

Care

that comes
from the heart



Philippine Airlines
The Heart of the Filipino

PAL HOLDINGS, INC.
2024 SUSTAINABILITY REPORT



Care for Generations

Nurturing today, inspiring tomorrow

The Philippine Airlines Group continues to act boldly to achieve sustainable growth now and for future generations, connecting the world with the unparalleled, genuine care of Filipinos.

We create memorable travel experiences that meaningfully touch our passengers and bring out the Heart of the Filipino. We continue to strengthen our ties to the communities we serve, many of which depend on air services to sustain their livelihoods.

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CHAIRMAN'S MESSAGE



The aviation industry has always been a catalyst for global connectivity, economic growth, and wide-scale advancements. We are fortunate to have the opportunity and the power to create a positive impact.

As we navigate the skies of aviation's future, we become more aware of our responsibility not only to our people and passengers but ultimately to our planet. Shaping this industry is not just about growing business-wise or responding to the ever-changing customer preferences, but also about honing our environmental consciousness to preserve the world we're flying through.

Sustainability is no longer a distant goal; it could be part of our legacy.

At Philippine Airlines, we balance growth and technological innovation with environmental stewardship and public safety. We commit to reducing emissions, resource consumption, and waste generation. As much as possible, we exhaust all efforts to enhance corporate sustainability, meet regulatory requirements, and minimize environmental risks by improving fuel efficiency, adopting greener technologies from airport grounds to flight operations, and promoting a circular economy. We also engage with our local communities, ensuring sustainable development.

While there is undeniable progress, there is still so much work to do. Our sustainability journey is a lifelong commitment to continuous learning. Together, with our stakeholders and partners, let us form a sustainable future for aviation to keep connecting people, cultures, and economies worldwide for more generations. Our actions today can affect our success tomorrow.





ABOUT PAL HOLDINGS, INC.

PAL Holdings, Inc. (referred to in this report as “PHI”, “Philippine Airlines (PAL) Group” or “the Company”) was incorporated on May 10, 1930, to engage in the business of a holding company.

The Company’s registered office address is at Philippine Airlines, PAL Gate 5, Andrews Avenue, Pasay City.

The Company is 37.99% owned by Buona Sorte Holdings, Inc (BSHI), 33.26% by Trustmark Holdings Corporation (Trustmark) and 28.75% by other shareholders which resulted to BSHI as the ultimate parent of the Company. BSHI and Trustmark are part of the Lucio Tan Group of Companies.”

PHI’s subsidiaries are primarily engaged in air transport of passengers and cargo within the Philippines as well as to various international destinations.

The PAL Group operates through its major subsidiaries: Philippine Airlines, Inc. (PAL), the Philippine national flag carrier, and Air Philippines Corporation (PALex), a subsidiary under common control that was indirectly acquired through Zuma Holdings Management Corporation in 2017.





ABOUT THIS REPORT

The PAL Holdings Inc. 2024 Sustainability Report details our accomplishments and contributions to sustainable development based on the economic, environmental, social, and governance pillars for the period beginning January 1 to December 31, 2024. Financial information is mainly obtained from the latest audited financial statements.

This report was prepared in accordance with the SEC Sustainability Reporting Guidelines, with reference to the Global Reporting Initiative (GRI) Standards and the Sustainability Accounting Standards Board (SASB) Standards for the airline, as well as the air freight and logistics sectors. In addition to SASB industry standards, reference to the disclosure topics of the IATA Airline Sustainability Report Handbook 2nd Edition was likewise made. When applicable, we aligned our programs with the UN SDGs.

The PAL Group conducted an online materiality assessment survey in 2022 to rank the topics and issues that matter to our stakeholders and the business. In 2023, we streamlined our material topics focusing on 16 disclosure topics, versus the 24 we had 2022. For this year's reports we maintained these 16 material topics and engaged with our stakeholders to establish what they deem most important.

The relevant business units and teams provided all the information that was disclosed in this report and thereafter approved by the respective Corporate Governance Committees of PHI and PAL.

We enjoin our stakeholders to send their feedback regarding matters in this Sustainability Report via email to PHI_SR@pal.com.ph.



The PAL Group supports the UN SDGs through the management of our material sustainability topics and the corresponding disclosures found in this report.

We have included the icons of the SDGs throughout this report where they are relevant.





OUR FLEET

As of December 31, 2024

Operated by PAL

	B777	10
	A350	2
	A330	11
	A321NEO	8
	A321CEO	18

Fleet Size: 49

Operated by PALex

	A321CEO	4
	A320	15
	DHC 8-400NG	11

Fleet Size: 30





CODE OF BUSINESS CONDUCT AND ETHICS

The PAL Group aims to establish, promote, and uphold the highest standards of ethical behavior among its directors, officers, consultants, employees, suppliers, trainees, and third-party agents.

All are expected to:

1. Observe fairness, accountability, respect, transparency, and integrity;
2. Treat everyone with respect and act in good faith;
3. Serve with integrity and sense of professionalism at all times; and
4. Deal fairly with stakeholders at all times.

To ensure these values are instilled throughout the whole organization, all are required to undergo initial introductory training and mandatory refresher courses to be conducted annually. All new employees are likewise required to attend the training as part of their onboarding program.

0

cases of bribery or corruption reported to the Group's Ethics Hotline or via other channels

Conduct and Compliance

0

monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations

The PAL Group complies with local and international laws and regulations. The airline industry is highly regulated, and the Group is governed by the Philippine Government through the Civil Aeronautics Board regarding new routes, tariffs, schedules, and passenger rights and through the Civil Aviation Authority of the Philippines for aircraft and operating standards. PAL also conforms to the standards and requirements set by different foreign civil aviation authorities of countries where the airline operates.

Effective, Accountable, and Transparent Governance

14

whistleblowing reports received and resolved

All Covered Persons including, directors, officers, consultants, employees, suppliers, trainees, and third-party agents, are expected to:

- Observe fairness, accountability, transparency, respect, and integrity;
- Treat everyone with respect and act in good faith;
- Serve with integrity and sense of professionalism; and
- Always deal fairly with stakeholders.





EXECUTIVE SUMMARY

More than just transporting passengers and cargo safely, efficiently, and profitably, the PAL Group is dedicated to sustainability. This report showcases the Company's initiatives and programs aimed at achieving our goals in various areas that will benefit our key stakeholders whom we care about – our customers, our employees, the environment, and the communities we serve.

We begin by illustrating how the fruits of our business activities flow back to the economy, benefitting our employees, our suppliers, and communities. For our customers, we went through great lengths to expand our reach and enhance our services despite industry supply chain challenges, without forgetting that our utmost priority is their safety. For the environment, we have adopted initiatives to consistently reduce waste and emissions. For our employees, we strive to become one of the best employers in the country, even earning recognition for exemplary management. For the community, we play a crucial role in delivering relief goods to disaster areas and transporting the sick for medical treatment.

We invite you to read through the report to catch a glimpse of how 2024 was for the PAL Group, that beyond business, we truly care.





COMPANY HIGHLIGHTS

As travel normalized in 2024, PAL continued to seek opportunities for international expansion and launched Seattle, its 8th destination in North America, relaunched Cebu-Osaka, and added frequencies to Brisbane and Hanoi.

PAL continues to maintain a strong market share in its international routes despite competition from both full-service (legacy) carriers and a growing number of low-cost carriers (LCCs) in the Asia Pacific region.

COMPANY HIGHLIGHTS

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Mabuhay Lounges Renovated

Completed renovations of domestic lounges in Bacolod, Cagayan, Davao, and General Santos



Cabins Refurbished

Kicked-off the retrofitting program of 18 A321 CEOs in May 2025



Partnerships Expanded

PAL continued expanding its network, linking up with industry partners to provide better value to passengers as well as keeping its sustainability initiatives



Improved Aircraft Health Monitoring

Partnered with Airbus' S. Fleet Performance +suite to support predictive maintenance and health monitoring across their entire Airbus fleet



Care that Comes from the Heart Brand Promise

Renewed commitment of providing genuine care to passengers with launch of new brand campaign



Website and Mobile App Upgrades

Enhancements in online touchpoints helped to increase customer engagement



New Head Office and PAL Museum

PAL moved to a new home and launched the country's first civil aviation museum



Recognized as Employer of the Year

The PAL Group was recognized by the People Management of the Philippines and LinkedIn Learning for its genuine care for its employees





Years in service

84 PAL
30 PALex

Destinations

32
Domestic
37
International



52
Domestic
routes
42
International
routes

35.38B

Revenue
passenger
kilometers



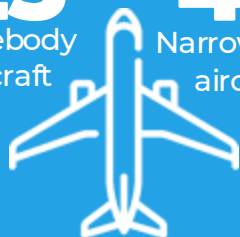
6,520
Employees

23

Widebody
aircraft

45

Narrowbody
aircraft



11
Turboprop
aircraft



15.6M

Passengers carried

55,434

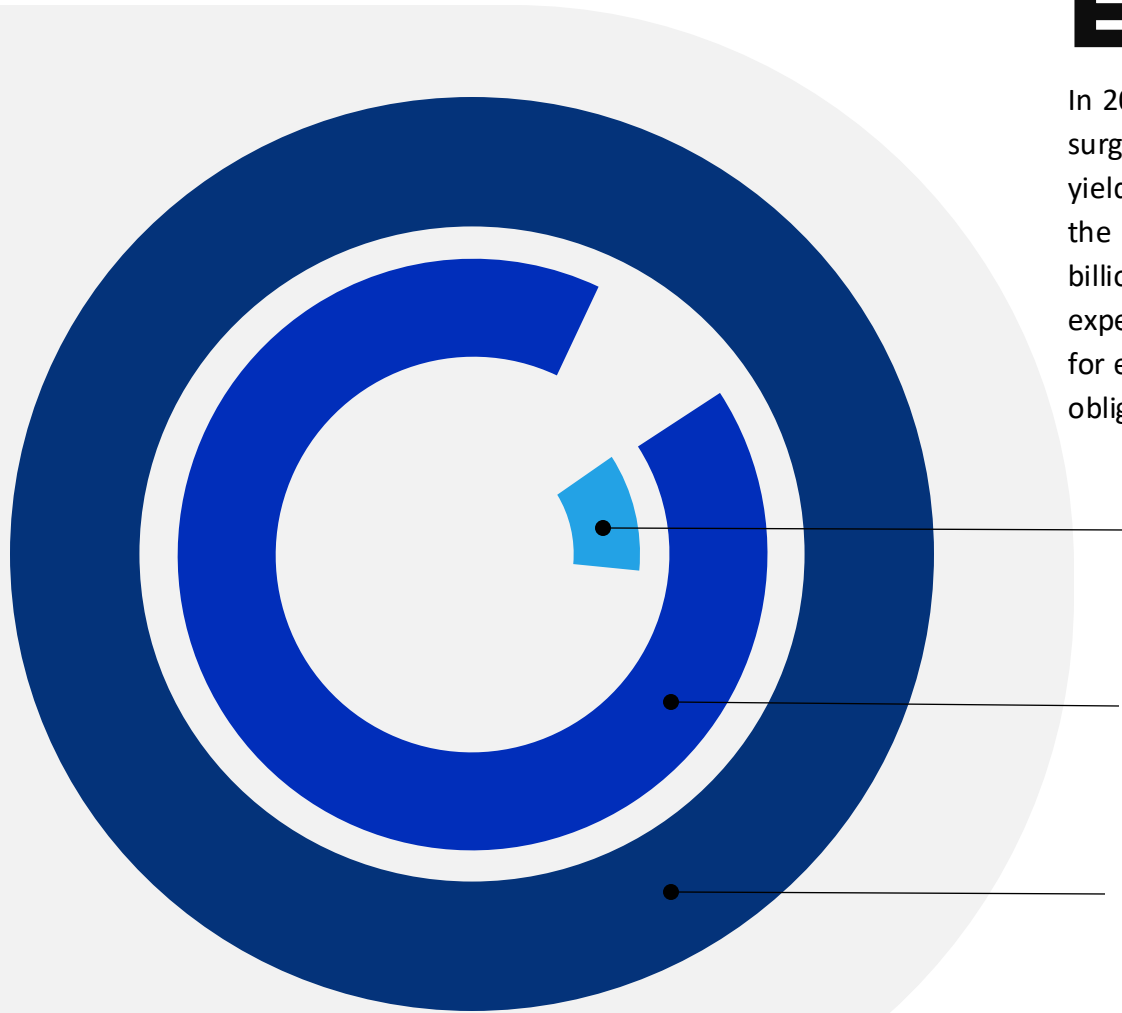
Roundtrips
operated





ECONOMIC PERFORMANCE

In 2023, we reported our highest net income at PHP 17 billion as we benefited from the post-pandemic surge in travel demand and a slower pick-up in capacity in the market which allowed us to optimize yields. In 2024, the travel industry normalized with airlines restoring more flights and capacity to address the demand. For this reason, our revenues decreased by 0.56% or PHP 179 billion to PHP 178 billion. Despite lower revenues generated, this enabled the PAL Group to cover operating costs and capital expenditures that support the business and benefit our key stakeholders. These benefits included wages for employees, payments to suppliers and creditors, contributions to the community, and fulfilling our tax obligations.



Php 8.1 billion
Economic Value Retained



Php 169 billion
Economic Value Distributed



Php 178 billion
Revenue Generated

Operating costs	Php 144.9 billion
Employee wages and benefits	14.6 billion
Payments to suppliers, other operating costs	1.1 billion
Interest payments to loan providers	7 billion
Investments to community (e.g. donations and other CSR activities)	foregone ticket sales and cargo space for CSR activities
Taxes given to government	2.3 billion

For information on the consolidated financial performance of the Company, please refer to the 2024 Audited Financial Statements.





OPERATIONAL HIGHLIGHTS

The table summarizes the fundamental metrics used in the airline industry to assess an airline's operational performance, financial health, and overall efficiency. The change in percentage from the previous year is provided. The decrease in Load Factor may be due to the ending of revenge travel and demand has started to normalize amidst overcapacity in the market.

Metric	2022	2023	2024
Available Seat Kilometer (Hundred Thousands)	34,538	43,734	44,737
Revenue Passenger Kilometer (Hundred Thousands)	24,864	35,338	35,377
Revenue Tonne Kilometer (Hundred Thousands)	2,890	3,936	3,992
Number of Roundtrips	38,767	52,467	55,434
Fleet Size	80	78	79
Average Age of Fleet (Years)	8.3	9.2	10.2



Metric Definitions

- Available Seat Kilometer measures an airline's passenger-carrying capacity.
- Revenue Passenger Kilometer measures the total passenger traffic flown by an airline, usually expressed in kilometers.
- Revenue Tonne Kilometer is the revenue earned for transporting one ton of freight across one kilometer.





PAL'S MOVE TO A NEW HOME



In March 2024, PAL celebrated its 83rd anniversary and unveiled its new corporate headquarters, the Lucio K. Tan, Jr. Center, named after its beloved former director, Lucio “Bong” Tan, Jr.

Walking through the halls of the Lucio K. Tan, Jr. Center, visitors will notice colorful murals created by Mr. Glendford Lumbao, feature images that create a youthful vibe in the new office environment through a creative play on design. Each floor has its own theme. The ground floor features PAL's rich history and its people. The first floor displays murals that interpret Philippine culture through music, arts, food, textiles, festivals, and activities. On the second floor, the visuals highlight travel, and the many destinations PAL goes to.

The new building, located on Andrews Avenue in Pasay City, also houses the PAL Museum. This museum serves as a testament to the flag carrier's rich history and narrates the invaluable role of Dr. Lucio C. Tan in establishing our airline—a role that is crucial to our nation's growth and development.





CELEBRATING PAL'S RICH HISTORY FOR FUTURE GENERATIONS

Recognizing the significant historical contributions of PAL, Asia's oldest airline and pioneer of many breakthroughs in Philippine aviation, the airline constructed the new PAL Museum at the Lucio K. Tan Jr. Center. The Museum opened initially on the Company's 83rd anniversary and launched officially on August 31, 2024. Developed and managed by the Corporate Affairs department, it is a 300-square-meter immersive exhibit space featuring carefully curated historic artifacts from eight decades of PAL achievements. Included are a 16-seat Wings Theater, a gallery of PAL uniforms from different eras, a full-size A330 winglet, a mock-up aircraft cabin, a "Kapitan Wall" honoring the continuing leadership of Chairman Dr. Lucio C. Tan, and memorabilia showcasing mission milestones from 1941 to the present day.

The PAL Museum has been receiving guests from far and wide, including corporate visitors, school children, and retired PAL personnel. The Museum plays a continuing role as part of Human Capital's onboarding program, allowing new employees to appreciate the nation-building mission of the Company they have joined. A full-scale archive and library are in the works to support the PAL Museum, helping to ensure the preservation of the airline's rich history and to inspire future aviators, customers, and the next generation of PAL team members.





PAL AMONG ASIA’S BEST IN ON-TIME PERFORMANCE (OTP)

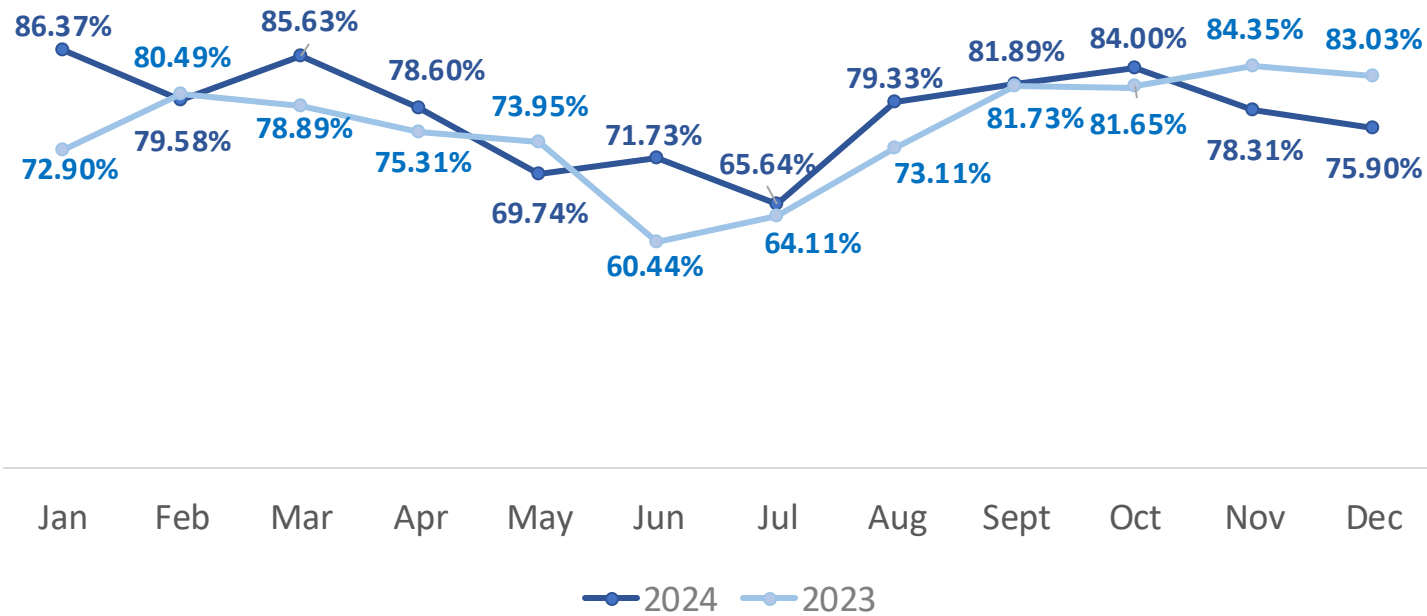
PAL ranked 7th in on-time performance among carriers in the Asia-Pacific region with an on-time arrival rate of 76.06% covering 112,031 flights, according to Cirium’s 2024 On-Time Performance Review. This is an improvement from 2023 when PAL ranked as the 8th Most Punctual Asia-Pacific Airline.



8th
Most Punctual Airline
in 2023

7th
Most Punctual Airline
in 2024

PAL Group OTP





ROUTES RELAUNCHED



Clark-Basco 4x weekly

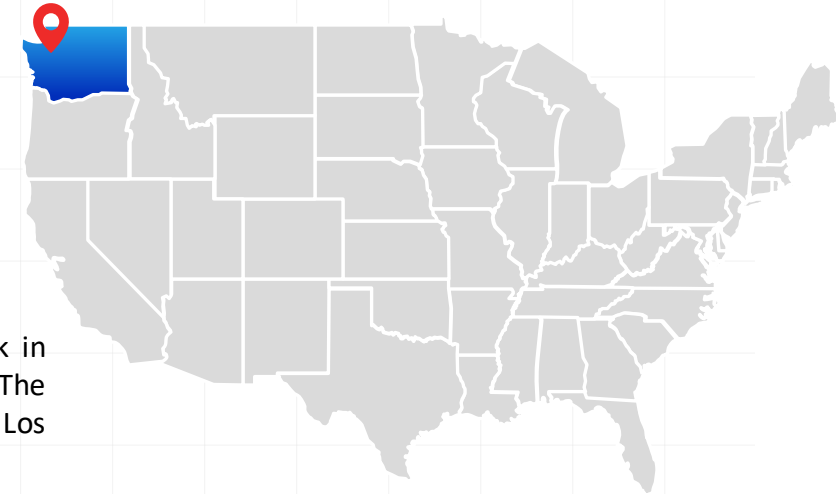


Clark-Siargao 3x weekly



Cebu-Osaka 3x weekly

PAL FLIES TO SEATTLE

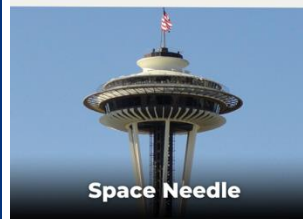


PAL launched nonstop flights between Manila and Seattle thrice a week in October 2024. Seattle is PAL's eighth destination in North America. The Philippine carrier already operates 46 weekly flights to San Francisco, Los Angeles, Vancouver, New York, Toronto, Honolulu, and Guam.

