

15 April 2021

THE PHILIPPINE STOCK EXCHANGE, INC.

Disclosure Department
6th Floor PSE Tower
One Bonifacio High Street
28th Street corner 5th Avenue
Bonifacio Global City, Taguig City

Attention: **MS. JANET A. ENCARNACION**
Head, Disclosure Department

Gentlemen:

Enclosed herewith is our Annual Report for the year ended 31 December 2020 (SEC Form 17-A) with Sustainability Report.

We trust that you will find the attached documents in order.

Very truly yours,

PAXYS, INC.

By:


MAYETTE H. TAPIA
Corporate Information Officer

6 6 0 9

SEC Registration Number

P A X Y S , I N C .

(Company's Full Name)

1 5 t h F l o o r , 6 7 5 0 A y a l a O f f i c e T o w e r , A y a l a A v e n u e , M a k a t i C i t y

(Business Address: No. Street City/Town/Province)

Atty. Mayette H. Tapia

(Contact Person)

(+632) 8250-3800

(Company Telephone Number)

1 2 3 1

Month Day (Calendar Year)

1 7 - A

(Form Type)

1 2 1 0

Month Day (Annual Meeting)

2020

(Secondary License Type, If Applicable)

Dept. Requiring this Doc.

Amended Articles Number/Section

714

Total No. of Stockholders

-

Domestic

-

Foreign

To be accomplished by SEC Personnel concerned

File Number

LCU

Document ID

Cashier

STAMPS

Remarks: Please use BLACK ink for scanning purposes.

SECURITIES AND EXCHANGE COMMISSION

SEC FORM 17-A

ANNUAL REPORT PURSUANT TO SECTION 17 OF THE SECURITIES REGULATION CODE AND SECTION 141 OF THE CORPORATION CODE OF THE PHILIPPINES

1. For the calendar year ended **2020**
2. SEC Identification Number **6609**
3. BIR Tax Identification No. **000-233-218**
4. Exact Name of the registrant as specified in its charter **PAXYS, INC.**
5. Province, Country or other jurisdiction of incorporation: **Makati City, Philippines**
6. Industry Classification Code: _____ (SEC Use Only)
7. Address of principal office: **15th Floor, 6750 Ayala Office Tower, Ayala Avenue, Makati City**
8. Issuer's telephone number, including area code: **(+632) 8250-3800**
9. Former name, former address, and former fiscal year, if changed since last report: **Not applicable**
10. Securities registered pursuant to Sections 8 and 12 of the SRC:

a) Authorized Capital Stock

Common shares, ₱1.00 par value	1,800,000,000 shares
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b) Issued and Outstanding Shares

Common shares, ₱1.00 par value	1,148,534,866 shares
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c) Amount of Debt Outstanding as of December 31, 2020:

Nil

Are any or all of these securities listed on the Philippine Stock Exchange?

Yes [x] No []

11. Check whether the issuer:

(i) has filed all reports required to be filed by Section 17 of the SRC and SRC Rule 17 thereunder and Sections 26 and 141 of the Corporation Code of the Philippines during the preceding 12 months (or for such shorter period that the registrant was required to file such reports);

Yes [x] No []

(ii) has been subject to such filing requirements for the past 90 days.

Yes [x] No []

12. Aggregate market value of the voting stock held by non-affiliates:

₱403,848,794.85 (171,850,551 shares @ ₱2.35 per share as of December 31, 2020)

PAXYS, INC.

**SUPPLEMENTAL SCHEDULES
TO THE FINANCIAL STATEMENTS REQUIRED BY THE
SECURITIES AND EXCHANGE COMMISSION
AS AT AND FOR THE YEARS ENDED DECEMBER 31, 2020, 2019 AND 2018
AND INDEPENDENT AUDITORS' REPORT**

TABLE OF CONTENTS

	Page No.
<u>PART I – BUSINESS AND GENERAL INFORMATION</u>	
Item 1 Description of Business	3
Item 2 Properties	8
Item 3 Legal Proceedings	8
Item 4 Submission of Matters to a Vote of Security Holders	8
<u>PART II – SECURITIES</u>	
Item 5 Market for Registrant’s Common Equity and Related Stockholders Matters	9
<u>PART III – FINANCIAL INFORMATION</u>	
Item 6 Management’s Discussion and Analysis or Plan of Operation	11
Item 7 Financial Statements	34
Item 8 Changes in Disagreements with Accountants on Accounting and Financial Disclosure	27
<u>PART IV – MANAGEMENT AND CERTAIN SECURITY HOLDERS</u>	
Item 9 Directors and Executive Officers of the Registrant	28
Item 10 Executive Compensation	31
Item 11 Security Ownership of Certain Beneficial Owners and Management	33
Item 12 Certain Relationships and Related Transactions	34
<u>PART V – CORPORATE GOVERNANCE</u>	
<u>PART VI – EXHIBITS AND SCHEDULES</u>	
Item 13 Exhibits	38
<u>PART VII – INDEX TO THE CONSOLIDATED FINANCIAL STATEMENTS AND SUPPLEMENTARY SCHEDULES</u>	
Item 14 Supplementary Schedules required by Annex 68-E	35
Item 15 Reconciliation of Retained Earnings Available for Dividend Declaration	35
Item 16 Schedule of Effective Standards and Interpretations	35
Item 17 Map of the relationships of the Companies within the Group	35
SIGNATURES	36

PART I - BUSINESS AND GENERAL INFORMATION

Item 1. Description of Business

Corporate Information

Paxys, Inc. (Paxys, the Company, or the Parent Company) is an investment holding company incorporated in the Philippines and listed on the Philippine Stock Exchange. Formerly known as Fil-Hispano Holdings Corporation, Paxys was registered with the Philippine Securities and Exchange Commission (SEC) on February 14, 1952. As at December 31, 2020, its major shareholders are All Asia Customer Services Holdings Ltd. (AACSHL), a privately-held company incorporated in Hong Kong, and Paxys NV, a wholly owned subsidiary of the Company, with 54.93% and 30.09% interests, respectively.

Though its operating subsidiary, Paxys provides general transcription, data conversion, contact center and other business process outsourcing services.

Previous investments of Paxys include the following:

- The Parent Company expanded its business and made several acquisitions in Australia through Paxys Australia Pty Ltd (“PAU”). The most significant acquisition was made in April 2006 when PAU acquired SmartSalary Pty Ltd (“SmartSalary”), a salary packaging company based in Australia. In 2009, SmartSalary acquired two major Australian providers of in-house salary packaging software solutions, namely, Melbourne System Group Pty Ltd and Seqoya Pty Ltd. In 2010, PAU incorporated a wholly-owned subsidiary, Smartfleet Management Pty Ltd (“Smartfleet”), for the purpose of engaging in fleet management-related business. Smartfleet further expanded by acquiring the assets of Webfleet Management Services Pty Ltd, a leading provider of software solutions for online fleet management. Smartfleet also acquired Australian Vehicle Consultants Pty Ltd, a full-service fleet management company and a leading provider of vehicle maintenance services. SmartSalary also acquired PBI Benefit Solutions Pty Ltd, a company engaged in issuing credit card products to employees of public hospitals and public benevolent institutions in Australia. In June 2012, the Company, through Paxys N.V., sold its 100% interest in PAU and its subsidiaries to SmartGroup Investments Pty Ltd.
- In January 2007, Paxys, together with joint venture partner Stellar Global, Inc., established Stellar Global Solutions Philippines, Inc. (“SGSP”). SGSP was organized to provide cost-effective Philippine offshore outsourcing for the Australian and UK clients of the Stellar Community. In April 2011, SGSP formed a wholly-owned subsidiary – Stellar Philippines, Inc. (“Stellar Philippines”) to further expand Stellar’s operations in the Philippines. Paxys sold all of its equity interests in SGSP and Stellar Philippines to Stellar Global, Inc. in July 2013.

- In 2008, Paxys partnered with WNS Global Services Netherlands Cooperative U.A. (“WNS Global”) to form WNS Philippines, Inc. Based in Mumbai India, WNS Global is a leading provider of business process outsourcing for various services such as banking, travel, telecommunications, logistics, insurance, and healthcare. In October 2011, Paxys transferred all of its equity interests in WNS Philippines, Inc. to its foreign partner.
- To further improve its IT capabilities and expertise, the Company acquired a majority stake in Ubaldo Reidenbach Solutions, Inc. (“URSI”) in 2008. URSI is a Philippine company engaged in IT consultancy focusing on Linux, Open Source Software and Red Hat Software. In 2008, Paxys acquired majority ownership in Global Idealogy Corporation (“GIC”), a software solutions provider. In October 2012, Paxys transferred all of its equity interests in URSI in favor of URSI’s minority shareholders. In August 2011, Paxys sold all of its equity interests in GIC in favor of GIC’s minority shareholders.

In 2014, Paxys N.V., a wholly-owned subsidiary of the Parent Company, completed a tender offer to acquire 345,622,477 common shares of the Parent Company representing 30.09% of its outstanding capital stock at the price of ₱3.20 per share. As of December 31, 2020, AACSHL remains the majority shareholder owning 54.93% of the Parent Company’s total issued and outstanding shares. The public ownership level of Paxys is at 14.96% as of December 31, 2020.

The registered office address of the Parent Company is at 15th Floor, 6750 Ayala Office Tower, Ayala Avenue, Makati City, Philippines.

Bankruptcy/Receivership for the Group

There has been no bankruptcy, receivership or similar proceeding for the Paxys Group.

Business Combinations and Discontinued Operations for the Last Three (3) Years

Paxys Ltd. and Simpro Solutions Limited (SSL)

In 2012, Paxys purchased one hundred percent (100%) equity in Paxys Limited, a company registered and incorporated in Hong Kong. Paxys Ltd. owns 50% of SSL, a company incorporated in Hong Kong; along with its joint venture partner, Simpro Solutions, Inc., a Canadian BPO company engaged in contact center and back office outsourcing activities.

SSL established Simpro Solutions Philippines, Inc. (SSPI) in 2012 for its BPO business in the Philippines. Effectively, Paxys has joint control in SSPI through its wholly-owned subsidiary, Paxys Limited.

In 2015, SSPI terminated its Philippine operations due to non-renewal of its revenue contracts. With the approval of the Board, SSPI thereafter amended its Articles of Incorporation shortening the term of its existence up to June 30, 2018. Said amendment has been approved by the Board of Directors on March 15, 2017 and by the Securities and Exchange Commission

on May 24, 2017. By virtue of the Amended Articles of Incorporation, the corporate existence of SSPI was terminated on June 30, 2018.

Principal Products or Service

Paxys is an investment holding company. Through its operating subsidiaries, Paxys has been engaged in diversified services such as business process outsourcing and data conversion throughout the Philippines and internationally. For the past years, Paxys divested its call center, salary packaging, IT consulting, and software solutions business. At present, Scopeworks Asia, Inc. (SWA) is its only remaining operating subsidiary.

SWA is a Philippine BPO company engaged in business process outsourcing by providing outsourcing services including data transcription services, customer service, facilities and support services, and back office services to domestic and foreign institutions, as well as to multinational companies based in the Philippines and abroad.

Percentage of revenues contributed by foreign sales *(In Millions Php)*

	2020		2019		2018	
	Amount	Percentage	Amount	Percentage	Amount	Percentage
Foreign	₱39.8	73%	₱63.0	80%	₱82.5	95%
Local	14.8	27%	15.5	20%	4.0	5%
Total	₱54.6	100%	₱78.5	100%	₱86.5	100%

Distribution methods of the products or services

To ensure that all of the clients' needs are properly addressed and met, the team has developed the Group's website (www.paxys.com). Through this site, clients can easily access all of the subsidiaries' services and individual websites.

SWA delivers the service to its clients using a proprietary system which integrates marketing, transcription upload and download, job monitoring, customer service, and customer payment all on its website.

Status of any publicly- announced new product or service

There are no new products nor services introduced in 2020.

Competition

The Company's competition within the global BPO services industry includes US-based outsourcing companies and offshore BPO companies.

Sources and Availability of Raw Materials and the Names of Principal Suppliers

Paxys and its subsidiaries obtain equipment and other materials mostly from local suppliers. The Company is not dependent upon one or limited number of suppliers for essential equipment and other materials as it continuously looks for new suppliers that can satisfy the Company's requirements.

Major Customers

The revenues from external customers accounting for 10% or more of the consolidated revenue pertain to revenue from services rendered by its operating subsidiary to Nuance Communications Ireland Ltd.

Related Party Transactions

Paxys has established procedures to ensure the integrity and transparency of related party transactions between and among the Company and its joint venture partners, subsidiaries, associates, affiliates, major stockholders, officers and directors, including their spouses, children and dependent siblings and parents, and of interlocking director relationships by directors and officers. The arms-length principle is applied and these transactions are properly recorded and disclosed in the financial records. The Group complies and shall disclose material RPTs in accordance with the SEC rules on material related party transactions for publicly-listed companies.

For the year ending December 31, 2020 and 2019, there are no material related party transactions nor any pending or proposed transactions, to which the Company was or is to be a party and/or in which any of its directors and officers, any close family members of such individuals, had or is to have a direct or indirect material interest except as provided hereunder.

Transactions between related parties for the year 2019 and 2018 pertain mainly to cash advances in support of working capital requirements of ACS Pacific Limited in the net amount of ₱2.8 million and ₱1.5 million, respectively. Complete details of the related party transactions of the company were disclosed in the notes to the financial statements.

Licenses

Scopeworks Asia, Inc. (SWA)

On November 25, 2009, SWA's registration of its expanding business process outsourcing service in the field of data transcription activity was approved by BOI. This certification entitles SWA to a three-year ITH starting December 2009 until November 2012. The ITH shall be limited only to the revenue generated from the registered expansion project. As a registered entity, SWA is required to export at least 70% of its total services, among other requirements. SWA's ITH incentive has expired in 2012 and it is now subject to 30% regular corporate income tax.

Simpro Solutions Philippines, Inc. (SSPI)

SSPI was registered with the Philippine Economic Zone Authority in October 2012 as an Ecozone Information Technology Enterprise. Under SSPI's registration conditions, SSPI's operations is not entitled to Income Tax Holiday (ITH), but only to 5% Gross Income Tax (GIT) incentive, in lieu of all national and local taxes, including the additional deduction of training expenses, as provided in RA 7916, as amended, and to incentives under Article 77, Book VI of EO 226 provided that it complies with the export sales requirement prescribed for Ecozone IT Enterprises.

As at December 31, 2020, SSPI has not availed the 5% GIT incentive and has been subjected to regular corporate income tax rate of 30% following the termination of its registered activities in June 2015. Given the termination of the corporate existence of SSPI as of June 30, 2018, the Group is also processing the cancellation of its PEZA registration.

Effect of existing or probable governmental regulations on the business

The limitation and conditions on SWA imposed by BOI has ended in November 2012. Starting 2013, SWA is already subject to government regulations governing regular business entities.

Research and Development

The Company has not spent any amount during the last three calendar years on research and development activities.

Environmental Matters

The Company is not involved in any action or proceeding involving non-compliance in any material respect with relevant environmental laws and regulations of the Philippines.

Employee and Labor Relations

As of December 31, 2020, the Group has 118 employees - including regular, project-based, and probationary employees. There are no existing collective bargaining agreements (CBA) covering Paxys employees nor its subsidiaries.

The Group provides its employees with medical insurance and leave benefits. For professional development, the Group provides for team building activities and offers training programs that address the specific needs of employees. To foster work-life balance, the Group sponsors, among others, annual, summer, and year-end activities.

Additional Requirements as to Certain Issues or Issuers

Debt Issues

The Company's net worth exceeds ₱25.0 million. There are no unsecured bonds to be issued as of December 31, 2020.

Item 2. Properties

The Group's assets consist of computer and communication equipment, leasehold improvements, furniture and fixtures, transportation equipment and software licenses. None of these assets were held as collateral in 2020 and 2019.

Below is the list of leased properties of the Group, including conditions thereof as of December 31, 2020:

PAXYS Location	Expiration of Lease	Term of Renewal
15 th Floor, 6750 Ayala Office Tower, Ayala Avenue, Makati City	April 30, 2021 ¹	Upon agreement of both parties

SWA Location	Expiration of Lease	Term of Renewal
Building No.1, Diode St., Light Industry & Science Park (LISP), Brgy. Diezmo, Cabuyao Laguna	December 31, 2021	With option to extend for another two years and six months or until June 30, 2024

SWA Location	Expiration of Lease	Term of Renewal
Mezzanine – (5 th Floor) /Penthouse Unit Yupangco Building #1606 Trade St. corner Investment Drive, Madrigal Business Park, Alabang Muntinlupa City	October 20, 2022	Upon agreement of both parties

Item 3. Legal Proceedings

There are no material pending legal proceedings to which the Company nor any of its subsidiary or affiliates is a party, or of which any of their property is the subject.

Item 4. Submission of Matters to a Vote of Security Holders

There were no matters submitted to a vote of security holders during the year covered by this report.

¹ As of report date, renewal negotiations are still ongoing. No confirmed agreement was reached and finalized prior to the release of this Annual Report.

PART II – SECURITIES

Item 5. Market for Registrant’s Common Equity and Related Stockholders Matters

Market Information

Principal market where common equity is traded: **Philippine Stock Exchange**

High and low sales prices for each quarter within the last two fiscal years:

The following are the high and low closing sales prices of the Corporation’s shares:

	Closing Prices	
	High	Low
2020		
1 st quarter	2.97	2.03
2 nd quarter	2.42	2.00
3 rd quarter	2.10	2.02
4 th quarter	2.49	2.02
2019		
1 st quarter	3.75	3.02
2 nd quarter	3.38	3.02
3 rd quarter	3.07	2.76
4 th quarter	2.98	2.65

Price information as of latest practicable trading date:

As of December 31, 2020, Paxys shares are traded on the Philippine Stock Exchange at the price of ₱2.35 per share.

Description of Registrant’s Securities

Common Stock

Common share with par value of ₱1.00 is the only class of shares of Paxys. As of December 31, 2020, total issued and outstanding shares of the Company amounted to 1,148,534,866 shares. The total authorized capital shares of stock is 1.8 billion shares.

Debt Securities

The Company does not have any debt securities to be registered.

Securities Subject to Redemption or Call

There are no securities subject to redemption or call.

Dividends

There were no dividends declared as at December 31, 2020, 2019, and 2018.

Holders

The number of stockholders of record as of December 31, 2020 in the Company's stock and transfer book was 714. The common shares issued as of December 31, 2020 were 1,148,534,866. The list of the top 20 stockholders of Paxys common shares as of December 31, 2020 is stated hereunder:

Name	No. of Shares	% of Total
All Asia Customer Services Holdings Ltd.	621,260,820*	54.09%
PCD Nominee Corporation (Non-Filipino)	464,321,384	40.43%
PCD Nominee Corporation (Filipino)	60,996,850	5.31%
Kho, Jimmy Jao	300,000	0.03%
Chua, Carmen	216,276	0.02%
Granados, Juan P.	158,112	0.01%
Yao Shiong Shio	95,184	0.01%
Kaw Sek & Company	86,088	0.01%
Lim, Ghee Keong	81,800	0.01%
Paredes, Antonio	79,728	0.01%
Urrutia, Kevin	75,000	0.01%
Willis, Hugh Warren	63,111	0.01%
Jalandoni, Rodegelio M.	62,052	0.01%
Celis, Angela	55,776	0.00%
Martinez, Emilio G.	55,236	0.00%
Santiago, Eduardo A.	37,920	0.00%
Tangco, Francisco F.	37,896	0.00%
Co, Victor C.	31,536	0.00%
Asiamerit Securities, Inc.	24,000	0.00%
Reyes, Leopoldo T.	19,800	0.00%
Total	1,148,058,569	99.96%

* Excluding 9,538,218 shares lodged with AB Capital Securities, Inc. and SJ Roxas and Co., Inc. The total number of shares owned by All Asia Customer Services Holdings Ltd. is 630,844,038, representing 54.93% of the total outstanding shares

PART III – FINANCIAL INFORMATION

Item 6. Management’s Discussion and Analysis and Plan of Action

MANAGEMENT’S DISCUSSION AND ANALYSIS OR PLAN OF ACTION OF FINANCIAL CONDITION AND RESULTS OF OPERATIONS

Year Ended December 31, 2020 Compared with Year Ended December 31, 2019

The following discussion and analysis of the financial condition and results of operations of Paxys, Inc. and its subsidiaries should be read in conjunction with the audited consolidated financial statements and other accompanying disclosures set forth elsewhere in this report.

Results of Operation

Consolidated Financial and Operational Highlights
(In Thousand Pesos unless otherwise stated)

	2020	2019	YoY Change
Service Income	₱54,648	₱78,506	(30%)
Gross Profit	13,892	20,123	(31%)
EBITDA ¹	(1,425)	55,614	103%
Loss from operations ²	(75,612)	(80,267)	(6%)
Net income (loss) attributable to equity holders	(21,524)	24,282	(189%)

The Group generated ₱54.6 million and ₱78.5 million revenues in 2020 and 2019, respectively, coming mainly from the data conversion and managed facility service programs of Scopeworks Asia, Inc. (SWA) the remaining operating subsidiary of the Group. Compared to prior year, 2020 revenues went down by about 30% due to forced operational shutdown from March up to May in compliance with government-mandated enhanced community quarantine as a result of Covid-19 pandemic.

Direct costs of operations also went down by about 30% also due to lower expenses because of the operational shutdown. The resulting Gross Profit of ₱13.9 million in 2020 also resulted to about 31% decrease compared to 2019 Gross Profit of ₱20.1 million

The Interest Income from the Group’s surplus funds amounted to ₱51.3 million in 2020. This is lower by 56% compared to ₱116.5 million interest income earned in 2020, due to lower interest rates in the market, and also as a result of the impact of covid-19 in the global economy.

¹ EBITDA is defined as Earnings Before Interest Expense, Income Taxes, Depreciation and Amortization. 2019 is inclusive of Right-of-Use Depreciation in accordance with PFRS16 standard.

² Operating Income (Loss) = Gross Profit - Gen & Admin Expenses. Exclusive of Other Income

Scopeworks Asia, Inc. (SWA)

(in Thousand Pesos unless otherwise stated)

	2020	2019	YoY Change
Service Income	₱54,648	₱78,506	(30%)
Gross Profit	13,892	20,123	(31%)
EBITDA ¹	4,719	7,351	(36%)
Income (loss) from operations ²	(6,677)	(5,653)	(18%)
Net Income (Loss)	(7,368)	(5,559)	(33%)

SWA business has been significantly impacted by the covid-19 pandemic due to forced operational shutdown sometime in March up to May 2020. Site capacity has been reduced to 50% in compliance with the Workplace Prevention and Control guidelines mandated by the Department of Trade and Industry and the Department of Labor and Employment. As a result, revenues in 2020 dropped by 30% compared to ₱78.5 million revenue in 2019. Direct cost and administratively expenses went down 30% and 8%, respectively. However, there are still unavoidable and fixed premise costs which resulted to a Net Loss of ₱7.4 million in 2020, or 33% higher loss compared to ₱5.6 million in 2019.

SWA is continuously looking and exploring other business opportunities to further increase its revenues, not just limited to business processing outsourcing but for other similar services as well.

Financial Position

Consolidated Financial and Operational Highlights

(in Thousand Pesos unless otherwise stated)

	2020	2019	YoY Change
Current Assets	₱3,657,366	₱3,813,632	(4%)
Noncurrent Assets	35,926	53,491	(86%)
Assets	3,693,292	3,867,123	(4%)
Current Liabilities	33,433	41,465	(28%)
Noncurrent Liabilities	29,840	38,499	(67%)
Equity	3,630,019	3,786,979	(4%)

The Group's assets are mainly cash equivalents and investment securities. These funds are invested in various local and international bank and the Group and provided interest income to fund the overhead of the group.. With minimal corporate overhead, the Interest Income earned from these funds are more than enough to cover the Group's expenses.

¹ EBITDA is defined as Earnings Before Interest Expense, Income Taxes, Depreciation and Amortization

² Operating Income (Loss) = Gross Profit - Gen & Admin Expenses. Exclusive of Other Income

Liquidity and Capital Resources

Consolidated Financial and Operational Highlights (In Thousand Pesos unless otherwise stated)

	2020	2019	YoY Change
Net Cash provided by (used in) Operating Activities	₱96,800	(₱221,632)	-144%
Net Cash provided by (used in) Investing Activities	(699,555)	448,358	-256%
Net Cash used in Financial Activities	(15,909)	(15,378)	-3%
Net increase (decrease) in Cash and Cash Equivalents	(618,664)	211,348	-393%

The net decrease in cash pertains mainly to funds invested in securities as disclosed in the Group's consolidated financial statements for year 2020. The total investment securities of the group amounted to ₱1,049.8 and ₱458.6 million in 2020 and 2019, respectively, or in increase of ₱591.2 million or about 129%.

The Company's management believes that the current level of cash generated from operations and the borrowing capability are sufficient to meet the Company's immediate future cash needs. The Company does not anticipate any liquidity problems that may arise from its operating activities in the near future.

Top Financial Ratios

The following are the major financial ratios of the Company for the year ended December 31, 2020 and year ended December 31, 2019:

	2020	2019	YoY Change
Current Ratio	109.4	91.6	19%
Debt to Equity Ratio	0.02	0.02	-
Return on Equity	0.71%	0.64%	11%
EBITDA Margin	(3%)	71%	(104%)
Net Income margin	(47%)	31%	(252%)

All KPI ratios are within the management's expectation within the periods under review.

1. Current ratio – Current ratio is a measurement of liquidity. It measures the Group's ability to cover its short-term liabilities with its current assets. This is derived by dividing the total current assets of the Group over total current liabilities. Higher ratio means higher liquidity.
2. Debt to equity ratio – indicates the relative proportion of the debt used to finance the Group's assets over its total shareholders' equity.

3. Return on equity ratio – Return on equity ratio is a profitability measure. This is computed by dividing the net income over total stockholders' equity.
4. EBITDA Margin – this is equal to the Group's earnings before interest, tax, depreciation and amortization (EBITDA) divided by total revenue.
5. Net Income Margin – ratio of net profits to revenues

Other Matters

- a. Subsequent event
None.
- b. Contingencies
As of December 31, 2020, the Company has no material contingencies.
- c. Commitments
There were no material commitments for expansion as of December 31, 2020.
- d. There were no material off-balance sheet transactions, arrangements, obligations (including contingent obligations), and other relationship of the Company with unconsolidated entities or other persons during the reporting period.
- e. There are no unusual items as to nature and amount affecting assets, liabilities, equity, net income or cash flows, except those stated in Management's Discussion and Analysis of Financial Conditions and Results of Operations.
- f. There were no known trends, demands, commitments, events or uncertainties that will have a material impact on the Company's liquidity.
- g. There were no known trends, events or uncertainties that have had or that are reasonably expected to have a favorable or an unfavorable impact on net sales or revenue or income from continuing operation.
- h. The causes for any material change from period to period are stated under Management's discussion and analysis section "financial condition".
- i. The effects of seasonality or cyclicalities on the operations of the Company's business are not material.
- j. There were no material changes in estimates of amounts reported in interim periods of the current year or changes in estimates of amounts reported in prior financial years.

Trends, Events, Uncertainties or Contingent Financial Obligation with Material Impact on Liquidity

The Company does not anticipate having liquidity problem within the next twelve (12) months since it has adequate amount of cash to pay its maturing obligations and to support its working capital requirements.

Year Ended December 31, 2019 Compared with Year Ended December 31, 2018

The following discussion and analysis of the financial condition and results of operations of Paxys, Inc. and its subsidiaries should be read in conjunction with the audited consolidated financial statements and other accompanying disclosures set forth elsewhere in this report.

Results of Operation

Consolidated Financial and Operational Highlights
(In Thousand Pesos unless otherwise stated)

	2019	2018	YoY Change
Service Income	₱78,506	₱86,477	(9%)
Gross Profit	20,123	20,971	(4%)
EBITDA ¹	55,614	22,805	144%
Loss from operations ²	(80,267)	(80,621)	0%
Net Income attributable to equity holders	24,282	14,087	72%

Revenue in 2019 and 2018 came mainly from Scopeworks Asia, Inc. (SWA), the remaining operating subsidiary of the Group. With technology advancement over the past years, the volume in the data conversion business of SWA further decreased in 2019. This was partially mitigated by the revenue generated from managed-seat lease business which started around fourth quarter of 2018, resulting to a much lower impact in the revenue of about 9% short compared to prior year.

At the Gross Profit level, the revenue impact is around 4% due to efficient operations and management of personnel cost resulting to a reduction in the direct cost of operation.

The Interest Income from the Group's surplus funds amounted to ₱116.5 million in 2019 or about 22% higher compared to the interest income in 2018. This is more than enough to cover the loss from operations in 2019 of about ₱80.3 million, and resulted to a Net Income of ₱24.3 million. Compared to prior, 2019 Net Income is better by around 63%.

EBITDA more than doubled in 2019 as compared to prior year. Other than the cash earnings, the Group's adoption of PFRS 16 standard resulted to right-of-use amortization and interest

¹ EBITDA is defined as Earnings Before Interest Expense, Income Taxes, Depreciation and Amortization. 2019 is inclusive of Right-of-Use Depreciation in accordance with PFRS16 standard.

² Operating Income (Loss) = Gross Profit - Gen & Admin Expenses. Exclusive of Other Income

expense on leases which were included for EBITDA computation purposes. Excluding these in the computation, the EBITDA in 2019 is ₱39.3 million or 72% better compared to 2018 EBITDA of ₱22.8 million.

Scopeworks Asia, Inc. (SWA)

(in Thousand Pesos unless otherwise stated)

	2019	2018	YoY Change
Service Income	₱78,506	₱86,477	(9%)
Gross Profit	20,124	20,971	(4%)
EBITDA ¹	7,351	5,549	32%
Income (loss) from operations ²	(5,653)	630	(997%)
Net Income (Loss)	(5,559)	3,228	(272%)

The new Managed Service program posted promising growth in 2019, however, the revenue from Data Conversion program went down resulting to a 9% net decrease in the Service Income in 2019 versus 2018. While SWA is efficient in terms of managing its cost, there are unavoidable and fixed premise costs which resulted to overall Net Loss of ₱5.6 million in 2019, a 272-percentage points drop versus 2018's Net Income of ₱630 thousand.

SWA is continuously looking and exploring other business opportunities to further increase its revenues, not just limited to business processing outsourcing but for other similar services as well.

Financial Position

Consolidated Financial and Operational Highlights

(in Thousand Pesos unless otherwise stated)

	2019	2018	YoY Change
Current Assets	₱3,813,632	₱3,884,972	(2%)
Noncurrent Assets	53,491	20,419	162%
Assets	3,867,123	3,905,391	(1%)
Current Liabilities	41,465	28,882	44%
Noncurrent Liabilities	38,499	12,880	199%
Equity	3,786,979	3,863,629	(2%)

The Group's assets are mainly cash equivalents and investment securities. These funds are invested in various local and international bank and the Group and provided interest income with a net yield of about 2.8% and 2.3% in 2019 and 2018, respectively. With minimal corporate overhead, the Interest Income earned from these funds are more than enough to cover the Group's expenses.

¹ EBITDA is defined as Earnings Before Interest Expense, Income Taxes, Depreciation and Amortization

² Operating Income (Loss) = Gross Profit - Gen & Admin Expenses. Exclusive of Other Income

The main changes in the Group’s financial position pertains to the recognition of right-of-use assets and lease liabilities due to PFRS 16 (lease standard) adoption and translation losses on the dollar funds of the Group, as a result of the appreciation of Philippine Peso against US Dollar. Nonetheless, the net effect of these changes is a minimal 4% decrease in the total assets in 2019 versus 2018.

Liquidity and Capital Resources

Consolidated Financial and Operational Highlights (In Thousand Pesos unless otherwise stated)

	2019	2018	YoY Change
Net Cash provided by (used in) Operating Activities	(₱ 221,632)	₱35,153	-730%
Net Cash provided by Investing Activities	448,358	228,502	96%
Net Cash used in Financial Activities	(15,378)	-	-100%
Net increase in Cash and Cash Equivalents	211,348	263,655	-20%

The cash provided by investing activities pertain mainly to redeemed investment securities of as disclosed in the Group’s consolidated financial statements for year ended December 31, 2019 and 2018.

The Company’s management believes that the current level of cash generated from operations and the borrowing capability are sufficient to meet the Company’s immediate future cash needs. The Company does not anticipate any liquidity problems that may arise from its operating activities in the near future.

Top Financial Ratios

The following are the major financial ratios of the Company for the year ended December 31, 2019 and year ended December 31, 2018:

	2019	2018	YoY Change
Current Ratio	91.6	134.5	-32%
Debt to Equity Ratio	0.02	0.01	100%
Return on Equity	0.64%	0.36%	78%
EBITDA Margin	71%	26%	173%
Net Income margin	31%	16%	94%

All KPI ratios are within the management’s expectation within the periods under review.

1. Current ratio – Current ratio is a measurement of liquidity. It measures the Group’s ability to cover its short-term liabilities with its current assets. This is derived by dividing the total current assets of the Group over total current liabilities. Higher ratio means higher liquidity.

2. Debt to equity ratio – indicates the relative proportion of the debt used to finance the Group’s assets over its total shareholders’ equity.
3. Return on equity ratio – Return on equity ratio is a profitability measure. This is computed by dividing the net income over total stockholders’ equity.
4. EBITDA Margin – this is equal to the Group’s earnings before interest, tax, depreciation and amortization (EBITDA) divided by total revenue.
5. Net Income Margin – ratio of net profits to revenues

Other Matters

- a. Subsequent event
None.
- b. Contingencies
As of December 31, 2019, the Company has no material contingencies.
- c. Commitments
There were no material commitments for expansion as of December 31, 2019.
- d. There were no material off-balance sheet transactions, arrangements, obligations (including contingent obligations), and other relationship of the Company with unconsolidated entities or other persons during the reporting period.
- e. There are no unusual items as to nature and amount affecting assets, liabilities, equity, net income or cash flows, except those stated in Management’s Discussion and Analysis of Financial Conditions and Results of Operations.
- f. There were no known trends, demands, commitments, events or uncertainties that will have a material impact on the Company’s liquidity.
- g. There were no known trends, events or uncertainties that have had or that are reasonably expected to have a favorable or an unfavorable impact on net sales or revenue or income from continuing operation.
- h. The causes for any material change from period to period are stated under Management’s discussion and analysis section “financial condition”.
- i. The effects of seasonality or cyclicity on the operations of the Company’s business are not material.
- j. There were no material changes in estimates of amounts reported in interim periods of the current year or changes in estimates of amounts reported in prior financial years.

Trends, Events, Uncertainties or Contingent Financial Obligation with Material Impact on Liquidity

The Company does not anticipate having liquidity problem within the next twelve (12) months since it has adequate amount of cash to pay its maturing obligations and to support its working capital requirements.

Year Ended December 31, 2018 Compared with Year Ended December 31, 2017

The following discussion and analysis of the financial condition and results of operations of Paxys, Inc. and its subsidiaries should be read in conjunction with the audited consolidated financial statements and other accompanying disclosures set forth elsewhere in this report.

Results of Operation

Consolidated Financial and Operational Highlights
(In Thousand Pesos unless otherwise stated)

	2018	2017	YoY Change
Service Income	₱86,477	₱79,205	9%
Gross Profit	20,971	12,684	65%
EBITDA ¹	22,805	8,993	154%
Loss from operations ²	(80,621)	(73,142)	(10%)
Net Income attributable to equity holders	14,087	1,954	621%

Service income of the Group, which pertains to the revenue from the remaining operating subsidiary - SWA, grew by 9% in 2018 as compared to 2017.

Revenue growth came mainly from organic increase in the volume of the business of SWA and additional revenue streams coming from its new site in Alabang, Muntinlupa. Coupled with cost efficiencies, the improvement resulted to a 65% improvement in the Group's Gross Profit in 2018 versus 2017.

The Group's Operations resulted to a loss of amounting to ₱80.6 million and ₱73.1 million as at December 31, 2018 and 2017, respectively. However, the Group earned Interest Income from its surplus funds amounting to ₱95.4 million and ₱74.9 million as at December 31, 2018 and 2017, respectively, or growth of about 27%. This, together with net foreign exchange gain and other income of the Group more than covered the Group's overhead and resulted to Net Income for the year of ₱14.1 million. Compared with prior year results, the Group's Net Income in 2018 is higher by 621%. EBITDA is also at positive ₱22.8 million.

Scopeworks Asia, Inc. (SWA)
(in Thousand Pesos unless otherwise stated)

¹ EBITDA is defined as Earnings Before Interest Expense, Income Taxes, Depreciation and Amortization.

² Operating Income (Loss) = Gross Profit - Gen & Admin Expenses. Exclusive of Other Income

	2018	2017	YoY Change
Service Income	₱86,477	₱79,205	9%
Gross Profit	20,971	12,684	65%
EBITDA ¹	5,549	2,634	111%
Income from operations ²	630	392	61%
Net Income	3,228	1,311	146%

Service Income of SWA grew by 9% in 2018 as compared to 2017. This revenue growth is mainly driven by the increase in the volume from its data conversion account for a UK client. SWA also had additional revenue streams in 2018 coming mainly from its new site in Alabang, Muntinlupa which provides facility and services to a client covering work-ready seats to be used for business process outsourcing and shared services.

In terms of operations, SWA's efficiency is better in 2018 as compared to 2017. The direct cost has further gone down from ₱66.5 million in 2017 to ₱65.5 million in 2018 resulting to a Gross Profit with a 61% growth or ₱21.0 million in 2018 versus ₱12.7 million in 2017.

SWA is continuously looking for additional opportunities to further increase its revenues.

Financial Position

Consolidated Financial and Operational Highlights (in Thousand Pesos unless otherwise stated)

	2018	2017	YoY Change
Current Assets	₱3,884,972	₱3,742,200	4%
Noncurrent Assets	20,419	13,395	52%
Assets	3,905,391	3,755,595	4%
Current Liabilities	28,882	26,692	8%
Noncurrent Liabilities	12,880	4,064	217%
Equity	3,863,629	3,724,839	4%

The Group's total assets as at December 31, 2018 has increased by ₱149.8 million. This is mainly due to the operating income of the Group and the gain on translation of Paxys NV's dollar-denominated funds which is shown in the Equity section of the audited consolidated statements of financial position under "Other Equity Reserves".

¹ EBITDA is defined as Earnings Before Interest Expense, Income Taxes, Depreciation and Amortization

² Operating Income (Loss) = Gross Profit - Gen & Admin Expenses. Exclusive of Other Income

Liquidity and Capital Resources

Consolidated Financial and Operational Highlights (In Thousand Pesos unless otherwise stated)

	2018	2017	YoY Change
Net Cash provided by (used in) Operating Activities	₱35,153	(₱13,164)	367%
Net Cash provided by (used in) Investing Activities	228,502	(95,359)	340%
Net increase (decrease) in Cash and Cash Equivalents	263,655	(108,523)	343%

The cash provided by and/or used in investing activities pertain mainly to redeemed and/or additional Investment Securities of the Group as disclosed in the consolidated financial statements of the Group.

The Company's management believes that the current level of cash generated from operations and the borrowing capability are sufficient to meet the Company's immediate future cash needs. The Company does not anticipate any liquidity problems that may arise from its operating activities in the near future.

Top Financial Ratios

The following are the major financial ratios of the Company for the year ended December 31, 2018 and year ended December 31, 2017:

	2018	2017	YoY Change
Current Ratio	134.5	140.2	(4%)
Debt to Equity Ratio	0.01	0.01	-
Return on Equity	0.36%	0.05%	620%
EBITDA Margin	26%	11%	136%
Net Income margin	16%	2%	700%

All KPI ratios are within the management's expectation within the periods under review.

1. Current ratio – Current ratio is a measurement of liquidity. It measures the Group's ability to cover its short-term liabilities with its current assets. This is derived by dividing the total current assets of the Group over total current liabilities. Higher ratio means higher liquidity.
2. Debt to equity ratio – indicates the relative proportion of the debt used to finance the Group's assets over its total shareholders' equity.
3. Return on equity ratio – Return on equity ratio is a profitability measure. This is computed by dividing the net income over total stockholders' equity.

