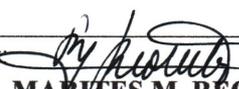


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 Vice President for Operations

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1.0 PURPOSE

This document institutionalizes the policies and procedures for the conceptualization, planning, implementation, monitoring, and assessment of projects and activities under the Corporate Social Responsibility (CSR) program.

2.0 POLICY

In the conduct of its business, the PMDC, in partnership with its stakeholders, also works toward promoting and sustaining development in its mining communities.

The Company's CSR agenda is anchored on the fundamental needs of the communities – Health, Education/Environment, Rural Infrastructure, and Opportunities to earn (or livelihood), collectively dubbed as the PMDC's H.E.R.O. Program.

3.0 SCOPE

This procedure applies to specific steps and activities that the Project Management Department, particularly the Community Development Officer (CDO) and the Community Relations Officer (CRO), must adhere to in undertaking the Corporate Social Responsibility (CSR) Program of the Company.

4.0 DEFINITION OF TERMS

1. Community – refers to the host and neighboring areas where the mining project is located. It also refers to the group of people directly affected by the mining project, or the stakeholders, which includes the local officials, the residents, indigenous people, and all other key players.
2. Community Profiling – refers to the process of gathering vital records/information (demographics, historical background, social services etc.) about a community which serves as the basis for project conceptualization.
3. Community Needs Assessment – refers to the process being done to identify the needs of a given community vis-à-vis the Company's CSR agenda and its existing resources to determine the appropriate assistance which the Company may provide to communities. Tools that enable Community Assessment may include, but not limited to: survey, interviews, focused-group discussions, community consultations and meetings including

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coordination with stakeholders such as LGUs, review of secondary data (for cross-validation of data), and third-party research and study.

4. Contract – refers to the written agreement that the Company enters into with any stakeholder upon commencement of CSR projects (e.g., Contract with contractors/consultants, Memorandum of Agreement, Service Contracts, etc.)
5. Corporate Social Responsibility (CSR) – refers to the program of the Company being undertaken for the welfare and development of the identified and selected host and neighboring communities in line with its policy and motto, “Creating Wealth, Enriching Lives”, which includes but not limited to:
 - Projects and activities initiated by the Company based on the Community Needs Assessment; and,
 - Projects and activities implemented based on the requests of the community beneficiaries, LGUs, and other institutions, and government instrumentalities.
6. CSR requests – refers to any written letter soliciting assistance financially and/or in-kind submitted by a requestor (e.g., community organizations, LGUs, other institutions and government instrumentalities) to the Company.
7. Host and Neighboring Communities – (a) host community refers to the people living within the mining area and directly affected by the mining operation; while the (b) neighboring communities refer to the people living at the barangay(s) adjacent to the host community which are also affected by the mining project in the area.
8. H.E.R.O. Pillars – refers to the thrusts of PMDC for its CSR Program which stands for Health, Education/Environment, Rural Infrastructure, and Opportunities to earn.
9. Partner/Operator – refers to the mining company to whom the Joint Operating Agreement (JOA) for a particular project was awarded after the conduct of a competitive and transparent bid.
10. Production – refers to the extraction or disposition of minerals.
11. Project Proposal – refers to the document that provides information about the CSR project, its budget, and its execution. This document also serves as the proof of approval of PMDC’s management of the CSR project.
12. Short-term to Medium-Term CSR Projects – refers to CSR projects that take one (1) to five (5) years of implementation such as Rural Infrastructures projects.

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13. Stakeholders – refers to the entities that can affect or be affected by PMDC’s operations, programs, projects, and activities which include host and neighboring communities, community-based organizations, tribal groups, LGUs, and other government instrumentalities.

14. Social Impact Assessment (SIA) – is a process used to evaluate the social consequences, both positive and negative of planned project or policy. It analyzes how these changes will affect people and communities aiming to understand and manage the potential impacts ensuring that decision are socially responsible and sustainable.

5.0 RESPONSIBILITY

1. Community Development Officer (CDO)/OIC-Community Relations Officer – conceptualizes CSR projects/ activities and facilitates the implementation of all the CSR projects, activities, requests and other CSR endeavors either initiated by the Company or requested by the community or local government units (LGUs.)

2. Community Relations Officer (CRO) – initiates the review and endorsement of CSR requests and implements the CSR projects and activities.

