



Globe Telecom recognizes its role in the lives of its Customers and the "Nation at Large"



Unfortunately, there are threats (that include earthquakes) that could endanger the lives of our people and disrupt significantly the delivery of our services



Same customer expectations: Peace times and Crisis times

Globe Telecom provides telecommunication products and services to millions of subscribers. It relies on the integrity and availability of established business functions, IT applications and Network infrastructure as well as its people for the delivery of its products and services to the Customers.

Globe realizes that the Company is a partner in nation-building during peace times and in rebuilding the nation after a calamity.



Globe asked itself: Are we ready to mitigate these threats, and respond to and recover from major incidents caused by such threats?

The Globe Way

We put our Customers first.

Our people make the difference.

We act with integrity.

We care like an owner.

We keep things simple.

To us, it's be fast or be last.

I love Globe.

Together, We Make Great
Things Possible.

Globe cares for its **People and Customers**



Globe recognizes the importance of being prepared

Business Continuity Planning is the Key



Globe's BCM Journey: More than a decade of managing the risk of severe business disruption

Significant business disruption that can threaten the lives of our people and the survival of Globe is a risk that the Company is committed to manage

For more than ten (10) years, different teams in Globe have been putting in place business continuity and emergency response plans to mitigate this risk and enable the Company to survive a major disruption.

In 2011, Globe Senior Leaders mandated the alignment with international standards and best telecommunications BCM practices.

In 2012, Globe was certified by the British Standards Institute (BSI) as compliant with international standard for Business Continuity.













Globe's Continuing Journey Towards Improving its BCM Capabilities

"Globe is fully aware that no certification and recovery plans can provide absolute assurance that a severely disruptive event will no longer occur given that the company's critical sites are continuously exposed to natural hazards and other potential causes of disruptions. However, Globe is strongly committed to maintaining its BCM to provide reasonable assurance to its stakeholders that it is ready to respond to and recover from any incident, including those not anticipated." - Ernest L. Cu, President and CEO of Globe

- Maintain its BCMS certification, and expand the scope to more critical sites, and gradually transition to the new ISO 22301
- Continuously assess its exposure to threats to its people and operations and put in place effective and tested mitigating and recovery measures
- More tests and drills, with increasing complexity and frequency

Process



Technology

Multi-million dollar transformation projects to ensure the continuing resiliency and geographic redundancy of its network and IT infrastructures, as well as its corporate offices and Data Centers.

Globe's 3-Year BCM Roadmap

People

Embed BCM in Globe culture by providing training to key people and launching enterprise-wide awareness campaign.





Globe's BCM did not start and end with being certified.



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... and responds to calamities to ensure safety of its people and continuity of its services despite the challenges along the way....











...and even helps rebuild the lives of its people and affected communities.







Corporate Social Responsibility (CSR) Initiatives

Disaster Management – Preparedness through Strategic Partnerships

Local Government Units





Government





Civil Society Organizations











Corporate Social Responsibility (CSR) Initiatives

Disaster Management (Response)

- Within 12 hours
 - Provision of communication services
- Between 24 hours 72 hours onwards
 - Provision of Relief Goods and Social Services
 - Volunteer and Resource
 Mobilization
 - Post Disaster: Community
 Rehabilitation















Cebu-Negros 6.9Mb Earthquake, 06 February 2012

What Happened?

A strong local earthquake of tectonic origin occurred offshore Negros Oriental (Tayasan) at 11:49 AM, 06 February 2012, with a depth of 10 km and a preliminary magnitude of 6.9 Mb. Different levels of intensities were reported in the region, with the strongest at Intensity VII at Negros Oriental and Intensity VI at Negros Occidental and Cebu. Source: NDRRMC

What Did Globe Telecom Do?

The earthquake prompted our sites to activate Site Disaster Management Plan (SDMP) for Earthquake:

- DCH (Drop, Cover, Hold) maneuver was conducted by most employees at affected sites
- General evacuation was ordered and led by our Emergency Response Teams (ERTs)
- Damage assessment of our facilities was conducted by the members of the damage assessment teams
- Network services were monitored and the network teams were immediately on standby for any possible service recovery tasks.
- The CSR Team sent its members to areas affected by the earthquake to assist the communities therein.

What is the Impact to Globe?

- No Globe employee was harmed
- The network was generally unharmed except for a few small sites in Negros.
- Globe released the following statement: on same day: Globe Telecom reports that its network facilities and infrastructure as well as its offices and business centers in the areas affected by the earthquake in the Cebu-Negros area late this morning have not sustained any major damage. Mobile and broadband services remain normal. However, isolated areas may experience intermittent service due to loss of commercial power.



CSR in Action

Negros Earthquake, Feb 2012







Globe Confronted the Pressing Question: Are we prepared for a Major Earthquake?

The recent earthquakes in the Philippines and elsewhere caused us to pause and reflect again on our readiness to respond to and recover from an earthquake especially here in Metro Manila.

What Globe Currently Has

We have documented Incident Management Plan for Earthquake (Oplan 3 of the Site Disaster Management Plan) and an exercising / drill program. We have a Crisis Management Organization and teams of dedicated people who are ready to respond to a major incident.



Realization

The Philippines is not yet ready for a Large-Scale Disaster like a devastating Earthquake in Metro Manila.

Globe, while it has documented earthquake response plans, must continue to review, test and improve its <u>community-wide</u>, <u>multi-site</u> emergency response plan and procure and make available the resources required to effectively and immediately respond and recover from such a disaster. Like what we learned from Typhoon Ondoy (Ketsana), we must continuously ensure not just site readiness but Community-Wide, Multi-Site Readiness with clear Recovery Objectives and Resources.



2012 Mandate

Heighten further Globe's readiness for an earthquake in Metro Manila and other key cities.

- Continuously re-assess and address the vulnerabilities to earthquakes.
- 2. Further improve our level of preparedness for a major earthquake in the Greater Metro Manila Area.
- 3. Strengthen partnership with all stakeholders.







What we know.... What we have learned... What we will continue to do.

We must further strengthen Public-Private Sector Partnership

- Help / Partner with the Government
- Help prepare and make more resilient the critical sectors / lifelines
- Help strengthen the Communications Sector

- Make "business continuity planning" a requirement for critical partners
- Help push for a governmentmandated "list of priorities for service restoration" during calamities

We must continue helping the Communities become more resilient

- · Train, equip, guide the communities
 - Corporate Social Responsibility (CSR)
- · Educate the public

Help reduce the vulnerabilities in communities

We must do it NOW.





