About the cover

The DigiPlus 2024 Integrated Report "Reimagining fun, the Filipino way" is an homage to the timeless magic of Filipino carnival classics – reimagined through the lens of modern entertainment. It honors the games that have shaped generations and brought communities together, now elevated to create deeper, more immersive experiences that resonate with today's Filipinos.

By seamlessly blending cutting-edge technologies with time-honored traditions, DigiPlus breathes new life into the experiences that define local traditions. More than just gaming, DigiPlus serves as a bridge between the past and the future, proving that while technology evolves, the heart of Filipino culture remains timeless in ways that feel both familiar and new.

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01

About the report

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 2024 to December 2024.

Reporting standards and framework

The 2024 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 its 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.

02

Message of the Chairman

Message of the Chairman

Fellow shareholders,

In 2024, DigiPlus evolved beyond being just a gaming company. We have turned innovation into impact, disruption into dominance, and entertainment into an experience like no other.

What began as a single-category gaming platform has now evolved into a dynamic, multifaceted ecosystem that offers a broad spectrum of entertainment experiences. More than gaming, DigiPlus is driving economic growth, fostering innovation, and redefining the digital entertainment experience for millions of Filipinos.

Our growth trajectory has been unprecedented in 2024: with an almost threefold revenue increase, a market capitalization that has more than tripled, and a growing community of over 40 million registered users. But beyond the numbers, what truly defines DigiPlus is our ability to create lasting impact—not only for our investors and stakeholders but also for the Filipino people who trust us to deliver safe, engaging, and rewarding entertainment experiences.

A thriving industry strengthened by regulation

The Philippine iGaming industry is entering a golden era, driven by digital adoption, evolving player behaviors, and a well-regulated environment that fosters responsible gaming.

A key development in 2024 was the harmonization of tax rates for electronic gaming under PAGCOR, providing much-needed structure and stability to the industry. This regulatory milestone has reinforced the sustainability of responsible operators like DigiPlus, paving the way for continued innovation, investment, and expansion.

At the core of this transformation is the Filipino player—digitally savvy, mobile-first, and eager for richer, more immersive entertainment experiences. AI-powered gaming, real-time social play, and seamless digital payments are no longer just emerging trends—they are now industry standards.

Record-breaking financial performance

2024 was a landmark year for DigiPlus, marked by unparalleled revenue growth and strengthened financial fundamentals. Revenue soared to ₱75.2 billion, almost tripling from ₱27.3 billion in 2023 and up ninefold from ₱8.9 billion in 2022. EBITDA reached ₱13.9 billion, demonstrating a robust 192% year-over-year increase from ₱4.8 billion in 2023. Net income surged to ₱12.6 billion, compared to ₱4.1 billion in 2023 and just ₱686.8 million in 2022.

Our net cash position of ₱13.9 billion, up 227% from the previous year, underscores our financial strength and operational efficiency. With a current debt-to-equity ratio of just 0.4, we are well-positioned to sustain our aggressive growth trajectory while maintaining fiscal prudence.

DigiPlus delivered substantial returns to shareholders, with a dividend payout of ₱0.86 per share. Investor confidence soared as our share price climbed to ₱27.15 per share, up from ₱8 in 2023 and ₱2.41 in 2022, bringing our market capitalization to ₱119.67 billion. These numbers reflect more than just growth—they demonstrate the strength of our strategy, the resilience of our business model, and the trust of our stakeholders.

Revenue
₱75.2B
+176%
Year-on-year

EBITDA
₱13.9B
+192%
Year-on-year

Net Income
₱12.6B
+207%
Year-on-year

BingoPlus:
The super app for digital entertainment

Our flagship BingoPlus platform continues to strengthen its leadership. It has become the ultimate digital entertainment super app – a one-stop destination for bingo, reels, sports betting, and live-streamed games. With a library of over 1,000 games, BingoPlus continues to be the platform of choice for millions of Filipino players.

This year, it earned industry-wide recognition as the "Reliable Gaming Brand" at the Manila Bulletin Newsmakers Awards – a testament to the trust we have built with our players. The platform also made history with record-breaking jackpots, including a ₱312.5 million grand prize winner, and a remarkable streak where new millionaires were made daily through Lucky Spin.

One of the platform's most impactful innovations is its digital revival of Filipino carnival games. By transforming these beloved fiesta staples into interactive, tech-powered experiences, BingoPlus has delivered a unique fusion of culture and technology. Real-time engagement, multiplayer mechanics, and intuitive gameplay have made this offering a game-changer in Filipino digital entertainment—proving that tradition, when modernized thoughtfully, can create immersive and culturally resonant entertainment.

ArenaPlus:
Strengthening sports entertainment

Beyond gaming, DigiPlus continues to reshape the sports entertainment landscape through ArenaPlus, which has become the official sports entertainment gateway of the Philippine Basketball Association (PBA). In recognition of its market presence and innovation, ArenaPlus was named "Best Sportsbook Operator for 2024" at the SIGMA Awards. The platform has also played a key role in supporting Philippine sports, including the Olympic campaign of double gold medalist Carlos Yulo.

With the continued rise of sports gaming and interactive entertainment, ArenaPlus is well-positioned to enhance the way Filipino fans engage with their favorite teams and athletes.

GameZone:
The ultimate digital card gaming platform

GameZone is where strategy meets adrenaline. As DigiPlus' premier destination for high-stakes card games, GameZone is setting a new standard in digital competition through a platform that puts the player at the center of every experience. Featuring real-time streaming, tournament-grade infrastructure, and an exclusive Player vs. Player (PVP) mode for Tongits, GameZone offers unmatched excitement for both seasoned players and a new generation of digital gamers.

In 2024, GameZone made history with the Tongits Champions Cup – the first-ever offline Tongits grand tournament in the Philippines that bridged digital play with on-ground fanfare and cultural relevance. Its immersive, tech-driven interface and dynamic community features allow players to go head-to-head in ways that are fast, fair, and fiercely engaging. With a strong foundation and forward momentum, GameZone is not just a gaming platform, but becoming a Filipino favorite in card gaming.

Expanding beyond borders: Brazil as the next frontier

While the Philippines remains our core market, DigiPlus is exploring new frontiers, with Brazil emerging as a strategic next step. As one of the fastest-growing regulated iGaming markets, Brazil presents an opportunity to bring our expertise in localized gaming innovation and responsible entertainment to a global audience. With a population of over 200 million and a rapidly growing digital economy, we see that our calculated entry into this market will unlock new growth avenues, allowing us to replicate our success on a global scale.

In parallel, we are establishing DigiPlus Global Pte. Ltd. in Singapore, a regional hub dedicated to attracting top-tier professionals, forging strategic alliances, and enhancing our international presence.

Sustainability and corporate responsibility

Beyond business growth, we want to ensure that our success goes hand in hand with global best practices and sustainability. In partnership with a leading climate consultant, we conducted a comprehensive climate risk assessment, marking our first step toward understanding and mitigating our environmental impact. This initiative allows us to evaluate potential risks related to climate change and integrate sustainability into our long-term business strategy.