4. EBITDA Margin – this is equal to the Group’s earnings before interest, tax, depreciation and amortization (EBITDA) divided by total revenue.
5. Net Income Margin – ratio of net profits to revenues

Other Matters

- a. Subsequent event
None.
- b. Contingencies
As of December 31, 2018, the Company has no material contingencies.
- c. Commitments
There were no material commitments for expansion as of December 31, 2018.
- d. There were no material off-balance sheet transactions, arrangements, obligations (including contingent obligations), and other relationship of the Company with unconsolidated entities or other persons during the reporting period.
- e. There are no unusual items as to nature and amount affecting assets, liabilities, equity, net income or cash flows, except those stated in Management’s Discussion and Analysis of Financial Conditions and Results of Operations.
- f. There were no known trends, demands, commitments, events or uncertainties that will have a material impact on the Company’s liquidity.
- g. There were no known trends, events or uncertainties that have had or that are reasonably expected to have a favorable or an unfavorable impact on net sales or revenue or income from continuing operation.
- h. The causes for any material change from period to period are stated under Management’s discussion and analysis section “financial condition”.
- i. The effects of seasonality or cyclical on the operations of the Company’s business are not material.
- j. There were no material changes in estimates of amounts reported in interim periods of the current year or changes in estimates of amounts reported in prior financial years.

Trends, Events, Uncertainties or Contingent Financial Obligation with Material Impact on Liquidity

The Company does not anticipate having liquidity problem within the next twelve (12) months since it has adequate amount of cash to pay its maturing obligations and to support its working capital requirements.

Year Ended December 31, 2017 Compared with Year Ended December 31, 2016

The following discussion and analysis of the financial condition and results of operations of Paxys, Inc. and its subsidiaries should be read in conjunction with the audited consolidated financial statements and other accompanying disclosures set forth elsewhere in this report.

Results of Operation

Consolidated Financial and Operational Highlights
(In Thousand Pesos unless otherwise stated)

	2017	2016	YoY Change
Service Income	₱79,205	₱92,073	(14%)
Gross Profit	12,684	12,258	3%
EBITDA ¹	8,993	19,739	(54%)
Loss from operations ²	(73,142)	(65,070)	(12%)
Net Income attributable to equity holders	1,954	11,830	(83%)

Service income as the December 31, 2017 and 2016 pertain to the revenue from the remaining operating subsidiary of the Group, SWA.

SWA revenues went down by 14% mainly due to lower volume. At the Gross Profit level, the impact of this shortfall was tempered by lower direct cost resulting primarily from effective planning and management of workforce in response to the decline in volume.

SWA continue to generate income from operations and recorded ₱1.3 million and ₱5.9 million Net Income as at December 31, 2017 and 2016, respectively. Meanwhile, the Group's total interest income from surplus funds are about ₱74.9 million and ₱66.8 million as at December 31, 2017 and 2016, respectively. These effectively offset the overhead costs of the Parent Company and results to a consolidated Net Income and positive EBITDA of ₱9.0 million and ₱19.7 million, respectively.

Compared with prior year results, the Group's Net Income went down by 83% due to one-off net gain in 2016 amounting to ₱6.8 million. Excluding one-off gain, Net Income has decreased by about 61% mainly due to higher operating expenses related to business development activities of the Parent Company.

¹ EBITDA is defined as Earnings Before Interest Expense, Income Taxes, Depreciation and Amortization.

² Operating Income (Loss) = Gross Profit - Gen & Admin Expenses. Excluding Other Income

Scopeworks Asia, Inc. (SWA)

(in Thousand Pesos unless otherwise stated)

	2017	2016	YoY Change
Service Income	₱79,205	₱92,073	(14%)
Gross Profit	12,684	12,258	3%
EBITDA	2,634	7,657	(66%)
Income from operations	392	3,263	(88%)
Net Income	1,311	5,911	(78%)

SWA's service income has decreased year on year over the last two years mainly due to the lower demand for the service and the improvement in the technologies.

In 2017, the ₱79.2 million Service Income decreased by 14% versus prior year Service Income of ₱92.1 million. While SWA is continuously looking for new business opportunities to increase its revenues, several mitigating measures have been put into place to ensure that the business will be able to address potential losses brought by volume decline. In 2016, SWA site operations were consolidated in Laguna and this has significantly reduced the operating expenses of the company.

As a result, SWA recorded a Net Income of ₱1.3 and ₱5.9 million as at December 31, 2017 and 2016, respectively. EBITDA is also positive at ₱2.6 million and ₱7.7 million for 2017 and 2016, respectively.

Financial Position

Consolidated Financial and Operational Highlights

(in Thousand Pesos unless otherwise stated)

	2017	2016	YoY Change
Current Assets	₱3,742,200	₱3,728,440	0.4%
Noncurrent Assets	13,395	14,493	(7.6%)
Assets	3,755,595	3,742,933	0.3%
Current Liabilities	26,692	34,230	(22.0%)
Noncurrent Liabilities	4,064	5,258	(22.7%)
Equity	3,724,839	3,703,445	0.6%

The Group's total assets as has increased by ₱12.7 million in 2018. This is mainly due to the operating income of the Group and the gain on translation of Paxys NV's dollar-denominated funds. The translation gain is shown in the Equity section of the audited consolidated statements of financial position under "Other Equity Reserves".

Liquidity and Capital Resources

Consolidated Financial and Operational Highlights (In Thousand Pesos unless otherwise stated)

	2017	2016	YoY Change
Net Cash provided by (used in) Operating Activities	(₱13,164)	₱19,730	(167%)
Net Cash used in Investing Activities	(95,359)	(285,112)	67%
Net decrease in Cash and Cash Equivalents	(108,523)	(265,382)	59%

The cash used in investing activities pertain mainly to purchase of additional investments in short-duration bonds and managed funds. These are classified as Held-to-Maturity Investments and Available-for-Sale financial assets in the consolidated financial position.

The Company's management believes that the current level of cash generated from operations and the borrowing capability are sufficient to meet the Company's immediate future cash needs. The Company does not anticipate any liquidity problems that may arise from its operating activities in the near future.

Top Financial Ratios

The following are the major financial ratios of the Company for the year ended December 31, 2017 and year ended December 31, 2016:

	2017	2016	YoY Change
Current Ratio	140.2	108.9	29%
Debt to Equity Ratio	0.01	0.01	-
Return on Equity	0.05%	0.32%	(84%)
EBITDA Margin	11%	21%	(47%)
Net Income margin	2%	13%	(81%)

All KPI ratios are within the management's expectation within the periods under review.

1. Current ratio – Current ratio is a measurement of liquidity. It measures the Group's ability to cover its short-term liabilities with its current assets. This is derived by dividing the total current assets of the Group over total current liabilities. Higher ratio means higher liquidity.
2. Debt to equity ratio – indicates the relative proportion of the debt used to finance the Group's assets over its total shareholders' equity.
3. Return on equity ratio – Return on equity ratio is a profitability measure. This is computed by dividing the net income over total stockholders' equity.

4. EBITDA Margin – this is equal to the Group’s earnings before interest, tax, depreciation and amortization (EBITDA) divided by total revenue.
5. Net Income Margin – ratio of net profits to revenues

Other Matters

- a. Subsequent event
None.
- b. Contingencies
As of December 31, 2017, the Company has no material contingencies.
- c. Commitments
There were no material commitments for expansion as of December 31, 2017.
- d. There were no material off-balance sheet transactions, arrangements, obligations (including contingent obligations), and other relationship of the Company with unconsolidated entities or other persons during the reporting period.
- e. There are no unusual items as to nature and amount affecting assets, liabilities, equity, net income or cash flows, except those stated in Management’s Discussion and Analysis of Financial Conditions and Results of Operations.
- f. There were no known trends, demands, commitments, events or uncertainties that will have a material impact on the Company’s liquidity.
- g. There were no known trends, events or uncertainties that have had or that are reasonably expected to have a favorable or an unfavorable impact on net sales or revenue or income from continuing operation.
- h. The causes for any material change from period to period are stated under Management’s discussion and analysis section “financial condition”.
- i. The effects of seasonality or cyclicity on the operations of the Company’s business are not material.
- j. There were no material changes in estimates of amounts reported in interim periods of the current year or changes in estimates of amounts reported in prior financial years.

Trends, Events, Uncertainties or Contingent Financial Obligation with Material Impact on Liquidity

The Company does not anticipate having liquidity problem within the next twelve (12) months since it has adequate amount of cash to pay its maturing obligations and to support its working capital requirements.

Item 7. Financial Statements

Please refer to the attached consolidated financial statements of Paxys Group (Exhibit C) as at and for the years ended December 31, 2019, 2018, and 2017.

Item 8. Changes in and Disagreements with Accountants on Accounting and Financial Disclosure

The Group's external auditor from calendar year 2014 is Reyes Tacandong & Co.

The Group adopts the SEC Rule 68 policy on rotation of external auditors and complies with the provision of the long association of personnel (including partner rotation) as prescribed in the Code of Ethics for Professional Accountants in the Philippines as adopted by the Board of Accountancy and Philippine Regulation Commission and such other standards adopted by the SEC.

The Group's previous external auditor, SGV & Co. has served the Group for more than five taxable years and the change was made in line with the corporate governance policies of the Group.

There are no disagreements with the current nor previous auditors regarding accounting and financial disclosure.

The consolidated fees billed for the audit of the Company's annual financial statements amounted to ₱1.6 million, and ₱1.3 million in 2019-2018 and 2017, respectively.

There are no other assurance and related services rendered by the external auditors.

The audit fees were approved by the Audit Committee based on the scope of work of external auditors and the complexity of accounting and audit issues identified. There are no professional services rendered by the external auditor for tax accounting, compliance, advice, planning and any other form of tax services for the last two fiscal years.

PART IV. MANAGEMENT AND CERTAIN SECURITY HOLDERS

Item 9. Directors and Executive Officers of the Registrant

Directors, including independent directors and executive officers:

NAME	POSITION	AGE	CITIZENSHIP
Tarcisio M. Medalla	Chairman & President	72	Filipino
Roger Leo A. Cariño	Director/ Treasurer	61	Filipino
Christopher B. Maldia	Director	60	Filipino
Ghee Keong Lim	Director	53	Malaysian
Roberto A. Atendido	Director	73	Filipino
George Edwin Y. SyCip	Independent Director	64	American
Jose Antonio A. Lichauco	Independent Director	62	Filipino
Mayette H. Tapia	Corporate Secretary / CIO	34	Filipino
Ana Maria A. Katigbak-Lim	Assistant Corporate Secretary/CIO	52	Filipino
Pablito O. Lim	Compliance Officer	62	Filipino
Sheri A. Inocencio	Chief Audit Executive	55	Filipino
Divine Grace M. Gandeza	Chief Risk Officer	34	Filipino

Mr. Tarcisio M. Medalla, 72 years old, Filipino, has been the Chairman and President of the Company since 30 December 2003. He is concurrently a Director of UT Global Services Limited, a privately held company with an RHQ in Manila and affiliated with All Asia Customer Services Holdings Ltd., an investment holding company that owns the controlling equity interest in Paxys. He has been connected with the Group since 1983. He is also a director of Pacific Online Systems Corporation, a company listed with the Philippine Stock Exchange. He graduated with a BSC degree, major in Accounting, from De La Salle University. He attended the Advanced Management Program (AMP) at the Harvard Business School. He is a Certified Public Accountant.

Mr. Roger Leo A. Cariño, 61 years old, Filipino, has been a Director of the Company since 30 December 2003. He is currently the Company's Treasurer, which he also held from 2004 to 2006 and 2009. He is concurrently a Director of UT Global Services Limited, a privately held investment company with an RHQ in Manila and affiliated with All Asia Customer Services Holdings Ltd. He is also the Chairman and President of UT Foundation, Inc. He has been connected with the Group since 1990. He graduated with a BSC degree, major in Accountancy, from Ateneo de Naga University and attended the MBA Program at Murdoch University and the Strategic Business Economics program at the University of Asia and the Pacific. He is a Certified Public Accountant.

Mr. Christopher B. Maldia, 60 years old, Filipino, has been a Director of the Company since December 2003. He graduated with a Bachelor of Laws degree from the Ateneo de Manila University. He also has a Master of Laws in International Legal Studies from New York University School of Law. He is a member of the Philippine Bar and the New York Bar.

Mr. Lim Ghee Keong, 53 years old, Malaysian, was appointed as Director of the Company

on 3 June 2005. He has more than 30 years of experience in finance, treasury and credit management. Prior to joining the Usaha Tegas Sdn. Bhd. (UTSB) Group in 1995, he was attached to General Electric Capital Corporation in the USA and Ban Hin Lee Bank in Malaysia. He is a Director and Chief Operating Officer of UTSB and serves on the boards of several other companies in which UTSB Group has interests, such as Maxis Berhad (listed on the Bursa Malaysia Securities Berhad (“**Bursa Securities**”), Astro Malaysia Holdings Berhad (listed on Bursa Securities) and Bond Pricing Agency Malaysia Sdn. Bhd., a bond pricing agency registered with the Securities Commission Malaysia. He holds a Bachelor of Business Administration degree, majoring in Finance- from the University of Hawaii at Manoa, USA.

Mr. Roberto A. Atendido, 73 years old, Filipino, has been a Director of the Corporation since 1 October 2004. He is currently the Chairman/Director of Myka Advisory & Consultancy Services, Inc., Vice Chairman/Director of Sinag Energy Philippines, Inc. He is currently a member of the board of the following companies: Philippine Business Bank, Sinag Global Energy Corporation, West Palawan Premiere Development Corporation, and Macay Holdings Inc. He holds a Masters Degree in Business Management from the Asian Institute of Management.

Mr. George Edwin Y. SyCip, 64 years old, American, has been a Director of the Company since 1 October 2004. He advises a variety of companies in their cross-border endeavors between the US/Europe and Asia and serves on the corporate Boards of Asian Alliance Investment Corp., Cityland Development Corporation, Premiere Horizon Alliance Corporation and Bank of the Orient in San Francisco. He is also a Trustee or Director of the International Institute for Rural Reconstruction, Give2Asia, Global Heritage Fund and the US-Philippines Society. He holds a Master’s Degree in Business Administration from Harvard Business School and a Bachelor’s degree in International Relations/Economics from Stanford University.

Mr. Jose Antonio A. Lichauco, 62 years old, Filipino, is concurrently the President of Asian Alliance Investment Corp., specializing in Investment Banking and Corporate Finance. He is also concurrently a Director of Automated Technology (Philippines), Inc. where he was previously Senior Vice-President and Chief Financial Officer. He also held positions at Insular Investment and Trust Corporation and at SGV & Co. He obtained his Masters Degree in Business Administration from Columbia University in New York, USA in 1989.

Atty. Mayette H. Tapia, 34 years old, Filipino, is the Corporate Secretary, General Counsel, Corporate Information Officer, and Investor Relations Officer beginning September 4, 2017. She previously served as a General Counsel of a multinational company and as an associate lawyer at Angara Abello Concepcion Regala & Cruz (ACCRA) Law Offices. She is currently a member of the Association of Southeast Asian Nation (ASEAN) Law Association and served as a corporate secretary of the San Beda Law Alumni Association Board of Trustees. She obtained her Bachelor of Laws degree from San Beda University-College of Law in Manila and became a member of the Integrated Bar of the Philippine on April 2013.

Atty. Ana Maria A. Katigbak, 52 years old, Filipino, is the Assistant Corporate Secretary of the Company and has held the office since 1997. She is a partner in Castillo, Laman, Tan, Pantaleon & San Jose Law Offices and also acts as Director of Mabuhay Holdings, Inc. and Vulcan Industrial and Mining Corp., Corporate Secretary of Energy Development Corporation,

and Assistant Corporate Secretary of Paxys Inc., Premiere Horizon Alliance Corporation and Solid Group, Inc. She is a member of the Integrated Bar of the Philippines.

Mr. Pablito O. Lim, 62 years old, Filipino, is the Chief Financial Officer of the Group since 2013 and the Compliance Officer of the Company. He was the former CFO of Stellar Philippines, Inc. and Stellar Global Solutions Philippines, Inc. Prior to joining the Group, he was the CFO of Brightpoint Italy and served as an Audit Executive in Sycip Gorres Velayo & Co., a member firm of Ernst & Young. He is also concurrently a Director of some of the Company's subsidiaries such as Simpro Solutions Philippines, Inc., Scopeworks Asia, Inc. and Paxys Realty, Inc. (formerly known as Paxys Global Services, Inc.). He is a Certified Public Accountant and completed the Executive Development Program and the Management Development Program at the Asian Institute of Management.

Ms. Sheri A. Inocencio, 55 years old, Filipino, is the Group's Chief Audit Executive (CAE). Prior to joining the Group, she was the Vice President for Finance in BA Continuum Philippines, Inc. (a subsidiary of Bank of America) from August 2013 up to February 2015 and in Advanced Contact Solutions, Inc. from March 2003 up to November 2008. She also held several key finance and audit roles in C3/Customer Contact Channels, Inc., Prople, Inc., NGL Pacific Ltd., Pacific Cable & DTU Systems, Inc., and SGV & Co. Ms. Inocencio graduated cum laude from University of the Philippines with a degree in Business Administration and Accountancy and is a Certified Public Accountant.

Ms. Divine Grace M. Gandeza, 34 years old, Filipino, is the Group's Chief Risk Officer and has been with the Group since September 2012. She has extensive background in risk management, finance, and internal audit from her experience and various positions held within the Paxys group and other listed companies in diverse industries such as service, retail, freight and supply chain, transportation and logistics. She's a Certified Public Accountant and a Certified Information Systems Auditor.

KEY EMPLOYEES

All the employees are considered important assets of the Company who collectively make significant contributions to the Company. The key employees of the Company as at December 31, 2020 are as follows:

1. Mr. Tarcisio M. Medalla—Chairman and President
2. Atty. Mayette H. Tapia—Corporate Counsel, Corporate Secretary, and Corporate Information Officer
3. Mr. Pablito O. Lim—Chief Financial Officer and Compliance Officer

The relevant experience and professional details of the above key employees were exhaustively discussed in the previous pages.

Family Relationship

None of the directors and executive officers is related to each other by affinity or consanguinity.

Involvement in Certain Legal Proceedings

None of the directors and executive officers was involved during the past five years and as of date of this report in any bankruptcy proceeding. Neither have they been convicted by final judgment in any criminal proceeding or been subject to any order, judgment or decree of competent jurisdiction, permanently or temporarily enjoining, barring, suspending, or otherwise limiting their involvement in any type of business, securities, commodities or banking activities, nor found in action by any court or administrative body to have violated a securities or commodities law.

Item 10. Executive Compensation

Year/ Top Highly Compensated Officers* (Amounts in Million Pesos)	Compensation and other benefits	Stock Options	Total
2020: Chairman and President, Corporate Counsel, and Compliance Officer	₱25.0	₱-	₱25.0
2019: Chairman and President, Corporate Counsel, and Compliance Officer	25.9	-	25.9
2018: Chairman and President, Corporate Counsel, and Compliance Officer	25.5	-	25.5

**The Group has a lean organizational structure. There are no other highly compensated officers other than the above. The names are shown in Item 9 part of this report.*

Per diem fees, of the Group's executive officers and directors amounted to ₱930,000 ₱924,000 and ₱812,000 million for the last three years ending December 31, 2020, 2019, and 2018, respectively.

Employment Contracts and Termination of Employment and Change-in-Control Arrangements

There are no agreements between the registrant and its key management personnel providing for benefits upon termination of employment, except for such benefits to which they may be entitled under the law.

Warrants and Options Outstanding: Repricing

Not applicable. The Company has no outstanding warrants and options.

Item 11. Security Ownership of Certain Beneficial Owners and Management

Security Ownership of Certain Record and Beneficial Owners

As of December 31, 2020 the Company has no knowledge of any individual or any party who beneficially owns in excess of 5% of Paxys common stock except as set forth in the table below:

Title of Class	Name and Address of Record Owner & Relationship with Issuer	Name of Beneficial Owner & Relationship with Record Owner	Citizenship	Number of Shares Held	Percent of Class
Common	All Asia Customer Services Holdings, Ltd. (AACSHL) Level 54 Hopewell Centre, 183 Queen's Road East, Hong Kong	Expac Holdings Ltd. owns 100% of AACSHL. Paxys has neither corporate relationship nor information about Expac Holdings Ltd.	Hong Kong	630,844,038*	54.93%
Common	Paxys N.V. Kaya W.F.G. (Jombi) Mensing 36, Curaçao	Paxys, Inc. owns 100% equity of Paxys N.V.	Curaçao	345,622,477**	30.09%
Common	PCD Nominee Corp. G/F MSE Bldg., 6767 Ayala Ave., Makati City	Beneficial owners are the clients of the PCD participants' brokers. There are no beneficial owners owning more than 5% of the Registrant's capital stock.	Philippines	170,112,539	14.81%
Total				1,146,579,054	99.83%

* Inclusive of 9,583,218 shares lodged under PCD Nominee Corporation (Non-Filipino)

** Lodged under PCD Nominee Corporation (Non-Filipino)

Ownership Security of Management as of December 31, 2020:

Title of Class	Name of Beneficial Owner	Amount of Beneficial Ownership	Citizenship	Percent of Class
Common	Tarcisio M. Medalla Chairman & President	1,120	Filipino	0.0001%
Common	Christopher B. Maldia Director	129,520	Filipino	0.0113%
Common	Ghee Keong Lim Director	82,800	Malaysian	0.0072%
Common	Roger Leo A. Carino Director	1,120	Filipino	0.0001%
Common	Roberto A. Atendido Director	1,000	Filipino	0.0001%
Common	George Edwin Y. SyCip Independent Director	1,120	American	0.0001%
Common	Jose Antonio A. Lichauco Independent Director	1,120	Filipino	0.0001%
Common	Mayette H. Tapia Corporate Secretary/ CIO	0	Filipino	-
Common	Ana Maria A. Katigbak Assistant Corporate Secretary	0	Filipino	-
Common	Pablito O. Lim Compliance Officer	0	Filipino	-
	Total	₱217,800		0.0189%

The shareholdings of the above-named directors and officers aggregate to 217,800 shares or 0.0189% of the outstanding capital stock of the Company.

As reported in the Public Ownership Report as of December 31, 2020, 171,850,551 common shares are held by public shareholders, which is approximately 14.96% of the total issued and outstanding shares. The Company is compliant with the 10% minimum public ownership rule.

Voting Trust Holder of 5% or more

There are no voting trust agreements or any other similar agreement which may result in a change in control of the Company of which the Company has any knowledge.

Changes in control

No change in control of the Registrant has occurred since the previous fiscal year.

Item 12. Certain Relationships and Related Transactions

Except from those mentioned in **Item 1 (viii)**, there has been no transaction during the last two years, nor is any transaction presently proposed, to which the Company was or is to be a party in which any director or executive officer of the Company, or nominee for election as a director, or owner of more than 10% of the Company's voting securities, or voting trust holder of 10% or more of any class of the Company's securities, or any member of the immediate family of any of the foregoing persons had or is to have a direct or indirect material interest. In the ordinary and regular course of business, the Company had or may have transactions with other companies in which some of the foregoing persons may have an interest.

PART V. CORPORATE GOVERNANCE *(Please refer to the Company's I-ACGR)*

This will be exhaustively discussed in the Integrated Annual Corporate Governance Report of the Group (I-ACGR).

Pursuant to SEC Memorandum Circular No. 15, Series of 2017, publicly-listed are mandated to provide disclosure on compliance/non-compliance with the recommendations provided under the Code of Corporate Governance requirements of the Securities and Exchange Commission and the Philippine Stock Exchange through the I-ACGR. The I-ACGR will be separately filed and disclosed to the PSE and will be made available thru the PSE website and the company's website.

PART VI. EXHIBITS AND SCHEDULES *(Please refer to the following attachments)*

Exhibit A - Report on SEC Form 17-C

Exhibit B – Directors' Attendance of Board Meetings for the year 2020

Exhibit C – Audited Financial Statements as at December 31, 2020

PART VII.
**INDEX TO THE CONSOLIDATED FINANCIAL STATEMENTS AND
SUPPLEMENTARY SCHEDULES**

Item 14 – Supplementary Schedules required by Annex 68-E

Item 15 – Reconciliation of Retained Earnings Available for Dividend
Declaration

Item 16 – Schedule of Effective Standards and Interpretations

Item 17 – Map of the relationships of the Companies within the Group

The above schedules formed part of the Supplementary Schedules attached in the Audited Consolidated Financial Statements as at and for the year ending December 31, 2020, 2019 and 2018.

SIGNATURES

Pursuant to the requirements of Section 17 of the Code and Section 141 of the Corporation Code, the registrant has duly caused this report to be signed on its behalf by the undersigned; thereunto duly authorized, in the City of Makati on April 15, 2021

Issued By:
PAXYS, INC.



TARCISIO M. MEDALLA
Chairman & President



MAYETTE H. TAPIA
Corporate Secretary

SUBSCRIBED AND SWORN to before me this 15 APR 2021 day of _____ 2021 affiant(s) exhibiting to me their Passport Nos., as follows:

NAMES	PASSPORT No.	VALID UNTIL	PLACE OF ISSUE
Tarcisio M. Medalla	P7548707A	June 13, 2028	Manila, Philippines
Mayette H. Tapia	P0985037B	March 8, 2029	Manila, Philippines

Doc. No. 347 ;
Page No. 70 ;
Book No. 101 ;
Series of 2021.

NOTARY PUBLIC

ATTY. JOSHUA P. LAPUZ
Notary Public for and in Makati City
Appointment No. M-66 until 12/31/2021
PTR No. 8531012, Jan. 4, 2021 Until Dec. 31, 2021 Makati City
Roll No. 45790, IBP, Lifetime N. 04897
MCLE No VI-0016565 / Jan. 14, 2019
C/F Fedman Suites, 199 Salcedo Street,
Legaspi Village, Makati City

Reports on SEC Form 17-C

Date Filed	Items Reported
7 January 2020	The Company submitted the Directors' Attendance for 2019.
14 January 2020	The Company informed the Exchange of the resignation of Rizal Commercial Banking Corporation and appointment of Professional Stock Transfer Agent as the new as Stock and Transfer agent.
28 January 2020	The Company submitted its reply to the letter of PSE dated 27 January 2020.
16 March 2020	Disclosure to the investing public about the risks and impact of the Coronavirus disease 2019 (COVID-19) pandemic on the Company's business operations.
27 May 2020	The Company informed the Exchange that the annual meeting of the stockholders of Paxys, Inc. for the year 2020, which is scheduled to be held on any day in May, has been postponed to a later date due to the Coronavirus disease 2019 (COVID-19) pandemic
3 July 2020	The Company submitted its reply to the letter of PSE dated 1 July 2020.
7 August 2020	The Company submitted the Certificates of Completion for Corporate Governance Seminar for the Directors and Officers of Paxys, Inc. in compliance with the SEC Memorandum Circular No. 20 Series of 2013.
24 August 2020	The Company informed the Exchange that the scheduled annual meeting of the stockholders of Paxys Inc. is on 3 December 2020 to be conducted virtually
1 October 2020	The Company disclosed that the new schedule of the annual stockholder's meeting of Paxys Inc. is on 10 December 2020 at 11:00 a.m. and will be conducted virtually.
2 October 2020	The Company submitted to the Commission the notarized copy of Mr. Jose Antonio A. Lichauco's Certification of Independent Director and a copy of Mr George Edwin Y. SyCip's Certification with Undertaking.
9 October 2020	The Company submitted to the Commission the notarized copy of Mr. George Edwin Y. SyCip's Certification of Independent Directors.
6 November 2020	The Company submitted the certified list of stockholders of Paxys Inc. as of 31 October 2020, the record date of our Annual Stockholders' Meeting, which is scheduled on 10 December 2020
10 December 2020	The Company informed the Exchange the result of the Annual Stockholders' Meeting held on 10 December 2020.

PAXYS INC.
DIRECTORS' ATTENDANCE OF BOARD MEETINGS FOR THE YEAR 2020

Name of Director	Regular Meeting 27 Mar 2020	Regular Meeting 19 June 2020	Regular Meeting 6 Aug 2020	Regular Meeting 5 Nov 2020	Organizational Meeting 10 Dec 2020
Tarcisio M. Medalla	✓	✓	✓	✓	✓
Roger Leo A. Cariño	✓	✓	✓	✓	✓
Roberto A. Atendido	✓	✓	✓	✓	✓
Christopher B. Maldia	✓	✓	✓	✓	✓
Jose Antonio A. Lichauco	✓	✓	✓	✓	✓
Lim Ghee Keong	✓	✓	✓	✓	✓
George Edwin Y. Sycip	✓	✓	✓	✓	✓

✓ Present

A - Absent

STATEMENT OF MANAGEMENT'S RESPONSIBILITY FOR FINANCIAL STATEMENTS

The management of **Paxys, Inc. and Subsidiaries** (the Group) is responsible for the preparation and fair presentation of the consolidated financial statements as at December 31, 2020 and 2019 and for each of the three years in the period ended December 31, 2020, including the schedules attached therein, in accordance with the prescribed financial reporting framework indicated therein, and for such internal control as management determines is necessary to enable the preparation of the consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, management is responsible for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Group or to cease operations, or has no realistic alternative to do so.

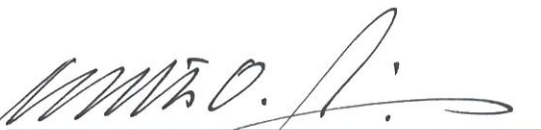
The Board of Directors is responsible for overseeing the Group's financial reporting process.

The Board of Directors reviews and approves the consolidated financial statements, including the schedules attached therein, and submits the same to the stockholders.

Reyes Tacandong & Co., the independent auditor appointed by the stockholders, has audited the consolidated financial statements of the Group in accordance with Philippine Standards on Auditing, and in its report to the stockholders, has expressed its opinion on the fairness of presentation upon completion of such audit.



Tarcisio M. Medalla
Chairman of the Board and President



Pablito O. Lim
Chief Financial Officer

Signed this 18th day of March 2021

Doc. No.	43
Page No.	81
Book No.	101
Series of	2021

ATTY. JOSHUA P. LAPUZ
Notary Public for and in Makati City
Appointment No. M-66 until 12/31/2021
PTR No. 9531012, Jan. 4, 2021 Until Dec. 31, 2021 Makati City
Roll No. 45790, IBP, Lifetime N. 04897
MCLE No VI-0016565 / Jan. 14, 2019
C/F Fedman Suites, 199 Salcedo Street,
Legaspi Village, Makati City

INDEPENDENT AUDITORS' REPORT

The Stockholders and the Board of Directors
Paxys, Inc.
15th Floor, 6750 Ayala Office Tower
Ayala Avenue, Makati City

Opinion

We have audited the accompanying consolidated financial statements of Paxys, Inc. and Subsidiaries (the Group), which comprise the consolidated statements of financial position as at December 31, 2020 and 2019 and the consolidated statements of income, consolidated statements of other comprehensive income, consolidated statements of changes in equity and consolidated statements of cash flows for each of the three years in the period ended December 31, 2020 and notes to consolidated financial statements, including a summary of significant accounting policies.

In our opinion, the consolidated financial statements present fairly, in all material respects, the consolidated financial position of the Group as at December 31, 2020 and 2019, and their consolidated financial performance and their cash flows for each of the three years in the period ended December 31, 2020 in accordance with Philippine Financial Reporting Standards (PFRS).

Basis for Opinion

We conducted our audits in accordance with Philippine Standards on Auditing (PSA). Our responsibilities under those standards are further described in the *Auditors' Responsibilities for the Audit of the Consolidated Financial Statements* section of our report. We are independent of the Group in accordance with the Code of Ethics for Professional Accountants in the Philippines (Code of Ethics) together with the ethical requirements that are relevant to the audit of the consolidated financial statements in the Philippines, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Key Audit Matters

Key audit matters are those matters that, in our professional judgment, were of most significance in our audit of the consolidated financial statements of the current year.

These matters were addressed in the context of our audit of the consolidated financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.

Accounting for Financial Assets

The Group has significant amount of financial assets, which mainly consist of cash equivalents and investment securities. This is significant to our audit because the aggregate balance of financial assets amounting to ₱3,634.1 million as at December 31, 2020 is substantial in relation to the consolidated financial statements as a whole.



We have assessed the propriety of recognition, classification and measurement, as well as management's assessment of the impairment of financial assets. Our audit procedures included, among others, (a) understanding of financial asset management and recording process; (b) verifying the existence of financial assets by obtaining external confirmations from custodians and examining underlying documents; (c) evaluating the propriety of the classification of financial instruments based on a duly approved business model; (d) testing the reasonableness of recognized interest income and the changes in fair values of financial assets measured at fair value through profit or loss and other comprehensive income; and (e) evaluating management's assessment of impairment losses on financial assets based on expected credit losses.

Necessary disclosures are included in Note 5, *Cash and Cash Equivalents*, Note 6, *Investment Securities*, and Note 23, *Financial Instruments*.

Other Information

Management is responsible for the other information. The other information comprises the information included in the Securities and Exchange Commission (SEC) Form 20-IS (Definitive Information Statement), SEC Form 17-A and Annual Report for the year ended December 31, 2020, but does not include the consolidated financial statements and our auditors' report thereon. The SEC Form 20-IS (Definitive Information Statement), SEC Form 17-A and Annual Report for the year ended December 31, 2020 are expected to be made available to us after the date of this auditors' report.

Our opinion on the consolidated financial statements does not cover the other information and we will not express any form of assurance conclusion thereon.

In connection with our audits of the consolidated financial statements, our responsibility is to read the other information identified in the foregoing when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the consolidated financial statements or our knowledge obtained in the audits or otherwise appears to be materially misstated.

Responsibilities of Management and Those Charged with Governance for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with PFRS, and for such internal control as management determines is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, management is responsible for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Group or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Group's financial reporting process.



Auditors' Responsibility for the Audit of the Consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with PSA will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, these could reasonably be expected to influence the economic decisions of users taken on the basis of the consolidated financial statements.

As part of an audit in accordance with PSA, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the consolidated financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the consolidated financial statements, including the disclosures, and whether the consolidated financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the subsidiaries or business activities within the Group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.



We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audits.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the consolidated financial statements of the current year and are therefore considered key audit matters. We describe these matters in our auditors' report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

REYES TACANDONG & Co.

HAYDEE M. REYES

Partner

CPA Certificate No. 83522

Tax Identification No. 102-095-265-000

BOA Accreditation No. 4782; Valid until August 15, 2021

SEC Accreditation No. 83522-SEC Group A

Issued March 10, 2020

Valid for Financial Periods 2019 to 2023

BIR Accreditation No. 08-005144-006-2019

Valid until October 20, 2022

PTR No. 8534276

Issued January 5, 2021, Makati City

March 18, 2021

Makati City, Metro Manila

PAXYS, INC. AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF FINANCIAL POSITION
Amounts in Thousands

		December 31	
	Note	2020	2019
ASSETS			
Current Assets			
Cash and cash equivalents	5	₱2,549,467	₱3,287,798
Investment securities	6	1,049,800	458,640
Trade and other receivables	7	31,284	44,289
Other current assets	8	26,815	22,905
Total Current Assets		3,657,366	3,813,632
Noncurrent Assets			
Right-of-use assets	22	25,422	38,369
Property and equipment	10	2,928	6,035
Other noncurrent assets	11	7,576	9,087
Total Noncurrent Assets		35,926	53,491
		₱3,693,292	₱3,867,123
LIABILITIES AND EQUITY			
Current Liabilities			
Trade and other payables	12	₱25,041	₱27,203
Current portion of lease liabilities	22	8,379	14,420
Income tax payable		13	22
Total Current Liabilities		33,433	41,645
Noncurrent Liabilities			
Lease liabilities - net of current portion	22	16,391	23,153
Retirement liability	13	11,647	13,544
Other noncurrent liabilities		1,802	1,802
Total Noncurrent Liabilities		29,840	38,499
Total Liabilities		63,273	80,144
Equity			
	14		
Capital stock		1,148,535	1,148,535
Additional paid-in capital		451,364	451,364
Parent shares held by a subsidiary		(1,149,886)	(1,149,886)
Other equity reserves		285,391	416,426
Retained earnings		2,894,615	2,920,540
Total Equity		3,630,019	3,786,979
		₱3,693,292	₱3,867,123

See accompanying Notes to Consolidated Financial Statements.

PAXYS, INC. AND SUBSIDIARIES

CONSOLIDATED STATEMENTS OF INCOME

Amounts in Thousands, except Basic/Diluted Earnings (Loss) per Share

	Note	Years Ended December 31		
		2020	2019	2018
SERVICE INCOME		₱54,648	₱78,506	₱86,477
COST OF SERVICES	16	(40,756)	(58,383)	(65,506)
GROSS PROFIT		13,892	20,123	20,971
GENERAL AND ADMINISTRATIVE EXPENSES	17	(89,504)	(100,390)	(101,592)
INTEREST INCOME	19	51,343	116,548	95,408
NET FOREIGN EXCHANGE GAIN (LOSS)		(4,203)	(2,758)	4,436
INTEREST EXPENSE	22	(1,267)	(1,526)	–
OTHER INCOME	19	8,215	2,712	1,103
INCOME (LOSS) BEFORE INCOME TAX		(21,524)	34,709	20,326
INCOME TAX EXPENSE (BENEFIT)	20			
Current		4,401	10,427	6,744
Deferred		–	–	(505)
		4,401	10,427	6,239
NET INCOME (LOSS)		(₱25,925)	₱24,282	₱14,087
BASIC/DILUTED EARNINGS (LOSS) PER SHARE	21	(₱0.032)	₱0.030	₱0.018

See accompanying Notes to Consolidated Financial Statements.

PAXYS, INC. AND SUBSIDIARIES

CONSOLIDATED STATEMENTS OF OTHER COMPREHENSIVE INCOME

Amounts in Thousands

	Note	Years Ended December 31		
		2020	2019	2018
NET INCOME (LOSS)		(P25,925)	P24,282	P14,087
OTHER COMPREHENSIVE INCOME (LOSS)				
<i>Items to be Reclassified to Profit or Loss</i>				
Translation adjustments		(144,427)	(106,137)	138,161
Unrealized fair value gain (loss) on investment securities	6	10,160	5,874	(6,500)
Realized fair value gain on redemption of investment securities measured at fair value through other comprehensive income	6	(22)	-	-
<i>Item not to be Reclassified to Profit or Loss</i>				
Remeasurement gain (loss) on retirement liability	13	3,254	(669)	(6,958)
		(131,035)	(100,932)	124,703
TOTAL COMPREHENSIVE INCOME (LOSS)		(P156,960)	(P76,650)	P138,790

See accompanying Notes to Consolidated Financial Statements.

PAXYS, INC. AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF CHANGES IN EQUITY
Amounts in Thousands

	Note	Years Ended December 31		
		2020	2019	2018
CAPITAL STOCK				
Balance at beginning and end of year	14	₱1,148,535	₱1,148,535	₱1,148,535
ADDITIONAL PAID-IN CAPITAL				
Balance at beginning and end of year	14	451,364	451,364	451,364
PARENT SHARES HELD BY A SUBSIDIARY				
Balance at beginning and end of year	14	(1,149,886)	(1,149,886)	(1,149,886)
OTHER EQUITY RESERVES				
Cumulative Translation Adjustment				
Balance at beginning of year		417,126	523,263	385,102
Translation gain (loss)		(144,427)	(106,137)	138,161
Balance at end of year		272,699	417,126	523,263
Cumulative Fair Value Changes on Investment Securities				
Balance at beginning of year	6	1,196	(4,678)	14,765
Net unrealized gain (loss)		10,160	5,874	(6,500)
Realized fair value gain on redemption of investment securities:				
Reclassified to profit or loss		(22)	–	–
Transferred to retained earnings		–	–	(12,943)
Balance at end of year		11,334	1,196	(4,678)
Cumulative Remeasurement Gains (Losses) on Retirement Liability				
Balance at beginning of year	13	(1,896)	(1,227)	5,731
Remeasurement gain (loss)		3,254	(669)	(6,958)
Balance at end of year		1,358	(1,896)	(1,227)
		285,391	416,426	517,358
RETAINED EARNINGS				
Balance at beginning of year	14	2,920,540	2,896,258	2,869,228
Net income (loss)		(25,925)	24,282	14,087
Transfer of realized fair value gain on redemption of investment securities	6	–	–	12,943
Balance at end of year		2,894,615	2,920,540	2,896,258
		₱3,630,019	₱3,786,979	₱3,863,629

See accompanying Notes to Consolidated Financial Statements.

