

## **INSIDE ASIAN GAMING (IAG) BEST IR WORKPLACE: HANN CASINO RESORT**

Hann Casino Resort, under the Hann Resorts group, opened in December 2021 (*previously known as Widus Hotel and Casino established August 2006*) with a vision to revolutionize the Integrated Resorts industry as the ultimate luxury playground north of Manila boasting its world-class grand casino, diverse entertainment offerings, and topnotch facilities including Clark Marriott Hotel and Swissotel Clark.

Since its inception, Hann Casino Resort has consistently pushed the boundaries of innovation and creativity, establishing itself as a pioneer in the industry in the Central Luzon region of the Philippines. Over the years, we have evolved into a powerhouse, delivering exceptional products and services which focus on elevating experiences.

Before the COVID-19 pandemic under the brand Widus Hotel and Casino, the group had already been regarded as one of the top 3 employers in the Clark Freeport Zone. Prior to the nationwide lockdown, Widus Hotel and Casino direct employees numbered almost 800.

During the height of the COVID-19 pandemic the Company was adversely affected together with other customer service and tourism industries. In October of 2020 the Company made the difficult choice of separating almost half of its workforce.

Still, the Company pursued its development of Hann Casino Resort and reopened with its new brand in December 2021. During preopening, the Company had a roster of almost 1,000 employees in its Casino and Corporate business units. This preopening team was recruited, onboarded, and deployed by an HR team of less than 10 people, all without prior Casino experience. That is a feat we will always be proud of.

As of today, Hann Casino and Corporate has more than 1,500 employees and foresees having an additional 400 employees before the year ends. Including our hotels, direct and indirect employment in Hann Casino Resort will account for at least 4,000 jobs, excluding opportunities in construction and real estate development by January 2024.

### **The Leadership Team**



Leading the Hann Resorts Group is the Executive Committee composed of:

1. Dae Sik Han – Chairman and CEO, IAG Power 50 2022
2. Dennis Andreaci – Senior Vice President for Casino Operations, seasoned Casino veteran having worked in pre-opening teams in USA, Asia, and the Philippines
3. Tarek Aouini – Vice President for Hann Hotel Operations, concurrent General Manager of Swissotel Clark and Widus Hotel
4. Mitchell Estacio – Vice President for Finance

5. Ana Christi Galura – Assistant Vice President for Human Resources
6. Agnes Liwanag – Vice President for Real Estate and Property Development
7. Jan Andreas Struwig – Assistant Vice President for Security & Surveillance.

Their combined experience drives our strategic direction, fostering innovation, collaboration, and a forward-thinking culture that permeates the entire organization.

### **DE&I by the numbers**

Diversity, Equity, and Inclusion (DE&I) is a cornerstone of our organizational values. In our Executive Committee (ExeCom), 50% are female members, reflecting our commitment to gender diversity at the highest levels. In middle and upper management ranks, we maintain a gender balance of 45% females to 55% males, underscoring our dedication to equitable representation.

We have 97% local hires, which underscores the Company's commitment to grow and nurture homegrown talent. Of these, 90% come from the Central Luzon region of the Philippines, which surpasses the Clark Development Corporate requirement for at least 85% regional hires.

But despite this Filipino-dominated workforce, we have with us 8 different nationalities working together for the brand. This blend of local and international talent enriches our company culture and brings a diverse range of perspectives to the table.

### **Talent Acquisition Information**

Our dedication to sustaining a thriving workforce is evident in our new employment versus new hire attrition statistics. This year, we welcomed 586 new employees, showcasing our commitment to growth and talent acquisition. Importantly, we've effectively managed our new hire attrition rate to 5.8% by fostering an engaging and fulfilling work environment. Less than 2% of our new hires are not regularized, which shows the effectiveness of our talent acquisition and onboarding strategies.

**Total New Hires: 586**

**Total New Hire Attrition: 5.80%**

**Non Regularizations: 11 or 1.88%**

As part of Hann's commitment to the academic community and new jobseekers, we collaborate with educational institutions such as the City College of Angeles, Mabalacat City College and University of the Philippines, to provide students with insights into various career paths through career talks. This also enables our employees to guide and inspire students, fostering a culture of knowledge sharing.



## Learning & Development

To ensure that our new hires are well-equipped of the necessary Hann knowledge and information, we conduct an immersive 2-day orientation program. This includes sessions led by various subject matter experts, providing new hires with a holistic understanding of our company culture, values, and expectations.



As Hann also encourage continuous growth, we give monthly e-learning opportunities that cover a wide range of professional development topics such as change management, compliance and awareness programs, time management, and other customer service techniques. The fastest team members who correctly answer the assessment tests are also given prizes for their accomplishment. Further, we have a 95% completion rate per month for all monthly L&D e-modules.

