

Value Care Health Systems, Inc.

SUSTAINABILITY REPORT 2025

Prepared with Reference to GRI Standards

We Value Your Health, We Care for Your Life



About This Report

This is ValuCare's Sustainability Report, covering the period January to December 2025. It is prepared using the Global Reporting Initiative (GRI) Standards — the most widely recognized global framework for sustainability reporting — and is intended for regulators, investors, corporate clients, and other stakeholders seeking to understand how ValuCare manages its environmental, social, and governance responsibilities.

The report draws on information from across the organization, including the Finance, Legal and Compliance, Human Resources, Medical, Marketing, and Information and Communications Technology departments. Where data is qualitative, it reflects verified internal records and program documentation.

For questions about this report, please contact ValuCare's Legal and Compliance Department.



Message from the President & CEO



I came to ValuCare as a physician, and that perspective shapes every decision I make as CEO. For us, sustainability is not a separate agenda — it is how we practice medicine at an organizational scale.

2025 was a year of real growth and deeper accountability. We went paperless across a network of more than 1,300 providers, strengthened our governance frameworks, and earned recognition from the National Privacy Commission. This report — our first formal sustainability disclosure — reflects our commitment to doing things transparently and doing them right.

What I am most proud of, though, is the culture behind the milestones: the liaison officer at a member's bedside within 24 hours, the wellness team keeping people healthy before they ever file a claim, the compliance teams holding the line even when no one is watching.

That is ValuCare — and that is the organization this report represents.

Elmer Palomata, M.D.

President & Chief Executive Officer

Message from the Chief Operating Officer



I joined ValuCare in 2025 in the middle of genuine transformation. What struck me most was not the ambition — it was the discipline. Behind every milestone was a team already doing the consistent, principled work that sustainable growth demands.

As COO, my focus is ensuring that as we scale, our service quality, operational integrity, and accountability scale with us. The groundwork is in place. What determines our long-term impact is how consistently we execute — day after day, decision after decision.

This team does that. And we are just getting started.

Franz Araque

Chief Operating Officer



About ValuCare

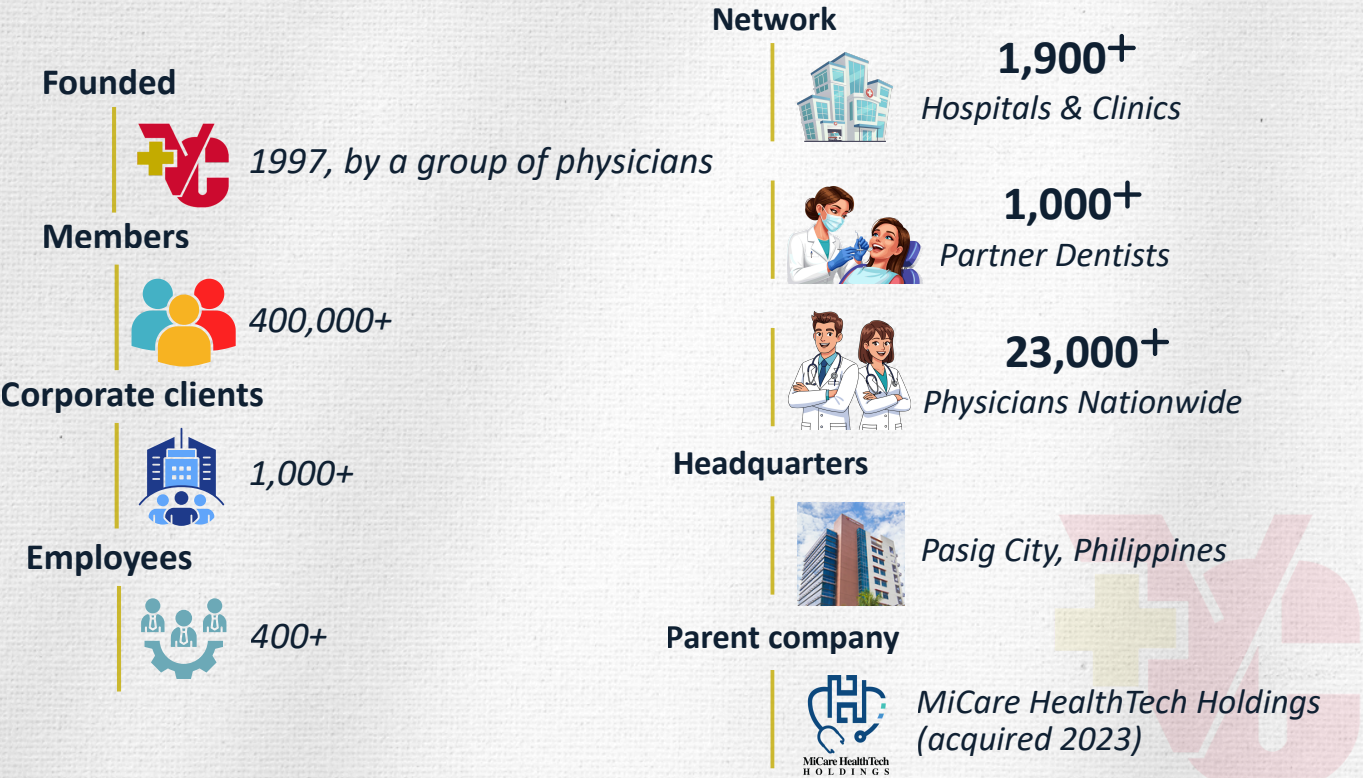
ValuCare (Value Care Health Systems, Inc.) is an HMO founded by doctors in 1997. Patient care has always been at the center of everything we do. Today, we partner with over 1,000 corporations and serve almost 400,000 members across the Philippines. We are licensed by the Insurance Commission, a member of the Association of Health Maintenance Organizations of the Philippines (AHMOPI), and ISO-certified for both Quality Management and Information Security.

