

Making Things Happen:

VISIBILITY WITH IMPACT



2025
SUSTAINABILITY
REPORT



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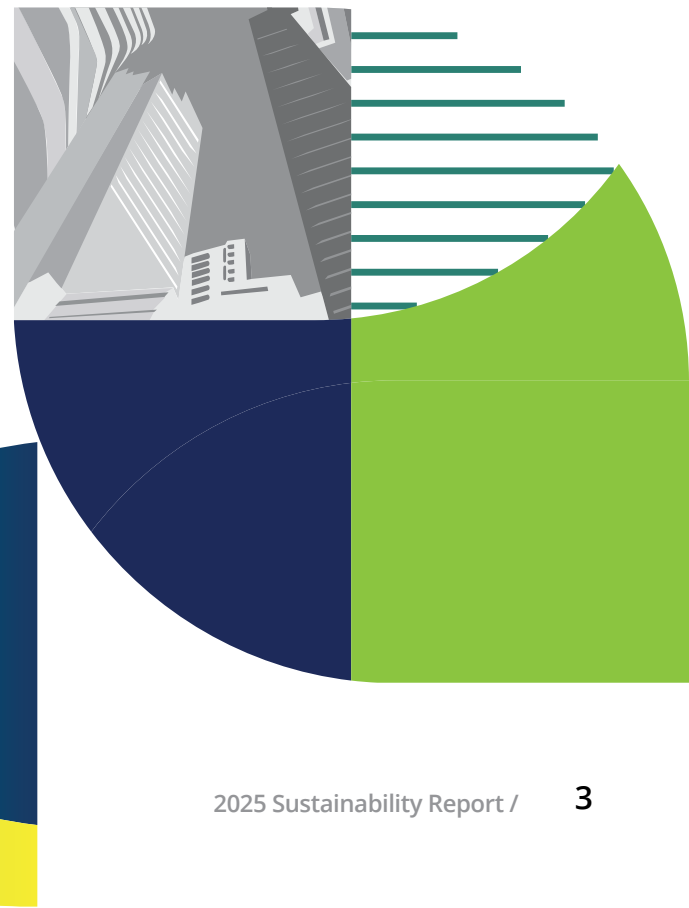
Executive Summary

At TeamAsia, sustainability is not a separate initiative — it is embedded in the very DNA of how we operate, innovate, and create value every day. Guided by our goal to “Embed Sustainability in our DNA, our everyday,” this report illustrates our commitment to integrating Environmental, Social, and Governance (ESG) principles into all facets of our business — from branding and digital marketing to events, public relations, and beyond.

Our vision is to be the preferred and valued marketing agency for meaningful brand visibility, and we achieve this by aligning our business strategies with sustainable practices that benefit our clients, employees, partners, and the communities we serve. By focusing on creating and sustaining visibility for brands through integrated marketing strategies, TeamAsia demonstrates that ethical, responsible, and socially conscious operations can deliver both creative impact and long-term business value.

This commitment is anchored in our core values: being socially responsible, professional, ethical, collaborative, innovative, valued partner, and committed to continuous learning. These principles guide our day-to-day decisions, empower our teams, and shape the culture that drives meaningful outcomes.

This Sustainability Report highlights our progress, partnerships, and key initiatives over the past year, providing transparency into how ESG considerations are embedded across operations, creative services, client deliverables, and advocacy programs. It also establishes a new baseline for measuring future impact, ensuring that TeamAsia continues to lead with purpose, accountability, and a vision for sustainable growth.



Leadership Messages

Message from the Founder & Chairperson

When Michael Alan Hamlin and I founded TeamAsia over three decades ago, our vision was anchored in a simple, enduring conviction: **true corporate success cannot be measured by financial gains alone**. Long before ESG became a standardized global framework, we held an innate commitment to balancing People, Planet, and Profit (PPP). We wanted to prove that even “Lilliputians”—small and medium enterprises—can meaningfully tackle ESG. Sustainability is not a privilege reserved solely for corporate giants; it is humanity's shared responsibility to safeguard our planet for generations to come.

While our executive leadership team expertly drives our daily operational performance and disciplined financial stewardship, my focus remains on anchoring our foundational values. From our earliest days, pioneering eco-friendly practices through our trademark green events to establishing transparent governance, ethical responsibility has always been embedded in our DNA. Today, we have further institutionalized this legacy by fully embedding ESG principles into our Balanced Scorecard, seamlessly guiding our long-term strategic destiny.

This 2025 Sustainability Report honors our beginnings while serving as a clear roadmap for our future. It proves that passion and purpose can turn a founding promise into a lasting legacy, inspiring other growing organizations to realize that they, too, possess the power to shape a sustainable tomorrow.

Maria Montserrat Iturralde-Hamlin, FICD

Founder & Chairperson
TeamAsia



Message from the President & CEO

At TeamAsia, we have always believed that our purpose extends far beyond the campaigns we launch or the events we produce. For over three decades, our “Why” or purpose has remained steadfast: we make great things happen for people, brands, industries, and communities to succeed. In 2025, this purpose has found a more profound expression through our commitment to Environmental, Social, and Governance (ESG) principles.

For us, ESG is not a checkbox for compliance or a secondary reporting requirement. It is a fundamental philosophy of business sustainability. We believe that doing good is inseparable from making good business. By integrating these pillars into our core operations, we are not just protecting the environment, supporting communities, or contributing to nation-building—we are ensuring that TeamAsia, and the partners we serve, remain resilient, relevant, and impactful in a changing world.

This report is more than a summary of our achievements; it is a roadmap for our future. As we look ahead, we remain committed to driving meaningful change. In fact, one of the more exciting moments of this 2025 reporting journey has been building plans for 2026 and looking for ways to improve current programs. Because we are committed to making great things happen so others may succeed.

This is not just a report. This is a commitment to making great things happen so others may succeed. Onward we go.

Bea Lim

President & CEO
TeamAsia





Message from the Vice President of Operations

The commitment and transformative effort documented in this report are a powerful testament to the dedication, discipline, and shared purpose of our team. Over the past year, we have successfully moved sustainability from a high-level strategic vision into an integrated, actionable component woven directly into the fabric of our daily operations. What was once aspirational is now operational.

This critical shift, where our values are aligned with execution, has already generated tangible business value. We are seeing more efficient workflows, smarter resource management, and stronger collaboration across teams and partners. These have strengthened our ability to create positive impact beyond the organization through responsible partnerships, community engagement, and meaningful initiatives.

While this report marks a significant and successful milestone, it is not the finish line. It represents our new baseline for operational excellence. Sustainability is now a core expectation of how we operate, make decisions, and hold ourselves accountable.

As Vice President for Operations, I take pride in how our teams have embraced this responsibility and translated purpose into action. Together, we will continue to build a resilient, agile, and future-ready organization — one that creates lasting value for our employees, our clients, our partners, and the communities we serve.

Jeff Enriquez

Vice President of Operations
TeamAsia



Message from the Vice President of Finance

TeamAsia views Environmental, Social, and Governance (ESG) principles as inseparable from its financial stewardship, embedding them as a core consideration in planning, resource allocation, risk management, and value creation.

Our financial strategy supports sustainable growth by integrating ESG into planning and performance evaluation, which strengthens operational efficiency, mitigates risk, enhances brand reputation, and supports long-term growth potential.

We prioritize transparency and accountability through clear, credible disclosures of ESG-related data, matching the rigor applied to audited financial statements to build stakeholder trust. We are also moving away from activity-based metrics, pivoting toward results-driven performance indicators, such as revenue growth, lead generation, and measurable return on investment (ROI), using value-based pricing models.

Looking forward, our objective is to provide transparency, build stakeholder confidence, and ensure continuous investment in tools and skills to strengthen ESG capabilities. The long-term vision is a future where sustainability and financial performance reinforce one another, keeping TeamAsia resilient and competitive.