Seattle, a high-tech business hub and thriving port city, is the gateway to various population centers in the states of Washington and Oregon, including Portland, Salem, Spokane, Tacoma, and Eugene. Travelers will enjoy connectivity via PAL's airline partners to various U.S. mainland cities, including Chicago, Houston, Las Vegas, and Washington D.C.

The flights also provide connectivity via Manila to PAL's extensive domestic and regional international network, including cities such as Cebu, Davao, Bangkok, Singapore, Hong Kong, and Kuala Lumpur.

The Seattle flights will add up to 60 tons of cargo capacity every week, that will further contribute to increased trade and economic activity between the U.S. and Asia.



Space Needle



Museum of Flight



Original Starbucks



Pike Place Market



Museum of Pop Culture

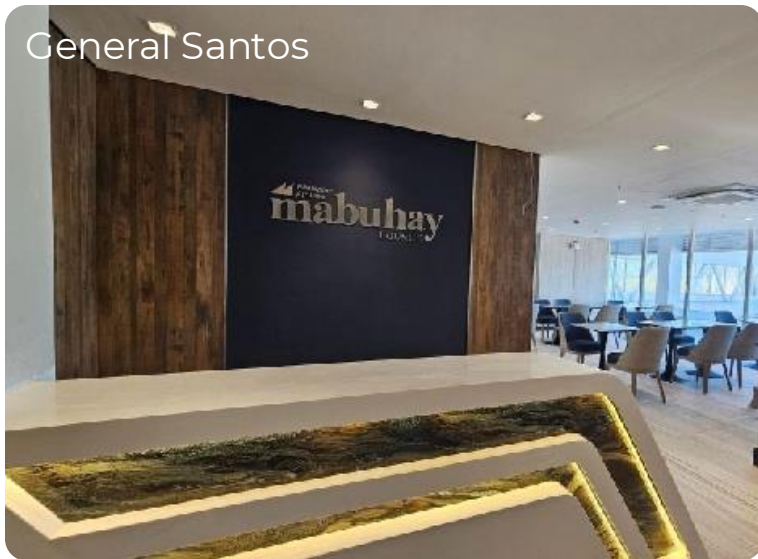


Great Wheel





General Santos



Bacolod



DOMESTIC LOUNGES RENOVATED

As part of our commitment of elevating the desired passenger experience, the Mabuhay Lounges in Bacolod, Cebu, Cagayan De Oro, General Santos, and Davao were renovated

Seating capacity in the Mabuhay Lounge at Terminal 2 had also been increased to accommodate Comfort Class passengers.

Cagayan



Davao





PAL FLIES ATHLETES HOME

The Philippine Olympic team returned home from the Paris 2024 Games aboard a special PAL "homecoming" flight, which landed in Manila on August 13.

PAL flight PR 8888 from Dubai to Manila carried home the members of the Philippine Olympic delegation, who made the nation proud with their historic participation in the Paris 2024 Olympics. The flight, organized by the Philippine Olympic Committee with support from the private sector, included Olympic athletes, officials, and sports leaders.

During the flight, athletes enjoyed business-class meals and complimentary inflight Wi-Fi. They were also gifted Tanduay Rhum products.

Double Olympic gold medalist and gymnast Carlos Yulo was honored as PAL's "Forever Flyer," receiving 150,000 Mabuhay Miles per year for life. Olympic bronze medalists Aira Villegas and Nesthy Petecio were each awarded 80,000 Mabuhay Miles annually for the next three years.

The team ensured that our athletes had a comfortable journey home with the best of PAL's wholehearted service on this special flight, that carried our Filipino champions who represented their countrymen with pride and distinction on the global stage of the Olympics.





PAL AWARDED EMPLOYER OF THE YEAR

Regional Exemplar for NCR

PAL was named *Employer of the Year, Regional Exemplar for the National Capital Region* by the People Management Association of the Philippines (PMAP), recognizing its exemplary people management practices amid its transformation efforts over the past few years.

This award highlights the airline's commitment to enhancing operational efficiency and customer service through a strong focus on employee development.

The Company implemented various initiatives aimed at empowering its workforce and fostering a positive workplace culture, which were instrumental in its recovery from the impacts of the COVID-19 pandemic.



PAL was also recognized as the Best Employer Brand 2024 at the LinkedIn Talent Awards for the Philippines.

In addition, PAL was honored as one of the finalists in the Learning Champion award category, demonstrating the airline's achievements in the learning and development of its workforce of more than 6,000.

The PAL Group has continued to invest in its employees through the PAL Multiversity, which was launched in 2023 as the Company's learning space. It is a holistic professional and personal development platform for all workers, based on the 70-20-10 developmental model.

The award reflects the PAL Group's dedication to fostering a culture of excellence, continuous learning, and genuine care for our employees and service partners.





OUR SUSTAINABILITY JOURNEY

We aim to deliver a safe, reliable, efficient, and pleasant travel experience to our customers while conducting our business in a sustainable and responsible manner.

At the core of our operations and sustainability commitment is how our impact on our People, Customers, and the Environment allows us to advance the United Nations Sustainable Development Goals (UN SDGs).

OUR SUSTAINABILITY JOURNEY

- 25 Our Commitment to Sustainability
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- 31 Supply Chain Management





OUR COMMITMENT TO SUSTAINABILITY



Manage our assets in a sustainable manner for increased productivity and efficiency.



Source materials from local suppliers as far as practicable.



Create mutually beneficial and lasting relationships with local communities.



Ensure the safety of our passengers and employees.



Provide our employees with access to continuous training to help understand effects of our actions and inspire them to help build a sustainable future.



Offer our people with a variety of training programs that are focused on their professional development.



Reduce our carbon footprint, adopt innovations on energy and water conservation, lower food waste, and aim to seek sustainably sourced-resources.



Set periodic reviews of our sustainability policy, programs, records, as well as metrics and targets to drive continuous improvement.





OUR MATERIAL TOPICS

INTRODUCTION



CONDUCT AND COMPLIANCE

How we foster and manage our performance related to anti-corruption and incidence of non-compliance with applicable laws and regulations



EFFECTIVE, ACCOUNTABLE, AND TRANSPARENT GOVERNANCE

How we promote accountability throughout the organization and keep our stakeholders informed

COMPANY HIGHLIGHTS



ECONOMIC PERFORMANCE

How we have created wealth for our stakeholders through the economic value we generate and distribute

OUR SUSTAINABILITY JOURNEY



SUPPLY CHAIN MANAGEMENT

How we manage our relationships with our contractors and key sustainability issues in our supply chain

CARE FOR OUR CUSTOMERS



ACCIDENT AND SAFETY MANAGEMENT

How we adhere to stringent global safety standards to mitigate risks of untoward accidents affecting our services



CUSTOMER EXPERIENCE

How we foster excellent customer experience, including handling of complaints, incidence of non-compliance, and service disruptions



DATA SECURITY AND DATA PRIVACY

How we protect and secure corporate data and our customers' personal information

CARE FOR OUR ENVIRONMENT



GREENHOUSE GAS EMISSIONS

How we address the contribution of our operations to global issue of climate change



WASTE AND EFFLUENTS

How we manage our impact on pollution arising from the waste we generate and our water discharge



NOISE

How we manage the noise levels arising from our aircraft and ground activities



ECOSYSTEM AND BIODIVERSITY

How we positively impact the natural ecosystem and biodiversity through our contribution in preventing illegal wildlife trade

CARE FOR OUR PEOPLE



LABOR PRACTICES

How we support and work with our team members to ensure employee retention and adherence with applicable labor laws and regulations



DIVERSITY, EQUAL OPPORTUNITY AND ANTI-DISCRIMINATION

How we approach diversity and equal opportunity at work by being inclusive and practicing non-discrimination



PEOPLE AND DEVELOPMENT

How we promote our employees' wellbeing through remuneration, training, as well as initiatives on safety and health



WORKFORCE HEALTH AND SAFETY

How we ensure safe working conditions and accident-free workplace for our workforce

CARE FOR OUR COMMUNITY



SIGNIFICANT IMPACTS ON LOCAL COMMUNITIES

How we continuously serve and assist communities located in our areas of operations in the country

The colors of the sections represent the location of the specific disclosures within the report.



External Stakeholder Engagement
to Determine Material Topics

To further establish the material topics for PHI, surveys were conducted to identify the sustainability topics that are of greatest importance from the perspective of the Company’s external stakeholders particularly its passengers, service providers and Corporate Social Responsibility (CSR) partners. Results were collated and a rating methodology was applied to determine the high priority topics for PHI. The top sustainability topics for each stakeholder group will be presented in detail in the subsequent pages with a summary provided below.

Stakeholder Group	Weight	No. of stakeholders asked to respond	Sample Size*	Ideal No. of Responses**	Actual Responses
Passengers	40%	23,287	379	126	379
Service Providers	30%	1,100	286	129	177
CSR Partners	30%	25	24	8	13

*Computed based on 95% Confidence Level and 5% Margin of Error
** Calculated as one-third (1/3) of the sample size

	Passengers	Service Providers	CSR Partners
 Accident and Safety Management	1	1	
 Customer Experience	2	3	
 Workforce Health and Safety	3	2	
 People Development	4		
 Labor Practices	5		3
 Waste and Effluents		4	1
 Ecosystem and Biodiversity			2
 Diversity, Equal Opportunity, and Anti-discrimination			5
 Greenhouse Gas Emissions		5	
 Effective, Accountable, Transparent Governance			4





Passengers



Accident and Safety Management

Passengers' primary concern is their own safety while flying. High profile accidents can significantly impact public perception and trust in an airline.



Customer Experience

Passengers expect a comfortable, convenient, and positive travel experience. This includes all aspects of service, from booking to in-flight amenities.



Workforce Health and Safety

Passengers may recognize that a healthy and safe workforce is essential for maintaining high service standards and ensuring passenger safety.



People Development

Skilled and well-trained employees are likely to provide better service, leading to a more positive experience for passengers.



Labor Practices

Ethical considerations and social awareness may lead passengers to prefer airlines that treat their employees fairly and uphold labor rights.

Suppliers and Service Providers



Accident and Safety Management

Suppliers may be concerned with safety management because accidents can disrupt supply chains and damage the reputation of all associated businesses.



Workforce Health and Safety

Suppliers need to ensure their own workforce is safe, and they may seek to align with airlines that share this commitment.



Customer Experience

Suppliers are directly affected by the airline's relationship with its customers, as it can influence demand for the supplier's products or services.



Waste and Effluents

Suppliers involved in manufacturing or provisioning may be looking to reduce their environmental impact and align with airlines that have similar waste reduction goals.



Greenhouse Gas Emissions

Climate change and environmental sustainability are global concerns, and suppliers may prioritize partnerships with airlines actively, working to reduce emissions.

CSR Partners



Waste and Effluents

CSR partners often focus on environmental protection and may prioritize reducing pollution and waste as a key sustainability goal.



Ecosystem and Biodiversity

Conservation organizations and CSR partners may emphasize the importance of protecting natural habitats, which can be affected by airline operations.



Diversity, Equal Opportunity, and Anti-discrimination

CSR partners often work towards social equity and inclusion, and they may expect airlines to reflect these values in their workforce and leadership.



Labor Practices

CSR partners may advocate for fair labor practices, recognizing that ethical treatment of workers is a cornerstone of social responsibility.



Effective, Accountable, Transparent Governance

Good governance is essential for ensuring that sustainability efforts are genuine, well managed, and compliant with legal and ethical standards.



FLY NET ZERO

The PAL Group has embarked on a journey to Net Zero Emissions in line with the “Fly Net Zero” commitment of the world’s airlines to achieve net zero carbon emissions by 2050. This aligns the air transport industry with the global mandate of the Paris Climate Agreement to limit global warming to just 1.5°C.

To meet this overarching objective, the PAL Group continuously works with its industry partners to find ways to innovate with the end goal of lowering its carbon emissions mainly by reducing its fuel consumption.



PAL Pilots Embrace Skybreathe® Onboard

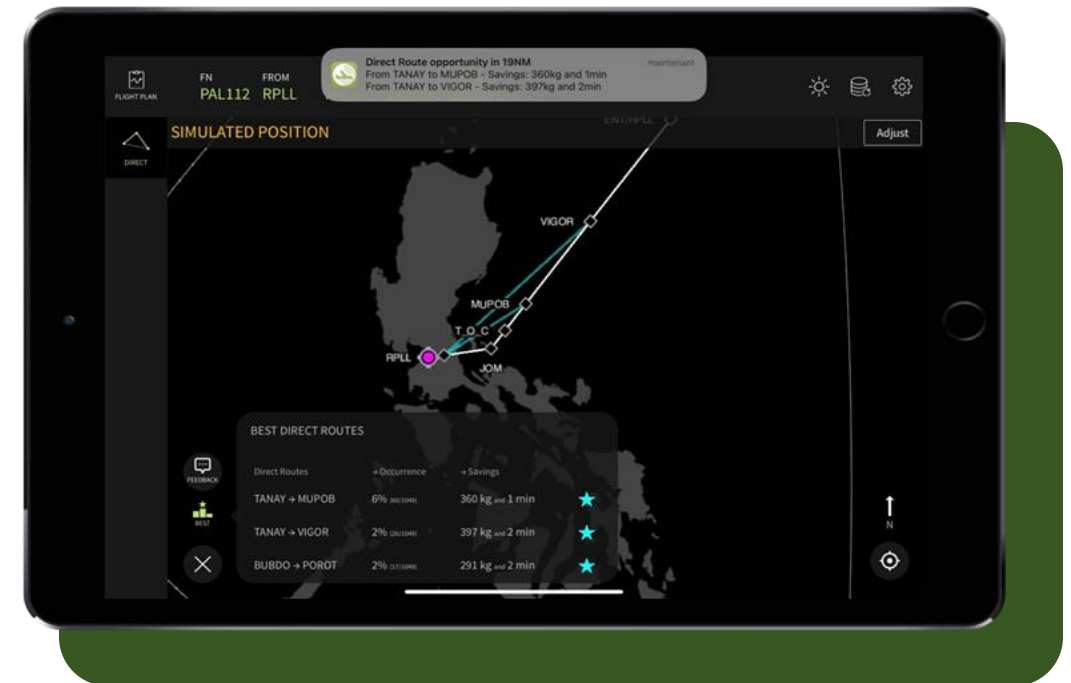
PAL became the first Asian airline to adopt SkyBreathe® OnBoard to increase fuel savings live from the flight deck.

The Company entered into a partnership with OpenAirlines, the leading provider of fuel management solutions, for airlines to integrate SkyBreathe® OnBoard into its operations.

This collaboration marked a significant step forward in the PAL Group’s commitment to environmental responsibility and operational efficiency.

SkyBreathe® OnBoard is designed to engage pilots and achieve additional fuel savings on the go. The integrated Direct Assistant enables pilots to receive timely notifications for in-flight shortcut opportunities for better decision-making. The recommendations consider real-time flight constraints based on the most granted direct routes by Air Traffic Control for fuel-saving and time-saving potential.

Since its implementation in June 2024, the total savings brought by using SkyBreathe® OnBoard amounted to 252 tonnes of CO₂e.





Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA)

CORSIA, developed by the International Civil Aviation Organization (ICAO) and adopted in October 2016, aims to reduce CO₂ emissions for international flights and curb the aviation impact on climate change through a carbon offset and reduction scheme. The scheme is voluntary starting in 2021 and becomes mandatory for all countries by 2027.

The Philippines, as an ICAO member, joined CORSIA through CAAP and voluntarily participated in the pilot phase, where all operators including PAL and PALex were required to monitor CO₂ emissions for international flights starting January 1, 2019. We submit verified emissions reports annually to the Civil Aviation Authority of the Philippines (CAAP) to comply with the Monitoring, Reporting, and Verification (MRV) requirements.

During the pilot phase (2021-2023), there is no offsetting requirement since there is no sectoral growth from the baseline. While we are not yet required to offset our emissions, we are now sourcing for possible projects where we can purchase our offsetting requirements, including CORSIA certified Sustainable Aviation Fuel (SAF).





SUPPLY CHAIN MANAGEMENT

We remain committed to promoting Philippine products to international destinations and markets by prioritizing sourcing our requirements from local suppliers.

72%

Non-fuel procurement budget spent on local suppliers

28%

Fuel purchased from local suppliers

Local Talents Tapped for Cabin Project

PAL becomes the first airline in the country to install locally made seats in its aircraft through its partnership with American aerospace products manufacturer, Collins Aerospace. This marks a significant milestone as the first seating collaboration between Collins' Philippines facility and the nation's flag carrier, demonstrating their belief in Filipino talent and ingenuity, and support for the growing local aviation industry.

The partnership will not just promote local products but may also help to create more jobs in the Philippines and showcase the creativity and craftsmanship of the Filipino people to the rest of the world. It likewise aligns with the Company's commitment to supporting local industry while ensuring passengers enjoy the highest standards of comfort and safety. Being the first in the country adds a special significance to PHI's fleet enhancement program.





New Filipino Blend Brewed on All Flights

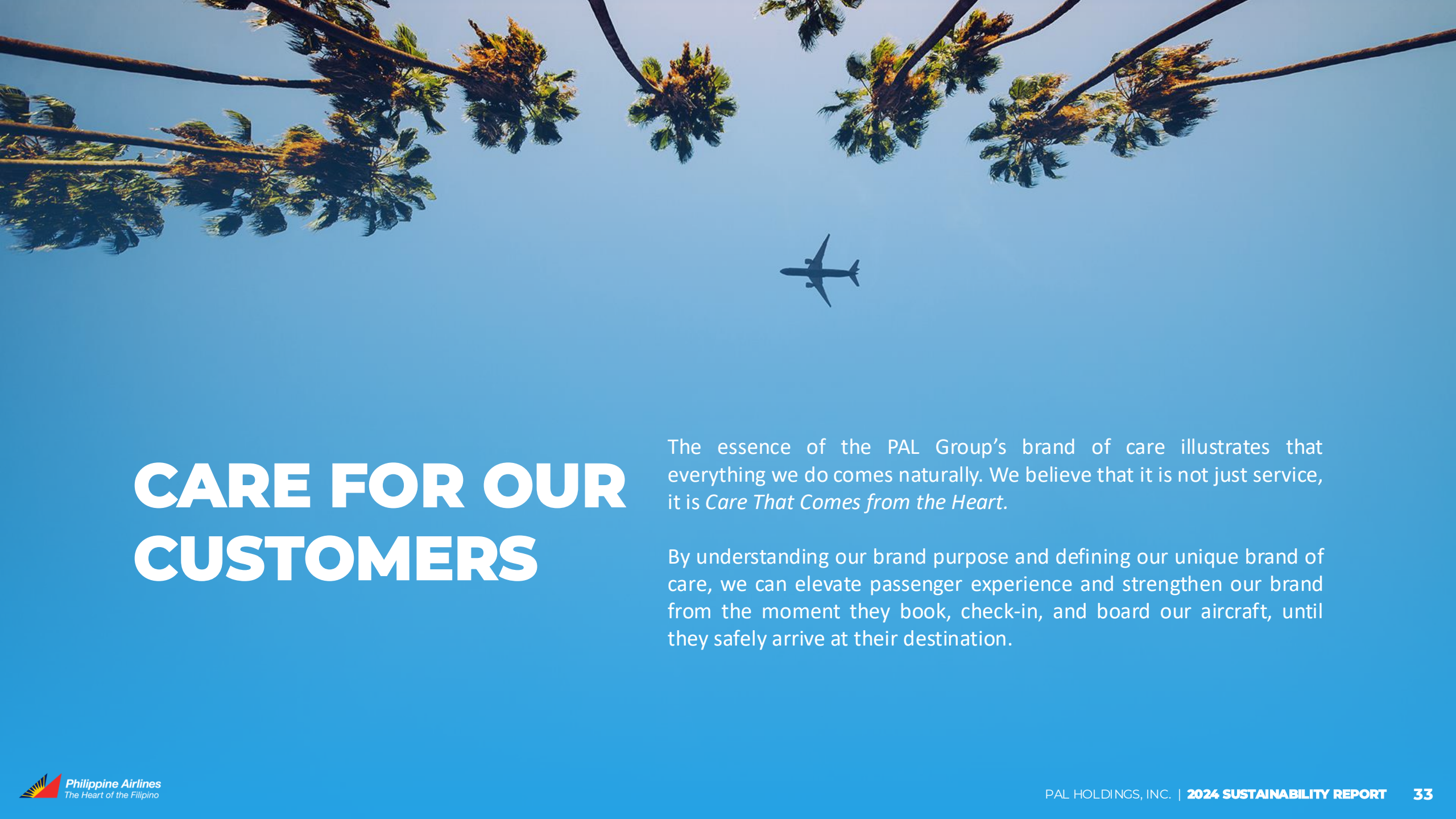
A new, proudly Filipino blend is now brewing on all PAL flights. This blend of local Arabica and Robusta, sourced from the highlands of Cavite and Sultan Kudarat, is roasted to perfection and served exclusively on all PAL flights, both domestic and international. This initiative not only celebrates the country's rich culinary heritage but also provides passengers with a delightful taste of the Philippines wherever they may travel.

