



Training Metrics for 2017

PLDT has an established Training and Development program for all its employees covering behavioral, business skills, telecoms and IP technology, business systems as well as supervisory and leadership training. Annually, it trains its employees on various courses covering the different course categories earlier mentioned. It operates a Learning and Development Center at its Innolab Building in Mandaluyong City where most of the trainings are delivered, and also conducts trainings in its regional offices. PLDT's L&D Center houses a good number of standard training rooms and technical training laboratories, a well-equipped corporate library, as well as dorm facilities that are being used by employees for training and development activities.

As of December 2017, PLDT's Learning and Development Center produced 21,824 classroom and computer-based training graduates. Training is delivered by around 28 full time trainers and more than 100 training resource persons coming from line, as well as training service providers from outside PLDT.

Relevant data on training across all employee levels is provided in the table below.

	Rank and File	Supervisory	Executive/ Officer	All Employees
Training Hours Clocked	30,804	94,408	7,066	132,278
Training Graduates (Class room & CBT)	4,160	16,149	1,515	21,824
Average Training Hours	7	6	5	6
Training Graduates (Class room & CBT)	4,160	16,149	1,515	21,824
Total Employees	1,124	4,828	547	6,499
Training Penetration Rate*	370%	334%	277%	336%

* Training graduates/Total Employees

PLDT provides continuous training for its Board, Management and employees. The highlight of this continuing education and communication program is the annual enhancement session which is conducted by internationally-known experts who share their experience, expertise and insights to PLDT's Board and Management. PLDT has organized and conducted annual enhancement sessions for the Board since 2007. In 2017, the Company organized corporate governance enhancement sessions for our Board and Management on the following topics: (i) *Governance & Customer Experience: A Survey of Global Customer Experience Strategies*; (ii) *People and Culture Transformation Strategies in the Digital Age*; and (iii) *Charting the Digital Age, its Risks and Strategies, through Governance, and a Responsive Corporate Culture*.