CONFIRMED COVID-19 CASES
(as of May 2, 2020, 4PM)
https://www.doh.gov.ph/covid-19/case-tracker

NATIONAL GOVERNMENT RESPONSE

- Treatment of COVID 19 patients
- Benefits for health workers

- Emergency Subsidy:
  USD $100 - USD $160

Mandatory grace period for:
- Loans
- Residential rent
- Taxes

Supporting Measures
- Private hospitals / clinics
- Public transportation
- Contract for materials and services

**NATIONAL / LOCAL GOVERNMENT UNITS**

**FOUR PILLARS OF THE PHILIPPINE GOVERNMENT**

**Socioeconomic Strategy**

- **Emergency Support**
  - 18M Low Income Families
  - $6.1B

- **Resources**
  - Healthcare System
  - $714.4B

- **Emergency Support**
  - Securities, Banks, Taxes
  - $16.6B

- **Economic Bounce Back Plan**
  - Recovery Plan
  - $23.4B (Php 1.17T)

**LGU INNOVATIVE RESPONSES**

- Mobile applications
- CT scan analysis system
- Enhanced Screening Areas
- Drive thru COVID-19 testing site
- Disinfection drones
- DIY PPEs / Protective Suits
- Online “wet” markets
- Market-on-wheels/mobile palengke
- Anti-hoarding ordinances
- Soup Kitchens


Source: [https://www.lguvscovid.ph/all-inspirations](https://www.lguvscovid.ph/all-inspirations)
### PRIVATE SECTOR COVID-19 RESPONSE

<table>
<thead>
<tr>
<th>Company</th>
<th>Donation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PRIVATE SECTOR DONATIONS</strong></td>
<td>USD $196M (Php 9.8B)</td>
</tr>
<tr>
<td>Ayala Group</td>
<td>$48M</td>
</tr>
<tr>
<td>Project Ugnayan</td>
<td>$34M</td>
</tr>
<tr>
<td>San Miguel Corp*</td>
<td>$22.9M</td>
</tr>
<tr>
<td>National Grid Corporation of the Phils</td>
<td>$20M</td>
</tr>
<tr>
<td>Bloomerry</td>
<td>$12M</td>
</tr>
<tr>
<td>Alliance Global Group</td>
<td>$8M</td>
</tr>
<tr>
<td>SM Group*</td>
<td>$5.4M</td>
</tr>
<tr>
<td>Globe Telecom</td>
<td>$5.1M</td>
</tr>
<tr>
<td>Asian Development Bank</td>
<td>$5M</td>
</tr>
<tr>
<td>Jollibee Group</td>
<td>$4.4M</td>
</tr>
<tr>
<td>Metro Pacific Investments</td>
<td>$4.2M</td>
</tr>
<tr>
<td>Metrobank, GT Capital Group</td>
<td>$4M</td>
</tr>
<tr>
<td>Coca-Cola Philippines</td>
<td>$3M</td>
</tr>
<tr>
<td>POGO Companies</td>
<td>$3M</td>
</tr>
<tr>
<td>Aboitiz Group</td>
<td>$2.92M</td>
</tr>
<tr>
<td>ICTSI</td>
<td>$2.04M</td>
</tr>
<tr>
<td>Gokongwei Brothers Foundation</td>
<td>$2M</td>
</tr>
<tr>
<td>Lopez Group</td>
<td>$2M</td>
</tr>
<tr>
<td>Zuellig Family Foundation</td>
<td>$2M</td>
</tr>
<tr>
<td>Ramon Aboitiz Foundation</td>
<td>$1.16M</td>
</tr>
<tr>
<td>City of Dreams</td>
<td>$1M</td>
</tr>
<tr>
<td>Resorts World Manila</td>
<td>$1M</td>
</tr>
<tr>
<td>Okada Manila</td>
<td>$1M</td>
</tr>
<tr>
<td>Tiktok</td>
<td>$1M</td>
</tr>
<tr>
<td>Riway International</td>
<td>$700K</td>
</tr>
<tr>
<td>Phinma</td>
<td>$500K</td>
</tr>
</tbody>
</table>

Source: CNN Philippines (as of April 13, 2020) [https://www.cnnphilippines.com/news/2020/4/8/COVID-19-response-money-trail.html?fbclid=IwAR2p7f83HTLihZW93cNNxO7Usyv6NqJXd5_1YKtSdDGxufYWt8pXXgAyDH8]; *CTTO
ARISE PHILIPPINES LOCAL NETWORK