Malou Martinez

Vice President of Finance
TeamAsia

MAKING THINGS HAPPEN:
VISIBILITY WITH IMPACT

Our Brand of Sustainability



TeamAsia's Brand of Sustainability

TeamAsia is an award-winning strategic marketing agency that's been creating and sustaining visibility since 1992. We build brands, communities, and industries for positive business impact; and develop integrated marketing strategies for visible growth, reach, and engagement. We do this by exploring innovation to its fullest potential through our core services: Creatives, Digital Marketing and Tech Capabilities, Events, and Public Relations.

It all began in 1992 when Michael and Monette Hamlin founded TeamAsia. We started small and ambitious, organizing the Asian Management Awards in Hong Kong with only a team of three in a cramped garage. Since then, determination and talent have allowed us to flourish as a pioneer of brand visibility in the Philippines.

With four core services and a multi-talented team, we have blossomed into a premier integrated marketing experience agency, catering to diverse local and international clients. We are a hub of innovative ideas born out of brilliant and creative minds, passionate about nation-building. We are a team driving towards the same purpose: we work together to make great things happen for individuals, brands, communities, and industries to succeed.

TeamAsia's purpose translates directly to sustainability, as true success is not measured by short-term wins but by the ability to ensure long-term prosperity for everyone. When we take care of the environment, we protect people and their needs. When we strengthen communities, we create systems that work not just for some, but for all. When we push for transparency and accountability, we underscore the importance of good governance not only in business but in nation-building.

TeamAsia recognizes that companies do not operate in isolation; they depend on environmental systems, a stable society, and resilient economies to thrive. A sustainable business strategy goes beyond short-term profits. It seeks to balance the "triple bottom line":

Environmental – protecting natural resources, reducing emissions, and operating within planetary limits.

Social – ensuring fair labor practices, diversity, equity, inclusion, and positive community impact.

Financial – driving profitability and resilience so that businesses can sustain operations over time.

The ultimate goal of corporate sustainability and ESG practices is simple but profound: to build businesses that use resources responsibly while ensuring that the ecosystems, economies, and communities they touch remain strong enough to exist and prosper indefinitely. Think of it this way: sustainability is the plan; ESG is the scorecard.

Why does this matter? Because the cost of inaction is greater than the cost of change. If businesses and societies fail to act now, we risk undermining the very systems that support our survival, such as clean air, water, food security, social stability, and economic opportunity. Acting today ensures that both current and future generations inherit a world where growth and well-being remain possible.

Our Why Statement

We make things happen so people, brands, industries, and communities succeed.

Our passion is to create and sustain visibility, shining a light on ideas, initiatives, and movements that matter. Visibility drives awareness. Awareness drives action. And action leads to impact. By ensuring that what we do is meaningful and relevant, we leave a mark that extends beyond individual projects, contributing to a better and more resilient future.

This is our purpose. This is our commitment.

Business sustainability allows us to continue this mission. We unlock new opportunities for growth, innovation, and collaboration by embedding ESG principles into how we operate and communicate. In doing so, we don't just help businesses succeed; we help shape industries, uplift communities, and contribute to a global ecosystem that can endure.

In short, creating and sustaining visibility around ESG is not just good business; it's how we make our purpose last.

What is ESG to TeamAsia

ESG provides the framework for how TeamAsia measures and lives out our sustainability strategy. It ensures that our actions align not only with business goals but with the needs of people, communities, and the planet.

Environment Living Green, Operating Responsibly

TeamAsia's environmental criteria focus on how we operate and the impact we leave on the world around us. Guided by our *Live Green Philosophy*, we integrate sustainability into every facet of our work:

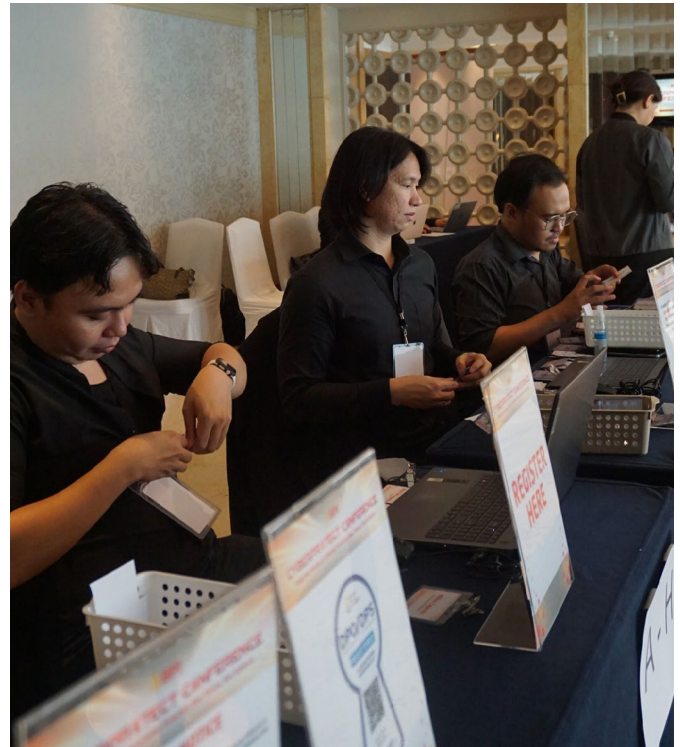
- Designing **green events** and responsible **supply chain management practices**.
- Monitoring and reducing our **digital and carbon footprint**, including **energy and fuel consumption**.
- Responsibly managing **waste**, from food to event waste, while addressing broader challenges such as **climate change and business continuity planning (BCP)**.
- Actively participating in industry collaborations such as the ESG Committees of both the **IT & Business Process Association of the Philippines (IBPAP)** and the **Institute of Corporate Directors**.

Project Live and Green Events



TeamAsia is very passionate when it comes to green living, sustainability, and caring for the environment. Project Live is not just something TeamAsians do; it is something that lives within us. In our office, at home, in the things we do outside, and the partnerships we make, we strive to make a culture of sustainable living possible. We practice greening in the meetings we have and the events that we plan and organize, ensuring that we reduce our overall waste and carbon footprint.

Through these initiatives, we aim to safeguard resources today while ensuring a livable tomorrow.



Social Empowering People and Communities

TeamAsia's social aspect of ESG is about people from our teams, partners, and the communities we work with. We fully support nation-building programs and have organized various events that uplift the nation and our communities, such as ASEAN, APEC, International Innovation Summit, and the PH Start Up Week.

We anchor this in our **SPECIAL values**, building a culture where people thrive:

- Advocating **diversity, equity, and inclusion (DEI)** through partnerships with **UNWEPs and the ICD Board Diversity**.
- Investing in **talent development, acquisition, learning, and growth** to empower our people.
- Upholding **fair employee practices** that foster trust and resilience, and upholding of the rules and policies indicated in the HR Policy Manual to ensure fair and standardized
- Contributing socio-economically and politically so that **everyone can prosper**.
- Supporting the **UN's Sustainable Development Goals (SDGs)** and giving back through our very own CSR initiative, **My Dream in a Shoebox**, which uplifts children, communities, and corporations.



Our commitment is clear: when people succeed, communities and industries succeed with them.



UN Women Empowerment Principles

TeamAsia is a supporter and a signatory of the UN Women's Empowerment Principles. We believe that gender equality and inclusivity, as well as women's empowerment in the workplace and marketplace, create safe and open spaces for people to thrive. TeamAsia was honored to have been awarded SME Champion for Gender Inclusive Workplace at the 2022 UN Philippine WEPS Awards, highlighting our commitment to people, safe spaces and growth.



