board of directors and senior management exercise their business judgement, through processes that are consistent, reasonable and ethical. The company’s commitment to good corporate governance is most apparent from the minutes of meetings where its executives report to and interact with the board - here, it is clear that choices and strategies are driven by data, experience, wisdom, and integrity. These elements are in turn translated into business decisions through an ISO-certified system of manuals, procedures and policies by which information is conveyed, issues are discussed and debated at length, and approvals are obtained after due diligence and justification. So guided, the company strictly adheres to compliance standards of government regulatory agencies, aligns with sound and sustainable enterprise best practices, and most importantly, remains focused on the satisfaction and well-being of its clients and members.



Board Structure

The Board operates as a collective, empowered by the decades of expertise wielded by its directors, who are renowned captains of industry and distinguished in the financial business sector. The Board conducts its oversight frequently over various aspects of company operations, through the following committees:

Executive Committee (EC)

The EC comprises the executive directors, who meet monthly with the Senior Management Team (SMT) to receive information on current operations, financial performance, strategies and project initiatives. The approval of the EC is required for the annual budget and various authorizations in relation to the business, as a precursor to formal board approval.

Related Party Transactions Committee (RPTC)

The RPTC comprises the independent directors and meets periodically to discuss transactions that qualify as occurring between the company and entities defined as related parties according to prescribed parameters. The RPTC is tasked with reviewing the covered transactions and providing feedback on whether any of the same may represent a conflict of interest or some other anomalous circumstance where a party receives an undue advantage or benefit, to the loss or detriment of the company.

Audit Committee (AC)

The AC is tasked with oversight of the general audit plan of the company from both external and internal audit teams, and with the recommendation of the external auditor for each annual cycle. The Chief Audit Executive

reports on the status of ongoing internal audit plans and any findings of relevance. The AC provides valuable feedback for said plans, particularly as to their scope, prioritization and method.

Board Risk Oversight Committee (BROC)

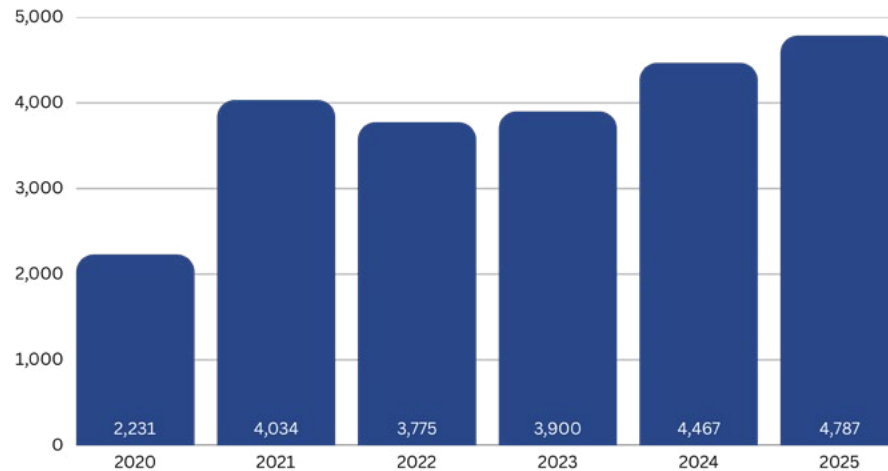
The BROC, aided by the reports of the Chief Risk Officer (CRO), provides guidance and insight for the company's enterprise risk management program and infrastructure. The reports include identified top risks of the company and their current regime for treatment and mitigation, as well as established metrics to measure the effectiveness of risk controls in alignment with the company's determined risk appetite. The BROC evaluates the methods and procedures of the risk management team and the CRO.

Corporate Governance Committee (CGC)

The CGC is tasked with monitoring and guiding the company's observance of best practices in corporate governance, as recommended by the Insurance Commission (IC), in alignment with the framework espoused by the Securities and Exchange Commission (SEC) for publicly listed companies. Key programs under the oversight of CGC include: (a) educational sessions on various topics aligned to corporate governance that are relevant to the board; (b) board self-assessments, with or without an external facilitator; (c) an annual report and review of the company's Environmental, Social and Governance (ESG) strategies and activities; and (d) management of the various compliance requirements and reporting obligations imposed by the IC in its capacity as regulator.