ARISE Five (5) Commitments

- Raise Awareness
- Influence
- Share Knowledge
- Catalyze
- Implement

150 Private Sector Members
PUBLIC-PRIVATE PARTNERSHIP

PRE-AGREEMENT CONTRACTS

1M pcs of 500ml Bottled Water
$40,000 (Php 2M)

Hygiene / Sleeping Kits
$420,000 (Php 21M)
ARISE PHILIPPINES MEMBERS

KNOWLEDGE SHARING

- Resilience, Public Health and Human Security
- Pandemic Public Safety and Security
- Voice from the Frontline: Bayanihan in Action
- The Fight Against COVID 19: Lessons from Taiwan
ARISE PHILIPPINES MEMBERS

PROJECT UGNAYAN-DAMAYAN
UPDATES (05 APRIL 2020)

#UgnayanCOVID19

Nestlé Philippines mounts Php 500 million Kasambuhay program for 1 million families, frontliners, its people as COVID-19 rages

Food Donation

Relief and Assistance

Customer and Tenant
SM GROUP $5.4M (PHP 270M)

SM donates PCR test kits to Baguio City

Test Kits & Ventilators

Medical Supplies

Quarantine Facilities

Swabbing Facility

BCDA says the government will put up mega swabbing centers.

In Metro Manila, these will be located in the Philppine Arena Complex (North), MOA Arena (South), Enderun Tent McKinley Hill (East), Paco Tent, Rosas Blvd. (West). -via @Vintel2Gulls COVID19

Mark Villar
Yesterday at 8:05 PM

Thank you SM and Sy Group of Companies for allowing the national government to use MOA Arena as a Mega Swabbing Facility. #WeHealAsOne #COVID19PH
9.8 Million sqm Gross Floor Area
74 Malls in the Philippines
7 Malls in China

12 Office Buildings
695,263 sqm Total Gross Floor Area

70 Residential Projects
140,066 Residential Units

8 Hotels
1,961 Rooms
4 Convention Centers
3 Trade Halls
BUSINESS CONTINUITY PLAN (BCP)

Supported by:

SM PRIME PREPAREDNESS

- Business Recovery Plans (BCP)
- Emergency Response Team (ERT)
- Incident Command System

Address natural calamities such as typhoons, flood, earthquakes, volcanic eruption and other manmade calamities such as fire, equipment breakdown, etc.

FOCUS

- Safety and welfare of personnel
- Protection of equipment and facilities
- Availability of essential goods / services
- Quick recovery process
- Reputational risk

Supported by other partners: National Resilience Council, UPSSI, BCMAP, PWC and Government partners
PROTECT THE WORK FORCE

Medical Assistance
- Provision of health kits (alcohol, vitamins, and face masks)
- Employee health monitoring
- Care and emotional support for COVID-19 cases
- Health insurance

Learning and Development
- E-learning
- Mobile training site
- Functional webinars
- IEC

Preventive Measures
- Self-distancing practices
- Thermal checks
- Regular sanitation
- Wearing of masks
ASSIST 3RD PARTY SERVICE PROVIDERS AND SUPPLIERS

- 17,400 3rd party service providers (Security, Janitorial and Maintenance Personnel)
- USD $100 (Php5K) financial assistance
- Modifying terms of contracts
- Approval of interim payment proposals
- Accelerating payment practices
- Providing meal allowances and premium pay
- Temporary accommodation
- Provided transportation
ASSISTANCE TO PARTNERS / STAKEHOLDERS

- **21,200 Tenants** (Long Term/Short Term)
- Waived rental fees equivalent to $200M (Php 10B)
- BCP Data Storage Program
  - Free 5GB storage

**MSME BREAKDOWN**

<table>
<thead>
<tr>
<th>Category</th>
<th># of Tenants / Suppliers</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>SM SMEs</td>
<td>32,380</td>
<td>29%</td>
</tr>
<tr>
<td>Direct Tenants</td>
<td>15,380</td>
<td>48%</td>
</tr>
<tr>
<td>Direct Suppliers</td>
<td>2,000</td>
<td>6%</td>
</tr>
<tr>
<td>Indirect Suppliers (SM Affiliates)</td>
<td>15,000</td>
<td>46%</td>
</tr>
</tbody>
</table>

**BREAKDOWN OF TENANTS**

<table>
<thead>
<tr>
<th>Category</th>
<th># of Tenants</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMEs</td>
<td>16,000</td>
<td>75%</td>
</tr>
<tr>
<td>Large Enterprises</td>
<td>5,200</td>
<td>25%</td>
</tr>
</tbody>
</table>

