

2 0 2 5  
**ESG**  
REPORT

FINANCE & ACCOUNTING  
EXPERTS LEADING  
YOU FORWARD



# CONTENTS

D&V PHILIPPINES  
2025 ESG REPORT

INTRODUCTION	1
OUR TECHNICAL WORKING GROUP	2
ABOUT US	3
ENVIRONMENTAL INITIATIVES	4
CARBON FOOTPRINT REDUCTION + ENERGY CONSUMPTION	
POLLUTION AND DEFORESTATION + LAND USE	
WASTE MANAGEMENT + WATER CONSERVATION	
SOCIAL INITIATIVES	9
EMPLOYEE ENGAGEMENT	
DIVERSITY, EQUALITY, AND INCLUSION	
SAFETY AND HEALTH	
LOCAL COMMUNITY AND ENGAGEMENT	
STAKEHOLDER MANAGEMENT AND SATISFACTION	
GOVERNANCE INITIATIVES	18
CORPORATE GOVERNANCE	
RISK MANAGEMENT	
DATA PRIVACY AND SECURITY	
INNOVATION AND CHANGE MANAGEMENT	
SUSTAINABLE SUPPLY CHAIN MANAGEMENT	
ONWARDS TO 2026	25
Our Unwavering Commitment to The Environment	
Forming Deeper Relationships with People and Society	
Continued Improvement of Structures and Governance	

# INTRODUCTION

Since 2023, D&V Philippines has made steady progress in its commitment to sustainability through its ESG initiatives. Last year, the company released its [ESG Baseline Report](#) as a testament to the concrete steps taken by D&V Philippines to meet the call to become a more responsible organization.

Following the success of these initiatives, D&V Philippines moved forward with an increased its drive to do more in terms of sustainability. The 2025 edition of our ESG Report presents the programs carried out by the company in line with the established ESG framework and the material issues relevant to the company's stakeholders in the past 12 months.

Similar to our previous report, the 2025 ESG Report highlights the efforts of D&V Philippines to transform its daily operations and activities to reflect our commitment on the following key areas:

- Environmental stewardship through sustainable operations
- Commitment to social responsibility among stakeholders
- Corporate governance rooted in quality, transparency and a culture of continuous improvement

# 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 Manager*

## **CEDRIC JOSHUA MARTINEZ**

*Senior Strategic Marketing Manager*

## **SONNY ROBERT VIDAL**

*Facilities Manager*

## **JENNY MAMORNO**

*Director, Operations*



# ABOUT US

D&V Philippines is a business process outsourcing firm specializing in finance and accounting, audit support, analytics and administrative solutions that cater to CFOs and various Professional Services Firms around the world.

Driven by our ESSAP – Eliminating, Simplifying, Standardizing, and Automating Philippines, we deliver value-adding solutions made possible by leveraging the latest technologies and cultivating globally - competitive talents.

[www.dvphilippines.com](http://www.dvphilippines.com)

[marketing@dvphilippines.com](mailto:marketing@dvphilippines.com)

## D&V PHILIPPINES AT A GLANCE

**13+ years in  
the finance  
and accounting  
outsourcing  
industry**

**450 clients**

- Australia
- United States
- United Kingdom
- European Union
- Canada
- Asia-Pacific

### Target Markets

- CFOs (as extension of F&A department)
- PSFs (as extension of their practice)
  - Accounting Firms
  - Audit Firms
  - Part-time CFO Firms
  - Wealth Management Firms

**1,400++ Talents**

### Notable Achievements

- ISO 9001:2015 Certified
- CPA Australia Recognised Employer Partner
- Xero Platinum Partner

# ENVIRONMENTAL INITIATIVES

D&V Philippines maintains that the future of our business is one that works with responsible stewardship of the environment. As we press forward with our ESG initiatives, we continue our efforts to optimize

## KEY HIGHLIGHTS

### CARBON FOOTPRINT REDUCTION + ENERGY CONSUMPTION

- Cloud Utilization
- Hybrid Workforce
- 5% drop in energy consumption

### POLLUTION AND DEFORESTATION

- Paperless Operations
- Strategic Land Use

### WASTE MANAGEMENT + WATER USE AND CONSERVATION

- Regular maintenance
- Motion-sensor facilities

D&V Philippines continues its pursuit of minimizing the impact of its daily operations on the environment. By adapting to the latest trends in service delivery and technology, D&V Philippines is able to reduce its energy consumption and lessen its carbon footprint.