Sourcing the beans from local farmers allows the PAL Group to deliver an elevated experience for its passengers while also supports sustainability livelihoods in the Philippines.

Economy Class passengers, as well as those flying international Premium Economy and domestic Comfort Class, can enjoy a perfectly balanced blend of 60% Arabica and 40% Robusta beans. Business Class travelers are treated to an even more refined blend featuring 70% Arabica and 30% Robusta, offering a richer and more invigorating flavor profile.

As *"The Heart of the Filipino"*, the Company is committed to showcasing the best of the Philippines, from its people to its produce.





CARE FOR OUR CUSTOMERS

The essence of the PAL Group's brand of care illustrates that everything we do comes naturally. We believe that it is not just service, it is *Care That Comes from the Heart*.

By understanding our brand purpose and defining our unique brand of care, we can elevate passenger experience and strengthen our brand from the moment they book, check-in, and board our aircraft, until they safely arrive at their destination.

CARE FOR OUR CUSTOMERS

- 35 Accident and Safety Management
- 39 Customer Experience
- 47 Customer Engagement
- 49 Data Security and Data Privacy





ACCIDENT AND SAFETY MANAGEMENT

Safety Management System

Some of the key SMS improvements for this year are:

SAFETY REPORTING VIA QR CODE

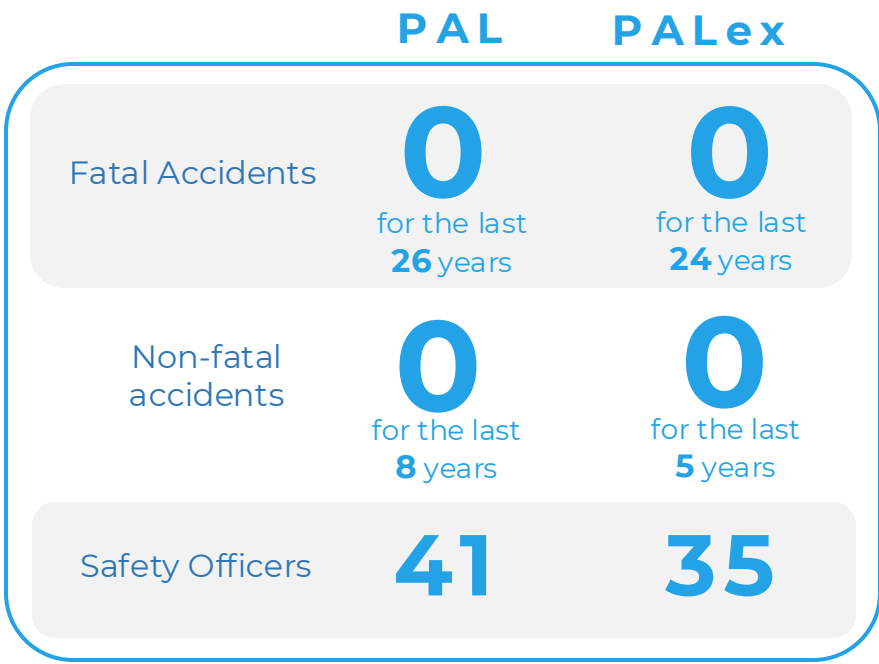
An ID card embedded with a QR code that directs employees to a digital safety reporting form was disseminated to all employees. This enables simpler, faster, and a more effective way of safety reporting.

CHANGE MANAGEMENT TRAINING COURSE

A dedicated Change Management training course designed to provide employees with in-depth knowledge and skills to manage changes effectively was launched in 2024. This specialized course goes beyond the basics covered in SMS training, focusing on identifying and managing potential risks associated with operational changes.

NO SIGNIFICANT IOSA FINDING ON SMS

PAL achieved a significant milestone with no major or significant SMS finding during the last IOSA audit, reflecting the success of its continuous SMS improvements.



SHEC Meetings

Safety, Health, and Environment Committees (SHEC) were formed in each office location and convene on a monthly basis to discuss and mitigate safety and health hazards. This is also in line with the requirements of the Philippine Department of Labor and Employment (DOLE). A total of 60 SHEC meetings were held in 2024 divided equally among the five main PAL Group offices: Maintenance Base Complex, Inflight Catering, Airport Operations Department, Fuels and the Head Office.





Hazard	PAL	PAlex
Bird strikes	32	72
Lightning strikes	6	1
Lithium battery fires	0	0
Fuel jettisoning incident	1	0
Release of halon	1	0

0

Hull Loss*

*an event in which an aircraft is destroyed or damaged beyond economic repair

BIRD STRIKES

Defined as a collision between a bird and an aircraft which is in flight or on a take off or landing roll, bird strikes are common occurrences in airline operations. With the rise of incidents, coordination with the Civil Aviation Authority of the Philippines along with experts in wildlife hazards is ongoing, particularly for training and capacity building to help mitigate safety-related incidents.

LIGHTNING STRIKES

Another common occurrence, lightning strikes experienced by the PAL Group in 2024 only had minor incidents resulting to minimal damage to the aircraft.

FUEL JETTISON INCIDENT

As a precautionary measure during a flight, fuel jettison of 74.6 tons was performed during an incident involving in-flight systems malfunction of the slats, the extendable high lift devices on the leading edge of the aircraft’s wings.

RELEASE OF HALON

This minor incident involved the inflight entertainment monitor which began emit smoke necessitating the cabin crease to retrieve a fire extinguisher and used all its contents. Passengers seated in the area were relocated to ensure their safety.





SAFETY BEGINS WITH ME

WHEN TO MAKE A SAFETY REPORT



Scan the QR code and make a report today.
Safety is **EVERYONE'S** responsibility

ENHANCING SAFETY REPORTING THROUGH S.A.F.E.R.

Safety is a shared responsibility that lies at the core of the PAL Group's Safety Management System. With the introduction of the S.A.F.E.R. ID (Stop, Assess, Filter, Execute, Report) QR Code reporting system, PAL has taken a significant leap towards empowering its personnel and fostering a culture of proactive safety management.

WHY SAFETY REPORTING MATTERS

Safety reporting is essential to identifying potential hazards, mitigating risks and preventing accidents. A robust reporting system ensures safety concerns – whether big or small – are communicated promptly, enabling the organization to address them before they escalate.

THE SAFER ADVANTAGE

The S.A.F.E.R. ID revolutionizes safety reporting with its simplicity and accessibility. Scanning the QR code with a smartphone takes the user directly to an online safety reporting form. The reverse side of the ID card includes reminders and examples of hazards, guiding employees in identifying and reporting safety issues effectively. S.A.F.E.R. not only simplifies the process but also encourages more personnel to participate in hazard reporting.

A SAFER FUTURE TOGETHER

Every safety report contributes to preventing potential accidents, safeguarding operations, and enhancing passenger trust. With S.A.F.E.R., PAL underscores its commitment to continuously improving its SMS and ensuring the safety and well-being of its personnel and passengers.

Since its launch, S.A.F.E.R. has significantly improved PAL's ability to capture and address safety concerns. From June to December 2024, PAL has recorded a remarkable 145% increase in safety reports compared to the same period in the previous year.





SAFETY MANAGEMENT SERYE AND RISK-BASED IOSA

The PAL Group reinforced its safety culture with the 12-issue Safety Management Serye (SMSerye) and the Risk-Based IOSA (RBI) Reviewer. The reviewer was created after representatives from PAL Safety, Quality, Security, FOD, Cabin Services, PATC, Dispatch, Airport Operations, and Cargo underwent RBI training. In addition, the Safety Department released:

- a series of SMS bulletins entitled "SMSerye" to all operational personnel that covers SMS fundamental knowledge; and
- an RBI reviewer to all PAL and PALex operational personnel, accountable managers and executives to prepare them for the audit.

These initiatives heightened awareness of the SMS, prepared us for safety audits, and showcased our commitment to operational excellence.

The PAL Group's SMS incorporates structured procedures to guarantee the delivery of crucial SMS program and safety-critical information to the appropriate personnel.

We also ensure that all personnel, from front-line personnel up to the senior officers, and Accountable Manager, are trained and competent to perform their SMS duties.

We are proud to announce that both PAL and PAL Express have successfully completed the Risk-Based IOSA with outstanding results. This achievement reflects our strong safety culture and commitment to operational excellence and is a testament to the dedication and engagement of all our employees in our Safety Management System.





CUSTOMER EXPERIENCE

At Philippine Airlines, we believe that true excellence in aviation stems from care that comes from the heart. Customer Obsession drives us to go beyond the ordinary, ensuring every passenger feels valued, supported, and cared for throughout their journey.

Whether it's anticipating the needs of a frequent traveler, providing comfort during disruptions, or enhancing services based on thoughtful feedback, our unwavering commitment is to create experiences that leave lasting impressions. We recognize that each journey is deeply personal, and we strive to make every moment—from booking to arrival—a reflection of genuine care and attentiveness.

Our teams are dedicated to understanding the unique needs of every passenger, acting with empathy and delivering thoughtful solutions at every touchpoint. Whether assisting passengers with special needs, providing seamless rebooking options, or simply offering a warm smile, we aim to show that our care comes not just from our policies but from the heart.

Customer Obsession is not just a value; it's a promise to always prioritize our passengers, making Philippine Airlines not just a carrier but a trusted partner in life's journeys.

The PAL Group solicits close-to-real-time customer feedback through the Post Trip Survey. The survey is conducted through a self-accomplished questionnaire designed to meet the following research objectives:

- To measure overall customer experience metrics: Customer Satisfaction (CSAT), Net Promoter Score (NPS) and Intent to Fly with PAL (ITF);
- To determine touchpoint CSAT with drill-down to airport and in-flight experience; and
- To draw customer feedback and identify improvement areas.

E-mail survey invitations are sent daily to all customers who have flown with us and have provided valid e-mail addresses.

For the period covering 1 January to 31 December 2024, 132,192 responses were received from passengers that flew both domestic and international flights.





Respondents are asked the question: “How was your overall PAL experience on your recent flight? Please think about your overall experience from booking to arrival.”

It is measured over a 5-point scale using:

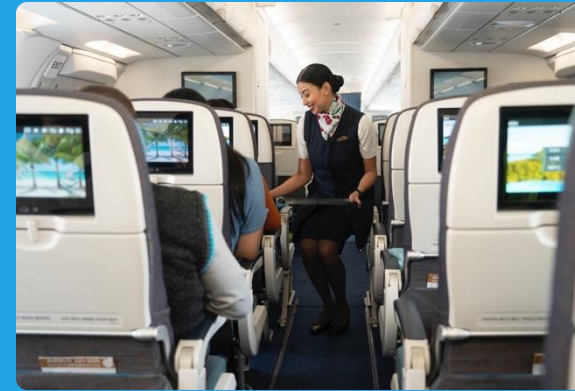
- 1 – Extremely dissatisfied
- 2 – Somewhat dissatisfied
- 3 – Neither satisfied nor dissatisfied
- 4 – Somewhat satisfied
- 5 – Extremely satisfied.

CSAT is reported as a top two box score. To calculate the top two box score, the top 2 responses are included in the calculation:

$$[\text{Number of satisfied customers (4 and 5 in the 5-point scale)} / \text{Number of survey responses}] \times 100 = \% \text{ of satisfied customers}$$

To rate their experience on various customer touchpoints, respondents are also asked the question: “How was your experience in the following areas?” Below are the different touchpoint measures:

- *Airport Before Flight:* Ease of check-in process, efficiency of boarding experience, Mabuhay Lounge / PAL Partner Lounge, airline staff service at airport
- *Inflight:* Cabin Crew Service onboard, cleanliness of cabin and lavatory, quality of inflight food and beverage, aircraft seat comfort and functionality (recline, tray table, cabin crew call button, remote control), quality of inflight entertainment, quality of inflight Wi-Fi service
- *Airport After Flight:* Waiting time for baggage retrieval, baggage condition and handling, and timeliness of flight departure and arrival (schedule reliability)





ASCEND NEWSLETTER

The Ascend newsletter, launched in 2024, is the PAL Group's Customer Experience Weekly Update, sent via email to all employees.

Its primary purpose is to provide regular progress updates on key Customer Experience metrics, such as NPS and CSAT, ensuring everyone is aligned and informed about the organization's performance and areas for improvement. Sharing these updates is critical to fostering a data-driven culture that helps identify opportunities to elevate the passenger experience.

The newsletter also recognizes individuals and teams who go above and beyond in delivering exceptional service, encouraging others to emulate their behavior while celebrating the dedication and efforts of employees.

Additionally, Ascend highlights updates on company and departmental projects that directly impact passenger experience, acknowledging the collective efforts of various teams in driving improvement.

By providing transparency, recognition, and actionable insights, the newsletter reinforces PAL's commitment to building a culture of customer obsession and exceeding passenger expectations.



Overall Customer Satisfaction

Customer satisfaction remains at the core of our service commitment. As we move forward in 2025, we have set a CSAT goal of 74%, building on the 73% actual performance in 2024. To ensure continuous improvement, we have implemented strategic initiatives across key areas of the passenger journey.

At the start of the year, we established specific CSAT goals per touchpoint, enabling a more targeted approach to service enhancements. One of the primary focus areas is improving on-time performance, with our Operations Group actively working on reducing technical issues, one of the leading causes of flight disruptions and passenger dissatisfaction.

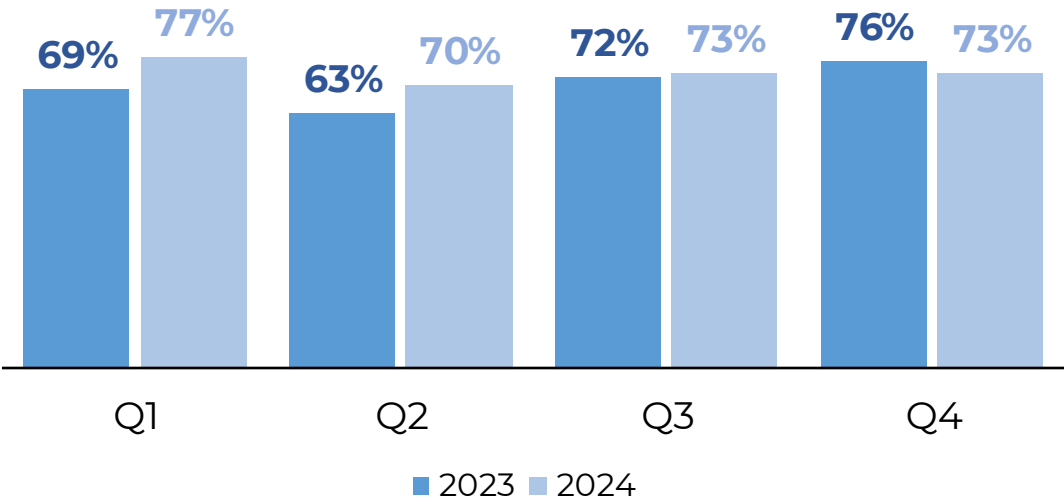
To further elevate service quality, our Customer Experience Learning Team has developed a comprehensive training plan for all frontliners, ensuring regular upskilling in both technical and soft skills. This initiative aims to strengthen service capabilities and enhance the overall passenger experience.

Recognizing the role of technology in seamless customer interactions, we are rolling out enhancements to the PAL website and mobile app to minimize technical issues and streamline booking and post-booking services. Additionally, mid-year 2025 will mark the implementation of AI-driven improvements in customer support, expanding self-service options and making assistance more accessible and efficient for passengers.

To reinforce service consistency, we launched the Service Excellence Team in Q4 2024. This dedicated Quality Team conducts regular evaluations of the passenger experience across all touchpoints, identifying service gaps and collaborating with relevant teams to drive improvements.

These initiatives reflect our commitment to continuously refining our service standards and ensuring that every interaction with PAL meets and exceeds passenger expectations. Through operational enhancements, frontline training, technology advancements, and structured quality monitoring, we are focused on achieving our CSAT goal and delivering a consistently exceptional travel experience.

Customer Satisfaction



Overall
CSAT

70%
2023

73%
2024





Domestic Flights

In 2024, Domestic NPS and CSAT maintained highly rated with NPS of +54 and CSAT at 78%. Quarterly trends were similar to previous years, showing a dip in Q2 and an upward movement in Q3 and Q4, with Q4 maintaining a stable 79% CSAT score.

For Q4 2024, touchpoint CSAT scores were generally high, with Airport Staff, Ease of Check-in, and Baggage Handling achieving ratings between 85% and 86%. Significant improvements were noted in the Mabuhay Lounge, where CSAT increased from 85% in Q2 to 91% in Q4, and in Efficiency of Boarding, which improved from 80% in Q2 to 84% in Q4.

Inflight touchpoints remained strong, particularly Cabin Crew Service, which consistently scored above 88%. However, Quality of Inflight Food & Beverage remains an area with room for improvement. Similarly, Aircraft seat comfort held a steady rating of 77% throughout the year, indicating opportunities to further enhance passenger comfort.

CSAT Scores at Airport and Inflight Touchpoints

	2023	2024
Airline Staff	85%	86%
Ease of Check-in	84%	85%
Mabuhay Lounge	82%	89%
Efficiency of Boarding	82%	83%
Baggage Condition & Handling	82%	84%
Baggage Retrieval Waiting Time	78%	82%
Overall Transfer Process	72%	76%
Cabin Crew Service	88%	89%
Cleanliness of Cabin & Lavatory	84%	86%
Aircraft Seat Comfort & Function	74%	77%
Quality of Inflight Food & Beverage	61%	66%





International Flights

International NPS and CSAT remained stable in 2024, with NPS at 31% and CSAT at 68%. Airport touchpoints showed strong performance, particularly with Airport Staff and Mabuhay Lounge. However, the Overall Transfer Process at Manila Terminal 1 declined in Q4, indicating a need for improvement.

In terms of in-flight touchpoints, Cabin Crew Service remained the highest-rated aspect, but Cleanliness of Cabin & Lavatory showed a slight decline. Aircraft seat comfort & function remained a weak area, and Quality of inflight food & beverage was stable. Quality of inflight entertainment (IFE) and Wi-Fi continued to struggle, with IFE, underperforming and Wi-Fi significantly dropping in Q4.

We are committed to improving the overall in-flight experience by enhancing both In-Flight Entertainment and Wi-Fi connectivity. While long-term upgrades require extensive planning, we are taking immediate steps to improve access, usability, and overall passenger satisfaction.

We are enhancing communication on our portable IFE system, which allows passengers to stream movies and TV shows on their personal devices without downloading an app. Passengers can now easily access the system via a QR code on the seat pocket guide or by entering a direct URL. We are reinforcing this information through pre-flight communication and inflight announcements to ensure greater awareness.

For Wi-Fi connectivity, we are conducting a review of the user interface to minimize passenger effort when connecting to the service. This includes optimizing the login process and streamlining steps for faster access. Furthermore, we are implementing a more structured and timely review of Wi-Fi performance on each flight, allowing immediate reporting of issues to our partners for faster resolution and service improvement.

CSAT Scores at Airport and Inflight Touchpoints

	2023	2024
Airline Staff	77%	81%
Ease of Check-in	74%	79%
Mabuhay Lounge	57%	83%
Efficiency of Boarding	72%	79%
Baggage Condition & Handling	75%	78%
Baggage Retrieval Waiting Time	69%	72%
Overall Transfer Process	60%	69%
Cabin Crew Service	83%	84%
Cleanliness of Cabin & Lavatory	74%	78%
Aircraft Seat Comfort & Function	58%	61%
Quality of Inflight Food & Beverage	63%	67%
Quality of IFE	52%	51%
Quality of Inflight Wi-Fi	36%	33%





Net Promoter Score

Net Promoter Score is based on the question: “On a scale of 0 to 10, how likely are you to recommend Philippine Airlines to a family member, friend, or colleague?”

Respondents are classified into 3 categories according to their rating:

- Promoters are customers who gave a score of 9 or 10 (Extremely likely).
- Passives are those who gave a score of 7 or 8.
- Detractors are those who responded with a score of 0 (Not at all likely) to 6.

The final NPS score is calculated using the following formula: percentage of Promoters – percentage of Detractors.

