



# Ushering a new era of digital entertainment



2023 INTEGRATED REPORT



# About the cover



DigiPlus' 2023 Integrated Report highlights its strategic transformation to digital entertainment with the vision to be the number one diversified leisure and entertainment hub that provides fun and rewarding experiences to people's lives.

By harnessing the power of cutting-edge technologies, DigiPlus continues to provide innovative and unparalleled experiences through its diversified digital entertainment platforms that cater to various lifestyles and preferences and on-site products to multiply the fun and happiness in people's lives anytime and anywhere.





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## About the report

### Reporting scope

This Integrated Report provides detailed information on the financial, environmental, social and governance (ESG) performance of DigiPlus Interactive Corp. and its subsidiaries from January 2023 to December 2023.

### Reporting standards and frameworks

The 2023 DigiPlus Integrated Report is aligned with the International Integrated Reporting Council (IIRC) Framework which aims to provide information on the value creation process of DigiPlus. The Integrated Reporting framework guides the content structure of this report. DigiPlus also references the Sustainable Accounting Standards Board (SASB) and Global Reporting Initiative (GRI) to disclose sustainability information and metrics that align with our material themes.

### Note on forward-looking statements

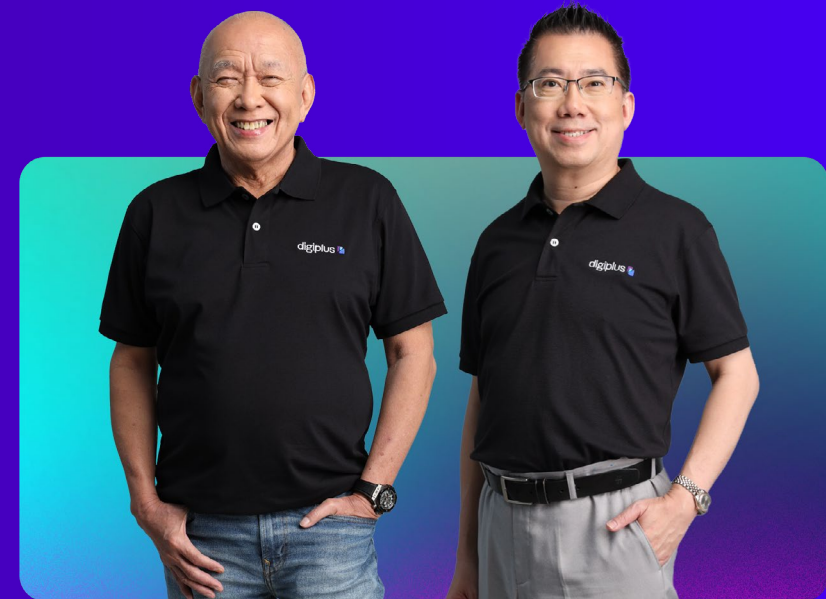
These statements reflect management's beliefs and current information. Actual results may differ from these statements. Factors like economic recovery, spending levels, and consumer confidence can impact results. DigiPlus advises caution when relying on these statements. The company may update statements but does not commit to frequent updates.

### Report feedback

DigiPlus encourages its stakeholders to share their feedback on this report through [investorrelations@digiplus.com.ph](mailto:investorrelations@digiplus.com.ph)



# Message from the Chairman and the President



Chairman **Eusebio Tanco**      President **Andy Tsui**

## Our shareholders and all our stakeholders,

The year 2023 was another banner year for DigiPlus as we continued to execute on our strategic transformation journey to adapt to the evolving landscape, redefine our strategy, and ensure our relevance for the future.

Amid the challenges of the pandemic, we saw an opportunity to make a strategic pivot to capture the tremendous potential of the rapid pace of digital transformation taking place across industries. At the start of 2022, we launched the pioneering BingoPlus digital platform, revolutionizing how Filipinos consume and experience leisure and entertainment.

Through new technologies, innovation, and a deep bench of local and global talents, we are creating game-changing entertainment formats for Filipinos that can be accessed anytime and anywhere.

Since embarking on our transformation journey, we have achieved market leadership in digital entertainment, posting record-growth in our financial performance. In 2023, our net profits surged nearly sixfold to ₱4.1 billion as we continued to attract new users into our platforms, boosted by the launch of new and innovative digital offerings.

The strong performance was driven by the sustained growth of our digital retail segment, boosted by the introduction of new platforms and cost-efficiencies

as the business continues to gain scale. Meanwhile, revenues soared 306 percent to ₱27.3 billion on higher user traffic in BingoPlus and ArenaPlus, lifted by the contribution of new digital offerings. EBITDA, on the other hand, reached ₱4.8 billion, expanding nearly fivefold from the previous year.

As we aim to solidify our leadership in the space, we are developing an ecosystem of digital platforms, unlocking innovative entertainment formats for Filipinos that can be accessed anytime and anywhere.

In 2023, we expanded our digital offerings to tap a broader segment of consumers. We launched ArenaPlus, a digital sportsbook that live streams local and international sporting events, including the Philippine Basketball Association, Philippine Volleyball League, and NBA Playoffs. It was also the official sportsbook partner of the FIBA World Cup held in Manila in September 2023.

As our third platform, we introduced specialty games such as Perya Game, which mirrors the traditional Filipino carnival experience. Through Perya Game, we are bringing carnival games that are well-loved by Filipinos, such as "Color Game" and "Monte" online.

We also introduced BingoPlus Poker, which captures the thrill and fun of well-loved card games in the digital space, and TongitsPlus.

To strengthen our competitive advantage, we continue to harness our platforms' live streaming capabilities to deliver a more interactive, immersive, and enjoyable experience to our users. During the year, we completed our flagship studios equipped with world-class live streaming facilities for our offerings, including BingoPlus and Perya Game.

Since 2022, we have accumulated over 30 million registered users across our digital ecosystem. We intend to optimize user engagement and retention by providing tailored experiences. We have set up a Big Data and Analytics team to enable us to better understand and predict user behavior and categorize users through personalization.

To diversify our product portfolio, we are introducing non-gaming entertainment content into our platforms to attract a wider user base. We have launched a new Reels feature, showcasing short movie clips to help increase traffic and retention into our platforms. We expect to expand our non-gaming content in the coming months.

In step with the growth of the business, we aim to deliver maximum value to our shareholders. In 2023, the Board established the company's dividend policy with a payout rate of 20 percent to 30 percent of the previous year's core net income. In March this year, DigiPlus





paid a cash dividend amounting to 18 centavos per share, representing 20 percent of our net income in 2023.

The equities market has started to reward us for these achievements, with DigiPlus becoming one of the best performing stocks in the Philippine Stock Exchange in recent time. Our market capitalization has soared over 500 percent to over ₱60 billion from a year ago.

Our efforts have likewise been recognized by various international institutions. DigiPlus was one of the 38 Philippine companies that made it to the inaugural Fortune Southeast Asia 500. In addition, we have earned multiple accolades for innovation and technology, corporate social responsibility, and sustainability from various international award-giving bodies.

As we continue to carry out our transformation agenda, we aim to align who we are now and what we are set out to do with our brand identity. Together with our partners from Landor, a world-leading brand specialist firm, we underwent a corporate rebranding exercise to redefine our brand strategy and visual identity, aiming to transform the meaning of "Plus" in our brand name into the brand idea of "Multiply the fun." This shift in perspective sets the foundation for an exciting and

transformative path ahead for DigiPlus as a pioneer and industry game-changer, leading the way in harnessing the power of technologies to ignite new opportunities towards sustained growth.

Going forward, we are positive about the prospects for digital entertainment and aim to cement our leadership in the space. Digital gaming is the fastest-growing segment in the Philippine gaming industry, and is expected to contribute 18 percent of total gross gaming revenues in 2024. Further, structural changes are encouraging greater participation in digital gaming with the rationalization of PAGCOR share for E-Games.

On the consumer front, the country's internet connectivity continues to improve, with smartphone penetration expected to reach 97 percent by 2029 from the current 80 percent. Internet penetration, on the other hand, is seen to reach 78 percent by 2029 from the current 62 percent.

Having established an early-mover advantage, we have accumulated a strong user base across our digital platforms, complemented by over 130 physical sites spread out across the country.

We believe that DigiPlus is poised to dominate the flourishing Philippine digital entertainment industry.



This shift in perspective sets the foundation for an exciting and transformative path ahead for DigiPlus as a pioneer and industry gamechanger, leading the way in harnessing the power of technologies to ignite new opportunities towards sustained growth.

We remain steadfast in adhering to the highest standards of environmental, social, and governance practices. In 2023, we formed a new Sustainability team and developed the Company's Sustainability Framework to align ourselves with global standards. This year, we published our first Integrated Report, which follows the reporting frameworks widely recognized globally.

Finally, we remain committed to creating a positive impact on our communities and the environment. For 2024, we raised our budget allocation for corporate social responsibility efforts under BingoPlus Foundation to over ₱100 million, a fivefold increase from the previous year.

We take pride in BingoPlus Foundation and how it provides concrete support to Filipinos and contributes to the country's socio-economic goals.

We intend to go the extra mile to strategically offer the best possible support and assistance to Filipinos through our four pillars of advocacy.

First, Technology Education, focused on empowering the next generation of Filipino talents in the technology industry. Second, Accessible Healthcare, aimed at making basic healthcare accessible to communities. Third, Community Safety



In all the milestones we have achieved at DigiPlus, we are committed to driving innovation and contributing to the country's economic growth and social development.

and Resiliency, centered on addressing communities' pressing needs, including disaster relief and emergency support. Finally, Responsible Digitalization, focused on creating a safer online environment for Filipinos, including responsible gaming.

In closing, in all the milestones we have achieved, at DigiPlus, we are committed to driving innovation and contributing

to the country's economic growth and social development. In 2023, DigiPlus paid ₱13.1 billion in taxes to the Philippine government. We provided jobs to over 2,000 employees in different parts of the country.

As a final word, we thank our Board of Directors for its guidance, our management team and all our employees for the outstanding work that they have done at DigiPlus, our shareholders, business partners, and all our stakeholders for their continued trust and support.

**EUSEBIO H. TANCO**  
Chairman

**ANDY TSUI**  
President




# 2023 at a glance

## Operational highlights



Solid digital footprint with over **30 million registered users** across its digital ecosystem

Over **1,000 games** on offer across all entertainment platforms


Robust offline presence with **134 physical sites** across the Philippines




**BingoPlus** is the leading digital bingo platform and ranks in the top 3 most downloaded apps in the country, offering the game to bingo-loving Filipinos live streamed anytime and anywhere.

DigiPlus offers a variety of specialty game products involving colors, numbers, and cards traditionally well-loved by Filipinos in digital format.



**ArenaPlus** offers betting services for a variety of sports, both locally and internationally, including professional basketball, volleyball, and football.




**Tongits+** brings the fun and excitement of the well-loved Filipino casual card game online.

## Financial highlights

DigiPlus' 2023 performance was driven by higher user traffic on its flagship bingo platform, BingoPlus and sportsbook ArenaPlus, lifted by the contribution of new digital offerings.


Revenues



₱27.3B

+306% year-on-year


EBITDA



₱4.8B

+475% year-on-year

Net Income



₱4.1B

+596% year-on-year



# Sustainability and ESG highlights

## Environmental responsibility and energy management



Electricity consumption =  
12,252,404.96 Kwh  
equivalent to 8,746.13 MTCO2e of  
Scope 2 emissions

## Responsible gaming



Over ₱100 million allocated for BingoPlus Foundation, close to a 500% increase from the previous year

Pioneering advocacy campaign on Responsible Gaming to educate and protect players

₱20 million spent on community programs and projects in 2023

► 10 scholars  
through the iAcademy FutureSmart Scholarship Program

► 7,000 families  
reached through Paskong BingoPlus

## Digital and data security



0 breaches  
in Cybersecurity and Data Privacy

## Employees and workplace

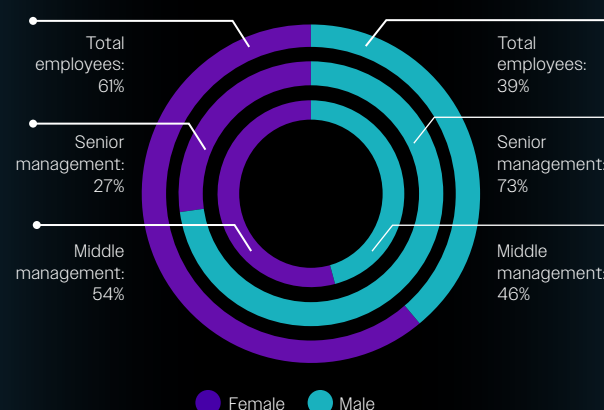


Total employees  
2,045

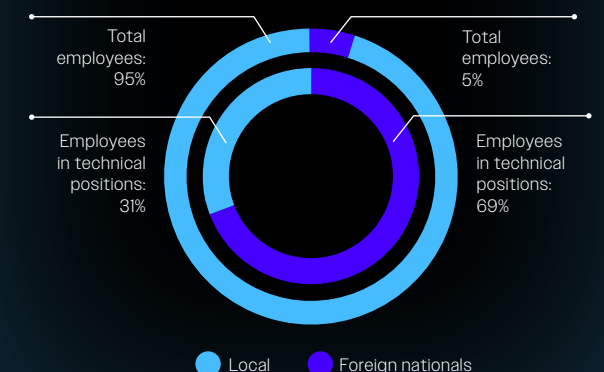
New hires  
835

Employee turnover  
549

### Gender representation



### Local and foreign employees



# Awards and recognitions



**FORTUNE**

Inaugural Fortune Southeast Asia 500 (2024)



**SIGMA**  
ASIA

Best Sportsbook Operator, ArenaPlus (2024)