Summary of Reported Covered Transaction Reports (CTRs)



Money Laundering and Terrorist Financing Prevention Program

The HMO industry is generally recognized as a low-risk environment for money laundering and terrorism financing due to the lack of an investment and payout mechanism for its products, which would attract perpetrators as a potential layering and transmission mechanism. Nonetheless, as an entity regulated by the IC, Maxicare commits itself to the objectives of the IC and the Anti-Money Laundering Act (AMLA), and faithfully adheres to the following practices:

- A vigilant risk-based Know Your Customer (KYC) documentation process, to obtain information regarding the beneficial and ultimate ownership of corporate clients, and other relevant facts that would guide a decision to extend coverage.
- Timely filing of Covered Transaction Reports (CTRs) in accordance with

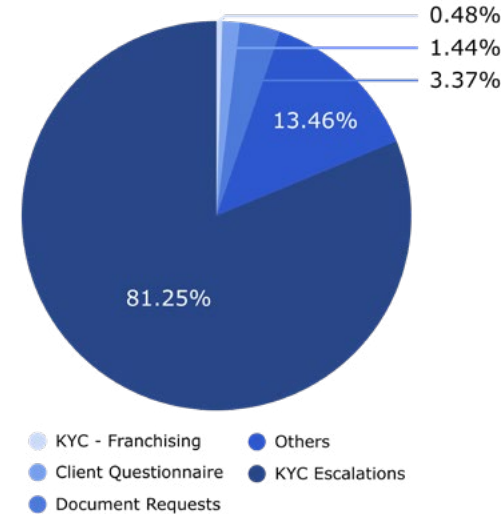
standard IC-AMLA guidelines.

- Creation and observance of an AMLA Manual to embed prevention in the various processes of the company, shoring up identified exposure points and areas of vulnerability.
- Periodic scanning of client and member identities against international watch lists released by the United Nations and other relevant organizations.
- Adoption of best practices for flagging of suspicious transactions and exercising heightened scrutiny for politically exposed persons (PEPs).

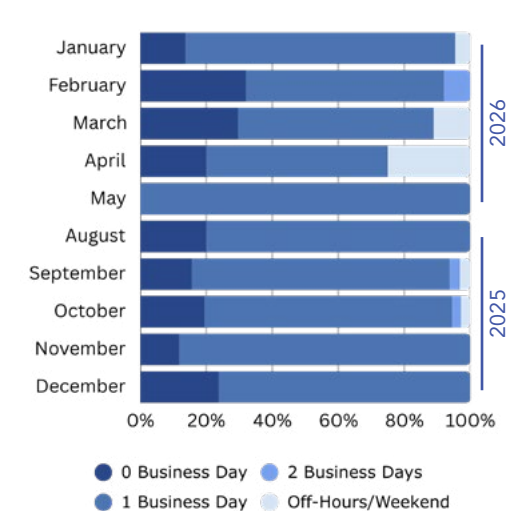
In this manner, Maxicare aligns with other institutions in their efforts to build a national, regional and global infrastructure that curtails money-laundering and terrorism-financing activity.