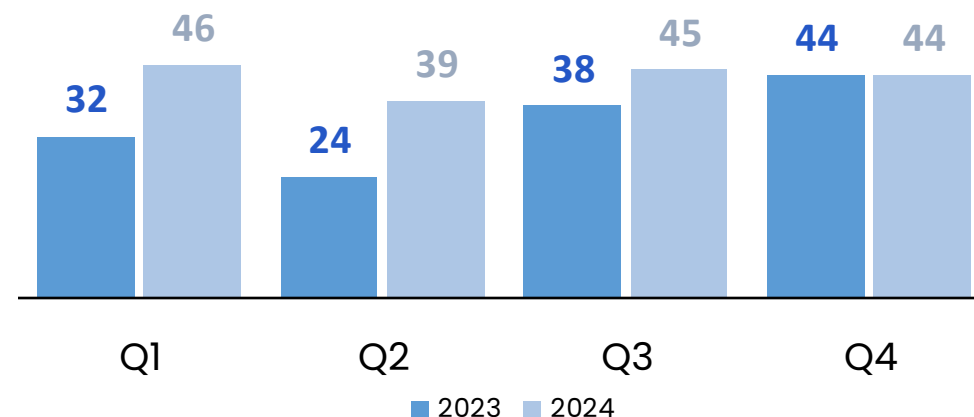
In 2024, the NPS recorded 43%, attaining 8pts increase compared to the previous year and exceeding the NPS target of 40% for 2024. However, NPS declined in Q2, driven by a drop in the percentage of promoters due to lower OTP and a surge in flight cancellations in April and May. NPS then made a strong recovery in the second half of 2024 as operational performance improved.

Annual
NPS Rating

35%
2023

43%
2024

Net Promoter Score



Promoter



Detractor Concerns



Excellent service from cabin crew and airport staff, on-time flights, smooth landings, and overall good service quality drive higher passenger recommendations.

In contrast, flight disruptions (delays and schedule changes) and poor inflight products such as uncomfortable or defective seats and low-quality food and inflight entertainment lead to passenger dissatisfaction.





Intent to Fly Again

The Intent to Fly with PAL Again is based on the question: "Based on your recent PAL experience and assuming you have travel plans in the next 12 months, how likely are you to book a Philippine Airlines flight?"

To calculate the top two box score, the top 2 responses are included in the calculation:

[Number of customers who are likely to book a PAL flight again (4 & 5 on the 5-point scale) / Number of survey responses] x 100 = % of customers who are likely to fly with PAL again.

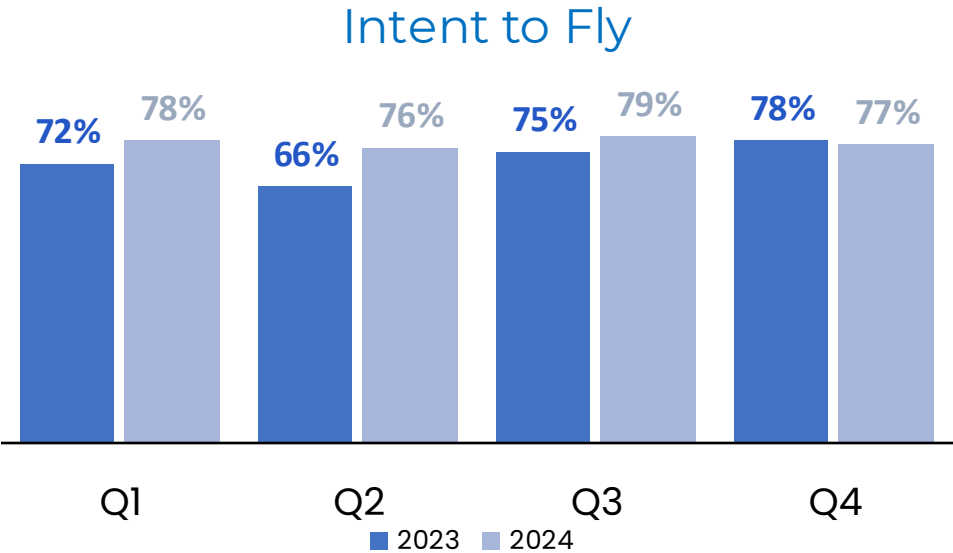
The year 2024 concluded on a strong note, with Q4 at 77% maintaining the steady growth in "Intent to Fly Again" seen throughout the year.

The number respondents also increased in 2023 from 53,029 to 73,641 in 2024.

Annual
ITF Rating

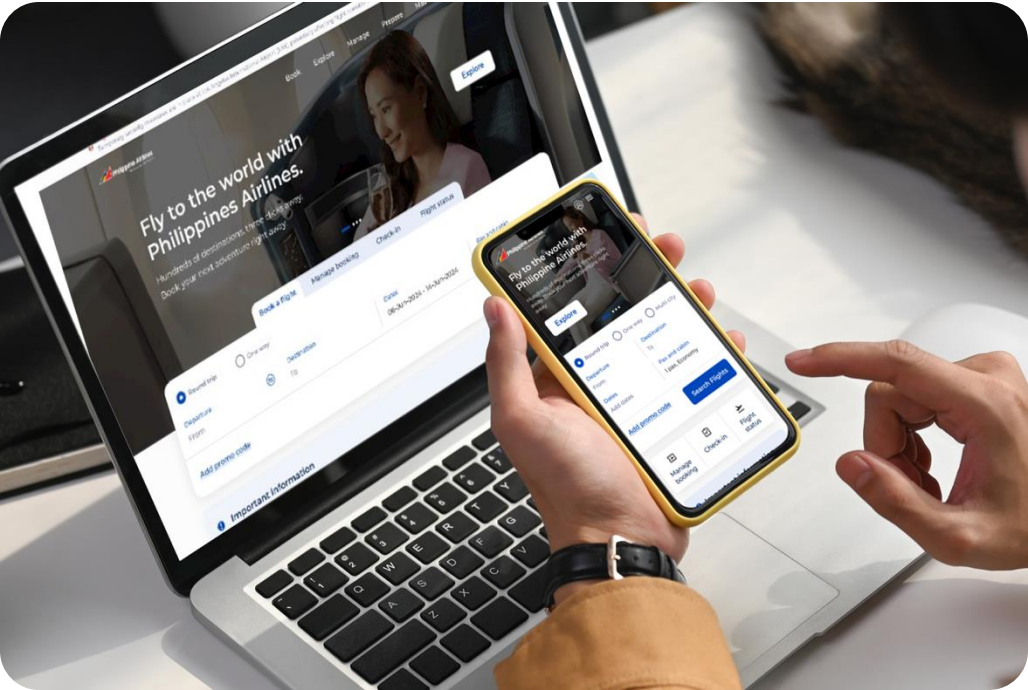
72%
2023

77%
2024





CUSTOMER ENGAGEMENT



USER GROWTH

65%
Increase in users

The app's user base experienced significant growth, expanding from 1,369,802 in 2023 to 2,251,247 in 2024, representing a remarkable 64% increase. This continued growth underscores the app's effectiveness in meeting our customers' evolving digital needs.

CONTRIBUTION TO TOTAL SALES

2.69%
of Total Sales

The app significantly contributed to PAL's revenue growth, increasing its share of total sales from 2.14% in 2023 to 2.69% in 2024. This demonstrates the app's growing importance within PAL's overall business strategy.

TOTAL ENGAGEMENTS

25%
Increase in app engagements

Total app engagements increased by 25% year-over-year, rising from 11,916,770 in 2023 to 14,915,541 in 2024. This demonstrates that our app effectively engages users and provides valuable interactions.

ENGAGEMENT RATE

84.95%
Overall

While the overall engagement rate slightly declined from 86.3% to 84.95%, the decrease in Engagements per User from 8.7 to 6.6 presents an opportunity to leverage the significant user growth to encourage higher app usage, such as booking flights, checking in, and utilizing other app functionalities.





Mabuhay Miles Frequent Flyer Program

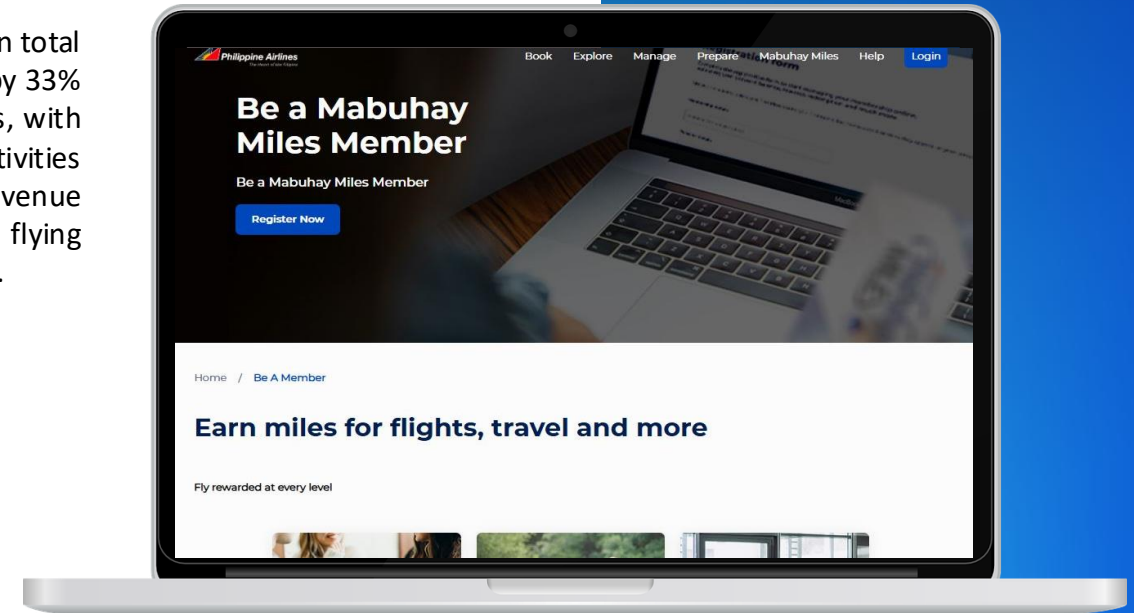
In 2024, Mabuhay Miles demonstrated substantial growth. The program saw a notable increase in total membership, rising to 6.1 million members, and a significant rise in active members, increasing by 33% compared to the previous year. This growth was predominantly driven by younger demographics, with 68% of new members coming from Generation Y and Z. Partner engagement and redemption activities also experienced impressive increases, with partner revenue growing by 77% and redemption revenue rising by 52% year-over-year. Active members contributed significantly to the program's success, flying twice as much as the average traveler and generating a substantial portion of passenger revenues.

6.2M

Members as of end
December 2024

39.7%

Total passengers flown
in 2024 that are
members



The success of Mabuhay Miles in 2024 is attributed to strategic initiatives focused on member engagement and partnership expansion. The program's partner ecosystem has expanded in the Philippines with new partners like The Rockwellist and Dusit Hotels, and across key markets like the United States through a partnership with Seafood City. Mabuhay Miles also ventured into new categories such as ride-hailing and food deliveries through a collaboration with Grab, strengthening efforts to attract younger members, and future-proof the business. The program continued to see strong contributions from existing partners like SMAC and its PNB Mabuhay Miles Cobrand portfolio, the only cobrand in the region offering the full spectrum of card products, from Prepaid to World Elite Mastercard. Additionally, the program's ability to drive growth through member contributions and partner collaborations underscores its effectiveness. As Mabuhay Miles continues to innovate and adapt to the evolving needs of its members, it is well-positioned to achieve further milestones in the coming years.

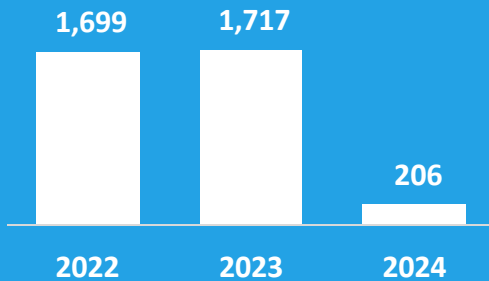




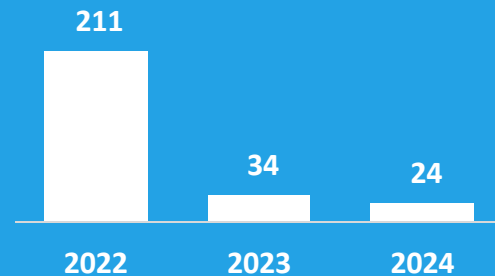
DATA SECURITY AND DATA PRIVACY

Despite an increase in phishing and malware incidents globally, there was a decrease in the number of reported incidents particularly in the case of phishing. Despite this, our IT Operations remains vigilant in guarding the Group's systems and network and continues to implement data security measures.

Phishing



Malware



Measures Implemented to Minimize Malware



Next-Generation Anti-Malware (NGAM) – As a network-based anti-malware, the PAL Group's Cybersecurity Operations Center (CSOC) is able to protect its systems in real-time as files are transmitted through the internet.



Microsoft Defender for Office 365 – Part of the services offered by Microsoft to PAL that secures email and Teams that provides state of the art protection against email compromise, ransomware, phishing, and other cyber threats.



Endpoint Protection – TrendMicro XDR (extended detection and response) is an advanced and immediate endpoint solution deployed across the PAL network to secure email, endpoint, server, cloud workload, and network.



Continuous Monitoring – PAL employs Security Information and Event Management (SIEM) solution that detects and responds to malware-related events in real-time.



Continuous Improvement – Assessment and enhancement of controls, protocols, processes, guidelines, and technology are regularly conducted to ensure up to date cybersecurity threat monitoring and detection.



Employee Training and Capacity Building

Along with the PAL Group’s promise of customer obsession, we prioritize the protection of our passengers’ personal information, further embodying care that comes from the heart.

To ensure all employees are kept abreast of updates in privacy law, the Data Protection Office requires all employees and some service providers to undergo an annual Data Privacy and Security training, which is delivered through our Learning Management System, Linkedin Learning. This training reminds participants on the proper handling of personal and PAL-confidential Information as well as incident response protocols of PAL, among others. Monthly infographics are likewise sent to all employees to enhance the drive for data privacy and to encourage all to implement privacy by design.

	2022	2023	2024
Number of substantiated complaints on customer privacy	51	57	64
Number of complaints addressed	51	57	64
Number of customers, users, and account holders whose information is used for secondary uses	0	0	0
Number of data breaches Including leaks, thefts and losses of data	1	0	0





CARE FOR OUR ENVIRONMENT

Caring for the environment is at the heart of everything we do. We are committed to reducing greenhouse gas emissions, aiming Net Zero Emissions by 2050, managing waste responsibly, mitigating noise pollution, and protecting biodiversity. By adhering to environmental regulations and implementing innovative practices, we aim to foster a sustainable future for all.

CARE FOR OUR ENVIRONMENT

- 53 Greenhouse Gas Emissions
- 62 Waste and Effluents
- 66 Noise
- 67 Ecosystem and Biodiversity
- 68 Environmental Compliance





GREENHOUSE GAS EMISSIONS

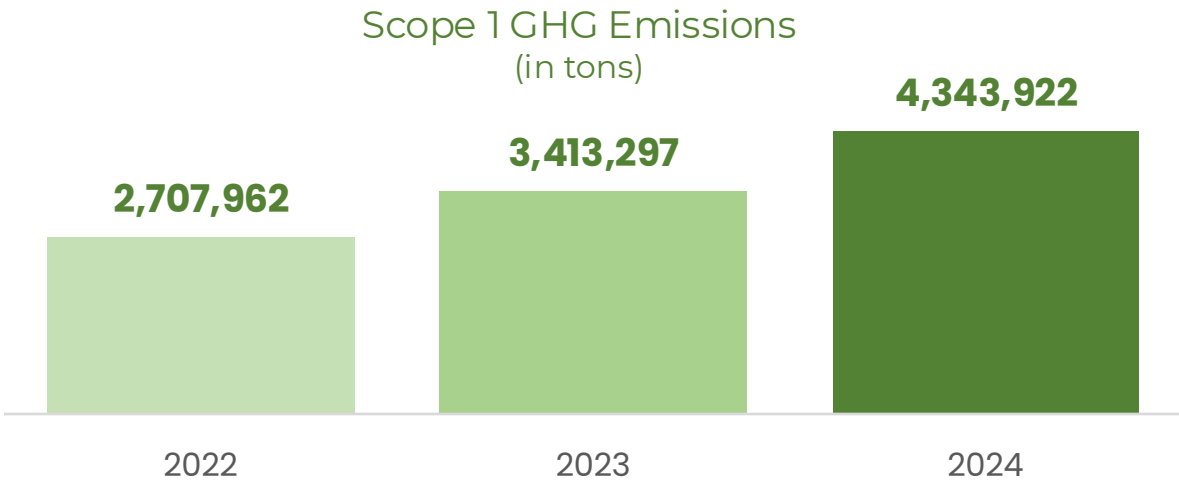
Our Scope 1 greenhouse gas (GHG) emissions encompass direct emissions resulting from the use of fuel in the operations of our aircraft, ground service vehicles, and generator sets. In 2024, these emissions increased from 3.41 million tons in 2023 to 4.34 million tons of CO₂ equivalent, reflecting a 28% rise. This upward trend indicates higher fuel consumption due to the increased number of flights operated in 2024.

The GHG emissions intensity for 2024 was recorded at 1.088 tCO₂e/100 RTK, providing a measure of our operational efficiency. Despite the increase in emissions, we continue to implement fuel efficiency initiatives aimed at reducing our GHG emissions.

For the computation of the mobile and stationary emissions, we used emission factors from the IPCC 2006 Guidelines for National Greenhouse Gas Inventories. We used the fuel conversion factor of 3.16 kg CO₂/kg Jet A-1 fuel from ICAO Annex 16 Volume IV for the computation of flight CO₂ emissions.

4.34M tCO₂e
2024 Scope 1 GHG Emissions

1.088 tCO₂e/100RTK
GHG Emissions Intensity





Fuel Consumption

DIESEL

(in thousands GJ)

83.0

76.2

62.9

2022

2023

2024

83k GJ

2024 Diesel Consumption

GASOLINE

(in thousands GJ)

4.0

4.0

3.5

2022

2023

2024

4k GJ

2024 Gasoline Consumption

JET A-1

(in millions GJ)

59.2

46.5

36.9

2022

2023

2024

59.2M GJ

2024 Jet A-1 Fuel Consumption

The PAL Group predominantly depends on fossil fuels to meet its operational requirements, utilizing diesel and gasoline for company-owned vehicles and ground service equipment. Additionally, diesel powers the company’s standby generator sets. Both the gasoline and diesel supplied comply with mandatory biofuel blends in the Philippines, aligning with environmental regulations.

Flight operations uses Jet A-1 fuel and the exploration and sourcing of sustainable aviation fuel is currently being considered reflecting our commitment to researching eco-friendly alternatives for the future.



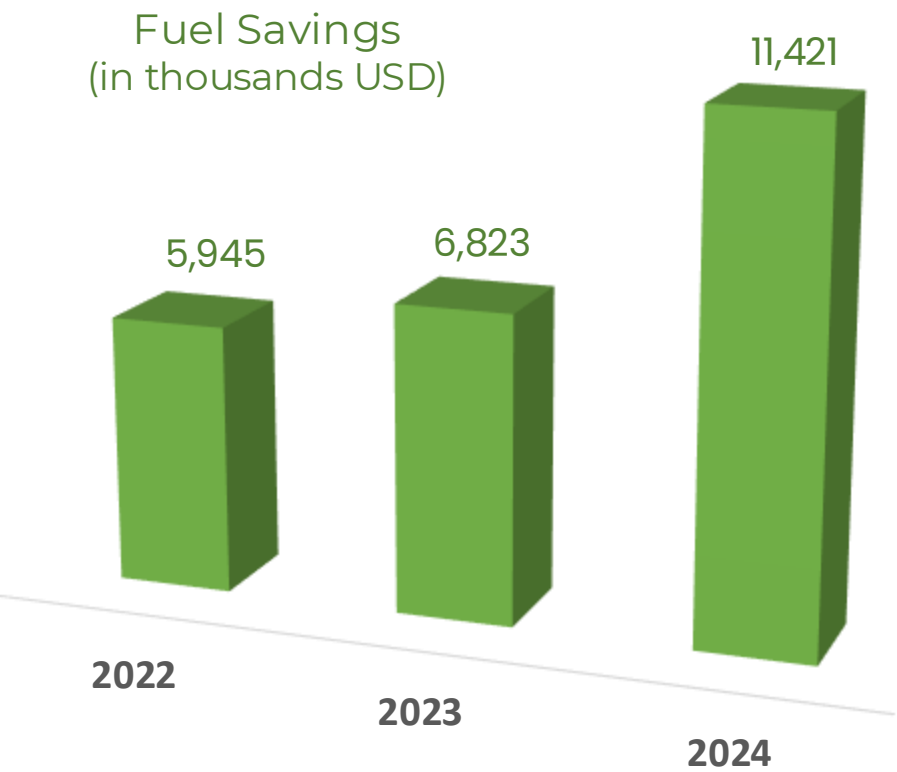


Fuel Saving Initiatives

As our fuel consumption is the largest source of our Scope 1 Greenhouse Gas (GHG) emissions, we continue to implement measures to manage and mitigate our direct impact on the GHG emissions. Among these initiatives are those performed by the flight deck including the use of SkyBreathe® OnBoard, which in total contributes more than 60% of our total reductions. In addition, the following are also implemented by our operations team:

- Direct Route allows pilots to fly paths that skips some ways points which saves both time and fuel.
- Zero Fuel Weight Error (ZFWE) is a best practice (of flight dispatch) by providing reliable/optimum flight plan with accurate ZFW based on the actual data provided by our load control stations.
- Overtanking (OTNK) or ecotanking is where flights carry more fuel than required (throughout the flight) to benefit from a difference in fuel price between airports. OTNK does not contribute to savings but reduces cost in the purchase of fuel.





