



2023 | 2024

ESG

BASELINE

REPORT

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INTRODUCTION

D&V Philippines embarked on its ESG journey in 2023, with the goal of making a substantial impact to the community and environment. This marked the beginning of our commitment to making consciously sustainable solutions by purveying positive practices in our operations, talents, technology, and resources — while also creating greater business value grounded in ethical measures.

The following year, we began implementing ESG initiatives in line with the material issues that are relevant to our stakeholders. This report focuses on these initiatives and its impact on D&V Philippines' commitment to become a more sustainable and responsible organization.

Our ESG efforts align with the Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), and United Nation Global Compact (UNGC) metrics, with heightened focus on:

- Committing to sustainable practice to promote environmental action
- Fostering a culture of responsibility, respect, and inclusivity
- Enhancing governance for trust and sustainability

This inaugural ESG report of D&V Philippines presents where we currently stand, the spectrum of ESG priorities we'll focus on for 2025, along with our plans in advancing our environmental, social, and governance goals for the long haul.

Building our momentum from here on, we rally with the rest of ESG advocates in pursuing sustainability across all facets of business.



NADELEINE

MARY JOY

STEFAN

SONNY

CEDRIC

ESG TECHNICAL WORKING GROUP

At the helm of D&V Philippines' budding ESG project is our Chief Executive Officer (CEO) and President **Stefan Vermeulen**. He is joined by managers from the Corporate Service and Client Service Departments, each with their own expertise that they bring forth in fulfillment of the project.

- **Mary Joy Quiño**, Vice President for Global Operations.
- **Nadeleine Mae Saddi**, Quality Assurance Supervisor.
- **Cedric Joshua Martinez**, Strategic Marketing Manager.
- **Sonny Robert Vidal**, Facilities Manager.

OUR IDENTITY

D&V Philippines is a **business process outsourcing (BPO)** with a high focus on finance and accounting, audit, analytics, and administrative solutions that support Chief Financial Officers (CFO) and a wide range of Professional Services Firms all over the world.

Our day-to-day operations are anchored in our **ESSAP approach: Eliminating, Simplifying, Standardizing, Automating Philippines** that elevates our service delivery for more than a decade.

As we continue moving forward, we take part in a bigger purpose through ESG. We further our mission to champion employee experience, technological advancement, and sustainable practices responsibly and with consideration for the future.

IN A GLIMPSE

TALENTS

1000+

TOTAL HEADCOUNT

LEADERSHIP ROLES

21% of total population are

MANAGERIAL/
SUPERVISORY ROLES

spanning from Associate Director to Vice President ranks

CLIENT LOCATIONS

United States, Australia, EU/UK, Canada, and select countries in the Asia Pacific Region

CLIENTS

450

TOTAL CLIENTS

TARGET MARKETS

- CORPORATE CFOS
- PROFESSIONAL SERVICES FIRMS
 - Wealth Management Firms
 - Accounting Firms
 - Part-Time CFO Firms
 - Audit Firms

GENDER

74%
FEMALE

26%
MALE

AGE GROUP

data as of December 2023

69%

UNDER 30

28%

30 - 39

3%

OVER 40

2023 OVERVIEW ENVIRONMENTAL ASPECT

CARBON FOOTPRINT REDUCTION

1

Since the beginning, D&V Philippines has made conscious choices to reduce the carbon footprint of its operations. The company has actively endorsed the use of cloud technology to its clients which has led to a reduction in the energy and materials used for the delivery of its services. The organization plans to dip its toe in carbon emission reduction further in 2025. The ESG Technical Working Group will be baselining the organization's operations and movements to fully gauge the company's carbon footprint. From this, steps will be created to curb and/or offset the carbon emissions associated with D&V Philippines' operations.

ENERGY CONSUMPTION

2

ENERGY CONSUMPTION 2

a. Energy Management

Our headquarters in Makati, Philippines is designed to be energy efficient through its use of motion-activated lighting. Spaces with low activity and foot traffic such as booths and small meeting spaces are illuminated with lights that automatically turn on when a movement is sensed and turn off on its own when no presence is detected.

Our air conditioning systems work in the same manner as well. They automatically turn on and off when rooms are not in use to reduce energy use.



b. Working through the Cloud

We take pride in taking our operations to the cloud. Our service delivery is powered by the expertise of our accountants and the array of cloud accounting software that minimizes infrastructure in our office. Fewer servers, infrastructure, and a paperless office mean reduced electricity consumption, leading to less carbon emissions.

