

# Occupational Health & Safety

## Protecting Our Employees from Harm

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Ensuring that every employee returns home safely at the end of the day is at the heart of One Meralco's social responsibility. We believe that maintaining a safe and healthy workplace is not only a legal obligation but also a fundamental part of how we care for our people. As such, our Group strives to go beyond mere compliance with policies such as the Labor Code of the Philippines and Republic Act 11058, otherwise known as the Occupational Safety and Health Standards Act. In support of **SDG 8: Decent Work and Economic Growth**, we have established robust Occupational Health and Safety ("OHS") policies, governance bodies, and programs aimed at ensuring that all our employees are able to work away from harm.

## A. Providing a Safe Workplace for Our Employees

Our Group continues to invest in OHS initiatives in line with our fervent commitment to upholding the right of our people to a safe and healthy work environment, in strict adherence to standards and regulations set by the Department of Labor and Employment (“DOLE”).



### INSTITUTIONALIZING A CULTURE OF SAFETY

At the DU level, the Facilities & Safety Management department is responsible for maintaining Meralco’s culture of safety, as well as overseeing and executing all OHS-related tasks and initiatives. In addition, recognizing that preventing workplace accidents goes hand in hand with addressing environmental hazards, we have formed Environment, Safety & Health (“ESH”) Committees to serve as our resident environment and safety advocates across Meralco’s business units. They engage with our employees through monthly ESH meetings designed to keep our standards and protocols relevant and ensure they apply to all our personnel.

In 2024, we fortified our OHS governance by establishing the ESH Board

as Meralco’s highest authority on ESH matters within the organization. This governing body serves as a steering committee that sets directions, objectives, and policies focusing on ESH; oversees the implementation and governance of corporate-wide ESH programs; provides guidance and recommendations on high-profile safety incidents and unresolved issues raised by any ESH Committee; and gives instructions regarding compliance with new regulatory requirements related to ESH. The ESH Board is composed of key Meralco executives—including the Chief Operating Officer, Chief Revenue Officer, Chief Human Resource Officer, and Chief Legal Counsel—reinforcing our commitment to a strong ESH culture at the highest levels of leadership.



## SHAPING EMPLOYEE BEHAVIOR TOWARDS SAFETY

At the forefront of our efforts to foster a culture of safety across the organization is Meralco’s flagship OHS program, TARGET ZERO: Zero Incident, Zero Harm. This ongoing initiative is aimed at eliminating all safety incidents within the workplace. Complemented by various OHS initiatives, the program includes the annual First Working Day Safety Campaign, which seeks to bolster the Company’s safety culture and instill a “Safety First” mindset in our workforce, particularly among frontline personnel exposed regularly to physical hazards.

In 2024, we continued strengthening Meralco’s safety culture with the introduction of a behavior-based safety (“BBS”) approach, which focuses on proactively observing, analyzing, and modifying the behavior of employees to prevent accidents and improve overall safety performance. We conducted a total of 14 BBS training seminars to upskill Meralco’s safety officers, sector heads, team leaders, and line crew, covering key OHS topics such as hazard prevention, injury reduction, accountability, and communication from

a BBS perspective. Following the training, the Company’s safety officers and team leaders conducted BBS cross-validation inspections using the BBS observation card, engaged employees in discussions about unsafe workplace behaviors, and collected data to guide future safety improvements.

Additionally, we continued offering various training courses and webinars covering OHS topics such as fire prevention, heat stress management, indoor air pollution, and motorcycle riding rules and regulations. Safety-related learning was supported by consistent announcements and guidelines released via Meralco’s official corporate communication channels, keeping our employees abreast of the latest OHS protocols. We also continued providing our people with personal protective equipment that met local and international standards, as well as installing OHS information posters at construction sites as part of our responsibility to help keep the public and our communities safe.