### UNDERSTANDING AML COMPLIANCE

Passing Rate per Department



We also ensure that team members attend our structured face-to-face Learning & Development series, such as the Leadership Development Program, Customer Service

Series, and Compliance programs to empower employees with skills essential for their career advancement.

On the average, 300 team members attend various face-to-face Learning & Development (L&D) initiatives per month.

Program	# of attendees	Department(s)
<b>Internal</b>		
1 New Employee Orientation	48	Various
<i>July 6 to 7</i>	32	
<i>July 24 to 25</i>	16	
2 Heart of Hann I	28	Various
<i>July 5</i>	28	
Heart of Hann III	71	Various
<i>July 12</i>	18	
<i>July 17</i>	13	
<i>July 19</i>	21	
<i>July 25</i>	19	
4 Developing People in the Workplace	61	Various
<i>July 13</i>	18	
<i>July 14</i>	15	
<i>July 18</i>	15	
<i>July 27</i>	13	
<b>External (outsourced)</b>		
5 Drug-free Workplace (July 3)	29	Various
6 Preventive Maintenance of PACU (July 4)	10	FM, agencies
7 Filipino Brand of Service Excellence T3 (July 4-7)	1	HR
Filipino Brand of Service Excellence (General)	94	Various
8 <i>Batch 1 (July 10)</i>	41	
<i>Batch 2 (July 11)</i>	53	
9 Transformational Leadership (July 13)	1	Project Oversight
10 Institutional AML/CTF Risk Assessment (July 18)	3	AML Compliance

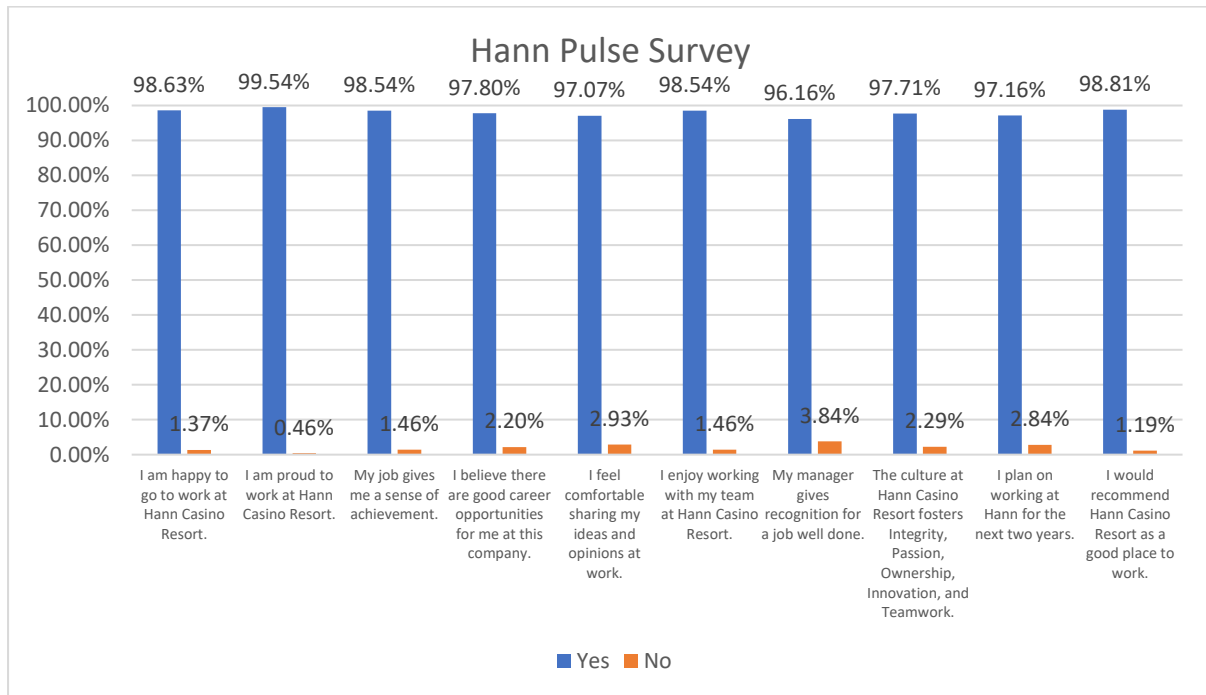
In the Casino division, we have an internal promotion rate of 5.98%, showcasing our commitment to nurturing talent from within.

Our overall attrition rate stands at 13.8% this year, reflecting our emphasis on retaining our valued team members. This is a significant improvement from the average attrition rate of 21% in the previous 3 years.

During exit interviews it is a sweet consolation to see the topmost positive or satisfying aspect of the job rated by resigned employees were their co-workers. This means that work environment at Hann is indeed collegial and amiable. This is followed by pay and benefits.