Actual Savings	2022	2023	2024
Total Fuel Reduction (in GJ)	227,823	300,576	523,612
CO ₂ reduced (in tons)	16,684	22,012	38,346
Savings (in thousands USD)	5,954	6,823	11,421

*Note:
To compute the CO₂ emissions, we used the fuel conversion factor of 3.16 kg CO₂/kg fuel from ICAO Annex 16 Volume IV.*

523k GJ
Fuel Savings

38k Tons
Reduction in CO₂e

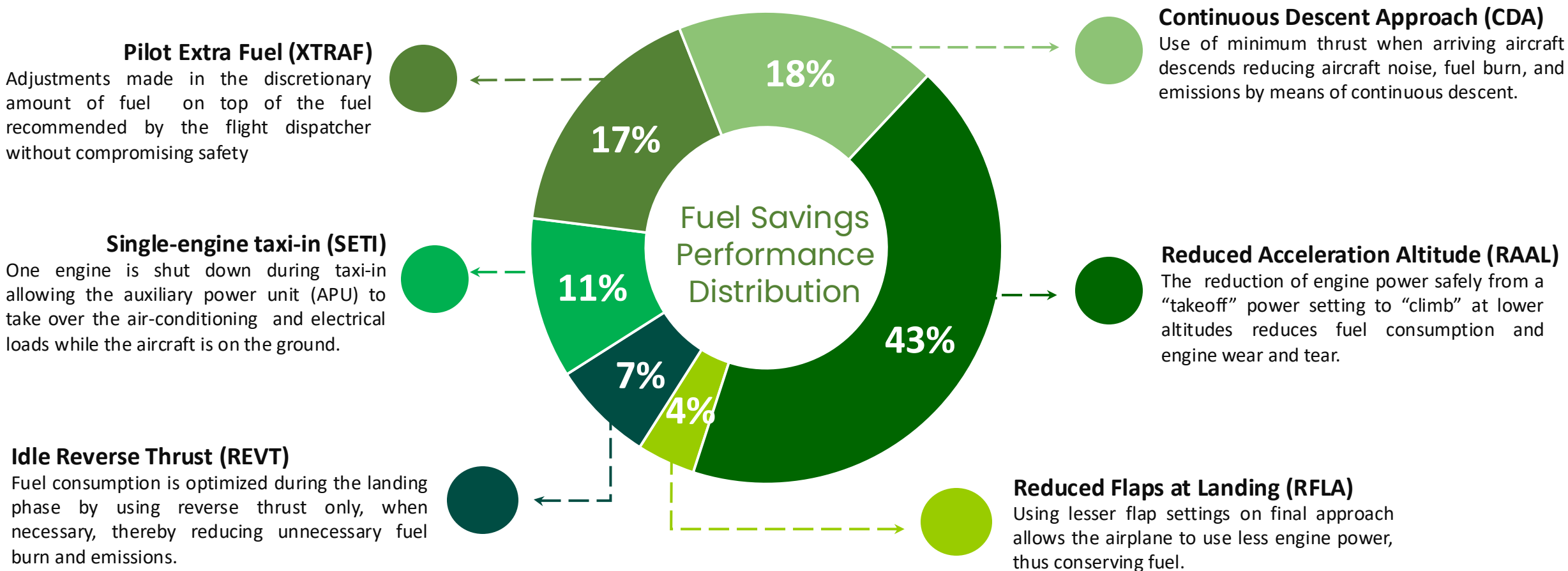
USD 11,421k
Monetary Savings





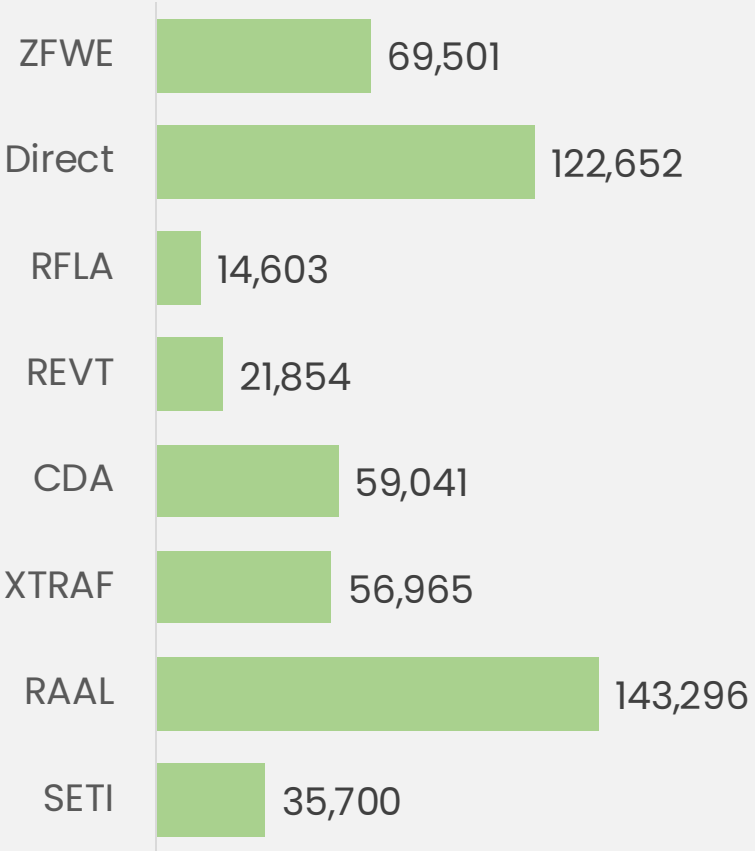
FROM THE FLIGHT DECK

In addition, to the use of SkyBreathe® OnBoard, the PAL Group's Flight Operations Team continues to implement its fuel savings initiatives which are applied at different phases of flight aimed at reducing consumption and emissions.





Reduction in CO₂e Emissions
(in Tons)



Note:
To compute the CO₂ emissions, we used the fuel conversion factor of 3.16 kg CO₂/kg fuel from ICAO Annex 16 Volume IV.

FLEETWIDE TARGETS

The respective flight operations teams of both PAL and PALex set target percentages of total flights they intend to apply their fuel saving initiatives. The table below provides a summary of the targets set in 2025 along with the actual performance.

Initiative	PAL		PALex	
	Actual	Target	Actual	Target
SETI	82.20%	80%	19.77%	50%
RAAL	90.00%	80%	95.99%	90%
PILOT XTRAF	93.36%	90%	86.02%	90%
CDA	30.39%	30%	69.74%	50%
REVT	75.52%	70%	42.25%	50%
RFLA	41.50%	58%*	4.65%	-

*In 2023, PAL’s target for RFLA was 80% but reduced to 58% in 2024 due to low application. The applicability also varies per aircraft and 58% is average of the agreed target for each type.

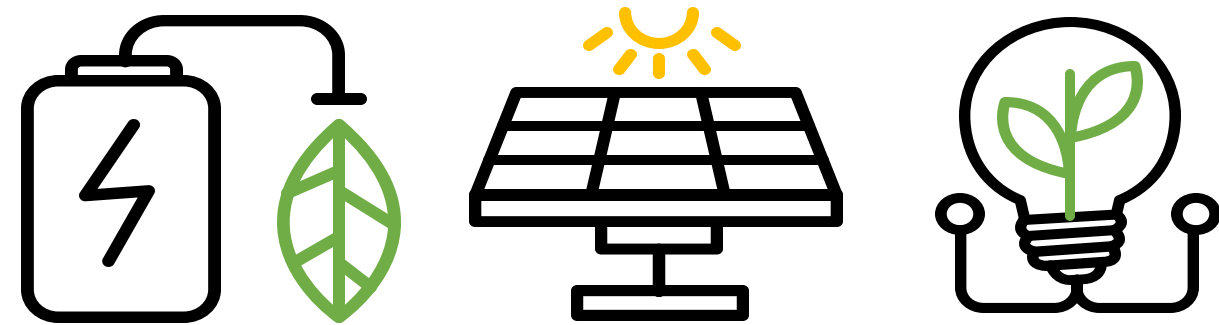




Scope 2 GHG Emissions

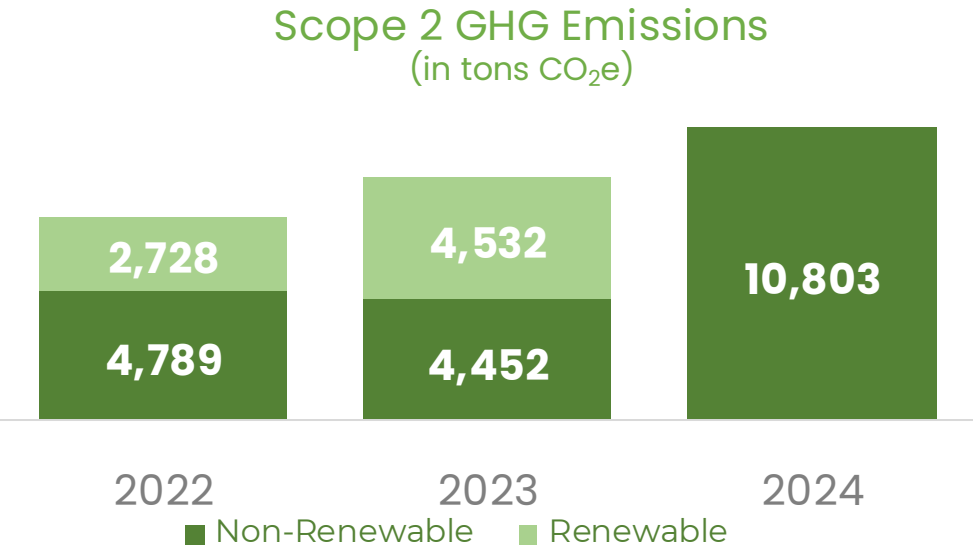
Our Scope 2 emissions, covering electricity consumption for our major offices in Metro Manila and Cebu, increased by 21% due to the transfer of PAL's main office. We are proud of our investment in a solar facility that generated 50.99 MWh of solar power in 2024. Although a change in the electricity distribution company in Manila led to a temporary drop in renewable energy consumption from 50.5% in 2023 to 0.3% in 2024, this shift was primarily driven by cost considerations.

We are actively exploring options to enhance renewable energy procurement and improve energy efficiency. Our progress towards 100% LED lighting across our major offices is now at 93%.



10,803 tCO₂e

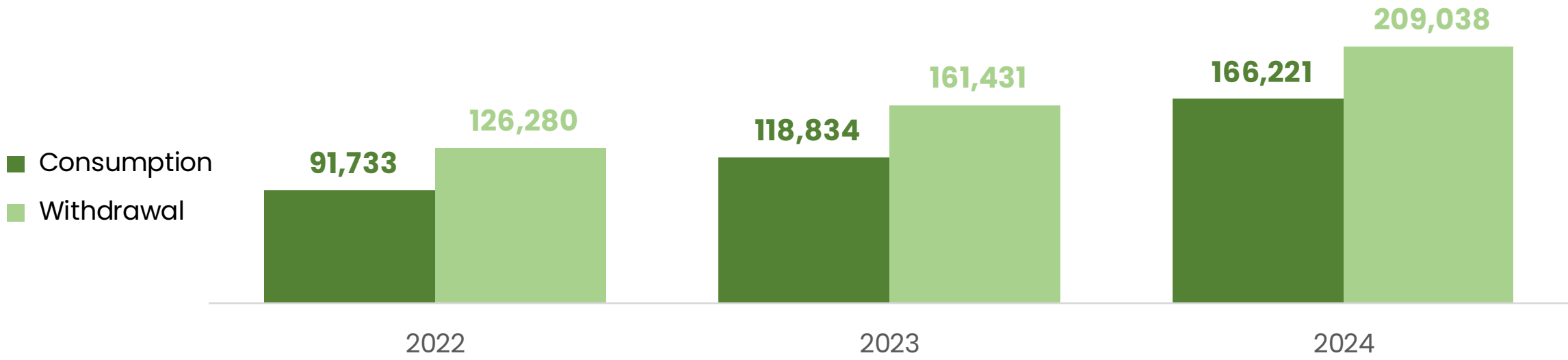
2024 Scope 2 GHG Emissions





Water

Water Consumption and Withdrawal
(in m³)



166k m³

2024 Consumption

209k m³

2024 Withdrawal

Water is a critical resource in our operations, primarily used for loading potable water onto our aircraft, food preparation, and office use. In 2024, our water consumption increased by 29% compared to the previous year. This rise is attributed to the relocation of PAL's main office and increased usage at the PAL Inflight Center.

To address this, we have implemented several water conservation measures. These include regular inspections of our offices to identify and repair any defective fixtures or leaking pipelines. Additionally, we encourage our employees to promptly report any observed leaks for immediate repair. These measures are part of our effort for efficient resource management.



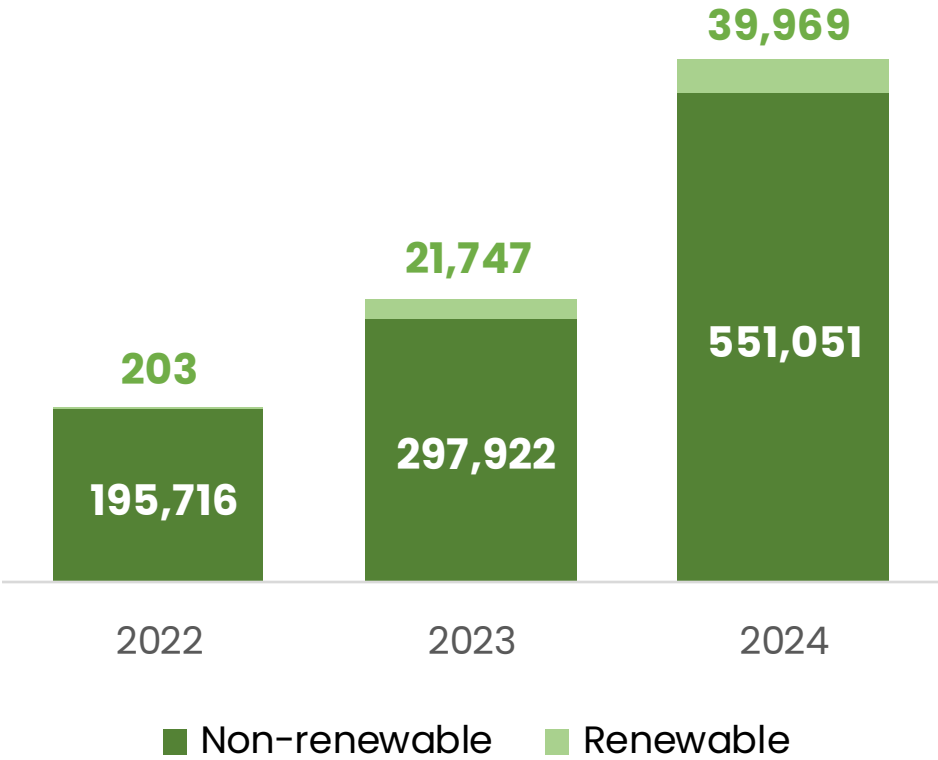


Materials

The PAL Group has started changing its packaging to slowly eliminate the use of plastics and have identified 24 passenger-facing plastic packaging. As of the December 2024, nine of these or 39% have already transitioned to paper.

In 2025, we will continue to replace single-use plastic packaging inflight with paper alternatives to further decrease the non-recyclable waste.

Materials Used
(in kg)





WASTE AND EFFLUENTS

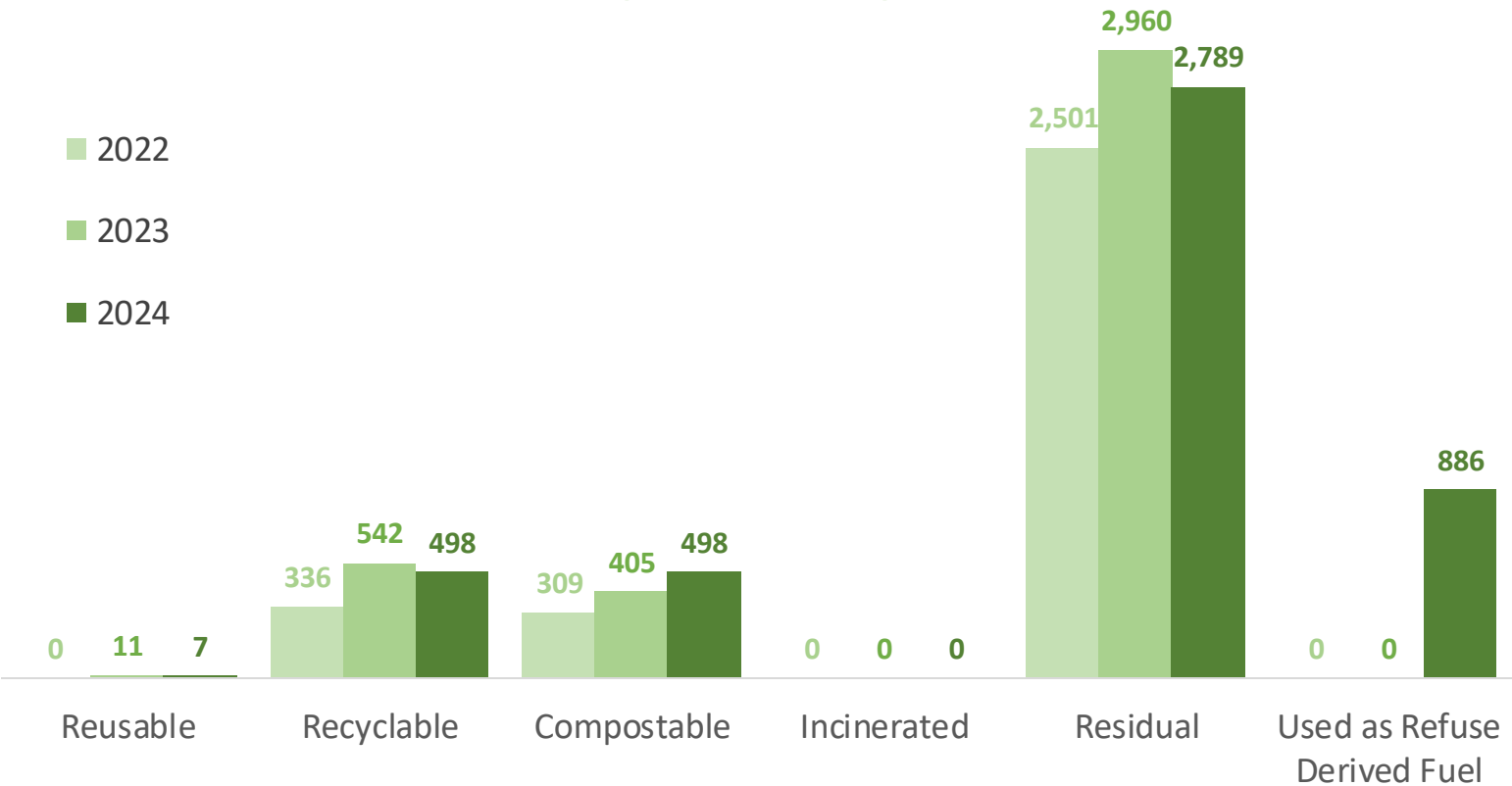


Disposal of Solid Waste

In 2024, the volume of reusable waste decreased by approximately 36%, from 11 tons in 2023 to 7 tons in 2024, indicating a need to enhance the recovery of our reusable materials. Recyclable waste also reduced by around 8%, from 542 tons to 498 tons, highlighting the need to strengthen our recycling efforts. Our compostable waste increased by nearly 23%, from 405 tons to 498 tons, ensuring that all food waste and compostable materials are effectively turned into fertilizer. But we will also revisit this and check if there will be improvements to reduce our food and compostable wastes.

There was no change in the volume of incinerated waste, as no waste was incinerated. Residual waste, which cannot be reused, recycled, or composted, decreased by approximately 6%, from 2,960 tons to 2,789 tons. Those waste were sent to a sanitary landfill, ensuring that it will be managed properly. Additionally, we successfully diverted 886 tons of residual waste from the landfill, utilizing it as refuse-derived fuel for cement manufacturing. This marks the beginning of our efforts towards circularity and sustainable waste management.