We allocated ₱100 million to the BingoPlus Foundation, directly benefiting nearly 120,000 individuals in areas such as accessible healthcare, education, disaster resilience, and digital responsibility. In response to Typhoon Kristine, the Foundation provided ₱37 million in aid, helping affected families rebuild their lives. Another highlight is our pioneering efforts in responsible gaming, which have sparked a national conversation, reinforcing our commitment to player protection and ethical gaming practices.

DigiPlus also remains a key contributor to the Philippine economy, paying ₱33.7 billion in taxes and regulatory fees while generating over 3,000 jobs nationwide. As we continue to grow, we recognize our responsibility to operate in a way that is not only financially sustainable but also socially and environmentally conscious.

Charting new horizons in digital entertainment

As we move forward, our focus remains clear: to continuously innovate, expand our reach, and deliver unparalleled entertainment experiences. With a solid financial foundation, an expanding digital ecosystem, and a clear strategic direction, DigiPlus is poised for growth in the years ahead.

To our investors, stakeholders, employees, and loyal users – thank you for your trust and support. DigiPlus will continue to actively shape digital gaming in the Philippines, and we are just getting started.

> "In 2024, DigiPlus evolved beyond being just a gaming company. We have turned innovation into impact, disruption into dominance, and entertainment into an experience like no other."

Eusebio H. Tanco
Chairman

03

Our business and value creation

Company overview

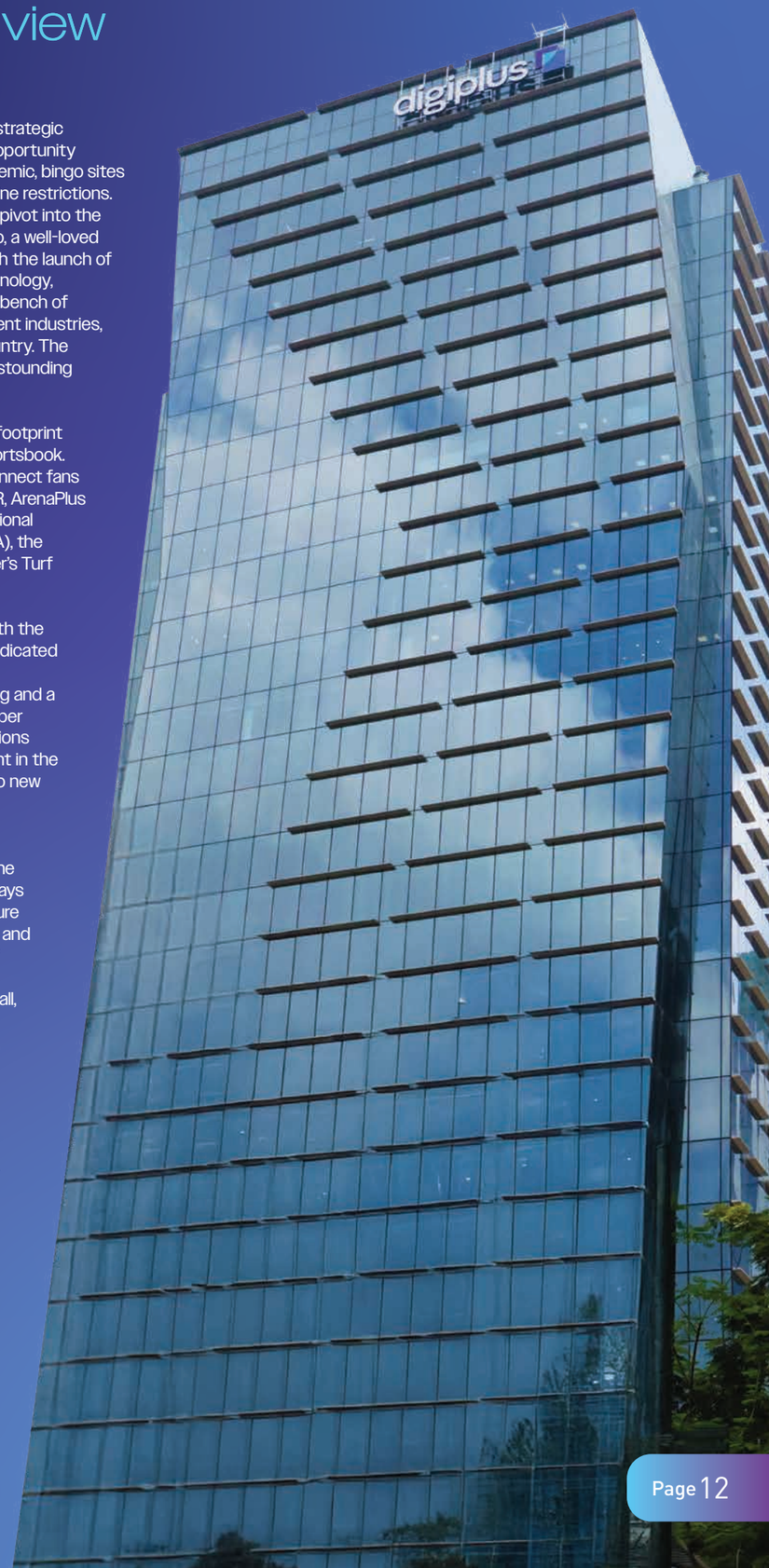
At the start of 2022, DigiPlus embarked on a strategic transformation to capture the tremendous opportunity around digital entertainment. During the pandemic, bingo sites were temporarily closed down due to quarantine restrictions. This presented an opportunity for DigiPlus to pivot into the digital 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 expanded its digital footprint with the introduction of ArenaPlus, a digital sportsbook. ArenaPlus offers live-streamed games that connect fans directly to the action. Duly licensed by PAGCOR, ArenaPlus has become the official partner of the professional leagues: Philippine Basketball Association (PBA), the Premiere Volleyball League (PVL) and the Spiker's Turf League (STL).

DigiPlus further revolutionized the industry with the release of GameZone in August 2023. This dedicated card game platform offers cutting-edge, player-focused features such as live streaming and a Player vs. Player (PVP) game mode. In December 2024 it successfully held the 'Tongits Champions Cup', the first offline Tongits grand tournament in the Philippines, bringing the iGaming experience to new levels of excitement and competition.

Continuing its trajectory of innovation and diversification, DigiPlus unveiled its carnival game offerings in December 2023, a platform that pays homage to traditional Filipino fiestas. This feature highlights beloved local games like Color Game and Pa Pula, Pa Puti, resonating with a wide array of demographics and lifestyle preferences. A standout addition to this lineup is Pinoy Drop Ball, launched in September 2024. As the first-ever live-streamed drop ball game in the Philippines, Pinoy Drop Ball offers players an immersive experience reminiscent of local town fiestas, combined with the convenience of digital access.