My Dream in a Shoebox

TeamAsia's annual corporate social responsibility (CSR) campaign, coined My Dream in a Shoebox, is an initiative to empower underprivileged children to fight poverty through education. We collect shoeboxes and fill them with school supplies, helping less fortunate Filipino children have a brighter future. These are given during gift-giving days, where kids spend the day having fun, playing games, and receiving gifts from 'Santa' himself. The campaign also provides scholarships that give each scholar a uniform, allowance, and school supplies for an entire school year.

My Dream in a Shoebox was first launched in 2009. We partnered with industry sponsors and volunteers to reach out to 200 street children under the care of the Dynamic Teen Company (DTC), led by 2009 CNN Hero of the Year Efren Peñaflorida. The campaign has grown immensely since. We went from 200 shoebox donations in 2009 to 75,000 in 2018. 2018 also marked the year that My Dream in a Shoebox embarked on a bigger journey by providing scholarships to 110 students.

As of 2026, My Dream in a Shoebox Year 17, strives to continue to provide tools and access for children around the Philippines. More than providing shoeboxes filled with school supplies and essentials, the campaign expanded into building E-hubs and supporting more Dream Scholars in our beneficiary communities, together with partners such as Yellow Boat of Hope.



UN Women Empowerment Principles



My Dream in a Shoebox

Governance

Leading with Integrity and Purpose

Governance defines how we lead, decide, and ensure accountability. For us, strong governance means:

- Embedding **ethical business practices** through initiatives like our **Integrity Initiative and a commitment to shared prosperity**.
- Developing clear **AI policies for ethical usage** of emerging technologies.
- Supporting **nation-building projects** that strengthen the economy and society.
- Prioritizing **data governance and cybersecurity** to safeguard trust.
- Ensuring **regulatory compliance** and effective **third-party and supply chain management**.

These practices allow us to operate with transparency, protect stakeholder interests, and contribute meaningfully to society at large.

Leading with Integrity and Resilience

TeamAsia's governance framework is rooted in a commitment to transparency and ethical business practices, moving beyond simple compliance to active risk management. A cornerstone of this program is the Integrated Risk Assessment Team (IRAT), which oversees both workplace safety and Business Continuity Planning (BCP) to ensure the organization remains resilient during operational disruptions. Over the past year, this proactive approach resulted in a record of zero lost-time injuries and 100% compliance with government labor standards. Furthermore, TeamAsia continues to uphold the Integrity Initiative and the Unified Code of Conduct for Business, ensuring that all partnerships and projects are anchored in shared prosperity and accountability.

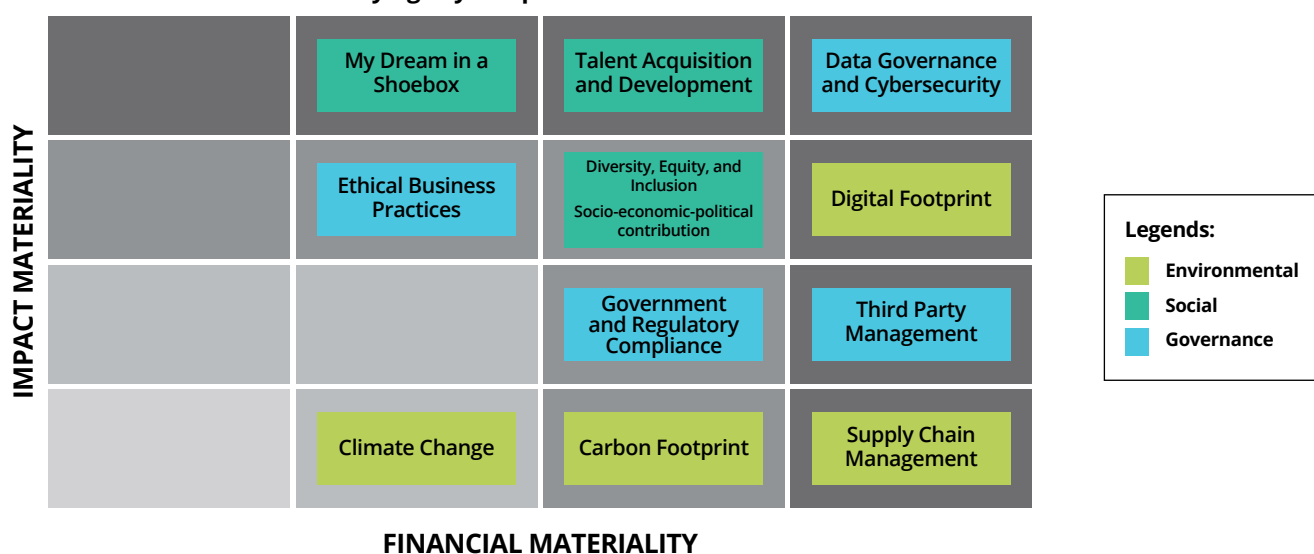
To safeguard the stakeholders, the organization has made significant investments in Data Governance and Cybersecurity, maintaining a 100% renewal rate for cybersecurity infrastructure. These efforts have resulted in zero reported data breaches or security incidents. To support modern workflows, TeamAsia has also implemented a formal TeamAsia AI Usage Policy, ensuring that the integration of tools like Google Workspace AI follows strict protocols for data privacy and human oversight. By combining these rigorous technical safeguards with over 175 man-hours of ethics and compliance training, TeamAsia ensures that its leadership and operations are built to endure and prosper indefinitely.



Materiality Assessment

Our ESG priorities are guided by a materiality assessment that identifies the issues most critical to both our business and our stakeholders. By focusing on areas where impact and relevance intersect, we ensure that our efforts are not only meaningful but also aligned with long-term value creation. This allows us to direct resources toward what matters most and where we can make the greatest difference.

Identifying key ESG priorities for TeamAsia



At its core, the assessment highlights a balanced focus across three areas:

1. **Responsible operations**, including managing our carbon and digital footprint through fuel consumption, energy use, and waste management, alongside strengthening business continuity practices in response to climate-related risks.
2. **People and community impact**, anchored in diversity, equity, and inclusion both internally and externally; fair employee practices, and our socio-economic contributions through initiatives like My Dream in a Shoebox, which supports children and communities in need.
3. **Strong governance and accountability**, driven by ethical business practices such as the Integrity Initiative, shared prosperity commitments, responsible AI usage, and effective third-party or supply chain management.

These priorities are further aligned with the Sustainable Development Goals that TeamAsia supports, including health and well-being, decent work, responsible consumption, climate action, partnerships, gender equality, and education.

By focusing on these material topics, TeamAsia ensures that its ESG efforts are grounded in both business relevance and meaningful societal contribution, allowing us to operate responsibly while driving long-term value.

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ESG Performance Report



Overall ESG Performance

In 2025, TeamAsia formalized its ESG journey, moving from a sustainability mindset to a measurable framework of accountability. As a service-driven agency, we recognize that the greatest impact lies in our operations, our people, and the communities we serve.

This baseline year isn't just about compliance—it's about building a foundation for shared success. By measuring our current state, we are setting ambitious targets to ensure TeamAsia thrives alongside the industries and environments we touch. We are not just responding to today's challenges; we are engineering a sustainable, inclusive tomorrow.

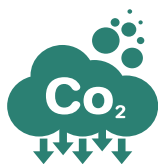


2025 Environmental Performance

TeamAsia's environmental footprint is primarily driven by office energy consumption, resource usage, and digital operations. In 2025, the company began tracking key environmental metrics to better understand and manage its impact.

Metric	Performance	Insight
Energy Consumption	1,728.08 kWh/month	Baseline established
GHG Emissions (Scope 2)	14.33 tCO ₂ e/year	Needs reduction strategy
Water Consumption	21 cu.m/month	Moderate usage
Waste Generation	17 kg/week	Needs optimization
Recycling Rate	<1%	Critical improvement area
Paper Usage	4 reams/month	Low usage
Sustainable Suppliers	30 / 153 (~20%)	Expansion needed

*Strong measurement foundation, but requires action on **waste, renewable energy, and supplier ESG integration.***



Energy and Emissions

The organization recorded an average monthly electricity consumption of **1,728.08 kWh**, resulting in an estimated **annual greenhouse gas (GHG) emission of 14.33 tCO₂e** based on national grid emission factors. Energy intensity was measured at **24.63 kWh per square meter**, providing an initial benchmark for operational efficiency.