3. Finance and Accounting Department – incorporates CSR budget into the Corporate Operating Budget (COB) and facilitates payments and release of Cash Advances.

4. Legal Department – provides legal support and assistance to the CDO/CRO in terms of any legal concerns that may be encountered in the course of planning and implementation of CSR projects/ activities.

5. PMDC Field Office – receives CSR request and proposals, facilitates the next steps upon the approval of any CSR request and proposals.

6. President and CEO – provides strategic direction to the Company that includes its CSR; approves all CSR requests and proposals.

7. Human Resources and Administration Department (HRAD) – reviews requests for procurement and processes purchase requirements related to the Company’s CSR projects.

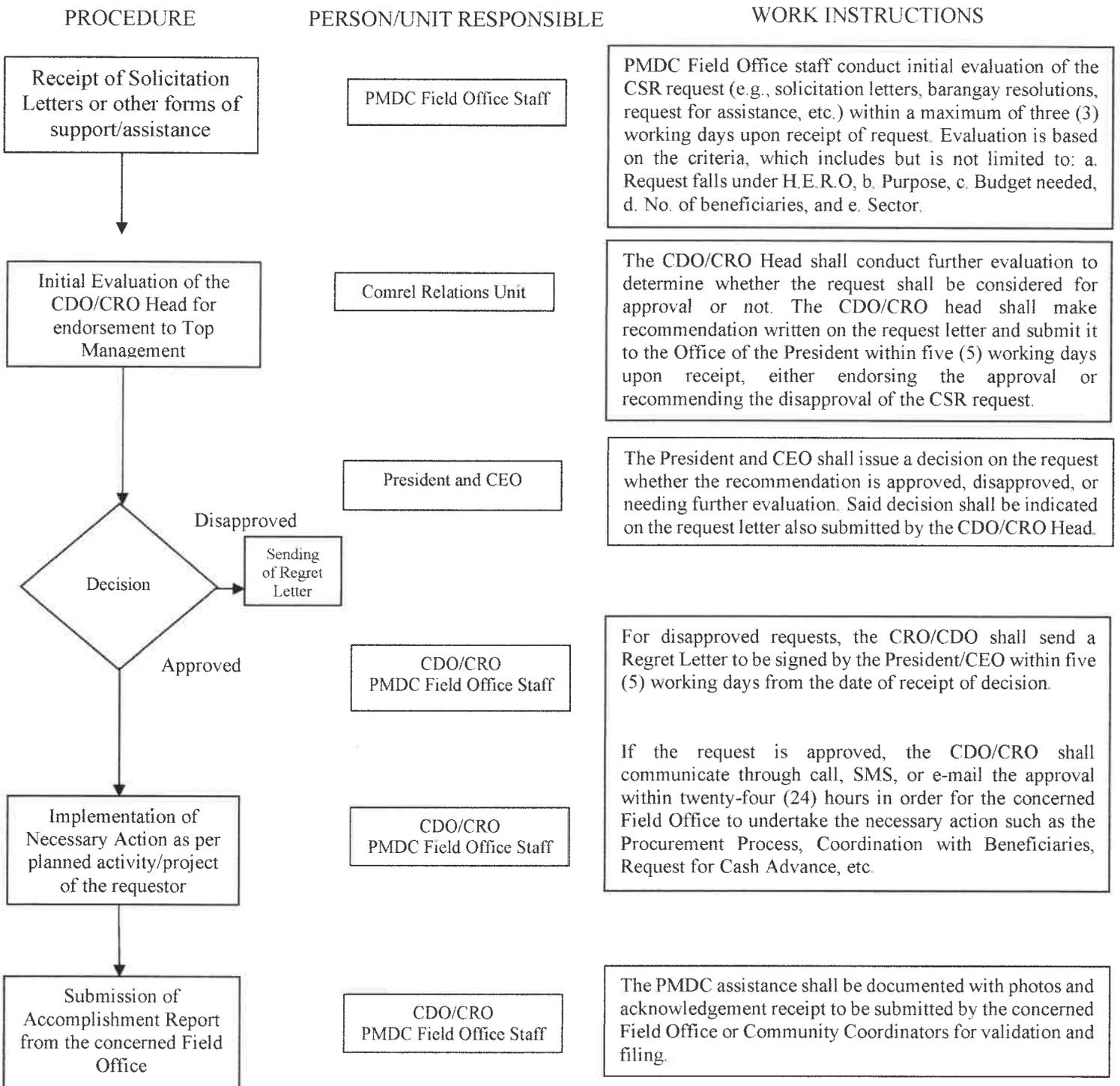
8. Project Management Department (PMD) Manager – gives guidance to the CDO and CRO in the course of planning and implementation of CSR.