With a robust ecosystem encompassing over 40 million registered users across various platforms, DigiPlus has seamlessly integrated into the fabric of Filipino lifestyle.
By harnessing cutting-edge technologies and a deep bench of experts from the technology, research and development, and gaming operations spaces, DigiPlus is well-positioned to solidify its position as the premier diversified leisure and entertainment hub, delivering enjoyable and rewarding experiences to Filipinos nationwide.



Operational highlights

Over 40 million registered users across its digital entertainment platforms

Over 1,000 games on offer

Robust offline presence with over 130 physical sites across the Philippines

Biggest jackpot awarded for Bingo Mega ₱154 million and Lucky Spin ₱312.5 million

BingoPlus

Pioneering live-streaming digital bingo platform, now offering over 1,000 games, including bingo, e-casino games, and perya classics

ArenaPlus

The Philippines' premier online sportsbook, giving sports enthusiasts an unmatched, real-time fan experience

GameZone

The ultimate digital card gaming platform that offers cutting-edge live streaming and Player vs. Player experiences

Financial highlights

Revenue	EBITDA	Net Income	Market Cap
₱75.2B	₱13.9B	₱12.6B	₱119.7B
+176% Year-On-Year	+192% Year-On-Year	+207% Year-On-Year	As of 2024 Market Close

Sustainability and ESG highlights

Environmental responsibility

Electricity consumption =

18,268,651.41 kWh

GHG emissions

SCOPE	
1	442.94 mTCO2e
2	12,833.60 mTCO2e
3	2,971,833.40 mTCO2e

Community impact

Over 115,000 Filipinos served through various BingoPlus Foundation programs

60 scholars across 20 universities funded under FutureSmart Program

Over **30K** patients assisted through KalusuganPlus Program

Over **₱47M** committed in relief efforts under KabuhayanPlus Program

18M Filipinos reached through Responsible Gaming campaigns

Employees and workplace

Employee turnover
764

Employee training hours
18,207

Responsible Gaming

- Integration of industry-leading responsible gaming features into DigiPlus platforms
- Launch of "Pusta de Peligro" responsible gaming campaign
- "Tamang Laro, Tamang Panalo" webinar series on excessive gaming behaviors and financial literacy

Data privacy and information security

- **0** losses of customer data
- Adoption of ISO/IEC 27001:2022 Information Security Management System (ISMS)
- Migration to Amazon Web Services (AWS)

digiplus

Product portfolio

BingoPlus

The pioneer in digital bingo entertainment

BingoPlus has redefined digital entertainment in the Philippines. Launched in January 2022, it introduced the first-ever interactive, live-streaming digital bingo platform, seamlessly integrating advanced technology infrastructure with a network of over 130 physical bingo sites nationwide. Since 2022, it has expanded to offer over 1,000 games, including bingo, e-casino games, and perya classics. The BingoPlus app delivers world-class digital entertainment backed by aggressive marketing, player acquisition, and retention strategies. Its state-of-the-art livestreaming studio ensures an immersive and engaging experience, setting new industry standards.

2024 highlights

- Launched self-developed games Color Game Plus, Pa Pula, Pa Puti, and Pinoy Drop Ball
- Launched exclusive games such as Super Ace Jackpot and live casino partnership with EZEE
- Innovative features released such as Lucky Spin, Reels, and Responsible Gaming
- Awarded largest jackpot for Bingo Mega and Lucky Spin
- Awarded "Reliable Gaming Brand" at the Manila Bulletin Newsmakers Awards

ArenaPlus

The premier online sportsbook

ArenaPlus is the Philippines' premier online sportsbook, giving sports enthusiasts an unmatched real-time gaming experience. Launched in 2023, it is the official partner of the professional leagues: Philippine Basketball Association (PBA), the Premiere Volleyball League (PVL) and the Spiker's Turf League (STL). By offering live-streamed games, ArenaPlus connects fans directly to the action. With expanding sports coverage and exclusive community-driven content, it continues to set the gold standard for sports engagement and entertainment.

2024 highlights

- Awarded "Best Sportsbook Operator for 2024" at the SIGMA Asia Awards
- Welcomed Paris Olympics double Gold medalist Carlos Yulo as brand ambassador
- Welcomed international star Austin Reeves as brand ambassador, joining Jordan Clarkson in the ArenaPlus family

GameZone

The ultimate digital card gaming platform

GameZone is revolutionizing digital gaming with a cutting-edge, player-focused platform that offers thrilling, high-quality betting experiences. With its live streaming capability and exclusive Player vs. Player (PVP) mode for Tongits, alongside a diverse range of classic card and betting games, GameZone delivers an unparalleled level of engagement and competition. Designed for the next generation of gamers, it continuously pushes the boundaries of iGaming innovation.

2024 highlights

- Introduced immersive gaming features such as live-streaming and tournament mode
- Successfully held the "Tongits Champions Cup" the first-ever offline Tongits grand tournament in the Philippines

Revolutionizing digital entertainment with Filipino tradition

Since its launch in 2023, DigiPlus' carnival game offerings have been redefining how Filipinos experience traditional perya (carnival) games in the digital space. As a pioneer in merging heritage with technology, DigiPlus has created an immersive, high-energy gaming experience that resonates deeply with Filipino players. While the competition focuses on standard digital gaming, these offerings set DigiPlus apart by tapping into nostalgia, excitement, and cultural familiarity – giving DigiPlus a true competitive edge in the industry.

At the heart of the success of DigiPlus' carnival games are Color Game, Pa Pula, Pa Puti, and Drop Ball — three beloved games that have long been staples of Filipino fiestas. Color Game brings the thrill of anticipation as players place their bets on vibrant hues, just as they would at a local perya. Pa Pula, Pa Puti evokes the same excitement that generations of Filipinos have enjoyed. Meanwhile, Drop Ball, with its unpredictable yet exhilarating nature, keeps players engaged, making every game session an electrifying experience. These games are not just about fun; they're about preserving a cherished part of culture while making it more accessible to today's digital audience.

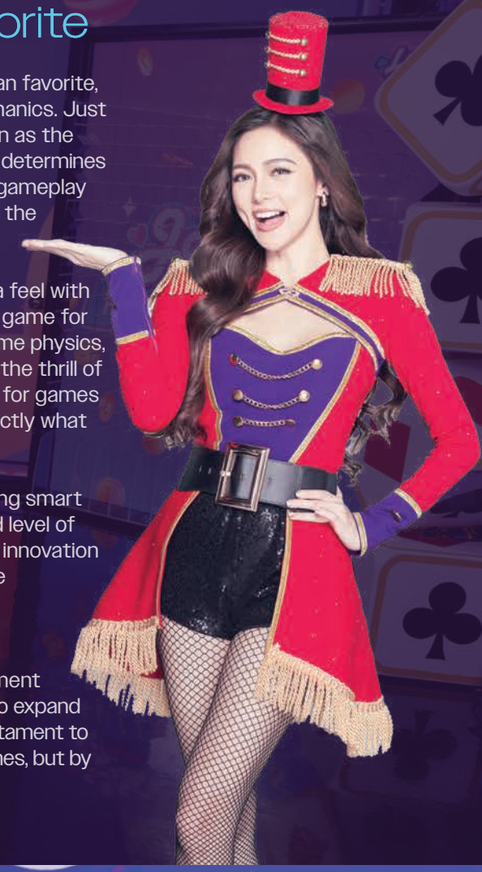
Drop Ball: A new fan favorite

Launched in September 2024, Drop Ball has quickly risen as a fan favorite, capturing the hearts of players with its simple yet thrilling mechanics. Just like in the traditional perya game, players watch with anticipation as the ball bounces through a maze of pegs, finally landing in a slot that determines their winnings. The mix of chance, excitement, and fast-paced gameplay has made it one of the most played and talked-about games in the BingoPlus suite.