PAXYS, INC. AND SUBSIDIARIES

CONSOLIDATED STATEMENTS OF CASH FLOWS

Amounts in Thousands

	Note	Years Ended December 31		
		2020	2019	2018
CASH FLOWS FROM OPERATING ACTIVITIES				
Income (loss) before income tax		(₱21,524)	₱34,709	₱20,326
Adjustments for:				
Interest income	19	(51,343)	(116,548)	(95,408)
Depreciation and amortization	19	18,832	19,379	2,479
Net unrealized foreign exchange loss (gain)		4,238	389	(268)
Gain on redemption of investment securities	19	(2,719)	–	(22)
Retirement benefits	13	1,357	1,344	509
Interest expense on lease liabilities	22	1,267	1,526	–
Reversal of long-outstanding trade and other payables	19	(788)	–	–
Unrealized fair value gain on investment securities at fair value through profit or loss	19	(359)	(540)	–
Provision for (reversal of) impairment losses on:				
Input value-added tax	17	9	6	792
Trade and other receivables	7	–	–	6,255
Gain on disposal of property and equipment	19	–	–	(406)
Operating loss before working capital changes		(51,030)	(59,735)	(65,743)
Decrease (increase) in:				
Investment securities measured at fair value through profit or loss	6	88,626	(254,345)	1,078
Trade and other receivables		(1,039)	(1,391)	6,616
Other current assets		(2,478)	(3,009)	(6,080)
Other noncurrent assets		–	216	(597)
Increase (decrease) in:				
Trade and other payables		(3,580)	(4,628)	4,297
Other noncurrent liabilities		–	453	1,349
Net cash generated from (used for) operations		30,499	(322,439)	(59,080)
Interest received		70,711	111,538	104,580
Income taxes paid		(4,410)	(10,613)	(6,221)
Net cash provided by (used in) operating activities		96,800	(221,514)	39,279
CASH FLOWS FROM INVESTING ACTIVITIES				
Additions to:				
Investment securities	6	(847,165)	–	–
Property and equipment	10	(755)	(2,402)	(8,322)
Intangible assets	11	(114)	(26)	(584)
Proceeds from:				
Redemption of investment securities	6	149,279	450,786	237,002
Disposal of property and equipment	10	–	–	406
Increase in due from related parties		(800)	(118)	(4,126)
Net cash provided by (used in) investing activities		(699,555)	448,240	224,376

(Forward)

		Years Ended December 31		
	Note	2020	2019	2018
CASH FLOW FROM A FINANCING ACTIVITY				
Payments of lease liabilities	22	(₱15,909)	(₱15,378)	₱-
NET INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS		(618,664)	211,348	263,655
EFFECT OF EXCHANGE RATE CHANGES ON CASH AND CASH EQUIVALENTS		(119,667)	(78,860)	133,126
CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR		3,287,798	3,155,310	2,758,529
CASH AND CASH EQUIVALENTS AT END OF YEAR	5	₱2,549,467	₱3,287,798	₱3,155,310

See accompanying Notes to Consolidated Financial Statements.

PAXYS, INC. AND SUBSIDIARIES

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

Amounts in Thousands, Except as Indicated

1. Corporate Information

Paxys, Inc. (Paxys or the Parent Company) is an investment holding company incorporated in the Philippines and listed (stock symbol: PAX) in the Philippine Stock Exchange (PSE). The Parent Company was formerly known as Fil-Hispano Holdings Corporation and registered with the Philippine Securities and Exchange Commission (SEC) on February 14, 1952. On June 18, 2001, the SEC approved the extension of the corporate existence of the Parent Company for 50 years until February 2052. However, in accordance with the Revised Corporation Code of the Philippines, effective February 23, 2019, the Parent Company shall have a perpetual existence.

As at December 31, 2020 and 2019, the major shareholders of the Parent Company are All Asia Customer Services Holdings Ltd (AACSHL), a company incorporated in Hong Kong, and Paxys N.V., a wholly owned subsidiary of the Parent Company, with 54.93% and 30.09% equity interest, respectively.

At present, Scopeworks Asia, Inc. (SWA), the operating subsidiary, provides outsourcing services such as customer service, facilities and support services, back office services, leasing and subleasing.

The Parent Company and its subsidiaries are collectively referred herein as the Group.

The COVID-19 pandemic had significantly impacted the operations of the Group during the first half of the year due to government-mandated community lockdown and quarantine. Although the Group earned significantly lower revenues and interest income compared to prior year, management has reasonable expectation that the Group has adequate resources to continue its operation. The Group has sufficient liquidity to meet maturing obligations and to continue as a going concern.

The registered office address of the Parent Company is at 15th Floor, 6750 Ayala Office Tower, Ayala Avenue, Makati City.

Approval of the Consolidated Financial Statements

The accompanying consolidated financial statements as at December 31, 2020 and 2019 and for each of the three years in the period ended December 31, 2020 were authorized for issue by the Board of Directors (BOD) on March 18, 2021, upon endorsement by the Group's Audit, Risk Management, and Related Party Transactions Committee on the same date.

2. Summary of Significant Accounting Policies

Basis of Preparation

The consolidated financial statements have been prepared in compliance with Philippine Financial Reporting Standards (PFRS) issued by the Philippine Financial Reporting Standards Council (FRSC) and adopted by the SEC. This financial reporting framework includes PFRS, Philippine Accounting Standards (PAS), Philippine Interpretations from International Financial Reporting Interpretations Committee (IFRIC) and the SEC provisions.

Measurement Bases

The consolidated financial statements are presented in Philippine Peso, which is the functional currency of the Parent Company. All amounts are rounded to the nearest thousands, unless otherwise stated.

The consolidated financial statements of the Group have been prepared on a historical cost basis, except for the following items:

Items	Measurement Bases
Investment securities measured at fair value through profit or loss (FVPL) or fair value through other comprehensive income (FVOCI)	Fair value
Retirement liability	Present value of the defined benefit retirement obligation less the fair value of the plan assets
Lease liabilities	Present value of discounted minimum lease payments

Historical cost is generally based on the fair value of the consideration given in exchange for an asset or the fair value of the consideration received in exchange for incurring a liability.

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date.

The fair value measurement is based on the presumption that the transaction to sell the asset or transfer the liability takes place either: (a) in the principal market for the asset or liability; or (b) in the absence of a principal market, in the most advantageous market for the asset or liability. The principal or most advantageous market must be accessible to the Group.

The fair value of an asset or liability is measured using the assumptions that market participants would use when pricing the asset or liability, assuming that market participants act in their best economic interest.

The Group uses valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, maximizing the use of relevant observable inputs and minimizing the use of unobservable inputs.

All assets and liabilities for which fair value is measured and/or disclosed in the consolidated financial statements are categorized within the fair value hierarchy, described as follows, based on the lowest level input that is significant to the fair value measurement as a whole:

Level 1 - Quoted (unadjusted) market prices in the active market for identical assets or liabilities.

Level 2 - Valuation techniques for which the lowest level input that is significant to the fair value measurement is directly or indirectly observable.

Level 3 - Valuation techniques for which the lowest level input that is significant to the fair value measurement is unobservable.

For assets and liabilities that are recognized in the consolidated financial statements on a recurring basis, the Group determines whether transfers have occurred between levels in the hierarchy by reassessing categorization (based on the lowest level input that is significant to the fair value measurement as a whole) at the end of each reporting year.

For the purpose of fair value disclosures, the Group has determined classes of assets and liabilities on the basis of the nature, characteristics and risks of the asset or liability and the level of the fair value hierarchy as discussed in the foregoing.

Information about the assumptions made in measuring fair value is included in the following notes to consolidated financial statements:

Note 3, *Significant Judgments, Accounting Estimates and Assumptions*

Note 23, *Financial Instruments*

Adoption of Amended PFRS

The accounting policies adopted are consistent with those of the previous reporting year, except for the adoption of the following amended PFRS.

Effective for annual periods beginning on or after January 1, 2020:

- Amendments to References to the Conceptual Framework in PFRS – The amendments include a new chapter on measurement; guidance on reporting financial performance; improved definitions and guidance—in particular the definition of a liability; and clarifications in important areas, such as the roles of stewardship, prudence and measurements uncertainty in financial reporting. The amendments should be applied retrospectively unless retrospective application would be impracticable or involve undue cost or effort.
- Amendments to PFRS 3 - *Definition of a Business* – This amendment provides a new definition of a “business” which emphasizes that the output of a business is to provide goods and services to customers, whereas the previous definition focused on returns in the form of dividends, lower costs or other economic benefits to investors and others. To be considered a business, an integrated set of activities and assets must now include ‘an input and a substantive process that together significantly contribute to the ability to create an output’. The distinction is important because an acquirer may recognize goodwill (or a bargain purchase) when acquiring a business but not a group of assets. An optional simplified assessment (the concentration test) has been introduced to help companies determine whether an acquisition is of a business or a group of assets.
- Amendments to PAS 1, *Presentation of Financial Statements* and PAS 8, *Accounting Policies, Changes in Accounting Estimates and Errors - Definition of Material* – The amendments clarify the definition of “material” and how it should be applied by companies in making materiality judgments. The amendments ensure that the new definition is consistent across all PFRS. Based on the new definition, an information is “material” if omitting, misstating or obscuring it could reasonably be expected to influence the decisions that the primary users of general purpose financial statements make on the basis of those financial statements.

Effective for annual periods beginning on or after June 1, 2020 -

- Amendments to PFRS 16, *Leases – Covid-19 Related Rent Concessions* – The amendments provide practical relief to lessees for accounting for rent concessions arising due to the Covid-19 pandemic. As a practical expedient, a lessee may elect not to assess whether a Covid-19 related rent concession is a lease modification. A lessee that makes this election accounts for any change in lease payments resulting from the Covid-19 related rent concession the same way it would account for the change under PFRS 16, if the change were not a lease modification.

Under prevailing circumstances, the adoption of the foregoing amended PFRS did not have any material effect on the consolidated financial statements of the Group. Additional disclosures were included in the consolidated financial statements, as applicable.

New and Amended PFRS Issued but Not yet Effective

Relevant new and amended PFRS, which are not yet effective as at December 31, 2020 and have not been applied in preparing the consolidated financial statements, are summarized below.

Effective for annual periods beginning on or after January 1, 2022:

- Amendments to PFRS 3, *Reference to Conceptual Framework* – The amendments replace the reference of PFRS 3 from the 1989 Framework to the current 2018 Conceptual Framework. The amendment included an exception that specifies that, for some types of liabilities and contingent liabilities, an entity applying PFRS 3 should refer to PAS 37, *Provisions, Contingent Liabilities and Contingent Assets*, or IFRIC 21, *Levies*, instead of the Conceptual Framework. The requirement would ensure that the liabilities recognized in a business combination would remain the same as those recognized applying the current requirements in PFRS 3. The amendment also added an explicit statement that contingent assets acquired in a business combination should not be recognized by an acquirer.
- Amendments to PAS 16, *Property, Plant and Equipment - Proceeds before Intended Use* – The amendments prohibit deducting from the cost of property, plant and equipment amounts received from selling items produced while bringing that asset to the location and condition necessary for its intended use. Instead, the proceeds and related costs from such items shall be recognized in profit or loss.
- Amendments to PAS 37, *Onerous Contracts - Cost of Fulfilling a Contract* – The amendments clarify that for the purpose of assessing whether a contract is onerous, the cost of fulfilling a contract comprises both the incremental costs of fulfilling that contract and/or an allocation of other costs that relate directly to fulfilling contracts.

Deferred effectivity -

- Amendments to PFRS 10, *Consolidated Financial Statements*, and PAS 28 - *Sale or Contribution of Assets Between an Investor and its Associate or Joint Venture* – The amendments address a conflicting provision under the two standards. It clarifies that a gain or loss shall be recognized fully when the transaction involves a business, and partially if it involves assets that do not constitute a business. The effective date of the amendments, initially set for annual periods beginning on or after January 1, 2016, was deferred indefinitely in December 2015 but earlier application is still permitted.

Under prevailing circumstances, the adoption of the foregoing new and amended PFRS is not expected to have any material effect on the consolidated financial statements of the Group. Additional disclosures will be included in the consolidated financial statements, as applicable.

Basis of Consolidation

The consolidated financial statements include the accounts of the Parent Company and its subsidiaries, which it controls as at December 31 of each year. The Parent Company has control when it is exposed, or has right, to variable returns from its investment with the investee and it has the ability to affect those returns through its powers over the investee.

The wholly-owned subsidiaries of the Parent Company are as follows:

	Line of Business	Principal Place of Business
Paxys N.V.	Investment holding	Curacao
Paxys Ltd.	Investment holding	Hong Kong
SWA	Business process outsourcing	Philippines
Paxys Realty, Inc. (PRI)	Real estate	Philippines
Paxys Global Services Pte. Ltd. (PGSPL)	Business process outsourcing	Singapore
Regional Operating Headquarters of PGSPL (PGS ROHQ)	Shared services	Philippines

PRI, PGSPL and PGS ROHQ are currently not in operations.

Each entity determines its own functional currency, which is the currency that best reflects the economic substance of the underlying events and circumstances relevant to the entity, and items included in the financial statements of each entity are measured using that functional currency.

The functional currency of all the subsidiaries, except Paxys N.V. and Paxys Ltd., is the Philippine Peso. The functional currency of Paxys N.V. and Paxys Ltd. is the United States Dollar (US\$). As at reporting date, the assets and liabilities of Paxys N.V. and Paxys Ltd. have been translated to the functional and presentation currency of the Parent Company (the Philippine Peso) at the closing exchange rate, while the profit and loss accounts are translated using weighted average exchange rate. The exchange differences arising on the translation of these accounts recorded in the "Cumulative translation adjustment," a separate component of equity included as part of "Other equity reserves."

Subsidiaries are consolidated from the date of acquisition or incorporation, being the date on which the Parent Company obtains control, and continue to be consolidated until the date such control ceases. Assets, liabilities, income and expenses of a subsidiary acquired or disposed of during the year are included in the consolidated financial statements from the date the Group gains control until the date the Group ceases to control the subsidiary.

Changes in the controlling equity ownership (i.e., acquisition of non-controlling interest or partial disposal of equity interest over a subsidiary) that do not result in a loss of control are accounted for as equity transactions.

When the Parent Company has less than a majority of the voting or similar rights of an investee, the Parent Company considers all relevant facts and circumstances in assessing whether it has power over an investee, including:

- The contractual arrangement with the other vote holders of the investee;
- Rights arising from other contractual arrangements; or
- The Parent Company's voting rights and potential voting rights.

The Parent Company re-assesses whether or not it controls an investee if facts and circumstances indicate that there are changes to one or more of the three elements of control.

The separate financial statements of the subsidiaries are prepared for the same reporting year as the Parent Company, using uniform accounting policies. All intra-group balances, transactions, unrealized gains and losses resulting from intra-group transactions and dividends are eliminated in full.

If the Parent Company loses control over a subsidiary, it:

- Derecognizes the assets and liabilities of the former subsidiary from the consolidated statement of financial position;
- Recognizes any investment retained in the former subsidiary when control is lost and subsequently accounts for it and for any amounts owed by or to the former subsidiary in accordance with relevant PFRS. The remaining equity interest is remeasured and the remeasured value is regarded as the fair value on initial recognition of a financial asset, when appropriate, the cost on initial recognition of an investment in an associate or joint venture; and
- Recognizes the gain or loss associated with the loss of control attributable to the former controlling interest.

Business Combinations and Goodwill

Business combinations are accounted for using the acquisition method. The cost of an acquisition is measured as the aggregate of the consideration transferred, measured at acquisition date fair value and the amount of any non-controlling interest in the acquiree. For each business combination, the acquirer measures the non-controlling interest in the acquiree either at fair value or at the proportionate share of the acquiree's identifiable net assets. Transaction costs incurred are recognized as expenses.

When the Group acquires a business, it assesses the financial assets and liabilities assumed for appropriate classification and designation in accordance with the contractual terms, economic circumstances and pertinent conditions as at the acquisition date. This includes the separation of embedded derivatives in host contracts by the acquiree.

If the business combination is achieved in stages, the acquisition date fair value of the acquirer's previously held equity interest in the acquiree is remeasured to fair value at the acquisition date through profit or loss.

Any contingent consideration to be transferred by the acquirer will be recognized at fair value at the acquisition date. Subsequent changes to the fair value of the contingent consideration which is deemed to be an asset or liability will be recognized either in profit or loss or as a change to other comprehensive income. If the contingent consideration is classified as equity, it should not be remeasured. Subsequent settlement is accounted for within equity. In instance where the contingent consideration does not fall within the scope of PFRS 9, it is measured in accordance with the appropriate PFRS.

Goodwill is initially measured at cost being the excess of the aggregate of the consideration transferred and the amount recognized for non-controlling interest over the net identifiable assets acquired and liabilities assumed. If this consideration is lower than the fair value of the net assets of the subsidiary acquired, the difference is recognized in profit or loss. If the initial accounting for business combination can be determined only provisionally by the end of the year by which the

combination is effected because either the fair values to be assigned to the acquiree's identifiable assets, liabilities or contingent liabilities or the cost of the combination can be determined only provisionally, the Group accounts the combination using provisional values. Adjustments to these provisional values as a result of completing the initial accounting should be made within 12 months from the acquisition date. The carrying amount of an identifiable asset, liability or contingent liability that is recognized as a result of completing the initial accounting should be calculated as if its fair value at the acquisition date had been recognized from that date and goodwill or any gain recognized should be adjusted from the acquisition date by an amount equal to the adjustment to the fair value at the acquisition date of the identifiable asset, liability or contingent liability being recognized or adjusted.

After initial recognition, goodwill is measured at cost less any accumulated impairment losses. For the purpose of impairment testing, goodwill acquired in a business combination is, from the acquisition date, allocated to each of the Group's cash-generating units that are expected to benefit from the combination, irrespective of whether other assets or liabilities of the acquiree are assigned to those units.

Where goodwill forms part of a cash-generating unit and part of the operation within that unit is disposed of, the goodwill associated with the operation disposed of is included in the carrying amount of the operation when determining the gain or loss on disposal of the operation. Goodwill disposed of in this circumstance is measured based on the relative values of the operation disposed of and the portion of the cash-generating unit retained.

Financial Assets and Liabilities

Date of Recognition. The Group recognizes a financial asset or liability in the consolidated statement of financial position when the Group becomes a party to the contractual provisions of a financial instrument. In the case of a regular way of purchase or sale of financial assets, recognition and derecognition, as applicable, is done using settlement date accounting.

Initial Recognition and Measurement. Financial instruments are recognized initially at fair value, which is the fair value of the consideration given (in case of an asset) or received (in case of a liability). The initial measurement of financial instruments, except for those measured or designated at FVPL, includes transaction cost.

"Day 1" Difference. Where the transaction in a non-active market is different from the fair value of other observable current market transactions in the same instrument or based on a valuation technique whose variables include only data from observable market, the Group recognizes the difference between the transaction price and fair value (a "Day 1" difference) in profit or loss. In cases where there is no observable data on inception, the Group deems the transaction price as the best estimate of fair value and recognizes "Day 1" difference in profit or loss when the inputs become observable or when the instrument is derecognized. For each transaction, the Group determines the appropriate method of recognizing the "Day 1" difference.

Financial Assets

Classification. The Group classifies its financial assets at initial recognition under the following categories: (a) financial assets at FVPL, (b) financial assets at amortized cost and (c) financial assets at FVOCI. The classification of a financial instrument largely depends on the Group's business model and its contractual cash flow characteristics.

Financial Assets at FVPL. Financial assets that do not meet the criteria for being measured at amortized cost or FVOCI are classified under this category. Specifically, financial assets at FVPL include financial assets that are (a) held for trading, (b) designated upon initial recognition at FVPL, or (c) mandatorily required to be measured at fair value.

Financial assets are classified as held for trading if these are acquired for the purpose of selling or repurchasing in the near term. Derivatives, including separated embedded derivatives, are also classified as held for trading unless these are designated as effective hedging instruments. Financial assets with cash flows that are not solely payments of principal and interest are classified and measured at FVPL, irrespective of the business model. Notwithstanding the criteria for debt instruments to be classified at amortized cost or at FVOCI, debt instruments may be designated at FVPL on initial recognition if doing so eliminates, or significantly reduces, an accounting mismatch.

Financial assets at FVPL are measured at fair value at each reporting date, with any fair value gains or losses recognized in profit or loss to the extent these are not part of a designated hedging relationship.

This category includes investments in Unit Investment Trust Fund (UITF).

Financial Assets at FVOCI. For debt instruments, financial assets should be measured at fair value through other comprehensive income if both of the following conditions are met:

- the financial asset is held within a business model whose objective is to hold financial assets in order to collect contractual cash flows and to sell the financial assets; and
- the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

For equity instruments, the Group irrevocably designates the financial asset to be measured at FVOCI notwithstanding the foregoing conditions.

Financial assets at FVOCI are initially measured at fair value plus transaction costs. After initial recognition, interest income (calculated using the effective interest method), foreign currency gains or losses and impairment losses of debt instruments measured at FVOCI are recognized directly in profit or loss. When debt instruments carried at FVOCI are derecognized, the cumulative gains or losses previously recognized in other comprehensive income are reclassified from equity to profit or loss as a reclassification adjustment.

Dividends from equity instruments held at FVOCI are recognized in profit or loss when the right to receive payment is established, unless the dividend clearly represents a recovery of part of the cost of the investment. Foreign currency gains or losses and unrealized gains or losses from equity instruments are recognized in other comprehensive income and presented in the equity section of the statements of financial position. These fair value changes are recognized in equity and are not reclassified to profit or loss in subsequent years.

This category includes investments in various bonds.

Financial Assets at Amortized Cost. A financial asset should be measured at amortized cost if both of the following conditions are met:

- the financial asset is held within a business model whose objective is to hold financial assets in order to collect contractual cash flows; and
- the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

After initial recognition, financial assets at amortized cost are subsequently measured at amortized cost using the effective interest method, less allowance for impairment, if any. Amortized cost is calculated by taking into account any discount or premium on acquisition and fees that are an integral part of the effective interest rate. Gains and losses are recognized in profit or loss when the financial assets are derecognized, impaired and through an amortization process.

Financial assets at amortized cost are included under current assets if maturity is within 12 months from the reporting date. Otherwise, these are classified as noncurrent assets.

The Group classifies its cash and cash equivalents, trade and other receivables, investment in bonds and rental and security deposits under this category.

Financial Liabilities

Classification. The Group classifies its financial liabilities at initial recognition as either financial liabilities at FVPL or financial liabilities at amortized cost. The classification of a financial instrument largely depends on the Group's business model and its contractual cash flow characteristics.

The Group does not have financial instruments classified as financial liabilities at FVPL.

Financial Liabilities at Amortized Cost. Financial liabilities are categorized as financial liabilities at amortized cost unless either the financial liability is held for trading and is therefore required to be measured at FVPL or the entity elects to measure the liability at FVPL. Financial liabilities are recognized when the substance of the contractual arrangement results in the Group having an obligation either to deliver cash or another financial asset to the holder, or to settle the obligation other than by the exchange of a fixed amount of cash or another financial asset for a fixed number of its own equity instruments. These financial liabilities are initially recognized at fair value less any directly attributable transaction costs.

After initial recognition, these financial liabilities are subsequently measured at amortized cost using the effective interest method. Amortized cost is calculated by taking into account any discount or premium on the issue and fees that are an integral part of the effective interest rate. Gains and losses are recognized in profit or loss when the liabilities are derecognized or through the amortization process.

The Group classifies its trade and other payables (excluding statutory payables), lease liabilities and other noncurrent liabilities under this category.

Reclassification

The Group reclassifies its financial assets when, and only when, the Group changes its business model for managing those financial assets. The reclassification is applied prospectively from the first day of the first reporting year following the change in the business model (reclassification date).

For a financial asset reclassified out of the financial assets at amortized cost category to financial assets at FVPL, any gain or loss arising from the difference between the previous amortized cost of the financial asset and fair value is recognized in profit or loss.

For a financial asset reclassified out of the financial assets at amortized cost category to financial assets at FVOCI, any gain or loss arising from a difference between the previous amortized cost of the financial asset and fair value is recognized in other comprehensive income.

For a financial asset reclassified out of the financial assets at FVPL category to financial assets at amortized cost, its fair value at the reclassification date becomes its new carrying amount.

For a financial asset reclassified out of the financial assets at FVOCI category to financial assets at amortized cost, any gain or loss previously recognized in other comprehensive income, and any difference between the new amortized cost and maturity amount, are amortized to profit or loss over the remaining life of the investment using the effective interest method. If the financial asset is subsequently impaired, any gain or loss that has been recognized in other comprehensive income is reclassified from equity to profit or loss.

In the case of a financial asset that does not have a fixed maturity, the gain or loss shall be recognized in profit or loss when the financial asset is sold or disposed of. If the financial asset is subsequently impaired, any previous gain or loss that has been recognized in other comprehensive income is reclassified from equity to profit or loss.

For a financial asset reclassified out of the financial assets at FVPL category to financial assets at FVOCI, its fair value at the reclassification date becomes its new carrying amount. Meanwhile, for a financial asset reclassified out of the financial assets at FVOCI category to financial assets at FVPL, the cumulative gain or loss previously recognized in other comprehensive income is reclassified from equity to profit or loss as a reclassification adjustment at the reclassification date.

Impairment of Financial Assets

The Group assesses at the end of each reporting year whether a financial asset or a group of financial assets is impaired.

The Group recognizes impairment loss based on expected credit loss (ECL), which is the difference between the contractual cash flows due in accordance with the contract and all the cash flows that the Group expects to receive. The difference is then discounted at an approximation to the asset's original effective interest rate.

For trade receivables, the Group calculates impairment based on lifetime ECL using a provision matrix that is based on its historical credit loss experience, adjusted for forward-looking factors specific to the debtors and the economic environment.

For other financial assets at amortized cost, which comprise cash equivalents, investment securities, other receivables (including due from related parties) and rental and security deposits, ECL is based on 12-month ECL, which pertains to the portion of lifetime ECL that result from default events on a financial instrument that are possible within 12 months after the reporting date.

However, when there has been a significant increase in credit risk since initial recognition, the allowance will be based on the lifetime ECL. When determining whether the credit risk of a financial asset has increased significantly since initial recognition, the Group compares the risk of a default occurring on the financial instrument as at the reporting date with the risk of a default occurring on the financial instrument as at the date of initial recognition and consider reasonable and supportable information, that is available without undue cost or effort, that is indicative of significant increases in credit risk since initial recognition.

For a financial asset that is credit-impaired at the reporting date, an entity should measure the ECL as the difference between the asset's gross carrying amount and the present value of estimated future cash flows discounted at the financial asset original effective interest rate. A financial asset is credit-impaired when one or more events that have a detrimental impact on the estimated future cash flows of that financial asset have occurred. Evidence that a financial asset is credit-impaired includes observable data about the following events, among others: (a) significant financial difficulty of the issuer or the borrower; (b) a breach of contract, such as a default or past due event or (c) the disappearance of an active market for that financial asset because of financial difficulties. It may not be possible to identify a single discrete event instead, the combined effect of several events may have caused financial assets to become credit-impaired.

Financial assets are written off when the Group has no reasonable expectations of recovering a financial asset in its entirety or a portion thereof.

Derecognition of Financial Assets and Liabilities

A financial asset (or where applicable, a part of a financial asset or part of a group of similar financial assets) is derecognized by the Group when:

- The rights to receive cash flows from the asset has expired; or
- The Group retains the right to receive cash flows from the asset, but has assumed an obligation to pay them in full without material delay to a third party under a "pass-through" arrangement; or
- The Group has transferred its rights to receive cash flows from the asset and either (a) has transferred substantially all the risks and benefits of the asset, or (b) has neither transferred nor retained substantially all the risks and benefits of the asset, but has transferred control over the asset.

Where the Group has transferred its rights to receive cash flows from an asset and has neither transferred nor retained substantially all the risks and benefits of the asset nor transferred control of the asset, the asset is recognized to the extent of the Group's continuing involvement in the asset. Continuing involvement that takes the form of a guarantee over the transferred asset, if any, is measured at the lower of original carrying amount of the asset and the maximum amount of consideration that the Group could be required to pay.

A financial liability is derecognized when the obligation under the liability is discharged, cancelled or has expired. When an existing financial liability is replaced by another from the same lender on substantially different terms, or the terms of an existing liability are substantially modified, such an exchange or modification is treated as a derecognition of the original liability and the recognition of a new liability, and the difference in the respective carrying amounts is recognized in profit or loss.

Offsetting of Financial Instruments

Financial assets and liabilities are offset and the net amount reported in the consolidated statement of financial position if, and only if, there is a currently enforceable legal right to offset the recognized amounts and there is an intention to settle on a net basis, or to realize the asset and settle the liability simultaneously.

Classification of Financial Instrument between Liability and Equity

A financial instrument is classified as liability if it provides for a contractual obligation to:

- Deliver cash or another financial asset to another entity;
- Exchange financial assets or financial liabilities with another entity under conditions that are potentially unfavorable to the Group; or
- Satisfy the obligation other than by the exchange of a fixed amount of cash or another financial asset for a fixed number of own equity shares.

If the Group does not have an unconditional right to avoid delivering cash or another financial asset to settle its contractual obligation, the obligation meets the definition of a financial liability.

Other Current Assets

Other current assets, which consist of input value-added tax (VAT) and prepaid expenses, are carried at face value, net of allowance for impairment losses.

Input VAT. Input VAT represents the net amount of VAT recoverable from the tax authority. Revenue, expenses and assets are recognized, net of the amount of VAT, except where the tax incurred on a purchase of assets or services is not recoverable from the taxation authority.

Prepaid Expenses. Prepaid expenses are expenses paid in advance and recorded as assets before these are utilized. Prepaid expenses are apportioned over the period covered by the payment and recognized in profit or loss when incurred. Prepaid expenses that are expected to be realized within 12 months after the reporting year are classified as current assets. Otherwise, these are classified as other noncurrent assets.

Prepaid expenses include creditable withholding taxes (CWT) which represents the amount of tax withheld by the lessees in relation to the Group's rent income. CWT can be utilized as payment for income taxes provided that these are properly supported by certificates of creditable tax withheld at source subject to the rules on Philippine income taxation. Unutilized CWT can also be claimed for refund and cannot be withdrawn. CWT that is expected to be utilized as payment for income taxes within 12 months after the reporting year is classified as current assets. Otherwise, this is classified as other noncurrent asset.

Investments in Joint Ventures

The Parent Company has interests in joint ventures, whereby the venturers have a contractual arrangement that establishes joint control. A joint venture is a contractual arrangement whereby two or more parties undertake an economic activity that is subject to joint control, and a jointly controlled entity is a joint venture that involves the establishment of a separate entity in which each venture has an interest.

Interest in a joint venture is initially recognized at cost and subsequently accounted for under the equity method of accounting. Under the equity method of accounting, the interest in a joint venture is carried at cost plus post-acquisition changes in the Group's share in the net assets of the joint venture, less any impairment in value. The share in the results of the operations of the joint venture is recognized in profit or loss. The Group's share of post-acquisition movements in the joint venture's equity reserves is recognized directly in equity. Profits or losses resulting from the transactions between the Group and the joint venture are eliminated to the extent of the interest in the joint venture and for unrealized losses to the extent that there is no evidence of impairment of the asset transferred. Dividends received are treated as a reduction of the carrying value of the interest. If the Group's share of losses of a joint venture equals or exceeds its interest in the joint venture, the Group discontinues recognizing its share of further losses.

After the application of the equity method, the Group determines at the end of each reporting year whether there is any objective evidence that the investment may be impaired. If this is the case, the amount of impairment is calculated as the difference between the carrying amount of the investment and recoverable amount and recognizes the difference in profit or loss.

After the Group's investment is reduced to zero, additional losses are provided for, and a liability is recognized, only to the extent that the entity has incurred legal or constructive obligations or made payments on behalf of the joint venture. If the joint venture subsequently reports profits, the Group resumes the recognition of its share of those profits only after its share of the profits equals the share of losses not previously recognized.

Property and Equipment

Property and equipment are carried at historical cost less accumulated depreciation, amortization and any impairment in value. Historical cost includes expenditure that is directly attributable to the acquisition of the asset.

Subsequent costs are included in the asset's carrying amount or recognized as a separate asset only when it is probable that future economic benefits associated with the item will flow to the Group and the cost of the items can be measured reliably. All other repairs and maintenance are charged to profit or loss in the year these are incurred.

Major renovations that qualify for capitalization are depreciated and amortized over the remaining useful life of the related asset or up to the date of the next major renovation, whichever is shorter.

Depreciation and amortization are calculated using the straight-line method to allocate the cost over the estimated useful lives of the assets as follows:

<u>Asset Type</u>	<u>Number of Years</u>
Computer equipment	3 to 5
Communication equipment	3 to 5
Leasehold improvements	5 or lease term, whichever is shorter
Office furniture, fixtures and equipment	2 to 5
Transportation equipment	5

Depreciation and amortization commence when an asset is in its location or condition capable of being operated in the manner intended by management. Depreciation and amortization cease at the earlier of the date that the item is classified as held for sale (or included in a disposal group that is classified as held for sale) in accordance with PFRS 5, *Noncurrent Assets Held for Sale and Discontinued Operations*, and the date the asset is derecognized.

The estimated useful lives and depreciation and amortization method of property and equipment are reviewed, and adjusted if appropriate, periodically to ensure that these are consistent with the expected pattern of economic benefits from the items of property and equipment.

Fully depreciated property and equipment are retained in the books until these are no longer being used in the operations.

When an asset is disposed of, or is permanently withdrawn from use and no future economic benefits are expected from its disposal, the cost and accumulated depreciation, amortization and any impairment are derecognized. Gains and losses on disposals or retirement are determined by comparing the proceeds with the carrying amount of the assets and are recognized in profit or loss.

Intangible Assets

Intangible assets are composed of computer software and programs.

Intangible assets acquired separately are measured on initial recognition at cost. The cost of intangible assets acquired in a business combination is the fair value as at the date of acquisition. Following initial recognition, intangible assets are carried at cost less accumulated amortization and any impairment losses.

Intangible assets are amortized over the estimated economic lives and assessed for impairment whenever there is an indication that the intangible asset may be impaired. The amortization period and method for an intangible asset with a finite useful life are reviewed at each reporting date. Changes in the expected useful life or the expected pattern of consumption of future economic benefits embodied in the asset is accounted for by changing the amortization period or method, as appropriate, and are treated as changes in accounting estimates. Intangible assets with finite lives are amortized over three to five years.

Gains or losses arising from derecognition of an intangible asset are measured as the difference between the net disposal proceeds and the carrying amount of the asset and are recognized in profit or loss when the asset is derecognized.

Impairment of Nonfinancial Assets

The carrying amount of right-of-use (ROU) assets, property and equipment, intangible assets and investments in joint ventures are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognized in profit or loss for the amount by which the asset's carrying amount exceeds its recoverable amount.

The recoverable amount is the higher of an asset's fair value less costs to sell and value-in-use. For purposes of assessing impairment, assets are grouped at the lowest levels for which there are separately identifiable cash flows (cash-generating units). Nonfinancial assets that suffered impairment are reviewed for possible reversal of the impairment at each reporting date.

Impairment losses recognized in prior years are assessed at each reporting date for any indications that the loss has decreased or no longer exists. An impairment loss is reversed if there has been a change in the estimates used to determine the recoverable amount. An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortization, had no impairment loss been recognized. After such a reversal, the depreciation and amortization are adjusted in future years to allocate the asset's revised carrying amount on a systematic basis over its remaining estimated useful lives.

Equity

Capital Stock. Capital stock is measured at par value for all shares issued.

Additional Paid-in Capital. Additional paid-in capital includes any premium received in the initial issuances of capital stock. Any transaction costs associated with the issuance of shares are deducted from additional paid-in capital, net of tax.

Parent Shares Held by a Subsidiary. Where any entity of the Group purchases the Parent Company's shares (treasury stock), the consideration paid, including any directly attributable incremental costs (net of related taxes), is deducted from equity until the shares are cancelled, reissued or disposed of. Where such shares are subsequently sold or reissued, any consideration received, net of any directly attributable incremental transactions costs and the related tax effect, is included in equity.

Retained Earnings. Retained earnings represent the cumulative balance of net income or loss, dividend distributions, effects of the changes in accounting policy and other capital adjustments.

Other Comprehensive Income (Loss)

Other comprehensive income (loss) comprises items of income and expenses (including items previously presented as other equity reserves under the consolidated statement of changes in equity) that are not recognized in profit or loss for the year. Other comprehensive income (loss), which is presented as "Other equity reserves," includes cumulative translation adjustment, cumulative fair value changes on investment securities and cumulative remeasurement gains or losses on retirement liability.

Revenue Recognition

Revenue from contract with customers is recognized when the performance obligation in the contract has been satisfied, either at a point in time or over time. Revenue is recognized over time if one of the following criteria is met: (a) the customer simultaneously receives and consumes the benefits as the Group perform its obligations; (b) the Group's performance creates or enhances an asset that the customer controls as the asset is created or enhanced; or (c) the Group's performance does not create an asset with an alternative use to the Group and the Group has an enforceable right to payment for performance completed to date. Otherwise, revenue is recognized at a point in time.

The Group also assesses its revenue arrangements to determine if it is acting as a principal or as an agent. The Group has assessed that it acts as a principal in all of its revenue sources.

The following specific recognition criteria must also be met before revenue is recognized:

Service Income. Revenue is recognized as services are rendered.

Other Income. Revenue is recognized when there is an incidental economic benefit, other than the usual business operations, that will flow to the Group.

Interest income is outside the scope of PFRS 15, specific recognition criteria is as follows:

Interest Income. Revenue is recognized as the interest accrues using the effective interest method, that is the rate that exactly discounts estimated future cash receipts through the expected life of the financial instrument to the net carrying amount of the financial asset.

Cost and Expense Recognition

Costs and expenses are decreases in economic benefits during the year in the form of outflows, decrease of assets or incurrence of liabilities that result in decrease in equity, other than those relating to distributions to equity participants.

Cost of Services. Costs of services are recognized as expenses when the related services are rendered.

General and Administrative Expenses. General and administrative expenses constitute the cost of administering the business and cost incurred to sell and market the services. These expenses are recognized in profit or loss as incurred.

Interest Expense. Interest expense is recognized on lease liabilities which are measured at amortized cost using the effective interest method.

Employee Benefits

Short-term Benefits. The Group recognizes a liability net of amounts already paid and an expense for services rendered by employees during the year. Short-term benefits given by the Group to its employees include salaries and wages, social security contributions, short-term compensated absences, bonuses and non-monetary benefits.

Short-term employee benefit liabilities are measured on an undiscounted basis and are expensed as the related service is provided. The unpaid portion of the short-term employee benefits is measured on an undiscounted basis and is included as part of "Trade and Other Payables" account in the consolidated statement of financial position.

Retirement Benefits. Retirement benefit costs are actuarially determined using the projected unit credit method. This method reflects services rendered by employees up to the date of valuation and incorporates assumptions concerning employees' projected salaries. The calculation of defined benefit obligations is performed by a qualified actuary.

The Group recognizes service costs, comprising of current service costs, and interest cost or income in profit or loss. Net interest is calculated by applying the discount rate to the retirement liability.

Remeasurements of the retirement liability, which comprise actuarial gains and losses, are recognized immediately in other comprehensive income.

The retirement liability is the present value of the defined benefit obligation. The present value of the defined benefit obligation is determined by discounting the estimated future cash outflows using risk-free interest rate of government bonds that have terms to maturity approximating the terms of the related retirement and other long-term benefits liability.

Actuarial valuations are made annually so that the amounts recognized in the consolidated financial statements do not differ materially from the amounts that would be determined at the reporting date.

Termination Benefits. Termination benefits are payable when employment is terminated before the normal retirement date, or when an employee accepts voluntary redundancy in exchange for these benefits. The Group recognizes termination benefits when it is demonstrably committed to either: terminating the employment of current employees according to a detailed formal plan without

possibility of withdrawal, or providing termination benefits as a result of an offer made to encourage voluntary redundancy.