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6.0 PROCESS FLOW

A. CSR REQUESTS



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B. SHORT-TERM TO MEDIUM-TERM CSR PROJECTS

PROCEDURE	PERSON/UNIT RESPONSIBLE	WORK INSTRUCTIONS
<p>Conceptualization of Project/Activity</p>	<p>CDO/CRO</p>	<p>Short-term and medium-term CSR Projects should be aligned with the H.E.R.O framework.</p> <p>Conceptualization of CSR Projects/Activities shall trigger from the following references: CSR Baseline Data (if available), and Community Needs Assessment</p>
<p>Preparation of Project Proposal/Concept Note</p>	<p>CDO/CRO</p>	
<p>Review and Evaluation</p>	<p>PMD Manager/ President and CEO</p>	<p>Once a project/activity has been identified and necessary coordination works with concerned stakeholders have been conducted, a Project Proposal and Activity Design with details of the proposed project shall be prepared by the CDO/CRO for review and evaluation of the PMD Manager and/or the President and CEO.</p> <p>When necessary, supplemental data-gathering work shall be done depending on the directives of the PMD Manager and/or President and CEO.</p>
<p>Decision from the President & CEO and Board of</p> <p>Disapproved</p> <p>Approved</p>	<p>President and CEO</p>	
<p>Formulation of Work Plan</p>	<p>PMD/CDO/ CRO</p>	<p>The President and CEO shall issue a decision on the proposal whether approved, disapproved, or needing further evaluation. When necessary, the CDO/CRO shall also prepare a Board Memorandum to seek the approval of the Board of Directors (BOD).</p> <p>Approved project proposals shall be included in the Corporate Operating Budget (COB) and the Annual Procurement Plan (APP) of the implementing year. The CDO/CRO shall also initiate the preparation of the work plan required for</p>
<p>Commencement of Implementation of Approved Project/Activity</p>	<p>PMD/CDO/ CRO</p>	<p>The implementation of the project shall be done accordingly as per approved work plan.</p> <p>Regular and necessary coordination activities with stakeholders shall be done during the implementation, monitoring, assessment/evaluation, and completion stage. All documentation work and reports must be accomplished accordingly for review and approval of the PMD Manager and the President & CEO.</p>
<p>Monitoring and Periodical Assessment of Project</p>	<p>PMD/CDO/ CRO</p>	
<p>Project Evaluation and Completion</p>	<p>PMD/CDO/ CRO</p>	<p>Upon completion of the CSR project/activity, exit process, such as a turnover ceremony, shall be conducted.</p> <p>Project shall be declared completed upon turnover to the concerned community/LGU/organization/agency. The project shall be considered sealed when concerned parties have been furnished with the turnover documents.</p>
<p>Conduct of Exit Process and Project Turnover</p>	<p>PMD/CDO/ CRO</p>	