## Cloud Utilization in Service Delivery

As one of the early adopters in cloud accounting in the country, D&V Philippines has long championed the benefits of using cloud technology in accounting and finance.

Beyond the business advantages of using the cloud in our processes, operating through the cloud allows us to deliver our services with greater efficiency and minimize our resource and infrastructure needs. Cloud technology eliminates the need to build in-house IT facilities and excessive energy consumption to enable our business activities.

In addition, D&V Philippines also works with cloud service providers that shares its vision of carbon-neutral operations.

## XERO

D&V Philippines is a proud Xero Platinum Partner – one of the few – in the Philippines. Since FY 2020, Xero has been certified carbon neutral by the Australian Government's Client Active program and continues its commitment to reduce its [carbon footprint to net-zero by 2050](#).

## MICROSOFT

D&V Philippines utilizes productivity tools under Microsoft 365 in its daily operations. Microsoft continues with its campaign to be carbon negative by 2030. The company has intensified its effort amidst the increasing demand for AI and cloud service. Microsoft also takes their sustainability efforts further by aiming for zero waste and becoming water positive – [all by 2030](#).

## CISCO

Cisco is a global leader in secure networking and cybersecurity hardware. In addition to the offering green solutions to businesses, Cisco is also making strides in its own operations. Cisco is working to become a net-zero carbon organization by 2040. The company also continues with its commitment to invest US\$ 100 million in climate solutions over 10 years which it began in 2021.

# CARBON FOOTPRINT REDUCTION + ENERGY CONSUMPTION

## Hybrid Work Arrangement

The COVID-19 pandemic allowed us to explore new ways of doing our operations, one of which is through a hybrid work arrangement. This provides our talents with flexibility, more free time, and increased their overall quality of life. But beyond these benefits, the hybrid work arrangement reduced our operation's carbon footprint by directly cutting emissions that resulted from our transportation to and from the office and the overhead consumption of materials used while working onsite.

## Energy Consumption Management

D&V Philippines' Makati City is designed to be as energy efficient as possible. Our open office layout maximizes the use of natural light while our location, One Ayala is an EDGE Zero Carbon Certified Building. Our lighting system and air conditioning units (ACUs) are controlled by motion-sensors, so they turn off automatically when no one is in the room.

Our Facilities Management also implements energy conservation practices such as the regular maintenance of ACUs and other office facilities and make sure that energy waste from faulty equipment are prevented. All these efforts resulted in a 5% decrease in energy consumption.



## Paperless Operations

As a proponent of cloud accounting software in the country, D&V Philippines has long been an advocate of paperless operations and how it helps preserve critical environmental resources. D&V Philippines continues to embed this practice beyond its service delivery. The company's in-house IT Department continues to automate our processes, bringing our use of paper products to historical lows.

## Calculated Land Use

D&V Philippines retains its strategic use and management of its office alongside the hybrid work arrangement. D&V Philippines is located in One Ayala Corporate Center, a green and modern development strategically located in the Makati Business District, right beside the district's inter-modal transportation hub. This allows our employees and visitors to opt for more sustainable options when visiting the office.

# POLLUTION AND DEFORESTATION + LAND USE



## Waste Management

D&V Philippines complies with the waste management guidelines set by the local government of Makati City and the Philippine Economic Zone Authority (PEZA). Our Facilities Management (FM) Department oversees our efforts to keep our waste segregated and disposed properly. They also spearhead our efforts to encourage our employees to make more eco-friendly choices. These initiatives include:

- Encouraging employees to bring their own reusable tumblers and utensils.
- Proper waste segregation (e.g. residual waste, recyclable waste, biodegradable waste).
- Using sustainable sanitary products in lavatories.
- Donating unclaimed onsite meals to [Pangarap Foundation](#) – an NGO that supports abandoned and street children.
- Working with a PEZA-accredited waste management solutions provider in discarding electronic waste.