Aside from the tangible components, integrating cloud systems in our workplace meant that we utilize energy through them as well. Several of our cloud providers actively participate in net zero GHG emissions by driving various campaigns.

MICROSOFT – This tech conglomerate aims for carbon negative operations in 2030 by running its data centres through renewable energy. They have invested over 23.6 million MWH of renewables, launched water replenishment efforts in lieu of their previous water-based cooling, and initiated a partnership to pursue its carbon removal by 2050.

XERO – The accounting software giant started its Net Zero @ Xero sustainability program on 2019 and have been Certified Carbon Neutral last 2021 for its businesses in Australia, including its international operations.

Part of this initiative is the increase in renewable energy usage. Xero hosts its data center storage in Amazon Web Services (AWS), which steadfastly powers its business through renewable energy sources.

SAP – SAP helps their consumers achieve energy efficiency through their carbon neutral cloud software offering. All their data centers have been running on 100% renewable electricity since 2014.

For further reading: [SAP Environmental Performance](#)

CISCO – In 2023, Cisco recorded a 91% high of their global electricity consumption coming from renewable energy – inching closer to their goal of achieving net zero by 2040. The tech leader also joined the RE100 initiative to further its cause together with other influential businesses in the world.



POLLUTION AND DEFORESTATION

3

POLLUTION AND DEFORESTATION 3

a. Paperless Operations

Hinged on our core principle of building good relationships, we advocate protecting the environment in many ways possible. The company has been working in a paperless setup since its inception, which plays a significant part in building our green practices.

We reap the efficiency of going digital, alongside its environmental benefits. Such sustainable exercise allows us to save budget in multiple fronts and allocate funds on more value-adding projects.



b. Land Use

D&V Philippines' main office is located in One Ayala Corporate Center, a modern building situated in right in the entrance of the Makati Central Business District, along the Metro Manila's main thoroughfare. The building is part of One Ayala – a mixed-use development that includes a retail mall, a hotel, and the business district's primary inter-modal transportation hub. The strategic location of D&V Philippines' main office makes it beneficial for the employees and visitors to use the mass transportation options available in One Ayala.



One Ayala Corporate Center is managed by [Ayala Property Management Corporation \(APMC\)](#) – the property management arm of the Ayala Corporation renowned for designing, building, and managing sustainable properties across the country. Their sustainability strides are built with site resilience, pedestrian mobility and transport connectivity, eco-efficiency, and local economic development in mind, as evidenced by the strategic building of One Ayala Corporate Center.

Just this 2024, [Ayala's REIT subsidiary, AREIT](#), has been awarded with Excellence in Design for Greater Efficiencies (EDGE) Certification for their impeccable portfolio of eight environmentally friendly developments of Glorietta 1 and 2 Corporate Centers, Solaris One, McKinley Exchange Corporate Center in Makati, Vertis North Corporate Centers 1, 2, and 3 in Quezon City, and The 30th Corporate Center in Pasig.



WASTE MANAGEMENT

4

WATER USE AND CONSERVATION

5

WASTE MANAGEMENT

4

Our Facilities Management (FM) Department stays on top of our internal strategies in waste reduction. D&V Philippines internal commitment includes various initiatives that encourage employees to act and make positive changes, starting in the office premises.

Our waste management efforts include:

- Employees bringing their own utensils for lunch.
- Segregating biodegradable and non-biodegradable wastes.
- Stocking comfort rooms with sustainable sanitary products.
- Raising awareness about proper waste management and disposal.
- Partnering with [Pangarap Foundation](#) – an NGO focused on the needs of abandoned and street children – to give away unclaimed lunch packs.
- Surrendering discarded company-issued devices, such as laptops, to PEZA for proper disposal.



WATER USE AND CONSERVATION

5

a. Touchless Faucets

Just like our lights, our comfort room sinks in One Ayala office are motion-sensored. These touchless faucets automatically activate when signal is detected and stop dispensing when not in use.

Aside from conserving water and energy, they're convenient and modern as they come.



b. Optimizing Plumbing

The FM Department stays on top of facilities maintenance around the office, including plumbing fixtures. They do a routine check to see if installations are working properly and do necessary repairs on leaks, if any, to prevent water waste.