While renewable energy adoption remains at **0%**, TeamAsia operates within a **LEED Silver-certified building**, reflecting an indirect contribution to sustainable infrastructure through responsible location selection.



Resource Consumption

Water consumption averaged **21 cubic meters per month**, with a per capita consumption of **2.625 cubic meters**, indicating moderate usage levels for a small office environment. Paper consumption remained relatively low at **4 reams per month**, reflecting early adoption of paperless practices.



Waste Management

Waste generation averaged **17 kg per week**, with a very low recycling rate of **less than 1%**, highlighting a key area for improvement in waste segregation and recycling programs. No hazardous waste was recorded, consistent with the nature of the business.



Sustainable Procurement and Digital Footprint

Out of 153 suppliers, **30 were identified as sustainable**, indicating an opportunity to integrate ESG criteria into vendor selection further. Additionally, the company began tracking its **digital carbon footprint**, with Google Workspace usage contributing measurable emissions across platforms such as Drive, Chat, Meet, and Gmail.



Assessment

Overall, TeamAsia's environmental performance reflects a **foundational stage**, with strong initial measurement practices but clear gaps in renewable energy adoption, waste management, and sustainable procurement. These insights directly inform the company's 2026 Environmental initiatives.

2025 Social Performance

TeamAsia demonstrates strong performance in the social dimension, driven by high employee engagement, active volunteerism, and impactful community programs.

Metric	Performance	Insight
Employee Satisfaction	4.40 / 5.0	High morale
Engagement Score	4.35 / 5.0	Strong culture
Turnover Rate	37.5% >Industry average rate (22.6%)	Risk Area to be monitored
Training Hours	3,960+ hours	Strong learning culture
Wellness Score	3.96 / 5.0	Positive participation
Gender Diversity	35 (she/her) 18 (he/him) 1 (they/them)	Inclusive workforce
Gender Pay Gap	0%	Strong equity
Volunteer Hours	2,156.6 hrs	High engagement
Donations	2.1M total	Strong impact
Client Retention	75%	Healthy relationships

A major strength — strong **people culture, DEI, and community impact**, with a focus needed on **retention**.



Employee Engagement and Satisfaction

The company achieved an employee satisfaction score of 4.40/5.0 and an engagement score of 4.35/5.0, indicating a highly engaged and motivated workforce. Participation in wellness initiatives also scored positively at 3.96/5.0, reflecting growing awareness of employee wellbeing.

However, the recorded turnover rate of 37.8% is a key area that will be monitored for improvement in 2026. While the industry is currently facing a 22.6% attrition rate due to a global 'Retention Crisis,' the recorded rate represents a variance from the norm, which can be attributed to various factors both internally and externally.

To address this, TeamAsia will continue implementing an agile, quarterly Happiness Survey to proactively identify and mitigate burnout and engagement risks. Furthermore, we are strengthening our learning and development initiatives and DEI advocacy to foster a supportive, inclusive culture where talent is empowered to grow for the long term.



Learning and Development

Employees logged approximately 3,960 hours of training and mentorship, demonstrating a strong commitment to continuous learning and professional development — a key pillar of TeamAsia's organizational values.



Diversity and Inclusion

TeamAsia maintains a diverse workforce, with 35 female and 18 male employees, and representation across gender identities. Notably, the organization reports zero gender pay gap, reinforcing its commitment to equitable compensation practices.

Your Score Is

83%

Leader

You mean business! Gender equality is not just recognized as a human right, but is valued as a driver of implementing responsible and sustainable business practices. Your company has taken steps to set policy, implement, measure, and report on your progress. Leaders have committed to accountability on all levels. Other companies will benefit from your experience, so we hope you will share your story! Keep up the good work and continue to maximize positive impacts for women and girls!



Your Score by Individual Questions

Click the individual questions below for a detailed overview of the individual question results and a link to relevant resources.



Leadership and Strategy	Workplace	Marketplace	Community
Q1. Leadership Commitment (94%)	Q5. Equal Compensation (100%)	Q15. Gender Responsible Marketing (100%)	Q18. CSR, Philanthropy, Advocacy, and Partnerships to Support Gender Equality (100%)
	Q6. Maternity Leave (100%)	Q16. Product/Service Development with a Gender Lens (88%)	Q17. Applying a Gender Lens to Community Relations (75%)
	Q9. Work/Life Balance (100%)	Q13. Women-Owned Businesses (0%)	
	Q11. Health, Safety, and Hygiene (100%)	Q14. Supplier Performance on Gender Equality (0%)	
	Q12. Access to Quality Health Services (100%)		
	Q4. Professional Development and Promotion (98%)		
	Q7. Paternity Leave (94%)		
	Q10. Violence, Harassment, and Sexual Exploitation (93%)		
	Q8. Recruitment (89%)		
	Q6. Parental and Caregiver Support (86%)		
	Q2. Non-discrimination and Equal Opportunity Policy (85%)		



We also deepened our push for diversity and inclusion by organizing a diversity training for all TeamAsians. With the guidance of Hand and Heart Foundation, TeamAsians took part in a two-part accessibility training that underscored the following topics: Diversity, Equity, Inclusion 101; and Persons with Disability (PWD) Awareness.



We supported the KASAMA DEI Summit in August 2025 by providing comprehensive end-to-end event management to unite leaders from government, business, and academe. The KASAMA DEI Summit is an annual platform that convenes leaders and changemakers from government, business, and academia to advance inclusive practices in the Philippines. Their events gather participants and feature keynotes, workshops, and collaborative activities that underscore the importance of embedding DEI in policies and programs across sectors.

Our collaboration focused on sparking dialogue and creating actionable pathways for the prosperity of vulnerable sectors, including persons with disabilities, the LGBTQ+ community, and indigenous peoples. Key highlights include:

- 322 hours of pro-bono integrated marketing and event management services
- A dedicated team of 14 specialized staff organizers was deployed across pre-event planning and onsite execution.
- Supervised the successful ingress and egress of all partners and third-party vendors, ensuring 100% adherence to safety and health protocols.
- TeamAsia's Founder and Chairwoman, Monette Iturralde-Hamlin, actively contributed to the summit's content as a moderator for the "Business Case for Inclusion" panel and as a participant in the interactive "RoundSpace" session.



Health and Safety

The organization recorded **one workplace incident** with **zero lost-time injuries**, indicating generally safe working conditions with minimal operational risk. This safety record is maintained by the Integrated Risk Assessment Team (IRAT), a dedicated team established to ensure the team's overall safety and security while facilitating business continuity. IRAT mitigates risks and monitors potential hazards affecting the workplace and service delivery, ensuring all onsite activities and face-to-face interactions strictly follow government safe and health protocols. By implementing rigorous protocols and conducting 'Pre-Event Mortems' to discuss and mitigate potential challenges, IRAT provides essential assistance with Business Continuity Planning (BCP), ensuring the company remains productive and sustainable even during emergencies.



Community Impact and Volunteerism

TeamAsia's social impact is most evident through its education campaign, **My Dream in a Shoebox (MDIAS)**, which empowers less fortunate children across the Philippines with education. Over 17 years, MDIAS has transformed from a 200-shoebox donation drive into a multi-faceted educational campaign that has supported 500,000 lives, funded numerous digital E-hubs, and provided consistent scholarships to ensure that financial constraints do not hinder the Filipino youth's right to a quality education.