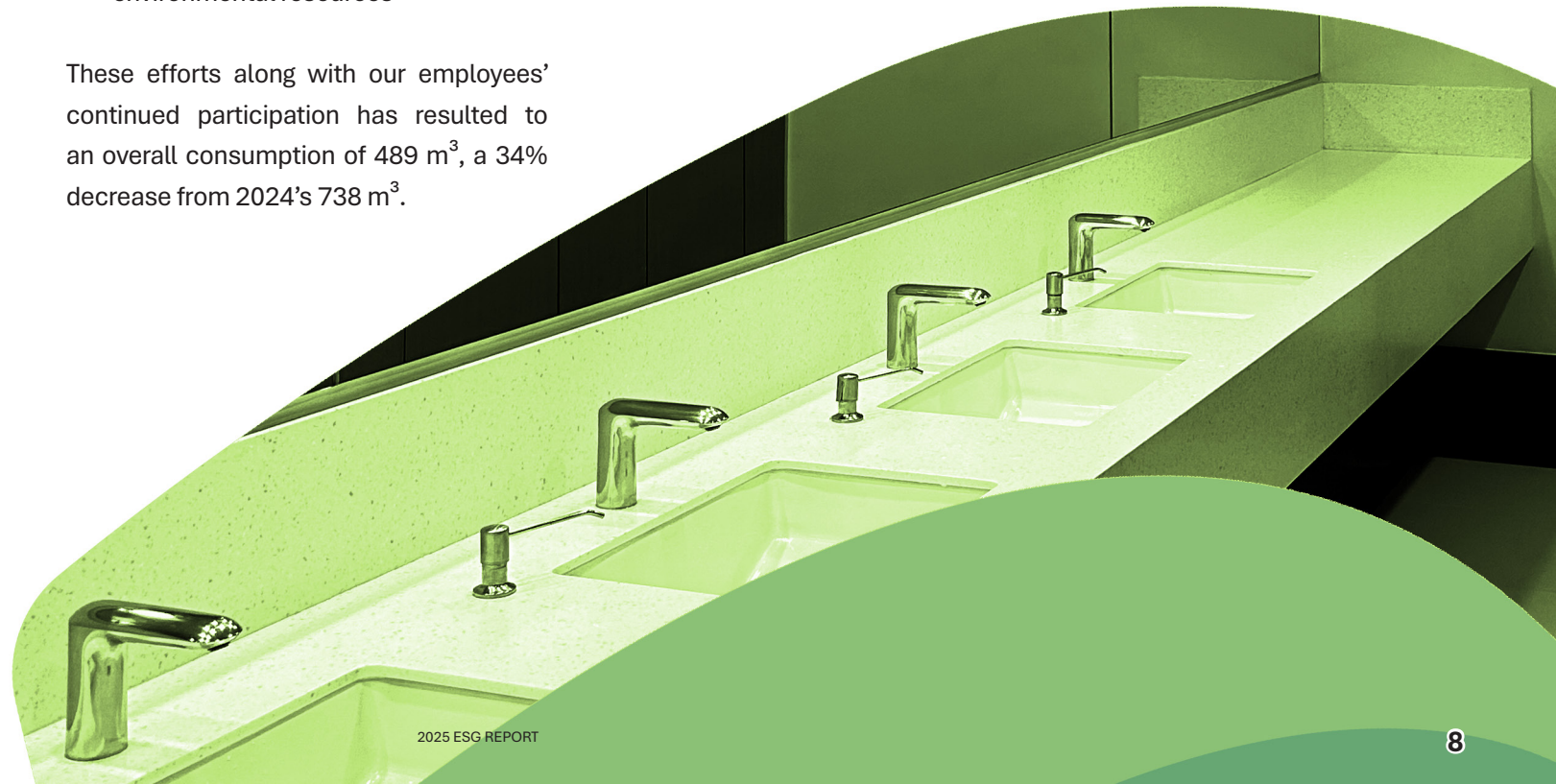
## Water Conservation

D&V Philippines continues to take steps for its responsible use of natural resources, including water. Our Facilities Management Department leads our efforts in ensuring that we consume no more than what we need to. These efforts include:

- Water-efficient toilets and urinals
- Touch-free automatic faucets
- Proper maintenance and inspection of plumbing facilities
- Proper reminders and education regarding the conservation of environmental resources

These efforts along with our employees' continued participation has resulted to an overall consumption of 489 m<sup>3</sup>, a 34% decrease from 2024's 738 m<sup>3</sup>.