Segregation of Solid Waste
(in metric tons)





Waste Recovery

Since 2024, the PAL Group segregated the residual solid waste, differentiating what is sent to the landfills and those used as fuel for cement manufacturing or refuse-derived fuel (RDF).

59.6%

Sent to Landfill

Residuals are sent to the sanitary landfill, and some are diverted and used as fuel in cement manufacturing

10.7%

Recycled

Recovered recyclable waste are collected by our DENR-accredited hauler and transported to their partner recycling facilities

18.9%

Used as Refuse Derived Fuel (RDF)

Waste that is processed and used as fuel for cement manufacturing

10.7%

Composted

Biodegradables are composted using a composting machine

0.1%

Reusable

Reusable waste are waste from recovered used towels inflight and are being reused by hauler for cleaning of trucks and equipment

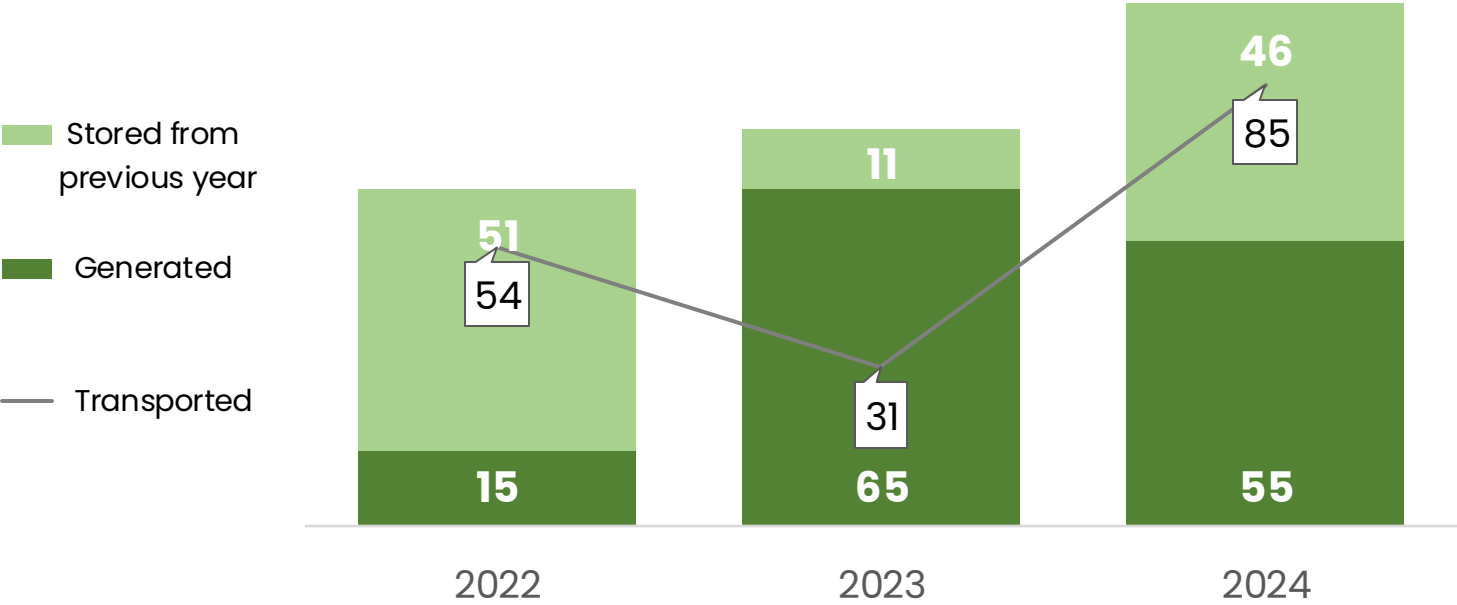


Hazardous Waste Generated and Transported (in tons)

Hazardous Waste

We adhere to Republic Act No. 6969 (Toxic Substances and Hazardous and Nuclear Wastes Control Act of 1990) in managing our hazardous waste. This commitment ensures that all hazardous waste generated is handled, treated, and disposed of in compliance with national regulations.

We only engage with DENR accredited Transporters and Treatment, Storage, and Disposal Facilities (TSDF). By partnering with DENR accredited TSDF and adhering to regulations, we prioritize the safe and responsible disposal of hazardous materials. This approach minimizes potential risks to human health and the environment.



Note: Numbers are rounded which may have resulted in minor inaccuracies in the data.



D406

Used lead acid batteries



D407

Busted fluorescent lamps



I101

Used industrial oil



M501

Infectious waste



M503

Pharmaceutical waste



M506

Electronic and electrical equipment



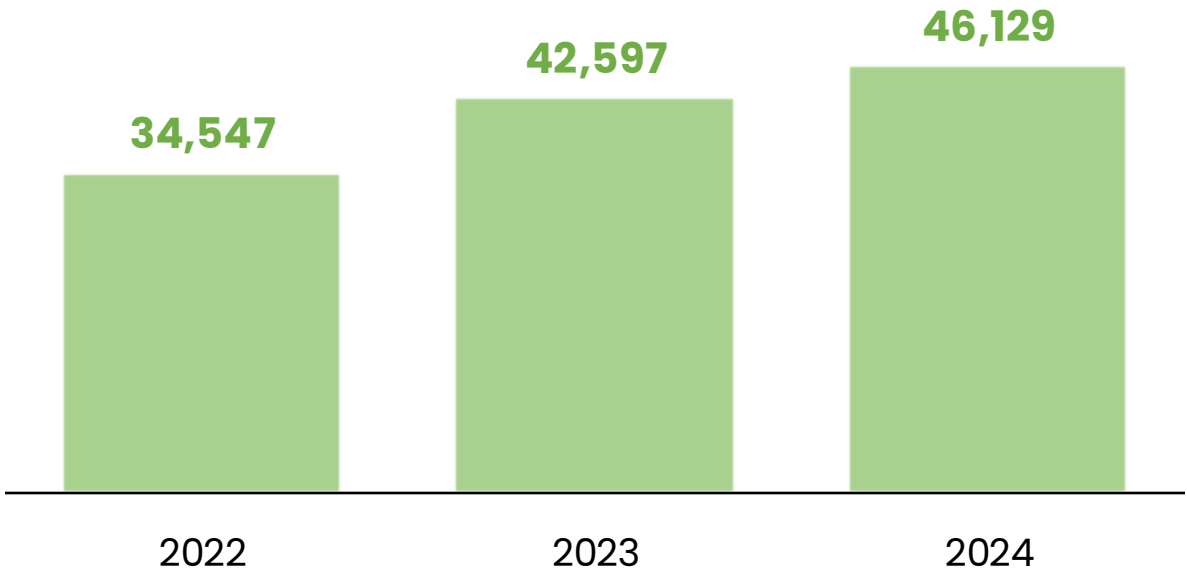


Effluent



In 2024, our effluent discharge increased by 8% due to the waste water generated from PAL's new head office. To ensure that we discharge effluent that is within the standards, we constructed another Sewage Treatment Plant. This investment demonstrates our continuous commitment to comply with RA 9275 (Philippine Clean Water Act) and ensures that the wastewater generated from our facility is properly treated before it gets discharged to the receiving water body.

Effluent Discharged
(in m³)





NOISE

Noise negatively impacts wildlife, both on land and in the sea. According to ICAO, aircraft noise is the most significant cause of adverse community reaction related to the operation and expansion of airports. Limiting or reducing the number of people affected by significant aircraft noise is therefore one of their main priorities and key environmental goals.

The PAL Group complies with Chapter 4 of ICAO Annex 16 as this is what applies to our aircraft fleet. It applies to subsonic jet airplanes and propeller-driven airplanes with maximum certificated take-off mass of 55,000 kg and over where the application for type certificate was submitted on or after January 1, 2006 and before December 31, 2017.

100%

of the PAL Group’s fleet meets limits of Chapter, 4 ICAO Annex 16, Volume I

0

Noise-related complaints or fines in 2024





ECOSYSTEM AND BIODIVERSITY

The PAL Group is dedicated to preserving ecosystems and biodiversity. Our initiatives focus on preventing wildlife trafficking and protecting endangered species, ensuring a sustainable future for our planet.

We have incorporated essential knowledge concerning wildlife trafficking into the existing training of ground handlers, cargo acceptance staff, passengers, baggage and cargo screeners, cabin crew, and pilots. This ensures that our team is vigilant and prepared to identify and respond to potential wildlife trafficking incidents.

In the event of a suspected or confirmed case of illegal wildlife trade, we have established clear and structured reporting procedures. These procedures ensure swift and appropriate action, minimizing the risk to wildlife and enhancing our ability to combat illegal activities effectively.

We have also identified and established communication channels with key government agencies, such as the Bureau of Customs and the DENR-Wildlife Trafficking and Monitoring Unit. This collaboration facilitates prompt and efficient reporting of incidents, ensuring that appropriate measures are taken in a timely manner.

Our proactive measures underscore our commitment to combating wildlife trafficking and protecting endangered species.





PHP 417K

Monetary fines

0

Non-monetary fines

3

Cases resolved through
dispute resolution
mechanism

ENVIRONMENTAL COMPLIANCE

The PAL Group aims to meet all applicable local and foreign environmental laws and although we received three Notices of Violation (NOVs) from regulatory bodies in 2024, we continue to strive to eliminate future violations.

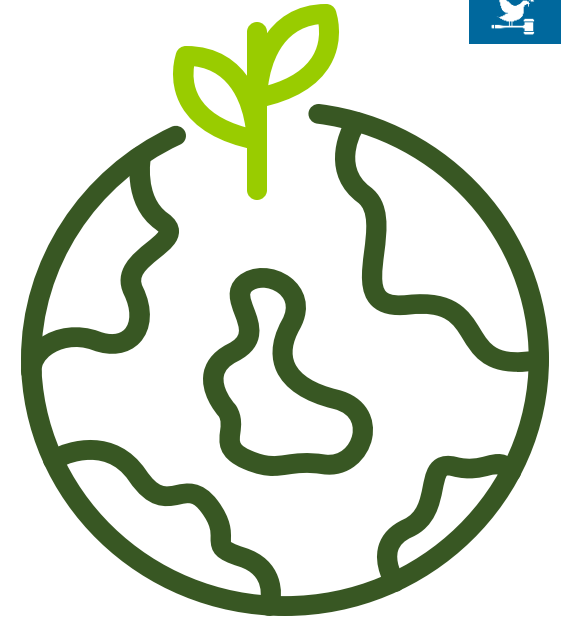
The first NOV was issued by the Laguna Lake Development Authority (LLDA) concerning the effluent at our Sewage Treatment Plant (STP) at the PAL Inflight Center, which failed to meet the fecal coliform standard. The initial effluent sampling conducted by an LLDA inspector on August 20, 2024, did not meet the required standards. However, a resampling on September 16, 2024, confirmed compliance with the effluent standards. Despite these challenges, PAL remains committed to mitigating the effects of such external factors.

The second NOV was received from the Environmental Management Bureau - National Capital Region (EMB NCR) for non-compliance with storage and labeling requirements as mandated by RA 6969. In response, we conducted a thorough review of our internal processes and implemented improvements to our storage and labeling practices.

To avoid such issues in the future, we will secure the necessary permits and strengthen our inspection, training, and awareness programs to ensure compliance with all regulatory requirements.

The third NOV was related to our failure to secure an Environmental Compliance Certificate (ECC) for expansion of our fuel storage facility and the Permit to Operate Air Pollution Source Installation. We are actively working to comply with these requirements and will secure the necessary permits.

Our commitment to protecting the environment and operating in full compliance with all applicable environmental laws and regulations remains steadfast. We regret these incidents and are confident that the corrective and preventive measures we have implemented will ensure future compliance and minimize our environmental impact.



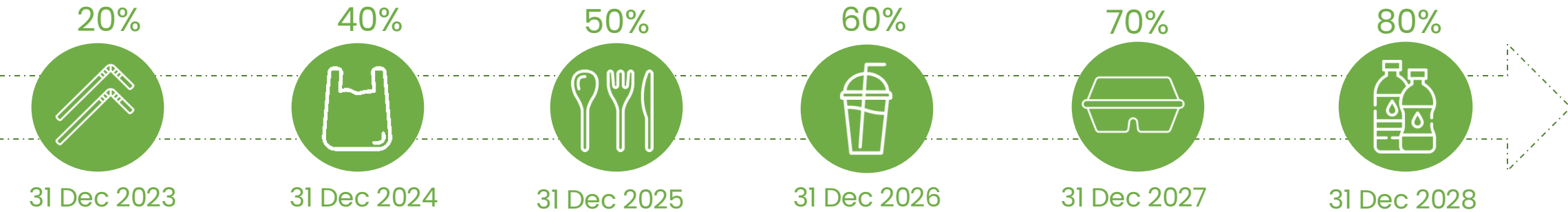
The EPR Act of 2022

Republic Act No. 11898, or The Extended Producers Responsibility (EPR) Act of 2022, encourages companies to be more conscious of their use of plastics in their operations and holds them responsible for their use and disposal. This is a yearly requirement and the percentage that needs to be recovered increases from 20% in 2023 up to 80% in 2028. Obligated enterprises such as PAL and PALex must submit their annual EPR Compliance Audit Reports to the DENR within the first six months of the following year.

PAL and PALex registered with the DENR through a Producer Responsibility Organization (PRO), PCX Solutions Organization who directly submits the EPR Program and EPR Compliance Audit Report to DENR. For the first compliance period of 2023, the PAL Group diverted 21% of its flexible and rigid plastic consumption, slightly higher than what is required by the EPR Act. Rigid and Flexible post-consumer plastic packaging waste have been recovered and diverted from nature thru recycling and co-processing.

21%

Diversion rate in 2023





CARE FOR OUR PEOPLE

At the heart of the PAL Group's operations are its employees. To ensure that genuine care is extended to our people, we are committed to prioritizing the health, safety, and well-being of all. We likewise greatly focus on the training and development of our employees to ensure continuous learning and capacity building.

CARE FOR OUR PEOPLE

- 72 Labor Practices
- 75 Diversity, Equal Opportunity, and Anti-discrimination
- 77 People and Development
- 84 Employee Satisfaction
- 85 Workforce Health and Safety





LABOR PRACTICES

		
New Hires	328	313
Leavers	138	124
Average number of employees	6,647	
Hiring Rate	9.64%	
Turnover Rate	3.94%	

1:1 Ratio of lowest paid against minimum wage

Employee Hiring and Benefits

Philippine Airlines received an overwhelming number of applications for cabin crew positions in 2024. With over 17,000 resumes and applications, the recruitment team was surprised by the positive reception of the candidates to join Asia’s first and longest serving airline. The hiring process took place at the Lucio K. Tan Jr. Center in Pasay City and SM Seaside Cebu City, where the recruitment team worked tirelessly to ensure the smooth processing of applications.

The year 2024 saw Philippine Airlines break records, processing over 10,000 applicants, which is the highest number received by the airline since resuming cabin crew recruitment in 2022. This overwhelming response showcases the strong interest and aspiration of individuals to become part of the Philippine Airlines family.

The recruitment team is eager to expand its search beyond its current location. The team plans to explore potential recruitment opportunities in provinces such as Pampanga, Iloilo, Bacolod, and Davao in the coming years. By tapping into different regions, Philippine Airlines aims to diversify its cabin crew and provide opportunities for world-class talents across the nation.

The decision to expand the search to new locations emphasizes the airline's commitment to inclusivity and talent development from all corners of the Philippines. By reaching out to these provinces, Philippine Airlines hopes to find dedicated individuals who will become the heart and soul of its cabin crew team.

In addition, the recruitment team is looking forward to opening its doors to aspiring pilots in 2025. The airline recognizes the pivotal role pilots play in ensuring the safety and success of every flight and is committed to providing aspiring aviators with opportunities to pursue their dreams. PAL's decision to expand its recruitment scope to include pilots showcases its dedication to developing and nurturing a fully rounded aviation workforce.

While Philippine Airlines is honored by the immense interest demonstrated by applicants, it is also a reminder of the airline's trusted name in the industry. The drive to constantly improve and maintain the highest standards of service is what separates Philippine Airlines from its competitors. By continually attracting top talent, the airline sustains its reputation as a provider of exceptional customer experience.



The PAL Group provides comprehensive benefits and policies which include medical, free and reduced fare tickets for employees and their dependents, service awards, perfect attendance awards, as well as various leaves beyond what is required under the Labor Code of the Philippines. The Employee Benefits Office also facilitates employee availment of social benefits from the government.



Employee Benefits	Yes or No	Employees benefit availment in 2024			
		PAL		PALex	
		Female	Male	Female	Male
SSS (Calamity and Salary Loan)	Y	15.4%	6.5%	21.0%	22.1%
PhilHealth	Y	10.4%	10.9%	8.8%	8.6%
Pag-IBIG (Calamity Loan and Multi-Purpose Loan)	Y	18.3%	9.4%	24.8%	20.3%
Parental Leaves	Y	8.2%	3.0%	5.8%	1.8%
Sick Leaves	Y	69.6%	62.3%	60.2%	70.8%
Vacation Leaves	Y	90.1%	91.0%	85.0%	80.7%
Medical Benefits (aside from PhilHealth)	Y	6.5%	8.3%	18.5%	14.7%
Housing Assistance (aside from Pag-IBIG)	Y	As needed			
Retirement Fund (aside from SSS)	Y	Based on Company Policy			
Further Education Support	Y	As needed			
Telecommuting	Y	29.2%	42.0%		
Flexible Working Hours	Y	29.2%	42.0%	94.6%	61.3%
Others (Emergency Leaves)	Y	20.6%	14.0%		





PAL

68

consultations conducted
with employees concerning
employee-related policies

PALex

56



Labor Management Relations

PAL recognizes two local labor unions and foreign labor unions in the United States, Singapore, and Japan. The company complies with existing labor laws, collective bargaining agreements (CBA), and company policies and procedures.

There is no employee union in PALex but an Employee-Management Cooperation and Collaboration (E=MC2) exists which serves as a venue for management and staff to meet and openly discuss employees' concerns.

42%

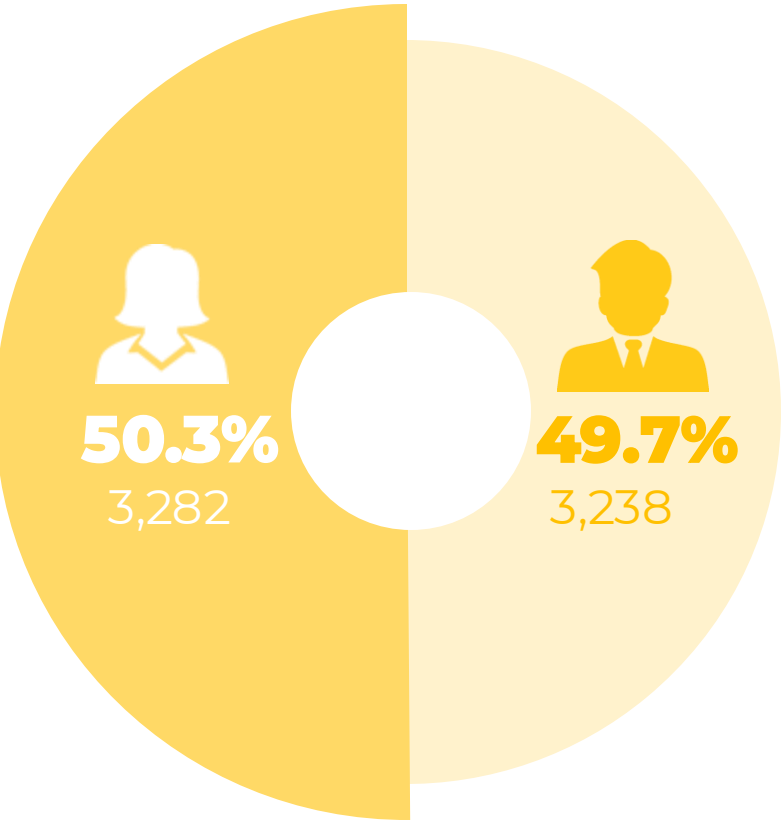
of all PAL employees
are covered by CBA

0

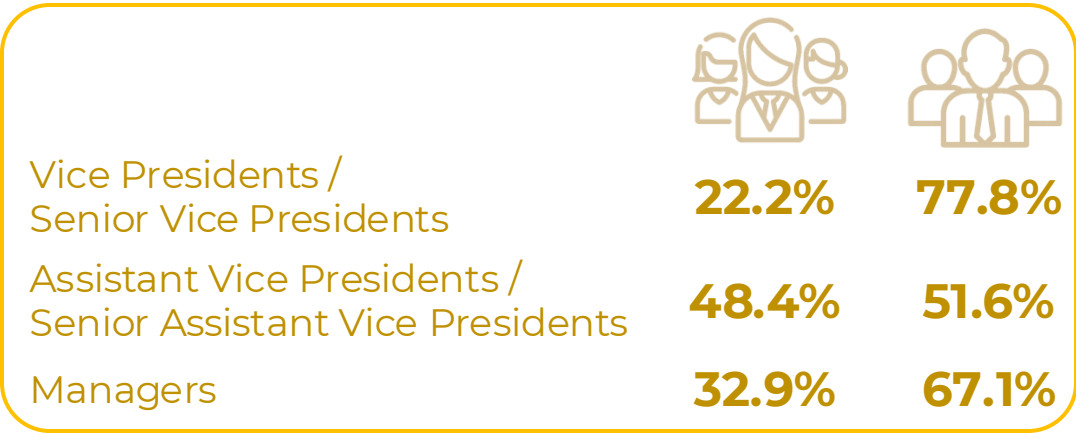
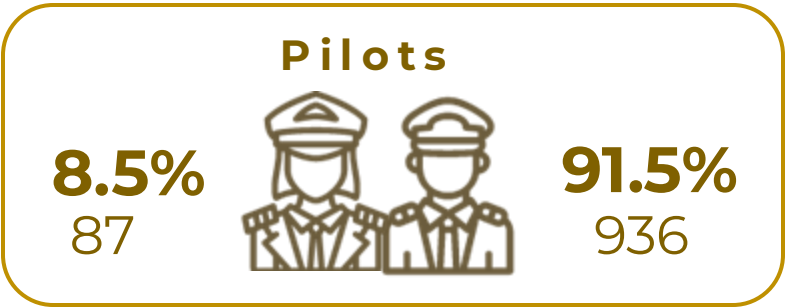
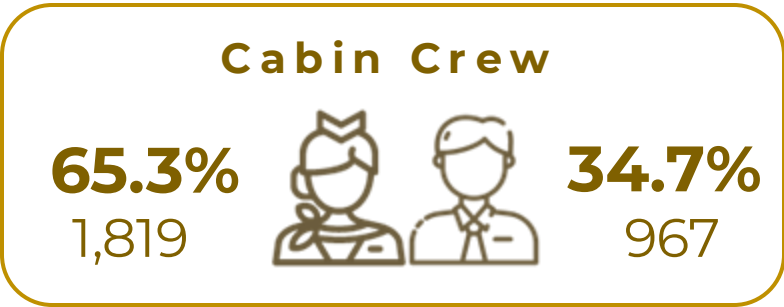
Work stoppages
and days idle
in 2024



DIVERSITY, EQUAL OPPORTUNITY, AND ANTI-DISCRIMINATION



EMPLOYEE CLASSIFICATION
BY GENDER





International Women's Month



To celebrate exceptional women who keep our beloved airline soaring, the PAL Group took to the skies with a campaign aptly called "We Fly With Her." In just one week during International Women's Month, PAL flew nine flights with all-female crew to international destinations including Los Angeles, Sydney, Hanoi as well as domestic locations such as Cebu and Tagbilaran.