2023
OVERVIEW

SOCIAL ASPECT



EMPLOYEE ENGAGEMENT

1

The main pillar of D&V Philippines' success is attributed to its people. We believe in investing in our people as they are at the frontline of our service delivery, and they are the reason behind the impeccable growth we consistently experience through the years.

This is why we cultivate the confidence and the commitment of our workforce.

We have different focus areas covering vital scopes of engagement that keep our employees aligned and aware of their active role in the company's bigger picture.

EMPLOYEE ENGAGEMENT

a. Talent Development

We have in-house subject matter experts that specialize in accounting compliance and soft skills. They facilitate monthly refresher courses and hands-on training to brush up employees' knowledge about accounting regulations, accounting tech, and enhance their communication skills.

Our in-house experts skew their learning and development efforts into specific F&A skills and categories.

Accounting Regulations and Compliance:

- Australian Compliance Team (ACT)
- US Compliance Excellence Team (UCET)

Accounting Software/Tech:

- Excel Excellence Team (EET)
- MYOB Excellence Team (MET)
- NetSuite Excellence Team (NET)
- QuickBooks Excellence Team (QBET)
- Xero Excellence Team (XET)

Accounting Specialization:

- Assurance Excellence Team (AET), for audit
- Management Information Team (MIT), for business analytics

Soft Skills:

- Communications Excellence Team (COMET)

b. Harvard ManageMentor Program

The exponential employee growth meant that leadership roles increased as well. Supervisory ranks obtain two Harvard ManageMentor certifications each year to better prepare them for people management and decision-making at work. Employees spanning from Associate Director to Vice President, and any equivalent levels are required to take up the course.

c. Training Assistance Reimbursement Program

Employees are extended the opportunity to hone their skillset beyond the company's premises through the training assistance reimbursement program where they can take certifications, training, seminars conducted by external parties that have equivalent continuing professional development (CPD) units.



d. Australian Tax and Accounting Onboarding Training Program

New hires assigned to Australian clients are required to undergo and complete the Australian Tax and Accounting Onboarding Training. This project aims to equip employees with fundamental Australian F&A and tax regulations for them to start client engagement on the right foot.



EMPLOYEE ENGAGEMENT

e. Culture and Engagement

D&V Philippines prides itself for having a vibrant working culture that promotes a healthy sense of work-life balance. We want our people to feel they belong in the company – that **they are valued**, as much as others.

We have different teams supporting the employee engagement programs, varying in activity scopes and focus, but have one goal of enriching and maintaining the corporate culture embedded in our story. To name a few, our employee engagement activities include:

TOWNHALL MEETING An event where the CEO and the management team present the organization's performance of the past year and share the directives D&V Philippines takes moving forward.

SUMMER ACTIVITY Happening around the second quarter, summer activities are the employees' time to unwind and bond with their respective teams.



CORPORATE SOCIAL RESPONSIBILITY (CSR) PROGRAMS CSR is part of D&V Philippines' initiatives to connect with the community through donation drives and outreach programs.

HALLOWEEN PARTY A gathering extended to the kins of employees where kids are invited to party in Halloween costumes and roam around the office for some treats.

YEAR-END PARTY The most anticipated event in D&V Philippines, the year-end party caps off a successful year of the company in a lavish celebration.



MARKETING ACTIVITIES The Sales and Marketing Communications Department, through its Corporate Communications Unit, spearheads monthly activities and quarterly company-wide events to activate interactions between employees.

FIRE AWARDS The annual award giving body recognizing the core value champions of the company.

DVTRANSFORM/DVSYNERGY Initiated by the QA Department, this project is slated to acknowledge exemplary employees who managed to introduce process improvements in their line of work.



DIVERSITY, EQUALITY, AND INCLUSION (DEI)

2

We espouse equality among our workforce. We want our people to feel that our company is a safe space where they can be themselves and feel respected for their identity regardless of their background.

As we undergo robust employee growth, D&V Philippines intensifies its commitment to implementing campaigns that honor and protect each employee's individuality.

DIVERSITY, EQUALITY, AND INCLUSION (DEI)

2

a. Equal Work Opportunities

Our Recruitment Team and the managers within the hiring chain sources and onboards professionals who fit the bill, regardless of their age, sex, race, religion, marital status, sexual orientation, disability and gender identity or expression.

We extend opportunities, career progressions and recognition across our pool of employees based on pertinent factors such as their role, accolades, and capabilities.