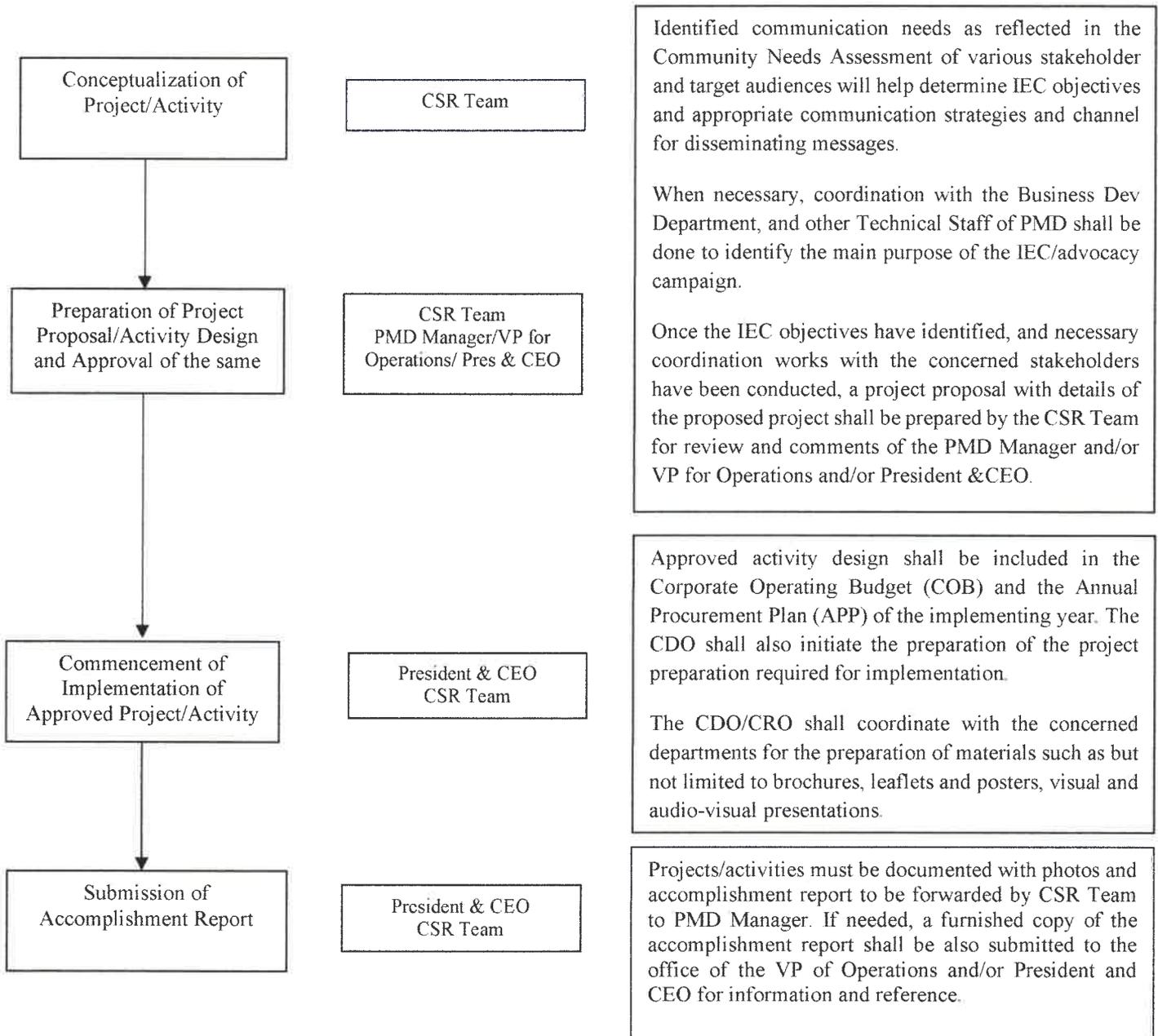
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D. INFORMATION, EDUCATION AND COMMUNICATION (IEC) CAMPAIGN