During our first engagement pulse survey in April 2023 the results also showed the following:



In terms of benefits, Hann employees enjoy all mandatory government benefits and all customary IR benefits such as but not limited to duty meals, uniform, free laundry services, shuttle services, health, life, and accident insurances, hotel discounts, and employee facilities.

We have our in-house dining restaurant named “Apag” (a-pag), which in the Capampangan dialect means to set the table (verb) or a table setting/setup (noun). We ensure that with Apag employees enjoy nutritious meals conveniently, fostering a sense of community during breaks.

What sets Apag apart is our Eats@Hann initiative, where we serve Restaurant specialties from our very own Hann Resorts outlets per month which employees look forward to. With this, our employees have a better appreciation of the products and services that Hann hotels provide.



A stress-free commute for our team members is valued which is why brand-new shuttle services with Hann-branded designs are provided. This ensures that they have a convenient and safe commute. This service is extended to contracted services within the resort too.



### **Engagement and CSR**

Recognizing our employees' achievements is our priority which is why our HR team conducts a monthly awarding during departmental briefings through Hann Service Hero recognition program. Top performing employees are awarded in front of their colleagues with the presence of HR.

Further, during these monthly awarding ceremonies during departmental briefings, HR conducts refresher courses and mini activities to engage employees while enhancing their understanding of Company policies, procedures, and projects.



We conduct our quarterly Heads Hann-Out, an informal gathering of our department heads, to build relationships and break communication barriers among them. This also offer a valuable opportunity for our heads to connect on both personal and professional levels.



We also conduct monthly Town Hall Meetings. This regular get-together of Human Resources and department representatives aims to foster better understanding of memoranda, policies, and management initiatives. Employees are also encouraged to voice out their concerns, comments and recommendations as these play a vital role in the improvement of Hann as a workplace.



Our quarterly General Assembly focuses on employee recognition and aligning with present and future initiatives. This year, we also recognize our team members with singing prowess where they show their talent on our Kanta-Hann Singing Competition.

While Town Halls focus on labor concerns, the General Assembly is about celebrating successes and the future.



Additionally, we also have week-long themed anniversary celebrations annually. Activities are designed to engage on and off duty employees. This year, we also included a CSR activity in this anniversary week. In time with the opening of classes, our team members voluntarily purchased school supplies packages which will be then donated to one of our school beneficiaries, Macapagal Elementary School.



We also have annual summer team building activities scheduled during the sunny months of April to May to ensure employees enjoy the outdoors. Despite our busy schedules, we make time to have activities that are aligned to the season.

Hann employees also anticipate the monthly engagement activities that we facilitate such as quiz bees, egg hunts, photo and video contests, outings, and other fun and joyful events that they may join.

And one of the most awaited programs at Hann is our Annual Party. Our eagerly awaited Annual Party every December brings our diverse workforce together to celebrate achievements and camaraderie. Song and dance performances are highlighted along with the awarding of our Hann Service Heroes of the Year. We ensure that this party is held every December despite the peak season to ensure that employees enjoy the festive season during the holidays.



Through Hann's CSR arm, Hann Foundation, we continuously provide positive impact on our society. Hann Foundation's "Sagip Kababayan" relief operations program gives the needed assistance to our community affected by typhoons and floods. Hann Foundation also focuses on Education. This year, we also partnered with the Department of Education in Tarlac



Province to support the Alternative Learning System (ALS) and hope to build a unique Inclusive Learning and Resource Center (ILRC).



## **Recognitions**

Hann Philippines, Inc. (HPI), the owner and operator of Hann Resorts, has recently received four prestigious awards at the Clark Awards, organized by the Clark Development Corporation (CDC). HPI's exemplary performance was recognized in three categories, namely Top Investor, Top Income Generator, and Top Employment Performance. The event was attended by esteemed government officials and executives from the economic zone's stakeholders and locators, highlighting the significance of the recognition accorded to HPI.



Hann Philippines, Inc. is also a proud member of the People Management Association of the Philippines (PMAP). PMAP held their Central Luzon Summit last May 2023 with the theme "REFOCUS: Building and Harnessing the HR Capabilities" where Hann Philippines' Assistant Vice President for Human Resources, Ms. Ana Christi Galura, was invited to be one of the

speakers regarding the topic “Spectrum of Business Viabilities” where she shared Hann’s “bold” accomplishments even during the pandemic and the company’s strategies to maintain its talents.

Ms. Galura has also been nominated by PMAP as People Manager of the Year (PMY) this 2023 due to her significant contribution to the development of the company through her exceptional people management initiatives and programs addressing business and organizational challenges.