Key highlights include:

- **2,156.6 volunteer hours** contributed by employees
- **₱1.64 million in in-kind donations** and **₱149,340 in cash contributions**
- Support for **5,970+ beneficiaries and scholars**
- **322 hours of pro-bono services** delivered



Assessment

TeamAsia's social performance is a key strength, driven by strong employee engagement, inclusive practices, and meaningful community impact. The main opportunity lies in improving employee retention and further scaling structured social programs.

2025 Governance Performance

TeamAsia demonstrates a strong governance foundation characterized by compliance, ethical practices, and risk management systems.

Metric	Performance	Insight
Ethics Violations	0	Strong compliance
Data Privacy Incidents	0	Fully compliant
Cybersecurity Incidents	0	Robust systems
Cybersecurity Investment	100% renewal	Proactive approach
Leadership Diversity	13 women/ 4 men	Strong representation
Ethics Training	175+ hours	Strong awareness
Labor Compliance	100% compliant	No violations
Contract Issues	0	Strong governance

Highly stable governance framework with strong **compliance, ethics, and cybersecurity**.



Ethics and Compliance

The organization reported:

- **Zero ethics violations**
- **Zero data privacy incidents**
- **Full labor law compliance**

This reflects a high level of integrity and adherence to regulatory standards.



Training and Awareness

Employees completed over **175 hours of training** related to ethics, data privacy, and corporate policies, reinforcing a culture of accountability and compliance.



Leadership and Diversity

The leadership team shows strong gender diversity, with **8 women and 2 men on the management committee, reflecting inclusive leadership representation; 4 women and 2 men at the Associate Director level; and 7 women and 5 men at the Manager level.**



Cybersecurity and Data Protection

TeamAsia maintained:

- **Zero cybersecurity incidents**
- **100% renewal of cybersecurity systems (antivirus and firewall)**
- Full compliance with **National Privacy Commission (NPC)** requirements

These measures demonstrate a proactive approach to safeguarding digital assets and client data.



Operational Governance

The company maintains structured processes across:

- Financial reporting and audits
- HR compliance and policy management
- Contract governance with no reported legal issues

However, ESG-specific governance structures — such as formal sustainability policies and ESG clauses in supplier contracts — are still under development.



Assessment

TeamAsia's governance performance is strong and stable, particularly in compliance, cybersecurity, and ethical practices. The next step is to formalize ESG governance frameworks and integrate sustainability into corporate policies and supplier management.

Baseline Established

As TeamAsia establishes its ESG baseline, the organization is well-positioned to transition from measurement to action. The insights gathered in 2025 provide a clear roadmap for 2026, where the focus will shift toward scaling initiatives, strengthening systems, and embedding sustainability deeper into the company's operations and culture.

By building on its strong social and governance foundations while accelerating environmental efforts, TeamAsia is taking meaningful steps toward becoming a more responsible, resilient, and future-ready organization.

MAKING THINGS HAPPEN:
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Financial Report and Impact



Overview

At TeamAsia, financial performance is increasingly viewed through the lens of sustainability, where long-term value creation is driven not only by revenue and profitability, but also by responsible business practices, operational efficiency, and stakeholder trust. As the organization embarks on its ESG journey, 2025 represents a foundational year in establishing the link between sustainability initiatives and financial outcomes.

Rather than treating ESG as a separate function, TeamAsia is integrating environmental, social, and governance considerations directly into its financial strategy and operational model. This shift reflects a broader understanding that sustainable practices can unlock cost efficiencies, create new revenue opportunities, and mitigate risks that may otherwise impact financial stability.

While the quantification of ESG-related financial impact is still in its early stages, initial efforts have already demonstrated how sustainability can serve as a driver of both short-term efficiencies and long-term business resilience. Moving forward, TeamAsia aims to strengthen its ability to measure, track, and communicate the financial value generated through ESG initiatives.

ESG-Driven Cost Efficiency and Savings

Operational Cost Optimization Through Sustainable Practices

One of the most immediate financial benefits of ESG integration lies in operational cost efficiency. In 2025, TeamAsia began embedding sustainability into its day-to-day operations, resulting in early-stage cost optimization across energy usage, resource consumption, and workplace practices.

The company's transition toward a digital-first operating model has significantly reduced reliance on paper-based processes. With paper consumption averaging only four reams per month, this reflects a conscious shift toward digitization — not only minimizing environmental impact but also reducing recurring procurement costs and improving workflow efficiency. Over time, further reductions in printing and documentation are expected to yield measurable financial savings while enhancing productivity.



Energy consumption, recorded at approximately 20,737 kWh annually, remains one of the organization's primary operational cost drivers. In response, TeamAsia has implemented measures such as inverter-based air conditioning systems, which contribute to reduced electricity usage. While these measures were initially operational decisions, they have begun to demonstrate financial benefits through lower utility expenses and improved resource management.

Additionally, efforts to minimize waste — including the use of reusable materials and the planned

implementation of structured waste management and recycling programs — are expected to reduce further operational costs associated with procurement and disposal. Although the financial impact of these initiatives has yet to be fully quantified, they establish a clear pathway toward more efficient cost structures.

Taken together, these initiatives illustrate how ESG-driven operational improvements can enhance financial discipline, reduce inefficiencies, and create a more sustainable cost base for the organization.

Revenue Growth and ESG Market Opportunities

Leveraging Sustainability as a Competitive Advantage



Beyond cost efficiency, ESG integration presents a significant opportunity for revenue growth and market differentiation. As clients increasingly prioritize sustainability and purpose-driven partnerships, TeamAsia is well-positioned to align its services with these evolving expectations.

The organization is developing offering ESG-aligned service lines, including sustainability reporting, purpose-driven marketing campaigns, and environmentally responsible event management. These offerings not only respond to market demand but also position TeamAsia as a strategic partner capable of delivering both creative and responsible solutions.

Client retention remains strong at 75%, reflecting the trust and long-term relationships the company has built with its clients. As ESG becomes a more prominent consideration in business decision-making, this trust is expected to translate into increased client loyalty and potential expansion of existing engagements. At the same time, a strong ESG positioning enhances the company's ability to attract new clients who prioritize working with organizations that align with their values.

In this context, ESG becomes not just a compliance requirement but a strategic growth driver, enabling the company to unlock new revenue streams, enhance its competitive positioning, and deliver greater value to clients.

Risk Mitigation and Financial Protection

Protecting Financial Value Through Strong Governance

Effective governance plays a critical role in safeguarding financial performance by minimizing risks that could lead to financial loss, operational disruption, or reputational damage. TeamAsia's strong governance framework has been instrumental in maintaining stability and protecting the organization's financial integrity.

In 2025, the company reported zero incidents related to data privacy breaches or cybersecurity failures, supported by full compliance with regulatory requirements and the complete renewal of cybersecurity systems. These measures are particularly critical in a digital-first organization, where data security is directly linked to client trust and business continuity.

Similarly, the organization maintains full compliance with labor laws, tax regulations, and contractual obligations, with no reported legal disputes or violations. This level of compliance not only avoids potential penalties and legal costs but also reinforces the company's reputation as a reliable and responsible business partner.

Beyond regulatory compliance, proactive ESG integration also helps mitigate reputational risks. By aligning operations and services with sustainability principles, TeamAsia reduces exposure to risks associated with unethical practices or perceived "greenwashing," which could otherwise impact client relationships and revenue.

Collectively, these governance practices contribute to a more stable financial environment, ensuring that risks are effectively managed and that the organization is well-positioned to sustain long-term growth.

ESG Investments and Capital Allocation

Investing in Long-Term Value Creation

TeamAsia's ESG journey is supported by strategic investments to strengthen its people, systems, and operational capabilities. These investments are not viewed as short-term expenses, but as essential drivers of long-term value creation and organizational resilience.

A significant portion of these investments is directed toward employee development and well-being. In 2025, employees completed over 3,960 hours of training and mentorship, reflecting the company's commitment to building a skilled, adaptable, and future-ready workforce. Wellness programs further support employee engagement and productivity, contributing to a more stable and motivated workforce.