PROCEDURE	PERSON/UNIT RESPONSIBLE	WORK INSTRUCTIONS
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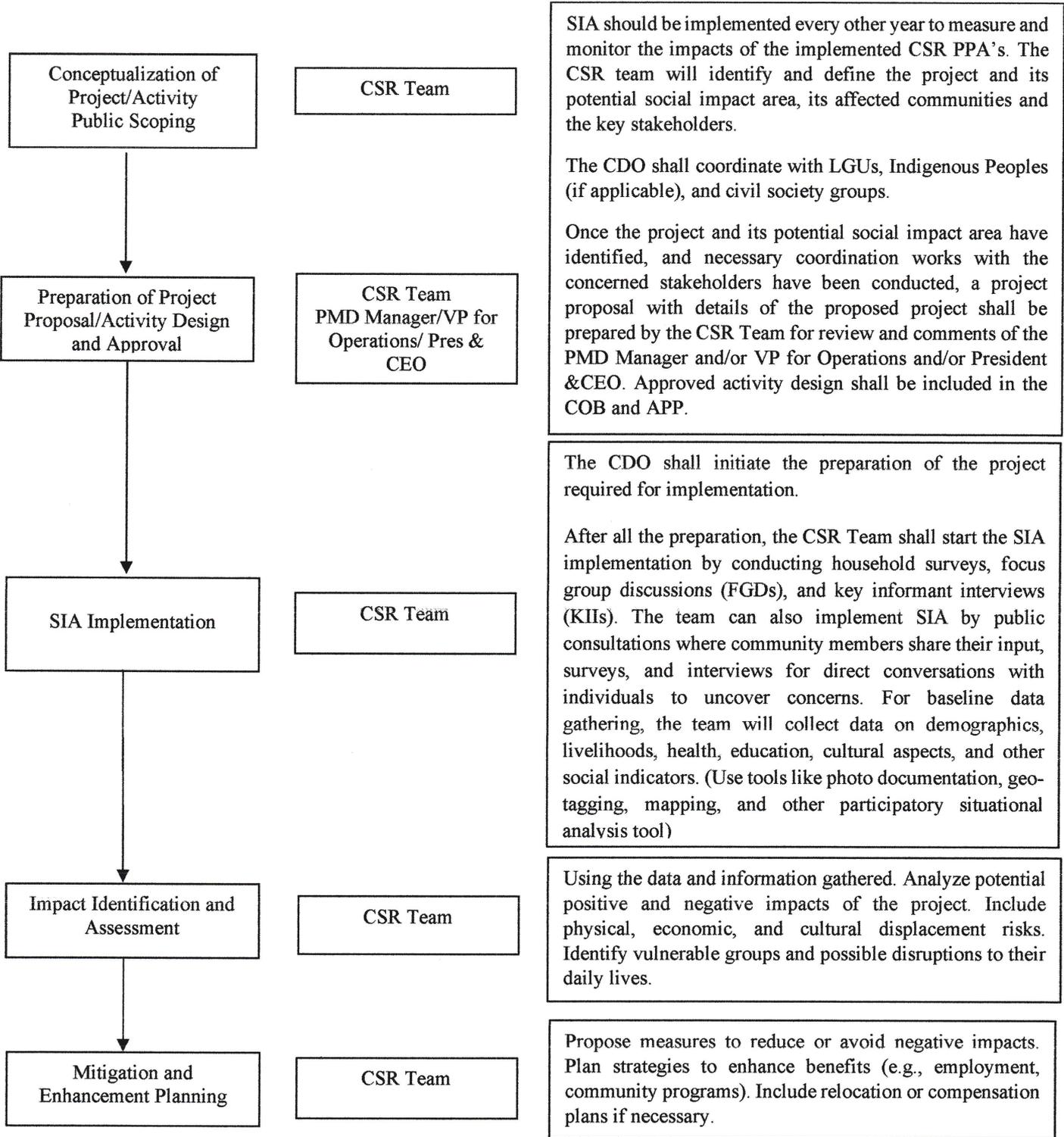
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E. SOCIAL IMPACT ASSESSMENT

PROCEDURE PERSON/UNIT RESPONSIBLE WORK INSTRUCTIONS



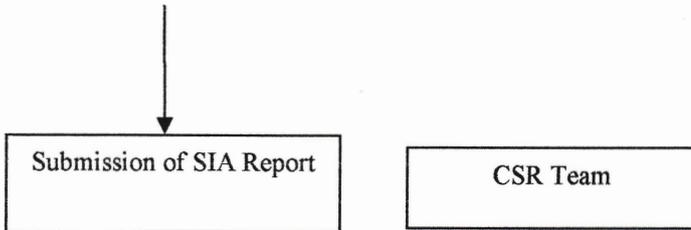
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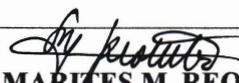
Consolidate all findings, community inputs, and plans. Adjust plans as needed based on ongoing community input.

Prepare final documentation including supporting data (photos, maps, surveys).

Submit the SIA report to the PMD Manager, VP for Operations and President & CEO.

7.0 CUSTOMER FEEDBACK SURVEY

1. The main customers of PMDC’s CSR Program are its host and neighboring mining communities, particularly its residents, community People’s Organizations (POs), Local Government Units (LGUs), or other local government agencies.
2. Customer Feedback is a vital input in PMDC’s Quality Management System (QMS). It is one of the primary gauges of the QMS’ effectiveness, and thus, used as a basis for the continual improvement of the system. Further, Customer Feedback mechanism also aims to assess whether the objective/s and target/s of a CSR project or activity have been achieved.
3. The tool used to gather the customers’ feedback is PMDC’s CSR Customer Feedback (PMDC-QP-13 F01). The CDO and the CRO shall be responsible for gathering the feedbacks of the community beneficiaries.
4. The gathering of customers’ feedback shall be conducted at the following periods:
 - Short-Term to Medium-Term CSR Projects – within a year after project turnover and/or December of every year for Medium-Term CSR Projects
 - Regularly-Implemented CSR Projects – every after activity completed; (PMDC-QP-CSR-F02)
 - IEC Activities – every after IEC activity (PMDC-QP-CSR-F01)
 - CSR Requests – only when applicable and necessary
5. The process on gathering of feedbacks shall be conducted as follows:
 - The CDO/CRO shall gather Customer Feedback simultaneously with his/her scheduled fieldwork activity.
 - The purpose of Customer Feedback mechanism and the manner of filling out of the customer feedback form shall be explained to the intended respondents before the latter accomplishes the form.