Our operations are backed by MiCare HealthTech Holdings, a regional health technology leader supported by the Zuellig Group, Mitsui & Co., and the International Finance Corporation — the private sector arm of the World Bank. With 400 employees and a 10-storey headquarters in Pasig City, we continue to grow while staying true to our founding promise.



Key Facts

ValuCare at a Glance



Our Sustainability Framework

ValuCare's approach to sustainability is organized around three pillars: Environmental Stewardship, Social Responsibility, and Governance and Ethics. This report covers each pillar in turn, drawing on activities and programs carried out during 2025.

As a health maintenance organization, our most direct contribution to sustainability is the health and well-being of the 400,000 members we serve. Beyond that, we understand that how we operate — how we treat our employees, manage our data, engage with communities, and maintain our financial integrity — also matters.

This report is our formal sustainability disclosure. We intend to build on it each year, expanding our data coverage and deepening our commitments as the organization grows.



Environmental Stewardship

Sustainability at ValuCare starts with consistent everyday actions at our Pasig headquarters. In 2025, we strengthened a set of internal environmental practices across the organization.



Energy Conservation

A daily lights-off policy during the lunch hour is observed across all floors of the ValuCare building. This reduces energy consumption and gives employees a structured midday break.



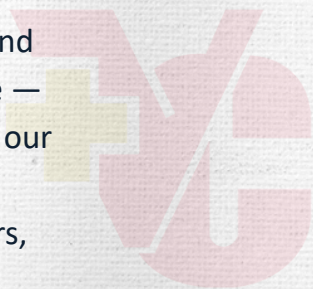
Waste Management

A waste segregation program is implemented across all floors, diverting recyclables from landfills and promoting responsible disposal practices among staff.



Going Paperless

The shift to digital platforms to manage membership, client, and provider needs — the ValuCare SuperApp, VC Link, and VC Live — has eliminated the need for thousands of physical forms across our 1,900-plus provider network. This reduces paper waste significantly and streamlines processes for members, providers, and HR partners alike.



Greenery and Biophilic Spaces

ValuCare continues to bring nature into the workplace by adding greenery and potted plants throughout the building. Beyond aesthetics, this initiative supports employee well-being, improves air quality indoors, and reflects the organization's commitment to a healthier, more sustainable work environment — one small addition at a time.