What sets Drop Ball apart is its ability to blend the classic perya feel with cutting-edge digital enhancements. DigiPlus has optimized the game for seamless online play, ensuring a smooth experience with real-time physics, dynamic animations, and engaging audio effects that heighten the thrill of every drop. Its rapid rise in popularity signals a growing demand for games that balance simplicity, excitement, and cultural familiarity—exactly what these offerings deliver.

DigiPlus' R&D team continuously refines these games, integrating smart technology with fair play mechanisms to provide an unmatched level of engagement and trust. This commitment to both tradition and innovation is what makes these perya games a game-changer in the online entertainment space.

The overwhelming reception of these perya games prove that Filipinos crave experiences that blend modern digital entertainment with the familiarity of their cultural roots. As DigiPlus continues to expand its gaming ecosystem, the carnival game offerings stand as a testament to how the company is leading the industry—not just by offering games, but by creating experiences that feel deeply, authentically Filipino.



Financial highlights

Revenue	₱75.2 billion +176% YEAR-ON-YEAR
EBITDA	₱13.9 billion +192% YEAR-ON-YEAR
Net income	₱12.6 billion +207% YEAR-ON-YEAR

In 2024, DigiPlus posted a net income of ₱12.6 billion, soaring 207 percent year-over-year, driven by the sustained momentum of its retail gaming segment, the successful launch of new self-developed live streamed games, and the continued expansion of its game portfolio.

Total revenues surged 176 percent to ₱75.2 billion, while EBITDA climbed 192 percent to ₱13.9 billion, reflecting the company's ability to scale efficiently and optimize its expanding user base. By the end of 2024, DigiPlus recorded over 40 million registered users across its digital platforms, reinforcing its leadership in the Philippine digital gaming space.

One of the biggest growth drivers was DigiPlus' introduction of uniquely Filipino, culturally resonant, and technology-driven games. The launch of Pinoy Drop Ball – a homegrown creation designed to capture the excitement of traditional perya games – marked another industry first. Launched in September 2024, Pinoy Drop Ball is the first-ever live-streamed drop ball game in the Philippines, blending tradition with digital innovation. DigiPlus invested heavily in research and development to ensure the game truly embodies the authenticity and joy of local town fiestas, while modernizing the experience for mobile gaming.

The launch of Pinoy Drop Ball, alongside Pa Pula, Pa Puti and Color Game Plus, and other proprietary live streamed, interactive game formats fueled significant revenue growth. Meanwhile, Super Ace Jackpot, introduced in August 2024, became a key driver of engagement, solidifying DigiPlus' leadership in digital gaming. Additionally, the harmonization of regulatory fees further enhanced profitability, creating a more stable environment for long-term growth.

Awards and recognitions

In 2024, DigiPlus continued to set industry standards, earning prestigious awards for excellence in digital innovation and social responsibility – both locally and globally.

FORTUNE SOUTHEAST ASIA 500™ 2024

Fortune Southeast Asia 500

FTSE

- FTSE Total-Cap Index
- FTSE All-Cap Index

MSCI

- MSCI Small Cap Index

PSE

- PSE MidCap Index

statista

- 2025 Philippines Growth Champions (Top 3)

APEA Asia Pacific Enterprise Awards

- Corporate Excellence Award
- Fast Enterprise Award

Manila Bulletin – The Nation's Leading Newspaper

- Reliable Gaming Brand - BingoPlus

PRSP

- **Gold Anvil:** Transformative corporate rebranding campaign
- **Silver Anvil:** 2023 Integrated Report
- **Silver Anvil:** BingoPlus Foundation's 'FutureSmart' program

Asia Integrated Reporting Awards – AIRA

- **Gold for Asia's Best Integrated Report:** First-time Category

The Asian Business Awards

- **Philippines Technology Excellence Award for Startup** - Media and Entertainment
- Philippines Innovator of the Year

transform awards asia

- **Silver:** Best Brand Evolution (Corporate)
- **Silver:** Best Use of Visual Property
- **Bronze:** Best Use of Typography
- **Bronze:** Best Brand Development Project to Reflect a Change of Mission, Values, or Positioning

SiGMA Awards Asia

- **Best Sportsbook Operator** - ArenaPlus

World Business Outlook

- Excellence in Technological Advancement and Integration
- Excellence in Corporate Social Responsibility and Sustainable Practices
- Best in Corporate Governance and Ethical Practices

Global ESG Governance Awards

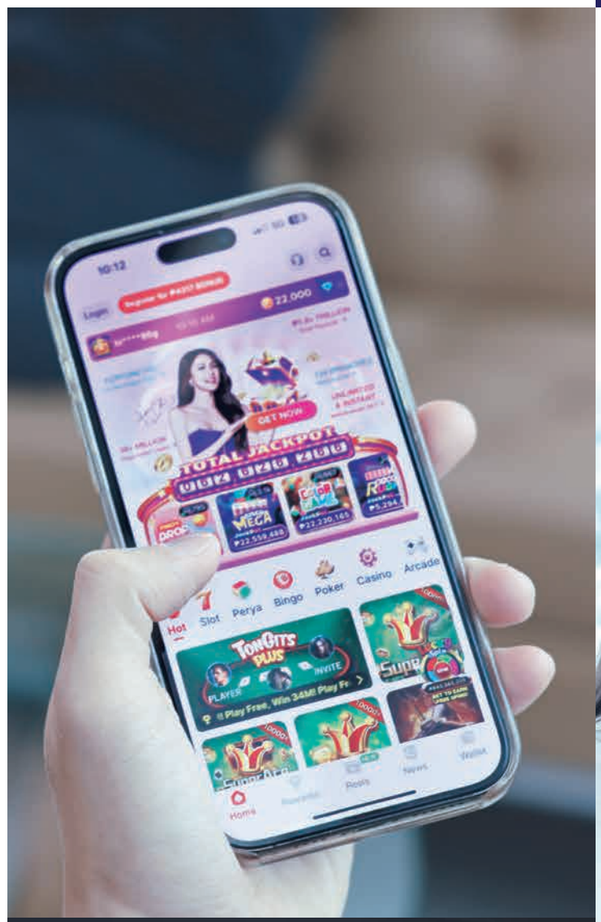
- Best Social Responsibility Campaign Award
- Excellence in ESG
- Championship in Corporate Governance Awardee