Leases

Policies Applicable Beginning January 1, 2019. At the inception of a contract, the Group assesses whether a contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. To assess whether a contract conveys the right to control the use of an identified asset, the Group assesses whether:

- the contract involves the use of an identified asset. This may be specified explicitly or implicitly, and should be physically distinct or represent substantially all of the capacity of a physically distinct asset. If the supplier has a substantive substitution right, then the asset is not identified;
- the Group has the right to obtain substantially all the economic benefits from use of the asset throughout the period of use; and
- the Group has the right to direct the use of the asset. The Group has this right when it has the decision-making rights that are most relevant to changing how and for what purpose the asset is used. The Group has the right to direct the use of the asset if either:
 - the Group has the right to operate the asset; or
 - the Group designed the asset in a way that predetermines how and for what purpose it will be used.

The Group as a Lessee. The Group recognizes ROU assets and lease liabilities at the lease commencement date. The ROU assets are initially measured at cost comprising the initial measurement of lease liabilities adjusted for any lease payments made at or before the commencement date less any lease incentives received, any initial direct and restoration costs.

The ROU assets are measured subsequently at cost, less amortization and any impairment losses. In addition, the cost is subsequently adjusted for any remeasurement of the lease liabilities resulting from reassessments or lease modifications.

The lease liabilities are initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the Group's incremental borrowing rate. Generally, the Group uses its incremental borrowing rate as the discount rate.

Lease payments included in the measurement of the lease liabilities comprise of the following:

- fixed payments (including in-substance fixed payments), less any lease incentives receivable
- variable lease payment that are based on an index or a rate
- amounts expected to be payable by the lessee under residual value guarantees
- the exercise price of a purchase option if the lessee is reasonably certain to exercise that option
- payments of penalties for terminating the lease, if the lease term reflects the lessee exercising that option.

The lease liabilities are measured at amortized cost using the effective interest method. It is remeasured when there is a change in future lease payments arising from a change in an index or rate, if there is a change in the Group's estimate of the amount expected to be payable under a residual value guarantee, or if the Group changes its assessment of whether it will exercise an extension or termination option.

Payments associated with short-term leases and leases of low-value assets are recognized on a straight-line basis of accounting as an expense in profit or loss. Short-term leases are leases with a lease term of 12 months or less.

The Group as a Lessor. Leases where the Group retains substantially all the risks and benefits of ownership of the asset are classified as operating leases. Initial direct costs incurred in negotiating an operating lease are added to the carrying amount of the leased asset and recognized on a straight-line basis over the lease term on the same basis as rental income. Contingent rents are recognized as revenue in the year in which these are earned.

Policies prior to January 1, 2019. The determination of whether the arrangement is, or contains a lease is based on the substance of the arrangement at inception date of whether the fulfillment of the arrangement is dependent on the use of a specific asset or assets or the arrangement conveys a right to use the asset. A reassessment is made after inception on the lease only if one of the following applies:

- a. There is a change in contractual terms, other than a renewal or extension of the arrangement.
- b. A renewal option is exercised or extension granted, unless the term of the renewal or extension was initially Included In the lease term.
- c. There is a change in the determination of whether fulfillment is dependent on a specified asset.
- d. There is substantial change to the asset.

Where a reassessment is made, lease accounting commences or ceases from the date when the change in circumstances gave rise to reassessment for scenarios (a), (c) or (d) and at the date of renewal or extension period for scenario (b).

The Group as a Lessee. Leases where the lessor retains substantially all the risks and benefits of ownership are classified as operating leases. Operating lease payments are recognized as an expense in the consolidated statement of income on a straight-line basis over the lease term.

The Group as a Lessor. Leases where the Group retains substantially all the risks and benefits of ownership of the asset are classified as operating leases. Initial direct costs incurred in negotiating an operating lease are added to the carrying amount of the leased asset and recognized on a straight-line basis over the lease term on the same basis as rental income. Contingent rents are recognized as revenue in the year in which these are earned.

Foreign Currencies

Transactions and Balances. Transactions in foreign currencies are initially recorded by the Group's entities at their respective functional currency spot rates at the date the transaction first qualifies for recognition.

Monetary assets and liabilities denominated in foreign currencies are translated at the functional currency spot rates of exchange at the reporting date.

Differences arising on settlement or translation of monetary items are recognized in profit or loss.

Non-monetary items that are measured in terms of historical cost in a foreign currency are translated using the exchange rates at the dates of the initial transactions. Non-monetary items measured at fair value in a foreign currency are translated using the exchange rates at the date when the fair value is determined. The gain or loss arising on translation of non-monetary items measured at fair value is treated in line with the recognition of gain or loss on change in fair value of the item.

Foreign Operations. The assets and liabilities of foreign operations are translated into Philippine Peso at the rate of exchange ruling at financial reporting date and, the profit and loss amounts are translated at the weighted average exchange rates for the year. The exchange differences arising on the translation are taken directly to "Cumulative translation adjustment," a separate component of equity included as part of "Other equity reserves." Upon disposal of a foreign operation, the cumulative translation adjustment relating to that particular foreign operation is recognized in profit or loss.

Income Taxes

Current Tax. Current tax assets and liabilities for the current and prior years are measured at the amount expected to be recovered from or paid to the taxation authorities. The tax rate and the tax laws used to compute the amount are those that are enacted or substantively enacted at the end of the reporting year.

Deferred Tax. Deferred tax is provided on all temporary differences at the end of reporting year between the tax bases of assets and liabilities and their carrying amounts for financial reporting purposes.

Deferred tax liabilities are recognized for all taxable temporary differences. Deferred tax liability is not recognized when it arises from the initial recognition of an asset or liability in a transaction that is not a business combination and, at the time of the transaction, affects neither the accounting profit or loss nor taxable profit or loss. Also, deferred tax liabilities are not provided on taxable temporary differences associated with investments in subsidiaries, associates and interests in joint ventures when the parent, investor, joint venturer or joint operator is able to control the timing of the reversal of the temporary difference and it is probable that the temporary difference will not reverse in the foreseeable future. Deferred tax assets are recognized for all deductible temporary differences, carryforward benefits of unused tax credits (excess of minimum corporate income taxes or MCIT over regular corporate income taxes or RCIT) and unused tax losses (net operating loss carryover or NOLCO), to the extent that it is probable that sufficient future taxable profit will be available against which the deductible temporary differences and carryforward benefits of unused tax credits and unused tax losses can be utilized.

The carrying amount of deferred tax assets is reviewed at the end of each reporting year and reduced to the extent that it is no longer probable that sufficient future taxable profit will be available to allow all or part of the deferred tax assets to be utilized. Unrecognized deferred tax assets are re-assessed at the end of each reporting year and are recognized to the extent that it has become probable that sufficient future taxable profit will allow the deferred tax asset to be recovered.

Deferred tax assets and liabilities are measured at the tax rate that are expected to apply to the year when the asset is realized or the liability is settled, based on tax rate (and tax laws) that have been enacted or substantively enacted at the end of reporting year.

Deferred tax assets and liabilities are offset if a legally enforceable right exists to set off the deferred tax assets against the deferred tax liabilities and the deferred taxes relate to the same taxable entity and the same taxation authority.

Deferred tax relating to items recognized outside profit or loss (either in other comprehensive income or directly in equity) is recognized outside profit or loss (either in other comprehensive income or directly in equity).

Related Party Relationship and Transactions

Related party transactions consist of transfers of resources, services or obligations between the Group and its related parties.

Parties are considered to be related if one party has the ability to control the other party or exercise significant influence over the other party in making financial and operating decisions. This includes: (a) individuals who, by owning directly or indirectly through one or more intermediaries, control or are controlled by, or under common control with the Group; (b) associates; and, (c) individuals owning, directly or indirectly, an interest in the voting power of the Group that gives them significant influence over the Group and close members of the family of any such individual.

In considering each possible related party relationship, attention is directed to the substance of the relationship and not merely on legal form.

Earnings (Loss) per Share

The Group presents basic and diluted earnings (loss) per share. Basic and diluted earnings (loss) per share is calculated by dividing the net income (loss) by the weighted average number of common shares outstanding during the year, excluding parent shares held by a subsidiary.

There are no potential dilutive common shares as at December 31, 2020 and 2019.

Segment Reporting

An operating segment is a component of the Group that engages in business activities from which it may earn revenue and incur expenses, including revenue and expenses that relate to transactions with any of the Group's other components. The operating results of an operating segment are reviewed regularly by the chief operating decision maker, which is defined to be the Parent Company's BOD, to determine the resources to be allocated to the segment and assess its performance, and for which financial information is available.

Segment results that are reported to the chief operating decision maker include items directly attributable to a segment as well as those that can be allocated on a reasonable basis.

Segment capital expenditure is the total cost incurred during the year to acquire property and equipment and intangible assets other than goodwill.

Provisions and Contingencies

Provisions are recognized when the Group has a present legal or constructive obligation as a result of a past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation, and a reliable estimate can be made of the amount of the

obligation. If the effect of the time value of money is material, provisions are determined by discounting the expected future cash flows at a pretax rate that reflects current market assessment of the time value of money and, where appropriate, the risks specific to the liability.

Where discounting is used, the increase in the provision due to the passage of time is recognized as an interest expense.

Contingent liabilities are not recognized in the consolidated financial statements. These are disclosed in the notes to consolidated financial statements unless the possibility of an outflow of resources embodying economic benefits is remote. Contingent assets are not recognized in the consolidated financial statements but are disclosed in the notes to consolidated financial statements when an inflow of economic benefits is probable.

Events after the Reporting Year

Post year-end events that provide additional information about the Group's financial position at the end of reporting year (adjusting events) are reflected in the consolidated financial statements when material. Post year-end events that are non-adjusting events are disclosed in the notes to consolidated financial statements, when material.

3. Significant Judgments, Accounting Estimates and Assumptions

The preparation of the consolidated financial statements requires the Group to exercise judgments, make accounting estimates and use assumptions that affect the reported amounts of assets, liabilities, income, expenses and related disclosures. The Group makes accounting estimates and uses assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. Future events may occur which will cause the assumptions used in arriving at the estimates to change. The effects of any change in estimates are reflected in the consolidated financial statements as these become reasonably determinable.

Judgments, accounting estimates and assumptions are continuously evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The Group believes the following represent a summary of significant judgments, accounting estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities, as well as to the related revenues and expenses, within the next year, and related impact and associated risk in the consolidated financial statements.

Judgments

In the process of applying the Group's accounting policies, management exercises judgment on the following items, apart from those involving estimations, which have the most significant effect on the amounts recognized in the consolidated financial statements.

Determining the Functional Currency. Based on the economic substance of the underlying circumstances, the Group has determined that its functional currency is the Philippine Peso. The Philippine Peso is the currency of the primary economic environment in which the Parent Company and certain subsidiaries operate. It is the currency that mainly influences the sale of services and the costs of providing the services.

Recognizing Service Revenue. For revenue recognized over time, the Group recognizes revenue if any of the following criteria is met:

- The customer simultaneously receives and consumes the benefits provided by the Group performance as the entity performs.
- The Group's performance creates or enhances an asset that the customer controls as the asset is created or enhanced.
- The Group's performance does not create an asset with an alternative use to the Group and the Group has an enforceable right to payment for performance completed to date.

Otherwise, revenue is recognized at a point in time.

The Group does not incur costs to obtain contracts with customers and does not provide ancillary services to the lessees under its sublease agreements.

Revenue on data transcription and managed services, amounting to ₱54.6 million, ₱78.5 million and ₱86.5 million in 2020, 2019 and 2018, respectively, are recognized in profit or loss over time.

Determining the Operating Segments. Determination of operating segments is based on the information about components of the Group that management uses to make decisions about the operating matters. Operating segments use internal reports that are regularly reviewed by the Parent Company's chief operating decision maker in order to allocate resources to the segment and assess its performance. The Parent Company reports separate information about an operating segment that meets any of the following quantitative thresholds: (a) its reported revenue, including both sales to external customers and intersegment sales or transfers, is 10% or more of the combined revenue, internal and external, of all operating segments; (b) the absolute amount of its reported profit or loss is 10% or more of the greater, in absolute amount, of (i) the combined reported profit of all operating segments that did not report a loss and (ii) the combined reported loss of all operating segments that reported a loss; and (c) its assets are 10% or more of the combined assets of all operating segments.

The Group determined that its operating segments are organized and managed separately based on the nature of the business segment, with each business representing a strategic business segment (see Note 4).

Recognizing the Deferred Tax Liability on Undistributed Income of a Foreign Subsidiary. Since Paxys N.V., a company incorporated and domiciled in Curacao, is a wholly owned subsidiary of the Parent Company, management believes that the Parent Company can control the timing of the dividend distribution of Paxys N.V. to the Parent Company and it is probable that the temporary difference will not reverse in the foreseeable future. Thus, no deferred tax liability was recognized on the undistributed income of Paxys N.V. Unrecognized deferred tax liability on undistributed income of a foreign subsidiary amounted to ₱942.4 million and ₱933.0 million as at December 31, 2020 and 2019, respectively (see Note 20).

Determining the Classification of Financial Instruments. Classification of financial instruments under PFRS 9 depends on the results of the business model test and "sole payment of principal and interest" (SPPI) test performed by the Group. The Group exercises judgment in determining the business model to be used in managing its financial instruments to achieve their business objectives.

The classification of various financial assets and liabilities of the Group are disclosed in Note 2.

Determining the Classification of Lease Arrangements and Appropriate Lease Term and Discount Rates. The Group, as a lessee, has various lease agreements with third parties for office space, parking space, storage and equipment. The Group accounts for these lease agreements as operating leases until December 31, 2018. Rent expense under operating leases amounted to ₱13.6 million in 2018 (see Note 22).

The Group has exercised significant judgment in determining the lease term as the non-cancellable term of the lease, together with any periods covered by an option to extend the lease if it is reasonably certain to be exercised, or in any periods covered by an option to terminate the lease, if it is reasonably certain not to be exercised.

The leases are renewable upon mutual agreement by both parties or by the option of the lessee to be covered by a separate and new lease agreement. Accordingly, the renewal option was not considered in the lease term.

Significant management judgment was likewise exercised by the Group in determining the discount rate to be used in calculating the present value of ROU assets and lease liabilities. The discount rate of 4% also served as the incremental borrowing rate of the Group.

Rent expense on low-value asset leases on storage and equipment amounted to ₱0.3 million and ₱0.2 million in 2020 and 2019, respectively (see Note 22).

As at December 31, 2020 and 2019, ROU assets amounted to ₱25.4 million and ₱38.4 million, respectively. Amortization on ROU assets amounted to ₱14.8 million in 2020 and 2019 (see Note 22).

As at December 31, 2020 and 2019, lease liabilities amounted to ₱24.8 million and ₱37.6 million, respectively. Interest expense on lease liabilities amounted to ₱1.3 million and ₱1.5 million in 2020 and 2019, respectively (see Note 22).

The Company, as a lessor, has existing lease agreements for the sublease of its office space. The Company has determined that it retains the significant risk and benefits of ownership over the leased properties. Accordingly, the Company accounts for the lease agreements as operating leases.

Rent income amounted to ₱3.2 million, ₱1.7 million and ₱0.4 million in 2020, 2019 and 2018, respectively (see Note 22).

Evaluating Contingencies. The Group is a party to certain lawsuits or claims arising from the ordinary course of business. However, the Group's management and legal counsel believe that the eventual liabilities under these lawsuits or claims, if any, will not have a material effect on the consolidated financial statements.

Estimates and Assumptions

The key assumptions concerning future and other key sources of estimation at the reporting date, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities are discussed below. The Group based its assumptions and estimates on parameters available when the consolidated financial statements were prepared. Existing circumstances and assumptions about future developments, however, may change due to market changes or circumstances arising beyond the control of the Group. Such changes are reflected in the assumptions when these occur.

Determining the Fair Value of Financial Instruments. Certain financial assets are carried at fair value and whose fair values are disclosed, which requires extensive use of accounting estimates. When the fair values of financial assets recorded or disclosed in the consolidated statements of financial position cannot be measured based on quoted prices in active market, their fair value is measured using valuation techniques including the Discounted Cash Flow model. The inputs to this model are taken from observable market where possible, but where this is not feasible, a degree of judgment is required in establishing fair values. Judgments include considerations of inputs such as liquidity risk, credit risk and volatility. Changes in assumptions about these factors could affect the reported fair value of financial instruments.

Fair values of financial assets and liabilities are presented in Note 23, *Financial Instruments*.

Assessing Impairment Losses on Financial Assets. Upon adoption of PFRS 9, impairment losses on financial assets are determined based on expected credit losses. In assessing the expected credit losses, the Group uses historical loss experience adjusted for forward-looking factors, as appropriate.

The Group's cash and cash equivalents are maintained at reputable financial institutions with good industry rating and score.

For investment securities, except for financial assets at FVPL, the Group estimates impairment based on 12-month expected credit loss. Investment securities at amortized cost and FVOCI, which have credit quality equivalent to "high grade" and have low credit risk at reporting date, are presumed to have no significant increase in credit risk since initial recognition.

The Group estimates impairment on trade receivables based on lifetime expected credit loss using a provision matrix that is based on days past due and takes into consideration historical credit loss experience, adjusted for forward-looking factors, as applicable. Management recognizes losses on credit-impaired receivables from related parties considering its ability to pay based on its available assets.

No provision for impairment losses on cash equivalents and investment securities at amortized cost and FVOCI were recognized in 2020, 2019 and 2018. No provisions for impairment losses on trade and other receivables recognized in 2020 and 2019. Provisions for impairment losses on trade and other receivables amounted to ₱6.3 million in 2018 (see Note 7).

The carrying amount of financial assets at amortized cost and FVOCI as at December 31, 2020 and 2019 are as follows:

	Note	2020	2019
Cash and cash equivalents	5	₱2,549,467	₱3,287,798
Investment securities at:	6		
Amortized cost		522,517	50,654
FVOCI		371,021	153,101
Trade and other receivables	7	31,284	44,289

Assessing Impairment Losses on Input VAT. The provision for impairment losses on input VAT is maintained at a level considered adequate to provide for potentially unrecoverable claims. The Group, on a continuing basis, makes a review of the status of the claims, designed to identify those to be provided with any impairment losses. In these cases, management uses judgment based on the best available facts and circumstances. The amount and timing of recorded expenses for any year would therefore differ based on the judgments or estimates made.

The carrying amount of input VAT amounted to ₱23.2 million and ₱21.1 million as at December 31, 2020 and 2019, respectively. Allowance for impairment losses on input VAT amounted to ₱49.6 million as at December 31, 2020 and 2019 (see Note 8).

Estimating the Useful Lives of Nonfinancial Assets. The estimated useful life of each of the items of property and equipment and intangible assets is estimated based on the year over which the assets are expected to be available for use. Such estimation is based on a collective assessment of similar business, internal technical evaluation and experience with similar assets. The estimated useful life of each asset is reviewed at each financial year end and updated if expectations differ from previous estimates due to physical wear and tear, technical or commercial obsolescence and legal or other limits on the use of the asset. It is possible, however, that future results of operations could be materially affected by changes in the amounts and timing of recorded expenses brought about by changes in the factors mentioned above. A change in the estimated useful life on property and equipment and intangible assets would impact the recorded expenses and noncurrent assets.

There is no change in the estimated useful lives of property and equipment and intangible assets in 2020, 2019 and 2018.

The carrying amount of property and equipment and intangible assets are as follows:

	Note	2020	2019
Property and equipment	10	₱2,928	₱6,035
Intangible assets	11	246	316

Assessing the Impairment of Nonfinancial Assets. The Group assesses at the end of each reporting year whether there is any indication that the nonfinancial assets listed below may be impaired. If such indication exists, the Group estimates the recoverable amount of the asset, which is the higher of an asset's fair value less costs to sell and its value-in-use. In determining fair value less costs to sell, an appropriate valuation model is used, which can be based on quoted prices or other available fair value indicators. In estimating the value-in-use, the Group is required to make an estimate of the expected future cash flows from the cash generating unit and also to choose an appropriate discount rate in order to calculate the present value of those cash flows.

Determining the recoverable amounts of the nonfinancial assets, which involves the determination of future cash flows expected to be generated from the continued use and ultimate disposition of such assets, requires the use of estimates and assumptions that can materially affect the consolidated financial statements. Future events could indicate that these nonfinancial assets are impaired. Any resulting impairment loss could have a material adverse impact on the financial condition and results of operations of the Group.

The carrying amount of nonfinancial assets that are subject to impairment assessment when impairment indicators are present (such as obsolescence, physical damage, significant changes to the manner in which the asset is used, worse than expected economic performance, a drop in revenue or other external indicators) are as follows:

	Note	2020	2019
ROU assets	22	₱25,422	₱38,369
Property and equipment	10	2,928	6,035
Intangible assets	11	246	316

Investments in joint ventures are fully provided with allowance for impairment losses as at December 31, 2020 and 2019 (see Note 9).

Determining Retirement Liability. The determination of the cost of retirement benefits and related retirement liability is dependent on the selection of certain assumptions used by the actuary in calculating such amounts. The assumptions, which include among others, discount rate and salary increase rate are described in Note 13.

Actual results that differ from the assumptions are accumulated and are recognized as part of other comprehensive income. While management believes that the assumptions are reasonable and appropriate, significant differences in the Group's actual experience of significant changes in the assumptions may materially affect the retirement liability.

Retirement liability amounted to ₱11.6 million and ₱13.5 million as at and December 31, 2020 and 2019, respectively. The retirement benefits expense amounted to ₱1.4 million, ₱1.3 million and ₱0.5 million in 2020, 2019 and 2018, respectively (see Note 13).

Assessing the Realizability of Deferred Tax Assets. The Group reviews the carrying amounts at the end of each reporting year and reduces the amount of deferred tax assets to the extent that it is no longer probable that sufficient future taxable profit will be available to allow all or part of the deferred income tax assets to be utilized.

Deferred tax assets as at December 31, 2020 and 2019 were not recognized because management believes that sufficient future taxable income may not be available against which the carry forward benefits of NOLCO, excess of MCIT over RCIT and other deductible temporary differences may be utilized. Unrecognized deferred tax assets amounted to ₱75.3 million and ₱67.2 million as at December 31, 2020 and 2019, respectively (see Note 20).

4. Segment Information

The Group's operating businesses are organized and managed separately according to the nature of the services provided, with each segment representing a strategic business unit that offers different services and serves different market.

Segment Assets and Liabilities. Segment assets include all operating assets used by a segment and consist principally of operating cash, receivables, property and equipment and intangible assets. Segment liabilities include all operating liabilities and consist principally of trade and other payables.

Inter-segment Transactions. Segment revenue, segment expenses and segment performance include transfers among business segments. Such transfers are eliminated in consolidation.

Management monitors the operating results of its business units separately for the purpose of making decisions about resource allocation and performance assessment. Segment performance is evaluated based on operating income or loss and is measured consistently with operating income or loss in the consolidated financial statements.

Business segment information is reported on the basis that is used internally for evaluating segment performance and deciding how to allocate resources among operating segments. For management purposes, the Group is organized into business units based on the services rendered and has two reportable operating segments as follows:

- Outsourcing - This segment includes general transcription, data conversion, contact center, and other outsourcing services of the Group.
- Others - This segment includes holding and investment companies, which consists of the Parent Company, Paxys N.V., and other non-operating subsidiaries.

Business Segment Information

The following table presents the revenue and expenses and certain assets and liabilities information of the Group's business segments as at and for the years ended December 31, 2020, 2019 and 2018.

	2020			
	Outsourcing	Others	Eliminations	Consolidated
Results of Operations				
Revenue from external customers	P54,648	P-	P-	P54,648
Cost and expenses	(64,523)	(65,737)	-	(130,260)
Operating loss	(9,875)	(65,737)	-	(75,612)
Interest income	81	51,262		51,343
Other income	4,664	3,739	(188)	8,215
Net foreign exchange loss	(865)	(4,302)	964	(4,203)
Interest expense on lease liabilities	(981)	(286)	-	(1,267)
Income tax expense	(392)	(4,009)	-	(4,401)
Net income (loss)	(P7,368)	(P19,333)	P776	(P25,925)
Assets and Liabilities				
Assets	P72,357	P5,274,357	(P1,653,422)	P3,693,292
Liabilities	90,177	163,457	(190,361)	63,273
Other Segment Information				
Capital expenditures:				
Property and equipment	P476	P279	P-	P755
Intangible assets	71	43	-	114
Depreciation and amortization	10,715	8,117	-	18,832
2019				
	Outsourcing	Others	Eliminations	Consolidated
Results of Operations				
Revenue from external customers	P78,506	P-	P-	P78,506
Cost and expenses	(84,159)	(74,614)	-	(158,773)
Operating loss	(5,653)	(74,614)	-	(80,267)
Interest income	288	116,260	-	116,548
Net foreign exchange gain (loss)	(683)	(2,816)	741	(2,758)
Other income - net	2,083	763	(134)	2,712
Interest expense on lease liabilities	(1,101)	(425)	-	(1,526)
Income tax expense	(492)	(9,935)	-	(10,427)
Net income (loss)	(P5,558)	P29,233	P607	P24,282
Assets and Liabilities				
Assets	P85,141	P5,437,485	(P1,655,503)	P3,867,123
Liabilities	98,759	182,285	(200,900)	80,144

	2019			Consolidated
	Outsourcing	Others	Eliminations	
Other Segment Information				
Capital expenditures:				
Property and equipment	₱2,269	₱133	₱-	₱2,402
Intangible assets	-	26	-	26
Depreciation and amortization	11,317	8,062	-	19,379
<hr/>				
	2018			Consolidated
	Outsourcing	Others	Eliminations	
Results of Operations				
Revenue from external customers	₱86,477	₱-	₱-	₱86,477
Cost and expenses	(85,847)	(81,340)	89	(167,098)
Operating income (loss)	630	(81,340)	89	(80,621)
Interest income	361	95,047	-	95,408
Net foreign exchange gain (loss)	1,699	3,878	(1,141)	4,436
Other income - net	591	870	(358)	1,103
Income tax expense	(53)	(6,186)	-	(6,239)
Net income (loss)	₱3,228	₱12,269	(₱1,410)	₱14,087
<hr/>				
Assets and Liabilities				
Assets	₱61,815	₱5,500,090	(₱1,656,514)	₱3,905,391
Liabilities	69,001	165,845	(193,084)	41,762
<hr/>				
Other Segment Information				
Capital expenditures:				
Property and equipment	₱7,840	₱482	₱-	₱8,322
Intangible assets	264	320	-	584
Depreciation and amortization	2,267	212	-	2,479

The outsourcing segment is managed and operated in the Philippines. Other reportable segments include the Parent Company and other non-operating companies with excess funds invested in corporate bonds and other short-term deposits from various banks. Interest income earned from these funds amounted to ₱51.3 million, ₱116.5 million and ₱95.4 million in 2020, 2019 and 2018, respectively (see Note 19).

5. Cash and Cash Equivalents

This account consists of:

	2020	2019
Cash on hand and cash in banks	₱55,263	₱46,793
Cash equivalents	2,494,204	3,241,005
	₱2,549,467	₱3,287,798

Cash in banks earn interest at the respective bank deposit rates. Cash equivalents are short-term investments made for varying periods, depending on the immediate cash requirements of the Group, and earn interest at the respective short-term deposit rates. Any pre-termination or redemption prior to maturity date shall not result to significant change in investment values and penalties.

Total interest income earned amounted to ₱33.6 million, ₱104.8 million and ₱75.6 million in 2020, 2019 and 2018, respectively (see Note 19).

6. Investment Securities

This account consists of financial assets measured at:

	2020	2019
Amortized cost	₱522,517	₱50,654
FVOCI	371,021	153,101
FVPL	156,262	254,885
	₱1,049,800	₱458,640

Financial Assets at Amortized Cost

These consist of bonds with fixed interest rate and maturity date until 2022. Interest income earned from these bonds amounted to ₱6.4 million, ₱5.5 million and ₱13.4 million in 2020, 2019 and 2018, respectively (see Note 19).

Movements in financial assets at amortized cost follow:

	2020	2019
Balances at beginning of the year	₱50,654	₱517,537
Additions	626,358	-
Redemption	(144,069)	(450,786)
Premium amortization	(7,813)	(1,006)
Translation adjustment	(2,613)	(15,091)
Balances at end of the year	₱522,517	₱50,654

Financial Assets at FVOCI

These pertain to investment in funds managed by international banks which provides fixed interest income and capital appreciation.

Movements in financial assets at FVOCI follow:

	2020	2019
Balances at beginning of the year	₱153,101	₱153,062
Additions	220,807	-
Unrealized fair value gain	10,160	5,874
Translation adjustment	(7,837)	(5,835)
Redemption	(5,210)	-
Balances at end of year	₱371,021	₱153,101

Unrealized fair value gain amounting to ₱10.2 million and ₱5.9 million in 2020 and 2019, respectively, and unrealized fair value loss amounting to ₱6.5 million in 2018 were reported in other comprehensive income (loss).

The Group redeemed funds with an aggregate amount of ₱5.2 million in 2020. Gain on redemption recognized in profit or loss amounted to ₱22 in 2020 (see Note 19).

Interest income earned from these financial assets amounted to ₱11.3 million, ₱6.2 million and ₱6.4 million in 2020, 2019 and 2018, respectively (see Note 19).

In 2018, investments amounting to ₱154.8 million were redeemed and the related realized fair value gain amounting to ₱12.9 million was credited to the Group's retained earnings.

Financial Assets at FVPL

These pertain to investments in unit investment trust fund at local and international banks.

Movements in financial assets at FVPL follow:

	2020	2019
Balances at beginning of the year	₱254,885	₱–
Redemption	(612,199)	–
Additions	523,573	254,345
Translation loss	(13,053)	–
Fair value changes	3,056	540
Balances at end of year	₱156,262	₱254,885

Unrealized gain from fair value changes amounted to ₱0.4 million and ₱0.5 million in 2020 and 2019, respectively (see Note 19).

Realized gain from redemption of investment in UITF amounted to ₱2.7 million in 2020. In 2018, fund investment amounting to ₱4.0 million was fully redeemed resulting to realized gain recognized in profit or loss amounting to ₱22 (see Note 19).

7. Trade and Other Receivables

This account consists of:

	Note	2020	2019
Trade		₱16,153	₱19,750
Due from related parties	15	84,091	83,292
Accrued interest		6,518	18,073
Others		21,141	19,793
		127,903	140,908
Allowance for impairment losses		(96,619)	(96,619)
		₱31,284	₱44,289

Trade receivables are noninterest-bearing with average credit terms of 30 to 60 days.

Accrued interest is normally received within one year after the reporting date.

Other receivables comprise mainly of receivables from employees which are collectible upon demand.

There are no provisions for impairment losses recognized in 2020 and 2019. Provision for impairment losses amounted to ₱6.3 million in 2018. Receivables amounting to ₱1.3 million were directly written off in 2019.

In 2020 and 2019, there is no movement in the allowance for impairment losses on trade and other receivables.

Movements in the allowance for impairment losses on trade and other receivables in 2018 are as follows:

	Note	Trade Receivables	Due from Related Parties (see Note 15)	Others	Total
Balance at beginning of year		₱11,072	₱63,064	₱17,684	₱91,820
Provision	17	–	6,255	–	6,255
Write-off		(1,456)	–	–	(1,456)
Balance at end of year		₱9,616	₱69,319	₱17,684	₱96,619

8. Other Current Assets

This account consists of:

	Note	2020	2019
Input VAT, net of allowance for impairment losses		₱23,227	₱21,122
Prepaid expenses		2,147	1,783
Refundable deposits	22	1,441	–
		₱26,815	₱22,905

Prepaid expenses include prepaid insurance, subscriptions and creditable withholding taxes.

Movements in the allowance for impairment losses on input VAT are as follows:

	Note	2020	2019
Balance at beginning of year		₱49,591	₱49,585
Provision	17	9	6
Balance at end of year		₱49,600	₱49,591

9. Investments in Joint Ventures

The following are the joint ventures of the Group:

	Place of Incorporation	Principal Activity	Percentage of Ownership
Paxys Global Services Dalian Ltd (PGS Dalian)	China	Call center	50.0%
Simpro Solutions Limited (SSL)	Hong Kong	Call center	50.0%

The investments in joint ventures, with an aggregate cost of ₱28.7 million, are fully provided with allowance for impairment losses as at December 31, 2020 and 2019.

The Group has no outstanding commitments with the joint ventures as at December 31, 2020 and 2019. The joint ventures have no contingent liabilities or capital investments as at December 31, 2020 and 2019.

10. Property and Equipment

The balances and movements of this account are as follows:

		2020					
		Computer	Communication	Leasehold	Office Furniture,	Transportation	
Note		Equipment	Equipment	Improvements	Fixtures and	Equipment	Total
					Equipment		
Cost							
	Balances at beginning of year	₱109,746	₱7,624	₱160,251	₱15,133	₱9,749	₱302,503
	Additions	261	–	477	17	–	755
	Balances at end of year	110,007	7,624	160,728	15,150	9,749	303,258
Accumulated Depreciation and Amortization							
	Balances at beginning of year	108,058	7,624	157,977	13,060	9,749	296,468
	Depreciation and amortization	19 1,152	–	1,586	1,124	–	3,862
	Balances at end of year	109,210	7,624	159,563	14,184	9,749	300,330
	Net Book Value	₱797	₱–	₱1,165	₱966	₱–	₱2,928
2019							
		Computer	Communication	Leasehold	Office Furniture,	Transportation	
Note		Equipment	Equipment	Improvements	Fixtures and	Equipment	Total
					Equipment		
Cost							
	Balances at beginning of year	₱109,584	₱7,624	₱159,084	₱14,060	₱9,749	₱300,101
	Additions	162	–	1,167	1,073	–	2,402
	Balances at end of year	109,746	7,624	160,251	15,133	9,749	302,503
Accumulated Depreciation and Amortization							
	Balances at beginning of year	106,973	7,624	156,129	11,808	9,649	292,183
	Depreciation and amortization	19 1,085	–	1,848	1,252	100	4,285
	Balances at end of year	108,058	7,624	157,977	13,060	9,749	296,468
	Net Book Value	₱1,688	₱–	₱2,274	₱2,073	₱–	₱6,035

In 2018, the Group sold certain fully depreciated property and equipment, resulting to a gain of ₱0.4 million (see Note 19).

As at December 31, 2020 and 2019, fully depreciated property and equipment amounting to ₱66.9 million and ₱61.3 million, respectively are still being used by the Group.

11. Other Noncurrent Assets

This account consists of:

	2020	2019
Rental and security deposits	₱2,151	₱3,592
Intangible assets	246	316
Others	5,179	5,179
	₱7,576	₱9,087

Rental and security deposits mainly pertain to cash deposits on lease agreements, which are refundable at the end of lease period.

Intangible assets pertain to computer software and programs, which are amortized over three to five years.

Movements in this account are as follows:

	Note	2020	2019
Cost			
Balance at beginning of year		₱15,477	₱15,451
Additions		114	26
Balance at end of year		15,591	15,477
Accumulated Amortization			
Balance at beginning of year		15,161	14,841
Amortization	19	184	320
Balance at end of year		15,345	15,161
Net Book Value		₱246	₱316

Others consist of claims for tax refund expected to be received beyond 12 months after the reporting year.

12. Trade and Other Payables

This account consists of:

	Note	2020	2019
Trade		₱604	₱1,974
Accrued expenses:			
Contracted services		3,033	2,800
Professional fees		2,306	2,937
Salaries and wages		2,102	2,634
Taxes and licenses		1,753	1,770
Rent		507	263
Dividends	14	6,554	6,554
Statutory payables		6,423	6,523
Others		1,759	1,748
		₱25,041	₱27,203

Trade payables are noninterest-bearing and are normally settled on a 60-day term.

Accrued expenses are normally settled within 30 to 60 days.

Statutory payables represent withholding taxes payable, SSS, HDMF and PhilHealth premiums, and other liabilities to the government agencies.

Others mainly pertain to advance payments received from customers of SWA.

Reversal of long-outstanding trade and other payables amounted to ₱788 in 2020 (see Note 19).

13. Retirement Benefits

The Parent Company and SWA maintain separate unfunded, non-contributory, and defined benefit plans covering all eligible employees. An independent actuary conducts an actuarial valuation of the retirement liability. The latest actuarial report is as at December 31, 2020.

The retirement benefits expense recognized in the consolidated statements of income is as follows (see Note 18):

	2020	2019	2018
Current service costs	P660	P487	P285
Interest costs	697	857	224
	P1,357	P1,344	P509

The net cumulative remeasurement gains (losses) on retirement liability recognized as other comprehensive income follows:

	2020	2019	2018
Balance at beginning of year	(P1,896)	(P1,227)	P5,731
Remeasurement gain (loss)	3,254	(669)	(6,958)
Balance at end of year	P1,358	(P1,896)	(P1,227)

Changes in the present value of retirement liability are as follows:

	2020	2019
Balance at beginning of year	P13,544	P11,531
Remeasurement loss (gain)	(3,254)	669
Interest costs	697	857
Current service costs	660	487
Balance at end of year	P11,647	P13,544

The principal assumptions used in determining the retirement liability are shown below:

	2020	2019
Discount rate	3.96%	5.21%
Salary increase rate	2.00%	2.00%

The sensitivity analysis based on reasonably possible changes of the assumptions as at December 31, 2020 is as follows:

	Change in Assumption	Effect on Retirement Liability
Discount rate	+100 bps	(P485)
	-100 bps	595
Salary rate	+100 bps	470
	-100 bps	(392)

Each sensitivity analysis on the significant actuarial assumptions was prepared by remeasuring the defined benefit liability at the end of each reporting date after adjusting one of the current assumptions according to the applicable sensitivity increment or decrement (based on changes in the relevant assumption that were reasonably possible at the valuation date) while all other assumptions remained unchanged. The corresponding change in the defined benefit liability was expressed as a percentage change from the base defined benefit liability.

As at December 31, 2020, expected future benefit payments are shown below:

Within one year	₱8,066
More than five years	2,765
	₱10,831

The weighted average duration of the defined benefit obligation at the end of the reporting year is at 8.05 years.

14. Equity

Capital Stock

This account consists of the following:

	Number of Shares	Amount
Common Stock "Class A" - ₱1 par value		
Authorized	1,800,000,000	₱1,800,000
Issued and outstanding	1,148,534,866	1,148,535

On March 22, 1971, the shares of the Parent Company with ₱1 par value per share were listed with the PSE. As at December 31, 2020 and 2019, 1,148,534,866 common shares of the Parent Company are listed in the PSE and traded in the PSE at the price of ₱2.35 and ₱2.69 per share, respectively.

Additional Paid-in Capital

This account consists of:

Premium on issuance of shares of stock	₱348,213
Premium on forfeited stock option	103,151
	₱451,364

Premium on issuance of shares of stock represents the excess of paid-up capital over the par value of capital stock. Premium on forfeited stock option represents increase in equity arising from equity-settled share-based payment transactions.

In 2005, the BOD and the stockholders of the Parent Company, respectively, approved the Employee Equity Plan ("Plan") available to the executives and key employees of the Parent Company. The Plan was approved by the SEC on June 1, 2006 and was terminated on May 1, 2015. All unexercised stock options were forfeited.

Parent Shares Held by a Subsidiary

In 2014, Paxys N.V., through a tender offer, completed the purchase of 345,622,477 common shares of the Parent Company representing 30.09% of its outstanding capital stock for a total consideration of ₱1,149.9 million.

Retained Earnings

Undistributed retained earnings of a foreign subsidiary amounting to ₱3,141.5 million and ₱3,110.1 million as at December 31, 2020 and 2019, respectively, are not available for dividend declaration until these are distributed by the subsidiary to the Parent Company.

Dividends payable of the Parent Company as at December 31, 2020 and 2019 amounted to ₱6.6 million, which pertain to dividends declared in prior years (see Note 12).

15. Related Party Transactions and Balances

In the normal course of business, the Group has transactions and balances with related parties pertaining to noninterest-bearing advances as follows:

Related Party	Year	Transactions during the Year	Due from Related Parties (see Note 7)
Joint Venture	2020	₱54	₱15,885
	2019	–	15,915
Entities with Common Stockholders	2020	2,867	68,206
	2019	2,966	67,377
	2020		₱84,091
	2019		₱83,292

Outstanding balances are unsecured, noninterest-bearing with no fixed repayment terms and are normally settled in cash. No guarantees have been provided or received for these balances. Impairment assessment is undertaken at each reporting date.

Allowance for impairment losses related to these receivables amounted to ₱69.3 million as at December 31, 2020 and 2019 (see Note 7).