Pantry Culture — Clean As You Go

ValuCare maintains a Clean As You Go policy across all pantries in the building. Every employee is expected to wash their own plates, utensils, and cups after use — no exceptions. It is a small habit, but one that reflects a larger value: shared spaces are shared responsibilities. This practice reduces reliance on disposable alternatives, keeps the workplace clean, and reinforces a culture of personal accountability that extends well beyond the pantry.



The Corporate Cats

When construction along Meralco Avenue began in October 2022 for the Metro Manila Subway Project, the demolition of nearby residential apartments displaced more than just people. Two cats found their way to the ValuCare building — and never left. Since then, the ValuCare admin team and employees have quietly taken them in, ensuring they are fed, hydrated, sheltered, and looked after with regular vitamins and veterinary care. They are, in every sense, part of the team.

Social Responsibility



Community Engagement

In December 2025, ValuCare's leadership and HR teams visited the Sanctuary Center in Mandaluyong, a refuge for women with improved psycho-social conditions. Led by President & CEO Elmer Palomata, M.D., COO Franz Araque, and Chief People Officer Erika Denise Castillo, the visit included donations and direct engagement with residents. The initiative reflects ValuCare's belief that meaningful community work is personal, not just institutional.



Member Wellness Programs

ValuCare's dedicated Wellness team, part of the Medical division, organizes a range of health activities for member organizations — including health talk webinars, wellness fairs with healthy lifestyle partners, fitness activities, Annual Physical Examinations (APE), and onsite blood testing. These programs help members stay healthy.



Social Responsibility



The First Day Promise

Within 24 hours of any member's hospital admission, a ValuCare Customer Service Associate will personally visit or call the member, walk them through their benefits, coordinate with the hospital, and ensure their focus stays on recovery.



Employee Wellness

On December 10, 2025, ValuCare hosted its annual Wellness Fair for employees, offering free eye exams, dental check-ups, bone density scans, and flu vaccinations. Partners included Healthway Medical, Vision Express, and KonsultaMD, bringing diagnostic care directly to the Pasig headquarters.



Social Responsibility



Teambuilding and Year-End Recognition

ValuCare’s 2025 was all about building a great culture of fun and camaraderie!, kicking things off with a Company Summer Outing and Team Building on May 24–25. The company wrapped up the year on December 19 with a year-end celebration. It was a great night to honor long-serving team members and top performers, while celebrating its growth as a tech-forward HMO under the MiCare HealthTech umbrella.



Celebrating Our People

Every month, ValuCare HR organizes a birthday gathering for all celebrants, complete with cake and a moment of recognition for each employee. The organization also holds a monthly Mass, bringing the team together in shared reflection and gratitude. These simple traditions reflect ValuCare's belief that a workplace worth belonging to is one where people feel seen and celebrated.



Governance & Ethics

ValuCare is governed by a board that combines international investment experience and deep local medical expertise. The organization is licensed by the Insurance Commission and dual ISO-certified — ISO 9001:2015 for Quality Management and ISO/IEC 27001:2013 for Information Security Management.



ISO Certified **ISO 9001:2015 & ISO/IEC 27001:2013**

Board Composition

The Board of Directors is chaired by Moses Hee, Group CEO of MiCare HealthTech Holdings, and includes expertise in healthcare investment, oncology, financial oversight, and HMO operations. The President & CEO, Dr. Elmer Palomata, also serves on the board.



Mr. Moses Hee
Chairman / Group CEO

Moses is the founder and Group CEO of MiCare, a leading medical claims administrator operating across Malaysia, Thailand, and the Philippines. Over 25 years, he has built a track record of scaling healthcare technology companies and attracting major global investors, including Zuellig Pharma and the IFC. He holds a degree in Business Computing from Queensland University of Technology.



Elmer Palomata, MD
President & CEO

Dr. Palomata is a licensed physician with 20 years of HMO experience. Since joining ValuCare in 2007, he has worked across every part of the business — from claims and provider relations to medical services and operations. Appointed CEO in 2025, he brings a clinician's perspective to business strategy, keeping member care at the center of every decision.



BOARD OF DIRECTORS



Dr. Samuel D. Ang
Board Member

Dr. Ang is a surgeon and oncologist who graduated Magna Cum Laude from UST and completed his residency at the University of Pennsylvania. He currently serves as Medical Director of Chinese General Hospital and Director Emeritus of the Cancer Institute at St. Luke's Medical Center, and is a former Chairman of the Philippine Board of Surgery.