Technology investments also play a critical role, particularly in enhancing cybersecurity, enabling digital collaboration, and supporting data-driven decision-making. Furthermore, strategic investments in AI-powered productivity tools are being

utilized to augment team capabilities and streamline repetitive tasks. These advancements improve operational efficiency while reducing risks associated with system vulnerabilities and inefficiencies. These investments improve operational efficiency while reducing risks associated with system vulnerabilities and inefficiencies.

In addition, TeamAsia is beginning to allocate resources toward sustainability initiatives, including planned carbon offset programs, sustainable sourcing practices, and ESG-related tools and partnerships. While these investments are still in the early stages, they represent a deliberate shift toward embedding sustainability into capital allocation decisions.

Over time, these investments are expected to generate returns through improved employee retention, increased productivity, stronger client relationships, and enhanced operational efficiency — reinforcing the link between ESG and financial performance

Financial Outlook and Forward Strategy

Strengthening ESG-Financial Integration

As TeamAsia moves beyond its baseline year, the focus for 2026 and beyond is on strengthening the integration between ESG initiatives and financial performance.

Key priorities include:

- establishing clear methodologies to quantify ESG-related cost savings
- tracking revenue generated from ESG-aligned services
- formalizing ESG investment reporting as part of financial disclosures
- enhancing data systems to support real-time ESG performance tracking

By improving measurement and reporting capabilities, the organization aims to provide greater transparency and demonstrate the tangible financial value of sustainability initiatives.

TeamAsia's financial performance is increasingly shaped by its ability to integrate sustainability into its core business strategy. As the organization continues to evolve, ESG will play a central role in driving efficiency, enabling growth, and protecting long-term value.

Through disciplined cost management, strategic investments, and a strong governance framework, TeamAsia is building a financial model that is both resilient and forward-looking. By continuing to align financial performance with ESG principles, the company is well-positioned to deliver sustainable growth while creating meaningful impact for its stakeholders.

By December 31, 2026 (End of Q4), our goal for our Procurement Department is to achieve 75% integration of the mandatory ESG Performance Clauses into all new Service Level Agreements (SLAs) with key suppliers.

MAKING THINGS HAPPEN:
VISIBILITY WITH IMPACT

Partnership and Community Impact



Overview

At TeamAsia, partnerships and community impact are central to how the organization defines value beyond business performance. Rooted in the belief that sustainable progress begins with empowered and educated communities, TeamAsia's approach to social impact is built on long-term, multi-sector collaborations that drive meaningful and measurable change.

Through strategic partnerships with non-government organizations (NGOs), schools, foundations, corporate partners, and advocacy networks, TeamAsia has developed a collaborative ecosystem that enables scalable and sustainable community programs. These partnerships are not transactional in nature, but purpose-driven relationships that align resources, expertise, and shared values toward a common goal: uplifting underserved communities through education, access, and opportunity.

At the heart of this effort is **My Dream in a Shoebox (MDIAS)** — TeamAsia's flagship education advocacy program — which serves as the primary platform through which the organization delivers its community impact.

My Dream in a Shoebox: Core Impact Platform

A 17-Year Commitment to Education and Empowerment

For 17 years, My Dream in a Shoebox (MDIAS) has stood as TeamAsia's most enduring and impactful community initiative. Built on the belief that every Filipino child deserves access to education and the opportunity to pursue their dreams, MDIAS has evolved from a simple act of giving into a nationwide movement for educational empowerment.

Launched in 2009 as a holiday-driven initiative, MDIAS began with the collection of shoeboxes filled with school supplies for children in underserved communities. Over time, it has grown into a multi-faceted program supported by thousands of volunteers, donors, and partner organizations — reflecting the power of collective action in addressing systemic challenges in education.

Today, MDIAS is no longer limited to seasonal giving. It has transformed into a year-round platform that addresses the evolving needs of Filipino learners in a rapidly changing educational landscape.



Comprehensive Support for Filipino Learners

MDIAS delivers impact through a range of integrated programs designed to support students at different stages of their educational journey:



Dream Kits

These signature shoeboxes contain essential school supplies that enable children to actively participate in classroom learning. Beyond providing tools, Dream Kits serve as symbols of encouragement, helping students feel supported and motivated to stay in school.



Scholarship Support

Financial assistance is extended to deserving students in communities supported by MDIAS partner Yellowboat of Hope Foundation, helping bridge economic gaps that often hinder educational continuity. These scholarships provide not only funding but also a pathway toward long-term personal and professional growth.



E-Hubs (Digital Learning Centers - in partnership with Yellow Boat of Hope)

Recognizing the increasing importance of digital access, MDIAS partnered with Yellow Boat of Hope to introduce Educational Hubs, otherwise known as E-Hubs equipped with devices and internet connectivity. These centers address the digital divide by enabling students to access online learning resources and develop digital literacy skills.

Community Empowerment Initiatives

MDIAS extends beyond students by supporting local institutions such as schools, parishes, and community organizations. Through training sessions, career talks, and resource provision, these initiatives strengthen community ecosystems and create enabling environments for education.



Sustained Impact and National Reach

Over nearly two decades, MDIAS has grown into a sustained, high-impact program with nationwide reach. Its long-term success is reflected in its ability to scale while maintaining meaningful engagement with communities. In 2025, our key impact highlights include:

**5,970****Dream Kit
Recipients**

in recent reporting
periods

**6,120****Volunteers
Mobilized**

demonstrating strong
engagement across
stakeholders

**22****Scholars
Supported**

contributing to long-term
educational outcomes

Beyond these figures, the program has:

- supported **tens of thousands of students nationwide**
- partnered with **diverse communities across Luzon, Visayas, and Mindanao**
- established itself as one of the most recognized private-sector education initiatives in the Philippines

For TeamAsia, MDIAS represents more than a corporate social responsibility program — it embodies the organization's purpose: **education as empowerment, creativity as advocacy, and community as a pathway to sustainable impact.**

Strengthening Community Partnerships

Expanding Reach Through Multi-Sector Collaboration

TeamAsia's community impact is made possible through a strong network of partner communities and organizations that enable the delivery of programs at scale. These partnerships ensure that initiatives reach those who need them most — particularly children and families facing barriers to education, access, and opportunity.

Key Community and Beneficiary Partners

- Yellow Boat of Hope Foundation, with more than 10 communities nationwide, especially in the far flung and last mile areas of Visayas and Mindanao
- Payatas Orione Foundation, Quezon City
- Ascension of Our Lord Parish, Sucat, Parañaque
- Sta. Ana Elementary School, Manila
- Christ the King Parish, Las Piñas
- Baseco Community, Tondo (via Top 100 Filipinos)
- Laguna Trackside Community, Cabuyao (via Top 100 Filipinos)
- Arise4Dignity communities in Pasay and Manila

These partnerships are critical in identifying beneficiary communities, facilitating program delivery, and ensuring that interventions are responsive to local needs.

Corporate and Donor Partnerships

In addition to community-based collaborations, TeamAsia works closely with corporate partners and donors who provide financial support, volunteer participation, and in-kind contributions.

Key Corporate Partners



Individual donors and advocates

These partnerships amplify the scale and sustainability of MDIAS, enabling the program to reach more beneficiaries and expand its scope of services.

Vendor and Sustainability Partnerships

TeamAsia also collaborates with vendors that support responsible sourcing and sustainable practices, including National Bookstore Foundation Inc. Such partnerships ensure that program materials — including Dream Kits — are sourced responsibly while maintaining quality and accessibility.

Financial and In-Kind Contributions

TeamAsia's commitment to community impact is reflected in the allocation of both financial and non-financial resources to support its programs.

In the most recent reporting period:

- **Total donations and contributions exceeded 2.1 million**
- Contributions included both **cash funding and in-kind support**, particularly for Dream Kits and program implementation

These investments demonstrate a deliberate effort to channel organizational and partner resources toward initiatives that deliver measurable social value.