D&V Philippines makes room for special cases such as childcare and nursing care as well. We understand the personal aspects of our people's lives are as important as their professional priorities, which is why we give them the flexibility in their working hours* and in taking their leaves* to provide support for their family and households.



b. Anti-Discrimination Initiatives

Our company does not condone hateful and discriminatory behaviors displayed towards employees, clients, partners, and even third-party suppliers. We are ready to take legal measures to ensure that or people are protected from any kind of prejudice and biases during their tenure at D&V Philippines.

The Employee Handbook and Company Code of Conduct outlines clauses discussing its non-discriminatory workplace policy, along with the disciplinary actions and penalties for display of misdemeanor and misconduct.



SAFETY AND HEALTH

3

The health and wellbeing of our people comes first. We want our people to have a healthy sense of work-life balance and for them to be at their best selves, that's why we put a premium on their wellness in all facets – physically, mentally, and financially.

PHYSICAL AND MENTAL HEALTH

3

a. Physical and Mental Health

One of the teams supporting this campaign is our Clinic and Wellness Unit. They take care of our employees through their year-round initiatives:

- Company nurses stationed in our offices
- Company physician-psychiatrist available for general health consultations and mental health support
- Provision of over-the-counter medicines and first aid
- Immunization projects
- Health talks and seminars with invited doctors and medical experts tackling physical and mental health issues.
- Annual Wellness Week where health-related activities are conducted such as medical consultations, bloodletting, Zumba, yoga sessions, and others in a week-long span.
- Annual Physical Exam (APE) for employees and their dependents



b. Inclusive Benefits

HEALTH INSURANCE Extended to immediate dependents, with the same amount of coverage.

LIFE INSURANCE

ANNIVERSARY TOKENS Employees celebrating their 5th year anniversary and 10th year anniversary receive gratuity pay.

PAID TIME OFF

- Vacation leave
- Sick leave
- Study leave
- Bereavement leave

FAMILY AND PARENTAL LEAVES

- Maternity leave
- Paternity leave
- Solo Parent leave

SPECIAL LEAVE FOR WOMEN



c. Financial Wellness

- Competitive remuneration
- Non-taxable monthly allowance
- Sick leave commutation
- Performance bonuses and year-end packages
- Medical allowance
- Annual salary appraisal
- Calamity assistance for employees in need

d. Maintaining Office Safety

Periodic repairs and maintenance are facilitated by the Facilities Management Department in conjunction with the building management of One Ayala.

They are conducted to ensure offices and their fixtures are fully functional and comply with the building code. Some of which are:

- FM200 Fire Suppression System maintenance
- Fire Detection and Alarm System (FDAS) maintenance
- Door access and CCTV maintenance
- Airconditioning cleaning
- Monthly pest control
- Uninterruptible Power Supply (UPS) maintenance
- Leaks remediation

LOCAL COMMUNITY AND ENGAGEMENT 4

Our connections are not limited within the walls of our offices. At D&V Philippines, we believe in making meaningful relationships with the community, particularly in areas where we can make a significant impact to all entities and people from all walks of life.

Our past Corporate Social Responsibility (CSR) projects were targeted to create engagements with external organizations and provide support in forms of financial aid.

LOCAL COMMUNITY AND ENGAGEMENT

4

Call for More Love Program

Year: 2020

Partner Organization: Love Education

Beneficiaries: Public elementary school students

CSR Support Provided: Donation drive

Libro para sa Kabataan at Kinabukasan

Year: 2021

Partner Organization: Adarna House

Beneficiaries: 23 Schools in Dimasalang, Masbate

CSR Support Provided: Book drive through book bundle purchases from Adarna House



Isang Daang Piso para sa Kumakalam na Tyan

Year: 2021

Partner Organization: Project Pearls (Peace, Education, Aspiration, Respect, Love, Smiles)

Beneficiaries: PEARLS beneficiaries during COVID Outbreak

CSR Support Provided: Financial donation for the beneficiaries' hot meals, groceries, and hygiene kits.



Kanlungan ni Maria – Home for the Aged

Year: 2022

Partner Organization: Kanlungan ni Maria – Home for the Aged

Beneficiaries: Elderly of the shelter

CSR Support Provided: Financial donation for the beneficiaries' medicines and vitamins, groceries and toiletries, and assistance in the improvements of the home.



LOCAL COMMUNITY AND ENGAGEMENT

4

Strays Worth Saving

Year: 2022

Partner Organization: Strays Worth Saving

Beneficiaries: Rescued stray and sick dogs and cats

CSR Support Provided: Financial donation for the purchase of dog and cat food, supplements, cleaning supplies, and to cover the veterinary expenses of the organization.