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- If necessary, with the assistance from the ISO Secretariat, the CDO/CRO shall encode and consolidate the responses contained in the feedback forms into a database for monitoring and reference to improve the implementation of CSR projects and activities

Notes:

The following notes outline the details for each stage of implementation with regard to the facilitation of “Section B: Short-Term to Medium-Term CSR Program”:

A. Planning and Conceptualization Stage

1. Community Needs Assessment shall be done by employing the following procedures:
 - Maintenance of database of priority host mining communities for CSR. The database shall contain, but is not limited to, the demographical information as well as the socio-economic data of particular communities. The database shall be analyzed to identify the particular needs of the community that can be integrated into the CSR program.
 - The information from the database shall be validated through other channels of discussion within communities such as on-site assessment, community consultation with area leaders and LGUs, community meetings, surveys, focused-group discussions, and interviews with community.
2. Project Proposals or Concept Notes, at the minimum, shall consist of the following:
 - Identifying Information
 - Rationale of the project
 - Objective of the project
 - Expected Output
 - Breakdown of Beneficiaries (*if needed*)
 - Budgetary and Logistical requirements
 - Timeline (*if needed*)

B. Implementation Stage

1. The project shall follow the implementation procedures indicated in the approved work plan for short term-medium CSR projects and in the approved activity design for regularly implemented CSR Projects.
2. When necessary, the project shall undergo the necessary Procurement Process as prescribed in Republic Act 9184 or the Government Procurement Reform Act. Contracts required shall be referred to the Legal Department while payment requirements of the project shall be prepared by the concerned staff (e.g., Field Office Staff, Community Relations Officer, and Community Development Officer) to be processed by FAD.

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C. Monitoring and Assessment Stage

1. The work plan of the approved short term and medium CSR project shall contain details of the monitoring and assessment requirements to serve as guide of the CDO/CRO in monitoring of the project. Quantitative and qualitative data may be assessed during the project implementation. Quantitative data are the quantifiable indicators of the project while qualitative data show the effect or the positive impact created by the project.

Quantitative Assessment

- **Timeframe** – Does the project adhere to the agreed timeframe as indicated in the Work Plan?
- **Budget Utilization** – Is the budget appropriately and effectively utilized for the project at a given period and work deliverables?
- **Target Accomplishment** – Are there specific, measurable, attainable, realistic, and time-bound targets that shall reflect the success and effectiveness of implementation? What is the rate of achievement of the targets?

Qualitative Assessment

- **Active participation of the beneficiaries** – Do the beneficiaries show interest in the project? Are they actively participating in all aspects of the project?
 - **Stakeholder Engagement** – Does the project engage other partner and stakeholders in monitoring and assessment of the project? What are the contributions of other stakeholders? What is the result of monitoring and assessment with stakeholders?
 - **Effects on the lives of beneficiaries and/or the environment** – Does the project result to positive effects in the lives of the beneficiaries and/or the environment (tangibly or intangibly)? Do the beneficiaries state positive effects of the project in their lives?
2. If the results of the monitoring and assessment showed major problems, issues and concerns that need to be addressed, the concerned staff (e.g., PMDC Field Office, the CDO, or the CRO) must be able to report it immediately to the PMD Manager and to the President and CEO for feedback and instructions.
 3. For regularly implemented CSR projects, monitoring and assessment activities shall be done through the regular implemented Community Needs Assessment activities.

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D. Project Turnover and Termination

1. Necessary reports as required in the work plan of the project must be secured accordingly. As example, for infrastructure project, Project Completion and Final Inspection Reports must be signed by parties including the Contractors prior to turnover to beneficiaries. Deed of Donation and Acceptance must be secured by both the PMDC and the intended beneficiaries during the project turnover.
2. Other documentation reports that shall serve as evidence of project implementation must be secured and filed.

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