**DigiPlus Interactive Corp.**

3G Best Social Responsibility Campaign Award 2023

3G Leadership in Corporate Governance Award 2023



3G Best Social Responsibility Campaign Award (2023, 2024)

Excellence in ESG (2024)

3G Championship in Corporate Governance Awardee (2023)



**THE ASIAN**  
**BUSINESS**  
REVIEW

Philippines Technology Excellence Award for Startup - Media and Entertainment (2023)

Philippines Innovator of the Year (2023)



04



## OUR BUSINESS AND VALUE CREATION

DIGIPLUS

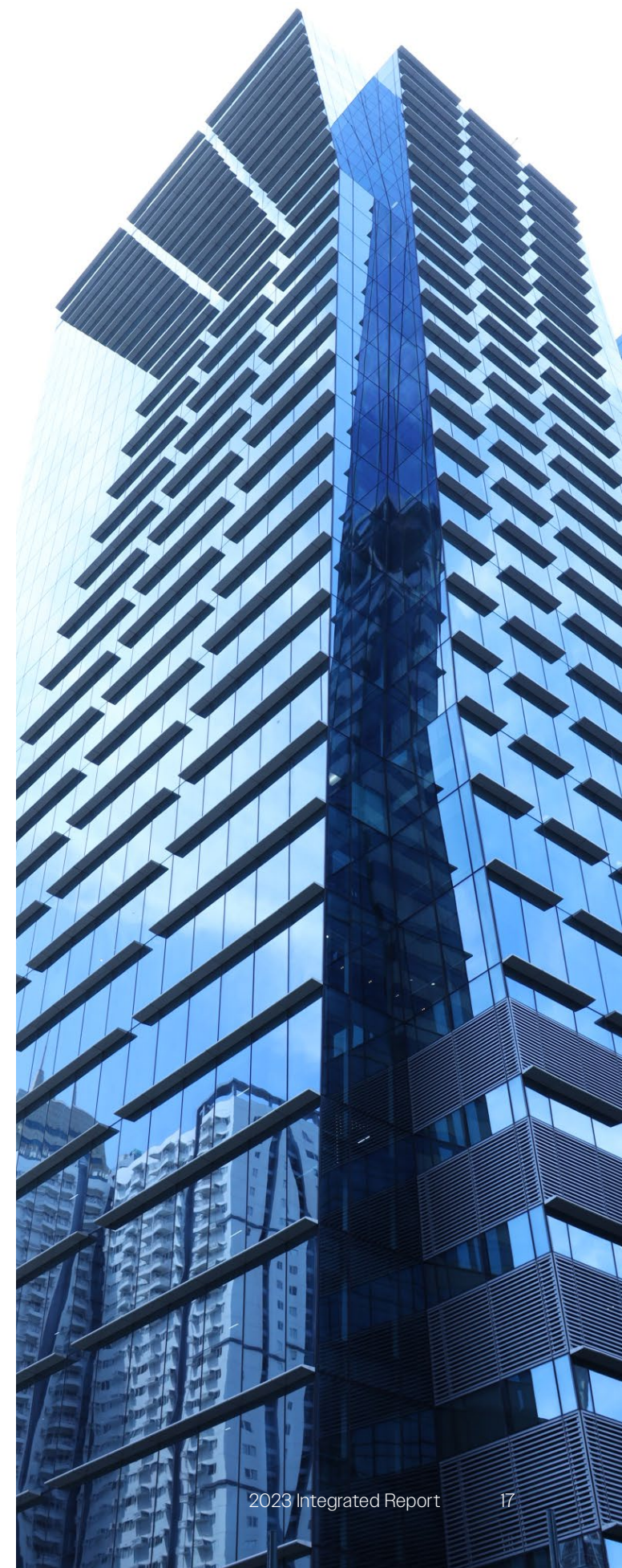
## Company overview

At the start of 2022, DigiPlus embarked on a strategic transformation to capture the tremendous opportunity around digital entertainment. During the pandemic, bingo sites were temporarily closed down due to quarantine restrictions. This presented an opportunity for DigiPlus to pivot into the digital entertainment market by bringing bingo, a well-loved social game among Filipinos, live online through the launch of the BingoPlus platform. Its cutting-edge technology, including live streaming capabilities, and deep bench of experts from the technology and entertainment industries, revolutionized digital entertainment in the country. The robust performance of BingoPlus drove the astounding turnaround of DigiPlus in 2022.

In February 2023, DigiPlus launched another platform, ArenaPlus. ArenaPlus is a digital sportsbook that also live streams local and international sporting events, such as the NBA Playoffs. Duly licensed by PAGCOR, ArenaPlus has become the official sportsbook partner for both local and international sporting franchises like the Philippine Basketball Association, the Philippine Volleyball League, and the FIBA World Cup.

Throughout its strong growth, DigiPlus continues to innovate and diversify its digital entertainment portfolio with the launch of specialty games that cater to a variety of demographics and lifestyle preferences. Perya Game, launched in December 2023, is a local leisure and entertainment game platform with a nod to traditional Filipino carnivals. BingoPlus Poker is an all-in-one card app that offers a range of card games that can be enjoyed by both casual and more experienced players. Tongits+ brings the fun of playing the well-loved Filipino casual card game online.

With over 30 million registered users across various platforms, the DigiPlus ecosystem has become part of the Filipino lifestyle. Utilizing cutting-edge technologies and a deep bench of experts from the technology, research and development, and gaming operations spaces, DigiPlus is well-positioned to be the number one diversified leisure and entertainment hub that provides fun and rewarding experiences to Filipino's lives.





# DigiPlus leads digital entertainment in the country, revamps look and offerings to multiply the fun for Filipino people

DigiPlus Interactive Corporation (DigiPlus)—one of the fastest-growing digital entertainment companies in the Philippines—is all set to multiply the fun as it revamps its look and offerings to unlock new forms of entertainment for Filipinos, including new platforms catering to various demographics and lifestyle preferences.

Multiply The Fun  
Multiply The Fun  
Multiply The Fun  
BRAND IDEA  
Multiply The Fun  
Multiply The Fun  
Multiply The Fun  
Multiply The Fun



## Vision and brand beliefs

With its vision to be the number one diversified leisure and entertainment hub that provides fun and rewarding experiences to people's lives, DigiPlus is committed to do "more" to harness the power of technologies to not only enable the company to ignite new business opportunities but also propel it towards sustained growth.

### More Immersive

Experiences that maximize users' delight & enjoyment within captivating ecosystems.

### More Possibilities

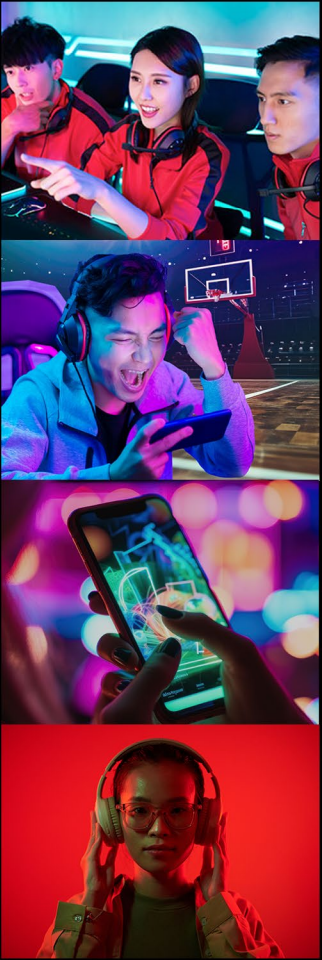
Technology unlocking boundless new forms and multi-dimensional entertainment experiences.

### More Connection

Bringing people, cultures and communities together, empowering dynamic partnerships and collaboration.

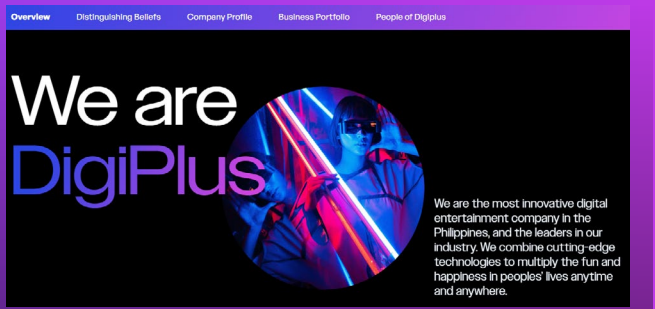
### More Open & Inclusive

Diverse talent & experiences coming together to do great things.





To embark on this brand transformation journey, DigiPlus partnered with Landor, a world-leading brand specialist and part of the WPP GROUP, to redefine the brand strategy and visual identity, aiming to transform the meaning of "Plus" in the brand name into the brand idea of "Multiply the fun." This shift in perspective sets the foundation for an exciting and transformative path ahead. DigiPlus is now positioned as a pioneering game-changer within the industry, leading the way in reimagining new and wonderful possibilities.



As seen on its revamped website, [digiplus.com.ph](https://digiplus.com.ph), DigiPlus' new corporate identity draws inspiration from the emotions evoked by entertainment, portraying DigiPlus as a portal to a world of possibilities through its immersive experiences.

The result is a vibrant wheel of vivid colors that embodies the idea of "Multiply the fun."

## A symbol of innovation and transformation


The unique brand symbols of DigiPlus represents the spirit of bringing things together. "The intention is to ignite the brand, captivating and engaging the audience by evoking emotions tied to entertainment in a dynamic and exhilarating experience." Damian Arce, Creative Director of Landor, expressed the aspiration to create a brand that is designed to transform.

DigiPlus' new look is rooted in its new brand purpose: to reimagine the wonderful new possibilities when we bring things together.

The new DigiPlus logo features interlocking shapes brought together by an intersection - two simple pieces that create something new to showcase the essence of DigiPlus.

Our logo is a combined symbol that unleashes the potential of creativity. By playing around with simple elements, we unlock a world of limitless fun.

interlocking shapes brought together by an intersection - two simple pieces that create something new to showcase the essence of DigiPlus.



DigiPlus icon a younger, tech-forward look that fits the company's position as a leader in digital entertainment.

new tagline translates to multiple ways that the brand impacts its stakeholders.





# 2023 Business and financial highlights

Revenues	<b>₱27.3 billion</b> +306% year-on-year
EBITDA	<b>₱4.8 billion</b> +475% year-on-year
Net income	<b>₱4.1 billion</b> +596% year-on-year

In 2023, DigiPlus' net income surged 596% to ₱4.1 billion from ₱686.8 million recorded in 2022. Revenues in 2023 soared 306% to ₱27.3 billion from ₱8.91 billion on higher user traffic in its flagship bingo platform, BingoPlus and sportsbook, ArenaPlus. EBITDA, on the other hand, reached ₱4.8 billion from ₱1.007 billion, expanding nearly fivefold from the previous year.

DigiPlus also strengthened its balance sheet, providing ample capacity to service its obligations and fund future investments. Total assets grew 42% or an increase of ₱8.8 billion to ₱29.7 billion. The growth was attributed to an increase in cash, receivables, investment properties, property and equipment, and other assets. Cash and cash equivalents also increased to ₱4.3 billion or 214%, mainly due to cash received from the issuance of shares, net of payments of loans and due to the positive results of operations on launching of BingoPlus and ArenaPlus.

In August 2023, the DigiPlus board approved a dividend policy of 20-30% of the previous year's audited consolidated core net income. In April 2024, DigiPlus distributed cash dividends amounting to ₱0.18 per outstanding common share.



Shares of DigiPlus also surged 232% in 2023, becoming the best-performing stock on the Philippine Stock Exchange (PSE). In March 2024, DigiPlus was added to the benchmark FTSE Global Equity Index Series (Micro Cap). This Index offers comprehensive coverage of the global equity market, providing investors with valuable insights and benchmarks to assess investment opportunities.



# digiplus Product portfolio

## Retail bingo



BingoPlus is the Philippines' first interactive live streaming digital bingo platform that continues to bring fun and excitement to bingo-loving Filipinos nationwide. From its launch in January 2022 as the first online bingo app in the country, it has expanded into a platform offering various forms of entertainment for Filipinos.

To bring variety to the platform, BingoPlus also offers over 1,000 electronic games on its platform. Games offered range from e-bingo, card games, live color games, carnival games, and slot games. In December 2023, the Reels feature was launched, which allows users to watch exclusive short dramas on the app. Moving forward, BingoPlus will continue to grow its in-app content to offer various entertainment options for users.

In 2023, BingoPlus continued to seamlessly integrate its online and offline customer experience. Aside from 24/7 live streaming, its cutting-edge information technology infrastructure is complemented by its 134 physical sites spread out across the Philippines.

BingoPlus also continues to strengthen its brand equity and reach through various partnerships and aggressive marketing campaigns across traditional and online media.

### Highlights

- Launched in January 2022, BingoPlus is the leading digital bingo platform in the country
- Flagship entertainment platform with over 1,000 games, live streaming, and media streaming
- Cutting-edge IT infrastructure complemented by over 130 physical sites nationwide
- Built a live streaming studio with world-class digital streaming capabilities in 2023

## Sportsbook



Launched in February 2023, ArenaPlus is an online sports betting platform focused on making local and international sports more accessible to Filipinos. ArenaPlus provides its services through its website and mobile app, ensuring convenience to its users as they avail of the live sports event streaming and remote gaming system to place and transact any type of sports bet.

ArenaPlus has been developed to provide the latest scores and results from a wide range of games worldwide, including basketball, baseball, soccer, volleyball, boxing, and many more. The platform's security also adds a layer of confidence that allows players to freely enjoy the app.