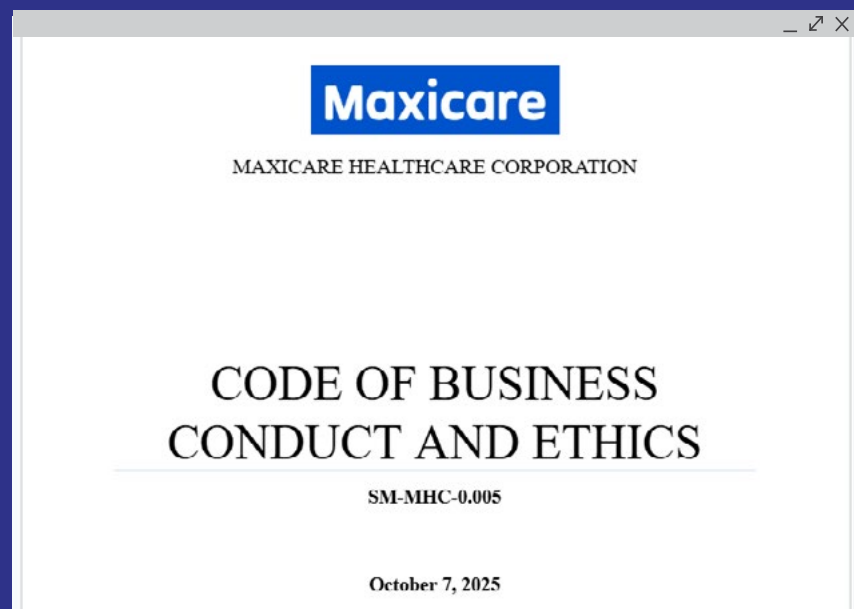
KYC Queries

Escalation Type



Response TAT





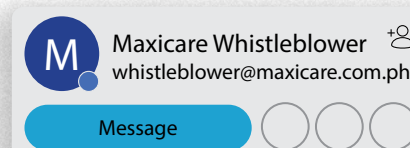
Code of Business Conduct and Ethics

Maxicare's governance framework is anchored on its Code of Conduct and Business Ethics, which applies to all directors, officers, employees, and relevant third parties. The Code establishes clear standards on integrity, professionalism, accountability, and lawful conduct, and guides decision-making across all levels of the organization.

Key ethical principles embedded in the Company's governance include:

- Compliance with all applicable laws, rules, and regulations governing healthcare, insurance, labor, and corporate operations
- Zero tolerance for bribery, corruption, fraud, and other forms of unethical or dishonest behavior
- Proper identification, disclosure, and management of actual, potential, or perceived conflicts of interest
- Responsible use of company assets and protection of confidential and proprietary information
- Respect for data privacy, information security, and patient/member confidentiality

To reinforce ethical conduct, Maxicare promotes awareness of the Code of Conduct and Business Ethics through internal communications and integrates ethical expectations into its policies, procedures, and employee accountability mechanisms.



Whistleblowing Policy

To M Maxicare Whistleblower

Cc Bcc

Subject

Maxicare maintains a formal Whistleblowing Policy designed to encourage employees, management, directors, and other stakeholders to report, in good faith, any suspected unethical behavior, violations of law or regulation, or breaches of internal policies. The policy supports the Company's commitment to integrity, accountability, and sound corporate governance.

The whistleblowing framework provides:

- Clearly defined reporting channels, including options for confidential and anonymous reporting
- Designated authorized personnel and committees responsible for receiving, validating, and handling reports
- Fair, timely, and objective investigation of reported concerns
- Strong safeguards to protect whistleblowers from retaliation or adverse action for making good-faith reports.

Acts of retaliation against whistleblowers or individuals who participate in investigations are strictly prohibited and may result in disciplinary action. The whistleblowing mechanism complements other internal reporting and escalation processes and forms a critical component of the Company's governance and risk management system.

Send

Maxicare Data Privacy Office

Advancing Trust Through Responsible Data Protection

At Maxicare Healthcare Corporation, protecting the personal data of our members, clients, partners, and stakeholders is a fundamental responsibility. Through the Maxicare Data Privacy Office, we continuously strengthen our privacy governance framework while fostering a culture of accountability, security, and trust across the organization.

The Data Privacy Office implements enterprise-wide privacy programs that ensure compliance with the Philippine Data Privacy Act of 2012 and internationally recognized data protection standards. These initiatives demonstrate Maxicare's commitment to safeguarding personal information while enabling responsible innovation in digital healthcare.