Kalusugan ng Kababaihang Pangkabayanan Inc (KnKPInc)

Year: 2023

Partner Organization: Kalusugan ng Kababaihang Pangkabayanan

Beneficiaries: Marginalized Filipino women who are in need of medical attention

CSR Support Provided: Financial donation for the medical and surgical missions of KnKPInc



Handog Kalusugan – Dental and Medical Mission

Year: 2023

Partner Organization: Reach Out & Save (ROS) Foundation

Beneficiaries: Underserved areas and individuals with social and humanitarian needs. For this CSR project, they focused on the community in Tanza, Cavite.

CSR Support Provided: Financial donation for the medical and surgical missions, transportation, and health supplies.



LOCAL COMMUNITY AND ENGAGEMENT

4

One Algon Place

Year: 2024

Partner Organization: The One Algon Place Foundation Inc.

Beneficiaries: Patients of The One Algon Place

CSR Support Provided: Financial support and in-kind donations for the patients of the One Algon Place and the various mental health awareness activities conducted by the Foundation



Likhaan Center for Women's Health

Year: 2024

Partner Organization: Likhaan Center for Women's Health Inc.

Beneficiaries: Marginalized women and youth, and survivors of gender-based violence

CSR Support Provided: Financial support and donation of in-kind medical supplies



STAKEHOLDER MANAGEMENT AND SATISFACTION 5

Over the years, we have built our service delivery from a foundational to an exceptional level. And we attribute this success to our people. Our people make it happen. It is because of them that we can confidently attest that the dedication we pour into bringing top-notch finance and accounting solutions is what keeps our clients and partners happy with our partnership.

In the same way, the confidence our clients have in our company fueled us to be at our best. Their unwavering trust from the very beginning played a big part in our journey as much as our people.

Such harmonious stakeholder relationships, consistent talent development, and relevance of services paved the way to our global accolades and recognitions over the course of our 12-year-old operations.

STAKEHOLDER MANAGEMENT AND SATISFACTION

5

Financial Times High-Growth Companies in Asia-Pacific Award

2022, 2023, and 2024

For three consecutive years, D&V Philippines has been a recipient of the prestigious award brought about by the collaboration of Financial Times and Statista. The annual recognition identifies companies with strong commitment in their service delivery and workplace culture that led to a promising revenue growth in different periods.

We placed **430th** in 2022, **332nd** in 2023, and shot up to **248th** place in the 2024 rankings.



Philippine Daily Inquirer Growth Champions

2022 and 2024

D&V Philippines is also hailed as part of the elusive Philippine Growth Champions list.

The Philippine Daily Inquirer (PDI) partners with Statista to name 30 exceptional locally based companies that exhibited incredible revenue growth during the post-pandemic era where we entered the **12th** spot in 2022 and climbed up to the **8th** spot in the 2024 listing.



Xero Gold Partner

Our people's collective expertise in Xero brought us the **Gold Partner Status**. As users of the accounting software since 2012, the certification proves our credentials as Xero Advisors with broad knowledge of the program and our capacity to provide technical support to our clients who are also Xero users.

CPA Australia Recognised Employer Partner (REP)

Our accreditation in the REP Program reinforces our learning and development initiatives for our employees as it meant more upskilling opportunities and high-level of training and mentorship to become CPA Australia Certified accountants.

This partnership not only elevates our people's finance and accounting professional development, but allows us to deliver better value of services and raise the bar of D&V Philippines' competitiveness at a global scale.



2023
OVERVIEW

GOVERNANCE ASPECT



CORPORATE GOVERNANCE

1

D&V Philippines draws its direction from its mission, vision, and core values of Fun, Integrity, Relationships, and Excellence (FIRE). With our service delivery deeply rooted in our principles, we ascertain that what we do contributes to the betterment of our clients' operations.

These governance practices also serve as the operational discipline our employees adhere to. Our management approach, organizational structure, and culture are designed with our corporate principles in mind, thus creating a working environment that fosters a healthy balance of work and life for our people. This approach is promoted across the organization.

CORPORATE GOVERNANCE

D&V Philippines' Vision Statement

We shall be the leading business process outsourcing (BPO) company worldwide, providing premium finance and accounting outsourcing services to Chief Financial Officers (CFOs) and professional service firms globally, employing the best talents and applying the latest technologies.