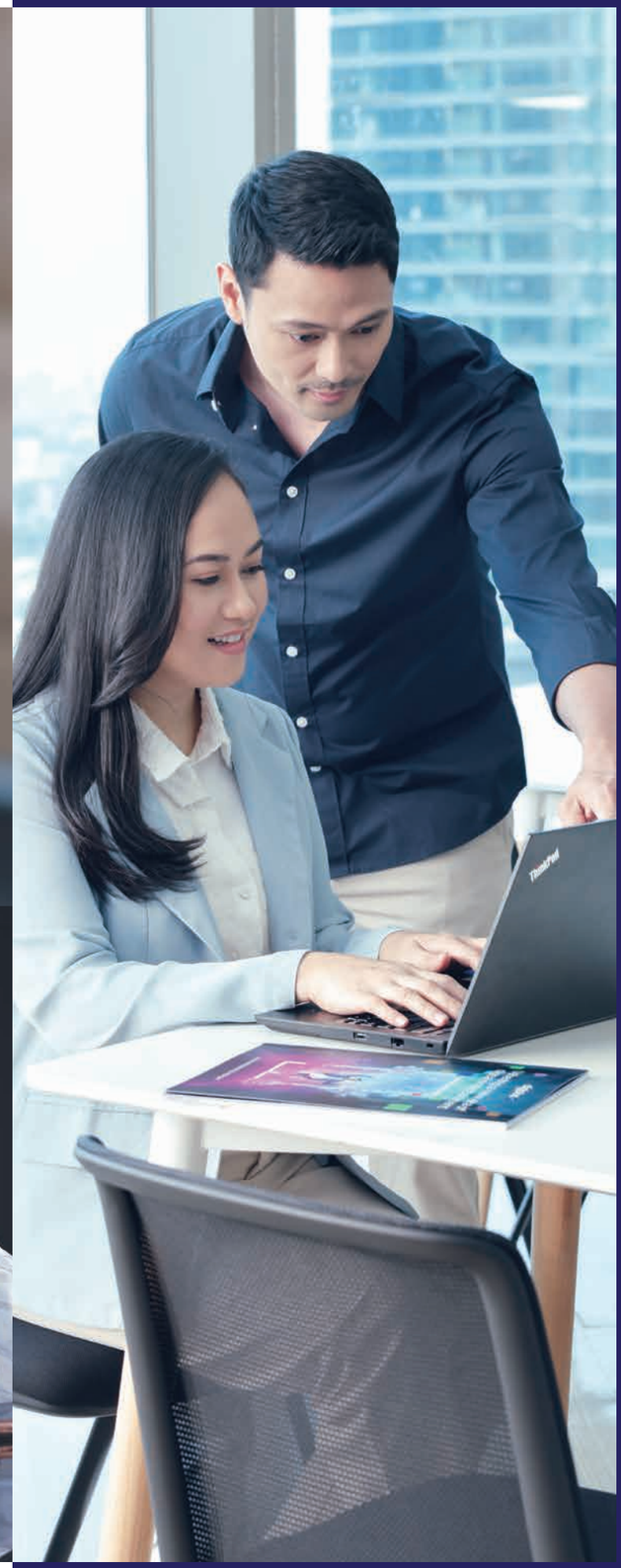
External environment

The Philippine gaming industry has experienced remarkable growth in recent years, with forecasts suggesting this upward trend will continue. In 2024 the Philippine Amusement and Gaming Corporation (PAGCOR) reported that the industry's Gross Gaming Revenue (GGR) reached ₱372 billion in 2024. The electronic games (e-games) segment was the second largest contributor to GGR with ₱155 billion accounting for 42 percent, nearly triple the numbers posted in 2023 at ₱58 billion. In 2025, PAGCOR projects industry GGR to range from ₱450 billion to ₱480 billion. This will be led by the growth of the e-games segment which is projected to increase its share to 45 percent. PAGCOR expects the performance of e-games will equal that of physical casinos in the next two or three years.

The growth momentum of iGaming is driven by digital adoption, evolving player behaviors, and a well-regulated environment that fosters responsible gaming. The easy accessibility of digital platforms enables players to enjoy their favorite games anytime and anywhere, while low minimum bets have made it possible for all types of players to participate. In addition, PAGCOR continues to bolster the sector through favorable policies, including harmonizing regulatory fees by 2025. This move is part of broader efforts to eliminate illegal iGaming and ensure the industry's long-term sustainability.

DigiPlus with its strong user base of over 40 million registered users across various digital entertainment platforms, is strategically poised to remain a leader in iGaming. By harnessing advanced technologies and tapping into a skilled team of experts in technology, research and development, and gaming operations, DigiPlus is well-equipped to continue driving innovation and maintaining its competitive edge in the industry.





DigiPlus strategy

Launch more exclusive and self-developed games to expand user base and improve profit margins

DigiPlus will continue to execute its brand value proposition of delivering locally inspired and unique gameplay experiences. By creating and offering exclusive, self-developed games, DigiPlus seeks to broaden its user base and distinguish itself in a competitive market. These games will not only resonate with current players but also draw in new users, unlocking opportunities for enhanced engagement and driving sustainable revenue growth.

Continue to diversify product portfolio to cater to different user demographics

DigiPlus is committed to expanding its product portfolio to better meet the diverse needs of its customers. By offering a wide variety of entertainment products tailored to different tastes, interests, and age groups, DigiPlus aims to attract and retain a broader user base. This approach ensures the company stays adaptable and responsive to the evolving preferences of its customers, fostering long-term growth and enhancing customer loyalty.

Leverage digital intelligence to provide tailored and seamless experience to users

DigiPlus will leverage AI and big data to enhance customer experiences, offering personalized gameplay and reinforce responsible gaming. The company will optimize for a mobile-first, seamless customer experience across all platforms and utilize insights from big data to refine marketing, retention, and product development strategies.

Opportunistically diversify in offshore markets where laws on iGaming are in place from which we can derive new sources of growth

DigiPlus will strategically expand into offshore markets with established iGaming regulations, seizing opportunities to unlock new growth potential. By entering regions with clear regulatory frameworks, the company can capitalize on emerging markets while minimizing regulatory risks. This approach will enable DigiPlus to diversify its revenue streams, enhance its global footprint, and drive sustainable growth in new markets.

Brazil as the next frontier

DigiPlus continues to redefine the digital entertainment landscape with a bold and calculated expansion into Brazil – one of the world's most dynamic and rapidly evolving markets. With a thriving digital ecosystem, a rapidly expanding consumer base, and a progressive regulatory framework, Brazil stands as the ideal next step in DigiPlus' global trajectory.

A powerhouse of opportunities

Home to over 200 million people, Brazil is the largest economy in South America and one of the most promising digital entertainment markets in the world. The country's increasing smartphone penetration and deepening engagement with online platforms highlight a growing demand for cutting-edge digital experiences.