# WASTE MANAGEMENT + WATER CONSERVATION



# SOCIAL INITIATIVES

People is at the heart of our business. Our ESG initiatives centered around social responsibility highlight the importance we place in our relationship with our community and with our stakeholders.

## KEY HIGHLIGHTS

### EMPLOYEE ENGAGEMENT

- Support for continuous learning
- Onsite activities to nurture corporate culture
- Equal opportunities and anti - discriminatory policies
- Comprehensive health & wellness benefits
- In-house mental health support
- Strong community partnerships
- Proactive stakeholder relationship management

## Continuous Learning And Training Support

The pursuit continuous learning and knowledge-sharing is strongly embedded in the culture of D&V Philippines. Our subject matter experts have formed teams that conduct year-round training sessions to help our talents keep abreast with the fast-changing trends and technology in the industry.

Led by our Learning and Development Unit, our in-house training experts conduct training on the following specializations.

### Accounting Regulations and Compliance

- Australian Compliance Team
- UK Compliance Team
- US Compliance Team

### Accounting Software and Technology

- Excel Excellence Team
- MYOB Excellence Team
- NetSuite Excellence Team
- QuickBooks Excellence Team
- Xero Excellence Team

### Accounting Specialization

- Assurance Excellence Team
- Management Information Team

### Communications Skills

- Communications Excellence Team

In addition to our in-house training programs, we also have executive and management level training provided by our external training partner. Some of these training sessions focused on:

- Account Management
- Basic and Advanced Leadership Skills
- Client Communications
- ESG and Sustainability Reporting
- Personality Development
- Risk Management
- Speaking and Presentation Skills
- Staff and Performance Management

On top of these training opportunities, our employees are also eligible to maximize our training assistance reimbursement program and pursue trainings, certifications, CPD unit trainings, and seminars from external providers.

# EMPLOYEE ENGAGEMENT



## Corporate Culture And Engagement

Our corporate culture is built around giving importance to work-life harmony. We believe that it is of vital importance to ensure that our employees are doing well and feel valued.

Aside from adopting a hybrid work arrangement, our Employee Engagement Unit oversees programs and activities that help maintain our culture and values. These events include:

### Townhall Meeting

An annual event where the CEO and the rest of the company's management discuss the company's performance from the previous year and share the direction of the company for the coming year.

### Summer Activity

Summer activities are the employees' free time to bond and have fun with their colleagues. This coincides with the Philippines' summer season, typically occurring on April until June.

## Corporate Social Responsibility (CSR) Activities

D&V Philippines continues with its commitment to the community through donation drives and outreach program it conducts with its partner organizations.

### Halloween Week

The Halloween week is a series of programs that employees can enjoy together with their kids. Aside from putting up some costumes, the week is filled with treats and fun activities that everyone can enjoy.

### Year-End Party

The biggest event, the Year-End Party caps off the company's successful run throughout the year. It is a night of celebration of our employees' hard work and dedication.

### Fire Awards

The annual FIRE awards recognize the employees that best embody the core values of the company.

## Corporate Communications Activities

The Corporate Communications Unit spearheads year-round social activities to boost employee engagements and interactions.



D&V Philippines ensures that the company remains a safe space where our employees can be themselves while they pursue excellence in the industry.

## Anti-Discrimination Policy

The company has no space for discriminatory behavior or hateful actions. Our Legal and Compliance Department ensure that our policies protect our people from harassment of all forms.

Our Employee Handbook and Code of Conduct clearly outlines our non-discriminatory workplace policy and provides the ample disciplinary actions for harassment and misconduct.

## Equal Work Opportunities

We don't just create safe spaces in the industry, we believe everyone should be given equal opportunities to thrive regardless of their age, gender identity or expression, ethnicity, religion, or physical impairments.

Our career opportunities, progressions, and recognitions are merit-based, and are in no way, shape, or form influenced by an individual's background and preferences.

D&V Philippines also gives room to the special needs of our employees to enable them to participate as freely as possible to our activities and operations. Our Makati Office is accessible and mobility friendly. We also have child-friendly spaces and lactation rooms to accommodate the needs children and their mothers in our office.

# DIVERSITY, EQUALITY, AND INCLUSION

Our employees' wellbeing and health is of paramount importance for us. They are drivers behind our success, and we want them to be cared for in the best way possible.