OUR PRIVACY INITIATIVES

Regulatory Compliance and Governance

Maxicare maintains full regulatory compliance with the National Privacy Commission, including the annual registration of its Data Protection Officer and Data Processing Systems, as well as the timely submission of required reports. These efforts promote transparency and accountability in how personal data is processed and protected across the organization.

Privacy by Design

The Data Privacy Office conducts Privacy Impact Assessments for new systems, programs, and business initiatives to proactively identify and mitigate privacy risks. By integrating privacy-by-design principles, Maxicare ensures that data protection considerations are embedded from the earliest stages of project development.

Strengthening Data Privacy Governance

To reinforce responsible data management, the Data Privacy Office continuously develops and enhances privacy policies, operational standards, and governance mechanisms. These initiatives support consistent and accountable management of personal data throughout the organization.

Industry Collaboration

Maxicare actively contributes to the advancement of privacy practices within the health maintenance organization (HMO) sector. The Maxicare Data Protection Officer serves as HMO Sector Officer of the National Privacy Commission Data Privacy Council, supporting the development of industry-wide privacy standards and best practices.

In 2025, Maxicare hosted the first Maxicare Data Privacy Forum, themed "Safeguarding Trust in the Age of AI and Digital Healthcare." The forum featured local and international speakers and panelists, including industry leaders, privacy professionals, and regulators such as Honorable Deputy Privacy Commissioner Atty. Jose Belarmino, who shared insights on emerging privacy challenges in digital health innovation.

Building a Privacy-Aware Organization

Maxicare promotes a strong culture of privacy through company-wide training and awareness programs. These initiatives help employees understand their role in protecting personal data and ensure that privacy responsibilities are embedded in everyday operations.

Strengthening Security and Risk Management

To enhance the organization's security

posture, the Data Privacy Office implements company-wide initiatives that enable employees to recognize privacy threats and respond effectively to potential incidents, thereby reducing risks to sensitive information.

Global Data Protection Standards

Maxicare has implemented group-wide initiatives to ensure that consent forms, terms and conditions, and privacy notices comply with the General Data Protection Regulation standards, reinforcing our commitment to global best practices in data protection.

Recognized Governance and Compliance

The initiatives of the Data Privacy Office were recognized during the 2025 ISO 27001 Information Security Management System surveillance audit, where multiple positive observations were cited by external auditors. These findings highlight Maxicare's proactive privacy governance and strong regulatory engagement.

OUR COMMITMENT

Maxicare remains committed to upholding the highest standards of data privacy, security, and responsible data stewardship. Through continuous collaboration with regulators, industry partners, and internal stakeholders, the Data Privacy Office ensures that personal data is handled with integrity, transparency, and respect.

By embedding privacy into our operations and digital healthcare initiatives, Maxicare continues to safeguard the trust placed in us by our members, clients, and partners.



BEYOND COMPLIANCE

In today's highly interconnected world, the modern corporation is no longer just a vehicle for profit. It is an apex entity that must co-exist in a wider ecosystem of stakeholders in order to sustain its enterprise. The ESG report you are reading is the story of Maxicare's efforts to engage in this manner, with its customers, its employees, its leadership and owners, and with the nationwide community it aims to serve. As a company, Maxicare has demonstrated its commitment to sustainability and positive impact in many ways -- via cultivation of a meaningful workplace, collaboration with various regulatory bodies, social outreach programs, and preservation of the environment through green initiatives.

I am pleased to declare that Maxicare has taken great strides in this direction, even as the work towards optimal sustainability has only begun. There is plenty of room to grow in the alignment of our company strategies with the key elements of ESG. I am hopeful that this inaugural report will greatly improve our awareness of the progress we have made, and inspire us further in our mission to support the healthcare journey of as many people as we can.

I would like to thank our management and directors for their benevolent guidance, all of the company's divisions for their contributions and support, and the Maxicare Compliance Team for putting this report together, capably defying any skepticism over whether it could be achieved in so short a time.

Atty. Andrew Patrick Fornier
Chief Legal, Risk and Compliance Officer