The regulatory advancements in Brazil have further strengthened its appeal. In 2024, the country implemented a transparent and structured legal framework for the gaming industry, paving the way for a secure and sustainable digital ecosystem. By entering a fully regulated market, DigiPlus ensures that its operations align with compliance standards that foster consumer trust and long-term industry stability.

A strategic investment in the future

DigiPlus' entry into Brazil is backed by an initial capital commitment of ₱660 million, reinforcing its confidence in the market's immense potential. Brazil's well-established appetite for digital gaming further amplifies the significance of this expansion. With a culture that embraces entertainment, competition, and innovation, Brazilian players are poised to welcome a platform that prioritizes security, responsible gaming, and an unparalleled digital experience.

digiplus

DigiPlus value creation model

Inputs

Financial

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

Manufactured

Technology infrastructure complemented by strong distribution of physical sites

Intellectual

World-class technology infrastructure and a deep bench of talents in technology, entertainment, and operations

Human

Dedicated workforce that enables the operation and development of world-class digital entertainment platforms

Social & relationship

Building relationships with key stakeholders to deliver unforgettable experiences and positive impact

Natural

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

Business model

Digital entertainment

DigiPlus embraces the boundless potential of digital entertainment and is committed to constant innovation to ensure its offerings evolve to deliver even more fun and excitement to customers.

Product development & technology

Leveraging the latest technology and a deep bench of experts from technology, research & development, and entertainment enables DigiPlus to create a diverse portfolio of products and unlock new business opportunities.

Tailored and seamless customer experience

DigiPlus invests in creating a unique and tailored customer experiences across its digital ecosystem in order to optimize user engagement and increase user retention. AI and big data capabilities also allow DigiPlus to deliver new and evolving products that cater to a variety of demographics and lifestyle preferences.

Output and outcome

Financial

- ₱75.2 billion in revenues (176 percent growth, year-on-year)
- ₱13.6 billion EBITDA (192 percent growth, year-on-year)
- ₱12.6 billion in net income (207 percent growth, year-on-year)
- Cash dividend of ₱0.86 per outstanding common share
- ₱119.67 billion Market Cap (ao 2024 market close)

Manufactured

- Seamless customer experience in online and offline entertainment platforms
- Over 130 physical sites nationwide
- Technology infrastructure composed of cloud based data servers

Intellectual

- Diverse digital entertainment portfolio catering to a variety of customer demographics and lifestyle preferences
- World-class live streaming and game development capability
- Integrated responsible gaming features
- Over 1,000 games offered across all entertainment platforms
- Over 40 million registered users across its digital ecosystem
- Best Brand Evolution - Corporate (Silver): Transform Asia Awards
- Best Sportsbook Operator – ArenaPlus: SIGMA Asia Awards
- Excellence in Technological Advancement and Integration: World Business Outlook Awards
- Asia Pacific Enterprise Award: Corporate Excellence Award and Fast Enterprise Award

Human

- Total workforce of over 3,000 employees across online and offline operations
- Over 1,800 new employees hired in 2024
- 57% female workforce
- Over 18,000 employee training hours

Social & relationship

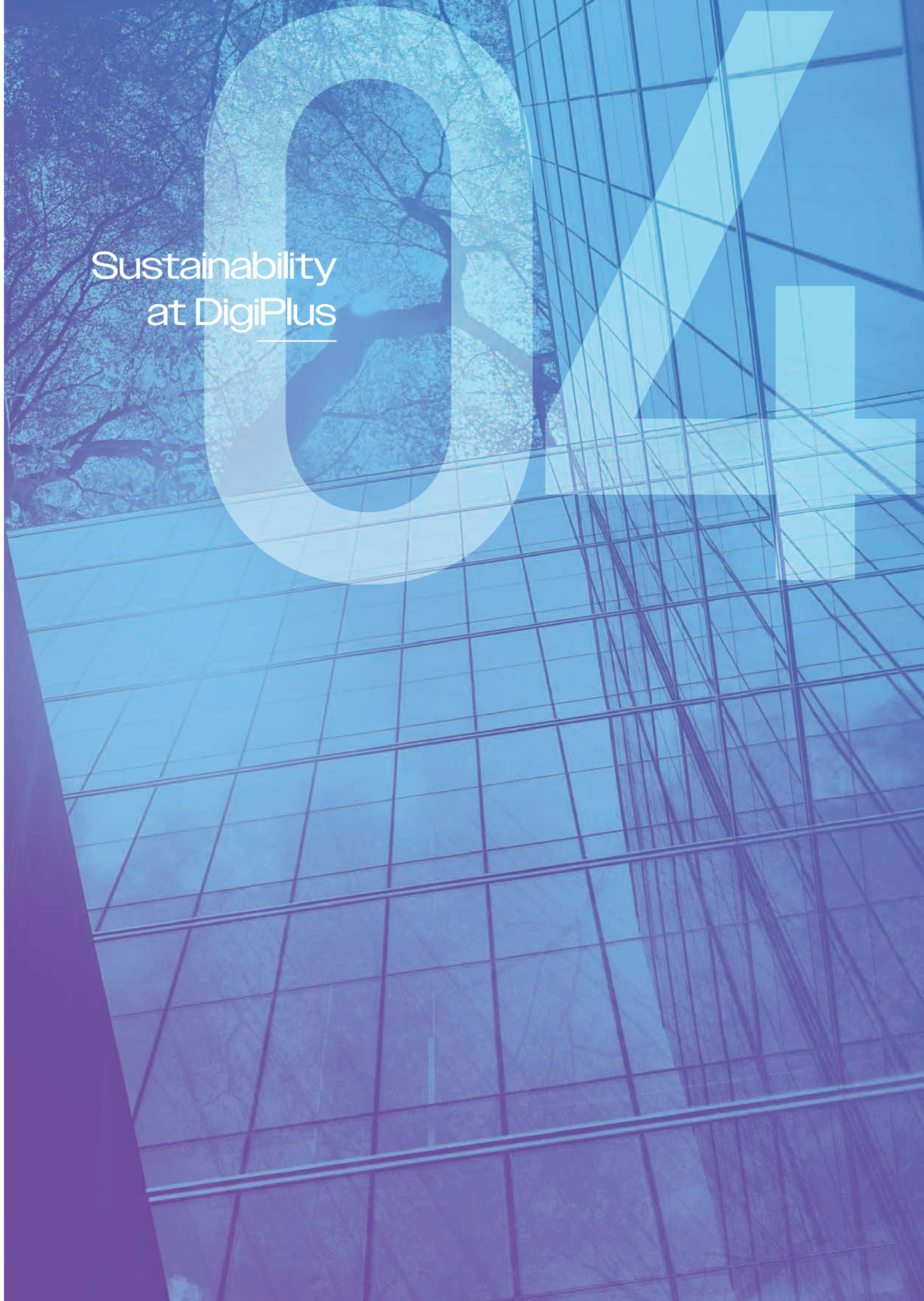
- ₱33.7 billion paid in taxes
- Over 115,000 Filipinos served through various BingoPlus Foundation Programs
  - 60 scholars across 20 universities funded under FutureSmart Program
  - Over 30,000 patients assisted through KalusuganPlus Program
  - Over ₱47 million committed in relief efforts under KabuhayanPlus Program
- 18 million Filipinos reached through Responsible Gaming campaigns
- Silver Anvil Award: BingoPlus Foundation's FutureSmart Program
- Silver Anvil Award 2023 Integrated Report: Ushering a New Era of Digital Entertainment
- Manila Bulletin Newsmakers of the Year: Reliable gaming brand - BingoPlus