### KEY OHS METRICS

		2022	2023	2024
Total employee hours worked	MERALCO DU	13,235,096	14,262,953	13,376,584
	SUBSIDIARIES	37,411,073	42,046,928	37,583,689
Safe person-hours <sup>38</sup>	MERALCO DU	13,152,203	14,009,289	13,376,584
	SUBSIDIARIES	28,836,133	30,951,493	37,196,107
OHS training hours	MERALCO DU	30,423	30,649	26,880
	SUBSIDIARIES	36,735	15,548	20,917
Average OHS training hours per employee	MERALCO DU	5.12	5.14	4.46
	SUBSIDIARIES	3.22	1.40	1.84
	OVERALL	3.88	2.71	2.75

<sup>38</sup>This metric refers to the total number of hours worked by employees without any lost time injuries (“LTIs”).



## B. Strengthening Our Emergency Response Capabilities

We actively instill safety awareness and practices in our employees. For instance, Meralco conducts mandatory OHS training programs that include updated and relevant workplace safety principles and standards, including fire safety and building work site awareness. The Company also provides specialized competency programs on topics such as defensive driving, accident investigation, as well as heavy equipment and basket truck operations. In 2024, Meralco offered 51 OHS training courses to its employees, representing a total of 26,880 training hours from 30,649 training hours in 2023. This translated to an average of nearly 4.1 OHS training hours per employee.

We also ensure that our employees are well-prepared for disasters by providing training on how to deal with hazards like fire, earthquake, bomb threats, and chemical spills.

Regular drills are conducted to keep employees' alertness, presence of mind, and know-how in navigating disasters in check. In 2024, Meralco conducted a total of 280 earthquake and 81 fire drills as well as 12 chemical spill drills to test employees' readiness to protect themselves and their co-workers during times of emergency.

During the reporting period, the Company launched the Meralco Rescue Academy, a new platform offering short courses on emergency preparedness and response to all One Meralco employees and their dependents. This initiative aims to supplement the government's efforts in making communities resilient by building necessary capabilities for responding to emergency situations.

### EMPLOYEES COVERED BY AN OHS MANAGEMENT SYSTEM

		2022	2023	2024
Permanent and Probationary	MERALCO DU	5,930	5,928	6,027
	SUBSIDIARIES	5,845	5,362	5,795
Fixed-term and project-based	MERALCO DU	310	304	275
	SUBSIDIARIES	7,555	6,902	6,228
<b>TOTAL</b>		<b>19,640</b>	<b>18,496</b>	<b>18,325</b>



While we remain proud of our strong safety culture and ongoing efforts to protect our employees, Meralco operates in an inherently dangerous industry. We regrettably recorded one fatality<sup>39</sup> and 46 other work-connected injuries in 2024—up from zero fatalities and 32 work-connected injuries in 2023.<sup>40</sup>

The overall increase in Meralco's number of work-connected injuries (including fatalities) resulted in an increase of over 300% in LTIFR (from 0.35 in 2023 to 1.42 in 2024) as well as a 5% decrease in safe person-hours (from 14.3 million in 2023 down to 13.3 million in 2024). This underscores the continuous need to constantly strengthen the Company's already robust OHS system and programs.

Despite the decline in the DU's OHS performance in 2024, we are proud that our subsidiary MGEN maintained its industry-leading safety performance, achieving over 3.8 million safe person-hours, with zero lost-time injuries and recordable incidents.

Moving forward, we will intensify our Group-wide efforts by enhancing our existing safety measures and introducing new and innovative approaches to prevent both minor injuries and debilitating accidents, helping realize a safer workplace for our employees.

<sup>39</sup> The fatal incident occurred in Makati City during an Anti-Dangling and Unauthorized Wire Attachments Operation in October 2024. A speeding delivery truck collided with the boom of a Meralco basket truck, resulting in the death of one of our linemen. To prevent similar incidents from happening in the future, we will strengthen coordination between our frontline workers, enhance traffic control, deploy additional onsite safety barriers, and ensure that sufficient flagmen are present throughout the duration of our field operations.  
<sup>40</sup> We define "work-connected injuries" as injuries that occur in the workplace while the employee is performing his official function, or outside the workplace while performing an official instruction.