Mr. Owen Y. Lee
Independent Director

A Certified Public Accountant since 1969, Mr. Lee spent his career as an Audit Partner at SGV & Co. and Deloitte Haskins & Sells. He holds an Advanced Management degree from the Banff School in Canada and now serves as a financial consultant across multiple industries, bringing rigorous financial oversight to the ValuCare board.

SENIOR MANAGEMENT TEAM



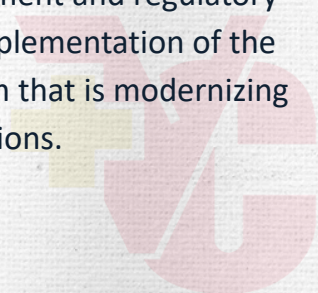
Franz Araque
Chief Operating Officer

Franz joined ValuCare in 2025, bringing extensive experience from his previous role as Executive Vice President at a major insurance provider. He specializes in scaling HMO operations and growing revenue while keeping service quality consistent as the member base expands.



Shirley Catibog
Chief Finance Officer

A CPA with over 30 years in healthcare finance, Shirley has been with ValuCare since 2017. She oversees revenue management and regulatory compliance and led the implementation of the Oracle NetSuite ERP system that is modernizing ValuCare's financial operations.



SENIOR MANAGEMENT TEAM



Erika Denice Castillo
Chief People Officer

A Certified Human Resource Professional (CHRP) with 13 years of experience, Erika has led ValuCare's people and culture function since 2022. Her work centers on talent acquisition and change management, ensuring the organization's 400-plus employees are equipped to deliver responsive, compassionate service.



Atty. Roselle Perez-Bariuan
VP and Head of Legal, Compliance, & Data Privacy

With over 10 years in corporate law and data protection, Atty. Roselle manages ValuCare's regulatory compliance and legal strategy. Her experience spans the insurance and education sectors, giving her a broad foundation for navigating complex legal and privacy environments.



Cristian Dela Cruz, M.D.
Medical Director

Dr. Dela Cruz has over 20 years of experience in managed care. He oversees ValuCare's nationwide provider network and clinical guidelines, drawing on earlier leadership roles at San Lazaro Hospital and the Caloocan Health Department to guide the organization's wellness programs and patient outcomes.



Governance & Ethics

Zero-Tolerance Compliance Policy

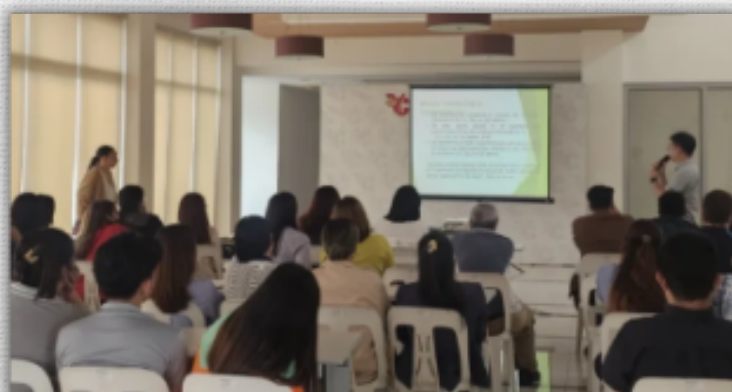
ValuCare operates under a zero-tolerance policy for non-compliance. The 2025–2026 Compliance Program covers four areas:

- Anti-Money Laundering (AML) — prevention of money laundering and terrorism financing
- Data Privacy — strict information security aligned with the Data Privacy Act of the Philippines 2012
- Whistleblowing — secure channels and legal protections for reporting irregularities
- Anti-Bribery and Corruption (ABC) — controls to ensure ethical business conduct

From November 19 to December 1, 2025, an intensive compliance seminar series was held at the ValuCare Building Roofdeck, aligned with Insurance Commission guidelines and the company's internal compliance framework.