Natural

- ~18.3 million kWh of electricity consumed
- Scope 1 emissions = 442.94 mTCO2e
- Scope 2 emissions = 12,833.60 mTCO2e
- Scope 3 emissions = 2,971,833.40 mTCO2e

Stakeholder engagement

Stakeholder	Key concerns	Method of engagement	Capital
Shareholders and investors	• Financial and operational performance • Corporate strategy • Regulatory environment • Competitive environment • ESG performance	• One-on-one and group in-person meetings • Emails • Video conference calls • Investor conferences and non-deal roadshows • Quarterly earnings releases • Site and studio tours • Company website	Financial Social and Relationship
Employees	• Job security • Professional growth & development • Compensation & benefits • Overall well-being	• Employee training & development programs • Direct employee engagement channels • Employee recognition programs • Company-wide events and celebrations	Human
Customers	• Delivery of world-class entertainment products • Data protection and privacy • Customer service and experience • Responsible Gaming	• Digital entertainment platforms • Over 130 physical sites • Dedicated customer experience teams • Company website and social media platforms	Intellectual Manufactured Social and Relationship
Local community	• Local economic development • Management of environmental and social impacts	• Employment opportunities • Dialogue and meetings • Partnership in national and local programs and initiatives • Implementation of Corporate Social Responsibility (CSR) through BingoPlus Foundation	Social and Relationship
Regulators	• Compliance with regulatory requirements • Payment of taxes and other remittances • Support for government programs	• Dialogue and meetings • Participation in government consultations • Partnership in national and local government initiatives • Company disclosures	Intellectual Manufactured Social and Relationship
Media	• Timely and accurate news on the company • Transparency	• News seeding • Press conferences • Media engagements and partnerships • Company website and social media platforms	Financial Social and Relationship
Business partners and service providers	• Financial and operational performance • Long-term and mutually beneficial partnership • Efficient procurement and payment systems	• Direct contact and small group meetings • Accreditation Program	Financial Social and Relationship



Sustainability at 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:

Industry benchmarking

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

Stakeholder engagement

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

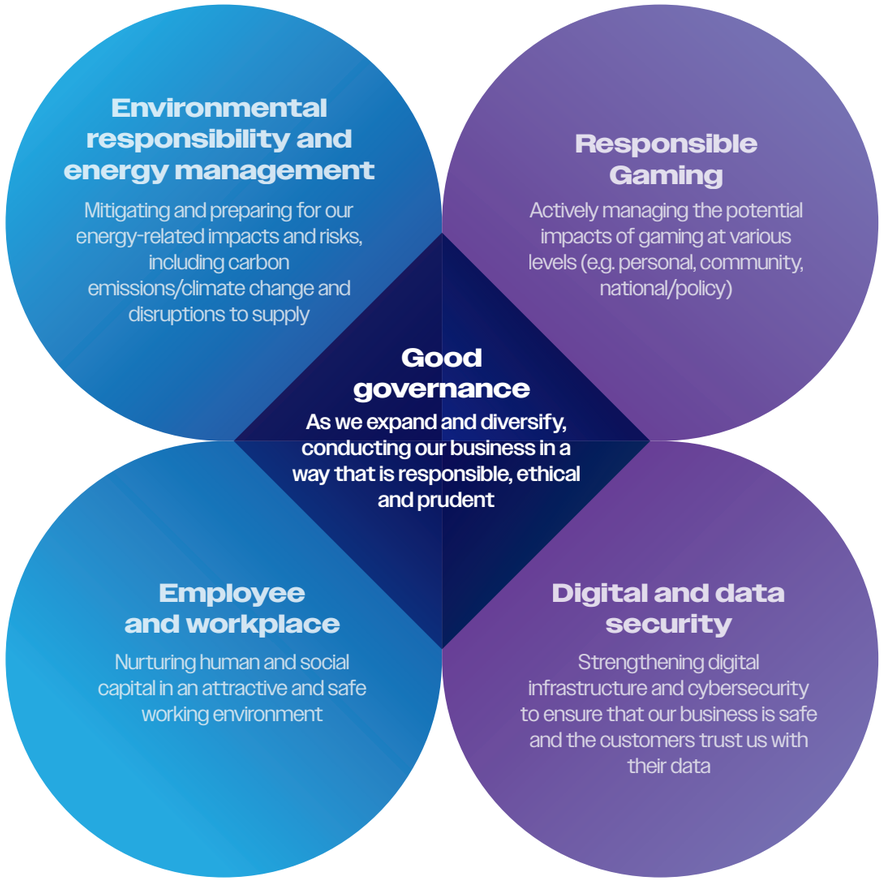
Materiality review

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.

The DigiPlus Sustainability Framework reflects current trends, best practices, the organization's capabilities, and the aspirations of its leadership. It is comprised of five pillars:



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.

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.

Environmental responsibility and energy management

- Energy use
- Climate change
- Environmental compliance

Responsible Gaming

- Customer protection
- Community impact

Good governance

- Ethics and integrity
- Anti-corruption
- Risk management
- Economic performance and impact

Employees and workplace

- Talent acquisition
- Employee retention
- Training and development
- Employee engagement
- Diversity, equity, and inclusion

Digital and data security

- Digital rights
- Data privacy
- Information security

Environmental performance

DigiPlus is dedicated to safeguarding the environment and adopting sustainable practices in its operations. In 2024, the company took fundamental steps to understand its climate risk exposure and impact on climate change. With the assistance of a climate consultant, DigiPlus was able to complete a physical risk assessment and GHG inventory aligned with the requirements of the International Financial Reporting Standards (IFRS) and Securities and Exchange Commission (SEC). DigiPlus also upheld its strong track record in environmental compliance with no violation of environmental regulations recorded in 2024.

Electricity consumption

Electricity consumption in 2024 increased by 49% to reach 18,268,651.41 kWh. This is primarily due to enhanced data collection efforts in the year. Six additional sites, previously unable to report their numbers, are now included in the electricity consumption data. Most of DigiPlus' electricity usage stems from the operation of over 130 offline sites nationwide. The primary source of electricity for DigiPlus is the national grid, supplied by distribution units such as Meralco, and local electric cooperatives.