Prior to departure, we held a special send-off ceremony attended by the PAL Group's female pilots, executives and employees, media agencies, and women empowered key opinion leaders who brought their little girls to witness and experience the historic occasion. It was a heartwarming event that recognized the Company's dedication to diversity and inclusivity, celebrating what we have done so far and what is yet to come through a panel moderated by Adobo Magazine.

As a special guest, Captain Aimee Carandang Gloria, the first Filipina commercial airline pilot and first female airline captain in the Philippines and Southeast Asia led the closing prayer to send-off our nine female captains and their all-female crew onto their special journeys around the world.

"We Fly With Her" went beyond a marketing campaign; it was a powerful statement about inclusivity and opportunity. By showcasing the remarkable women who keep PAL flying, we hope to inspire young girls to dream big and shatter stereotypes within the aviation industry. This campaign is a testament to the power of collaboration, creativity, and a shared vision.



PEOPLE AND DEVELOPMENT

SHAPING FUTURE LEADERS: THE PAL NEW GEN LEADERS PROGRAM

Launched in 2023, the PAL Group's New Gen Leaders Program continues through 2024 and 2025 as a key initiative to prepare exceptional young talents for leadership roles. The Management Training program, a two-year rotational development program, focuses on fresh graduates and early-career professionals who have a proven track record of excellence in their young experience and potential in the PAL DNA Leadership Competencies.

Participants gain hands-on experience across core business functions, including Operations, Sales, Supply Chain Management, and Technical Operations.

Currently, nine Management Trainees are deployed across key departments, contributing to the PAL Group's growth and innovation efforts. The program reflects the PAL Group's commitment to developing leaders who will shape the airline's future.

Key Outcomes:

- Delivering innovative, organization-wide solutions for the airline industry.
- Addressing leadership gaps by building a pipeline of skilled professionals ready to lead.





EMPOWERING FUTURE TALENT: THE PAL GROUP'S INTERNSHIP PROGRAM

The Internship Program, a key component of the PAL Group's New Gen Leaders Program, provides college students with a 400-hour immersive experience designed to bridge academics and industry practice.

Launched in 2024, interns receive essential skills training and work on meaningful projects aligned with PAL's business goals, delivering key results that drive impact.

The program also aims to work closely with the academe in developing curriculum and academic programs that are aligned to the relevant competencies of the current and future airline industry.

This program not only strengthens the PAL Group's talent pipeline but also supports the company's mission to build a future-ready workforce. Successful interns are considered for long-term opportunities, ensuring a seamless transition from learning to leadership.





THE PAL MULTIVERSITY: BUILDING A CULTURE OF LEARNING AND LEADERSHIP

Since its launch in 2023, the PAL Multiversity, the PAL Group's corporate learning space and ecosystem, has redefined how it fosters a culture of learning and development. In the past year and a half, it made a significant impact by launching the PAL DNA, its set of unique qualities and competencies that defines the company and drives its success, and partnering with LinkedIn Learning to provide employees with access to learning anytime, anywhere. This year, the focus is on making learning a shared responsibility across the company through enabling leaders and subject matter experts to design and deliver training initiatives tailored to the needs of employees.



DEPARTMENTS LEADING THE WAY



By empowering groups to lead their own programs, the PAL Multiversity aims to strengthen the company's learning culture and ensure that development happens across the organization. Initiatives like the School of Innovation and the Finance Academy were launched and rolled out in partnership with the Marketing and Finance teams, allowing SMEs to share their expertise and teach employees important skills. Through these efforts, learning can take place from all areas of the organization and not just through a central team. This approach strengthens PAL, making it more equipped to adapt and thrive in the fast-changing aviation industry. Other department academies are lined up for this year as well.



THE PAL MULTIVERSITY: BUILDING A CULTURE OF LEARNING AND LEADERSHIP

The PAL Multiversity also focuses on leadership development, helping leaders guide and develop their teams effectively. Programs like the Preparing Individual Development Plans Workshop, and the Skills First talk give leaders practical tools and knowledge to spot the right talent and retain them through development and growth opportunities.

One of the key events in 2024 was the Lift Off: PAL Leaders' Conference, which brought together more than 200 leaders onsite and online, from Manila and outstations.

The conference featured global speakers who shared valuable insights on topics like Developing a Global Mindset, Jazz Leadership, Future Skills, and how to Innovate to Future-Proof PAL. It was a reminder that leadership is not just about managing people but also inspiring and preparing them for the future.

PAL's dedication to learning and development allowed it to gain recognition in 2024, when the flag carrier was awarded as a finalist in the Learning Champion category at the LinkedIn Talent Awards. This award reflects PAL's commitment to helping employees grow both personally and professionally.





Employee Training



1,378

Attendees



286

BEHAVIORAL COURSES

27

Courses offered

59

Classes held

2,540

Total training hours

438

Total attendees

5.8

Average training hours

14,120

Hours viewed

2,549

Unique count of courses taken

3,395

Employees that completed at least 1 course

4h10m

Average hours per viewer

LINKEDIN LEARNING





The PAL Group ensures all its cabin crew and pilots receive adequate training in compliance with requirements of the Civil Aviation Authority of the Philippines, International Civil Aviation Organization, International Air Transport Association Operational Safety Audit, and other requirements of the Flight Operations Department, Integrated Operations Control Center, and Safety Department.

All flight crew undergo annual training to keep abreast with relevant regulations and company policies. Courses are taught both in a classroom environment and online, when appropriate.



CABIN CREW TRAINING

	Classes	Attendees
PAL	176	2,629
PALex	98	1,237



PILOT TRAINING ATTENDEES

	Wide Body	Narrowbody	Turboprop
Captain	380	608	545
First Officer	290	513	106
Second Officer	545	--	--





CUSTOMER EXPERIENCE LEARNING

With the Company’s focus on customer obsession, the Commercial Training & Development group transferred from the Human Capital Department to the Customer Experience team to further provide focus on training of frontliners.

Aside from the technical training on Reservations and Ticketing, their role has expanded to include the soft skills training on *Buong Pusong Alaga* for the frontline personnel, including employees of our service providers.

Teaching methods vary depending on the course which may be conducted in a classroom environment or via our learning management system (LMS), Pelesys. Online modules are limited to 30-minute sessions.

Soft Skills on LMS

155,580
Training Hours

5,186
Total Attendees

615	900	3,671
PAL	PAlex	Service Providers

Modules include:

- Customer Obsession: Elevating Experiences
- Words and Beyond: Communication in Cross Cultural Setting
- Flight Journey Domestic/International - Life of a Pax from Airport to Arrival

Reservations and Ticketing

Extensive technical courses on reservations and ticketing are offered to PAL employees and service providers that assist in our operations.

Modules include:

- Basic and Passenger Services System (PSS)
- PSS Amadeus Altea Reservation Desktop Web-Modified (ARDM)

5,096
Training Hours

41
Average Hours per person

124
Total Attendees

107 17
PAL Service Providers



EMPLOYEE SATISFACTION

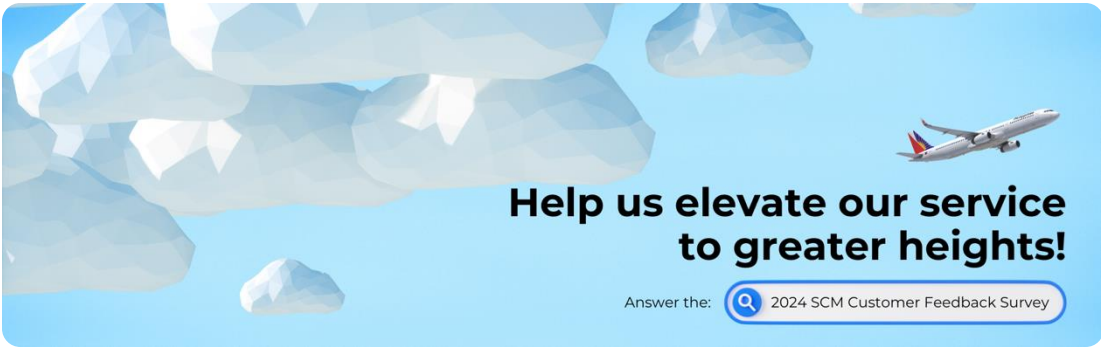
Equally important to customer satisfaction is ensuring employees are also satisfied. The Human Capital Department conducts an annual Employee Engagement Survey to measure the level of employee engagement for the year covered. In 2024, the overall participation rate for the employee engagement survey was 78%, which is four percent lower than in 2023 at 82%.

To help address the decrease in the NPS, each business unit will appoint a champion that will work with their respective Human Capital Business Partner to help identify initiatives or interventions that will improve the NPS in their respective group.

Overall Score



Net Promoter Score



In addition, various departments within the Group conducted surveys to determine how employees who had interactions with them would rate their experience. This initiative not only enforces the need to have a harmonious work environment across different departments but reminds us that genuine care must not be delivered to our passengers but also to our internal costumers or our colleagues within the organization.



WORKFORCE HEALTH AND SAFETY



PAL		PALex
6,159,537	Safe Man-Hours	3,365,648
40	Work-Related Injury (Sprains or minor injuries reported by various offices including cabin operations)	81
0	Work-Related Illness	0
0	Work-Related Fatality	0
4	Safety Drills	4





Safety Awareness Month

On June 3, 2024, the PAL Safety Department hosted the on-site Monday Take-Off. PAL and PAL Express executives and employees were present for the launch of the "*Safety Begins With Me*" campaign and the S.A.F.E.R. QR Code ID (Safety reporting initiative).

Following the launch, the PAL Safety Team conducted a department-to-department visit to hand out "*Safety Begins with Me*" pins and S.A.F.E.R. IDs, beginning with various operational departments.



"*Safety Begins with Me*" pins and S.A.F.E.R. IDs have been also integrated into Flight & Cabin Crew uniforms, in collaboration with Operations Group, HCD & Marketing.

Throughout the month of June, the Safety Department hosted events and seminars to inform members of the PAL Group of what to do in the event of an earthquake, fire, and turbulence in flight.

DROP. COVER. HOLD! A SIMULATED EARTHQUAKE EXPERIENCE"



The seminar saw active participation from various groups. A total of 703 PAL and PALEX employees, service providers, other stakeholders, and guests from CAAP attended the event.

The event provided invaluable knowledge and practical experience to the employees and other stakeholders. By participating in activities such as the earthquake simulator, the Hazard Hunter PH app demonstration, and the search and rescue operations demonstration, the employees are now better equipped to handle earthquake situations effectively. This initiative underscores PAL's dedication to ensuring the safety and preparedness of its employees and stakeholders.





FIRE SAFETY AWARENESS SEMINAR & DRILL

(by the Bureau of Fire Protection- Pasay Chapter)



A Fire Safety Awareness Seminar & Drill was offered to all employees of PAL and PAL Express and their dependents as one of the key activities in the celebration of PAL's Safety Awareness Month this year. The event was held at the Lucio K. Tan Jr Building and was a collaborative project between the PAL Safety Department and the Bureau of Fire Protection-Pasay Chapter.

The significant turnout of 39 adults and 51 children highlighted our PALers' understanding of safety awareness and the importance of disseminating this knowledge to their families.

FIRST AID TRAINING

(with the Philippine Red Cross)



The First Aid Training Initiative is a collaborative effort between the PAL Safety Department and the Philippine Red Cross. This program is designed to equip participants with essential first-aid skills and knowledge. It also reassures the entire organization that there will be trained and qualified first responders in all areas, ready to handle any medical emergency situations.

There were two training batches with a total of 48 participants attending both.





SAFETY DEPARTMENT **Philippine Airlines**

Join Us!!!
Turbulence-Related Injuries Prevention & Safety Seminar

• Turbulence Awareness
 • Correct Altimeter Settings for RNAV Approaches
 • Learnings from A350 Accident in Haneda RJTT Tokyo INTL

To Join Kindly Register Below:
 Please Scan to Register
 Turbulence-Related Injuries Prevention & Safety Seminar

Or Please click the Airplane Below to Register Turbulence-Related Injuries Prevention & Safety Seminar

Speakers:
 Capt. John DeLeeuw
 Capt. Kenji Kinoshita

9:00 - 12:00H on
 June 27, 2020 at
 Lucio K. Tan, JR.
 Center-Narra Room

#PALSafetyBeginsWithMe
 #PALSafetyAwarenessMonth

TURBULENCE AWARENESS AND SAFETY SEMINAR

On June 27, 2024 the Safety Department held the Turbulence Awareness and Safety Seminar at the LKTJ Building, highlighting our commitment to safety through education and industry collaboration.

The seminar featured two distinguished speakers:

- Capt. John DeLeeuw from American Airlines, who highlighted the threat of turbulence-related injuries and advocated for proactive measures to mitigate risks.
- Capt. Kenji Kinoshita from Japan Airlines, shared lessons learned from the recent runway collision and emphasized the importance of mutual verification in prevention.

Key topics covered during the seminar included:

- Critical issues surrounding turbulence awareness and mitigation strategies.
- Insights from the Haneda Incident (Runway Collision).
- FDA Flight Animation Analysis.
- The importance of altimeter setting during RNAV Approaches.

The event drew 116 participants from various departments within our organization.



Safety Training and Communication

SMS TRAINING

2,646

SMS Level 1 Training

Pilots, cabin crew, ground personnel, and service providers

39

SMS Levels 2 & 3 Training

Executives

EMERGENCY RESPONSE & CRISIS MANAGEMENT (ERP) TRAINING

31

Stations attended LMS ERP training

25

LMS Crisis Management Group

10

Stations attended on-site ERP training

40

Telephone Enquiry Center Agents

1,253

Emergency Brigade Group

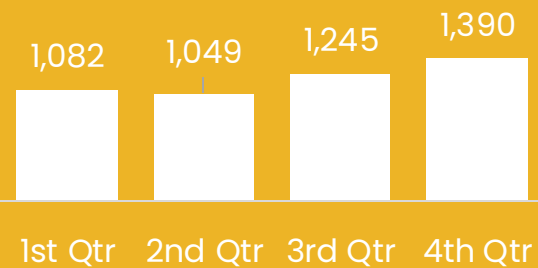
OCCUPATIONAL SAFETY & HEALTH (8-HR MODULE)

4,438

Active enrollments

NATIONWIDE SIMULTANEOUS EARTHQUAKE DRILL

Drill Participants





FIRE EXTINGUISHER TRAINING

The Safety Department conducted Fire Extinguisher Operations at all four major domestic stations to ensure that all personnel are well-prepared for fire emergencies. This involves training staff on the proper use of fire extinguishers, familiarizing them with emergency procedures, and conducting regular drills to reinforce their readiness. By doing so, we ensure that everyone is equipped to respond effectively in the event of a fire, thereby enhancing overall safety and preparedness.



CABIN FIRE SIMULATOR

The frequency of Cabin Fire Simulator Training has been significantly increased from 2023 to 2024. The course is available not only for PAL Group crew but to other airlines as well.

This enhancement aims to better prepare cabin crew for fire emergencies by providing more opportunities for hands-on practice and skill development. By increasing the training sessions, the Safety Department ensures that crew members are more proficient in handling potential fire incidents, thereby improving overall safety and readiness on board.

Attendees	2023	2024
PAL	1,175	2,986
PAlex	483	837
Other Airlines	874	1,821
Total	2,532	5,644





SAFETY BULLETINS

To promote safety programs, disseminate learnings from critical safety occurrences, provide industry safety updates, and share other generic information, the Safety Department regularly released bulletins to all employees.

160

Bulletins published on the Intranet

Emergency Planning

Flight Safety and Human Factors

Cabin Safety

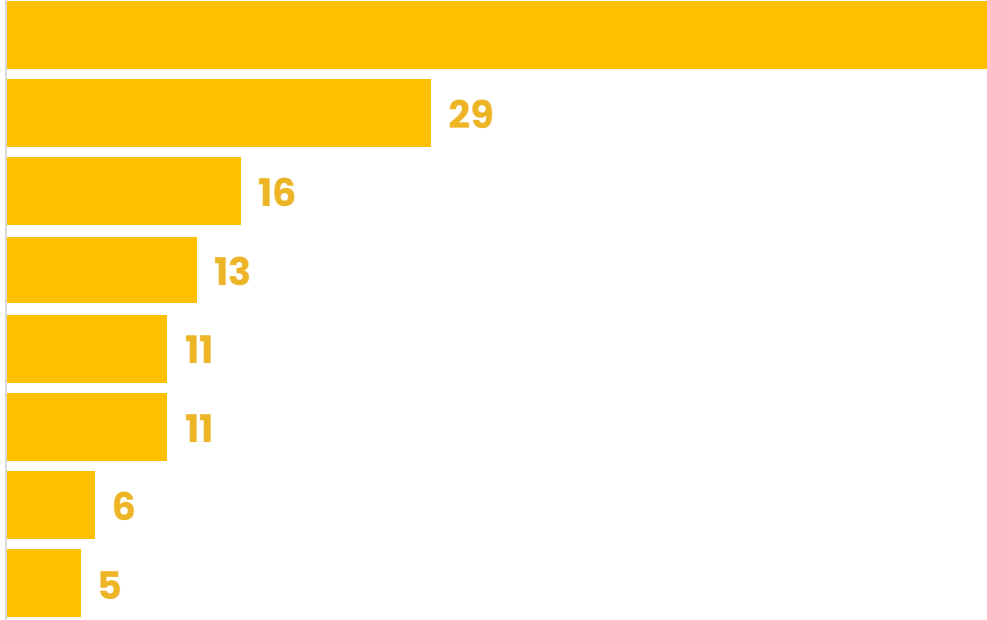
Safety Management System

Occupational Safety & Health

Ground Safety

Environmental

Maintenance Safety

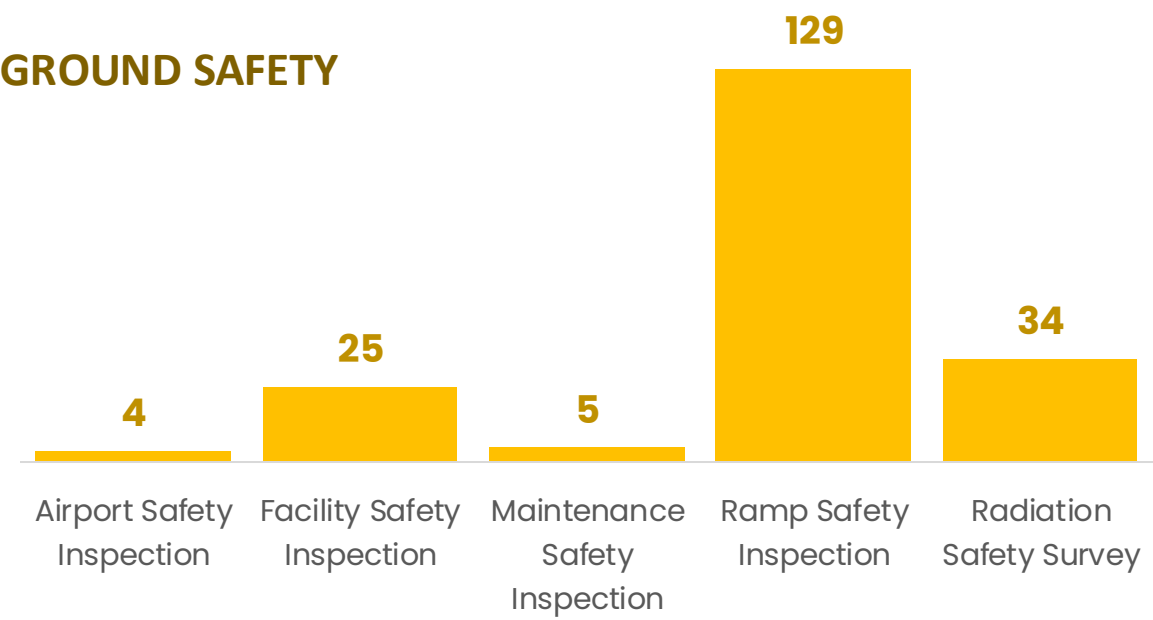




Safety Inspections



GROUND SAFETY



The Safety Department performs a variety of ground safety inspections, including those on the ramp, at the airport, and other facilities. These inspections aim to ensure that all personnel involved in PAL Group’s operations are working in a safe environment and are compliant with safety standards. The inspections cover various aspects such as equipment condition, adherence to safety protocols, and overall workplace safety. By conducting these thorough inspections, the Safety Department helps to prevent accidents and promotes a culture of safety within the organization.