## Physical and Mental Health

Our Wellness Unit oversee the following initiatives and programs that support the health and wellbeing of our employees:

- Functional clinic and company nurse on-site
- Company physician - psychiatrist available for health consultations and mental health support
- Mental health consultations
- Availability of over - the - counter medicines and first aid kits, including defibrillators
- Immunization project
- Health awareness activities and seminars with medical experts on physical and mental health topics
- Annual Wellness Week, a series of health-related activities that highlight the importance of maintaining good health.
- Annual Physical Exam for employees and their dependents

## Comprehensive Benefits and Competitive Remuneration

As part of our growing company, we believe our employees deserve commensurate reward for the hard work they do for our clients. Our HR Department conducts regular research to guarantee that our talents get fair and competitive benefits and salaries based on their roles and performance. Our benefits include:

- Life Insurance
- Health Insurance – extended to immediate dependents (with option to cover extended dependents)
- Milestone anniversary tokens
- Paid Time Off
  - Vacation leave
  - Sick leave
  - Study leave
  - Bereavement leave
- Family Leaves
  - Maternity leave
  - Paternity leave
  - Solo parent leave
- Special leave for women
- Cost of living allowance
- Sick leave commutation
- Performance bonus and year - end packages
- Medical allowance

# SAFETY AND HEALTH



- Annual salary appraisal
- Calamity assistance for employees

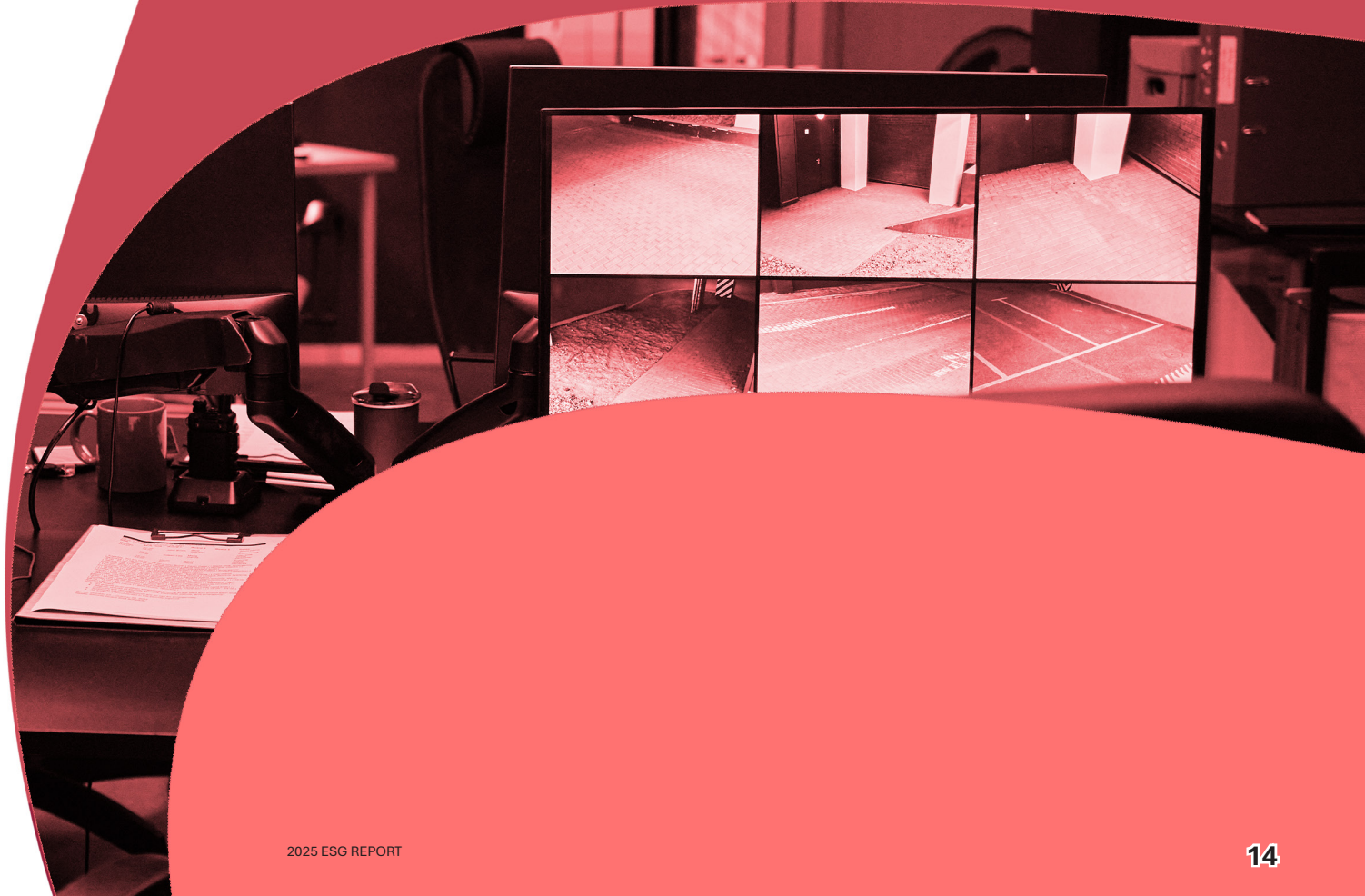
- Remediation of leaks and faulty equipment
- Uninterruptible Power Supply (UPS) maintenance