Beyond providing entertainment to Filipinos, ArenaPlus partners with local sports organizations to bring more recognition to Philippine athletes and niche sports. These partnerships have connected the brand to the FIBA World Cup, GILAS Pilipinas, Philippine Basketball Association (PBA), Philippine Volleyball League (PVL), Spikers Turf League (STL), Maharlika Basketball League (MPBL), and East Asia Super League (EASL). In addition, it has provided support for numerous games throughout the country, expanding the reach and relevance of these sports to Filipinos nationwide.

### Highlights

- Launched in February 2023, ArenaPlus is the country's premiere sports betting brand
- Live streaming of local and international sporting events, including NBA Playoffs
- Official sportsbook partner for both local and international sporting franchises such as the FIBA World Cup, PBA, PVL, and STL
- Brand endorsement deals with NBA Guard Jordan Clarkson, PBA Star Scottie Thompson, and Olympians Eumir Marcial and Carlos Yulo

## Specialty games



DigiPlus continues to diversify its digital entertainment portfolio by introducing innovative and exciting product offerings that cater to a variety of demographics and lifestyle preferences.

### Perya Game

Launched in December 2023, Perya Game is a local leisure and entertainment game platform with a nod to traditional Filipino carnivals. Games that attract a crowd of onlookers, such as "Color Games," "Pusoy," "Lucky 9," and "Tongits" have been among the most popular through the years. DigiPlus brings these games online via the Perya Game platform.



## Card games



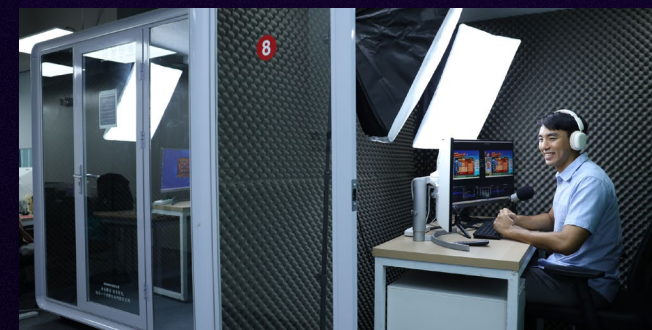
DigiPlus offers a range of card games that can be enjoyed by both casual and more experienced players.

### BingoPlus Poker

BingoPlus Poker is an all-in-one entertainment platform that offers a range of card games that can be enjoyed by both casual and more experienced players. BingoPlus Poker houses various games that players can enjoy, like Tongits, Lucky 9, Pusoy, and many more. The platform offers real-time player versus player games that deliver an immersive gaming experience anytime, anywhere. Players can try their luck and place bets by playing online through its website, gamefun.ph.

### Tongits+

Tongits+ brings the fun and excitement of the well-loved Filipino casual card game online by playing against other players and redeeming rewards.





# External environment

The Philippine gaming industry has grown over the past few years. Reports from the Philippine Amusement and Gaming Corporation (PAGCOR) show that the industry's gross gaming revenue (GGR) in 2023 reached ₱285.3B, a 33% jump from 2022. The E-Games sector is the fastest growing segment in the gaming industry and is expected to contribute ₱61.8 billion, or 18% of total GGR, by 2024. PAGCOR is encouraging more participation by reducing tax rates for E-Games and narrowing the range from 15%-50% to 15%-30% by 2025. It also forecasts E-Games to contribute more revenues in the coming years as technology continues to be integrated into the gaming industry.

DigiPlus is poised to dominate the flourishing Philippine digital entertainment industry. With its strong user base across its digital platforms and over 130 physical sites nationwide, DigiPlus continues to utilize its cutting-edge technology, research and development, and operational infrastructure to create fun, rewarding, and exciting experiences for its users.

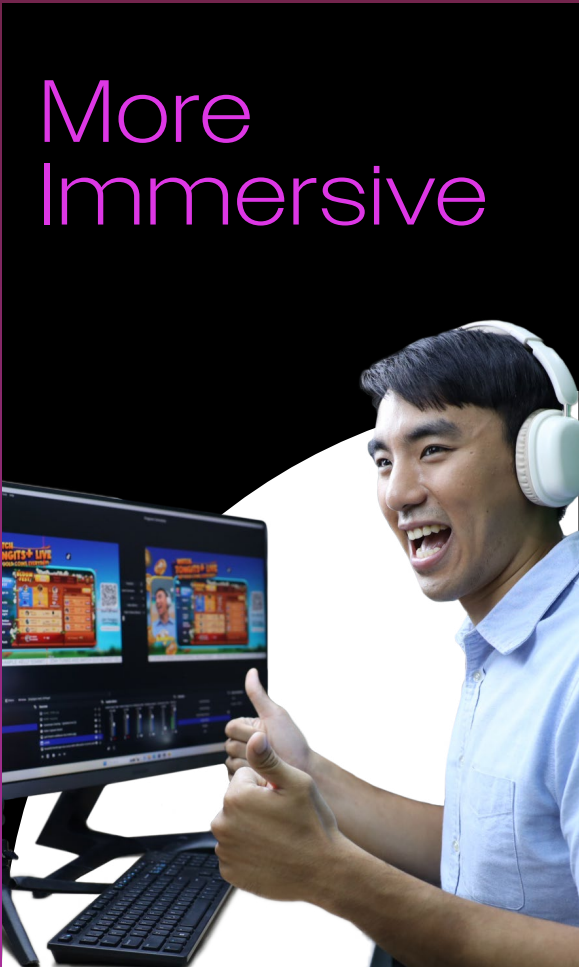
# Strategy



To cement its leadership in digital entertainment, DigiPlus will continue to offer new and innovative gaming products, leveraging its technological expertise and digital infrastructure. The success of the BingoPlus platform has placed DigiPlus at the forefront of the digital gaming market. Diversifying its product offerings will create new sources of revenue and growth. Diversification will also broaden its target market and allow DigiPlus to cater to new demographics and lifestyle preferences.



DigiPlus will invest in creating a seamless and tailored customer experience across its digital ecosystem in order to optimize user engagement and increase user retention. Building its user base requires understanding the preferences of customers. To address this, DigiPlus will continue to utilize big data technologies to understand and predict user behavior and segment users through personalized experiences and product offerings.



DigiPlus' platforms feature live streaming and interactive capabilities as its unique value proposition. To further diversify its user base and attract a mass market audience to its platforms, DigiPlus has introduced social games, which offer fun and enjoyment without wagering real money. Moreover, it has introduced non-gaming entertainment content such as Reels, which features short films in BingoPlus, and live streaming of sports games in ArenaPlus. These features further diversify DigiPlus' product offerings and expand user engagement and retention.



# Value creation model

DigiPlus' value creation is driven by its vision to be the number one diversified leisure and entertainment hub that provides fun and rewarding experiences to people's lives.

## INPUT

### Financial

Strong balance sheet enables investment in product development, technology innovation, and business expansion

### Manufactured

Technology infrastructure complemented by strong distribution network of physical sites

### Intellectual

World-class technology infrastructure and a deep bench of local and international experts

### Human

Dedicated workforce that enables the execution of corporate strategy

### Social and relationship

Building relationships with key stakeholders to deliver unparalleled customer experiences, maximize shareholder value, and create positive impact on communities

### Natural

Integrate sustainability practices in operations and mitigate energy-related impacts and risks

## BUSINESS MODEL

**digiplus**

**BINGO PLUS**

**ARENA PLUS**

**PERYAGAME**

**BINGO PLUS POKER**

**Tongits**

### Digital entertainment

Constantly innovating to revolutionize entertainment in the Philippines, ensuring its offerings deliver unparalleled experience, create more opportunities for the industry, and contribute to the country's socio-economic agenda.

### Product development and technology

Leveraging technological advancements and a deep bench of local and global experts from technology, research and developments to unlock new business opportunities and create a diversified portfolio of entertainment products.

### Seamless customer experience

Investing in creating a seamless and tailored customer experience across its digital ecosystem in order to optimize user engagement and increase user retention. Through big data technology, DigiPlus delivers new and evolving products that cater to a variety of demographics and lifestyle preferences.

## OUTPUT AND OUTCOME

### Financial

- ▶ **₱27.3B** in revenues (306% growth, year-on-year)
- ▶ **₱4.8B** EBITDA (475% growth, year-on-year)
- ▶ **₱4.1B** in Net Income (596% growth, year-on-year)
- ▶ **₱35.3B** in Market Capitalization (257% growth, year-on-year)
- ▶ **₱4.3B** in Cash and equivalents (214% growth, year-on-year)
- ▶ D/E Ratio at **0.57** in 2023 vs 0.61 in 2022
- ▶ Cash dividend of **₱0.18** per outstanding common share

### Manufactured

- ▶ Investing in seamless customer experience in both online and offline entertainment platforms
- ▶ **134** physical sites nationwide
- ▶ Technology infrastructure composed of physical and cloud-based data centers

### Intellectual

- ▶ Diversified digital entertainment portfolio catering to a variety of demographics and lifestyle preferences
- ▶ Over **1,000 games** offered across all entertainment platforms
- ▶ World-class technology infrastructure enabling livestreaming capability
- ▶ Over **30 million** registered users across its digital ecosystem
- ▶ PH Technology Excellence Award for Startup - Media & Entertainment at the Asian Technology Excellence Awards 2023
- ▶ Philippines Innovator of the Year - Media & Entertainment Category

### Human

- ▶ Total workforce of over **2,000 employees** across online and offline operations
  - ▶ Over **800** new employees hired in 2023
  - ▶ **61%** female workforce
  - ▶ **27%** female in senior leadership positions
  - ▶ **5%** foreign nationals
- ▶ Over **₱900M** spent in employee wages and benefits

### Social and relationship

- ▶ **₱13B** paid in taxes
- ▶ 3G Championship in Corporate Governance Awardee
- ▶ 3G Best Social Responsibility Campaign Award
- ▶ 4 CSR Pillars: Technology Education, Accessible Healthcare, Community Resilience, Responsible Digitalization
  - ▶ **₱100M** allocated for BingoPlus Foundation
  - ▶ Pioneering advocacy campaign on Responsible Gaming
  - ▶ **10 FutureSmart scholars** with IAcademy





### Natural




- ▶ **12.3M kWh** of electricity consumed
  - ▶ **~8,700 MTCO2e** Scope 2 emissions

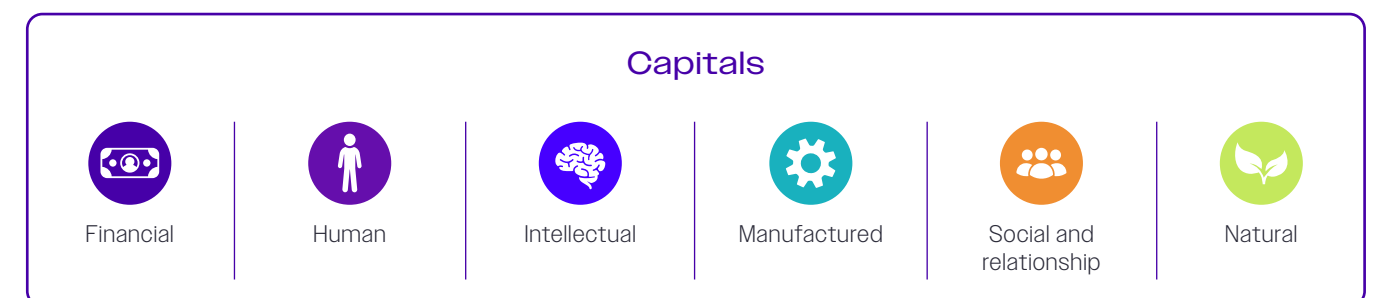




# Stakeholder engagement

Stakeholder	Key concerns	Method of engagement
 Shareholders and investors	<ul style="list-style-type: none"> <li>Financial and operational performance</li> <li>Corporate strategy</li> <li>Regulatory environment</li> <li>Competitive environment</li> <li>ESG performance</li> </ul>	<ul style="list-style-type: none"> <li>One-on-one and group in-person meetings</li> <li>Emails</li> <li>Video conference calls</li> <li>Investor conferences and non-deal roadshows</li> <li>Quarterly earnings releases</li> <li>Site and studio tours</li> <li>Company website</li> </ul>
 Employees	<ul style="list-style-type: none"> <li>Job security</li> <li>Professional growth and development</li> <li>Compensation and benefits</li> <li>Overall well-being</li> </ul>	<ul style="list-style-type: none"> <li>Employee training and development programs</li> <li>Direct employee engagement channels</li> <li>Employee recognition programs</li> <li>Company-wide events and celebrations</li> </ul>
 Customers	<ul style="list-style-type: none"> <li>Delivery of world-class entertainment products</li> <li>Data protection and privacy</li> <li>Customer service and experience</li> </ul>	<ul style="list-style-type: none"> <li>Digital entertainment platforms</li> <li>134 physical sites</li> <li>Dedicated customer relations team</li> <li>Company website and social media platforms</li> </ul>
 Local community	<ul style="list-style-type: none"> <li>Local economic development</li> <li>Management of environmental and social impacts</li> </ul>	<ul style="list-style-type: none"> <li>Employment opportunities</li> <li>Dialogue and meetings</li> <li>Partnership in national and local programs and initiatives</li> <li>Implementation of CSR through BingoPlus Foundation</li> </ul>

Stakeholder	Key concerns	Method of engagement
 Regulators	<ul style="list-style-type: none"> <li>Compliance with regulatory requirements</li> <li>Payment of taxes and other remittances</li> <li>Support for government programs</li> </ul>	<ul style="list-style-type: none"> <li>Dialogue and meetings</li> <li>Participation in government consultations</li> <li>Partnership in national and local government initiatives</li> <li>Company disclosures</li> </ul>
 Media	<ul style="list-style-type: none"> <li>Timely and accurate news on the company</li> <li>Transparency</li> </ul>	<ul style="list-style-type: none"> <li>News seeding</li> <li>Press conferences</li> <li>Media engagements and partnerships</li> <li>Company website and social media platforms</li> </ul>
 Business partners and service providers	<ul style="list-style-type: none"> <li>Financial and operational performance</li> <li>Long-term and mutually beneficial partnership</li> <li>Efficient procurement system and prompt payment</li> </ul>	<ul style="list-style-type: none"> <li>Direct contact and small group meetings</li> <li>Accreditation Program</li> </ul>





05



# SUSTAINABILITY AT DIGIPLUS

DIGIPLUS



## Sustainability framework

### Materiality process

As DigiPlus undertook its digital transformation, it was necessary to further understand what sustainability means for the Company. To accomplish this, DigiPlus employed a three-step process to define its sustainability thrust and create a framework that visualizes its ESG focus. The process involved the following:



The benchmarking exercise involved evaluating DigiPlus' progress with that of comparable listed companies.