Volunteerism as a Core Driver of Impact

Volunteerism plays a central role in TeamAsia's community engagement model. With over **6,120 volunteers mobilized**, the organization has successfully cultivated a culture of giving and participation among employees, partners, and external stakeholders.

Volunteer contributions extend beyond manpower — they represent the collective commitment of individuals who actively contribute to the success and sustainability of community programs.

Measuring Community Impact

Key Performance Indicators

To ensure accountability and continuous improvement, TeamAsia tracks key metrics related to its community initiatives based on what support is received in cash and what is received in-kind with its cash equivalent:

MDIAS Y16 (SY 2024 to 2025)			
ESG Reporting Breakdown	Cash	In Kind	Total
TeamAsia			₱189,250.00
Scholars	₱33,500.00	₱ 0.00	
Dream Kits	₱32,900.00	₱66,600.00	
E-Hub	₱ 0.00	₱ 0.00	
Cash	₱56,250.00	₱ 0.00	
External			₱1,929,940.00
Scholars	₱31,500.00	₱ 0.00	
Dream Kits	₱116,440.00	₱ 1,575,000.00	
E-Hub	₱150,000.00	₱ 0.00	
Cash	₱57,000.00	₱ 0.00	
Subtotal	₱477,590.00	₱1,641,600.00	
Overall			₱2,119,190.00

My Dream in a Shoebox (MDIAS) Year 16, for the school year 2024 to 2025, demonstrated a strong commitment to our education advocacy, building upon previous years' efforts. The campaign successfully mobilized an overall total of ₱2,119,190.00 in support, achieving its goal to help more scholars, distribute dream kits, and establish an e-hub, with

targeted goals of supporting 100 scholars, distributing 5,000 dream kits, and building 1 E-hub. The fundraising drive saw particularly significant support for Dream Kit distribution, with ₱1,641,600.00 received in in-kind contributions and an additional ₱149,340.00 in cash, ensuring strong support for essential school supplies.

MDIAS Y17 (SY 2025 to 2026)			
ESG Reporting Breakdown	Cash	In Kind	Total
TeamAsia			₱60,300.00
Scholars	₱60,000.00	₱ 0.00	
Dream Kits	₱ 0.00	₱ 0.00	
E-Hub	₱ 0.00	₱ 0.00	
Cash	₱ 0.00	₱ 300.00	
External			₱2,730,100.00
Scholars	₱135,000.00	₱ 0.00	
Dream Kits	₱210,000.00	₱ 1,714,000.00	
E-Hub	₱ 0.00	₱ 0.00	
Cash	₱430,100.00	₱ 241,000.00	
Subtotal	₱835,100.00	₱1,714,300.00	₱5714.33
Overall			₱2,549,400.00

My Dream in a Shoebox (MDIAS) Year 17, for the school year 2025 to 2026, reflected adjusted learnings from the previous year by focusing on targeted fundraising and partner engagement, with core goals to support 50 scholars and distribute 5,000 dream kits. The campaign successfully surpassed the previous year's total support, mobilizing an Overall contribution of ₱2,549,400.00. This result was supported by the strategy of allowing partners flexibility in their contributions, which generated substantial support through in-kind donations totaling ₱1,714,300.00 and Cash contributions of ₱835,100.00. Financial support was primarily directed toward Dream Kits (₱1,924,000.00 in cash and in-kind) and Scholarship support (₱195,000.00 in cash).

These indicators provide a baseline for evaluating program effectiveness and guiding future expansion efforts.



Industry and Advocacy Networks

Aside from its commitment to My Dream in a Shoebox, TeamAsia also actively participates in industry and advocacy networks that promote collaboration, knowledge sharing, and alignment with broader social and sustainability goals:

- Government Academe Industry Network (GAIN)
- UN Women – Women’s Empowerment Principles (WEPs)
- IT & Business Process Association of the Philippines (IBPAP)
- Institute of Corporate Directors
- Hand and Heart Foundation
- Top 100 Filipinos on LinkedIn
- Top 30 Filipino Leaders on LinkedIn
- Philippine MICE Academy
- Philippine Association of Convention/Exhibition Organizers and Suppliers, Inc. (PACEOS)
- Digital Marketing Association of the Philippines (DMAP)
- 4As Philippines
- Public Relations Society of the Philippines (PRSP)
- Management Association of the Philippines (MAP)



These engagements strengthen TeamAsia’s role as a contributor to national and industry-level conversations on sustainability, inclusion, and development.

Strategic Outlook and Future Direction

Scaling Impact Through Structured ESG Integration

As TeamAsia transitions toward a more structured ESG framework, community impact efforts will continue to evolve with a focus on scalability, measurement, and long-term sustainability.

Key priorities moving forward include:

- expanding partnerships to reach more communities nationwide
- strengthening monitoring and evaluation systems to measure long-term impact
- increasing volunteer participation through structured programs and incentives
- integrating ESG principles into all community initiatives and partnerships

TeamAsia’s approach to partnerships and community impact reflects its belief that meaningful change is achieved through collaboration, consistency, and shared purpose. As the organization continues to grow, its commitment to education, community empowerment, and social responsibility remains unwavering. Moving forward, the organization is committed to deepening its impact, scaling its reach, and ensuring that every initiative contributes to a more inclusive, empowered, and sustainable future.

MAKING THINGS HAPPEN:
VISIBILITY WITH IMPACT

2026 Overview



Overview

TeamAsia's 2026 ESG direction focuses on being more intentional about our sustainability efforts. The baseline has been established. It's time to get work on moving our initiatives forward.

Rather than treating ESG as standalone programs, the organization aims to create more connected initiatives that strengthen employee engagement, environmental responsibility, community impact, and accountability across the business. The overall direction for the year is centered on building awareness, encouraging participation, improving systems, and reinforcing TeamAsia's role as a responsible partner to its people, clients, and communities.

Environmental Programs

The Environmental initiatives for 2026 focus on encouraging more sustainable practices across the organization while building stronger awareness around TeamAsia's environmental impact. Programs are designed to promote shared accountability, greener workplace habits, community-based environmental action, and better sustainability measurement across operations and projects.

Explore

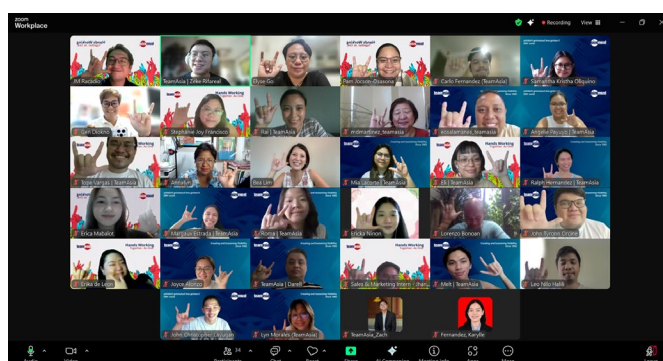
- **Employee Sustainability Initiatives**
Remote work sustainability practices, environmental pledges, sustainability ambassadors, green workplace habits, eco-awareness campaigns
- **Community Environmental Activities**
Tree planting, coastal cleanups, mangrove restoration, NGO partnerships, volunteer-led environmental activities
- **Sustainable Workplace Initiatives**
Waste reduction efforts, recycling programs, paperless systems, reusable materials, energy-saving practices
- **Environmental Reporting & Tracking**
Carbon footprint monitoring, environmental dashboards, sustainability data collection, emissions reporting initiatives
- **Green Learning & Awareness Programs**
Eco-talks, sustainability workshops, environmental education sessions, internal knowledge-sharing initiatives
- **Green Events & Low-Impact Executions**
Sustainable event practices, reduced-impact activations, environmentally conscious production approaches

Social Programs

The Social initiatives for 2026 are centered on strengthening employee well-being, building stronger internal communities, and expanding TeamAsia's social impact efforts. The overall direction focuses on creating a healthier, more inclusive, and more engaged culture while deepening the organization's involvement in meaningful community programs and advocacy initiatives.