## Workplace Safety Security

Our Facilities Management Department takes care of our Makati Office and implements a wide range of occupational safety checks and protocols that allows our operations to run in a hazard-free environment. They also conduct compliance checks to ensure that our facilities remain functional and that our office complies with local and national regulations.

Some of these protocols are:

- Regular maintenance of safety equipment
- Fire Suppression System and Fire Detection and Alarm System maintenance
- CCTV monitoring
- Biometrics security access in the office entrance and administrative offices
- Airconditioning and plumbing maintenance
- Monthly pest control



We believe that our success is not only our own – it is important that we bring our community with us and leave a significant impact wherever possible.

This year, we continue the programs and partnerships with the organizations and communities that work in social issues that are important to our stakeholders.

## Likhaan Center for Women's Health

Likhaan Center is a non-government organization (NGO) that promotes the reproductive health of women in disadvantaged communities. They also work with health workers and policy makers in the advancement of their rights.

This year, D&V Philippines was able to raise funds to help the Likhaan Center procure reproductive health resources and reusable napkins that were able to benefit 70 families in the community.

## SPARK! Philippines

SPARK! Philippines is a women-led NGO that is committed to the empowerment of women across all sectors of society as partners for national development.

With the help of SPARK! Philippines, D&V Philippines was able to distribute 450 reusable napkins for women in marginalized communities and those in correctional facilities.

## Lunas Collective

Lunas Collective is a volunteer-powered online helpline for women and members of the LGBTQIA+ community who are members of gender-based violence and those who have reproductive health concerns.

To help the cause, our company has provided the collective financial support for their operations and reusable feminine products to further promote sustainable practices.

# LOCAL COMMUNITY AND ENGAGEMENT



## Pay It Forward Campaign

Led by the Sales and Marketing Communications Department, our client referral program not only help our company gain more visibility but also allow our client referees to make an impact on communities here in the Philippines.

For every successful client referral we received, D&V Philippines made a financial contribution to the following organizations who cater to vulnerable sectors:

### Pangarap Foundation

Pangarap Foundation focuses on the recovery and reintegration of children in conflict situation into their families and the society. They also run the Pangarap Shelter, a shelter where street children can get the support they need for a brighter future.

### Save the Children

Save the Children is an international non-governmental organization promotes the rights and welfare of children. In the Philippines, the organization runs various campaigns that includes humanitarian response, education, health and nutrition, and the promotion and protection of children's rights.

### Likhaan Center for Women's Health

The Likhaan Center is also among the recipients of our Pay it Forward program. The center received additional financial support from D&V Philippines as a chosen beneficiary of our client referees.



Relationship is one of the four pillars of our corporate values. We believe that maintaining genuine and warm connections among our stakeholders is not just essential for our success, it is embedded in who we are as an organization.

## Annual Client Satisfaction

Every year, we check-in with our clients to understand how our services and solutions meet their expectations through our client satisfaction survey. The survey gauges our overall performance in key areas relevant to our service delivery. For 2025, D&V Philippines attained a satisfaction score of 97.7%, a near 5-point jump from 2024. This increase reflects our employees' excellence and dedication to go above and beyond and provide our clients with the accounting and finance support they deserve.