Compensation of Key Management Personnel of the Group

	2020	2019	2018
Salaries and wages	₱13,919	₱14,348	₱13,325
Professional fees	7,102	7,452	7,452
Retirement benefits	547	524	5,891
Other short-term benefits	4,004	4,125	4,764
	₱25,572	₱26,449	₱31,432

16. Cost of Services

This account consists of:

	Note	2020	2019	2018
Personnel cost	18	₱18,589	₱31,680	₱42,785
Depreciation and amortization	19	10,473	11,146	2,177
Communication		3,180	3,398	2,494
Utilities		3,046	4,008	3,943
Security and janitorial services		2,910	3,974	3,078

(Forward)

	Note	2020	2019	2018
Association dues		₱267	₱273	₱102
Supplies		225	258	438
Rent	22	128	128	6,259
Outside services		–	1,026	1,263
Others		1,938	2,492	2,967
		₱40,756	₱58,383	₱65,506

Others pertain to insurance, transportation and travel, taxes and licenses, dues and repairs and maintenance and other miscellaneous expenses.

17. General and Administrative Expenses

This account consists of:

	Note	2020	2019	2018
Professional fees		₱37,472	₱43,862	₱40,401
Personnel cost	18	29,397	30,025	29,591
Depreciation and amortization	19	8,359	8,233	302
Utilities		2,598	2,527	2,363
Insurance		1,787	2,516	2,835
Communication		1,742	1,871	1,819
Bank charges		1,483	1,658	1,257
Security and janitorial services		1,397	1,614	1,835
Membership dues		653	1,692	791
Entertainment, amusement and recreation		375	1,352	1,311
Transportation and travel		304	1,058	2,096
Rent	22	123	120	7,387
Provision for impairment losses on:				
Input VAT	8	9	6	792
Trade and other receivables	7	–	–	6,255
Others		3,805	3,856	2,557
		₱89,504	₱100,390	₱101,592

18. Personnel Costs

This account consists of:

	Note	2020	2019	2018
Salaries and wages		₱37,308	₱50,451	₱62,703
Retirement benefits	13	1,357	1,344	509
Trainings		272	785	971
Other employee benefits		9,049	9,125	8,193
		₱47,986	₱61,705	₱72,376

Other employee benefits pertain mainly to statutory contributions, incentives, and health care and insurance benefits of employees.

Personnel costs are allocated as follows:

	Note	2020	2019	2018
Cost of services	16	₱18,589	₱31,680	₱42,785
General and administrative expenses	17	29,397	30,025	29,591
		₱47,986	₱61,705	₱72,376

19. Interest Income, Other Income, Depreciation and Amortization

Interest Income

	Note	2020	2019	2018
Cash and cash equivalents	5	₱33,604	₱104,816	₱75,622
Investment securities:	6			
Financial assets at:				
FVOCI		11,340	6,245	6,355
Amortized cost		6,399	5,487	13,431
		₱51,343	₱116,548	₱95,408

Other Income

	Note	2020	2019	2018
Rent	22	₱3,198	₱1,749	₱367
Gain on redemption of investment securities at:				
FVPL	6	2,697	–	22
FVOCI	6	22	–	–
Reversal of long-outstanding trade and other payables	12	788	–	–
Unrealized fair value gain on investment securities at FVPL	6	359	540	–
Gain on disposal of property and equipment	10	–	–	406
Others		1,151	423	308
		₱8,215	₱2,712	₱1,103

Others pertain to income from sublease of office and parking spaces to third parties.

Depreciation and Amortization

This account consists of:

	Note	2020	2019	2018
ROU assets	22	₱14,786	₱14,774	₱—
Property and equipment	10	3,862	4,285	2,085
Intangible assets	11	184	320	394
		₱18,832	₱19,379	₱2,479

Depreciation and amortization are allocated as follows:

	Note	2020	2019	2018
Cost of services	16	₱10,473	₱11,146	₱2,177
General and administrative expenses	17	8,359	8,233	302
		₱18,832	₱19,379	₱2,479

20. Income Taxes

- a. The components of current income tax expense as presented in the consolidated statements of income are as follows:

	2020	2019	2018
Final tax	₱4,009	₱9,952	₱6,031
MCIT	392	475	208
RCIT	—	—	505
	₱4,401	₱10,427	₱6,744

- b. The reconciliation of income tax expense (benefit) computed at statutory tax rate and income tax expense as shown in the consolidated statements of income is as follows:

	2020	2019	2018
Income tax expense (benefit) at statutory income tax rate	(₱6,457)	₱10,413	₱6,098
Income tax effects of:			
Expired NOLCO	12,650	10,925	11,045
Nontaxable income	(10,189)	(17,380)	(15,732)
Interest income subjected to final tax	(2,047)	(5,088)	(3,037)
Nondeductible expenses	1,112	1,702	1,292
Net changes in unrecognized net deferred tax assets	9,121	9,467	6,455
Expired MCIT	193	373	65
Expenses subject to 10% preferential income tax rate	18	15	53
	₱4,401	₱10,427	₱6,239

c. Details of unrecognized net deferred tax assets are as follows:

	2020	2019
NOLCO	₱60,199	₱52,496
Allowance for impairment losses on trade and other receivables and input VAT	8,190	8,190
Retirement liability	3,494	4,063
Unrealized foreign exchange loss	1,658	705
Excess MCIT over RCIT	1,075	876
Accruals and provision	593	593
Excess of ROU assets amortization and interest expense over lease payments	243	276
Unrealized gain from fair value changes of investment securities	(124)	(16)
	₱75,328	₱67,183

Management has assessed that sufficient future taxable income may not be available against which the carry-forward benefits of NOLCO, excess MCIT over RCIT and other deductible temporary differences may be utilized.

As at December 31, 2020 and 2019, the Group did not recognize deferred tax liability on undistributed income of Paxys N.V., a wholly owned subsidiary of the Parent Company, amounting to ₱942.4 million and ₱933.0 million, respectively. Management believes that the Parent Company can control the timing of the dividend distribution of Paxys N.V. to the Parent Company and it is probable that the temporary difference will not reverse in the foreseeable future.

d. Details of carry-forward benefits arising from NOLCO and excess MCIT over RCIT are as follows:

NOLCO

Year Incurred	Balance as at December 31, 2019	Additions (Applied)	Expired	Balance as at December 31, 2020	Available Until
2017	₱42,230	₱-	(₱42,230)	₱-	2020
2018	60,315	(13)	-	60,302	2021
2019	72,708	-	-	72,708	2022
2020	-	67,846	-	67,846	2025
	₱175,253	₱67,833	(₱42,230)	₱200,856	

Under the Republic Act No. 11494, also known as "*Bayanihan to Recover as One Act*", and Revenue Regulation 25-2020, the Company is allowed to carry-over the NOLCO incurred for taxable year 2020 and 2021 for the next five years immediately following the year of such loss.

MCIT

Year Incurred	Balance as at December 31, 2019	Additions	Applied/ Expired	Balance as at December 31, 2020	Available Until
2017	₱193	₱-	(₱193)	₱-	2020
2018	208	-	-	208	2021
2019	475	-	-	475	2022
2020	-	392	-	392	2023
	₱876	₱392	(₱193)	₱1075	

On November 26, 2020, the Corporate Recovery and Tax Incentives for Enterprises (“CREATE”) Bill was approved by the Senate of the Philippines. Under the CREATE Bill, domestic corporations will be subject to 25% or 20% income tax rate depending on the amount of total assets or the amount of taxable income. In addition, MCIT shall be computed at 1% of gross income for a period of three years. The changes in the income tax rates shall be effective retrospective beginning July 1, 2020.

On February 3, 2021, the Senate and the Congress of the Philippines ratified the bill through a bicameral conference. As of the date of the report, the CREATE Bill is still pending for approval of the President and may still undergo possible changes.

Accordingly, the old income tax rates were still used in preparing the consolidated financial statements as at and for the year ended December 31, 2020 which are 30% and 2% for RCIT and MCIT, respectively.

21. Earnings (Loss) per Share

Basic/diluted earnings (loss) per share are computed as follows:

	Note	2020	2019	2018
Net income (loss) (a)		(₱25,925)	₱24,282	₱14,087
Issued and outstanding shares	14	1,148,535	1,148,535	1,148,535
Parent shares held by a subsidiary	14	(345,622)	(345,622)	(345,622)
Number of shares issued and outstanding (b)		802,913	802,913	802,913
Basic/diluted earnings (loss) per share (a/b)		(₱0.032)	₱0.030	₱0.018

There are no potential dilutive common shares as at December 31, 2020 and 2019.

22. Commitments

Lease Commitments

a. The Group as a Lessee

- i. The Parent Company has an existing lease agreement with a third party for the lease of office space and parking spaces for five years until April 30, 2021. The quarterly rent is subject to escalation rates ranging from 5% to 10% per annum. The lease is renewable upon mutual consent of the parties to be covered by a separate lease agreement. As at December 31, 2020 and 2019, refundable security deposit, amounted to ₱1.4 million.
- ii. SWA has an existing non-cancellable five-year agreement with a third party for the lease of an office space until December 31, 2018. This was extended for one year up to December 31, 2019. On January 22, 2019, the lease was renewed for another two years until 2021, with an option to extend for another two years and six months. The rental rate is subject to an escalation rate of 5% per annum. As at December 31, 2020 and 2019, refundable security deposit amounted to ₱1.5 million.

- iii. On October 21, 2018, SWA entered into a two-year lease agreement with a third party for the lease of an office space until October 20, 2020. This was extended for another two years until October 20, 2022. The lease is renewable upon mutual consent of the parties to be covered by a separate and new lease agreement. The rental rate shall be subjected to an escalation rate of 5% per annum upon renewal. As at December 31, 2020 and 2019, refundable security deposit amounted to ₱0.3 million.

Outstanding rental and security deposits on lease commitments, presented under “Other noncurrent assets” in the consolidated statements of financial position, amounted to ₱1.8 million and ₱3.2 million as at December 31, 2020 and 2019, respectively. The refundable security deposits presented under “Other current assets” in the consolidated statements of financial position amounted to ₱1.4 million as at December 31, 2020 (see Note 8). These are refundable in cash at the end of the lease term.

Amounts recognized in the consolidated statements of income follow:

	2020	2019	2018
Amortization on ROU assets	₱14,786	₱14,774	₱–
Interest expense on lease liabilities	1,267	1,526	–
Rent expense	251	248	13,646
	₱16,304	₱16,548	₱13,646

Rent expense in 2020 and 2019 pertains to low-value asset leases on storage and equipment. In 2018, rent under operating leases is recognized as rent expense.

Amortization of ROU assets is allocated as follows:

	Note	2020	2019
Cost of services	16	₱7,094	₱7,082
General and administrative expenses	17	7,692	7,692
		₱14,786	₱14,774

Rent expense is allocated as follows:

	Note	2020	2019	2018
Cost of services	16	₱128	₱128	₱6,259
General and administrative expenses	17	123	120	7,387
		₱251	₱248	₱13,646

The movements in the ROU assets are presented below:

	Note	2020	2019
Balance at beginning of year		₱38,369	₱53,143
Addition		1,839	–
Amortization	19	(14,786)	(14,774)
Balance at end of year		₱25,422	₱38,369

The movements in the lease liabilities are presented below:

	2020	2019
Balance at beginning of year	₱37,573	₱51,425
Payments	(15,909)	(15,378)
Addition	1,839	–
Interest expense	1,267	1,526
	24,770	37,573
Current portion	8,379	14,420
Noncurrent portion	₱16,391	₱23,153

The future minimum lease payments under noncancellable leases are as follows:

	2020	2019
Within one year	₱9,181	₱15,677
After one year but not more than five years	16,920	24,681
	₱26,101	₱40,358

The future cash outflows under low value leases are as follows:

	2020	2019
Within one year	₱59	₱220
After one year but not more than five years	236	135
	₱295	₱355

b. The Group as a Lessor

In 2019, SWA has subleased a portion of its office space in Laguna to a third party for a period of five years.

Rent income from subleased portion amounted to ₱3.2 million, ₱1.7 million and ₱0.4 million in 2020, 2019 and 2018, respectively (see Note 19).

Facilities and Support Services Agreement

In October 2018, SWA entered into a Managed Facility and Support Services Agreement with a third party for work-ready seats for a period of two years until October 20, 2020. This was extended for another two years until October 20, 2022. The service agreement provides outsourced facility services, data connectivity, IT support and power for the leased work seats.

Income earned from this agreement amounted to ₱14.8 million, ₱15.5 million and ₱4.0 million in 2020, 2019 and 2018, respectively, as part of the revenues in the statements of income of the Group.

23. Financial Instruments

Financial Risk Management Objectives and Policies

The Group's principal financial instruments comprise cash and cash equivalents, investment securities, trade and other receivables, rental and security deposits, and trade and other payables (excluding statutory payables), lease liabilities and other noncurrent liabilities which arise directly from the operations. The main risks arising from the Group's financial instruments are foreign currency risk, credit risk, and liquidity risk. The BOD reviews and agrees policies for managing each of these risks and these are summarized below.

Foreign Currency Risk

The Group's exposure to foreign currency risk results mainly from foreign currency denominated services rendered by SWA and other business transactions of the Group denominated in foreign currencies. The Group's consolidated financial position and financial performance may be affected by the movements in the U.S. Dollar (US\$) to Philippine Peso exchange rates.

The following rates of exchange have been used by the Group in translating foreign currency consolidated statements of income and consolidated statements of financial position items as at and for the years ended December 31, 2020 and 2019:

	2020		2019	
	Closing	Average	Closing	Average
Philippine Peso to 1 unit of US\$	₱48.02	₱49.49	₱50.64	₱51.57

As at December 31, 2020 and 2019, the significant foreign currency-denominated financial assets of the Group are as follows:

	2020		2019	
	In US\$	Philippine Peso Equivalent	In US\$	Philippine Peso Equivalent
Cash and cash equivalents	US\$39,791	₱1,910,875	US\$54,108	₱2,739,797
Trade and other receivables	375	18,009	448	22,684
Investment securities -				
Financial assets at:				
Amortized cost	8,798	422,506	1,000	50,564
FVOCI	7,726	371,026	3,024	153,101
FVPL	869	41,711	4,997	253,032
Foreign currency-denominated financial assets	US\$57,559	₱2,764,127	US\$63,577	₱3,219,178

A reasonably possible change of -2.62/+2.62 in 2020 and -1.94/+1.94 in 2019 in the US\$ to Philippine Peso exchange rate based on latest year-on-year movement in the currency, with all other variables held constant, shall result to the following income before tax movements in the Group's consolidated statements of income:

	2020		2019	
	Increase (Decrease) in Exchange Rates	Increase (Decrease) on Income before Tax	Increase (Decrease) in Exchange Rates	Increase (Decrease) on Income before Tax
US\$	2.62 (2.62)	₱150,630 (150,630)	1.94 (1.94)	₱123,339 (123,339)

Credit Risk

Credit risk is the risk that the Group will incur losses when its counterparties fail to discharge their contractual obligations.

Receivables are monitored on an on-going basis to minimize Group's exposure to possible losses. The Group trades only with recognized, creditworthy third parties. It is Group policy to subject customers who trade on credit terms to credit verification procedures. Trade receivables pertain mainly to the account of Nuance Communications Ireland Ltd.

The credit risk for cash and cash equivalents and investment securities is considered negligible because the counterparties are reputable banks and investment institutions with high quality external credit ratings.

The gross maximum exposure of the Group to credit risk corresponds to the total gross amounts of the following financial assets:

	2020	2019
Cash and cash equivalents ^(a)	P2,549,402	P3,287,733
Investment securities -		
Financial assets at:		
Amortized cost	522,517	50,654
FVOCI	371,021	153,101
FVPL	156,262	254,885
Trade and other receivables	127,903	140,908
Rental and security deposits ^(b)	3,592	3,592
	P3,730,697	P3,890,873

^(a)Excluding cash on hand amounting to P65 as at December 31, 2020 and 2019.

^(b)Included under "Other current assets" and "Other noncurrent assets".

The analysis of the financial assets that were past due but not impaired follows:

	2020						
	Neither Past Due nor Impaired	Past Due but not Impaired			Total	Impaired	Total
		Less than 30 Days	30 to 60 Days	More than 60 Days			
Cash and cash equivalents ^(a)	P2,549,402	P-	P-	P-	P-	P-	P2,549,402
Investment securities -							
Financial assets at:							
Amortized cost	522,517	-	-	-	-	-	522,517
FVOCI	371,021	-	-	-	-	-	371,021
FVPL	156,262	-	-	-	-	-	156,262
Trade and other receivables:							
Trade	6,537	-	-	-	-	9,616	16,153
Accrued interest	6,518	-	-	-	-	-	6,518
Due from related parties	-	-	-	14,960	14,960	69,319	84,279
Others	3,457	-	-	-	-	17,684	21,141
Rental and security deposits ^(b)	3,592	-	-	-	-	-	3,592
	P3,619,306	P-	P-	P14,960	P14,960	P96,619	P3,730,885

^(a)Excluding cash on hand amounting to P65.

^(b)Included under "Other current assets" and "Other noncurrent assets."

	2019						
	Neither Past Due nor Impaired	Past Due but not Impaired			Total	Impaired	Total
		Less than 30 Days	30 to 60 Days	More than 60 Days			
Cash and cash equivalents ^(a)	₱3,287,733	₱-	₱-	₱-	₱-	₱-	₱3,287,733
Investment securities -							
Financial assets at:							
FVPL	254,885	-	-	-	-	-	254,885
FVOCI	153,101	-	-	-	-	-	153,101
Amortized cost	50,654	-	-	-	-	-	50,654
Trade and other receivables:							
Trade	10,134	-	-	-	-	9,616	19,750
Accrued interest	18,073	-	-	-	-	-	18,073
Due from related parties	-	-	-	13,973	13,973	69,319	83,292
Others	2,109	-	-	-	-	17,684	19,793
Rental and security deposits ^(b)	3,592	-	-	-	-	-	3,592
	₱3,780,281	₱-	₱-	₱13,973	₱13,973	₱96,619	₱3,890,873

^(a)Excluding cash on hand amounting to ₱65.

^(b)Included under "Other noncurrent assets."

The table below shows the credit quality of the financial assets classified as neither past due nor impaired as at December 31, 2020 and 2019:

	2020			2019		
	High Grade	Standard Grade	Total	High Grade	Standard Grade	Total
Cash and cash equivalents ^(a)	₱2,549,402	₱-	₱2,549,402	₱3,287,733	₱-	₱3,287,733
Investment securities -						
Financial assets at:						
Amortized cost	522,517	-	522,517	50,654	-	50,654
FVOCI	371,021	-	371,021	153,101	-	153,101
FVPL	156,262	-	156,262	254,885	-	254,885
Trade and other receivables	16,512	-	16,512	30,316	-	30,316
Rental and security deposits ^(b)	-	3,592	3,592	-	3,592	3,592
	₱3,615,714	₱3,592	₱3,619,306	₱3,776,689	₱3,592	₱3,780,281

^(a)Excluding cash on hand amounting to ₱65 as at December 31, 2020 and 2019.

^(b)Included under "Other current assets" and "Other noncurrent assets."

For trade receivables, the Group calculates impairment based on lifetime ECL using a provision matrix that is based on its historical credit loss experience, adjusted for forward-looking factors specific to the debtors and the economic environment.

For other financial assets at amortized cost, which comprise cash equivalents, investment securities, other receivables (including due from related parties) and rental and security deposits, ECL is based on 12-month ECL. However, the ECL for certain receivables, which are identified as credit-impaired, is based on lifetime ECL.

The credit quality of financial assets is managed by the Group using high grade and standard grade as internal credit ratings.

High Grade. Financial assets with high credit quality are normally collected within the credit period and without history of default collection.

Cash and cash equivalents and investment securities are placed in or deposited with reputable banks, thus, are fully realizable. Probability of default is close to zero and significant change in credit risk is unlikely for these financial instruments.

Standard Grade. Standard grade financial assets pertain mainly to receivables from counter parties that have a strong capacity to meet contractual obligations in the near term and have acceptable probability of default.

Past due receivables from related parties are not impaired when management assesses that these are fully realizable based on the counter parties' available assets.

Receivables from related parties are considered credit-impaired when the counter parties have no liquid assets and/or available assets to pay the outstanding receivables. Thus, these are provided with allowance for impairment losses.

Liquidity Risk

Liquidity risk is the risk that the Group will encounter difficulty in meeting financial obligations due to shortage of funds. The Group's exposure to liquidity risk may arise primarily from mismatch of the maturities of financial assets and liabilities.

The Group's objective is to maintain continuity of funding. The Group's liquidity risk management policy is to measure and forecast its cash commitments, to match debt maturities with the assets being financed, to maintain a diversity of funding sources with its access to bank financing and the capital market and to hold a sufficient level of cash reserves.

The Group monitors its risk to shortage of funds by considering the maturity of both its financial assets and liabilities projected cash flows.

The table below summarizes the maturity profile of the Group's financial assets and liabilities (excluding statutory payables) used to manage liquidity based on contractual undiscounted payments.

	2020			Total	2019			Total
	Upon Demand	Within One Year	Over One Year		Upon Demand	Within One Year	Over One Year	
Financial Assets								
Cash and cash equivalents	₱2,549,467	₱-	₱-	₱2,549,467	₱3,287,798	₱-	₱-	₱3,287,798
Investment securities - Financial assets at:								
Amortized cost	-	522,517	-	522,517	-	50,654	-	50,654
FVOCI	371,021	-	-	371,021	153,101	-	-	153,101
FVPL	156,262	-	-	156,262	254,885	-	-	254,885
Trade and other receivables	-	31,284	-	31,284	-	44,289	-	44,289
Rental and security deposits	-	-	3,592	3,592	-	-	3,592	3,592
Total undiscounted financial assets	3,076,750	553,801	3,592	3,634,143	3,695,784	94,943	3,592	3,794,319
Financial Liabilities								
Trade payables	-	604	-	604	-	1,974	-	1,974
Accrued expenses	-	9,701	-	9,701	-	10,404	-	10,404
Dividends payable	6,554	-	-	6,554	6,554	-	-	6,554
Other current liabilities	-	1,657	-	1,657	-	1,748	-	1,748
Lease liabilities	-	9,181	16,920	26,101	-	15,933	24,424	40,357
Other noncurrent liabilities	-	1,802	-	1,802	-	-	1,802	1,802
Total undiscounted financial liabilities	6,554	22,945	16,920	46,419	6,554	30,059	26,226	62,839
Net undiscounted financial assets	₱3,070,196	₱530,856	(₱13,328)	₱3,587,724	₱3,689,230	₱64,884	(₱22,634)	₱3,731,480

Capital Management

The primary objective of the Group's capital management is to ensure that it maintains a strong credit rating and healthy capital ratios in order to support its business and maximize shareholder value.

The Group competes in an industry where opportunities for growth still abound. Projects are selected if their expected returns are higher than cost of capital. Funding is sourced from a combination of retained earnings, debt and new capital. The Group aims for flexibility in the capital structure to meet changing conditions and adapt with minimum cost and delay. It looks at solvency by keeping its debt capacity within its ability to generate future cash flows.

The Group is not subject to externally imposed capital requirements. The table below summarizes the equity components of the Group.

	2020	2019
Capital stock	₱1,148,535	₱1,148,535
Additional paid-in capital	451,364	451,364
Parent shares held by a subsidiary	(1,149,886)	(1,149,886)
Other equity reserves	285,391	416,426
Retained earnings	2,894,615	2,920,540
	₱3,630,019	₱3,786,979

Fair Values

The following is a comparison by category of carrying amounts and fair values of the Group's financial instruments that are reflected in the consolidated financial statements:

	2020		2019	
	Carrying Amount	Fair Value	Carrying Amount	Fair Value
Financial Assets				
Cash and cash equivalents	₱2,549,467	₱2,549,467	₱3,287,798	₱3,287,798
Investment securities -				
Financial assets at:				
Amortized cost	522,517	522,517	50,654	50,654
FVOCI	371,021	371,021	153,101	153,101
FVPL	156,262	156,262	254,885	254,885
Trade and other receivables	31,284	31,284	44,289	44,289
Rental and security deposits	3,592	3,537	3,592	3,473
	₱3,634,143	₱3,634,088	₱3,794,319	₱3,794,200
Financial Liabilities				
Trade and other payables*:				
Trade	₱604	₱604	₱1,974	₱1,974
Accrued expenses	9,701	9,701	10,404	10,404
Dividends	6,554	6,554	6,554	6,554
Other current liabilities	1,657	1,657	1,748	1,748
Lease liabilities	24,770	25,270	35,573	39,267
Other noncurrent liabilities	1,802	1,802	1,802	1,802
	₱45,088	₱45,588	₱58,055	₱61,749

*Excluding statutory payables amounting to ₱6,423 and ₱6,523 as at December 31, 2020 and 2019, respectively.

The following methods and assumptions were used to estimate the fair value of each class of financial instrument for which it is practicable to estimate such value:

Cash and Cash Equivalents, Financial Assets at Amortized Cost, Trade and Other Receivables and Trade and Other Payables (excluding statutory payables). Due to the relatively short-term maturities of the financial assets and liabilities, the fair values approximate the carrying amounts at initial recognition.

Financial Assets at FVPL. The fair value of the Group's financial assets at FVPL is based on the net asset value as at end of the reporting period and is categorized as Level 2.

Financial Assets at FVOCI. The fair value of the Group's financial assets at FVOCI is estimated by reference to quoted bid price in an active market at the end of the reporting period and is categorized as Level 1.

Lease Liabilities. The fair value of lease liabilities was determined based on Level 2 in which the inputs are based on the discounted interest rate of the prevailing comparable instrument in the market.

Rental and Security Deposits and Other Noncurrent Liabilities. Fair values of security deposits are based on the present value of the expected future cash flows using discount rates ranging from 1.21% to 1.81%. These are categorized under Level 2 of the fair value measurements hierarchy for financial instruments.

For the years ended December 31, 2020 and 2019, there were no transfers between Level 1 and Level 2 fair value measurements.

**REPORT OF INDEPENDENT AUDITORS
ON SUPPLEMENTARY SCHEDULES FOR FILING WITH THE
SECURITIES AND EXCHANGE COMMISSION**

The Stockholders and the Board of Directors
Paxys, Inc.
15th Floor, 6750 Ayala Office Tower
Ayala Avenue, Makati City

We have audited in accordance with Philippine Standards on Auditing, the consolidated financial statements of Paxys, Inc. (the Parent Company) and Subsidiaries (the Group) as at December 31, 2020 and 2019 and for each of the three years in the period ended December 31, 2020 and have issued our report thereon dated March 18, 2021. Our audits were made for the purpose of forming an opinion on the basic consolidated financial statements taken as a whole. The accompanying Supplementary Schedules for submission to the Securities and Exchange Commission (SEC) are the responsibility of the Group's management.

The supplementary schedules include the following:

- Schedules Required under Annex 68-E of the Revised Securities Regulation Code (SRC) Rule 68 as at and for the years ended December 31, 2020 and 2019
- Schedules Required under Annex 68-J of the Revised SRC Rule 68 as at and for the year ended December 31, 2020
- Reconciliation of the Parent Company Retained Earnings Available for Dividend Declaration for the year ended December 31, 2020
- Corporate Structure as at December 31, 2020

The Supplementary Schedule on Financial Soundness Indicators, including their definitions, formulas, calculation, and their appropriateness or usefulness to the intended users, is the responsibility of the Group's management. These financial soundness indicators are not measures of operating performance defined by Philippine Financial Reporting Standards (PFRS) and may not be comparable to similarly titled measures presented by other companies. The components of these financial soundness indicators have been traced to the Group's consolidated financial statements as at December 31, 2020 and 2019 and for each of the three years ended December 31, 2020 and no material exceptions were noted.



The supplementary schedules are presented for purposes of complying with the Revised SRC Rule 68 issued by the SEC, and are not part of the basic consolidated financial statements. The supplementary schedules have been subjected to the auditing procedures applied in the audit of the basic consolidated financial statements and, in our opinion, fairly state, in all material respects, the financial data required to be set forth therein in relation to the basic consolidated financial statements taken as a whole.

REYES TACANDONG & Co.

HAYDEE M. REYES

Partner

CPA Certificate No. 83522

Tax Identification No. 102-095-265-000

BOA Accreditation No. 4782; Valid until August 15, 2021

SEC Accreditation No. 83522-SEC Group A

Issued March 10, 2020

Valid for Financial Periods 2019 to 2023

BIR Accreditation No. 08-005144-006-2019

Valid until October 20, 2022

PTR No. 8534276

Issued January 5, 2021, Makati City

March 18, 2021

Makati City, Metro Manila

PAXYS, INC. AND SUBSIDIARIES
LIST OF SUPPLEMENTARY INFORMATION
DECEMBER 31, 2020

Schedules Required under Annex 68-J of the Revised Securities Regulation Code Rule 68

	Page No.
A Financial Assets	1
B Amounts Receivable from Directors, Officers, Employees, Related Parties, and Principal Stockholders (Other than Related Parties)	2
C Amounts Receivable from Related Parties which are Eliminated during the Consolidation of the Financial Statements	3
D Long-term Borrowings	*
E Indebtedness to Related Parties	*
F Guarantees of Securities of Other Issuers	*
G Capital Stock	4

Other Required Information

H Reconciliation of the Parent Company Retained Earnings Available for Dividend Declaration for the year ended December 31, 2020	5
I Financial Soundness Indicators as at and for the years ended December 31, 2020 and 2019	6
J Corporate Structure as at December 31, 2020	7

* *Not Applicable*

SCHEDULE A

PAXYS, INC. AND SUBSIDIARIES

FINANCIAL ASSETS
DECEMBER 31, 2020
(Amounts in Thousands)

Financial Asset/ Name of issuing entity	Number of Shares or Principal Amount of Bonds	Amount Shown in the Statement of Financial Position	Income Received and Accrued
Cash in Banks			
UBS Bank		₱22,674	₱95
BDO Unibank, Inc.		15,042	31
Bank Julius Baer		8,647	16
J.P. Morgan Chase Bank		5,061	31
Bank of the Philippine Islands		3,138	20
Security Bank Corporation		559	1
Metropolitan Bank and Trust Company		77	–
		55,198	194
Cash Equivalents			
J.P. Morgan Chase Bank		1,054,463	6,975
UBS Bank		432,230	4,742
Bank Julius Baer		336,161	4,532
Security Bank Corporation		330,977	548
BDO Unibank, Inc.		290,900	2,503
Bank of the Philippine Islands		49,473	14,065
Metrobank Card Corporation		–	45
		2,494,204	33,410
		2,549,402	33,604
Financial Assets at Fair Value through Profit or Loss			
Bank of the Philippine Islands		156,262	–
		156,262	–
Financial Assets at Fair Value through Other Comprehensive Income			
Fixed Income Investments:			
UBS Bank Managed Funds	\$5,147	247,179	10,141
J.P. Morgan Chase Bank	2,579	123,842	1,199
	\$7,726	371,021	11,340
Financial Assets at Amortized Cost			
UBS Bank	\$4,000	193,947	1,029
J.P. Morgan Chase Bank	\$2,200	115,062	1,667
Bank Julius Baer	\$2,000	113,508	709
Bank of the Philippine Islands	₱100,000	100,000	2,994
		522,517	6,399
Trade and Other Receivables - Net			
Due from related parties		14,772	–
Trade		6,537	–
Accrued interest		6,518	–
Others		3,457	–
		31,284	–
Rental and Security Deposits			
		3,592	–
		₱3,634,078	₱51,343

PAXYS, INC. AND SUBSIDIARIES

AMOUNTS RECEIVABLE FROM DIRECTORS, OFFICERS, EMPLOYEES, RELATED PARTIES AND PRINCIPAL STOCKHOLDERS

(OTHER THAN RELATED PARTIES)

DECEMBER 31, 2020

(Amounts in Thousands)

	Balance at Beginning of Year	Additions	Amounts Collected	Amounts Written-off	Current	Noncurrent	Balance at end of year
Advances to officers and employees	₱1,511	₱5,923	₱5,768	₱-	₱1,666	-	₱1,666

PAXYS, INC. AND SUBSIDIARIES

**AMOUNTS RECEIVABLE FROM RELATED PARTIES WHICH ARE
ELIMINATED DURING CONSOLIDATION OF FINANCIAL STATEMENTS**

DECEMBER 31, 2020
(Amounts in Thousands)

Related Parties	Balance at Beginning of Year	Additions [*]	Amounts Collected [*]	Current	Noncurrent	Balance at end of Year
Due from Related Parties						
Paxys Global Services, Inc.	P66,361	P288	P84	P66,565	P-	P66,565
Scopeworks Asia, Inc.	58,195	-	106	58,089	-	58,089
Paxys Global Services Pte. Ltd	34,017	-	1,316	32,701	-	32,701
Paxys N.V.	20,896	-	949	19,947	-	19,947
Paxys Global Services Ltd. Regional Operating Headquarters	13,817	-	457	13,360	-	13,360
Paxys Ltd.	11,886	355	-	12,241	-	12,241
	P205,172	P643	P2,912	P202,903	P-	P202,903

**inclusive of foreign currency translation adjustments on dollar-denominated receivables*

PAXYS, INC. AND SUBSIDIARIES

CAPITAL STOCK
DECEMBER 31, 2020

Title of issue	Number of shares authorized	Number of shares issued and outstanding as shown under related consolidated statement of financial position caption	Number of shares reserved for options, warrants, conversion, and other rights	Number of shares held by related parties	Directors and officers	Others
Common shares - "Class A" at ₱1 par value	1,800,000,000	1,148,534,866	-	976,466,515	217,800	171,850,551

PAXYS, INC.

15th Floor 6750 Ayala Office Tower Ayala Avenue, Makati City

**RECONCILIATION OF PARENT COMPANY RETAINED EARNINGS
AVAILABLE FOR DIVIDEND DECLARATION
FOR THE YEAR ENDED DECEMBER 31, 2020**

Deficit at Beginning of Year	(P167,303,132)
Net unrealized foreign exchange in 2019	620,143
Deficit at Beginning of Year, as Adjusted	(166,682,989)
<hr/>	
Net Loss Actually Realized during the Year	
Net loss closed to retained earnings	(50,398,852)
Unrealized foreign exchange loss in 2020	4,524,181
Unrealized foreign exchange gain in 2019, realized in 2020	(620,143)
Unrealized fair value gain	(344,757)
	<hr/>
	(46,839,571)
Deficit at End of Year	(P213,522,560)

SCHEDULE I

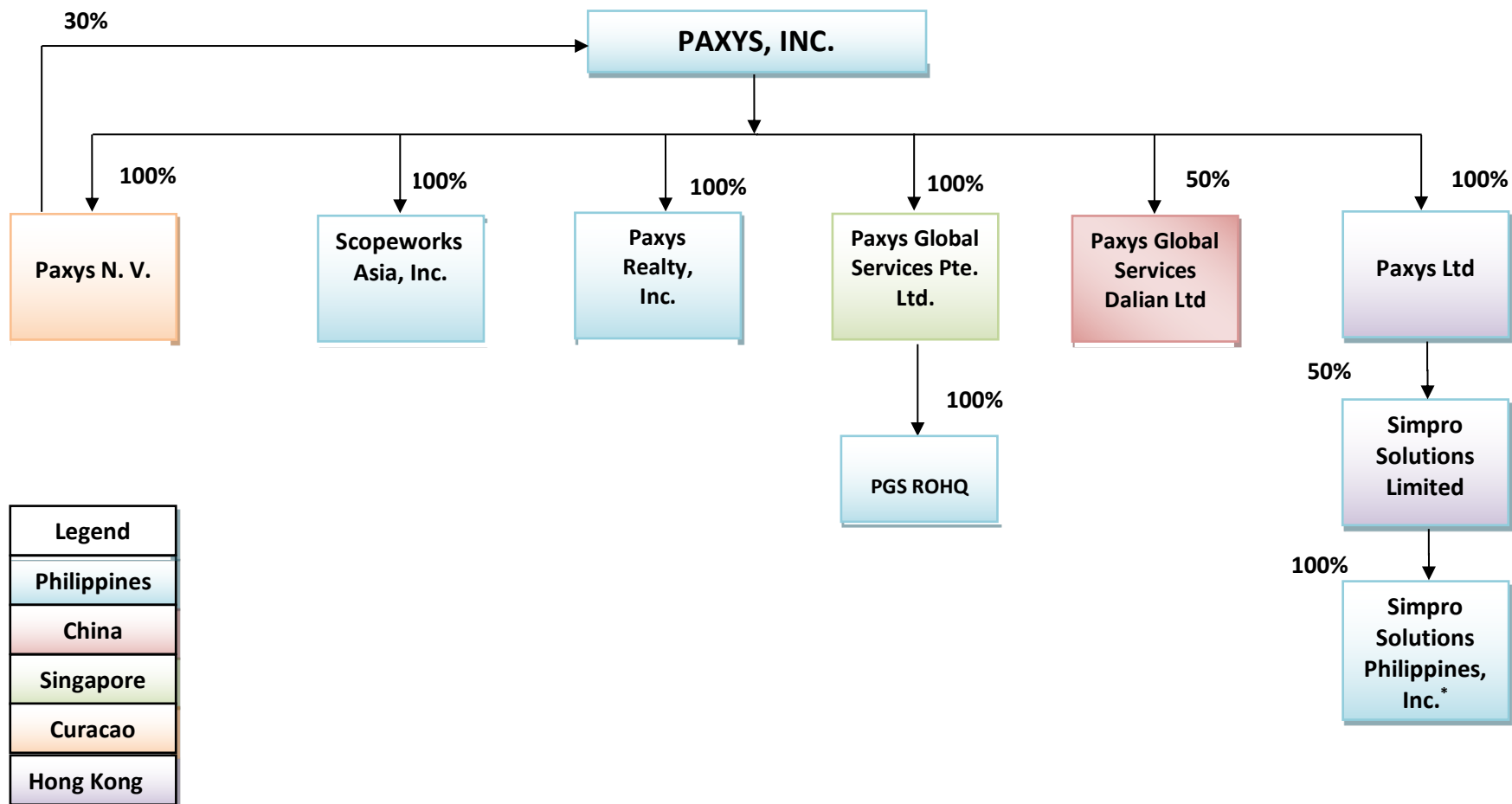
PAXYS, INC. AND SUBSIDIARIES
FINANCIAL SOUNDNESS INDICATORS
DECEMBER 31, 2020 AND 2019

Formula		2020	2019
Liquidity ratio			
Current ratio	Total Current Assets	₱3,657,366	109.39: 1 91.57: 1
	Divide by: Total Current Liabilities	33,433	
	Current ratio	<u>109.39</u>	
Solvency ratio			
Debt to equity ratio	Total Liabilities	₱63,273	0.02: 1 0.02: 1
	Divide by: Total Equity	3,630,019	
	Debt to equity ratio	<u>0.02</u>	
Profitability ratio			
Return on equity	Net Loss	(₱25,925)	(0.71%) 0.64%
	Divide by: Total Equity	3,630,019	
	Return on equity	<u>(0.71%)</u>	
Net income margin	Net Loss	(₱25,925)	(47.44%) 30.93%
	Divide by: Revenue	54,648	
	Net income margin	<u>(47.44%)</u>	
Earnings (loss) before interest, tax, depreciation and amortization (EBITDA) margin	Loss before income tax	(₱21,524)	(2.61%) 70.84%
	Add: Depreciation and amortization	18,832	
	Interest expense	1,267	
	EBITDA	<u>(1,425)</u>	
	Divided by: Revenue	54,648	
		<u>(2.61%)</u>	

PAXYS, INC. AND SUBSIDIARIES

CORPORATE STRUCTURE

AS AT DECEMBER 31, 2020



*Currently under dissolution and liquidation. See Notes to Consolidated Financial Statements

STATEMENT OF MANAGEMENT'S RESPONSIBILITY FOR FINANCIAL STATEMENTS

The management of **Paxys, Inc.** (the Company) is responsible for the preparation and fair presentation of the separate financial statements as at and for the years ended December 31, 2020 and 2019, including the schedules attached therein, in accordance with the prescribed financial reporting framework indicated therein, and for such internal control as management determines is necessary to enable the preparation of separate financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the separate financial statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative to do so.

The Board of Directors is responsible for overseeing the Company's financial reporting process.

The Board of Directors reviews and approves the separate financial statements, including the schedules attached therein, and submits the same to the stockholders.

Reyes Tacandong & Co., the independent auditor appointed by the stockholders, has audited the separate financial statements of the Company in accordance with Philippine Standards on Auditing, and in its report to the stockholders, has expressed its opinion on the fairness of presentation upon completion of such audit.