Explore

- Employee Wellness & Well-being Programs**
 Mental health initiatives, physical wellness activities, mindfulness sessions, counseling support, wellness partnerships
- Employee Engagement & Culture-Building**
 Happiness surveys, engagement initiatives, bonding activities, company culture programs, employee feedback initiatives
- Volunteerism & Community Impact**
 Volunteer programs, outreach activities, environmental volunteerism, donation drives, social impact participation initiatives
- MDIAS & Education Advocacy Programs**
 My Dream in a Shoebox initiatives, media immersions, storytelling activities, education-focused outreach efforts
- Inclusivity & Diversity Initiatives**
 Pride participation, accessibility partnerships, inclusion workshops, DEI advocacy efforts, inclusive workplace initiatives
- Interest Clubs & Passion Communities**
 Running clubs, sustainability clubs, gaming groups, photography communities, passion-based employee spaces
- Learning & Development Programs**
 Skills-building sessions, employee growth initiatives, leadership development, learning opportunities



Governance Programs

The Governance initiatives for 2026 focus on strengthening accountability, transparency, compliance, and ethical business practices across the organization. These programs aim to strengthen organizational systems, improve reporting and policy frameworks, and ensure that ESG principles are embedded in leadership, partnerships, and everyday decision-making.

Explore

- **Policy & Governance Development**

Corporate sustainability policies, ESG frameworks, governance standards, internal accountability systems

- **Financial Transparency & Reporting Initiatives**

ESG reporting, financial governance improvements, sustainability disclosures, audit and compliance efforts

- **HR & Workplace Governance Programs**

HR policy enhancements, employee conduct standards, ESG-integrated workplace policies, ethical workplace initiatives

- **Incident Reporting & Accountability Systems**

Incident tracking improvements, accountability frameworks, operational reporting systems, issue resolution processes

- **Ethical Business & Partnership Standards**

Ethical client and vendor policies, supplier standards, responsible partnership frameworks, conflict-of-interest guidelines

- **Contract & Compliance Management**

Contract governance systems, legal compliance initiatives, regulatory monitoring, documentation management

- **Cybersecurity & Data Governance Initiatives**

Cybersecurity awareness programs, data privacy initiatives, digital security practices, information governance systems

- **Training & Organizational Awareness**

Ethics training, governance education sessions, compliance awareness initiatives, leadership alignment programs

As TeamAsia continues to evolve, these 2026 ESG programs represent a stronger commitment to building a business that is not only growth-driven but also responsible, inclusive, and sustainable in the long term. Moving forward, the organization aims to continue strengthening how it creates impact across its people, operations, partnerships, and communities while building a culture where responsibility and progress move hand in hand.



MAKING THINGS HAPPEN:
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Data & Appendix

This appendix defines the specific metrics used by TeamAsia to track and manage its Environmental, Social, and Governance (ESG) performance. By establishing clear definitions and data collection protocols, the agency ensures the reliability and comparability of its sustainability reporting over time.

Environmental (E) Metrics Definitions

Focusing on the management of natural resources and operational efficiency.

Metric	Definition	Data Source & Methodology
Energy Consumption	Total electrical energy used by the TeamAsia Headquarters.	Calculated via monthly kilowatt-hour (kWh) readings from utility bills.
GHG Emissions (Scope 2)	Indirect greenhouse gas emissions associated with the purchase of electricity.	Calculated by applying the Department of Energy (DOE) grid emission factor to total kWh consumption.
Water Consumption	Total volume of water used within the office premises for sanitation and maintenance.	Monitored through monthly cubic meter (cu.m) readings from building administration.
Waste Generation	Total weight of solid waste produced by office operations.	Estimated through weekly monitoring of disposal frequency and bin capacity.
Recycling Rate	The percentage of total waste diverted from landfills through recycling.	Tracking the volume of plastic, paper, and metal turned over to recycling partners.
Paper Consumption	The volume of physical paper used for internal and external documentation.	Measured by the number of reams procured and utilized per month.
Sustainable Suppliers	The proportion of the supply chain demonstrating verifiable ESG commitments.	Evaluated through a review of third-party vendor sustainability disclosures and certifications.

Social (S) Metrics Definitions

Focusing on people, workplace culture, and community impact.

Metric	Definition	Data Source & Methodology
Employee Satisfaction	The degree to which employees feel fulfilled and supported in their roles.	Quantified through a 5-point scale in the annual anonymous TeamAsia Happiness Survey.
Employee Engagement	The level of emotional and mental commitment employees have toward the agency's goals.	Derived from specific Gallup-aligned indicators within the internal pulse surveys.
Employee Turnover Rate	The rate at which employees leave the organization over a specific period.	Calculated by dividing the number of employees who left during a period by the average number of employees during that same period, expressed as a percentage.
Training & Development	The investment in enhancing the professional skills and knowledge of the workforce.	Total hours logged for formal training, mentorship, coaching, and external workshops.
Gender Diversity	The representation of different genders across the total workforce and leadership.	Calculated as a percentage based on HR manpower complement records.
Gender Pay Gap	The difference between the average remuneration of male and female employees.	Comparison of median salaries within similar job grades to ensure equitable compensation.
Volunteer Hours	Total time dedicated by employees to company-sanctioned social and environmental causes.	Captured through the eMAH time-tracking system under specific CSR/Volunteer codes.
Donations	The total value of resources directed toward community upliftment.	Includes the sum of cash donations, in-kind contributions, and scholarship funding (e.g., MDIAS).
Client Retention Rate	The percentage of clients who continue their engagement with the agency over a specific period.	Calculated by dividing the number of retained clients at the end of a period by the total number of clients at the beginning of the period, expressed as a percentage. Data is sourced from the agency's CRM and client contract database.

Governance (G) Metrics Definitions

Focusing on ethics, accountability, and regulatory compliance.

Metric	Definition	Data Source & Methodology
Ethics Violations	Confirmed instances of breaches in the Corporate Code of Conduct.	Tracked through formal HR grievances, whistleblower reports, and internal investigations.
Data Privacy Incidents	The number of confirmed personal data breaches or security incidents involving the unauthorized access, loss, or disclosure of personal data.	Tracked through the Data Privacy Officer's (DPO) incident monitoring and verified against Annual Security Incident Reports filed with the National Privacy Commission (NPC).
Cybersecurity Incidents	Attempts or successful breaches of the agency's digital infrastructure.	Monitored through IT security software logs (e.g., BitDefender) and system health checks.
Cybersecurity Investment	Financial investment directed toward maintaining and enhancing the agency's cybersecurity infrastructure, software, and workforce training.	Tracked through annual financial records, including purchase requests and invoices for security software renewals (e.g., antivirus, firewalls) and cybersecurity training programs.
Leadership Diversity	The composition of the Management Committee in terms of gender and expertise.	Demographic breakdown of the executive leadership team.
Ethics Training	Employee exposure to sessions regarding anti-corruption, ethics, and professional conduct.	Measured in total man-hours of completed training modules and policy orientations.
Regulatory Compliance	Adherence to tax filings, labor laws (DOLE), and SEC requirements.	Documented through a centralized compliance calendar and external audit confirmations.

Data Quality Management

To ensure the integrity of these metrics, TeamAsia follows a three-step verification process:

1. **Primary Collection:** Data is gathered at the source (e.g., utility bills, HR logs, IT systems).
2. **Management Review:** Department heads verify the accuracy of departmental inputs monthly.
3. **Internal Audit:** The Finance/Operations team conducts a quarterly reconciliation to ensure data aligns with reported sustainability progress.