KYC and AMLA Compliance

In September 2025, the Legal and Compliance Department conducted a two-day training for all concerned teams on Know Your Customer (KYC) procedures and Anti-Money Laundering Act (AML) principles. Following the training, ValuCare rolled out updated KYC forms and a formal screening process for all accounts — new and existing. Each account is reviewed against established sanctions and watchlists, classified by risk level, and escalated where necessary.

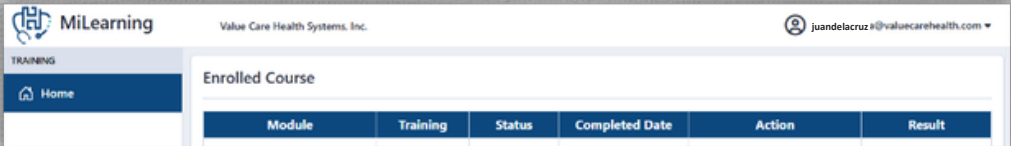
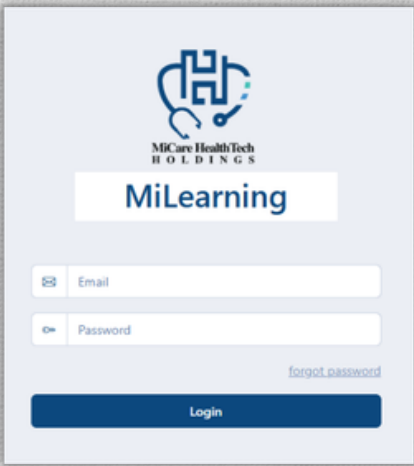


Data Privacy & Compliance

ValuCare treats member data with the same care as medical treatment. Compliance is built into the organization from day one — not added as an afterthought.

Onboarding and Continuous Learning

Every new hire undergoes mandatory Data Privacy Act (DPA) orientation on their first day. Ongoing training is delivered through the MiCare HealthTech Learning Platform, keeping staff current on cybersecurity threats and global privacy standards.



Company-Wide Data Privacy Training

From July 14 to 18, 2025, ValuCare held a five-day training series bringing all departments together to align on data handling, incident response, and the ethical use of member information within the ValuCare digital ecosystem.



Data Privacy & Compliance

National Privacy Commission Certification

In 2025, ValuCare received official certification from the National Privacy Commission confirming full compliance with the registration requirements of the Data Privacy Act of the Philippines 2012.



Resilience & Business Continuity

A reliable HMO depends on a prepared workforce. On December 2, 2025, ValuCare held a Family Emergency Management Seminar facilitated by crisis and business continuity specialist Mr. Fervin Regencia. The session focused on disaster readiness — including the West Valley Fault scenario — covering situational response, family emergency planning, and business recovery protocols.

The training ensures that ValuCare's Emergency Response Team is ready to maintain critical services, including the 24/7 member hotline, even during regional disruptions. ValuCare views preparedness not as a policy obligation but as a core part of its commitment to the ~400,000 members who depend on uninterrupted service.



Our People

ValuCare's care philosophy starts within. The organization's 400-plus employees are the foundation of every service delivered to members and corporate partners.

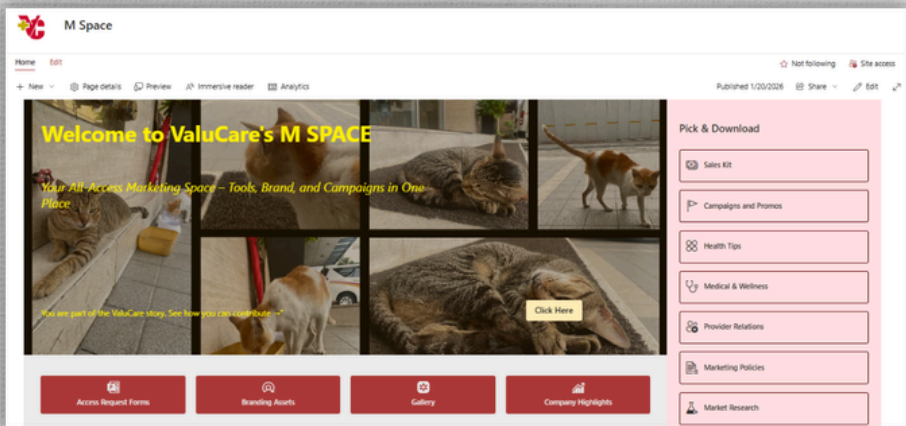
People and Culture

The Chief People Officer leads ValuCare's people and culture function, with a focus on talent acquisition and change management. The organization invests in training, recognition, and internal communication to keep employees engaged and aligned with the ValuCare mission.