#### Process

Benchmarking criteria were based on the following key areas: economic impact and business, governance structure, users or customers, employees' welfare, and the environment.

#### Outcome

The benchmarking exercise revealed that while DigiPlus is still at the start of its sustainability journey, it is on track to go beyond compliance through efforts such as firming up its material topics and aligning with global sustainability reporting frameworks such as the Global Reporting Index (GRI), Sustainability Accounting Standard (SASB), and the Integrated Reporting (IR) Framework.

Participants who were interviewed for stakeholder engagement included internal and external stakeholders.

#### Process

The list of interview questions used in the stakeholder engagement sessions was based on a review of the Company's assets, sustainability reports, and the results of its industry benchmarking exercise, presenting an initial list of material topics.

#### Outcome

DigiPlus determined its key issues through stakeholder engagement and identified its material environmental, social, and governance themes. The engagement allowed the Company to review its risk approach, regulatory compliance, opportunities for innovation, employee management, and community relationships.

#### Process

DigiPlus referenced the GRI Standards to prepare its list of material topics. The Company also considered the results of its stakeholder engagement sessions. DigiPlus then conducted several workshops with its senior management to narrow down the list of material topics.

#### Outcome

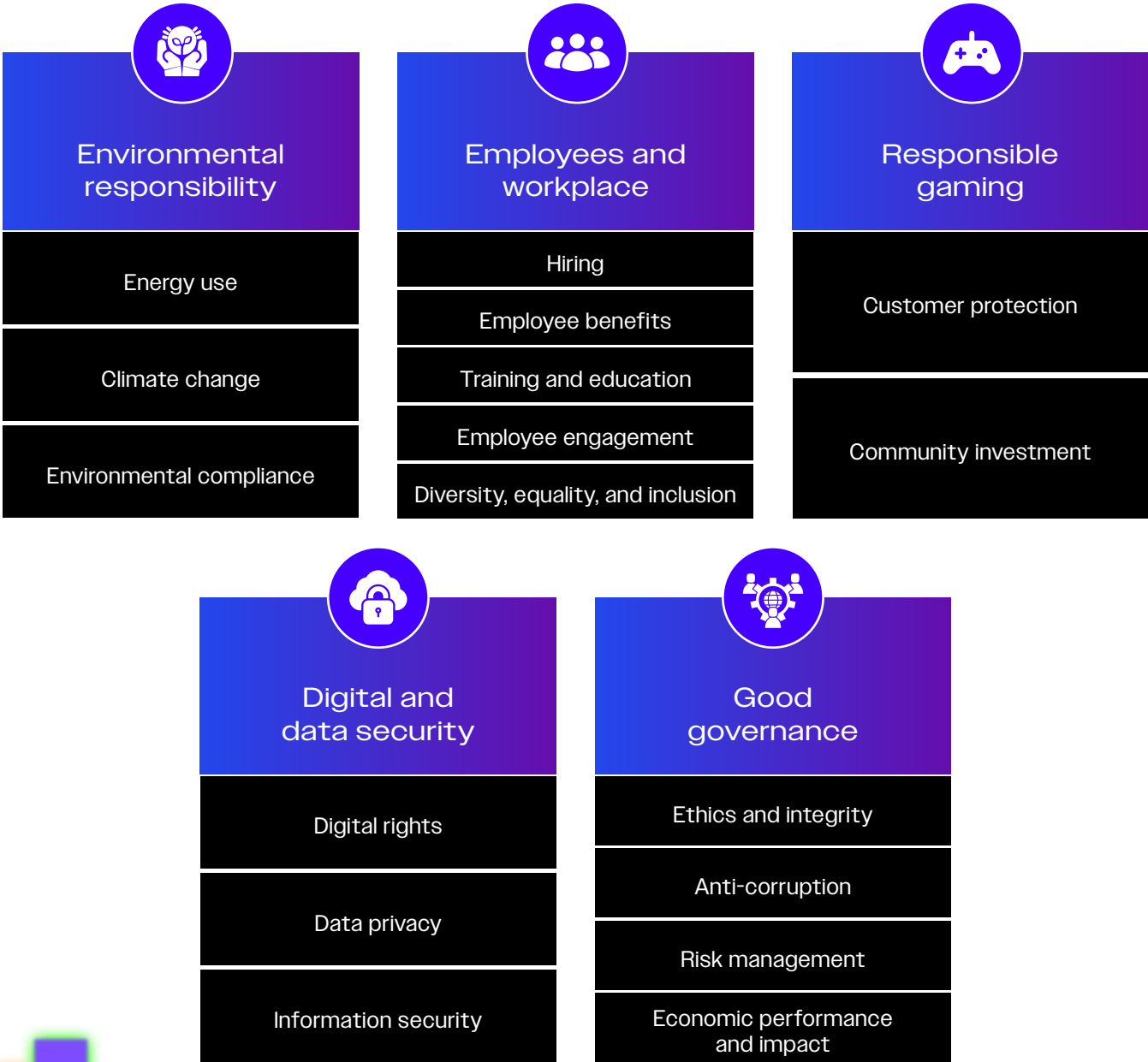
After considering all the gathered inputs, the following were identified as priority sustainability themes: Environmental Responsibility, Employees and Workplace, Responsible Gaming, Digital and Data Security, and Good Governance. DigiPlus also listed 17 material topics which can be viewed in the [Key Material Issues](#) section.



Key material issues

The list of key ESG issues for DigiPlus was mapped and evaluated in three subsequent workshops with the senior management team. During these workshops, participants discussed the issues in terms of their relevance, urgency, and importance to the business and stakeholders.

In 2023, 17 material topics were identified. These issues were then grouped according to the appropriate sustainability pillar.



The sustainability framework of DigiPlus reflects current trends, best practices, the organization's capabilities, and the aspirations of its leadership. It is comprised of five pillars: Environmental Responsibility, Employees and Workplace, Responsible Gaming, Digital and Data Security, and Good Governance.



Good governance and leadership practices that encourage transparency, accountability, and responsibility are the foundation of DigiPlus' business and sustainability performance. It provides much-needed guidance and anchors the Company to its commitments in the areas of environmental responsibility, workplace management, responsible gaming, and digital safety.





# Environmental performance

DigiPlus is committed to protecting the environment and operating using sustainable practices. In 2023, DigiPlus did not have any violations related to environmental regulations in the operation of its business. Each member of the Company, from Board members to employees, is committed to ensuring that their interactions with the environment are progressive and support sustainable development.

12,252,404.96 Kwh

Equivalent to 8,746.13 MTCO2e of Scope 2 emissions

The main sources of electricity that DigiPlus utilizes come from the grid via distribution units such as Meralco and local electric cooperatives.

The digital infrastructure of DigiPlus relies on data centers to store and process data, which consumes a significant amount of energy. In addition, the Company's operating sites rely on electricity to power the entertainment products it provides for its customers. Ensuring a stable and secure energy supply is necessary to maintain uninterrupted operations alongside the threat of power outages across the country and volatile energy costs.

As DigiPlus continues its sustainability journey, the Company plans to improve its approach to energy management. DigiPlus may conduct a full greenhouse gas (GHG) accounting, explore climate scenario analysis in line with Securities and Exchange Commission (SEC) Guidelines and International Financial Reporting Standards (IFRS), and conduct an energy audit to improve energy efficiency and identify opportunities for renewable energy sourcing.



# Social performance

The social aspect of DigiPlus' sustainability thrust covers topics such as digital and data security, responsible gaming, and employee and workplace engagement. It is focused on the Company's customers, employees, and the local community.

## Customers

Customers are essential for DigiPlus' growth and development. It is therefore crucial for the Company to build strong relationships and protect its customers' data and privacy to maintain long-term sustainability.

## Data privacy and cybersecurity

No. of data or cybersecurity breaches in 2023

DigiPlus aims to ensure a positive digital experience for its customers through robust data privacy and cybersecurity measures. Properly implementing these measures has a direct impact on customer satisfaction, brand reputation, and regulatory compliance.

### Data privacy

The DigiPlus Data Privacy Manual serves as a guide for handling personal and sensitive information. The manual's policies apply to all of DigiPlus' offices, branches, subsidiaries, and affiliates. Its implementation also ensures that the Company complies with the Data Privacy Act of 2012, the Implementing Rules and Regulations of the Act, and other relevant policies of the National Privacy Commission.

Digiplus is responsible for collecting, using, disclosing, disposing of, and storing personal information. Thus, it is essential for the Company to have an established process for reporting data breaches. In the event of a breach, DigiPlus' policy is to notify the National Privacy Commission and concerned customers within 72 hours. DigiPlus is also required to update the affected parties about the progress and resolution of the complaint within seven days.

No reportable data breaches were documented in 2023.

## Strengthening data security

DigiPlus further bolsters its data security by conducting Privacy Impact Assessments (PIA) for all of its processing systems involving personal data. PIAs are carried out for new and existing programs, projects, procedures, measures, or technology products affecting personal data processing.





## Cybersecurity

DigiPlus implements the Information Security Policy, which is a proactive approach in enhancing its information security protocols and compliance with relevant data security regulations. This policy outlines specific guidelines for safeguarding the confidentiality, integrity, and accessibility of the Company's information assets and technological infrastructure.

DigiPlus' information security policy is based on multiple information security frameworks and standards, including ISO 27001, the National Institute of Standards and Technology Cybersecurity Framework, and the 18 Critical Security Controls.

In 2023, our cybersecurity defenses remained strong, with no successful breaches reported.

Moving forward, the Information Security Department (ISD) is developing a Security Education, Training, and Awareness (SETA) Program to strengthen the Company's security culture. The team also plans to develop and implement a company-wide Incident Response Handbook for information security and maintain a Security Incident Registry.

DigiPlus partners with  
**Trustwave®**

In 2023, Information Security Department (ISD) performed a Vulnerability Assessment Penetration Testing (VAPT) for DigiPlus' technology infrastructure and core gaming products, BingoPlus and ArenaPlus. This assessment was carried out in collaboration with Trustwave, a reputable third-party service provider. The VAPT was instrumental in detecting and remedying any security weaknesses within the system. Furthermore, it provided assurance to stakeholders that DigiPlus' technology infrastructure and core gaming platform are secure, as validated by a trusted third-party service.

## Responsible gaming

"Responsible gaming," according to the Association of Certified Gaming Compliance Specialists (ACGCS), is "the practice of gambling in a way that minimizes the potential negative effects that it can have on individuals and society." DigiPlus works to integrate responsible gaming as a key tenet of its business. The Company ensures that the necessary and vital regulations PAGCOR sets for gaming companies in the Philippines are strictly observed. DigiPlus also encourages customers to practice responsible gaming on their own to derive the most fun and enjoyment from its online and on-site products.

### Upholding customer protection through responsible gaming

#### Player restriction

Strict procedures are in place at DigiPlus' gaming sites and remote gaming platforms to ensure that only qualified individuals can participate in gaming activities. DigiPlus enforces restrictions for the following groups:

- Government officials connected directly with the operation of the government or any of its agencies;
- Members of the Armed Forces of the Philippines, including the Army, Navy, Air Force, or the Philippine National Police;
- Persons under 21 years of age or students at any school, college, or university in the Philippines; and
- Persons included in the National Database of Restricted Persons.

DigiPlus increases public awareness about its responsible gaming practices, including restrictions for ineligible players, through signages, posters, bulletins, and its website.

#### Support programs: Player Exclusion Program



DigiPlus offers customers and their relatives the option to join the Player Exclusion Program if they feel that they are developing a problem. Under this program, customers are barred from entering gaming venues and sites. Moreover, all personal data about excluded persons is treated as classified information.

In cases where DigiPlus must verify if a potential customer is ineligible to participate in its gaming services, the Company utilizes PAGCOR's National Database of Restricted Persons. The identities of people who are part of the National Database of Restricted Persons are also kept secure.

Customers may apply for self-exclusion, or their immediate family members may request that they be added to the Player Exclusion Program. DigiPlus may also ban customers from entering its gaming premises for one of the following offenses: cheating, theft, counterfeiting, interference with gaming equipment, forgery, money laundering, fraud, or the use of cameras or other electronic devices to project the outcomes of games.

#### Help centers and hotlines

Each of DigiPlus' gaming sites is equipped with a responsible gaming help desk or kiosk staffed by employees well-versed in PAGCOR regulations. DigiPlus' gaming sites also have posters containing contact information for help lines for gaming problems or addiction, including mobile or landline numbers, email addresses, and websites.

Additionally, the posters also include the contact numbers of therapists for counseling.

In compliance with PAGCOR regulations, the Company has complaint resolution mechanisms through which customers and their loved ones can raise gaming-related concerns.