Tarcisio M. Medalla
Chairman of the Board and President



Pablito O. Lim
Chief Financial Officer

Signed this 18th day of March 2021.

Doc. No.	<u>47</u>
Page No.	<u>01</u>
Book No.	<u>101</u>
Series of	<u>2021</u>

ATTY. JOSHUA P. LAPUZ
Notary Public for and in Makati City
Appointment No. M-66 until 12/31/2021
PTR No. 8531012, Jan. 4, 2021 Until Dec. 31, 2021 Makati City
Roll No. 45790, IBP, Lifetime N. 04897
MCLE No VI-0016565 / Jan. 14, 2019
G/F Fedman Suites, 199 Salcedo Street,
Legaspi Village, Makati City

INDEPENDENT AUDITORS' REPORT

The Stockholders and the Board of Directors
Paxys, Inc.
15th Floor, 6750 Ayala Office Tower
Ayala Avenue, Makati City

Opinion

We have audited the accompanying separate financial statements of Paxys, Inc. (the Company), which comprise the separate statements of financial position as at December 31, 2020 and 2019, separate statements of comprehensive income, separate statements of changes in equity and separate statements of cash flows for the years then ended, and notes to separate financial statements, including a summary of significant accounting policies.

In our opinion, the separate financial statements present fairly, in all material respects, the financial position of the Company as at December 31, 2020 and 2019, and its financial performance and its cash flows for the years then ended in accordance with Philippine Financial Reporting Standards (PFRS).

Basis for Opinion

We conducted our audits in accordance with Philippine Standards on Auditing (PSA). Our responsibilities under those standards are further described in the *Auditors' Responsibilities for the Audit of the Separate Financial Statements* section of our report. We are independent of the Company in accordance with the Code of Ethics for Professional Accountants in the Philippines (Code of Ethics) together with the ethical requirements that are relevant to the audit of the separate financial statements in the Philippines, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Separate Financial Statements

Management is responsible for the preparation and fair presentation of the separate financial statements in accordance with PFRS, and for such internal control as management determines is necessary to enable the preparation of separate financial statements that are free from material misstatement, whether due to fraud or error.



In preparing the separate financial statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's financial reporting process.

Auditors' Responsibilities for the Audit of the Separate Financial Statements

Our objectives are to obtain reasonable assurance about whether the separate financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with PSA will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, these could reasonably be expected to influence the economic decisions of users taken on the basis of the separate financial statements.

As part of an audit in accordance with PSA, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the separate financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the separate financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the separate financial statements, including the disclosures, and whether the separate financial statements represent the underlying transactions and events in a manner that achieves fair presentation.



We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audits.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the separate financial statements of the current year and are therefore considered the key audit matters. We describe these matters in our auditors' report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

REYES TACANDONG & Co.

HAYDEE M. REYES

Partner

CPA Certificate No. 83522

Tax Identification No. 102-095-265-000

BOA Accreditation No. 4782; Valid until August 15, 2021

SEC Accreditation No. 83522-SEC Group A

Issued March 10, 2020

Valid for Financial Periods 2019 to 2023

BIR Accreditation No. 08-005144-006-2019

Valid until October 20, 2022

PTR No. 8534276

Issued January 5, 2021, Makati City

March 18, 2021

Makati City, Metro Manila

PAXYS, INC.

SEPARATE STATEMENTS OF FINANCIAL POSITION

		December 31	
	Note	2020	2019
ASSETS			
Current Assets			
Cash and cash equivalents	4	₱678,791,620	₱970,741,067
Investment securities	5	246,633,960	1,852,766
Receivables	6	37,343,933	42,744,826
Other current assets	7	8,539,366	4,746,187
Total Current Assets		971,308,879	1,020,084,846
Noncurrent Assets			
Investments in subsidiaries and a joint venture	8	425,545,650	425,545,650
Right-of-use asset	18	2,563,987	10,255,952
Property and equipment	9	504,749	526,848
Other noncurrent assets	10	5,138,901	6,660,661
Total Noncurrent Assets		433,753,287	442,989,111
		₱1,405,062,166	₱1,463,073,957
LIABILITIES AND EQUITY			
Current Liabilities			
Trade and other payables	11	₱9,833,806	₱9,503,042
Current portion of lease liability	18	1,666,995	8,628,017
Dividends payable	13	6,554,030	6,554,030
Income tax payable		12,585	22,091
Total Current Liabilities		18,067,416	24,707,180
Noncurrent Liabilities			
Retirement liability	12	9,941,878	9,334,908
Lease liability - net of current portion	18	-	1,666,995
Total Noncurrent Liabilities		9,941,878	11,001,903
Total Liabilities		28,009,294	35,709,083
Equity			
Capital stock	13	1,148,534,866	1,148,534,866
Additional paid-in capital	13	451,364,252	451,364,252
Other equity reserves	12	(5,144,262)	(5,231,112)
Deficit		(217,701,984)	(167,303,132)
Total Equity		1,377,052,872	1,427,364,874
		₱1,405,062,166	₱1,463,073,957

See accompanying Notes to Separate Financial Statements.

PAXYS, INC.

SEPARATE STATEMENTS OF COMPREHENSIVE INCOME

		Years Ended December 31	
	Note	2020	2019
INTEREST INCOME	17	₱20,104,614	₱49,861,565
GENERAL AND ADMINISTRATIVE EXPENSES	15	(62,658,068)	(71,665,126)
NET FOREIGN EXCHANGE LOSS		(4,381,830)	(2,767,860)
INTEREST EXPENSE	18	(286,308)	(424,894)
OTHER INCOME	17	831,631	141,562
LOSS BEFORE INCOME TAX		(46,389,961)	(24,854,753)
CURRENT INCOME TAX EXPENSE	19	4,008,891	9,934,347
NET LOSS		(50,398,852)	(34,789,100)
OTHER COMPREHENSIVE INCOME			
<i>Item not to be reclassified to profit or loss -</i>			
Remeasurement gain on retirement liability	12	86,850	204,490
TOTAL COMPREHENSIVE LOSS		(₱50,312,002)	(₱34,584,610)

See accompanying Notes to Separate Financial Statements.

PAXYS, INC.

SEPARATE STATEMENTS OF CHANGES IN EQUITY

		Years Ended December 31	
	Note	2020	2019
CAPITAL STOCK	13		
Balance at beginning and end of year		₱1,148,534,866	₱1,148,534,866
ADDITIONAL PAID-IN CAPITAL	13		
Balance at beginning and end of year		451,364,252	451,364,252
OTHER EQUITY RESERVES			
Cumulative Remeasurement Losses on Retirement Liability	12		
Balance at beginning of year		(5,231,112)	(5,435,602)
Remeasurement gain		86,850	204,490
Balance at end of year		(5,144,262)	(5,231,112)
DEFICIT			
Balance at beginning of year		(167,303,132)	(132,514,032)
Net loss		(50,398,852)	(34,789,100)
Balance at end of year		(217,701,984)	(167,303,132)
		₱1,377,052,872	₱1,427,364,874

See accompanying Notes to Separate Financial Statements.

PAXYS, INC.

SEPARATE STATEMENTS OF CASH FLOWS

		Years Ended December 31	
	Note	2020	2019
CASH FLOWS FROM OPERATING ACTIVITIES			
Loss before income tax		(₱46,389,961)	(₱24,854,753)
Adjustments for:			
Interest income	17	(20,104,614)	(49,861,565)
Depreciation and amortization	17	8,116,847	8,062,375
Net unrealized foreign exchange loss		4,524,181	620,143
Retirement benefits	12	693,820	776,068
Reversal of long-outstanding payables	17	(486,874)	–
Fair value gain on investment securities	5	(344,757)	(53,286)
Interest expense on lease liability	18	286,308	424,894
Write-off of receivables	6	–	1,314,151
Operating loss before changes in working capital		(53,705,050)	(63,571,973)
Decrease (increase) in:			
Receivables		(173,707)	21,794
Investment securities measured at fair value through profit or loss	5	(144,436,437)	(1,799,480)
Other current assets		(2,352,400)	(2,451,854)
Increase (decrease) in trade and other payables		817,638	(1,092,638)
Net cash used for operations		(199,849,956)	(68,894,151)
Interest received		24,712,161	48,076,311
Income taxes paid		(4,018,397)	(10,120,106)
Net cash flows used in operating activities		(179,156,192)	(30,937,946)
CASH FLOWS FROM INVESTING ACTIVITIES			
Additions to:			
Investment securities	5	(100,000,000)	–
Property and equipment	9	(278,303)	(133,161)
Intangible assets	10	(43,499)	(26,071)
Increase in due from related parties		5,273	(799,306)
Proceeds from redemption of investment securities measured at amortized cost	5	–	109,000,000
Net cash flows provided by (used in) investing activities		(100,316,529)	108,041,462
CASH FLOW FROM A FINANCING ACTIVITY			
Payments of lease liability	18	(8,914,325)	(8,103,920)
NET INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS			
		(288,387,046)	68,999,596
EFFECT OF EXCHANGE RATE CHANGES ON CASH AND CASH EQUIVALENTS			
		(3,562,401)	95,271
CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR			
		970,741,067	901,646,200
CASH AND CASH EQUIVALENTS AT END OF YEAR			
	4	₱678,791,620	₱970,741,067

See accompanying Notes to Separate Financial Statements.

PAXYS, INC.

NOTES TO SEPARATE FINANCIAL STATEMENTS

1. Corporate Information

Paxys, Inc. (Paxys or the Company) is an investment holding company incorporated in the Philippines and listed (stock symbol: PAX) on the Philippine Stock Exchange (PSE). The Company was formerly known as Fil-Hispano Holdings Corporation and registered with the Philippine Securities and Exchange Commission (SEC) on February 14, 1952. On June 18, 2001, the SEC approved the extension of corporate existence for 50 years until February 14, 2052. However, in accordance with the Revised Corporation Code of the Philippines, effective February 23, 2019, the Company shall have perpetual existence.

As at December 31, 2020 and 2019, the major shareholders of the Company are All Asia Customer Services Holdings Ltd (AACSHL), a company incorporated in Hong Kong, and Paxys N.V., a wholly owned subsidiary of the Company, with 54.93% and 30.09% equity interest, respectively.

The COVID-19 pandemic had significantly impacted the Company. Interest Income from the surplus funds significantly went down compared to prior years due to lower market interest rates. Nonetheless, management has reasonable expectation that the Company has adequate resources to continue its operation and has sufficient liquidity to meet maturing obligations and to continue as a going concern.

The registered office address of the Company is at 15th Floor, 6750 Ayala Office Tower, Ayala Avenue, Makati City.

Approval of the Separate Financial Statements

The accompanying separate financial statements as at and for the years ended December 31, 2020 and 2019 were authorized for issue by the Board of Directors (BOD) on March 18, 2021.

2. Summary of Significant Accounting Policies

Basis of Preparation

The separate financial statements have been prepared in compliance with Philippine Financial Reporting Standards (PFRS) issued by the Philippine Financial Reporting Standards Council (FRSC) and adopted by the SEC. The financial reporting framework includes PFRS, Philippine Accounting Standards (PAS), Philippine Interpretations from International Financial Reporting Interpretations Committee (IFRIC) and the SEC provisions.

The Company also prepares consolidated financial statements for the same year in accordance with PFRS for the Company and its Subsidiaries (collectively referred to as the Group). Users of these separate financial statements should read them together with the consolidated financial statements in order to obtain full information on the financial position, financial performance and cash flows of the Group as a whole. The consolidated financial statements may be obtained at the registered office address of the Company or at the SEC.

Measurement Bases

The separate financial statements are presented in Philippine Peso, the functional currency of the Company. All amounts represent absolute values, unless otherwise stated.

The separate financial statements have been prepared on a historical cost basis, except for the following items:

<u>Items</u>	<u>Measurement Bases</u>
Investment securities measured at fair value through profit or loss (FVPL)	Fair value
Retirement liability	Present value of the defined benefit retirement obligation less the fair value of the plan assets
Lease liability	Present value of discounted minimum lease payments

Historical cost is generally based on the fair value of the consideration given in exchange for an asset or the fair value of the consideration received in exchange for incurring a liability.

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the transaction date. The fair value measurement is based on the presumption that the transaction to sell the asset or transfer the liability takes place either: (a) in the principal market for the asset or liability; or (b) in the absence of a principal market, in the most advantageous market for the asset or liability. The principal or most advantageous market must be accessible to the Company.

The fair value of an asset or liability is measured using the assumptions that market participants would use when pricing the asset or liability, assuming that market participants act in their best economic interest.

The Company uses valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, maximizing the use of relevant observable inputs and minimizing the use of unobservable inputs.

All assets and liabilities for which fair value is measured and/or disclosed in the separate financial statements are categorized within the fair value hierarchy, described as follows, based on the lowest level input that is significant to the fair value measurement as a whole:

- Level 1 - Quoted (unadjusted) market prices in active market for identical assets or liabilities.
- Level 2 - Valuation techniques for which the lowest level input that is significant to the fair value measurement is directly or indirectly observable.
- Level 3 - Valuation techniques for which the lowest level input that is significant to the fair value measurement is unobservable.

For assets and liabilities that are recognized in the separate financial statements on a recurring basis, the Company determines whether transfers have occurred between levels in the hierarchy by re-assessing categorization (based on the lowest level input that is significant to the fair value measurement as a whole) at the end of each reporting year.

For the purpose of fair value disclosures, the Company has determined classes of assets and liabilities on the basis of the nature, characteristics and risks of the asset or liability and the level of the fair value hierarchy as discussed in the foregoing.

Information about the assumptions made in measuring fair value is included in the following notes to separate financial statements:

- Note 3, *Significant Judgments, Accounting Estimates and Assumptions*
- Note 20, *Financial Instruments*

Adoption of Amended PFRS

The accounting policies adopted are consistent with those of the previous reporting year, except for the adoption of the following amended PFRS.

Effective for annual periods beginning on or after January 1, 2020:

- Amendments to References to the Conceptual Framework in PFRS – The amendments include a new chapter on measurement; guidance on reporting financial performance; improved definitions and guidance—in particular the definition of a liability; and clarifications in important areas, such as the roles of stewardship, prudence and measurements uncertainty in financial reporting. The amendments should be applied retrospectively unless retrospective application would be impracticable or involve undue cost or effort.
- Amendments to PFRS 3 - *Definition of a Business* – This amendment provides a new definition of a “business” which emphasizes that the output of a business is to provide goods and services to customers, whereas the previous definition focused on returns in the form of dividends, lower costs or other economic benefits to investors and others. To be considered a business, an integrated set of activities and assets must now include ‘an input and a substantive process that together significantly contribute to the ability to create an output’. The distinction is important because an acquirer may recognize goodwill (or a bargain purchase) when acquiring a business but not a group of assets. An optional simplified assessment (the concentration test) has been introduced to help companies determine whether an acquisition is of a business or a group of assets.
- Amendments to PAS 1, *Presentation of Financial Statements* and PAS 8, *Accounting Policies, Changes in Accounting Estimates and Errors - Definition of Material* – The amendments clarify the definition of “material” and how it should be applied by companies in making materiality judgments. The amendments ensure that the new definition is consistent across all PFRS. Based on the new definition, an information is “material” if omitting, misstating or obscuring it could reasonably be expected to influence the decisions that the primary users of general purpose financial statements make on the basis of those financial statements.

Effective for annual periods beginning on or after June 1, 2020 -

- Amendments to PFRS 16, *Leases – Covid-19 Related Rent Concessions* – The amendments provide practical relief to lessees for accounting for rent concessions arising due to the Covid-19 pandemic. As a practical expedient, a lessee may elect not to assess whether a Covid-19 related rent concession is a lease modification. A lessee that makes this election accounts for any change in lease payments resulting from the Covid-19 related rent concession the same way it would account for the change under PFRS 16, if the change were not a lease modification.

Under prevailing circumstances, the adoption of the foregoing amended PFRS did not have any material effect on the separate financial statements of the Company. Additional disclosures were included in the separate financial statements, as applicable.

Amended PFRS Issued but Not yet Effective

Relevant amended PFRS, which are not yet effective as at December 31, 2020 and have not been applied in preparing the separate financial statements, are summarized below.

Effective for annual periods beginning on or after January 1, 2022:

- Amendments to PFRS 3, *Reference to Conceptual Framework* – The amendments replace the reference of PFRS 3 from the 1989 Framework to the current 2018 Conceptual Framework. The amendment included an exception that specifies that, for some types of liabilities and contingent liabilities, an entity applying PFRS 3 should refer to PAS 37, *Provisions, Contingent Liabilities and Contingent Assets*, or IFRIC 21, *Levies*, instead of the Conceptual Framework. The requirement would ensure that the liabilities recognized in a business combination would remain the same as those recognized applying the current requirements in PFRS 3. The amendment also added an explicit statement that contingent assets acquired in a business combination should not be recognized by an acquirer.
- Amendments to PAS 16, *Property, Plant and Equipment - Proceeds before Intended Use* – The amendments prohibit deducting from the cost of property, plant and equipment amounts received from selling items produced while bringing that asset to the location and condition necessary for its intended use. Instead, the proceeds and related costs from such items shall be recognized in profit or loss.
- Amendments to PAS 37, *Onerous Contracts - Cost of Fulfilling a Contract* – The amendments clarify that for the purpose of assessing whether a contract is onerous, the cost of fulfilling a contract comprises both the incremental costs of fulfilling that contract and/or an allocation of other costs that relate directly to fulfilling contracts.

Deferred effectivity -

- Amendments to PFRS 10, *Consolidated Financial Statements*, and PAS 28 - *Sale or Contribution of Assets Between an Investor and its Associate or Joint Venture* – The amendments address a conflicting provision under the two standards. It clarifies that a gain or loss shall be recognized fully when the transaction involves a business, and partially if it involves assets that do not constitute a business. The effective date of the amendments, initially set for annual periods beginning on or after January 1, 2016, was deferred indefinitely in December 2015 but earlier application is still permitted.

Under prevailing circumstances, the adoption of the foregoing amended PFRS is not expected to have any material effect on the separate financial statements of the Company. Additional disclosures will be included in the separate financial statements, as applicable.

The significant accounting policies that have been used in the preparation of the separate financial statements are summarized below. These policies have been consistently applied to all years presented, unless otherwise stated.

Financial Assets and Liabilities

Date of Recognition. The Company recognizes a financial asset or liability in the separate statement of financial position when the Company becomes a party to the contractual provisions of a financial instrument. In the case of a regular way purchase or sale of financial assets, recognition and derecognition, as applicable, is done using settlement date accounting.

Initial Recognition and Measurement. Financial instruments are recognized initially at fair value, which is the fair value of the consideration given (in case of an asset) or received (in case of a liability). The initial measurement of financial instruments, except for those designated at FVPL, includes transaction cost.

“Day 1” Difference. Where the transaction in a non-active market is different from the fair value of other observable current market transactions in the same instrument or based on a valuation technique whose variables include only data from observable market, the Company recognizes the difference between the transaction price and fair value (a “Day 1” difference) in profit or loss. In cases where there is no observable data on inception, the Company deems the transaction price as the best estimate of fair value and recognizes “Day 1” difference in profit or loss when the inputs become observable or when the instrument is derecognized. For each transaction, the Company determines the appropriate method of recognizing the “Day 1” difference.

Financial Assets

Classification. The Company classifies its financial assets at initial recognition under the following categories: (a) financial assets at FVPL, (b) financial assets at amortized cost and (c) financial assets at fair value through other comprehensive income (FVOCI). The classification of a financial instrument largely depends on the Company’s business model and its contractual cash flow characteristics.

The Company does not have financial assets at FVOCI.

Financial Assets at FVPL. Financial assets that do not meet the criteria for being measured at amortized cost or FVOCI are classified under this category. Specifically, financial assets at FVPL include financial assets that are (a) held for trading, (b) designated upon initial recognition at FVPL, or (c) mandatorily required to be measured at fair value.

Financial assets are classified as held for trading if these are acquired for the purpose of selling or repurchasing in the near term. Financial assets with cash flows that are not solely payments of principal and interest are classified and measured at FVPL, irrespective of the business model. Notwithstanding the criteria for debt instruments to be classified at amortized cost or at FVOCI, debt instruments may be designated at FVPL on initial recognition if doing so eliminates, or significantly reduces, an accounting mismatch.

Financial assets at FVPL are measured at fair value at each reporting date, with any fair value gains or losses recognized in profit or loss to the extent these are not part of a designated hedging relationship.

This category includes investments in Unit Investment Trust Fund (UITF).

Financial Assets at Amortized Cost. A financial asset should be measured at amortized cost if both of the following conditions are met:

- the financial asset is held within a business model whose objective is to hold financial assets in order to collect contractual cash flows; and
- the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

After initial recognition, financial assets at amortized cost are subsequently measured at amortized cost using the effective interest method, less any allowance for impairment. Amortized cost is calculated by taking into account any discount or premium on acquisition and fees that are an integral part of the effective interest rate. Gains and losses are recognized in profit or loss when the financial assets are impaired and through amortization process.

Financial assets at amortized cost are included under current assets if maturity is within 12 months from the reporting date. Otherwise, these are classified as noncurrent assets.

The Company classifies its cash and cash equivalents, investments in unquoted bonds, receivables and rental and security deposits under this category.

Cash and cash equivalents, which include cash on hand, cash in banks and money market placements, are highly liquid investments that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

Financial Liabilities

Classification. The Company classifies its financial liabilities at initial recognition as either financial liabilities at FVPL or financial liabilities at amortized cost. The classification of a financial instrument largely depends on the Company's business model and its contractual cash flow characteristics.

The Company does not have financial instruments classified as financial liabilities at FVPL.

Financial Liabilities at Amortized Cost. Financial liabilities are categorized as financial liabilities at amortized cost unless either the financial liability is held for trading and is therefore required to be measured at FVPL or the entity elects to measure the liability at FVPL. Financial liabilities are recognized when the substance of the contractual arrangement results in the Company having an obligation either to deliver cash or another financial asset to the holder, or to settle the obligation other than by the exchange of a fixed amount of cash or another financial asset for a fixed number of its own equity instruments. These financial liabilities are initially recognized at fair value less any directly attributable transaction costs.

After initial recognition, these financial liabilities are subsequently measured at amortized cost using the effective interest method. Amortized cost is calculated by taking into account any discount or premium on the issue and fees that are an integral part of the effective interest rate. Gains and losses are recognized in profit or loss when the liabilities are derecognized or through the amortization process.

The Company classifies its trade and other payables (excluding statutory payables), lease liability and dividends payable under this category.

Reclassification

The Company reclassifies its financial assets when, and only when, it changes its business model for managing those financial assets. The reclassification is applied prospectively from the first day of the first reporting year following the change in business model (reclassification date).

For a financial asset reclassified out of the financial assets at amortized cost category to financial assets at FVPL, any gain or loss arising from the difference between the previous amortized cost of the financial asset and fair value is recognized in profit or loss.

For a financial asset reclassified out of the financial assets at amortized cost category to financial assets at FVOCI, any gain or loss arising from a difference between the previous amortized cost of the financial asset and fair value is recognized in other comprehensive income.

For a financial asset reclassified out of the financial assets at FVPL category to financial assets at amortized cost, its fair value at the reclassification date becomes its new carrying amount.

For a financial asset reclassified out of the financial assets at FVPL category to financial assets at FVOCI, its fair value at the reclassification date becomes its new carrying amount.

Impairment of Financial Assets

The Company assesses at the end of each reporting year whether a financial asset or a group of financial assets is impaired.

The Company recognizes impairment loss based on expected credit loss (ECL), which is the difference between the contractual cash flows due in accordance with the contract and all the cash flows that the Company expects to receive. The difference is then discounted at an approximation to the asset's original effective interest rate.

For financial assets at amortized cost, which comprise cash equivalents, receivables, investment securities and rental and security deposits, ECL is based on 12-month ECL that pertains to the portion of lifetime ECL that result from default events on a financial instrument that are possible within 12 months after the reporting date.

However, when there has been a significant increase in credit risk since initial recognition, the allowance will be based on the lifetime ECL. When determining whether the credit risk of a financial asset has increased significantly since initial recognition, the Company compares the risk of a default occurring on the financial instrument as at the reporting date with the risk of a default occurring on the financial instrument as at the date of initial recognition and consider reasonable and supportable information, that is available without undue cost or effort, that is indicative of significant increases in credit risk since initial recognition.

For a financial asset that is credit-impaired at the reporting date, an entity should measure the expected credit losses as the difference between the asset gross carrying amount and the present value of estimated future cash flows discounted at the financial asset original effective interest rate. A financial asset is credit-impaired when one or more events that have a detrimental impact on the estimated future cash flows of that financial asset have occurred. Evidence that a financial asset is credit-impaired include observable data about the following events, among others: (a) significant financial difficulty of the issuer or the borrower; (b) a breach of contract, such as a default or past due event or (c) the disappearance of an active market for that financial asset because of financial difficulties. It may not be possible to identify a single discrete event instead, the combined effect of several events may have caused financial assets to become credit-impaired.

Financial assets are written off when the counter parties have no liquid and/or available assets to pay. Thus, these are no longer fully realizable.

Derecognition of Financial Assets and Liabilities

A financial asset (or where applicable, a part of a financial asset or part of a Company of similar financial assets) is derecognized when:

- The right to receive cash flows from the asset has expired;
- The Company retains the right to receive cash flows from the financial asset, but has assumed an obligation to pay them in full without material delay to a third party under a “pass-through” arrangement; or
- The Company has transferred its right to receive cash flows from the financial asset and either (a) has transferred substantially all the risks and rewards of the asset, or (b) has neither transferred nor retained substantially all the risks and rewards of the asset, but has transferred control of the asset.

Where the Company has transferred its rights to receive cash flows from an asset and has neither transferred nor retained substantially all the risks and benefits of the asset nor transferred control of the asset, the asset is recognized to the extent of the Company’s continuing involvement in the asset. Continuing involvement that takes the form of a guarantee over the transferred asset, if any, is measured at the lower of original carrying amount of the asset and the maximum amount of consideration that the Company could be required to pay.

A financial liability is derecognized when the obligation under the liability is discharged, cancelled or has expired. When an existing financial liability is replaced by another from the same lender on substantially different terms, or the terms of an existing liability are substantially modified, such an exchange or modification is treated as a derecognition of the original liability and the recognition of a new liability, and the difference in the respective carrying amounts is recognized in profit or loss.

Offsetting of Financial Instruments

Financial assets and liabilities are offset and the net amount reported in the separate statement of financial position if, and only if, there is a currently enforceable legal right to offset the recognized amounts and there is an intention to settle on a net basis, or to realize the asset and settle the liability simultaneously.

Classification of Financial Instrument between Liability and Equity

A financial instrument is classified as liability if it provides for a contractual obligation to:

- Deliver cash or another financial asset to another entity;
- Exchange financial assets or financial liabilities with another entity under conditions that are potentially unfavorable to the Company; or
- Satisfy the obligation other than by the exchange of a fixed amount of cash or another financial asset for a fixed number of own equity shares.

If the Company does not have an unconditional right to avoid delivering cash or another financial asset to settle its contractual obligation, the obligation meets the definition of a financial liability.

Other Current Assets

This account, which consists of input value-added tax (VAT) and prepaid expenses, are carried at face value, net of allowance for impairment losses.

Input VAT. Input VAT represents the net amount of VAT recoverable from the tax authority. Revenue, expenses and assets are recognized, net of the amount of VAT, except where the tax incurred on a purchase of assets or services is not recoverable from the taxation authority.

Prepaid Expenses. Prepaid expenses are expenses paid in advance and recorded as assets before these are utilized. Prepaid expenses are apportioned over the period covered by the payment and recognized in profit or loss when incurred. Prepaid expenses that are expected to be realized within 12 months after the reporting year are classified as current assets. Otherwise, these are classified as other noncurrent assets.

Investments in Subsidiaries and a Joint Venture

The investments in subsidiaries and a joint venture are carried at cost, less any impairment in value. Under the cost method of accounting, the Company recognizes income from the investment only to the extent that the Company received distributions from accumulated profits of the subsidiary and joint venture arising after the date of acquisition. Distributions received in excess of such profits are regarded as a reduction of the cost of investment.

A subsidiary is an entity in which the Company has control. An investor controls an investee when it is exposed, or has rights, to variable returns from its involvement with the investee and has the ability to affect those returns through its power over the investee.

A joint venture is a contractual arrangement whereby two or more parties undertake an economic activity which is subject to joint control. Joint control is the contractually agreed sharing of control of an arrangement, which exists only when decisions about the relevant activities require the unanimous consent of the parties sharing control.

Property and Equipment

Property and equipment are carried at historical cost less accumulated depreciation, amortization and any impairment in value. Historical cost includes expenditure that is directly attributable to the acquisition of the asset.

Subsequent costs are included in the asset's carrying amount or recognized as a separate asset only when it is probable that future economic benefits associated with the item will flow to the Company and the cost of the item can be measured reliably. All other repairs and maintenance are charged to profit or loss in the year incurred.

Major renovations that qualify for capitalization are depreciated and amortized over the remaining useful life of the related asset or to the next major renovation, whichever is shorter.

Depreciation and amortization are calculated using the straight-line method to allocate the cost over the estimated useful lives of the assets, as follows:

<u>Asset Type</u>	<u>Number of Years</u>
Office equipment	5
Computer equipment	3
Communication equipment	3
Leasehold improvements	5 or the lease term, whichever is shorter

Depreciation and amortization commence when an asset is in its location or condition capable of being operated in the manner intended by management. Depreciation and amortization cease at the earlier of the date that the item is classified as held for sale (or included in a disposal Company that is classified as held for sale) in accordance with PFRS 5, *Noncurrent Assets Held for Sale and Discontinued Operations*, and the date the asset is derecognized.

Fully depreciated property and equipment are retained in the books until these are no longer being used in the operations.

The estimated useful lives and depreciation and amortization method of property and equipment are reviewed, and adjusted if appropriate, periodically to ensure that these are consistent with the expected pattern of economic benefits from items of property and equipment.

When an asset is disposed of, or is permanently withdrawn from use and no future economic benefits are expected from its disposal, the cost and accumulated depreciation, amortization and impairment are derecognized. Gains and losses on retirement or disposal are determined by comparing the proceeds with carrying amount of the asset and are recognized in profit or loss.

Other Noncurrent Assets

This account consists of claim for tax refund, intangible assets and rental and security deposits.

Claim for Tax Refund. Claim for tax refund represents the amount of creditable withholding taxes claimed for refund and cannot be withdrawn. These are expected to be refunded beyond 12 months after the reporting year.

Intangible Assets. Intangible assets, which include software licenses and website development, are measured on initial recognition at cost. Following initial recognition, the intangible assets are carried at cost less accumulated amortization and any impairment losses. The intangible assets are amortized on a straight-line basis over their estimated economic life of three to five years. The amortization commences when the intangible assets is available for use. The amortization period and method for the intangible assets are reviewed at each reporting date.

Intangible assets are being assessed for impairment whenever there is an indication that the intangible asset may be impaired.

Gains and losses arising from derecognition of intangible assets are measured as the difference between the net disposal proceeds and the carrying amount of the asset and are recognized in profit or loss when the asset is derecognized.

Impairment of Nonfinancial Assets

The carrying amounts of investments in subsidiaries and a joint venture, ROU asset, property and equipment and intangible assets are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amounts may not be recoverable. An impairment loss is recognized in profit or loss for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's fair value less costs to sell and value-in-use. For purposes of assessing impairment, assets are grouped at the lowest levels for which there are separately identifiable cash flows (cash-generating units). Nonfinancial assets that suffered impairment are reviewed for possible reversal of the impairment at each reporting date.

Impairment losses are recognized in profit or loss. Impairment losses recognized in prior years are assessed at each reporting date for any indications that the loss has decreased or no longer exists. An impairment loss is reversed if there has been a change in the estimates used to determine the

recoverable amount. An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortization, had no impairment loss been recognized. After such a reversal, the depreciation and amortization are adjusted in future years to allocate the asset's revised carrying amount on a systematic basis over its remaining estimated useful lives.

Equity

Capital Stock and Additional Paid-in Capital. Capital stock is measured at par value for all shares issued. Incremental costs directly attributable to the issue of new shares or options are shown in equity as a deduction from proceeds, net of tax. The excess of proceeds from the issuance of shares over the par value of shares is credited to additional paid-in capital.

Deficit. Deficit represents the cumulative balance of net loss, dividend distributions, effects of the changes in accounting policy and other capital adjustments.

Other Comprehensive Income

Other comprehensive income comprise items of income and expenses (including items previously presented as other equity reserves under the separate statement of changes in equity) that are not recognized in profit or loss for the year. Other comprehensive income, which is presented as "Other equity reserves," includes cumulative remeasurement losses on retirement liability.

Revenue Recognition

Revenue from contract with customers is recognized when the performance obligation in the contract has been satisfied, either at a point in time or over time. Revenue is recognized over time if one of the following criteria is met: (a) the customer simultaneously receives and consumes the benefits as the Company perform its obligations; (b) the Company's performance creates or enhances an asset that the customer controls as the asset is created or enhanced; or (c) the Company's performance does not create an asset with an alternative use to the Company and the Company has an enforceable right to payment for performance completed to date. Otherwise, revenue is recognized at a point in time.

The Company also assesses its revenue arrangements to determine if it is acting as a principal or as an agent. The Company has assessed that it acts as a principal in all of its revenue sources.

The following specific recognition criteria must also be met before revenue is recognized:

Interest Income. Revenue is recognized on a time proportion basis using the effective interest method.

Other Income. Revenue is recognized when the earning process is complete and the flow of economic benefit is reasonably assured.

General and Administrative Expenses

Expenses are decreases in economic benefits during the year in the form of outflows, decrease of assets or incurrence of liabilities that result in decrease in equity, other than those relating to distributions to equity participants.

General and administrative expenses constitute costs of administering the business such as salaries and wages of administrative department, professional fees, management fees, rental, utilities and general office expenses. These expenses are recognized in profit or loss as incurred.

Employee Benefits

Short-term Benefits. The Company recognizes a liability net of amounts already paid and an expense for services rendered by employees during the year. Short-term benefits given by the Company to its employees include salaries and wages, social security contributions, short-term compensated absences, bonuses and non-monetary benefits.

Short-term employee benefit liabilities are measured on an undiscounted basis and are expensed as the related service is provided. The unpaid portion of the short-term employee benefits is measured on an undiscounted basis and is included as part of "Trade and Other Payables" account in the separate statement of financial position.

Retirement Benefits. Retirement benefit costs are actuarially determined using the projected unit credit method. This method reflects services rendered by employees up to the date of valuation and incorporates assumptions concerning employees' projected salaries. The calculation of defined benefit obligations is performed by a qualified actuary.

The Company recognizes service costs, comprising of current service costs, and interest costs in profit or loss. Interest cost is calculated by applying the discount rate to the retirement liability.

Remeasurements of the retirement liability, which comprise actuarial gains and losses, are recognized immediately in other comprehensive income.

The retirement liability is the present value of the defined benefit obligation. The present value of the defined benefit obligation is determined by discounting the estimated future cash outflows using risk-free interest rate of government bonds that have terms to maturity approximating the terms of the related retirement and other long-term benefits liability.

Actuarial valuations are made annually so that the amounts recognized in the separate financial statements do not differ materially from the amounts that would be determined at the reporting date.

Termination Benefits. Termination benefits are payable when employment is terminated before the normal retirement date, or when an employee accepts voluntary redundancy in exchange for these benefits. The Company recognizes termination benefits when it is demonstrably committed to either: terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal, or providing termination benefits as a result of an offer made to encourage voluntary redundancy.

Leases

At the inception of a contract, the Company assesses whether a contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. To assess whether a contract conveys the right to control the use of an identified asset, the Company assesses whether:

- the contract involves the use of an identified asset. This may be specified explicitly or implicitly, and should be physically distinct or represent substantially all of the capacity of a physically distinct asset. If the supplier has a substantive substitution right, then the asset is not identified;
- the Company has the right to obtain substantially all the economic benefits from use of the

asset throughout the period of use; and

- the Company has the right to direct the use of the asset. The Company has this right when it has the decision-making rights that are most relevant to changing how and for what purpose the asset is used. The Company has the right to direct the use of the asset if either:
 - the Company has the right to operate the asset; or
 - the Company designed the asset in a way that predetermines how and for what purpose it will be used.

The Company as a Lessee. The Company recognizes ROU asset and lease liability at the lease commencement date. The ROU asset is initially measured at cost comprising the initial measurement of lease liability adjusted for any lease payments made at or before the commencement date less any lease incentives received, any initial direct and restoration costs.

The ROU asset is measured subsequently at cost, less amortization and any impairment losses. In addition, the cost is subsequently adjusted for any remeasurement of the lease liability resulting from reassessments or lease modifications.

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the Company's incremental borrowing rate. Generally, the Company uses its incremental borrowing rate as the discount rate.

Lease payments included in the measurement of the lease liability comprise of the following:

- fixed payments (including in-substance fixed payments), less any lease incentives receivable
- variable lease payment that are based on an index or a rate
- amounts expected to be payable by the lessee under residual value guarantees
- the exercise price of a purchase option if the lessee is reasonably certain to exercise that option
- payments of penalties for terminating the lease, if the lease term reflects the lessee exercising that option.

The lease liability is measured at amortized cost using the effective interest method. It is remeasured when there is a change in future lease payments arising from a change in an index or rate, if there is a change in the Company's estimate of the amount expected to be payable under a residual value guarantee, or if the Company changes its assessment of whether it will exercise an extension or termination option.

Payments associated with short-term leases and leases of low-value assets are recognized on a straight-line basis of accounting as an expense in profit or loss. Short-term leases are leases with a lease term of 12 months or less.

Related Party Relationship and Transactions

Related party transactions consist of transfers of resources, services or obligations between the Company and its related parties. Related party relationship exists when one party has the ability to control, directly, or indirectly through one or more intermediaries, or exercise significant influence over the other party in making financial and operating decisions. Such relationships also exist between and/or among entities which are under common control with the reporting entity, or between, and/or among the reporting entity and its key management personnel, directors or its

stockholders. In considering each possible related party relationship, attention is directed to the substance of the relationship, and not merely to the legal form.

Foreign Currency-denominated Transactions

Transactions in foreign currencies are initially recorded by the Company at its respective functional currency spot rates at the date the transaction first qualifies for recognition.

Monetary assets and liabilities denominated in foreign currencies are translated at the functional currency spot rates of exchange at the reporting date.

Non-monetary items that are measured in terms of historical cost in a foreign currency are translated using the exchange rates at the dates of the initial transactions. Non-monetary items measured at fair value in a foreign currency are translated using the exchange rates at the date when the fair value is determined. The gain or loss arising on translation of non-monetary items measured at fair value is treated in line with the recognition of gain or loss on change in fair value of the item.

Income Taxes

Current Tax. Current tax assets and liabilities for the current and prior years are measured at the amount expected to be recovered from or paid to the taxation authorities. The tax rate and tax laws used to compute the amount are those that are enacted or substantively enacted at the end of reporting year.

Deferred Tax. Deferred tax is provided on all temporary differences at the end of reporting year between the tax bases of assets and liabilities and their carrying amounts for financial reporting purposes.

Deferred tax liabilities are recognized for all taxable temporary differences. Deferred tax liability is not recognized when it arises from the initial recognition of an asset or liability in a transaction that is not a business combination and, at the time of the transaction, affects neither the accounting profit or loss nor taxable profit or loss. However, deferred tax liabilities are not provided on non-taxable temporary differences associated with investments in domestic subsidiaries, an associate and interests in joint ventures.

Deferred tax assets are recognized for all deductible temporary differences, carry forward benefits of unused tax credits (excess of minimum corporate income taxes or MCIT over regular corporate income taxes or RCIT) and unused tax losses (net operating loss carryover or NOLCO), to the extent that it is probable that sufficient future taxable profit will be available against which the deductible temporary differences and carryforward benefits of unused tax credits and unused tax losses can be utilized.

The carrying amount of deferred tax assets is reviewed at the end of each reporting year and reduced to the extent that it is no longer probable that sufficient future taxable profit will be available to allow all or part of the deferred tax assets to be utilized. Unrecognized deferred tax assets are reassessed at the end of each reporting year and are recognized to the extent that it has become probable that sufficient future taxable profit will allow the deferred tax asset to be recovered.

Deferred tax assets and liabilities are measured at the tax rate that is expected to apply to the period when the asset is realized or the liability is settled, based on tax rate (and tax laws) that have been enacted or substantively enacted at the end of reporting year.