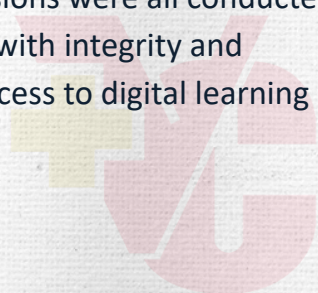
Internal Communications — M Space

In 2025, Marketing launched M Space, ValuCare's internal SharePoint site, serving as a central hub for all employees. It brings together brand assets, corporate materials, and benefits explainers, while also providing a space for internal announcements and employee recognition.



Learning and Development

Compliance training, data privacy education, and emergency preparedness sessions were all conducted in 2025, ensuring that employees are equipped to handle their responsibilities with integrity and confidence. The MiCare HealthTech Learning Platform also provides ongoing access to digital learning resources across the regional network.



Content Index

The table below maps key disclosures to relevant sections of this report.

Disclosure	Reference / Response
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Entities included in reporting	About This Report
Reporting period and contact	About This Report
Activities and value chain	About ValuCare
Employees	Our People
Governance structure	Governance & Ethics
Communication on critical concerns	Governance & Ethics — Whistleblowing
Mechanisms for seeking advice	Governance & Ethics — Compliance Program
Anti-corruption training	Governance & Ethics — Compliance Training
Energy consumption	Environmental — Energy Conservation
Waste management	Environmental — Waste Management
Employee programs	Our People
Promotion of worker health	Our People — Wellness Fair
Community engagement	Social — Community Engagement
Data privacy complaints	Data Privacy & Compliance

Note: Data coverage and GRI alignment will be expanded in subsequent reporting periods.



SATELLITE OFFICES

ValuCare Clinic: The Medical City – Pasig

Address: Rm. 1001 MATI Bldg., Meralco Compound Meralco Ave., Ortigas Center, Pasig City

For Medical Services: (02) 8236-0451 / 8633-6826

ValuCare Clinic: St. Luke's Medical Center – Quezon City

Address: Rm. 1017 South Tower Cathedral Heights Bldg. No. 279 E. Rodriguez Ave., Quezon City

For Medical Services: (02) 8723-0101 loc. 2017

ValuCare Clinic: Metropolitan Medical Center

Address: Room # 3, 4th Floor, Metropolitan Medical Center; 1367 Masangkay St., Sta. Cruz, Manila

For Medical Services: (02) 8286-9106

University of Santo Tomas Legazpi Hospital

Address: Ground floor, Washington Dr. Legazpi City

ValuCare Cebu

Address: Suite 219 C and D 2nd flr. Medalle Bldg, Osmena blvd. cor Don Julio Ilorente st. Cebu City

For Medical Services: (032) 255-6671 / 253-4883

E-mail: cebu@valuecarehealth.com

ValuCare Davao – C. Bangoy St. Davao City

Address: UM Medical & Multitest Diagnostic Center (Suite 18) C. Bangoy St., Davao City

For Medical Services: (082) 225-4282

E-mail: davao@valuecarehealth.com

ValuCare Davao – Manda Properties

Address: 2nd Floor, Manda Properties, Inc., Duterte St. corner Quirino Avenue, Davao City

For Medical Services: (082) 293-2638

E-mail: davao@valuecarehealth.com

ValuCare Iloilo

Address: Rm. 222 SPICE Bldg., St. Paul Hospital General Luna St., Iloilo City

For Medical Services: (0917) 1607-365

E-mail: iloilo@valuecarehealth.com



VALUCARE

Value Care Health Systems, Inc.

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We Value Your Health, We Care for Your Life

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Search for "VC Health" or scan a QR code below to install the app. Register with your policy number + birthdate—or simply log in.

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"You Can Count On Us."