#### Employee training on responsible gaming

Employees in DigiPlus gaming operations are required to have a Gaming Employment License (GEL). They must also undergo training on responsible gaming in accordance with the regulations of PAGCOR. Employees also attend quarterly internal refresher courses to ensure they are knowledgeable and up to date on upholding responsible gaming practices.

#### Topics covered in the responsible gaming training sessions:

- Defining responsible gaming
- Spotting a problem gambler
- Handling problem gamblers or relatives
- Helplines and other support mechanisms in place







## Be a Responsible Gamer

DigiPlus launched the *Be a Responsible Gamer* advocacy campaign to ensure that customers maintain an enjoyable and safe gaming practice. Through a robust publicity campaign across traditional and online media and social media platforms, DigiPlus disseminates information about responsible gaming practices. These include guidelines to help customers maintain a healthy and positive relationship with gaming. By following these guidelines, customers can set more realistic expectations for their gaming experience and derive more enjoyment.



## Employees

Employees are key contributors to DigiPlus' value creation. Its digital entertainment platforms are developed and operated by highly skilled and dedicated individuals focused on delivering best-in-class products that multiply the fun.

### Talent attraction and retention

DigiPlus uses various initiatives to attract the best talents who will help the Company achieve its objectives. Job advertisements are communicated through several channels, including job boards, social media, recruitment events, job opening endorsements through headhunting firms, and active candidate searches.

The Company rewards employees for their hard work and aims to increase employee retention. Salary adjustments and promotions are implemented on an annual basis. When appropriate, salary adjustments and promotions can also take

place outside of the annual cycle for top performers. Additionally, DigiPlus provides a variety of training and promotion programs for the continued growth and development of its employees.

In 2024, DigiPlus plans to strengthen its hiring avenues by implementing campus recruitment programs and an employee referral program. The Company also created the Corporate Development Department, which aims to make DigiPlus one of the best employers in the Philippines and promote talent development while realizing professional value.

### Employee development

DigiPlus strengthens employee development efforts by embedding employee training in Human Resources policies and supporting development programs. These programs are tailored to employees' specific job functions or job levels.

#### General trainings

These training courses are universally applicable across various job roles.

- **Core** - These target the foundational skills and knowledge that are necessary for all employees within the organization. They focus on core and basic competencies such as communication, teamwork, problem-solving, and workplace ethics.
- **Mandated** - These training sessions are required by law, the Company, or one of its license requirements. Leadership-designed to develop individuals in managerial or leadership roles, this type of training focuses on skills such as strategic thinking, decision-making, team management, and inspiring others to achieve organizational goals.

#### Specific trainings

This category of training centers on high-level skills and in-depth knowledge that employees need to excel in their particular roles.

- **Functional** - As for this type of training, these are specific to a particular job or department within the organization. They aim to enhance the skills and expertise required to effectively perform job-specific tasks. For example, functional training for recruiters might focus on how to facilitate a behavioral interviewing workshop.
- **Technical/certification** - These involve learning specialized skills and knowledge related to a specific technical field or industry. They may include training in software usage, machinery operation, technical troubleshooting, and other technical skills required for specific job roles.



## Performance evaluation through the G.O.A.L. Program

Through the Guide, Optimize, Attain, Leap (G.O.A.L.) Program, all employees receive quarterly and annual performance evaluations. These evaluations allow employees to effectively plan, assess, and improve their performance through consistent collaboration with their people managers. This process ensures mutual understanding and alignment with the Company's strategic goals and objectives.

### G.O.A.L. Program Specifics

- **Guide** (setting of performance standards)  
Clearly defined goals are cascaded to people managers, who then create specific, aligned performance goals for their teams.
- **Optimize** (performance evaluation)  
Performance measures are developed and applied to assess the achievement of performance standards.
- **Attain** (continuous improvement/feedback giving)  
Clearly defined goals are cascaded to people managers, who then create specific, aligned performance goals for their teams.
- **Leap** (recognition and execution of action plans)  
Employees receive timely and meaningful recognition of successful performance outcomes. Appropriate interventions are swiftly provided when performance is less than satisfactory.

## Employee engagement and well-being

### Employee engagement channels

- **DigiLife:** Launched on January 17, 2024, this platform is hosted on Lark and shares company news, announcements, and other important information. It serves as a free zone where employees can share their thoughts or inquire about any topic.
- **Employee engagement post-event survey:** After each event, employees are sent an online survey. The answers from these surveys help DigiPlus improve the implementation of future engagement activities.
- **Employee satisfaction survey:** DigiPlus will run an annual employee pulse survey that will help the Company gauge employee satisfaction and determine how to further improve employee experience and engagement.
- **iCare Center:** A sanctuary for sharing troubles, stress, and engaging in conversations.
- **iGrow Camp:** This aims to unite and develop teams by providing various online resources, such as promotional materials and training courses, as well as organizing training and events.



## Employee engagement activities

### Activities that celebrate people and culture

The rewards and recognition programs of DigiPlus foster an environment where the Company rewards the hard work of its employees and organizes events where everyone can celebrate special days. These activities bring employees together and foster camaraderie and teamwork.

In 2023, DigiPlus initiated the MVP Awards and Days to Celebrate as employee engagement activities that recognize top contributors and strengthen the employee culture.



### MVP Award

DigiPlus MVP is a company-wide annual recognition program designed to shine the spotlight on excellent performers from every business unit and department. Recipients of the award must meet one of the following DigiPlus MVP standards:



#### Lead by example

This standard is met when an employee exhibits extraordinary skills in leadership. Their efforts should result in effective project management, the attainment of significant departmental goals and objectives, or greater effectiveness through enhanced organizational capability.



#### Collaborate to be great

Employees may also receive the award for acting as an exceptionally effective and cooperative team member. They can be recognized for significantly exceeding productivity or demonstrating exemplary customer service, such as superb interactions with stakeholders, clients, or customers.



#### Reach for excellence

Awardees must demonstrate and sustain exceptional performance that consistently exceeds goals and expectations in quantity and/or quality.



#### Deliver wow service

Employees can receive the award for introducing a one-time innovation or output that results in time or cost savings, revenue enhancement, or productivity improvement. Ongoing innovative activities that benefit DigiPlus can also fall under this standard.



Days to celebrate

DigiPlus held activities on special days throughout the year to make these more memorable and reward employees' hard work.



Valentine's Day

Commemorated Valentine's Day through an in-office celebration to spread the love to employees.



Mother's Day

Mother's Day was celebrated to show appreciation for DigiPlus employees who balance being a mother and a professional. They were provided gift bags and personal care treatments.



Father's Day

Fathers received gift bags as well as massages on Father's Day.



Birthday Celebrations

The month's birthday celebrants receive cake and tokens.



Lunar New Year

To celebrate the cultural diversity within the Company, DigiPlus held a Lunar New Year event in 2023. A dragon dance performance was organized to encourage employees to get into a festive spirit. Employees were also given red envelopes with cash, also known as *ang pao*, a traditional gift during the Lunar New Year.



Year-End Party

DigiPlus held its year-end party for employees at the Grand Ballroom of Shangri-La The Fort to celebrate Christmas and a successful year of work. The fun-filled night included dinner, drinks, and performances by local artists and music groups. Employees also dressed formally to look their best for the occasion.



Promoting financial wellness, DigiPlus organized a stock market seminar led by COL Financial, the leading stockbroker in the Philippines, to help employees gain valuable insights to navigate investing and foster collective financial success.

Activities that promote health and wellness

DigiPlus hosts programs that create, sustain, and promote a culture of health. These programs encourage employees to lead active and mindful lifestyles and to be conscious of their overall well-being.

World mental health day

DigiPlus celebrated World Mental Health Day with its employees to emphasize the importance of mental well-being. Employees received cups with treats such as coffee packets and small cakes. At the Appreciation Booth, employees were invited to write notes with encouraging statements or messages about what they were proud of and grateful for. An Affirmation Mirror was also set up with positive messages that employees could take selfies with.

Yoga sessions



DigiPlus kicked off its beginner-friendly yoga sessions with Teacher Sen on September 20, 2023. The sessions were meant to help employees feel more relaxed and refreshed. Each gathering was held at sunset in a balcony area in the Company's offices, heightening the feeling of serenity.

Health and wellness fairs



Health and wellness fairs aim to remind employees about the value of maintaining healthy habits, such as eating well and taking care of their mental health.

The year's first Health and Wellness Fair was held on April 28, 2023. Employees had access to fresh fruit juice, healthy snacks, and free 15-minute massages. Three webinars on mental health topics were offered to improve employees' self-care habits and knowledge about mental health.

The second Health and Wellness Fair was held on September 8, 2023. Much like the first event, employees had the chance to relax and be rewarded for their hard work.



# Local community

Through the DigiPlus Foundation, the Company strives to open opportunities for kids and youth to be immersed and involved in learning about information technology. The Foundation also focuses on health care accessibility, promoting disaster preparedness, and sustainable livelihood to its partner communities.

## BingoPlus Foundation pillars

The DigiPlus Foundation is guided by four pillars, through which they contribute to seven United Nations Sustainable Development Goals.

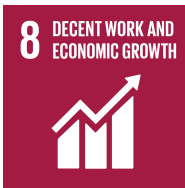


**Technology education**  
Empowering the next generation of Filipino Tech Talents

- Future Smart
- Scholarships
- Coding for Kids

### Bingo sa edukasyon:

Under this pillar, the DigiPlus Foundation is focused on empowering the next generation of Filipino talents in the technology industry. The FutureSmart Scholarship Program will help to make this goal possible. The Foundation plans to expand the reach of this program by funding more scholars in the coming academic years. The Foundation will partner with a top-performing technology university in Metro Manila to achieve this.



**Accessible healthcare**  
Enabling accessible healthcare for communities

- Medical missions
- Healthcare facility
- Rehabilitation

### Bingo sa kalusugan:

This pillar aims to make basic healthcare accessible to the communities, especially to community members who cannot provide for their own. The flagship program that falls under this pillar is Tulong BingoPlus, which involves the foundation's healthcare initiatives. To further support healthcare access, the Foundation may undertake activities such as bloodletting drives in partnership with the Philippine Red Cross and rehabilitation of medical equipment and facilities.



**Community safety and resiliency**  
Promoting disaster preparedness and sustainable livelihood

- Emergency relief and preparedness
- Barangay Bigayan

### Bingo sa malasakit:

The mission of this pillar is centered on addressing communities' pressing needs. Each year, the Foundation provides grocery packages through Paskong BingoPlus and BingoPlus Day, which are celebrations hosted by the Foundation. DigiPlus Foundation also organizes disaster relief and emergency support efforts for its communities when the need arises.



**Responsible digitalization**  
Creating a safer online environment for Filipinos

- Digi Buddy program
- Responsible gaming campaign

### Bingo sa online safety:

This pillar emphasizes creating a safer online environment for Filipinos. DigiPlus Foundation will collaborate with various groups to create an information campaign that will spread awareness on key topics such as responsible gaming, data privacy, and cybercrime. This will help ensure online safety and confidence, not only for online gamers but also for Internet users at large.





BingoPlus Foundation 2023 programs and projects

Rooted in the four pillars of the Foundation, the following programs were conducted in 2023 to benefit scholars and host communities. The projects also served as avenues for employees to volunteer and offer valuable time for community service.

iAcademy FutureSmart scholarship program

The Filipino youth have the potential to change the nation for the better and advance the technology industry. Through the iAcademy FutureSmart scholarship program, Digiplus provides opportunities for Filipino students to continue their education and eventually become part of the tech workforce.

BingoPlus Foundation granted ₱6,000,000 in its FutureSmart scholarship program to fund three years of education for 10 scholars at iACADEMY, an innovative academic institution that specializes in technology, design, and business.

Scholars can pursue one of the following degrees: Bachelor of Science in Computer Science with a specialization in Software Engineering, Bachelor of Science in Entertainment and Multimedia Computing Game Development, or Bachelor of Science in Information Technology with a specialization in Web Development.

These technology-focused programs were chosen to instruct the scholars on advanced digital transformation and develop their skills in the industry. iAcademy students with degrees in computing also have a high placement rate of 96%, ensuring that these scholars will have many employment opportunities in the future.



Paskong BingoPlus gift giving



The Company celebrated Christmas and the spirit of giving by providing gift bags containing noche buena packs to 7,000 families in its host communities in the cities of Manila, Quezon, Pasay, Taguig, Valenzuela, Malabon, and Navotas. BingoPlus Foundation organized the activity and implemented it in partnership with the local government. Over 100 employees from DigiPlus, BingoPlus, and ArenaPlus distributed the packs alongside members of the local government, community volunteers, and partners.

Blood Donation Drive



DigiPlus partnered with the Philippine Red Cross to host a blood donation drive led by the BingoPlus Foundation. Ninety-eight employees volunteered for the blood drive. They underwent a health screening before donating their blood, and received a free meal afterward.



Brigada Eskwela

In August 2023, the BingoPlus Foundation participated in the Brigada Eskwela cleaning and painting activity for R. Almario Elementary School in Tondo, Manila. This was implemented with the help of 50 employee-volunteers. Close to 150 students benefited from the improvement of classrooms and facilities.



Malabobo Elementary School facility donation

Students need facilities that will serve as a conducive environment for education. As such, the BingoPlus Foundation partnered with Love@Pal Club (Singapore) to donate a student facility for the Malabobo Elementary School at Mangatarem, Pangasinan. The multi-purpose building will cater to the students and will supplement the school's existing facilities. Volunteers from BingoPlus visited the school on April 27, 2023, to commemorate the completion of the project, meet teachers and students, and help paint a mural on the side of the facility.

Moving forward

Plans are already in place to spend over ₱100 million on various projects and initiatives that support important causes through the BingoPlus Foundation. Compared to the previous year's budget of ₱20 million, this is close to a 500% increase in funds for corporate outreach projects. Moving forward, the implementation of BingoPlus Foundation's programs will be aligned with the Foundation's pillars.