D&V Philippines' Mission Statement

D&V Philippines' mission is to **empower CFOs of leading corporations and professional service firms** globally with high-quality, cost-effective finance and accounting, and admin-related outsourcing services. We achieve this through our **ESSAP** approach—**Eliminate, Simplify, Standardize, Automate Philippines**—designed to revolutionize and streamline business operations.

We are dedicated to providing **top-tier career opportunities** that foster excellence, professional growth, financial rewards, and personal development. We're also committed to creating one of the most **exceptional employee experiences** by championing wellness, diversity, equality, and social responsibility.



D&V Philippines' commitment extends to embracing and promoting cutting-edge, automated software in the accounting industry, ensuring **seamless integration of technological advancements and capabilities** into our services.

We are dedicated to implementing **sustainable practices** in operations, reinforcing commitment to a future-proof organization.



CORPORATE GOVERNANCE

D&V Philippines Quality Policy

Top management establishes, implements, and maintains quality policy that is rooted in our unwavering mission to provide high-quality, cost-effective finance and accounting services. Guided by our ESSAP (Eliminating, Simplifying, Standardizing, and Automating Philippines) principle, we have aligned our policy to the purpose and context of the organization, supporting its strategic direction, committed to satisfy applicable requirements, and includes a commitment to continual improvement of the Quality Management System (QMS):

D&V Philippines...

...is **dedicated to meeting and exceeding the needs and expectations of its clients, including CFOs (Chief Financial Officers) of large corporations and professional services firms including accounting, audit, and part-time CFO firms worldwide.** The organization listens to their needs, provides tailored solutions, and ensures their satisfaction with the services provided.

...**provides globally competitive solutions that align with the ISO9001:2015 International Standard.** By leveraging the latest technologies and continuously improving its processes, the organization stays at the forefront of the finance and accounting outsourcing industry.

...**conducts business with utmost integrity, honesty, and transparency.** The organization adheres to high ethical standards and maintains confidentiality while handling sensitive financial information.

...**attracts and retains the most talented professionals in the industry who possess forward-thinking capabilities.** D&V Philippines cultivates an environment that fosters and encourages innovation, continuous learning, and personal growth.

...**fosters a culture of collaboration and teamwork, both internally and externally.** The organization values strong relationships with its clients, partners, and stakeholders – built on trust, open communication, and mutual respect.

...is **committed to the continuous improvement of our processes, services, and systems.** Through regular monitoring, feedback collection, and audit programs, the organization identifies areas for enhancement and implements necessary changes to ensure optimal performance.

...is **committed to integrating sustainability principles and practices into our business operations.** The organization strives to minimize its environmental impact, promotes social responsibility, upholds ethical business practices, and continuous engagement with its stakeholders.



CORPORATE GOVERNANCE

Our Core Values

D&V Philippines is guided by four core values in the workplace — **Fun, Integrity, Relationship, and Excellence**. These principles steer our people's growth and shape our corporate culture. With these embedded in our service delivery, we remain confident that we're all working together towards one goal.



MAKING IT MORE



FUN

It is important for employees to enjoy their work and have fun in their working environment.

LIFESTYLE CHOICES



WORK-LIFE HARMONY

ONE TEAM, ONE GOAL.



TEAMWORK

INCLUSIVE



GROWTH

EQUAL OPPORTUNITIES



DIVERSITY

LIVING WITH



INTEGRITY

As professionals, we are guided by the highest standards in our work processes to guarantee the quality of our output.

OWNING



RESPONSIBILITY

PRACTICING



CONFIDENTIALITY

KEEPING



OBJECTIVITY

WORKING WITH



TRANSPARENCY

BUILDING LONG-TERM



RELATIONSHIP

We consider a good working relationship with our colleagues and partners essential in providing quality and holistic service.

CARE FOR



EMPLOYEES

COMMITMENT TO



CUSTOMERS

SUPPORT FOR



COMMUNITIES

PROTECT OUR



ENVIRONMENT

PASSION FOR



EXCELLENCE

We do not settle for anything less. We push one another to go beyond meeting clients' expectations and provide innovative services and solutions.

PROMOTING



LEADERSHIP

CONTINUOUS



KNOWLEDGE

DRIVING



INNOVATION

GLOBAL



COMPETENCY

RISK MANAGEMENT

2

DATA PRIVACY AND SECURITY

3

RISK MANAGEMENT

2

We understand that as much as opportunities are part of our leverage, risks inevitably enter the picture. There are potential drawbacks that we need to prepare for and get ahead of to avoid any kind of invulnerability in the business.