Deferred tax assets and liabilities are offset if a legally enforceable right exists to set off the current tax assets against the current tax liabilities and the current taxes relate to the same taxable entity and the same taxation authority.

Deferred tax relating to items recognized outside profit or loss is recognized outside profit or loss. Deferred tax items are recognized in relation to the underlying transaction either in other comprehensive income or directly in equity.

Provisions and Contingencies

Provisions are recognized when the Company has a present legal or constructive obligation as a result of a past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation. If the effect of the time value of money is material, provisions are determined by discounting the expected future cash flows at a pretax rate that reflects current market assessment of the time value of money and, where appropriate, the risks specific to the liability. Where discounting is used, the increase in the provision due to the passage of time is recognized as an interest expense.

Contingent liabilities are not recognized in the separate financial statements. These are disclosed in the notes to separate financial statements unless the possibility of an outflow of resources embodying economic benefits is remote. Contingent assets are not recognized in the separate financial statements but are disclosed in the notes to separate financial statements when an inflow of economic benefits is probable.

Events after the Reporting Year

Post year-end events that provide additional information about the Company's financial position at the end of reporting year (adjusting events) are reflected in the separate financial statements when material. Post year-end events that are non-adjusting events are disclosed in the notes to separate financial statements, when material.

3. Significant Judgments, Accounting Estimates and Assumptions

The preparation of the separate financial statements requires management to exercise judgment, make accounting estimates and use assumptions that affect the reported amounts of assets, liabilities, income, expenses and related disclosures. The management makes accounting estimates and uses assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. Future events may occur which will cause the assumptions used in arriving at the estimates to change. The effects of any change in estimates are reflected in the separate financial statements as these become reasonably determinable.

Judgments, accounting estimates and assumptions are continuously evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The Company believes the following represent a summary of significant judgments, accounting estimates and assumptions that have a significant risk of causing a material adjustment to the

carrying amount of assets and liabilities, as well as to the related revenues and expenses, within the next year, and related impact and associated risk in the separate financial statements.

Judgments

In the process of applying the Company's accounting policies, management exercises judgment on the following items, apart from those involving estimations, which has the most significant effect on the amounts recognized in the separate financial statements.

Determining Functional Currency. Management determined that the Philippine Peso is the currency of the primary economic environment in which the Company operates. It is the currency that mainly influences the Company's operations.

Determining the Classification of Financial Instruments. Classification of financial instruments depends on the results of the business model and "sole payment of principal and interest" (SPPI) test performed by the Company. The Company exercises judgment in determining the business model to be used in managing its financial instruments to achieve their business objectives.

The classification on various financial assets and liabilities of the Company are disclosed in Note 2, *Summary of Significant Accounting Principles*.

Determining the Classification of Lease Arrangements and Appropriate Lease Term and Discount Rates. The Company, as a lessee, has various lease agreements with third parties for office space, parking space, storage and equipment.

The Company has exercised significant judgment in determining the lease term as the non-cancellable term of the lease, together with any periods covered by an option to extend the lease if it is reasonably certain to be exercised, or in any periods covered by an option to terminate the lease, if it is reasonably certain not to be exercised.

The leases are renewable upon mutual agreement by both parties or by the option of the lessee, to be covered by a separate and new lease agreement. Accordingly, the renewal option was not considered in the lease term.

Significant management judgment was likewise exercised by the Company in determining the discount rate to be used in calculating the present value of ROU asset and lease liability. The discount rate of 4% is the incremental borrowing rate as obtained from the banks in 2019.

Rent expense on low-value asset leases on storage and equipment amounted to ₱0.1 million in 2020 and 2019 (see Note 18).

As at December 31, 2020 and 2019, ROU asset amounted to ₱2.6 million and ₱10.3 million, respectively. Amortization on ROU asset amounted to ₱7.7 million in 2020 and 2019 (see Note 18).

As at December 31, 2020 and 2019, lease liability amounted to ₱1.7 million and ₱10.3 million, respectively. Interest expense on lease liability amounted to ₱0.3 million and ₱0.4 million in 2020 and 2019, respectively (see Note 18).

Estimates and Assumptions

The key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next years are discussed below.

Determining Fair Value of Financial Instruments. Certain financial assets and liabilities are carried at fair value and whose fair values are disclosed, which requires extensive use of accounting estimates. When the fair values of financial assets and liabilities recorded or disclosed in the separate statement of financial position cannot be measured based on quoted prices in active market, their fair value is measured using valuation techniques including the discounted cash flow model. The inputs to this model are taken from observable markets where possible, but where this is not feasible, a degree of judgment is required in establishing fair values. Judgments include considerations of inputs such as liquidity risk, credit risk and volatility. Changes in assumptions about these factors could affect the reported fair value of the financial instruments.

Fair values of financial assets and liabilities are presented in Note 20, *Financial Instruments*.

Estimating Impairment Losses on Financial Assets. Impairment losses on financial assets are determined based on expected credit losses. In assessing the expected credit losses, the Company uses historical loss experience adjusted for forward-looking factors, as appropriate.

Cash and cash equivalents are maintained at reputable financial institutions with good industry rating and score.

For investment securities, except for financial assets at FVPL, the Company estimates impairment based on 12-month expected credit loss. Investment securities composed of financial assets at amortized cost, which have credit quality equivalent to “high grade” and have low credit risk at reporting date, are presumed to have no significant increase in credit risk since initial recognition.

Management recognizes losses on credit-impaired receivables from related parties considering its ability to pay based on its available assets.

No provision for impairment losses on cash equivalents, receivables and investment securities is recognized in 2020 and 2019. Receivables amounting to ₱1.3 million were directly written off in 2019 (see Note 6).

The carrying amount of financial assets at amortized cost as at December 31, 2020 and 2019 are as follows:

	Note	2020	2019
Cash and cash equivalents	4	₱678,791,618	₱970,741,067
Investment securities at amortized cost	5	100,000,000	–
Receivables	6	37,343,934	42,744,826

Estimating Impairment Losses on Input VAT. The provision for impairment losses on input VAT is maintained at a level considered adequate to provide for potentially unrecoverable claims. The Company, on a continuing basis, makes a review of the status of the claims, designed to identify those to be provided with any impairment losses. In these cases, management uses judgment based on the best available facts and circumstances. The amount and timing of recorded expenses for any year would therefore differ based on the judgments or estimates made.

The carrying amount of input VAT amounted to ₱6.5 million and ₱4.1 million as December 31, 2020 and 2019, respectively. Allowance for impairment losses on input VAT amounted to ₱25.8 million as at December 31, 2020 and 2019 (see Note 7).

Estimating Useful Lives of ROU Asset, Property and Equipment and Intangible Assets. The estimated useful life of each of the items of ROU asset, property and equipment and intangible assets is estimated based on the year over which the asset is expected to be available for use. Such estimation is based on a collective assessment of practices of similar businesses, internal technical evaluation and experience with similar assets. The estimated useful life of each asset is reviewed periodically and updated if expectations differ from previous estimates due to physical wear and tear, technical or commercial obsolescence and legal or other limits on the use of the asset. It is possible, however, that future results of operations could be materially affected by changes in the amounts and timing of recorded expenses brought about by the changes in the factors in the foregoing. A change in the estimated useful life of any item of ROU asset, property and equipment and intangible assets would impact the recorded general and administrative expense and noncurrent assets.

There is no change in the estimated useful lives of ROU asset, property and equipment and intangible assets in 2020 and 2019. The carrying amounts of ROU asset, property and equipment and intangible assets of the Company are as follows:

	Note	2020	2019
ROU asset	18	₱2,563,987	₱10,255,952
Property and equipment	9	504,749	526,848
Intangible assets	10	157,947	238,928

Assessing the Impairment of Nonfinancial Assets. The Company assesses at the end of each reporting year whether there is any indication that the investments in subsidiaries and joint venture, ROU asset, property and equipment and intangible assets may be impaired. If such indication exists, the entity estimates the recoverable amount of the asset, which is the higher of an asset's fair value less costs to sell and its value-in-use. Estimating the value-in-use requires the Company to make an estimate of the expected future cash flows from the cash generating unit and also to choose an appropriate discount rate in order to calculate the present value of those cash flows.

No impairment losses were recognized in 2020 and 2019. Allowance for impairment losses on investments in subsidiaries and a joint venture amounted to ₱32.2 million as at December 31, 2020 and 2019 (see Note 8). The carrying amounts of assets assessed for possible impairment are as follows:

	Note	2020	2019
Investments in subsidiaries and a joint venture	8	₱425,545,650	₱425,545,650
ROU asset	18	2,563,987	10,255,952
Property and equipment	9	504,749	526,848
Intangible assets	10	157,947	238,928

Determining Retirement Liability. The determination of the obligation and cost for retirement benefits is dependent on the selection of certain assumptions determined by management and used by the actuary in calculating such amounts. Those assumptions are described in Note 12 and include, among others, discount rate and salary increase rate. Actual results that differ from the

Company's assumptions are accumulated and amortized over future periods and therefore, generally affect the recognized expense and recorded obligation in such future periods.

Retirement liability amounted to ₱9.9 million and ₱9.3 million as at December 31, 2020 and 2019, respectively (see Note 12).

Assessing the Realizability of Deferred Tax Assets. The carrying amount of deferred tax assets is reviewed at each reporting year and reduced to the extent that it is no longer probable that sufficient taxable income will be available to allow all or part of the deferred tax assets to be utilized. Unrecognized deferred tax assets are reassessed at each reporting date and are recognized to the extent that it has become probable the future taxable income will allow the deferred tax to be recovered.

Unrecognized net deferred tax assets amounted to ₱69.4 million and ₱62.8 million as at December 31, 2020 and 2019, respectively (see Note 19). Deferred tax assets as at December 31, 2020 and 2019 were not recognized because management believes that sufficient future taxable income may not be available against which deductible temporary differences may be utilized.

4. Cash and Cash Equivalents

This account consists of the following:

	2020	2019
Cash on hand and in banks	₱9,038,198	₱9,437,263
Cash equivalents	669,753,422	961,303,804
	₱678,791,620	₱970,741,067

Cash in banks earn interest at the prevailing bank deposit rates.

Cash equivalents are short-term investments with local banks made at varying periods, depending on the immediate cash requirements of the Company, and earn interest at the prevailing short-term deposit rates. Any pre-termination or redemption prior to maturity date shall not result to significant change in investment values and penalties.

Total interest income earned on cash and cash equivalents amounted to ₱17.1 million and ₱48.8 million as at December 31, 2020 and 2019, respectively (see Note 17).

5. Investment Securities

This account consists of financial assets measured at:

	2020	2019
FVPL	₱146,633,960	₱1,852,766
Amortized cost	100,000,000	-
	₱246,633,960	₱1,852,766

Financial Assets at FVPL

These pertain to investments in unit investment trust fund at local banks.

Movements in the account follow:

	Note	2020	2019
Balances at beginning of the year		₱1,852,766	₱-
Additions		144,436,437	1,799,480
Net fair value gain	17	344,757	53,286
Balances at end of year		₱146,633,960	₱1,852,766

Financial Assets at Amortized Cost

These consist of bonds with fixed interest rate and maturity date until 2021.

Movements in the account follow:

	2020	2019
Balances at beginning of the year	₱-	₱109,000,000
Additions	100,000,000	-
Redemptions	-	(109,000,000)
Balances at end of year	₱100,000,000	₱-

Interest income earned from these bonds amounted to ₱3.0 million and ₱1.0 million in 2020 and 2019, respectively (see Note 17).

6. **Receivables**

	Note	2020	2019
Due from related parties	14	₱201,364,175	₱202,331,228
Nontrade		22,184,227	22,184,227
Advances to officers and employees		4,572,618	4,399,604
Interest		2,193,990	6,801,537
Others		400,693	400,000
		230,715,703	236,116,596
Allowance for impairment losses		(193,371,770)	(193,371,770)
		₱37,343,933	₱42,744,826

Advances to officers and employees consist of noninterest-bearing cash advances for business purposes.

In 2019, the Company has directly written off its long outstanding receivables amounting to ₱1.3 million (see Note 15). No provisions or impairment losses was recognized in 2020.

Details of allowance for impairment losses as at December 31, 2020 and 2019 are as follows:

	Note	
Due from related parties	14	₱168,638,402
Nontrade		22,184,227
Interest		1,977,244
Advances to officers and employees		571,897
		₱193,371,770

7. Other Current Assets

	Note	2020	2019
Input VAT, net of allowance for impairment losses		₱6,462,511	₱4,097,038
Rental and security deposits	18	1,440,779	–
Prepaid expenses		636,076	649,149
		₱8,539,366	₱4,746,187

Allowance for impairment losses on input VAT amounted to ₱25.8 million as at December 31, 2020 and 2019. There are no provisions for impairment losses recognized in 2020 and 2019.

Prepaid expenses pertain to insurance, subscriptions, taxes and licenses, which are normally amortized within one year.

8. Investments in Subsidiaries and a Joint Venture

The wholly-owned subsidiaries of the Company are as follows:

	Line of Business	Principal Place of Business
Paxys N.V.	Investment holding	Curacao
Paxys Ltd.	Investment holding	Hong Kong
Scopeworks Asia, Inc. (SWA)	Business process outsourcing	Philippines
Paxys Realty, Inc. (PRI)	Real estate	Philippines
Paxys Global Services Pte. Ltd. (PGSPL)	Business process outsourcing	Singapore
Regional Operating Headquarters of PGSPL (PGS ROHQ)	Regional operating headquarter	Philippines

PRI, PGSPL and PGS ROHQ are currently not in operations.

As at December 31, 2020 and 2019, the carrying amounts of the investments are as follows:

	Acquisition Cost	Allowance for Impairment Losses	Carrying Amount
Subsidiaries:			
Paxys N.V.	₱422,659,890	₱ –	₱422,659,890
SWA	21,655,000	21,655,000	–
PGSPL	1,249,562	1,249,562	–
PRI	50,000	50,000	–
Paxys Ltd.	10	–	10
	445,614,462	22,954,562	422,659,900
Joint venture -			
Paxys Global Services Dalian Ltd. (PGS Dalian)	12,129,449	9,243,699	2,885,750
	₱457,743,911	₱32,198,261	₱425,545,650

PGS Dalian, a 50%-50% joint venture with Beijing River Nona IT Co. Ltd., a British company based in China, is primarily engaged in providing data transcription services.

Management provided allowance for impairment losses as the subsidiaries and a joint venture are already in capital deficiency position and there are no expected future cash flows from the operations of the subsidiaries and joint venture.

The Company has no commitments, contingencies and restrictions on its subsidiaries and joint venture as at December 31, 2020 and 2019.

Summarized financial information of the joint venture as at December 31 are as follows:

	2020	2019
Current assets	₱13,785,801	₱28,343,913
Noncurrent assets	543,322	1,084,469
Current liabilities	5,454,103	10,860,693
Revenue	26,184,307	58,515,262
Net income	2,089,953	6,099,882

9. Property and Equipment

Movements of property and equipment follow:

Note	2020				Total	
	Office Equipment	Computer Equipment	Communication Equipment	Leasehold Improvements		
Cost						
Balances at beginning of year	₱4,924,774	₱5,090,803	₱47,321	₱8,009,073	₱18,071,971	
Additions	16,965	261,338	–	–	278,303	
Balances at end of year	₱4,941,739	₱5,352,141	₱47,321	₱8,009,073	₱18,350,274	
Accumulated Depreciation and Amortization						
Balances at beginning of year	4,857,496	4,647,618	47,321	7,992,688	17,545,123	
Depreciation and amortization	17	25,321	258,696	–	16,385	300,402
Balances at end of year	4,882,817	4,906,314	47,321	8,009,073	17,845,525	
Carrying Amounts	₱58,922	₱445,827	₱–	₱–	₱504,749	

	Note	2019				Total
		Office Equipment	Computer Equipment	Communication Equipment	Leasehold Improvements	
Cost						
Balances at beginning of year		₱4,924,774	₱4,957,642	₱47,321	₱8,009,073	₱17,938,810
Additions		–	133,161	–	–	133,161
Balances at end of year		4,924,774	5,090,803	47,321	8,009,073	18,071,971
Accumulated Depreciation and Amortization						
Balances at beginning of year		4,826,595	4,470,099	47,321	7,953,363	17,297,378
Depreciation and amortization	17	30,901	177,519	–	39,325	247,745
Balances at end of year		4,857,496	4,647,618	47,321	7,992,688	17,545,123
Carrying Amounts		₱67,278	₱443,185	₱–	₱16,385	₱526,848

Fully depreciated property and equipment amounting to ₱17.4 million and ₱17.2 million are still being used as at December 31, 2020 and 2019, respectively.

10. Other Noncurrent Assets

This account consists of:

	Note	2020	2019
Claim for tax refund		₱4,980,954	₱4,980,954
Intangible assets		157,947	238,928
Rental and security deposits	18	–	1,440,779
		₱5,138,901	₱6,660,661

Movements in intangible assets follow:

	Note	2020	2019
Cost			
Balances at beginning of year		₱9,553,221	₱9,527,150
Additions		43,499	26,071
Balances at end of year		9,596,720	9,553,221
Accumulated Amortization			
Balances at beginning of year		9,314,293	9,191,628
Amortization	17	124,480	122,665
Balances at end of year		9,438,773	9,314,293
Carrying Amount		₱157,947	₱238,928

Intangible assets pertain to computer software and programs, which are amortized over three to five years.

11. Trade and Other Payables

This account consists of:

	2020	2019
Statutory payables	₱6,114,517	₱5,859,074
Accrued expenses	3,499,665	2,855,716
Trade	84,430	726,480
Others	135,194	61,772
	₱9,833,806	₱9,503,042

Statutory payables represent withholding tax payable, Social Security System, Home Development Mutual Fund and PhilHealth premiums, and other liabilities to the government agencies, which are normally settled the following month.

Accrued expenses include accruals for utilities, professional fees and other outside services which are normally settled within one year.

Trade payables are noninterest-bearing and are normally settled on a 60-day term.

In 2020, long-outstanding payables amounting to ₱0.5 million in 2020 was reversed to income (see Note 17).

12. Retirement Benefits

The Company has an unfunded, noncontributory, defined benefit retirement plan covering all of its eligible regular and full-time employees. The plan provides for a lump sum benefit payment upon retirement. The retirement benefit and liability recognized are determined in accordance with the independent actuarial study made for the plan. The latest actuarial valuation is at December 31, 2020.

Retirement benefits are as follows (see Note 16):

	2020	2019
Interest costs	₱484,482	₱659,002
Current service costs	209,338	117,066
	₱693,820	₱776,068

The cumulative remeasurement losses are as follows:

	2020	2019
Balances at beginning of year	(₱5,231,112)	(₱5,435,602)
Remeasurement gain	86,850	204,490
Balances at end of year	(₱5,144,262)	(₱5,231,112)

The changes in retirement liability recognized in the separate statements of financial position are as follows:

	2020	2019
Balances at beginning of year	P9,334,908	P8,763,330
Retirement benefits	693,820	776,068
Remeasurement gain	(86,850)	(204,490)
Balances at end of year	P9,941,878	P9,334,908

The principal assumptions used in determining the retirement liability of the Company as at December 31, 2020 and 2019 are as follows:

	2020	2019
Discount rate	3.96%	5.19%
Salary increase rate	2.00%	2.00%

Sensitivity analysis on defined benefit liability as at December 31, 2020 is as follows:

	Change in Assumption	Effect on Retirement Liability
Discount rate	+100 bps	(P303,377)
	-100 bps	381,342
Salary increase rate	+100 bps	385,332
	-100 bps	(311,282)

As at December 31, 2020, expected future benefit payments are shown below:

Within one year	P8,065,642
More than five years	940,864
	P9,006,506

The weighted average duration of the defined benefit obligation at the end of the reporting year is at 3.4 years.

13. Equity

Capital Stock

This account consists of the following as at December 31, 2020 and 2019:

	Number of Shares	Amount
Common stock - P1 par value		
Authorized	1,800,000,000	P1,800,000,000
Issued and outstanding	1,148,534,866	1,148,534,866

On March 22, 1971, the shares of the Company with P1 par value per share were listed with the PSE. As at December 31, 2020 and 2019, 1,148,534,866 common shares are listed in the PSE and traded in the PSE at the price of P2.35 and P2.69 per share, respectively.

Additional Paid-in Capital

This account consists of the following as at December 31, 2020 and 2019:

Premium on issuance of shares of stock	₱348,212,993
Premium on forfeited stock option	103,151,259
	₱451,364,252

Premium on issuance of shares of stock represents the excess of the subscription price over the par value of capital stock. Premium on forfeited stock option represents increase in equity arising from equity-settled share-based payment transactions related to the Employee Equity Plan ("Plan") that was discontinued in 2015.

Dividends

As at December 31, 2020 and 2019, outstanding dividends payable amounting to ₱6.6 million pertain to dividends declared in prior years.

14. Related Party Transactions and Balances

In the normal course of business, the Company has transactions and balances with related parties pertaining to cash advances as follows:

Related Party	Year	Transactions during the Year	Due from Related Parties (see Note 6)	Due to a Related Party
Subsidiaries	2020	₱-	₱149,692,980	₱-
	2019	770,044	150,706,010	-
Entities under Common Control	2020	128,601	35,785,540	42,886
	2019	-	35,711,999	42,886
Joint Ventures	2020	-	15,885,655	-
	2019	-	15,913,219	-
	2020		₱201,364,175	₱42,886
	2019		202,331,228	42,886

Outstanding balances are unsecured and noninterest-bearing, have no fixed repayment terms and are normally settled in cash. No guarantees have been provided or received for these balances. Impairment assessment is undertaken each financial year.

The Company granted noninterest-bearing advances to related parties to support working capital requirements.

Allowance for impairment losses related on receivables from related parties amounted to ₱168.6 million as at December 31, 2020 and 2019 (see Note 6).

Compensation of Key Management Personnel

	2020	2019
Salaries and wages	₱13,919,288	₱13,934,288
Professional fees	3,372,300	3,108,000
Retirement benefits	547,076	524,401
Other short-term benefits	4,004,199	3,428,188
	₱21,842,863	₱20,994,877

15. General and Administrative Expenses

	Note	2020	2019
Personnel costs	16	₱26,023,292	₱25,266,942
Professional fees		17,396,124	24,000,723
Depreciation and amortization	17	8,116,847	8,062,375
Utilities		2,589,941	2,518,639
Insurance		1,645,269	1,714,773
Communication		1,514,075	1,618,563
Securities and janitorial		1,396,807	1,613,549
Transportation and travel		250,623	873,099
Entertainment, amusement and recreation		197,390	1,168,859
Rent	18	122,833	101,899
Receivables written-off	6	–	1,314,151
Others		3,404,867	3,411,554
		₱62,658,068	₱71,665,126

16. Personnel Costs

	Note	2020	2019
Salaries and wages		₱18,484,415	₱18,766,418
Employee benefits		5,915,057	4,800,456
Directors' fees		930,000	924,000
Retirement benefits	12	693,820	776,068
		₱26,023,292	₱25,266,942

17. Interest Income, Other Income, Depreciation and Amortization

Interest Income

	Note	2020	2019
Cash equivalents	4	₱17,072,161	₱48,801,949
Investment securities	5	2,994,285	1,028,119
Cash in banks	4	38,168	31,497
		₱20,104,614	₱49,861,565

Other Income

	Note	2020	2019
Reversal of long-outstanding payables	11	₱486,874	₱–
Fair value gain on investment securities	5	344,757	53,286
Others		–	88,276
		₱831,631	₱141,562

Depreciation and Amortization

	Note	2020	2019
ROU asset	18	₱7,691,965	₱7,691,965
Property and equipment	9	300,402	247,745
Intangible assets	10	124,480	122,665
		₱8,116,847	₱8,062,375

18. Lease Commitments

The Company, as a lessee, has an existing lease agreement with a third party for the lease of office and parking spaces for a period of five years until April 30, 2021. The quarterly rent is subject to escalation rates ranging from 5% to 10% per annum. The lease is renewable upon mutual consent of the parties to be covered by a separate agreement.

Rental and security deposits amounting to ₱1.4 million are included in “Other current assets” account and “Other noncurrent assets” account in the separate statements of financial position, as at December 31, 2020 and 2019 (see Notes 7 and 10). These are refundable in cash at the end of the lease term.

Advance rent amounting to ₱1.4 million and accrued rent from the straight-line basis of accounting for lease amounting to ₱1.4 million were recognized as part of ROU asset in 2019.

Amounts recognized in the separate statements of comprehensive income:

	Note	2020	2019
Amortization on ROU asset	17	₱7,691,965	₱7,691,965
Interest expense on lease liability		286,308	424,894
Rent expense	15	122,833	101,899
		₱8,101,106	₱8,218,758

Rent expense pertains to low-value asset leases on storage and equipment.

The movement in the ROU asset is presented below:

	Note	2020	2019
Balances as at beginning of year		₱10,255,952	₱17,947,917
Amortization	17	(7,691,965)	(7,691,965)
Balances at end of year		₱2,563,987	₱10,255,952

Movements in the lease liability are presented below:

	2020	2019
Balances at beginning of year	₱10,295,012	₱17,974,038
Payments	(8,914,325)	(8,103,920)
Interest expense	286,308	424,894
	1,666,995	10,295,012
Current portion	1,666,995	8,628,017
Noncurrent portion	₱-	₱1,666,995

The future minimum lease payments under noncancellable leases are as follows:

	2020	2019
Within one year	P1,684,146	P8,914,326
After one year but not more than five years	–	1,684,146
	P1,684,146	P10,598,472

The future cash outflows under low-value leases are as follows:

	2020	2019
Within one year	P99,983	P114,233
After one year but not more than five years	150,032	121,710
	P250,015	P235,943

19. Income Taxes

The current income tax expense consists of:

	2020	2019
Final tax	P3,996,306	P9,912,256
MCIT	12,585	22,091
	P4,008,891	P9,934,347

A reconciliation of income tax benefit computed at statutory income tax rate and current income tax expense as shown in the separate statements of comprehensive income follows:

	2020	2019
Income tax benefit at statutory tax rate	(P13,916,988)	(P7,456,426)
Changes in unrecognized net deferred tax assets	6,661,812	10,367,584
Tax effects of:		
Expired NOLCO	12,655,227	10,895,703
Interest income already subjected to final tax	(2,035,078)	(5,040,541)
Nondeductible expenses	452,751	849,903
Expired MCIT	191,167	318,124
	P4,008,891	P9,934,347

The components of net deferred tax assets, which are not recognized, are as follows:

	2020	2019
Deferred tax assets:		
NOLCO	P57,660,365	P51,526,551
Allowance for impairment losses on receivables	7,420,010	7,420,010
Retirement liability	2,982,564	2,800,473
Unrealized foreign exchange loss	1,068,720	186,043
Accrued rent	432,779	432,779
MCIT	242,526	421,108
Excess of amortization of ROU asset and interest expense on lease liability over rental payments	–	3,882
	69,806,964	62,790,846

(Forward)

	2020	2019
Deferred tax liabilities:		
Excess of rental payments over amortization of ROU asset and interest expense on lease liability	(P276,934)	P-
Gain on fair value changes of investment securities	(119,413)	(15,986)
	(396,347)	(15,986)
	P69,410,617	P62,774,860

Management assessed that it is not probable that sufficient taxable income may be available against which the deferred tax assets may be utilized.

Details of carryforward benefits arising from NOLCO and excess MCIT are as follows:

NOLCO

Year Incurred	Balance at Beginning of Year	Incurred	Expired	Balance at End of Year	Available Until
2020	P-	P62,630,136	P-	P62,630,136	2025
2019	69,511,154	-	-	69,511,154	2021
2018	60,059,927	-	-	60,059,927	2020
2017	42,184,089	-	42,184,089	-	2019
	P171,755,170	P62,630,136	P42,184,089	P192,201,217	

Under the Republic Act No. 11494, also known as “*Bayanihan to Recover as One Act*,” and Revenue Regulations No. 25-2020, the Company is allowed to carry-over the NOLCO incurred for taxable year 2020 and 2021 for the next five years immediately following the year of such loss.

MCIT

Year Incurred	Balance at Beginning of Year	Incurred	Expired	Balance at End of Year	Available Until
2020	P-	P12,585	P-	P12,585	2023
2019	22,091	-	-	22,091	2021
2018	207,850	-	-	207,850	2020
2017	191,167	-	191,167	-	2019
	P421,108	P12,585	P191,167	P242,526	

On November 26, 2020, the Corporate Recovery and Tax Incentives for Enterprises (“CREATE”) Bill was approved by the Senate of the Philippines. Under the CREATE Bill, domestic corporations will be subject to 25% or 20% income tax rate depending on the amount of total assets or the amount of taxable income. In addition, MCIT shall be computed at 1% of gross income for a period of three years. The changes in the income tax rates shall be retrospective effective July 1, 2020.

On February 3, 2021, the Senate and the Congress of the Philippines ratified the bill through a bicameral conference. As of the date of the report, the CREATE Bill is still pending approval of the President and may still undergo possible changes.

Accordingly, the income old tax rates were still used in preparing the consolidated financial statements as at and for the year ended December 31, 2020 which are 30% and 2% for RCIT and MCIT, respectively.

20. Financial Instruments

Financial Risk Management Objectives and Policies

The Company's principal financial instruments comprise cash and cash equivalents, investment securities, receivables, rental and security deposits, trade and other payables (excluding statutory payables), lease liability and dividends payable.

The main risks arising from the Company's financial instruments are liquidity risk, credit risk and foreign currency risk. The BOD reviews and agrees policies of managing each of the risks and these are summarized below.

Liquidity Risk

Liquidity risk is the risk that the Company will encounter difficulty in meeting financial obligations due to shortage of funds. The Company's exposure to liquidity risk arises primarily from mismatch of the maturities of financial assets and liabilities.

The Company's objective is to maintain continuity of funding. The Company's liquidity risk management policy is to measure and forecast its cash commitments, to match debt maturities with the assets being financed, to maintain a diversity of funding sources with its access to bank financing and the capital market and to hold a sufficient level of cash reserves.

The Company monitors its risk against insufficient funds by considering the maturity of its financial liabilities projected cash flows.

The table below summarizes the maturity profile of the Company's financial liabilities based on contractual undiscounted payments.

	2020			Total
	On Demand	Within One Year	Over One Year	
Trade and other payables*	₱42,886	₱3,676,403	₱-	₱3,719,289
Lease liability	-	1,684,146	-	1,684,146
Dividends payable	6,554,030	-	-	6,554,030
	₱6,596,916	₱5,360,549	₱-	₱11,957,465

*Excluding statutory liabilities amounting to ₱6.1 million at December 31, 2020.

	2019			Total
	On Demand	Within One Year	Over One Year	
Trade and other payables*	₱42,886	₱3,601,082	₱-	₱3,643,968
Lease liability	-	8,914,326	1,684,146	10,598,472
Dividends payable	6,554,030	-	-	6,554,030
	₱6,596,916	₱12,515,408	₱1,684,146	₱20,796,470

*Excluding statutory liabilities amounting to ₱5.9 million at December 31, 2019.

Credit Risk

Credit risk is the risk that the Company will incur losses because its counterparties may fail to discharge their contractual obligations. The Company transacts only with related parties and recognized, creditworthy third parties.

The Company's exposures to credit risk arises from the default of counterparties, with a maximum exposure equal to the carrying amounts of these instruments, shown in the following table:

	2020	2019
Cash and cash equivalents*	₱678,761,620	₱970,711,067
Investment securities	246,633,960	1,852,766
Receivables	37,343,933	42,744,826
Rental and security deposits	1,440,779	1,440,779
	₱964,180,292	₱1,016,749,438

*Excluding cash on hand amounting to ₱30,000 as at December 31, 2020 and 2019.

The aging analyses of financial assets follow:

	2020			Total
	Neither Past Due nor Impaired	Past Due but not Impaired	Impaired	
Cash and cash equivalents*	₱678,761,620	₱-	₱-	₱678,761,620
Investment securities	246,633,960	-	-	246,633,960
Receivables	37,343,933	-	193,371,770	230,715,703
Rental and security deposits	1,440,779	-	-	1,440,779
	₱964,180,292	₱-	193,371,770	₱1,157,552,062

*Excluding cash on hand amounting to ₱30,000 as at December 31, 2020.

	2019			Total
	Neither Past Due nor Impaired	Past Due but not Impaired	Impaired	
Cash and cash equivalents*	₱970,711,067	₱-	₱-	₱970,711,067
Investment securities	1,852,766	-	-	1,852,766
Receivables	42,744,826	-	193,371,770	236,116,596
Rental and security deposits	1,440,779	-	-	1,440,779
	₱1,016,749,438	₱-	₱193,371,770	₱1,210,121,208

*Excluding cash on hand amounting to ₱30,000 as at December 31, 2019.

The credit quality of all financial assets under neither past due nor impaired is high grade as at December 31, 2020 and 2019.

	2020		2019	
	High Grade	Standard Grade	High Grade	Standard Grade
Cash and cash equivalents*	₱678,761,620	₱-	₱970,711,067	₱-
Investment securities	246,633,960	-	1,852,766	-
Receivables	4,618,160	32,725,773	9,052,000	33,692,826
Rental and security deposits	-	1,440,779	-	1,440,779
	₱930,013,740	₱34,166,552	₱981,615,833	₱35,133,605

*Excluding cash on hand amounting to ₱30,000 as at December 31, 2020 and 2019.

The ECL for financial assets at amortized cost comprising cash and cash equivalents, investment securities, receivables and rental and security deposits have a 12-month basis for credit loss estimates. However, the ECL for certain receivables identified as credit-impaired have lifetime basis for credit loss estimates.

Financial assets with high grade credit quality are collected within the credit terms and have no history of default. Cash and cash equivalents and investment securities are placed in or deposited with reputable banks, thus, are fully realizable. Probability of default is close to zero and significant change in credit risk is unlikely for these financial instruments.

Standard grade financial assets, which pertain to receivables from counter parties that have a strong capacity to meet contractual obligations in the near term, have acceptable probability of default.

Receivables are considered credit-impaired when the counter parties have no liquid assets and/or available assets to pay the outstanding receivables. Thus, these are provided with allowance for impairment losses.

Foreign Currency Risk

Foreign currency risk arises from the possibility that future cash flows of financial instruments will fluctuate because of changes in foreign currency exchange rates.

The foreign currency risk is primarily from movements of the Philippine Peso against US Dollar (US\$).

The Company seeks to mitigate its transactional currency exposures by maintaining its costs at consistently low levels, regardless of any upward or downward movements in the foreign currency exchange rates.

As at December 31, 2020 and 2019, the foreign currency-denominated financial assets are as follows:

	2020	
	In US\$	Philippine Peso Equivalent
Cash and cash equivalents	US\$922,342	₱44,293,617
Due from related parties	358,435	17,213,124
	US\$1,280,777	₱61,506,741
	2019	
	In US\$	Philippine Peso Equivalent
Cash and cash equivalents	US\$1,329,037	₱67,295,796
Due from related parties	358,435	18,149,375
	US\$1,687,472	₱85,445,171

In translating the foreign currency-denominated monetary assets and liabilities into Philippine Peso amounts the exchange rates used were ₱48.02 to US\$1 as at December 31, 2020 and ₱50.64 to US\$1 as at December 31, 2019.

A reasonably possible change of -2.62/+2.62 in 2020 and -1.94/+1.94 in 2019 in the US\$ to Philippine Peso exchange rate based on latest year-on-year movement in the currency, with all other variables held constant, shall result to the following income before tax movements in the Company's separate statements of comprehensive income:

	2020		2019	
	Increase (Decrease) in Exchange Rates	Increase (Decrease) on Income before Tax	Increase (Decrease) in Exchange Rates	Increase (Decrease) on Income before Tax
US\$	2.62 (2.62)	₱3,355,635 (3,355,635)	1.94 (1.94)	₱3,273,442 (3,273,442)

Capital Management

The primary objective of the Company's capital management is to ensure that it maintains strong credit and healthy capital ratios in order to support its business and maximize shareholder value.

The Company competes in an industry where opportunities for growth still abound. Projects are selected if their expected returns are higher than cost of capital. Funding are sourced from a combination of retained earnings, debt and new capital. The Company aims for flexibility in the capital structure to meet changing conditions and adapt with minimum cost and delay. It looks at solvency through cash flows from its subsidiaries.

	2020	2019
Total liabilities	₱28,009,294	₱35,709,083
Total equity	1,377,052,872	1,427,364,874
Debt-equity ratio	0.02:1	0.03:1

The Company is not subject to externally imposed capital requirements.

Fair Values

The following is a comparison by category of carrying amounts and fair values of the Company's financial instruments that are reflected in the separate financial statements:

	2020		2019	
	Carrying Amount	Fair Value	Carrying Amount	Fair Value
Financial Assets				
Cash and cash equivalents	₱678,791,620	₱678,791,620	₱970,741,067	₱970,741,067
Investment securities -				
Financial assets at:				
FVPL	146,633,960	146,633,960	1,852,766	1,852,766
Amortized cost	100,000,000	100,000,000	-	-
Receivables*	37,343,933	37,343,933	42,744,826	42,744,826
Rental and security deposits	1,440,779	1,440,779	1,440,779	1,391,759
	₱964,210,292	₱964,210,292	₱1,016,779,438	₱1,016,730,418

*Net of allowance for impairment losses in the aggregate amount of ₱193.4 million as at December 31, 2020 and 2019.

	2020		2019	
	Carrying Amount	Fair Value	Carrying Amount	Fair Value
Financial Liabilities				
Trade and other payables**:				
Accrued expenses	₱3,499,665	₱3,499,665	₱2,855,716	₱2,855,716
Trade payables	84,430	84,430	726,480	726,480
Others	135,194	135,194	61,772	61,772
Lease liability	1,666,995	1,683,708	10,295,012	10,420,699
Dividends payable	6,554,030	6,554,030	6,554,030	6,554,030
	₱11,940,314	₱11,957,027	₱20,493,010	₱20,618,697

** Excludes statutory liabilities amounting to ₱6.1 million and ₱5.9 million as at December 31, 2020 and 2019, respectively.

Cash and Cash Equivalents, Investment Securities at Amortized Cost, Receivables, Trade and Other Payables (excluding statutory payables) and Dividends Payable. Due to the relatively short-term maturities of the financial assets and liabilities, the fair values approximate the carrying amounts at initial recognition.

Financial Assets at FVPL. The fair value of the financial assets at FVPL is based on the net asset value as at the end of the reporting period and is categorized as Level 2.

Rental and Security Deposits. Fair values of security deposits are based on the present value of the expected future cash flows using the discount rate of 1.21%. These are categorized under Level 2 of the fair value measurements hierarchy for financial instruments.

Lease liability. The fair value of lease liability was determined based on Level 2 in which the inputs are based on the discounted interest rate of the prevailing comparable instrument in the market.

For the years ended December 31, 2020 and 2019, there were no transfers between Level 1 and Level 2 fair value measurements.

**REPORT OF INDEPENDENT AUDITORS
TO ACCOMPANY FINANCIAL STATEMENTS FOR FILING WITH THE
SECURITIES AND EXCHANGE COMMISSION**

The Stockholders and the Board of Directors
Paxys, Inc.
15th Floor, 6750 Ayala Office Tower
Ayala Avenue, Makati City

We have audited the accompanying separate financial statements of Paxys, Inc. (the Company) as at and for the years ended December 31, 2020 and 2019, on which we have rendered our report dated March 18, 2021.

In compliance with the Revised Securities Regulation Code Rule 68, we are stating that the Company has 496 stockholders owning 100 or more shares each as at December 31, 2020.

REYES TACANDONG & Co.