## D&V Philippines as an Employer Of Choice

Our employees are our partners for success. We strive to create an environment where they can advance their profession and live to the fullest. We're immensely grateful

of the feedback our talents have of D&V Philippines as their employer. Across the top career platforms in the country, D&V Philippines received an average rating of 4.7/5.0. We'll do our best to remain as an employer of choice in the industry and provide professionals an avenue for growth where work-life harmony is truly present.

## Xero Platinum Partner

D&V Philippines is among the pioneer users of Xero in the country. Through the leadership of our Xero Excellence Team, the company now has 285 Xero Certified Advisors onboard. Our recognition as a Xero Platinum Partner is a testament to our efforts in bringing fast, secure, and reliable accounting data to our clients and help them maximize the benefits of using a leading cloud accounting software.

# STAKEHOLDER MANAGEMENT AND SATISFACTION



# GOVERNANCE INITIATIVES

Our business operations, including our sustainability initiatives, won't be possible without the guidance of our leadership and the right structures in place. Staying true to our core of excellence, we strive to work on our goals and find ways to improve our practices.

## KEY HIGHLIGHTS

- Continuous process improvement through the Quality Management System (QMS).
- ISO 9001:2015 Certification
- Data Processing System registration with the National Privacy Commission
- Regular cyber security training across all levels



# CORPORATE GOVERNANCE

D&V Philippines remains rooted on the [vision, mission, and values](#) that steered our operations and programs in the past 13 years. On the other hand, we also continue to find ways to improve our operations and meet the changing demands of the industry.

Our Quality Management System ensures that we remain consistent and compliant with the processes that we have across all business functions. The Quality Assurance (QA) Department conducts routine internal quality audits to check non-conformities and identify opportunities for further improvement. For 2025, the QA Department successfully completed 100% of the planned audit areas. The internal audit results also showed a strong level of compliance to the Quality Management System.

The year 2025 also marked an important achievement in our journey towards excellence. For the first time in our history, D&V Philippines attained the ISO 9001:2015 certification. This certification is more than just evidence of our maturity as an organization. It is a testament of our commitment to our stakeholders that D&V Philippines continues to uphold the highest standards of excellence in everything that we do.



We understand that as an organization, risks are always present no matter how vigorous our pursuit of excellence is. We view risks as a constant reminder of the importance of adhering to our quality policy and that we can always do more.

Carrying over from the previous years, we continue to implement our Enterprise Risk Management (ERM). Through the leadership of our QA Department our Corporate Services Division conduct a regular review of the identified risks and monitor how they can potentially affect our business activities. Our risk owners create and update the mitigation plans in place to minimize the effects on our operations should these risks materialize.

# RISK MANAGEMENT



Our clients and our employees trust us with their data and so we exhaust all our efforts to ensure that these data remain safe and protected. D&V Philippines implements a holistic approach when it comes to data privacy and security.

## Cyber Security Measures

When it comes to cyber security measures, we believe in the importance of having robust defenses in place and the value of redundancy to protect our data from possible cyber-attacks. We implement enterprise-level cybersecurity systems to protect our devices and data, both within our office and on the remote locations where our staff work comfortably. Some of these include:

- Device and Endpoint Security
- Mobile Application Protection
- Data Loss Prevention
- Comprehensive IT Security Framework

## Cybersecurity Awareness and Training

From our perspective, our cybersecurity measures rely not only in our systems

but in the knowledge and skills of our people. In addition to the technologies we use to protect our data and systems, our Information Technology (IT) Department conducts regular compulsory cybersecurity awareness training across the organization. These regular practices equip our employees with the knowledge and skills in the face of increasingly complex cyberattacks.

## The Adoption of AI in Our Systems

The use of artificial intelligence in our industry has accelerated in 2025. We recognize that AI now plays an important role in our processes and we look forward to maximizing this tool to improve our solutions. However, we are also aware that there are those who utilize AI to do harm.

In response to this challenge, our IT Department launched an information campaign centered on the best practices in using AI as well as the risks of the reckless use of AI. Similar to all the tools used within our system, all AI tools are also vetted by our IT Department to ensure that they meet our security standards.