Because of this, our operational approach becomes more elaborate and intricate as well. We see to it that everything – from the nooks and crannies of our day-to-day functions to the high-pressure of service delivery – are considered when we develop our strategies.

Enterprise Risk Management

Our Quality Assurance (QA) Department started working with the Corporate Service Department and Client Service Department Heads in 2023 to get a head start in D&V Philippines' Risk Management initiatives.

The internal risk and audit committee has ongoing efforts towards implementing an Enterprise Risk Management (ERM) System to execute controls from a top-down perspective that will mitigate identified risks in different areas of the business. Previously, the ERM team collaborated with team managers to identify and assess existing risks within their units, with lined-up actions to proactively approach an erratic situation which can affect the company's viability, once it happens.

DATA PRIVACY AND SECURITY

3

Our clients fully entrust us with their confidential data during their engagement, which we strongly weave into all roles, from finance and accounting positions to admin support levels. With the security framework meticulously structured by the IT Department, we give a guarantee to our clients that their financials are safe in our hands.

a. Cybersecurity Measures

We have different controls in place, each with robust security function to stand against critical issues on possible cyber risks.

At the facade of our cybersecurity policy comes a clear understanding of our responsibility as professionals who handle the clients' info firsthand. We collect, manage, and provide information as permitted and within our scope only. Our IT Specialists put comprehensive controls around our service delivery workflow, to ensure our platform security remains intact day-on-day such as:

- Multi-factor authentication (MFA)
- Microsoft Security Verification
- Virtual Private Network (VPN) access
- Microsoft Defender
- Symantec Endpoint Protection
- Cisco Umbrella



We also practice our diligence in protecting our online workspace by actively participating in the quarterly Cybersecurity Assessment Test (CSAT) which comes in the form of condensed study materials with an exam at the end of each set.

b. Data Privacy

Our employees are only allowed to utilize company-issued devices for work to safeguard our clients' data. This way, we remain confident that occurrences of data breach and data leakage are mitigated since our company laptops are secured with cybersecurity intelligence, with robust technical support of the IT Department at the ready.

We have a dedicated Data Protection Officer (DPO) staying on top of D&V Philippines' compliance with the Data Processing Agreement (DPA) and other relative laws. The DPO also provides a legal perspective in reflecting privacy rights in official documents as requested by the clients.

INNOVATION AND CHANGE MANAGEMENT

4

SUSTAINABLE SUPPLY CHAIN

5

INNOVATION AND CHANGE MANAGEMENT

4

DVTransform

Initiated by the QA Department, the DVTransform program is designed to recognize and empower all employees to create meaningful transformation in the workplace and to develop solutions to complex problems through innovation.

The challenge to introduce significant and holistic change embarks an exciting tone with the DVTransform campaign. Our people take extra steps to execute their process improvement initiative which we proudly celebrate with the company through an award and promotional materials that showcase their projects.



SUSTAINABLE SUPPLY CHAIN

5

D&V Philippines upholds its commitment to minimizing the environmental impact of its operations, including in its resources and equipment. The Facilities Management (FM) Department and the Information Technology (IT) Department ensure that all assets and equipment are procured in accordance with the guidelines set by the organization. Employees across the organization are instructed with the proper care and use of the equipment to prolong their lifecycle.

In the event that assets are no longer serviceable, D&V Philippines follows a farm-out process that complies with the guidelines set by the Philippine Economic Zone Authority (PEZA) and the Department of Environment and Natural Resources (DENR).



OUR PATH FORWARD

A MORE SUSTAINABLE 2025 AND BEYOND

Staying true to our motto of helping our stakeholders “move forward”, we do so in 2024 with an increased focus in sustainability and corporate responsibility. Following the results of our materiality issues survey conducted with our stakeholders, D&V Philippines is committed to developing programs and objectives that align with the concerns that matter most to them. The company is also working to attain its ISO 9001:2015 certification to ensure that its operations, including the ESG initiatives and programs comply with the global standards of quality and efficiency. We count on the support of our stakeholders, from our clients to our employees in attaining our goal to be a more sustainable partner in the finance and accounting outsourcing industry.

Together, let's move forward.



2023 | 2024

ESG

BASELINE REPORT

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