MAYDEE M. REYES

Partner

CPA Certificate No. 83522

Tax Identification No. 102-095-265-000

BOA Accreditation No. 4782; Valid until August 15, 2021

SEC Accreditation No. 83522-SEC Group A

Issued March 10, 2020

Valid for Financial Periods 2019 to 2023

BIR Accreditation No. 08-005144-006-2019

Valid until October 20, 2022

PTR No. 8534276

Issued January 5, 2021, Makati City

March 18, 2021
Makati City, Metro Manila

SUSTAINABILITY REPORT

(In compliance to the Securities Exchange Commission’s Memorandum Circular No. 4, Series of 2019)

Contextual Information

Name of Organization	Paxys, Inc. (Paxys, the “Parent Company” or the “Company”)
Location of Headquarters	15 th floor, 6750 Ayala Office Tower, Ayala Avenue, Makati City.
Location of Operations	Paxys, Inc. has one operating subsidiary, Scopeworks Asia, Inc. (SWA). The registered office address of SWA is at Bldg. 1 LSL Compound Diode Street, LISP 1, Brgy. Diezmo, Cabuyao, Laguna.
Report Boundary: Legal entities (e.g. subsidiaries) included in this report	This report covers the Parent Company and its operating subsidiary, Scopeworks Asia, Inc. (both companies referred herein as “the Group”)
Business Model, including Primary Activities, Brands, Products, and Services	<p>Paxys, Inc. is an investment holding company incorporated in the Philippines. The Company was formerly known as Fil-Hispano Holdings Corporation and registered with the Philippine Securities and Exchange Commission (SEC) on February 14, 1952.</p> <p>SWA, currently the only operating subsidiary of Paxys, Inc., provides data conversion and other business process outsourcing services such as customer service, facilities and support services, back office services and subleasing.</p>
Reporting Period	January 1, 2020 to December 31, 2020
Highest Ranking Person responsible for this report	Tarcisio M. Medalla, Chairman and President

Materiality Process

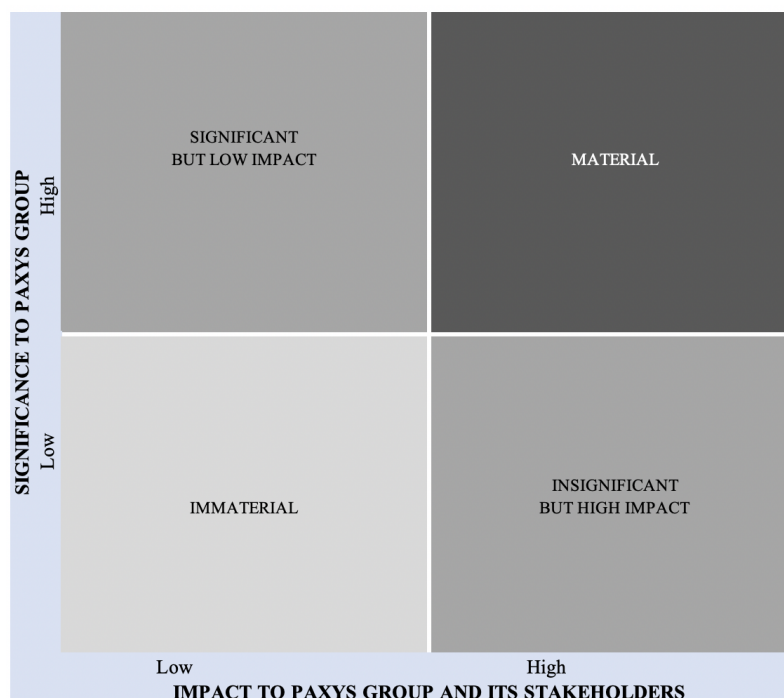
Paxys recognizes that corporate sustainability is essential to ensure long-term corporate success. More than taking business profits, Paxys ensures that the company and its subsidiaries operate responsibly, ensures compliance to good corporate governance and regulatory requirements, cares for the environment, people and the community where it operates.

This report particularly covers the sustainability performance of Paxys, Inc. and its operating subsidiary, Scopeworks Asia, Inc. (SWA). SWA is an export-oriented business process outsourcing company based in Laguna and Muntinlupa with around 150-200 full-time personnel serving clients based in the US, UK, Australia and Canada . The current business model does not have dependencies with raw materials and machinery but only requires basic resource which include people, computers, and internet

connectivity. The Group have a lean organization and optimized number of support people in Operations and in Head Office.

The Group started its formal sustainability program by identifying the key personnel who are heavily exposed in managing the business and would be in the best position to become part of the core team for this program. These core team members composed of a mix of employees with strong background in operations, accounting, legal, risk management and corporate governance were sent to series of external sustainability reporting workshops, trainings, seminars and development programs to keep them abreast in best sustainability practices from other businesses within the same industry.

Guided by the GRI standards and best industry practices, the core team members of the Group carefully assessed and reviewed the Group’s business activities, including the risks and opportunities of the Group and its economic, social, and environmental impact. Various stakeholders were consulted in the process. Material topics significant to its operations were also identified and were further validated through several engagement sessions with other business heads, officers and concerned team members within the organization. The following matrix was used in order to assist the Group in determining the material topics in this report:



The topics which are highly relevant and high impact are considered as material topics for this report are as follows:

Economic	Environment	Social
<ul style="list-style-type: none"> • Economic Performance • Procurement 	<ul style="list-style-type: none"> • Resource Management 	<ul style="list-style-type: none"> • Employee Management • Workplace Conditions, Labor Standards and Human Rights • Customer Privacy • Data Security

ECONOMIC

Economic Performance

Direct Economic Value Generated and Distributed

Disclosure	Amount (In Php Million)
Direct economic value generated (revenue)	54.6
Direct economic value distributed:	
a. Operating costs	22.1
b. Employee wages and benefits	48.0
c. Payments to suppliers, other operating costs	59.4
d. Dividends given to stockholders and interest payments to loan providers	-
e. Taxes given to government ¹	5.1
f. Investments to community (e.g. donations, CSR)	- ²

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p>The performance of the Company highly impacts its stakeholders through the economic values generated from its business operations.</p> <p>Significant portion of the generated economic value flows back to the Company's stakeholders which include:</p> <ul style="list-style-type: none"> • <u>investors</u> as added value to their investment • <u>suppliers</u> as payment for the products and services; • <u>employees</u> as compensation for their work or service; and • <u>government</u> as payment for taxes. 	<p>Investors Employees Suppliers Community Government</p>	<p>Paxys is aware of the economic impact of its business.</p> <p>Through its business operations, the Company provides employment opportunities and livelihood not only to privileged and college graduates but also to a wide range of unemployed and underemployed at varying age groups regardless of achievement and social status.</p> <p>As a way of doing business, Paxys ensures that all regulatory requirements are complied with, stakeholders are timely informed and relevant business updates and information are shared, and its people and stakeholders are well taken care of.</p>
What are the Risk/s Identified?		
<p>Though the Business Process Outsourcing (BPO) industry outlook in the Philippines remains to be very positive, the market risk</p>		

¹ Includes local business taxes, income taxes, and final taxes

² The Company provides assistance to its employees, stakeholders and the community where it operates. However, the donations and assistance provided are immaterial to the total expenses of the Company.

<p>is still a threat primarily because of possible government's policy changes effectively reducing the country's competitive advantage. On top of this, within the country alone, BPO companies struggle to compete within the industry.</p> <p>The Group has also identified technology risk as a threat to the business. Over the past years, the data conversion/transcription program has started to decelerate mainly due to technological advancement and automation of processes. The more reliable the technology is, the lesser human intervention and quality assurance required.</p>	<p>Investors, Employees, Suppliers, Government</p>	<p>Company employees are provided with fair and competitive compensation and benefits and policies and controls were implemented to ensure employee compliance with labor laws and regulations.</p> <p>Part of the overall business strategy is to continuously seek business opportunities not only within the data conversion and transcription program but to other outsourced and managed services where there is a growing demand or market.</p> <p>With efficient and effective management of business costs, the Group has positioned itself to continue to be the preferred service provider for data conversion in the BPO industry while tapping other markets and business opportunities.</p>
<p>What are the Opportunity/ies Identified?</p>		
<p>While market and technology risks exist, there's still ample business opportunities for the Group and the BPO industry as a whole.</p> <p>Philippines remain to be a strong and competitive player in the BPO industry which allows the country to attract both foreign and local investors. Labor cost remains to be inexpensive and with continuous trainings, Filipino workers are regarded as hardworking and competent in any field.</p> <p>With technology advancement, it also aided the Group to be more efficient in its back office processes. Data conversion and transcription may be declining, but there's also a spur of growth in other technology-related solutions and services which include managed seat lease facility and disaster recovery sites which are actively pursued by the Group.</p>		

Climate-related risks and opportunities³

The Group’s business does not create significant carbon footprint, and climate-related risks and opportunities have relatively low significance to the Group as compared to other industries. However, Paxys recognizes that the climate change is a global issue which goes beyond gas emissions and energy, and it may have an impact not just to the Group but to each and every one not just in the country but worldwide. It therefore requires concerted efforts from the government, international organizations, businesses, investors, and the general society.

For its part, Paxys has assessed the related risks and opportunities and have established programs, policies and actions plans designed to mitigate the identified climate-related risks and take advantage or act upon the related potential opportunities.

Governance	Strategy	Risk Management	Metrics and Targets
<p>The Board of Directors sets the tone at the top and takes into serious consideration the climate-related risks and opportunities across the business.</p> <p>Through its Executive Committee, the Board oversees the implementation of company plans and programs to address climate-related risks and the related opportunities.</p>	<p>Through the Management and officers of the Company, the Group continuously monitors the impact of climate change to the business.</p> <p>While none has been identified as material, physical acute and chronic climate-related risks could have an impact to the Group.</p>	<p>As part of the Group’s Enterprise-wide Risk Management program, climate-related risks were identified and assessed taking into consideration the Group’s industry, nature and business operations.</p> <p>Such climate-related risks were addressed depending on the likelihood and materiality of its impact to the business.</p> <p>Action plans were prepared accordingly to address those which are likely to happen and those which could have a material impact to the Group overall.</p>	<p>Given the business nature, the Group adopts a simplified approach in assessing and managing all business risks, climate-related ones included.</p> <p>The key metrics used are the probability or likelihood of the risk to happen and the potential impact to the Group as a whole.</p> <p>Best on industry practice, an impact of at least 10% of the Group’s consolidated assets would be considered material by the Group.</p>

Climate-related risks which may have an impact to the Group include severe weather conditions and flooding. These risks may result to a multitude chain of issues like supply chain disruption, unavailability of transportation, health risk and other issues which could greatly impact the Company’s workforce or the core resource required for operating the BPO business.

³ Adopted from the Recommendations of the Task Force on Climate-Related Financial Disclosures. The TCFD Recommendations apply to non-financial companies and financial-sector organizations, including banks, insurance companies, asset managers and asset owners.

Unavailability of electricity and data connectivity due to natural disasters will also be a risk to the Group as this could lead to hampered operations which would ultimately result to failure of service delivery.

To address the above risks, the Group ensures that plans and procedures are in place to ensure business continuity for climate-related business risks. Several initiatives include investing in a private transportation shuttle service for the Company’s workforce, provision for food and sleeping quarters when necessary, inclusion of insurance and health care program and benefits for employees, and continuous monitoring of weather conditions.

The Group have redundancy hot sites in geographically dispersed office locations which serves as the Group’s recovery site in the event of disaster. Multiple back-up of critical company data and redundant communication links on various internet providers were contracted to provide about 99% data connectivity. Power generator with capacity to operate all equipment at the main production site is on stand-by to ensure continuity of business in case of any short-term or prolonged power failure due to inclement weather and disturbance. The group adopted virtual and cloud solutions which would help enable the Group to work remotely.

Other climate-related business risks were addressed by obtaining applicable insurance covers to reduce the company’s exposure to an acceptable and tolerable level.

Opportunities identified by the Group includes tapping the unserved markets for managed facility services and disaster recovery sites, which the company can potentially serve using underutilized company resources.

Procurement Practices

Proportion of spending on local suppliers

Disclosure	Quantity	Units
Percentage of procurement budget used for significant locations of operations that is spent on local suppliers	100	%

What is the impact and where does it occur? What is the organization’s involvement in the impact?	Which stakeholders are affected?	Management Approach
<p>Paxys’ business does not require critical and specific supplier - dependent materials and machinery in order to operate.</p> <p>The Company basically requires an office space with workstations, computers, basic office supplies, electricity and internet connectivity.</p> <p>Spending on local suppliers boosts local economy builds thriving community and creates jobs.</p>	<p>Suppliers Community</p>	<p>The Group supports sustainable procurement by taking into consideration the social and environmental factors upon product consumption and when making procurement decisions.</p> <p>While cost is a major consideration in all purchases, the Company puts premium and value to innovative products and services which have the least environmental impact or footprint.</p>

What are the Risk/s Identified?		<p>Preference is given to local suppliers as this helps thrive the country's economy and by supporting them, it helps promotes employment and jobs, therefore aiding in reducing poverty.</p> <p>However, the Company ensures the that it has adequate pool or network of suppliers and only transacts with reputable suppliers in order to protect the business.</p> <p>Procurement policies were also in place to ensure fair, ethical and legal practices are carried out in all company procurement transactions.</p>
Local suppliers may not always have the capacity to deliver or satisfy the requirements of the Company. <p>Eco-friendly materials may not necessarily result to lower cost.</p>		
What are the Opportunity/ies Identified?		
There is a growing niche for sustainable, innovative and digital products and services.		

Anti-corruption

Training on Anti-corruption Policies and Procedures

Disclosure	Quantity	Units
Percentage of employees to whom the organization's anti-corruption policies and procedures have been communicated to	100	%
Percentage of business partners to whom the organization's anti-corruption policies and procedures have been communicated to	100	%
Percentage of directors and management that have received anti-corruption training	100	%
Percentage of employees that have received anti-corruption training	100	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p>Proper training across the organization would result to minimal or zero incidents of corruption thereby resulting to increased stakeholder trust and confidence.</p> <p>Lack of training and communication on the companies policies and procedures on anti-corruption creates ambiguity, misaligned corporate values, and creates an opportunity for misguided and corrupt people to commit corrupt practices.</p>	<p>Employees Suppliers Investor Government</p>	<p>Paxys is committed to high standards of ethical, moral, and legal conduct.</p> <p>The Company has a formal Code of Business Conduct and Ethics in place which includes policies on bribery and anti-corruption. The policy covers all employees of the Company and its subsidiaries regardless of rank, position, status, or classification.</p>

What are the Risk/s Identified?		These policies and procedures are cascaded to all employees and stakeholders. Regular refresher is done through internal information campaigns and trainings. The policy is periodically reviewed and updated, as necessary.
Reputational Financial Compliance and Regulatory Risk		
What are the Opportunity/ies Identified?		It is vital that internal controls are in place to prevent and deter corrupt business practices and such policies, controls and procedures are communicated across the organization and the stakeholders not only through trainings but across multiple platforms and methods.
The Group already have formal trainings, policies and procedures against corrupt practices. Other than these, there are no new opportunities identified related to this.		

Incidents of Corruption

Disclosure	Quantity	Units
Number of incidents in which directors were removed or disciplined for corruption	0	#
Number of incidents in which employees were dismissed or disciplined for corruption	0	#
Number of incidents when contracts with business partners were terminated due to incidents of corruption	0	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p>Paxys puts high regard to the integrity of its people and has zero tolerance for corrupt practices regardless of amount and magnitude involved.</p> <p>Corrupt practices, when not prevented and detected, could pose serious financial losses to the Company, damage reputation and even lead to serious legal regulatory and compliance issues.</p> <p>Proper internal controls, policies and procedures in place would generally help prevent and deter corrupt practices.</p>	<p>Employees Investor Officers Directors</p>	<p>The Company does not tolerate corruption in all forms and has existing several layer of internal control mechanisms to prevent, detect and monitor potential corrupt practices within the organization across all functional roles, business processes and transactions.</p> <p>The tone at the top serves at the core and backbone for preventing corrupt practices. Policies and procedures were implement and communicated across the organization. The Audit and Risk Management Committee of the Company requires regular</p>

What are the Risk/s Identified?		<p>reporting of possible anomalies, corruption, and internal control breakdown or weaknesses.</p> <p>Directors, officers and employees are encouraged to report suspected anomalies, illegal acts, malpractice and violations in the organization's Code of Discipline, Code of Ethics and Conduct and other company rules and regulations without fear of retaliation, punishment or unfair treatment thru the Company's Whistleblowing mechanism.</p> <p>Other policies implemented to prevent and deter corrupt practices in the organization include conflict of interest policy, insider trading policy and related party transactions policy.</p>
<p>Reputational</p> <p>Financial</p> <p>Compliance and Regulatory Risk</p>		
What are the Opportunity/ies Identified?		
<p>The Group already have formal trainings, policies and procedures against corrupt practices. Other than these, there are no new opportunities identified related to anti-corruption.</p>		

ENVIRONMENT

Resource Management

The Company can operate with minimal energy requirement for business operation. Primary use for energy pertain to electricity consumed for powering up the company's office lights, air-conditioning, and computers. Water consumption is mainly for drinking and for the personal use of employees. Gasoline and diesel consumption are immaterial and not monitored exhaustively as this pertain only to the requirement for few vehicles designated as company shuttle and for personal use of select company officers. In 2020 in particular, given the alternate work arrangement implemented for majority of the employees of the holding company and the temporary shutdown of operations in Laguna due to government-mandated enhanced community quarantine due to Coronavirus (Covid-19) pandemic, the total consumption and expenses related to energy and water consumption is immaterial to the Group.

Energy consumption within the organization:

Disclosure	Quantity	Units
Energy consumption (renewable sources)	Immaterial	GJ
Energy consumption (gasoline)	Immaterial	GJ
Energy consumption (LPG)	Immaterial	GJ
Energy consumption (diesel)	Immaterial	GJ
Energy consumption (electricity)	Immaterial	kWh

Reduction of energy consumption

Disclosure	Quantity	Units
Energy reduction (gasoline)	N/A	GJ
Energy reduction (LPG)	N/A	GJ
Energy reduction (diesel)	N/A	GJ
Energy reduction (electricity)	N/A	kWh
Energy reduction (gasoline)	N/A	GJ

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p>Implementing energy efficient measures can significantly reduce gas emissions that contribute to climate change.</p> <p>Energy efficiency also provides financial benefits i.e. reduced costs and expenses.</p>	<p>Employees Community</p>	<p>The Company has minimal energy requirement in the conduct of its operations. However, it still employs basic rules and procedures to ensure efficient energy consumption:</p> <ul style="list-style-type: none"> - Office equipment and vehicles are regularly maintained to ensure they are functioning efficiently. Sleep settings of all equipment are activated to save energy when inactive. - The Company make the best use of natural daylight if possible. - Employees and building occupants are well-informed about the importance of energy management. - Employees are highly encouraged to take part in the resource management efforts of the Company in both workplace and their respective homes. <p>For its part, the Company also invested in latest energy-saving lights (LED) and inverter aircondition systems for efficiency and cost saving measures.</p>
<p>What are the Risk/s Identified?</p> <p>Inefficient use of energy will drive up the cost and expenses of the Company and will adversely impact the environment.</p>		
<p>What are the Opportunity/ies Identified?</p> <p>New technology has introduced numbers of energy saving products that the Company can make use of to achieve its consumption targets.</p>		

Water consumption within the organization

Disclosure	Quantity	Units
Water withdrawal	N/A	Cubic meters
Water consumption	Immaterial	Cubic meters
Water recycled and reused	N/A	Cubic meters

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p>Conserving water guards the Company against rising costs and future water shortage.</p> <p>Lower consumption helps the Company to lessen its utility costs.</p>	Employees Community	<p>Water consumption is mainly for drinking and for the personal use of employees. However, in support of the global call for water consumption, basic rules and procedures to ensure efficient water consumption are being implemented:</p> <ul style="list-style-type: none"> - Pipes and faucets are regularly checked for any leaks and are repaired immediately. - Water is turned off when not in use. - Employees are well-informed about the importance of water management. - Employees are highly encouraged to take part in the resource management efforts of the Company in both workplace and their respective homes.
<p>What are the Risk/s Identified?</p> <p>Inefficient use of water will drive up the utility expense of the Company and will adversely impact the environment.</p>		
<p>What are the Opportunity/ies Identified?</p> <p>New water saving technology can be utilized by the Company for a more efficient use of power and water resources.</p>		

The following sustainability topics and sub-topics, including the risks and opportunities associated to it, are immaterial to the Group and were removed in the report:

- Materials used by the organization
- Ecosystems and biodiversity
- Environmental impact management
 - Air emissions
 - GHG
 - Air pollutants
- Solid and Hazardous Wastes
 - Solid waste
 - Hazardous waste
 - Effluents
- Environmental compliance
 - Non-compliance with Environmental laws and regulations

SOCIAL

Employee Management

Employee Hiring and Benefits

Employee data

Disclosure	Quantity	Units
Total number of employees ⁴		
a. Number of female employees	40	#
b. Number of male employees	78	#
Attrition rate ⁵	8%	rate
Ratio of lowest paid employee against minimum wage	1.48	ratio

Employee benefits

List of Benefits	Y/N	% of female employees who availed for the year	% of male employees who availed for the year
SSS (coverage)	Y	100%	100%
SSS Maternity	Y	3%	N/A
SSS Sickness	Y	3%	3%
SSS EC	Y	N/A	N/A
SSS Salary Loan	Y	28%	19%
PhilHealth (coverage)	Y	100%	100%
PhilHealth Hospitalization	Y	3%	1%
Pag-ibig (coverage)	Y	100%	100%
Pag-ibig Salary Loan	Y	15%	5%
Parental leaves	Y	0%	0%
Vacation leaves	Y	82%	92%
Sick leaves	Y	40%	24%
Medical benefits (aside from PhilHealth))	Y	100%	100%

⁴ Employees are individuals who are in an employment relationship with the organization, according to national law or its application ([GRI Standards 2016 Glossary](#))

⁵ Attrition are = (no. of new hires – no. of turnover)/(average of total no. of employees of previous year and total no. of employees of current year)

List of Benefits	Y/N	% of female employees who availed for the year	% of male employees who availed for the year
Housing assistance (aside from Pag-ibig)	N	N/A	N/A
Retirement fund (aside from SSS)	N	N/A	N/A
Further education support	N	N/A	N/A
Company stock options	N	N/A	N/A
Telecommuting ⁶	Y	50%	50%
Flexible-working Hours	Y	50%	50%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p>People are one of the company's major assets.</p> <p>Employees who are well-compensated are more productive, positive and engaged in the business, which leads to better operational performance resulting to better service, increased business value and stakeholder trust and confidence.</p>	<p>The Company implements a wholistic and integrated approach in managing its human resource.</p> <p>Guided by applicable best industry practices and relevant labor laws and regulations, Company policies and procedures are in place from recruitment, benefits, training and retention, up to separation to ensure well-being of employees.</p>
What are the Risk/s Identified?	
<p>Employee compensation and benefit program is one of the factors that impacts the attrition or turnover in the BPO industry.</p> <p>Attractive employee benefits, while vital in recruitment, retention and productivity, is increasingly becoming costly year on year.</p>	<p>Paxys provides competitive compensation, remuneration and benefits to its employees. Performance incentives and rewards are given to top performing employees and various employee engagement activities are held to keep employees motivated at work.</p> <p>Performance evaluation system is designed and implemented to provide equitable basis of rewards and promotion.</p>
What are the Opportunity/ies Identified?	
<p>Social media and data analytics provides a platform to reach out to broader audience for leverage on recruitment, building employee engagement and communication, strategic real-time listening tools for business intelligence, and expanding learning opportunities among employees.</p>	<p>Employee satisfaction feedback mechanism is also in place to aid the Human Resource Department in understanding concerns and issues of the employees.</p>

⁶ Due to COVID-19 pandemic, the Group adopted flexible and alternate work arrangements in order to ensure health and safety of employees as well as to comply with the guidelines on Workplace Prevention and Control of Covid-19 as mandated by the Department of Trade and Industry and the Department of Labor and Employment. Site capacity were reduced up to 50% and other employees adopted alternate and work from home arrangements.

Employee Training and Development

Disclosure	Quantity	Units
Total training hours provided to employees		
a. Female employees	881	hours
b. Male employees	2,335	hours
Average training hours provided to employees		
a. Female employees	22	hours/employee
b. Male employees	29	hours/employee

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p>Robust training programs help attract and retain employees which serves as talent pool for the Company's succession planning.</p> <p>Employees who are trained and developed for their functions are more productive, efficient and effective in the discharge of their duties adding more value to the business.</p>	<p>The Company is committed to providing continuous learning and development to its people at all levels from directors, officers, managers and down to the staff levels.</p> <p>A comprehensive in-house training was established across the organization with the aim of improving the skills of employees to equip them with the necessary training for the efficient and effective discharge of their functions. Various learning programs were designed and tailored to address the specific training and educational needs of employees across all levels and functions.</p> <p>When necessary, employees are sent to external trainings or further studies abroad to ensure that its workforce is up-to-date with the latest skills, knowledge and best industry practices in order to perform in the best way possible.</p>
<p>What are the Risk/s Identified?</p> <p>Highly-trained and competent employees are in-demand not only within the BPO industry, hence, the risk of attrition is prevalent.</p> <p>Training and development results to additional overhead cost to the Company.</p> <p>Lack of training in the workplace results to poor employee performance which may impact the business operations causing financial losses or even brand and reputational risks.</p>	
<p>What are the Opportunity/ies Identified?</p> <p>With technology advancement and availability of social media and internet, training and development need not to be expensive.</p>	

Labor-Management Relations

Disclosure	Quantity	Units
% of employees covered with Collective Bargaining Agreements	0	%
Number of consultations conducted with employees concerning employee-related policies	0	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p>The Group does not have an existing organized labor union and collective bargaining agreement.</p> <p>However, through open communication between the employees and the management, labor issues are properly managed and issues are addressed and acted upon. These processes help ensure employees are valued and heard in the organization and fosters a positive culture and good working environment.</p>	<p>Even without the collective bargaining agreements and labor unions, Paxys takes care of the needs and employment-related issues of its employees. The Group also ensures fair treatment of employees and it adopts industry standard labor practices in all its business dealings.</p> <p>The Group also maintains an open communication line across the organization. Business strategies plans, and policies are communicated across the business and Department or team sessions and huddles are regularly conducted from top management and down to the staff levels.</p> <p>The Company also adheres to and complies with labor laws and the rules and regulations issued by the Department of Labor and Employment.</p>
<p>What are the Risk/s Identified?</p> <p>Poor communication at work may lead to disagreements, employee dissatisfaction, stressful working environment and ultimately may result to disruption of business operations.</p>	
<p>What are the Opportunity/ies Identified?</p> <p>Instead of labor unions, the Company takes advantage of close relationship of management and employees.</p>	

Diversity and Equal Opportunity

Disclosure	Quantity	Units
% of female workers in the workforce	34	%
% of male workers in the workforce	66	%
Number of employees from indigenous communities and/or vulnerable sector*	3	#

*Vulnerable sector includes, elderly, persons with disabilities, vulnerable women, refugees, migrants, internally displaced persons, people living with HIV and other diseases, solo parents, and the poor or the base of the pyramid (BOP; Class D and E).⁷

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p>Equal opportunity and diversity in the workplace reduces conflicts even between the most different team members and unite them with a common purpose rather than divide them.</p> <p>It also brings a wide talent of pool for the Company, wide range of ideas, innovation, increased employee confidence and engagement, and reduced employee turnover.</p>	<p>The Company gives equal opportunity for all, regardless of the gender, race, age, ethnicity, sexual orientation, religion and civil status.</p> <p>The Company ensures that all employees have equal opportunities to succeed, and it prevents individuals from being discriminated against or treated differently due to certain personality or physical characteristics.</p> <p>The Company also adheres and complies to labor laws and the rules and regulations issued by the Department of Labor and Employment.</p>
What are the Risk/s Identified?	
<p>Common challenges of diversified workplace include communication barriers, conflicting beliefs and generational differences.</p>	
What are the Opportunity/ies Identified?	
<p>Businesses need to keep abreast of changing employer-related laws and trends, especially diversity-related changes. Organizations should regularly review internal policies and make sure they reflect the most current laws and regulations.</p>	

⁷ The Company has no available data regarding the family financial status of each employee within the organization

Workplace Conditions, Labor Standards, and Human Rights

Occupational Health and Safety

Disclosure	Quantity	Units
Safe Man-Hours	No available data	Man-hours
No. of work-related injuries	0	#
No. of work-related fatalities	0	#
No. of work-related ill-health	0	#
No. of safety drills	2	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p>A safe and healthy workplace protects the employees from injury and illness and reduce employee absences and turnover. It is important for all industries to promote protection and wellness of its human capital.</p>	<p>The Company ensure that the workplace condition is in compliance with the Occupancy Safety and Health Standards set by the Department of Labor and Employment (DOLE) at all times.</p> <p>Safety and emergency drills are periodically conducted to raise preparedness in case of actual emergency disaster.</p> <p>Established safety procedures are in place and safety officers are assigned.</p> <p>The company also conducts Health and Awareness program through the Human Resource Department to encourage healthier lifestyle amongst employees. The company also ensures that appropriate health insurance are provided to all employees.</p>
<p>What are the Risk/s Identified?</p> <p>Lack of safety precautions in the workplace may cause on-the-job injuries and accidents.</p> <p>While physical hazards and work-related injuries are not common within the BPO industry, there are lifestyle-related diseases associated with workers in the BPO industry.</p>	
<p>What are the Opportunity/ies Identified?</p> <p>While the rapid growth of the BPO industry has created significant employment opportunities, there are health and safety concerns linked to peculiar working conditions in the industry. There are calls within the BPO industries to come up with a more improved, holistic and integrated workplace-based approach to address the issues of stress, poor diet, physical inactivity, tobacco and alcohol use, HIV/AIDS and other communicable diseases for BPO workers.</p>	

Labor Laws and Human Rights

Disclosure	Quantity	Units
No. of legal actions or employee grievances involving forced or child labor	0	#

Do you have policies that explicitly disallows violations of labor laws and human rights (e.g. harassment, bullying) in the workplace?

Topic	Y/N	If Yes, cite reference in the Company policy
Forced labor	Y	The Company adopts and complies with the government mandated laws and policies concerning forced labor, child labor and human rights.
Child labor	Y	
Human Rights	Y	

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p>Respect for human rights is a fundamental business responsibility. Human rights and labor rights are inseparable, interrelated and mutually supportive.</p> <p>Compliance and respect to the existing laws and regulations on labor and human rights promotes a good working environment resulting to higher stakeholder trust and confidence.</p>	<p>The Company adheres to the rules and regulations pertaining to labor laws and human rights.</p> <p>The Company does not hire and does not permit any irregularities such as forced labor and child labor within the organization. The HR Department has established qualifications for potential applicants in the Company. Strict pre-employment checks and reviews to ensure all Company requirements are met prior to employment contract signing.</p>
What are the Risk/s Identified?	<p>The Company's Code of Conduct (COC) ensures that there is order and discipline among the employees in the organization. These are established set of Company policies and procedures to ensure labor and human rights of employees are protected, including specific provisions for harassment bullying.</p> <p>There is also a grievance mechanism in place and violators are seriously dealt with accordingly.</p>
<p>Failure to identify and respond to labor and human rights issues may lead to costly legal actions, negative publicity, reputational risk, and financial losses.</p>	
What are the Opportunity/ies Identified?	
<p>Industry specific frameworks and rules would strengthen the government's efforts in protecting labor and human rights.</p>	

Supply Chain Management

The Company have an existing vendor or supplier management policy but is currently focused mainly on vendor selection and accreditation, performance evaluation, and accreditation discontinuation.

Although there are no specific provisions in the policy related to sustainability topics, the Company has other existing policies which encompasses the issues on labor rights and human rights, bribery and corruption.

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p>Socially responsible product and services are not only good for the environment but builds positive brand awareness, minimized environmental impact and brings long-term profitability.</p> <p>Paxys ensures that it only deals with suppliers who are compliant to the laws and regulations.</p>	<p>The Company's vendor management policies and procedures ensures that the Company only deals with reputable suppliers and reduces the risk.</p> <p>The Company supports responsible sourcing and values suppliers and vendors with green operations having the least carbon footprint and compliant with the industry best standards for worker safety, environmental protection and business ethics.</p>
What are the Risk/s Identified?	
Potential investor divestment, negative publicity, reputational risks, and financial losses.	
What are the Opportunity/ies Identified?	
The Company would consider the inclusion of sustainability topics in the vendor management policies.	

Relationship with Community

Significant Impacts on Local Communities

Operations with significant (positive or negative) impacts on local communities (exclude CSR projects; this has to be business operations)	Location	Vulnerable groups (if applicable)*	Does the particular operation have impacts on indigenous people (Y/N)?	Collective or individual rights that have been identified that or particular concern for the community	Mitigating measures (if negative) or enhancement measures (if positive)
Provides opportunity for livelihood, employment and jobs to the residents where	Laguna and Muntinlupa areas	Solo-parents, PWDs, elderlies	Y	Equal opportunity Gender equality Diversity in the workplace	These were exhaustively discussed in the Management Approach in all topics

<p>the Company operates.</p> <p>Though taxes paid to the local government, the Company promotes economic growth in the areas of operations.</p>					
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**Vulnerable sector includes children and youth, elderly, persons with disabilities, vulnerable women, refugees, migrants, internally displaced persons, people living with HIV and other diseases, solo parents, and the poor or the base of the pyramid (BOP; Class D and E)*

For operations that are affecting IPs, indicate the total number of Free and Prior Informed Consent (FPIC) undergoing consultations and Certification Preconditions (CPs) secured and still operational and provide a copy or link to the certificates if available: _____

Certificates	Quantity	Units
FPIC process is still undergoing	Not applicable	#
CP secured	Not applicable	#

What are the Risk/s Identified?	Management Approach
<p>Stringent rules and regulations in the local government may turn-off potential investors.</p> <p>Some business tasks require highly specialized skills.</p>	<p>Through its business operations, the Company provides employment opportunities within the community where it operates to diverse individuals and regardless of the gender, race, age, ethnicity, sexual orientation, religion and civil status.</p>
What are the Opportunity/ies Identified?	
<p>Information and awareness campaign to encourage vulnerable groups to continue to become more productive members of the society.</p> <p>Local community partnerships also provides the company a continuing talent pool for its human resource requirements.</p>	<p>The Company likewise welcomes and does not discriminate indigenous people, persons with disabilities and other workers from the most vulnerable sectors provided they have the basic skill necessary to perform the job.</p> <p>The Company ensures that all employees have equal opportunities to succeed, and it prevents individuals from being discriminated against or treated differently due to certain personality or physical characteristics.</p>

Customer Management

Customer Satisfaction

Disclosure	Score	Did a third party conduct the customer satisfaction study (Y/N)?
Customer satisfaction	Not qualitatively assessed	N

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
Customer satisfaction score provides information to the Company on what needs to be improved or changed on way the services are delivered.	<p>The Company's customers and clients have established process and feedback system for the Company.</p> <p>Tied up through KPIs and risks and rewards systems with the client. The Client provides rewards for satisfactory performance of the Company. No third-party was hired as this feedback system is already embedded in the Operations and Client agreement.</p>
What are the Risk/s Identified?	
Lack of knowledge about customers' interests and preferences may lead to dissatisfaction which could negatively impact the revenue of the Company.	
What are the Opportunity/ies Identified?	
There are numbers of economical and efficient ways to measure customer satisfaction. Score helps the Company to identify areas for improvement and resolve issues on a timely manner.	

Health and Safety

Disclosure	Quantity	Units
No. of substantiated complaints on product or service health and safety*	Not applicable	#
No. of complaints addressed	Not applicable	#

**Substantiated complaints include complaints from customers that went through the organization's formal communication channels and grievance mechanisms as well as complaints that were lodged to and acted upon by government agencies.*

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
Not applicable	<p>The services offered by the Company is primarily rendered through electronic systems.</p> <p>While health and safety of customers are of utmost importance to the Company, this is not applicable under current business operations.</p>
What are the Risk/s Identified?	
Not applicable	
What are the Opportunity/ies Identified?	
Not applicable	

Marketing and labelling

Disclosure	Quantity	Units
No. of substantiated complaints on marketing and labelling*	Not applicable	#
No. of complaints addressed	Not applicable	#

*Substantiated complaints include complaints from customers that went through the organization's formal communication channels and grievance mechanisms as well as complaints that were lodged to and acted upon by government agencies.

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
Not applicable	The services offered by the Company is primarily rendered through electronic systems using proprietary systems and digitally secured internet connectivity. Marketing and labelling, including the related risks and opportunities, are not applicable under current business operations.
What are the Risk/s Identified?	
Not applicable	
What are the Opportunity/ies Identified?	
Not applicable	

Customer privacy

Disclosure	Quantity	Units
No. of substantiated complaints on customer privacy*	0	#
No. of complaints addressed	N/A	#
No. of customers, users and account holders whose information is used for secondary purposes	0	#

*Substantiated complaints include complaints from customers that went through the organization's formal communication channels and grievance mechanisms as well as complaints that were lodged to and acted upon by government agencies.

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p>Unauthorized use of customer data which may lead to damages and other contractual penalties e.g. termination of contract.</p> <p>Proper handling of customer data would result to increased trust and confidence, better business value, higher profits and long-term business success.</p>	Customer privacy and data security is an important part of the business strategy of the Group. The operations of the business includes processing by way of conversion or transcription of third-party data, assisted by computer-enabled software, which may or may not contain sensitive information.

What are the Risk/s Identified?	<p>The company is bound by strict contractual obligation to secure customer data and information. Specific physical and data security control mechanism were in place to ensure compliance with the required contractual obligation for data privacy and security as well as with the related and applicable laws and regulations within the country and the domicile country of the customers.</p> <p>The Company takes data privacy and security seriously. The Executive Committee of the Board have designated a Corporate Information Officer, Chief Compliance Officer, Chief Risk Officer, and Data Privacy Officer to ensure that policies and procedures are in place and cascaded down up to the operations level.</p> <p>The Company's policies and procedures are in compliance with the government's Data Privacy laws and regulations.</p>
Leak of customer data to unauthorized party may lead to stakeholder loss of trust and confidence, legal cases, and financial losses.	
What are the Opportunity/ies Identified?	
Technology offers various ways to secure information like data/database encryption to improve data security measures	

Data Security

Disclosure	Quantity	Units
No. of data breaches, including leaks, thefts and losses of data	0	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
All companies must protect its data and prevent improper use of confidential information about the Company. Listed companies must ensure that no material information shall be divulged to third party, unless data has been disclosed to the Philippine Stock Exchange and to the Security and Exchange Commission, with consent from data subject.	<p>Customer privacy and data security are important parts of the business strategy of the Group. The operations of the business includes processing by way of conversion or transcription of third-party data, assisted by computer-enabled software, which may or may not contain sensitive information.</p> <p>The Company takes data privacy and security seriously. The Executive Committee of the Board have designated a Corporate Information Officer, Chief Compliance Officer and Chief Risk Officer, and Data Privacy Officer to ensure that policies and procedures are in place and cascaded down up to the operations level.</p>
What are the Risk/s Identified?	<p>The company is bound by strict contractual obligation to secure customer data and information. Specific physical and data security control mechanism were in place to ensure compliance with the required contractual</p>
Breach of sensitive data may lead to reputational risk, costly legal suits, financial losses and overall stakeholder loss of trust and confidence.	
What are the Opportunity/ies Identified?	

<p>Technology offers various ways to secure information like data/database encryption to improve data security measures.</p>	<p>obligation for data privacy and security as well as with the related and applicable laws and regulations within the country and the domicile country of the customers.</p> <p>The Company implements the best practices in data security and privacy which include:</p> <ul style="list-style-type: none"> - Overall IT governance which provides the policies, procedures and guidelines related to data privacy and security, including defined roles and responsibilities not only for the officers but across all employees in the organization - Specific data security policies and procedures - Physical security and deployment of technology for access restriction like biometrics and RFIDs on site operations - Physical and digital restriction of computers - Data encryption and data management and back-up - Network segmentation, firewalls, and installation of anti-virus software, restrictions for mobile devices and internet sites - Information security campaign
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UN SUSTAINABLE DEVELOPMENT GOALS

Product or Service Contribution to UN SDGs

Key products and services and its contribution to sustainable development.

Key Products and Services	Societal Value / Contribution to UN SDGs	Potential Negative Impact of Contribution	Management Approach to Negative Impact
<p>Data conversion/transcription services</p> <p>e.g. voice to text services</p>	<p>The Company supports the UN values through its corporate values and business operations.</p> <p><u>Industry Innovation</u></p> <p>Through the use of technology, data conversion services provide increased access to information and promotes innovation in conversational artificial intelligence.</p> <p><u>No poverty, Decent work and economic growth</u></p> <p>Company has created employment opportunities in the Philippines through its operations.</p>	<p>There are no known negative impact of these contributions.</p>	

	<u>Gender equality and diversity</u>	
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* None/Not Applicable is not an acceptable answer. For holding companies, the services and products of its subsidiaries may be disclosed.