# DATA PRIVACY AND SECURITY

## Adherence To Data Privacy Laws

D&V Philippines is committed to upholding the rights of its stakeholders. Our Legal and Compliance Department has taken steps to ensure that our data collection, processing, and retention processes follow the best practices in the industry and are compliant with the Data Privacy Act of the Philippines. This year we've completed our registration of our Data Processing System and the Data Protection Officer of D&V Philippines with the National Privacy Commission of the Philippines. Through this registration, we assure our stakeholders that D&V Philippines will continue to respect and protect the data privacy rights of our people.



Innovation is not optional for us. Constantly finding ways of doing things better is deeply ingrained in our corporate values. Our people continue to find solutions to the complex challenges that are faced by our clients and by our own departments.

The annual DVTransform Program exhibits the best implementations of these process improvement initiatives. Through this program, we celebrate the people who go above and beyond their roles and make things easier and better for everyone.

Last year, we received a total of seven (7) project entries from our Corporate Service Division. These projects focused on simplifying our internal workflows, reducing turnaround time, and improving our overall service efficiency.

Our Client Service Division on the other hand recorded eighteen (18) project entries. These initiatives are centered on enhancing our service delivery processes and improve our client experience. Nevertheless, these entries encompass only those that were fully documented and submitted during the campaign period. A lot of our employees tirelessly implement improvement initiatives with their clients beyond those that were submitted.

# INNOVATION AND CHANGE MANAGEMENT



As mentioned in the Environmental aspect of this report, D&V Philippines is fervent in minimizing the environmental impact of its operations and activities. Our efforts also include ensuring the sustainability of our supply chain and the proper use of our facilities and equipment. The Facilities Management (FM) Department and the Information Technology (IT) Department guide our procurement process to ensure that the assets and equipment procured meet the standards and requirements of D&V Philippines. Our staff are also instructed on how to properly care and use the equipment deployed to them to prolong their lifecycle.

The Finance Department, on the other hand, conducts supplier verification to screen all possible suppliers and evaluate their capacity to meet the demands of our organization.

In the event that facilities and equipment are no longer serviceable, the FM Department has a farm-out process in place that are compliant with the guidelines set by the Department of Environment and Natural Resources (DENR) and the Philippine Economic Zone Authority (PEZA).

# SUSTAINABLE SUPPLY CHAIN MANAGEMENT

# ONWARDS TO 2026



D&V Philippines recognizes that it is critical to our shared future that companies to operate with the care and the preservation of the environment in mind.

We remain steadfast in delivering our quality solutions with as little to no impact to the environment as possible. To this end, we commit to a greener 2026 with the following goals:

1. Curb our office electric consumption by 5%
2. Reduce our plastic waste by 5%
3. Continue with proper waste segregation practices
4. Proper maintenance of office facilities and plumbing
5. Information and education drive on the importance of natural resources conservation and carbon footprint reduction.

Our goal goes beyond optimizing our operations in line with our environmental commitments, we aim to cultivate a culture of consciousness and stewardship among our employees and visitors.



# Our Unwavering Commitment to The Environment





People remain the most crucial factor to our success and the key to our future. D&V Philippines reaffirms its commitment to its employee, its stakeholders, and to the rest of our community.

We believe that our commitment and responsibility do not end in the four corners of our office. As we continue to reach new milestones, we also strengthen our ever-progressing relationship with organizations working on social issues relevant to our stakeholders.

# Forming Deeper Relationships with People and Society



Our pursuit of doing more in terms of sustainability, alongside with our drive to improve our solutions and services will only be possible with the proper structures and governance mechanisms in place.

We move forward to 2026 with the same drive to improve our processes and ensure consistency across all levels of the organization:

- Continuous adoption of the Quality Management System
- Regularly scheduled internal quality audits for compliance
- Monitoring and updating of the Enterprise Risk Management
- Constant vigilance in terms of cybersecurity and frequent cybersecurity training and awareness
- Utilization of AI and key technologies in process improvement initiatives and key areas of the business



# Continued Improvement of Structures and Governance

2 0 2 5  
**ESG**  
REPORT

Writer / Editor  
**CEDRIC JOSHUA MARTINEZ**  
*Senior Strategic Marketing Manager*

Design / Layout  
**JAN VICTOR VALENCIA**  
*Multimedia Arts Supervisor*