Source: dti Department of Trade and Industry (DTI)
<table>
<thead>
<tr>
<th>HR ESSENTIAL SERVICES</th>
<th>DIGITAL ENABLEMENT AND ENGAGEMENT</th>
<th>INTERNAL COMMUNICATION</th>
<th>WORKPLACE PREVENTIVE MEASURES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Rewards</strong></td>
<td>Recruitment</td>
<td>Crisis Management</td>
<td>Safe Distancing Practices</td>
</tr>
<tr>
<td>• Digital &amp; Dependable Compensation and Benefits Administration</td>
<td>• Digital sourcing &amp; employer branding</td>
<td>• COVID-19 Advisory</td>
<td>• Thermal checks</td>
</tr>
<tr>
<td>• Accurate &amp; Timely Payroll</td>
<td><strong>Organizational Development</strong></td>
<td><strong>Change Management</strong></td>
<td>• Disinfectant dispensers</td>
</tr>
<tr>
<td>• Provision of Health Kits (alcohol, vitamins, face masks)</td>
<td>• Organizational re-design</td>
<td>• New Ways of Working roadmap</td>
<td>• Regular sanitation</td>
</tr>
<tr>
<td>• Employee health monitoring</td>
<td>• Performance Management (functional plans)</td>
<td><strong>Sustainability</strong></td>
<td>• Social distancing markers in canteens, elevators, etc.</td>
</tr>
<tr>
<td>• HMO with teleconsult services</td>
<td>• Upskilling and repurposing of talents</td>
<td></td>
<td>• Open stairwells</td>
</tr>
<tr>
<td>• Care and emotional support for COVID-19 cases</td>
<td><strong>Learning &amp; Development</strong></td>
<td></td>
<td>• Workspace configuration</td>
</tr>
<tr>
<td>• Health and safety standards</td>
<td>• E-learning</td>
<td></td>
<td>• Rotational Manning (Team A, Team B)</td>
</tr>
<tr>
<td></td>
<td>• Mobile training site</td>
<td></td>
<td>• Flexible shift schedules</td>
</tr>
<tr>
<td></td>
<td>• Functional webinars</td>
<td></td>
<td>• Flexible workplace</td>
</tr>
<tr>
<td></td>
<td><strong>Engagement</strong></td>
<td></td>
<td>• Differentiated lunch breaks &amp; promote packed meals</td>
</tr>
<tr>
<td></td>
<td>• Engaging SM LIFE initiatives</td>
<td></td>
<td><strong>Productivity-based Work From Home Arrangements</strong></td>
</tr>
<tr>
<td></td>
<td>• Online HR BEAT Newsletter</td>
<td></td>
<td>• Online channels &amp; work tools</td>
</tr>
<tr>
<td></td>
<td>• 360 Wellness with focus on Mental Health</td>
<td></td>
<td>• KPI trackers</td>
</tr>
<tr>
<td></td>
<td>• HR Connect (videos, gratitude wall, etc)</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td><strong>Compliance</strong></td>
<td></td>
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ENHANCED BASIC OPERATIONAL REQUIREMENTS

- Standard Operating Procedures, adapt to the safety and health protocols mandated by the government.
- Implementation of strict Public Health Social Measures i.e. Social distancing, handwashing and wearing of face masks.
- Revisit social contracts, protect the people and organize response.

MALL OPERATIONS: GUIDELINES

- Malls which will be allowed to open next month are those in areas under general community quarantine.
- Only certain sections of malls such as supermarkets, drugstores, banks, laundry services, restaurants for takeout and delivery, and hardwares are allowed to resume.
- Mall goers will be prohibited from “lingering.”
- Temperature or air-conditioning shall be set to 26 degrees Celsius and free wifi will be removed to discourage the public from flocking inside malls.
- The government also set an age limit of mall goers as only those aged 21 to 59 years old with ID and “not looking sickly” are allowed to enter.
- Temperature check, wearing of masks, and use of alcohol are mandatory.
- Mall operators were required to provide gloves and masks to their staff.
TARGET MARKET DEFINITION

- Address the shifting of customer behavior
- Activate delivery and take out services
- Technology and digital transformation
- E-commerce / digital shopping
- Automation of services
  - Contactless pick up / drive
  - Personal shopper or courier
  - Localized marketing
  - Develop a virtual mall
STRENGTHEN ORGANIZATIONAL RESILIENCE

- BCMS
- Social Resilience
- IT Infrastructure
- Unhampered Supply Chain
- Risk Management and Insurance
- Compliance Audit
In these trying times, we are in unchartered territories. Let's be one with each other, united in the spirit of service. Let's be mindful of our front liners and help with their need to be alert so they can continue to do their best in working for the safety and health of our communities.

Hans T. Sy
SM Prime Holdings, Inc.