# Governance

Good governance is the foundation of DigiPlus' operations and sustainability performance. Through strong leadership and robust policies, the Company continues to grow, and uphold responsible gaming in every aspect of its business.

## Board of Directors



Eusebio H. Tanco

Chairman

EXPERTISE:

Strategy

Business Management

Industry Expertise

DATE OF ELECTION & LENGTH OF SERVICE:

August 9, 2019 | 4 Years (and 4 months)

Mr. Eusebio H. Tanco is a Philippine businessperson who has been at the helm of more than 50 companies. Mr. Tanco holds the position of Chairman for STI Education Systems Holdings Inc., iACADEMY, Mactan Electric Company , Venture Securities Inc., Manila Bay Hosiery Mills, Inc., Grow Vite Inc., and Eximious Holdings Inc. He is the Chairman and President of Philippines First Insurance Co. Inc., Prime Power Holdings Corporation, First Optima Realty Corporation, and Prudent Resources Inc. He is the CEO and Director of Classic Finance Inc. He is also the President of Asian Terminals Inc., Bloom with Looms Logistics Inc., Total Consolidated Asset Management Inc., International Hardwood & Veneer Co. of the Philippines, Cement Center Inc., Mar-bay Homes Inc., Amina Inc., Biolim Holdings and Management Corporation, Tantivy Holdings Inc. and Eujo Phils. Inc. He is a Director of Maestro Holdings, Inc., STI West Negros University, Philplans First, Inc., Philippine Life Financial Assurance, PhilhealthCare Inc., and Philippine Racing Club. Mr. Tanco is associated with the Philippines-Thailand Business Council and Philippines-UAE Business Council both as Chairman. He is a Board of Trustee at Philippines, Inc. and a Member of Philippine Chamber of Commerce and Industry.

The Palawan State University conferred Mr. Tanco a degree in Doctor of Humanities, *honoris causa* in 2007. He obtained a degree of Master of Science in Economics from London School of Economics and Political Science in 1973 and a degree of Bachelor of Science in Economics from the Ateneo de Manila University in 1970.



Andy Tsui

President

EXPERTISE:

Finance

Accounting

Industry Expertise

DATE OF ELECTION AND LENGTH OF SERVICE:

October 4, 2021 | 2 Years (and 2 months)

Mr. Andy Tsui is a member of the American Institute of Certified Public Accountants, Certified Management Accountants, and Certified Internal Auditors.

He has a vast amount of experience in the finance and gaming industries, making him an ideal candidate for running DigiPlus. In the past, Mr. Tsui served as the former Chief Financial Officer (CFO) of Meg\*Star International in Macau, the former CFO of Jimei Group Limited, listed in the Hong Kong Stock Exchange (HKSE), and the former Chief Accounting Officer of Entertainment Gaming Asia, Inc. in Hong Kong. While in charge of the overall finance management of these companies, he managed cage operations, accounting, and credit departments, among others. Additionally, he oversaw the full scope of finance operations, including the development of monthly financial reports, cash flow management, annual budget, cost reduction strategies, accounting policies and controls, and the evaluation of new investment opportunities. Mr. Tsui managed these transactions while complying with the listing rules of the Hong Kong Stock Exchange, including rules regarding fund raising activities such as those that cover the issuance of convertible bonds.

Mr. Tsui graduated with a Bachelor of Business Administration degree in Public Accounting. He later earned his Master of Business Administration in Finance and Investment from Baruch College, City University of New York.



Atty. Jose Raulito E. Paras

Director

EXPERTISE:

Commercial Law

DATE OF ELECTION AND LENGTH OF SERVICE:

October 26, 2022 | 1 Year (and 2 months)

Atty. Jose Raulito E. Paras was elected as Director of DigiPlus Interactive Corp. on 26 October 2022. He is also the founding partner of the Padernal & Paras Law Offices. He also serves as a commercial arbitrator in the Philippine Dispute Resolution Center, Inc. since 2014. He is a member, and occasionally sits in the board, of the Philippine Bar Association. Additionally, he currently serves in the board of several listed and unlisted corporations.

Atty. Paras has extensive experience in the practice of law. He still handles various civil and criminal cases and remains active in trial and appellate litigation. In the past, he was a faculty member of a few schools of law.

Atty. Paras obtained his Bachelor of Arts in 1993 from the University of the Philippines, and later on, his Bachelor of Laws in 1997 from the San Beda University College of Law. He was valedictorian of his graduating law class and thereafter placed 5th in the Bar Examinations. In 2003, he finished his Master of Laws from the University of Sydney, Australia.



Willy Ocier

Director

EXPERTISE:

Business Management

Industry Expertise

DATE OF ELECTION AND LENGTH OF SERVICE:

July 29, 1999 | 24 Years (and 5 months)

Aside from serving as a Director for DigiPlus, Mr. Willy Ocier, a Filipino, is the Chairman and President of the Pacific Online Systems Corporation. At present, he is the Chairman of Belle Corporation as well as the Vice Chairman of Highlands Prime, Inc., and Tagaytay Highlands International Golf Club, Inc. He is also the Chairman of the Board and Director of Premium Leisure Corp., APC Group, Inc., and Premium Leisure and Amusement, Inc. Mr. Ocier also serves as the Chairman of the following: Tagaytay Midlands Golf Club, Inc., The Country Club at Tagaytay Highlands, Inc.; The Spa and Lodge, Inc., Abacore Capital Holdings; and Total Gaming Technologies, Inc. He also holds directorship positions at Leisure and Resorts World Corporation, Vantage Equities Inc., and Toyota Corporation Batangas. Moreover, he is the Chairman, Chief Executive Officer, and President of Philippine Global Communications, Inc. Previously, he was the President and Chief Operating Officer of Eastern Securities Development Corporation.

Mr. Ocier graduated from the Ateneo de Manila University with a Bachelor of Arts degree in Economics. To recognize Mr. Ocier's corporate leadership and role in providing jobs to Filipinos, the University of Batangas conferred on him a degree in Doctor of Humanities, *honoris causa*.



# Board of Directors



**Renato G. Nuñez**  
Director

EXPERTISE:

Business Management

Industry Expertise

DATE OF ELECTION AND LENGTH OF SERVICE:  
June 11, 2019 | 4 years (and 6 months)

From 2001 to 2016, Mr. Renato G. Nuñez, a Filipino, held key positions at DigiPlus. He is a seasoned entrepreneur in the gaming industry. In the past, he served as President and Chairman of gaming companies such as Arwen Gaming Consultancy, Inc., Leisure Advantage, Inc., Techglobal Data Center, Inc., and Techzone Philippines, Inc., among others.

Mr. Nuñez also built a thriving career in the car industry. In 2015, Mr. Nuñez became the President of CATS Motors, which is a dealer of Mercedes-Benz and American auto brands such as Chrysler, Dodge, Jeep and Ram. Through the supervision of Mr. Nuñez, CATS shifted its focus to the retail aspect of its business, including after-sales service, a strategy that cemented Mercedes-Benz as the Philippines' leading luxury car brand in 2016, 2017, and 2018. He is currently a Director at Coventry Motors Corporation (CMC), the creator of All British Cars, which is the first and only official distributor authorized to sell and service Jaguar and Land Rover cars in the Philippines.

Mr. Nuñez earned a Bachelor of Science in Industrial Management Engineering Minor in Mechanical Engineering from the De La Salle University in 1991.



**Atty. Mardomeo N. Raymundo, Jr.**  
Director

EXPERTISE:

Commercial Law

Tax Law

DATE OF ELECTION AND LENGTH OF SERVICE:  
August 28, 2020 | 3 Years (and 4 months)

Atty. Mardomeo N. Raymundo, Jr. was elected as Director of DigiPlus Interactive Corporation on August 28, 2020. He is currently the Managing Partner of Salvador Llanillo & Bernardo, Attorneys-at-Law.

His legal practice has run its entire breadth, encompassing major fields in commercial law and taxation, including high-level corporate work, special projects, tax and civil litigation, labor standards and relations, as well as intellectual property. His practice cuts across a wide range of key industries, including mining, hotel, gaming, outsourcing, real estate, and infrastructure. With his extensive knowledge and experience in corporate law, he has implemented various corporate reorganizations and rendered advice on a myriad of commercial transactions. His tax litigation practice is equally impressive, having won numerous and precedent-setting cases in claims for refund of taxes, and protest against deficiency internal revenue and local tax assessments.

Mr. Raymundo graduated with honors from the De La Salle University with a Bachelor of Science in Commerce degree, major in Business Management. He obtained his Bachelor of Laws degree with honors from the University of the Philippines, College of Law in 2002.



**Rafael Jasper S. Vicencio**  
Director

EXPERTISE:

Business Management

Industry Expertise

DATE OF ELECTION AND LENGTH OF SERVICE:  
February 22, 2022 | 1 Year (and 10 months)

For 25 years, Mr. Rafael Jasper S. Vicencio has gained extensive experience in the fast-moving consumer goods, renewable energy, and gaming and hospitality industries. He has also gathered extensive experience in supply chain management, operations research, corporate planning, and investment analysis and management.

Previously, he was the Strategic Planning Manager of DigiPlus Interactive Corporation from 2011 to 2016. In 2017, he was also the AVP and General Manager of First Cagayan Leisure and Resort Corp., which is a subsidiary of DigiPlus Interactive Corporation. From 2017 to 2019, Mr. Vicencio was the Treasurer, Vice President of Corporate Planning, and Analytics Head of DigiPlus Interactive Corporation.

Currently, he holds the position of President at AB Leisure Exponent, Inc. (ABLE) and Total Gamezone Xtreme, Inc. (TGXI), a full subsidiary of DigiPlus Interactive Corporation.

Mr. Vicencio graduated from De La Salle University in 1996 with a Bachelor of Science in Industrial Engineering, minor in Chemical Engineering. In 2012, he earned a diploma in Corporate Finance from the Ateneo Graduate School of Business.



**Atty. Timoteo B. Aquino**  
Independent Director

EXPERTISE:

Commercial Law

Civil Law

DATE OF ELECTION AND LENGTH OF SERVICE:  
July 29, 2022 / 1 Year and 5 months

Since 1994, Atty. Timoteo B. Aquino has been a Partner of Tagle-Chua Cruz & Aquino Law Firm. His legal practice has a particular focus on commercial and civil law. His areas of expertise include the following: the Revised Corporation Code, the Foreign Investment Act, insurance, the Financial Rehabilitation and Insolvency Act (FRIA), torts and damages, and obligations and contracts.

At present, he serves as a Pre-Bar review and MCLE lecturer, and he has been a professor of Commercial and Civil Law at the San Beda University's College of Law since 1989. He has also been working at the University of Asia and the Pacific's School of Law and Governance since 2013. Aside from these, he has worked at other well-known institutions. Moreover, he is the author of various books and reviewers published by Rex Bookstore.

Atty. Aquino placed 8th in the Bar Examinations.



## Board of Directors



**Ramon Dizon**  
Independent Director

EXPERTISE:

Accounting

Audit

DATE OF ELECTION AND LENGTH OF SERVICE:  
October 26, 2022 | 1 Year (and 2 months)

Mr. Ramon Dizon has more than 40 years of professional experience in advisory and assurance services. A retired senior partner of SGV & Co., Mr. Dizon previously held leadership positions in SGV/EY as Head of Transaction Advisory Services, Risk Advisory Services, Training and Methodology, and Market Group while specializing in real estate, BPO, and telco. Moreover, he spearheaded SGV’s first ISO 9001 certification for its Audit Division.

In 1980, Mr. Dizon graduated with a Bachelor’s Degree in Commerce, major in Accounting, and a cum laude distinction from the Polytechnic University of the Philippines. Later on, he earned his Master of Business Administration degree in 1988 from the Asian Institute of Management.



## Senior management team



**Andy Tsui** President



**Rafael Jasper S. Vicencio** President, AB Leisure Exponent and Head, Offline Bingo Operations



**Wilfredo Pielago** Chief Finance Officer

Mr. Wilfredo Pielago held various responsibilities as VP of Finance, AVP for Investment Portfolio, CFO, Financial Controller, Finance Executive, Finance and Administration Manager, and Auditor in the industries of real estate, investment institutions, business space solutions, golf club resort, conglomerate group, and assurance services. Mr. Pielago is a Certified Public Accountant (CPA), Certified Internal Auditor (CIA), Chartered Financial Analyst (CFA), and a Certified Financial Consultant.

Mr. Pielago’s wealth of experience in merger and acquisition, project investment, fundraising, and financial evaluation is a testament to his many years of expertise in financial analysis, forecasting, and financial reporting. Mr. Pielago will provide strong leadership, financial expertise, and strategic initiatives in the Company’s Finance Department.



**Atty. Kristine Margaret Delos Reyes** Compliance Officer and Head of Legal Department

Atty. Kristine Margaret Delos Reyes joins DigiPlus Interactive Corporation as the new Compliance Officer and Head of Legal Department. Atty. De Los Reyes started her professional career as an Associate Lawyer from one of the biggest and most distinguished law firms in the Philippines, the Angara Abello Concepcion Regala & Cruz Law Offices (ACCRA) from 2007 to 2010.

Prior to joining DigiPlus Interactive Corporation, she was the Chief Legal Officer and Senior Vice President for Legal and Compliance of Fortunegate Holdings Philippines, Inc.; Millennium Pan-Asia Hotel and Resort Inc.; Stotsenberg Leisure Park & Hotel Corporation. Atty. De Los Reyes performed regulatory compliance in relation to the requirements of PAGCOR and other government agencies. She also used to be the Senior Vice President for Legal and Corporate Affairs of the Human Resources and Administration of Elcoite Gaming and Entertainment, Inc. and Starcap Management, Inc., and as well as the Assistant Vice President and Director for Legal Special Projects and Contracts of Resorts World Manila.