Additionally, all previous safety concerns related to the airport runway, such as runway markings and taxi guidelines, have been thoroughly addressed and mitigated during the safety inspection. This comprehensive approach ensures that any potential hazards are identified and resolved, contributing to a safer operational environment. By continuously monitoring and improving these aspects, the Safety Department upholds high standards and fosters a secure and efficient workplace.





The Safety Department conducted inspections during Typhoons Aghon, Kristine, and Pepito. This is to ensure that all aircraft are secured, and facilities are thoroughly inspected before and after the typhoon. They actively monitors and communicates with airport operator and service providers to immediately address any observed hazards and potential risks.

For every major PAL Group event such as the Corporate Christmas Party, Family and Kids Day, and Townhall events, a safety inspection is conducted with the objective of identifying and mitigating physical and environmental hazards. This ensures the safety and well-being of all participants and employees. The safety inspection process involves identifying hazards, implementing preventive measures, ensuring compliance with safety regulations, and preparing for any emergencies.



**FLIGHT
SAFETY**

32

**Flight Safety
Inspections**

7

**Cabin Safety
Inspections**





Employee Wellness Programs

2024 was a dynamic and memorable year for PAL and PALex as a series of events and initiatives marked significant milestones, fostered camaraderie, and supported employee well-being. From celebratory gatherings to new wellness programs, the year brought exciting opportunities for growth, reflection, and connection within the PAL community. Human Capital has organized a wide range of events that fostered employee engagement, well-being, and team spirit for PAL and PALex.

The year kicked off with regular Monday Take Offs (Flag ceremonies), setting a positive tone each week. Key milestones included the PALex Anniversary with a Thanksgiving Mass and Employee Night, as well as the PAL Anniversary Celebration, which featured a Thanksgiving Mass, Chill Out, the Inauguration of the LKTJ Center, and the Q1 Town Hall. Throughout the year, Quarterly Town Halls kept employees informed, with the first three quarters held onsite and the 4th quarter going online. The Sportsfest and PAL Family Run promoted health and teamwork, while PAL Kids' Day celebrated employees' families.

The Company also launched the Mind You mental health initiative, supporting employee well-being. Regular events like the First Friday Mass and the Online Lenten Recollection provided spiritual connection, and the year concluded with the festive PAL Group Christmas Party, bringing the team together to celebrate the season.

These events reflected the PAL Group's commitment to a vibrant, inclusive, and supportive workplace culture. It was a year of growth, unity, and well-being for all. These events, ranging from religious observances and wellness programs to social gatherings and team-building activities, demonstrated the company's commitment to fostering a supportive and collaborative work environment. As PAL continues to thrive, these initiatives serve as a testament to the value placed on employees' personal and professional development.



Monday Take-Off



3rd Quarter Townhall



Family Run



Sportsfest



Kid's Day





CARE FOR OUR COMMUNITY

Philippine Airlines' corporate social responsibility arm, the Philippine Airlines (PAL) Foundation, Inc. (PALFI), continued its commitment to help uplift the lives of Filipinos by aiding our fellow countrymen who were affected by natural disasters particularly the El Niño and La Niña phenomena, two of the greatest environmental threats that the country faced in 2024. Donations to CSR activities amounted to around Php 6.6 million in 2024 comprised of Mabuhay Miles donation from members, cargo space, left behind items from airport, donations from events.

Meanwhile, the renewal of the Foundation's accreditations gave it an opportunity to ramp up initiatives to support more communities by collaborating with both local and foreign government agencies and other non-profit organizations.

CARE FOR OUR COMMUNITY

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- 101 Humanitarian Cargo Grant
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- 103 Other Projects and Activities
- 107 Awards and Recognition
- 108 Customer Experience Gives Back





DISASTER RESPONSE

Puerto Princess, Palawan

In the second quarter of 2024, the El Niño phenomenon or warming of the ocean surface, has seriously affected many vulnerable sectors in the country, most specifically our farmers. The phenomenon, which caused severe drought, resulted in reduction of crop production. The situation made it difficult for farmers to sustain their livelihood and provide food for their communities.

To help them recover from losses and at the same time address food security issues, PAL Foundation launched an initiative to help a farming community in Puerto Princesa, Palawan by donating Php 1.8M to purchase seedlings, additional farming tools, and other needs to sustain a farm in Palawan.

In partnership with its affiliate organization, the Tan Yan Kee Foundation and donors, PAL Foundation committed to help the farmers recover from their losses brought about by the El Niño phenomenon and other natural disasters that hit the province in the past years. The initiative, which was launched in October, is expected to help the farmers provide for their families and address food security issue in the community.

This contribution will contribute to the development of a 13-hectare mango orchard in Puerto Princesa City, Palawan. This project not only strengthens local agricultural productivity but also underscores both foundations' dedication to environmental sustainability and food security.

A tree planting activity was also conducted in October 2024 to continue empowering the partner farmers by encouraging the planting of local, indigenous trees, and supporting the cultivation of the region's renowned mango industry. The sustainability of this partnership will serve to boost carbon sequestration in the area, strengthen the ecosystem, and provide significant benefit to the local communities.





Typhoons Enteng, Carina, Julian, Kristine

PAL Foundation, together with the PAL Group Employees, with assistance from PAL Human Capital Department and PAL express Human Resources Department, joined hands to help victims of typhoons that hit the country in the third and fourth quarters of 2024.

The collaboration launched a donation drive among the PAL Group employees to help the victims of Severe Tropical Storm Kristine, Typhoon Julian, Typhoon Enteng, and Typhoon Leon. Donations from employees, which include cash and in-kind (family food pack, hygiene kits, blankets, etc.) were distributed to PAL Group personnel and service providers in severely affected areas -- Daraga and Batanes stations as well as families, orphanages and elderly homes in Metro Manila, Bulacan, Laguna, and Rizal.

Landslide in Davao and fire in Puerto Princesa

PAL Foundation transported donations to communities affected by natural calamities that hit Davao and Puerto Princesa in early 2024. It distributed basic goods and supplies to residents affected by the flooding and landslides triggered by the shear line and extension of a low-pressure area in the Davao Region and families affected by a massive fire that gutted 450 households in barangay. Pagkakaisa and Barangay Bagong Silang in Puerto Princesa, Palawan.





Papua New Guinea



PAL, through its corporate social responsibility arm, PAL Foundation, joined hands with Airlink to help victims of a recent catastrophic landslide in Papua New Guinea. On May 24th, 2024, a massive landslide hit rural mountainous communities in the central Enga Province in Papua New Guinea. The landslide, caused by heavy rainfall, destroyed six villages, with Kaokalam being the hardest-hit community. About 2,000 people were killed, with most still buried under the mud, out of an original population of only around 5,000. The Highlands Highway connecting the area to Port Moresby, the capital, was also blocked. Gardens that provided food for the village and its three water streams were buried and destroyed. One of Airlink's NGO partner, IsraAid, sent a four-member team to help provide water, sanitation, hygiene support, as well as mental health and psychosocial support to the local community.

PAL Foundation provided support to the IsraelAid team through air transportation from Manila to Port Moresby and back to their headquarters in Israel (via Dubai). Airlink is a US-based global humanitarian organization delivering critical aid to communities in crisis by providing free airlift and logistical solutions to the vetted nonprofit partners, changing the way the humanitarian community responds to disasters around the world. Photos show PAL Foundation representatives and IsraAid responders prior to the team's flight to Port Moresby on June 1 via PR 215 at the Ninoy Aquino International Airport Terminal 1 in Pasay City.





Mt. Kanlaon Eruption in Negros Oriental

In December 2024, PAL Foundation transported donations for the victims of Mt. Kanlaon. The donations comprise of 25 boxes of masks donated by the Rotary Club of Bacolod. Since June 2024 up to the present, Mt. Kanlaon has been exhibiting explosive eruptions and has affected hundreds of thousands of families in the surrounding area.



Partnership with GMA Kapuso Foundation

In November, PAL Foundation and GMA Kapuso Foundation strengthened their partnership in disaster response initiatives. PAL Foundation commits to provide transportation assistance to GMA Kapuso Foundation as they carry out their disaster response efforts across the country.





HUMANITARIAN CARGO GRANT

Persons Deprived of Liberty (PDL)

In January and July 2024, the Foundation facilitated the transport of slippers and shirts weighing about 1,700 kgs for prisoners living at Puerto Princesa's Iwahig Penal Colony. The items were donated by the Missionary Servants of Mama Mary in Manila.

Persons with disability (PWD)

In August 2025, PAL Foundation facilitated the transport of about 100 wheelchairs for persons with disabilities in Zamboanga Sibugay from Operation Blessings. These assistive devices changed the lives of the beneficiaries by significantly enhancing their mobility.

Filipino War Veterans

The PAL Foundation and the Philippine Veterans Affairs Office of the Department of National Defense renewed its partnership to promote the welfare of Filipino World War II veterans. The collaboration is a pledge of commitment of both sides to support our country's living heroes. Under the agreement, PAL is facilitating the free transport of wheelchairs and other supplies for the veterans as well as their dependents in the provinces. For 2024, PAL, through the PAL Foundation, has facilitated the transport of about 100 wheelchairs and other mobility aid the veterans and their family members in the provinces.





MEDICAL TRAVEL GRANT

PAL Foundation flew indigent medical patients from Iloilo to Manila to avail of life-saving operations on and other treatments.

In April 2024, Frenzcarl Xavier Etorma, a toddler from Iloilo, underwent a heart surgery at the Philippine Heart Center in Quezon City. In June 2024, Crisha Nicole Silva, also from Iloilo, flew to Manila, with her parents, to undergo an open heart surgery.

Jorge Aventura, a 46 year old amputee, travelled to Manila for a prosthesis implant in December of the same year.

The Foundation also provided support to the following medical missions by extending travel assistance to its organizers such as discounted tickets, cargo or baggage allowance:

- Bukidnon – organized by the Senate Spouses Foundation for the benefit of about 200 patients
- Cebu - organized by University of the East Ramon Magsaysay Memorial Medical Center alumni to benefit about 200 patients
- Pangasinan – organized by the Philippine Medical Society of Northern California to benefit more than 200 patients
- Catarman – organized by St. Scholastica's College to benefit 200 patients

It also provided support to an organization promoting mental wellness, the Natasha Goulbourne Foundation, who is a partner of the Department of Education.





OTHER PROJECTS AND ACTIVITIES

DEPARTMENT OF INTERIOR AND LOCAL GOVERNMENT

PAL Foundation, in collaboration with other members of the Lucio Tan group of companies, joined forces with the Department of the Interior and Local Government (DILG) in the country's anti-illegal drug campaign through the *Buhay Ingatan, Droga'y Ayawan (BIDA)* program. PAL provides transportation assistance to DILG personnel carrying out BIDA program activities across the country.

PHILIPPINE AIR FORCE

The Foundation donated hygiene and jetsetter kits to underserved communities in different provinces in connection to various outreach activities of the Philippine Air Force in Metro Manila and the provinces.

DEPARTMENT OF EDUCATION AND YOUTH PROGRAMS

In support to the government's *Brigada Eskwela* program, PAL Foundation distributed donations including hygiene and activity kits to schools in Metro Manila and the provinces that were affected by typhoons during the start of class in August and September 2024.

The Foundation visited Francisco Benitez Elementary School in Tondo, Manila, Day Care Center of Brgy. Pulong Gubat, Balagtas, Bulacan and PAL's neighborhood day care centers in Brgy. 184 and 179 Maricaban, Pasay City.



Tan Yan Kee Foundation

PAL Foundation has been supportive of the programs and advocacies of its affiliate organization, the Tan Yan Kee Foundation, Inc. (TYKFI), the CSR arm of the Lucio Tan group of companies.

PALFI has provided assistance to TYKFI's various advocacies including scholarships, agricultural/food security, environmental, and other programs.

Medical scholars were provided with transportation assistance on their studies and trainings abroad which encompass a wide range of advanced techniques and practices, equipping them with the expertise to address patients' needs. The knowledge and skills the scholars will acquire will significantly benefit the Filipinos, enabling the medical practitioners to provide patients with the highest level of care.

PAL Foundation provided support to the TYKFI's environmental program, 'Roots for Boracay', by providing transportation and other assistance on the rehabilitation of their mangrove project in one of the country's top tourist destinations last June. The program supports sustainable coastal and marine ecosystems and protect nearby areas from tsunamis and extreme weather events. It is also effective in carbon sequestration and storage and mitigation of climate change.



As part of Dr. Lucio C. Tan's Legacy Forest Project, Roots for Boracay underscores a deep commitment to environmental sustainability while fostering education and empowering local communities. This initiative not only nurtures environmental stewardship but also provides a platform to the youth to give back to the community. These efforts echo the holistic vision of TYKFI to integrate education, environmental care, and community empowerment. The Philippine Airlines Foundation supported this meaningful endeavor by sponsoring roundtrip airline tickets, enabling the scholars to participate in this impactful activity. Together, the initiative embodies Dr. Lucio C. Tan's vision of a sustainable and harmonious future, where education and environmental advocacy work hand in hand to uplift and protect nature for generations to come.



PALFI also supported a group of young aspiring talents perform on an international stage and promote cultural heritage. It facilitated the transportation requirements of the Philippine Cultural College Chinese Orchestra who were invited to perform at the 20th Yangtze River Delta National orchestra Performance of Chines Rhythm and Folk Music in China.

In line with the flagship initiatives TYKFI towards sustainability and food security, together with PALFI and the PAL Group's Human Capital Department, it launched 'Nature's Bounty', in September 2024. It is a program where PAL Group employees were able to regularly enjoy fresh farm produce and support our local farmers at the same time.

Reflecting Dr. Lucio C. Tan's enduring legacy of caring and commitment to the Filipino people, the Farm to Table 'Nature's Bounty' Project goes beyond strengthening the agricultural sector. It ensures that all Filipino families, regardless of socioeconomic status, have access to nutritious and affordable staple food.

In celebration of Chairman and President Dr. Lucio C. Tan's birthday, TYKFI, PALFI the PAL Group's Human Capital Department embarked on a joint collaboration to further his commitment to sustainable agriculture and food security. PAL launched the Farm to Table 'Nature's Bounty' Project, offering fresh farm produce at more affordable prices to PAL employees. This initiative not only provides access to nutritious, locally sourced goods but also supports local farmers by creating a direct link between them and the airline's workforce.

PALFI also turned over material donations (hats, caps, water bottle, etc.) to about 100 TYKFI farmers and their families in Northern Luzon to help face from the negative effects El Niño which brought sweltering heat in the summer of 2024.

Lastly, through the initiatives of PAL Chairman and CEO Dr. Lucio C. Tan, PAL sponsored the flight of more than 500 Filipino-Chinese students to China for an annual study exchange program.

Since its launch in 1991, over 14,000 students have participated in this project, which is close to Dr. Lucio C. Tan's heart. This has become a meaningful legacy in intercultural exchange, youth development, and finding cultural roots in China. About 500 students from more than 50 schools in the Philippines showcased their rich learnings of the Chinese language, culture, arts, and traditions after their six-week educational journey in Xiamen and Quanzhou, China which began on June 1, 2024.





Religious Organizations

Religious organizations such as Our Lady of the Airways (Pasay), Caloocan Bible Church North, Missionaries of the Poor (Manila) were given activity and hygiene kits, clothes, strollers, and other basic needs for distribution to their respective beneficiaries, including underprivileged children.

PWD

PAL Foundation regularly turns over material donations including books, clothes, mobility aids, and other useful supplies to Goodwill Industries of the Philippine (GIP) to support a livelihood program for more than 15,000 persons with disabilities in Metro Manila.

Environment

PAL Foundation continues to provide support for the conservation of the Philippine Eagles and its habitat, aiding communities that are part of the same ecosystem, in partnership with the Philippine Eagle Foundation in Davao.

Elderly

In commemoration of Filipino Elderly Week (October 1 to 7, 2024), a group of PAL employees paid a visit to different elderly communities in Rizal to distribute gifts and aid to help support their wellbeing. They visited Kanlunga ni Maria in Antipolo, Rizal, and Anawin (home of the abandoned elderly) in Rodriguez, Rizal. The Foundation turned over donations including food, walking canes, walkers, hygiene kits, toiletries, and other basic needs.

Other Communities

Meanwhile, to celebrate Philippine Airlines' 83rd anniversary in March, PAL Foundation distributed gifts to poor families at the Brgy. 184 Maricaban in Pasay City. The Foundation also turned over school supplies, food items and mobility aid donated by various PAL offices as its way of giving back to communities.

Last December, PAL Foundation distributed gifts to various communities in Metro Manila and other provinces to spread Christmas cheer.





AWARDS AND RECOGNITIONS

PHILIPPINE GENERAL HOSPITAL MEDICAL FOUNDATION, INC.

In August 2024, the Philippine General Hospital Medical Foundation presented a Plaque of Appreciation to the PAL Foundation for its invaluable contribution and support to the various programs and projects of PGHMF for the Philippine General Hospital.



ABS-CBN

In February 2024, ABS-CBN Foundation – Bantay Bata presented a Plaque of Appreciation to the PAL Foundation in its grateful recognition of PAL Foundation's exceptional commitment and compassion toward its shared mission of advocating for the protection and well-being of every Filipino child.

PHILIPPINE AIR FORCE

In April 2024, Philippine Air Force (PAF) conferred a Plaque of Recognition to the PAL Foundation for the unwavering support and significant contributions to the conduct of PAF – Military Operations Group activities in the accomplishment of the Philippine Air Force Mission.

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

The Department of Social Welfare and Development (DSWD) granted the renewal of PAL Foundation's license in October 2024.

In August 2024, DSWD also presented a Certificate of Appreciation to the Foundation in recognition for its genuine commitment and support in sustaining the Department's advocacy through the provision of livelihood opportunities in creating a fair and better society for the Persons with Disabilities.





CUSTOMER EXPERIENCE GIVES BACK

The Customer Experience (CE) Department of the PAL Group embraces CSR as a vital pillar in driving sustainable development and fostering meaningful connections with the community.

In 2024, they proudly launched “CE Gives Back,” a quarterly outreach initiative in partnership with the Missionaries of the Poor (MOP), an organization dedicated to caring for abandoned children and elders. The team was able to conduct four visits to MOP in March, July, October, and December 2024.

Moving forward, the team aims to continue our commitment to sustainable and inclusive growth, inspiring greater participation, and deepening our impact in the communities we serve.



260

hours dedicated to
CSR efforts

76

CE team members
participated



APPENDIX

Disclosure Index



DISCLOSURE INDEX



SASB Disclosures

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Revenue tonne-kilograms (RTK)	RTK	TR-AL-000.D	p. 15
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Average age of fleet	Years	TR-AL-000.F	p. 15

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(1) Number of work stoppages and (2) Total days idle	Number, Days idle	TR-AL-310a-2	p. 74
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Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Presentation currency	TR-AL-520a-1	p. 8
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Noise		p. 66	Waste generated	GRI 306-3	p. 62
People and Development			Waste diverted from disposal	GRI 306-4	p. 62
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SEC Disclosures

SOCIAL

Topic	GRI Equivalent	Location
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