**MS. ANA CHRISTI GRAGEDA-GALURA**  
Head, Human Resources  
**Hann Casino Resort**  
M.A. Roxas Highway corner C.M. Recto, Zone,  
Clark Freeport, Mabalacat, 2023 Pampanga



Dear **Ms. Grageda-Galura**,

We are pleased to inform you that you have been **nominated** for the **People Manager of the Year (PMY)** Award. This award is conferred by the People Management Association of the Philippines (PMAP) to the outstanding people manager who has created a great impact in the company or community he/she serves.

To help the Screening Committee and the Board of Judges assess your nomination, please accomplish the PMY Data Form attached to this email and send it back to us **on or before 31 May 2023**. Submit a copy of the entry and other documents in .pdf format through email to [awards@pmap.org.ph](mailto:awards@pmap.org.ph).

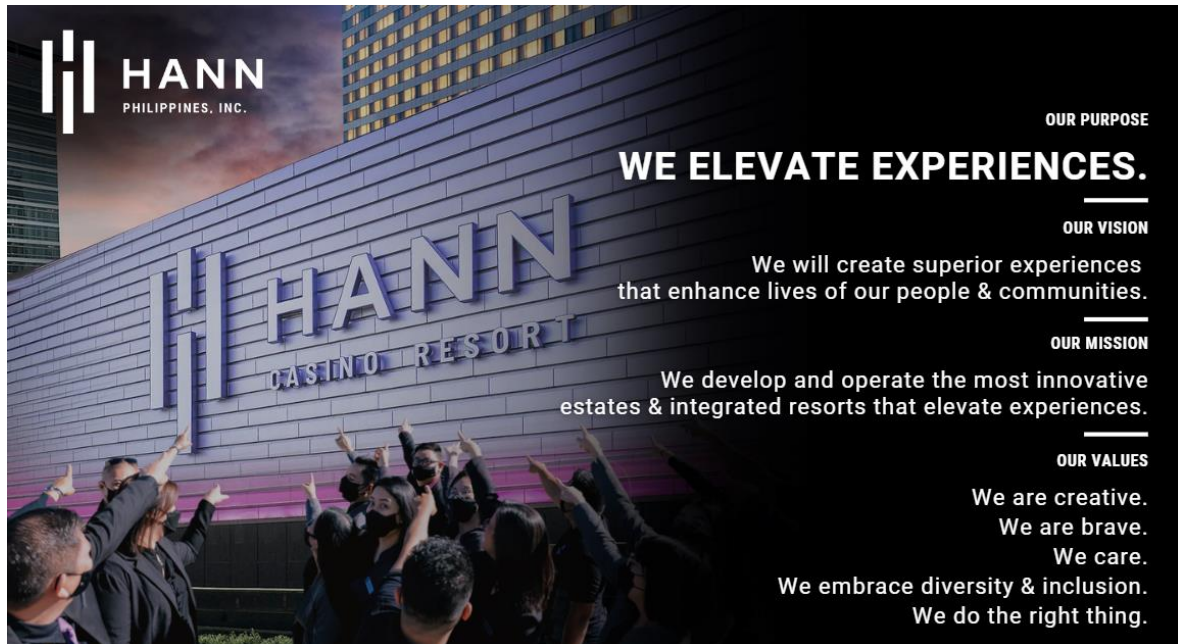


The Hann group continues its growth and development along with its employees. A 450-hectare Hann Reserve project is the first of its kind in the Philippines as an integrated leisure lifestyle development with a unique golf resort concept. Its master plan includes three (3) 18-hole championship golf courses: the KJ Choi valley course, a mountain course designed by Nicklaus Design, and the Sir Nick Faldo Signature river course. Hann Reserve is set to pioneer an ultra-luxe integrated mountain resort at New Clark City, Philippines, and will be home to the first and only PGA-affiliated golf courses and player development facilities in the Philippines.

With these developments, more job opportunities will be presented not only to the region, but to the country as well. As the company continues to grow, its employees would have choices

as well to develop and progress through different career paths in gaming, hospitality, real estate, and corporate offices.

In conclusion, Hann Casino Resort is not just a workplace; it's a thriving ecosystem where employees are empowered, valued, and inspired to achieve greatness. Our commitment to innovation, growth, work-life balance, diversity, employee wellbeing, and community engagement sets us apart as a standout contender for the "Best IR Workplace" award. We wholeheartedly believe that our company's culture and practices embody the essence of a truly exceptional workplace.



**HANN**  
PHILIPPINES, INC.

**OUR PURPOSE**

**WE ELEVATE EXPERIENCES.**

**OUR VISION**

We will create superior experiences that enhance lives of our people & communities.

**OUR MISSION**

We develop and operate the most innovative estates & integrated resorts that elevate experiences.

**OUR VALUES**

We are creative.  
We are brave.  
We care.  
We embrace diversity & inclusion.  
We do the right thing.

Thank you for considering Hann Casino Resort for this esteemed recognition.