An optimistic, tenacious, and meticulous corporate lawyer, Atty. Delos Reyes’ appointment as new Compliance Officer and Head of Legal Department is intended to furnish DigiPlus Interactive Corporation with the expertise and experience required to ensure that we continue to meet all relevant regulatory compliance standards.

Atty. Delos Reyes was a consistent dean’s lister from the De La Salle University, Manila, graduating with a Bachelor of Science in Commerce major in Legal Management. She holds a Juris Doctor degree from the Ateneo De Manila University School of Law.



**Celeste Jovenir** Vice President, Investor Relations, Corporate Communications, and Sustainability

Celeste has 20 years of experience across investor relations, corporate communications, and ESG in leading institutions in the Philippines.

For 10 years, she headed investor relations at Ayala Corporation, one of the largest business groups in the Philippines, with key interests in real estate, banking, telco, and power. Before joining Ayala, Celeste led corporate communications at the Philippine Stock Exchange and at Roxas Holdings, a publicly listed sugar and ethanol producer and a first mover in agribusiness in the Philippines. She obtained her Bachelor’s Degree in Journalism from the University of Santo Tomas.



# Senior Management Team



Atty. Rosalyn Batay      Head, Internal Audit

Atty. Rosalyn D. Batay is the Head of Internal Audit. Ms. Batay has an extensive experience as a Certified Public Accountant and lawyer. She became the COO for JK Capital Finance for 3 years, Head of Finance for ISO Certified Manufacturing and Trading Companies for 9 years, and has a 10 year internal audit experience as Management and Audit Officer for Philippine Deposit Insurance Corporation and 3 year external audit stint with KPMG International.

As member of the Integrated Bar of the Philippines and member of the Philippine Institute of Certified Public Accountants, she brings her skills in the field of audit, accounting, finance, banking, tax and law to DigiPlus Interactive Corp. and offers her knowledge and expertise in risk-based auditing, compliance, financial analysis and control, operational and financial risk management to advance the Company's potential and expand its growth.



Elias John Kukas      Vice President, Investments

Mr. Kukas is a Certified Public Accountant and an experienced investment banker. He has over 13 years of combined experience in tax audit, management consulting, and investment banking. He was a Senior Deal Officer at First Metro Investment Corporation (Metrobank Group) who worked on several corporate borrowing deals (bonds, notes and project finance) with a total transaction value of more than ₱100 Billion. Mr. Kukas also worked on several M&A deals in the real estate, healthcare, and banking industries. He has served more than 30 clients including top Philippine conglomerates such as Ayala, Aboitiz, and Filinvest groups to name a few. He graduated Cum Laude in B.S. in Business Administration and Accountancy at the University of the Philippines – Diliman and a consistent Dean's Lister at the Asian Institute of Management, taking up his Executive MBA degree. He is also a Level 2 CFA Exam passer.



Atty. Carol Valenzuela Padilla      Corporate Secretary

Atty. Carol V. Padilla serves as the Company's Corporate Secretary. Previously, Atty. Padilla was the Assistant Director for Legal and Corporate Affairs of Millennium Pan-Asia Hotel and Resort Inc. She handled compliance with regulatory requirements of PAGCOR and SEC, supervised managing and protecting the intellectual properties of the Company such as trademark applications, copyright, and patents, among others, and performed corporate housekeeping services. Prior to that, she was also Director for Contracts and Special Projects in Resorts World Manila. Atty. Padilla brings a wealth of experience and skills to help DigiPlus Interactive Corp. ("DigiPlus") achieve new heights. Atty. Padilla attended college in the Ateneo de Manila University and was a consistent dean's lister. She graduated with a degree in Bachelor of Arts, major in Psychology, and later earned her Juris Doctor degree from the Ateneo de Manila University School of Law. She was admitted to the New York Bar in 2012, and is currently licensed to practice law in the State of New York, U.S.A.



Ronald Alan Pablo      Chief Risk Officer and Data Protection Officer

Ronald Allan Pablo has a noteworthy track record that spans across more than two decades across different organizations and enterprises in various disciplines starting from systems design and development, strategic planning, corporate reengineering, program management and later focusing on the intricacies of information security, data protection, and governance, risk and compliance, equipping organizations with strategic guidance grounded in best practices and international standards.

His expertise is validated by a collection of certifications from globally recognized institutions, including the International Association of Privacy Professionals (IAPP), Information Systems Audit and Control Association (ISACA), International Council of E-Commerce Consultants (EC-Council), and the Open Compliance Ethics Group (OCEG) among others, highlighting his dedication to continuous learning and maintaining industry-relevant knowledge.



## Board composition

More than 77% of the Board is composed of non-executive directors (7 out of 9), while 23% of the Board is composed of independent directors (2 out of 9). The Board of Directors of DigiPlus is mostly composed of non-executive directors (NEDs) who possess the qualifications necessary to effectively participate in and secure objective, Independent judgment on corporate affairs. They are also capable of providing proper checks and balances.

The Board's combination of backgrounds, skills, and experience ensures that all directors have an equal hand and the opportunity to contribute to the decision-making process. Moreover, since the majority of the Board is composed of non-executive directors, this ensures that they consider our Company's interests over the interests of individual shareholders.

## Board diversity

By ensuring diversity among members of the Board, members will be less likely to make decisions based on groupthink and will be able to make fair, optimal, and relevant choices. Board member diversity does not only cover gender diversity but also diversity in terms of age, ethnicity, culture, skills, competence, and knowledge.

## Responsibilities of the Board

The Board is responsible for overseeing the development of, approving, and monitoring business objectives and strategy to sustain long-term viability and shareholder value.

To ensure good governance, the Board is required to create a Board Charter that clearly states its roles, responsibilities, and accountabilities in carrying out its fiduciary duties. It is also tasked with adopting an effective succession planning program and establishing a formal and transparent board nomination and election policy. Furthermore, it must also ensure that a sound enterprise risk management (ERM) framework is in place to effectively identify, monitor, assess, and manage key business risks.

When it comes to performance management, the Board must establish an effective performance management framework and approve the selection process and performance assessment of the Management.

The Board also plays an essential role in upholding ethical standards in good governance. It must ensure that an appropriate internal control system is in place, including setting up a mechanism for monitoring and managing potential conflicts of interest involving Management, board members, and shareholders. Moreover, it must establish a group-wide policy and system for related party transactions and other unusual or infrequently occurring transactions.

Finally, the Board is in charge of aligning the remuneration of key officers and board members with the long-term interests of the company.

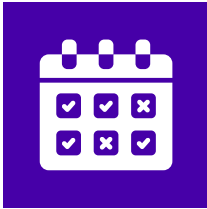


Board performance



Performance assessment

Each year all members of the Board must fill out an evaluation form to assess the performance of the Board of Directors, the Board Committees, and themselves. This process is overseen by the Corporate Governance Committee. The Board is also required to set a criteria and process for these performance evaluations. They must also ensure that feedback mechanism is available to all shareholders. Every three years an external facilitator is sourced to strengthen this process and increase objectivity.



Board attendance

In 2023, the Board of Directors held 15 meetings, all of which had 100% attendance of all Board members, including the Chairman, Directors, and Independent Directors.

All directors are required to attend all meetings unless they have a justified cause for their absence. Unless the absences have a justified cause, a director's absence from more than 50% of all regular and special Board meetings is grounds for disqualification in future elections.



Board training

SEC Memorandum Circular No. 20, Series of 2013, requires all directors and key officers of publicly listed companies to attend a program on corporate governance at least once a year.

All of DigiPlus' directors and key officers attended and completed a Corporate Governance Training conducted by the Center for Global Best Practices on December 11, 2023, via Zoom teleconference.



Board remuneration

All members of the Board are elected for a one-year term. Except for the President and Vice President, all other directors do not receive compensation aside from the director's per diem per meeting. Members of the executive committee receive a per diem of ₱30,000 per meeting, and members of other committees receive a per diem of ₱20,000 per meeting. All directors were given cash bonuses totaling to ₱2,444,444 in 2023. Total payments to non-salaried directors amounted to ₱5,211,123 and ₱6,547,333 in 2023 and 2022, respectively.

Board committees

Audit committee	Ramon Dizon	Chairman
	Atty. Timoteo B. Aquino	Member
	Atty. Jose Raulito Paras	Member
The Audit Committee oversees our financial reporting process, system of internal control, audit process, and compliance monitoring. The members of this committee should preferably have a background in accounting and finance. All must have a good understanding of our financial management systems and environment.		
Corporate governance committee	Atty. Timoteo B. Aquino	Chairman
	Ramon Dizon	Member
	Eusebio H. Tanco	Member
The Corporate Governance Committee has the responsibilities of advising the Board with regards to Board composition, procedures, and committees; developing and recommending a set of corporate governance guidelines to the Chief Executive Officer and the Board; and monitoring these corporate governance guidelines.		
Board risk oversight committee	Atty. Timoteo B. Aquino	Chairman
	Ramon Dizon	Member
	Renato G. Nuñez	Member
The Risk Oversight Committee is in charge of assisting our Board of Directors in managing and overseeing matters related to financial risk and our other risk exposures. It is also tasked with assessing, monitoring, and controlling these risks. One of its duties includes developing, overseeing the implementation of, and evaluating a formal risk enterprise management plan.		
Related party transaction committee	Ramon Dizon	Chairman
	Atty. Timoteo B. Aquino	Member
	Willy N. Ocier	Member
The Related Party Transactions Committee is responsible for reviewing all materials related to the Company's transactions. They also oversee and implement a system that identifies, monitors, measures, controls, and reports related party transactions. Additionally, the system must include a periodic review of policies and procedures covering related party transactions.		
Executive committee	Eusebio H. Tanco	Chairman
	Andy Tsui	Member
	Atty. Richie Raymundo	Member
The Executive Committee is tasked with assisting the Board in performing its duty of setting guidelines and policies regarding our daily operations. It also assists the Board in developing a clear, focused strategy for non-financial information. This strategy should take into account economic, environmental, social, and governance issues and adopt best global practices and standards.		
Compensation committee	Ramon Dizon	Chairman
	Andy Tsui	Member
	Atty. Jose Raulito Paras	Member
The Compensation Committee provides guidelines on the compensation and remuneration of the Board, key officers, senior management, and employees. It also reviews the Human Resources Development or Personnel Handbook to improve provisions on conflict of interest, salaries and benefits policies, promotion and career advancement directives, and compliance of personnel with the statutory requirements of their posts.		
Nomination committee	Eusebio H. Tanco	Chairman
	Rafael Jasper Vicencio	Member
	Atty. Timoteo B. Aquino	Member
The Nomination Committee identifies and recommends to the Board the best candidates for director nominees in each subsequent annual shareholder meeting. It is also charged with ensuring a smooth process for nominating and electing members of the Board that is in line with existing laws and company policies.		



# Enterprise risk management

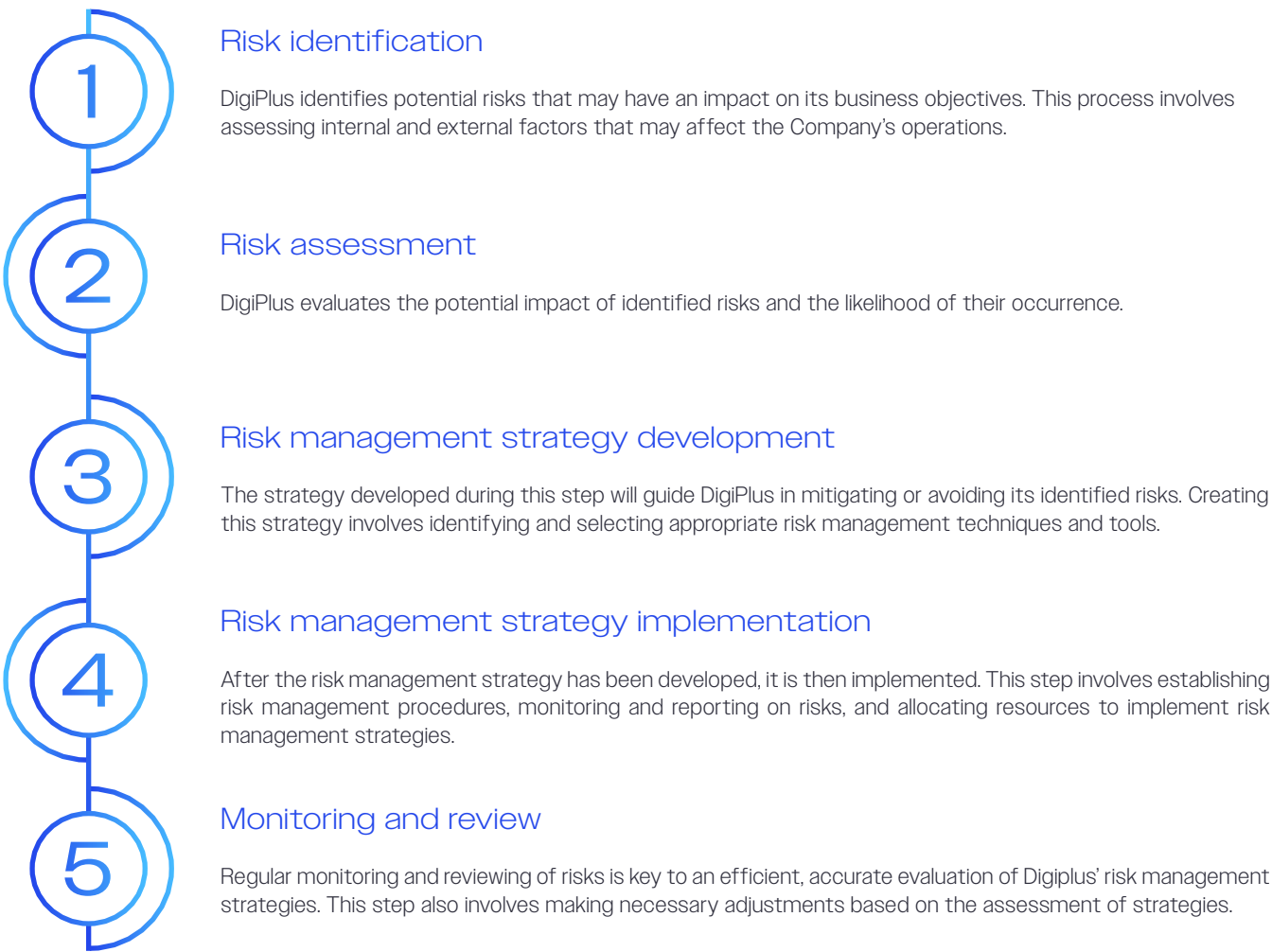
The Board of Directors of DigiPlus has the overall responsibility for managing the risk management policy. The Board Risk Oversight Committee (BROC) is established to provide oversight and continuous review of its risk management framework. The Management Risk Oversight Committee (MROC) is established to perform planning, implementation, and an assessment of the impact of risks on the strategic and long-term goals and report regularly the results of its assessment to the BROC.

A Chief Risk Officer (CRO) is appointed by the Board and is accountable for implementing and operationalizing the Enterprise Risk Management framework.

The business unit heads, on the other hand, are responsible for managing operational risks by implementing internal controls within their respective units. The risk management systems and improvement plans of DigiPlus are updated regularly.

The Company's risk management approach is based on the Committee of Sponsoring Organizations Enterprise Risk Management (COSO ERM) Framework of 2017 and ISO 31000, an international risk management standard which was last updated in 2018. These frameworks both have a structured approach to identifying, assessing, and managing risks. The COSO ERM Risk Management Framework has a greater focus on risks within an organization's internal environment. Meanwhile, ISO 31000 covers both internal and external risks and provides more guidance on the role of culture in risk management. Combining these frameworks leads to a comprehensive risk management approach that considers a wide range of internal and external risks. This will lead to more effective risk management, decision-making, strategic objective setting, and asset and reputation protection.

## Overview of the risk management process



## Risk exposure categories

By identifying risk exposure categories, DigiPlus gained a comprehensive understanding of the nature and scope of its risk exposure. Based on its previous ERM implementations, DigiPlus created a list of risk exposure categories. These categories continue to be durable and relevant to identifying, assessing, and managing the organization's risks.


Risk exposure	Risk assessment (monitoring and measurement process)	Risk management and control (structures, procedures, and actions taken)
Safety and security risk	DigiPlus takes steps to monitor the protection of its physical assets from endangerment and unauthorized use. DigiPlus monitor this risk through the Safety and Security Team's annual audit, which is also validated and monitored by the DigiPlus Internal Audit Team.	DigiPlus properly maintain its facilities to minimize physical security risks that could affect its operations. Additionally, its department personnel are trained to respond to safety and security incidents.
Property damage and business disruption risk	Each year, DigiPlus reviews its business continuity and conducts a business impact assessment.	To improve our Business Continuity Management System (BCMS), DigiPlus implements data back-up procedures and risk transfer methods. These include entering insurance policies to ensure that critical resources can be recovered. DigiPlus also undergo an annual business continuity exercise that is reported to the Board Risk Oversight Committee.
Information security and technology risks	To ensure better information security, DigiPlus conducts vulnerability assessment and penetration testing, as well as incident monitoring.	The Information Security Department of DigiPlus monitors the Company's compliance with its Information Security Policy and handles incidents where system security breaches occur. Throughout the year, DigiPlus also holds training sessions on cybersecurity management across all its business units.
Environmental risk and social risk	DigiPlus regularly reports on its sustainability road map and its progress.	DigiPlus is committed to protecting the environment in the areas where it operates by implementing effective resource conservation measures. Additionally, the Company is exploring methods to reduce its consumption, recycle waste and water, and use renewable energy. DigiPlus also provides equal employment opportunities to persons with special needs, senior citizens, women, and indigenous peoples.
Operational and process risk	On a regular basis, DigiPlus creates business process reviews.	DigiPlus Management Risk Oversight Committee (MROC) reviews business processes and creates tools and procedures that enhance operational process efficiency and risk controls. DigiPlus also continues to improve our business processes to ensure enhanced efficiency.



Risk exposure	Risk assessment (monitoring and measurement process)	Risk management and control (structures, procedures, and actions taken)
Financial risk	DigiPlus regularly monitors interest and foreign exchange rates as well as financial ratios.	DigiPlus continues to improve our financial risk management processes in compliance with regulatory issuances that are relevant to our operations.
Regulatory and compliance risk	DigiPlus regularly engages in compliance monitoring and reporting.	To ensure that employees are aware of regulations, DigiPlus conducts regular employee training sessions on the Code of Ethics, the Data Privacy Act of 2012, the Anti-Money Laundering Act of 2001, and other relevant external regulations. DigiPlus also monitors employee compliance with these.


Business ethics

Employee conduct policies




Manual on corporate governance

This manual guides DigiPlus in attaining its corporate goals, creating sustainable value, and fulfilling its economic, moral, legal, and social obligations. It defines corporate governance as a system of stewardship and control that makes use of regulations, performance standards, and ethical guidelines to promote accountability across the Company, especially among members of the Board and senior management.




Code of business conduct and ethics

DigiPlus’ Code of Business Conduct and Ethics states that the Company is committed to conducting its operations in a manner that is aligned with its values and ethical standards. The Code covers principles that guide directors, officers, and employees in their work and contains principles about transactions with other stakeholders. Furthermore, it states that the Company will comply with the law in all areas where it operates.



Policy on related-party transactions


This policy requires all of DigiPlus’ related party transactions (RPT) to be conducted at arm’s length and under fair terms. The purpose of the policy is to avoid conflicts of interest and abusive transactions between related parties. It also ensures that every RPT is reviewed, approved, and disclosed in a manner that complies with the rules, regulations, and laws of the government and regulatory agencies such as the Securities and Exchange Commission. Moreover, under the policy, the Board of Directors is responsible for conducting RPTs in a fair, prudent, effective, and trustworthy manner.



Anti-Money Laundering and Terrorist Financing Prevention Program (AMLA) Policy

This program ensures that DigiPlus closely comply with the Anti-Money Laundering Act of 2001. DigiPlus is committed to preventing businesses, employees, and players from being used as avenues for money laundering and the financing of terrorism or criminal activity.


Included in the program are policies, procedures, and controls for anti-money laundering (AML) and countering terrorism financing (CTF), as well as guidelines on the establishment of our AML and CTF offices and committees. The program details AML and CTF procedures for monitoring, maintaining due diligence, reporting, record keeping, employee training, risk management, and targeted financial sanctions.



Policy on soliciting and accepting gifts, gratuities, tips, favors, or entertainment


To avoid conflicts of interest, employees cannot accept gifts, entertainment, or travel of significant value from the Company’s suppliers or customers, as well as their immediate family members or other representatives.

DigiPlus’ Policy on Soliciting and Accepting Gifts, Gratuities, Tips, Favors, or Entertainment lays down rules on this topic. It also details guidelines for identifying when such offers are in violation of any law, rules, regulations, company policies, contracts, agreements, or good morals and customs.



Information security policy

The Information Security Policy of DigiPlus centers on preserving the confidentiality, integrity, and availability of its information assets and technology infrastructure. It aims to mitigate exposure to adverse risks by proactively improving information security and building a culture of data security in the workplace. The policy also ensures that the Company complies with regulatory requirements for data protection, addresses audit and security assessment findings, and adopts current standards and best practices in information security. Additionally, it is based on the following frameworks and standards: ISO 27001, the National Institute of Standards and Technology (NIST) Cybersecurity Framework (CSF), and the 18 Critical Security Controls.



Data privacy manual

The Company’s Digital Privacy Manual ensures data privacy for the information that DigiPlus collect, use, disclose, dispose of, and store. It also strengthens the Company’s compliance with the Data Privacy Act of 2012.


The manual details DigiPlus’ data protection and security measures, serving as a guide for all of employees. Additionally, it explains the general standards for upholding the rights of DigiPlus’ data subjects.



Cash dividends policy


This policy showcases the Company’s commitment to responsible financial management and to rewarding shareholders for their trust and investments. It covers guidelines and principles regarding the payment of regular cash dividends to shareholders.

In particular, it includes policies pertaining to the following: the determination of the availability of retained earnings, declaration of cash dividends, payment of cash dividends, computation of tax on cash dividends, and communication about cash dividends.



Whistleblowing policy

The Whistleblowing Policy allows employees to raise reports outside of normal management channels. These reports can cover misconduct, illegal acts, or failure to act within the Company. Whistleblowing is part of the Company’s internal control measures and plays an important role in investigations and fact-finding. The presence of this policy also promotes a healthy corporate culture and encourages openness, accountability, and integrity.



Sexual harassment policy

To prevent sexual harassment and resolve related cases, this policy was established. It provides a procedure for resolving, settling, and disposing sexual harassment cases. The Company does not tolerate sexual harassment, and any employee or officer that is found guilty of this misconduct will be subject to disciplinary action.



# 06

## Annex



# GRI and SASB Content Index

DigiPlus Interactive Corp. has reported the information cited in this report in accordance with the following internationally recognized sustainability reporting frameworks and standards: Global Reporting Initiative (GRI) and the Sustainable Accounting Standards Board (SASB) for the Casinos and Gaming and Internet Media and Services industries.

Material Topics	GRI	SASB	Page
General Disclosures	<b>The organization and its reporting practices</b> GRI 2-1 Organizational details GRI 2-2 Entities included in the organization's sustainability reporting GRI 2-3 Reporting period, frequency and contact point		9-29
	<b>Activities and workers</b> GRI 2-6 Activities, value chain and other business relationships GRI 2-7 Employees		
Material Topics	<b>Disclosures on material topics</b> GRI 3-1 Process to determine material topics GRI 3-2 List of material topics GRI 3-3 Management of material topics		31-33
Good Governance	<b>Governance</b> GRI 2-9 Governance structure and composition GRI 2-10 Nomination and selection of the highest governance body GRI 2-11 Chair of the highest governance body GRI 2-12 Role of the highest governance body in overseeing the management of impacts GRI 2-13 Delegation of responsibility for managing impacts GRI 2-14 Role of the highest governance body in sustainability reporting GRI 2-15 Conflicts of interest GRI 2-16 Communication of critical concerns GRI 2-17 Collective knowledge of the highest governance body GRI 2-18 Evaluation of the performance of the highest governance body GRI 2-19 Remuneration policies GRI 2-20 Process to determine remuneration	<b>Internal Controls on Money Laundering</b> SV-CA-510a.1	48-61
	<b>Strategy, policies and practices</b> GRI 2-22 Statement on sustainable development strategy GRI 2-23 Policy commitments GRI 2-24 Embedding policy commitments GRI 2-25 Processes to remediate negative impacts GRI 2-26 Mechanisms for seeking advice and raising concerns GRI 2-27 Compliance with laws and regulations		
	<b>Anti-corruption</b> 205-1 Operations assessed for risks related to corruption 205-2 Communication and training about anti-corruption policies and procedures		
	<b>Economic Performance and Impact</b> 201-1 Direct economic value generated and distributed		

Material Topics	GRI	SASB	Page
Environmental Responsibility	<b>Energy Use</b> GRI 302-1 Energy consumption within the organization	<b>Energy Management</b> SV-CA-130a.1	34
	<b>Emissions</b> GRI 305-2 Energy indirect (Scope 2) GHG emissions	<b>Environmental Footprint of Hardware Infrastructure</b> TC-IM-130a.1	
Employees and Workplace	<b>Employment</b> GRI 401-1 New employee hires and employee turnover GRI 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	<b>Employee Recruitment, Inclusion and Performance</b> TC-IM-330a.1 TC-IM-330a.3	39-43
	<b>Training and Education</b> GRI 404-2 Programs for upgrading employee skills and transition assistance programs GRI 404-3 Percentage of employees receiving regular performance and career development reviews		
	<b>Diversity, Equality, and Inclusion</b> GRI 405-1 Diversity of governance bodies and employees		
Digital and Data Security	<b>Customer Privacy</b> GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	<b>Data Privacy, Advertising Standards and Freedom of Expression</b> TC-IM-220a.1 TC-IM-220a.3	35-36
		<b>Data Security</b> TC-IM-230a.1 TC-IM-230a.2	
Responsible Gaming	<b>Customer Health and Safety</b> GRI 416-1 Assessment of the health and safety impacts of product and service categories	<b>Responsible Gaming</b> SV-CA-260a.1 SV-CA-260a.2	35-38; 44-47
	<b>Local Communities</b> GRI 413-1 Operations with local community engagement, impact assessments, and development programs		



## CORPORATE INFORMATION

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### STAKEHOLDER INQUIRIES

For General Inquiry: [inquiry@digiplus.com.ph](mailto:inquiry@digiplus.com.ph)

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### SHAREHOLDER SERVICES AND ASSISTANCE

For inquiries regarding dividend payments, change of address and  
account status, lost or damaged stock certificates, please contact:  
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### Developed and Produced by

Investor Relations, Corporate Communications and Sustainability

### Design Concept

Ace Saatchi & Saatchi

### Editorial and Design Consultant

Drink Sustainability Communications

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

### Photography

Cyrus Panganiban and DigiPlus