Electricity consumption

2023	12,252,404.96 kWh
2024	18,268,651.41 kWh

Climate change

Sustainability governance

The Board of Directors, through the Corporate Governance Committee, oversees the development and implementation of corporate governance principles and policies, including those related to Environmental, Social, and Governance (ESG) matters and sustainability. At the management level, DigiPlus has a dedicated Sustainability Team that reports to the Head of Investor Relations, Corporate Communications, and Sustainability (IRCCS). Guided by the company's strategic direction, the Sustainability Team drives sustainability initiatives, fosters collaboration with business units, and monitors and reports on sustainability performance to key stakeholders and the Board of Directors.

Risk management

Environmental and social risks, including those related to climate change, are integrated into the DigiPlus Enterprise Risk Management (ERM) system. This process is managed by the Chief Risk Officer (CRO), who reports directly to the Board Risk Oversight Committee (BROC). DigiPlus regularly conducts a risk identification and assessment process of factors that could potentially affect the implementation of its business goals. Based on this, a risk management strategy is developed to mitigate or avoid these identified risks. Following the completion of its inaugural climate risk assessment, DigiPlus is committed to further strengthening the incorporation of climate-related risks into the broader ERM framework.

Climate-related risks

Climate risks present major challenges to economies, communities, and businesses, disrupting operations, depleting resources, and threatening long-term resilience. These risks are generally classified into physical and transition risks. Physical risks stem from climate-related hazards that directly affect infrastructure, operations, and supply chains.

In 2024, DigiPlus engaged a climate consultant to conduct a physical climate risk assessment to identify the potential exposure of its assets and begin development of appropriate risk mitigation strategies to improve overall resiliency and business continuity. This process began with a comprehensive data collection and identification of common physical climate hazards in the locations where the company operates. A conservative climate model was then developed using a high-emission scenario (SSP5-8.5) and long-term time horizon to determine the vulnerability of each asset.

Four key physical risks were identified and assessed across over 130 assets located throughout the Philippines:

Physical climate risk exposure

Physical risk	Modeled parameters	Risk assessment	Potential impact
Flooding	100, 200, and 500 m buffer Inundation Levels Annual Total Rainfall (mm/year) Max 1-day Rainfall (mm/year)	High risk for 84% of DigiPlus assets	Damage to company-owned assets and infrastructure Business interruptions and operational challenges Higher insurance premiums Increased costs associated with asset repair or replacements Decreased revenue attributed to disruptions in the operations of studios and offline sites
Tropical cyclone	Total Count Strikes (Direct Strike, Indirect Strike, 200 km buffer) Average Windspeed of Direct Strikes (km/hr) Maximum Windspeed of Direct Strikes (km/hr)	Medium risk for 78% of DigiPlus assets	Damage to company-owned assets and infrastructure Business interruptions and operational challenges Increased costs associated with asset repair or replacements Decreased revenue attributed to disruptions in the operations of studios and offline sites
Extreme heat	Daily Max Heat Index calculated from max near surface (one meter above the ground) air temperature and relative humidity	Medium risk for 75% of DigiPlus assets	Increase in cooling demands for offices and offline sites leading to higher electricity consumption Lower productivity due to the extreme heat
Sea level rise	Elevation Annual SLR Rate (mm/year)	Not at risk for 39% of DigiPlus assets	Damage to company-owned assets and infrastructure Closure of unviable offline sites

DigiPlus may explore the development of more robust Climate Adaptation Plans to enhance resilience against climate risks. These plans may include tailored emergency response strategies for high-priority sites, addressing specific physical risks identified. In the case of flooding and tropical cyclones, DigiPlus equips offline sites with backup power to mitigate potential power disruptions. Additionally, DigiPlus ensures the continued reliability of cooling and ventilation systems through regular maintenance, guaranteeing their optimal performance during operations.

Going forward, DigiPlus will continue to evaluate its climate risk exposure by aiming to complete a transition risk assessment within the next two years. By conducting both physical and transition risk assessments, the company will gain a comprehensive understanding of its overall risk profile, enabling the development of effective climate mitigation strategies.

Climate metrics

The calculation of greenhouse gas (GHG) emissions is a crucial first step for DigiPlus to understand and manage climate risk exposure. The GHG accounting process consisted of five key steps. A materiality process was conducted to ensure that the emission categories that are covered in the accounting process reflect DigiPlus' business and operations. Upon identifying the material emissions, emission factors based on the emission type were consolidated for analysis. Data collection templates were prepared to ensure data uniformity and to decrease the risk of errors.

GHG Scope	2023	2024
Scope 1	No data	442.94 mTCO2e
Scope 2	8,746.13 mTCO2e	12,833.60 mTCO2e
Scope 3	No data	2,971,833.40 mTCO2e

Scope 1 emissions were primarily attributed to the company's fleet of owned vehicles and backup generator sets used at offline sites, totaling 442.94 mTCO2e in 2024.

Scope 2 emissions amounted to 12,833.60 mTCO2e, directly corresponding to the company's electricity consumption for offices and offline operations. Emission factors from the Philippine Department of Energy (DOE) were applied to convert these figures into CO2 equivalent.

Scope 3 emissions reached 2,971,833.40 mTCO2e in 2024. The key material categories identified were Purchased Goods and Services (Category 1), Capital Goods (Category 2), and Employee Commute (Category 7). Most Scope 3 emissions—approximately 73%—are attributed to the use of third-party cloud services, data centers, and data analytics and security software. The remainder of DigiPlus' Scope 3 emissions are linked to activities related to expanding its live streaming capabilities and the development of new games.

Social performance

Customers

Data privacy

DigiPlus is committed to protecting the privacy of its customers by embedding data protection measures into every aspect of its digital entertainment platforms. Central to this approach are two key principles: Privacy by Design, which means privacy controls are built into systems and processes from the start, and Privacy by Default, which ensures that the highest privacy settings are automatically applied without users needing to adjust them. Data privacy policies apply to all data processing activities across DigiPlus and its subsidiaries, covering both online and offline operations. By integrating privacy safeguards at every stage, DigiPlus aims to build customer trust and comply with the Philippine Data Privacy Act of 2012 (DPA) and the guidelines set by the National Privacy Commission (NPC).

The DigiPlus Data Privacy Manual offers a comprehensive framework for managing personal and sensitive information. As a company entrusted with the collection, use, disclosure, disposal, and storage of personal data, this manual ensures that data is processed for specific, legitimate purposes and shared only with authorized parties. It also establishes a clear protocol for reporting data breaches. In compliance with the Data Privacy Act (DPA), DigiPlus is committed to notifying the National Privacy Commission and affected individuals within 72 hours of any personal data breach.

Privacy impact assessment

DigiPlus has formulated an internal policy for conducting Privacy Impact Assessments (PIAs). The primary goal of a PIA is to identify, assess, and mitigate potential privacy risks associated with the company's data processing activities, while fostering a culture of transparency and accountability. This policy serves as a comprehensive guide for employees and stakeholders, outlining the procedures and best practices for conducting PIAs. These procedures include:

- Preliminary assessment where the current state of data handling is evaluated.
- Data inventory and flow mapping to identify how data moves through the system and where it resides.
- Risk identification and assessment to pinpoint potential vulnerabilities.
- Risk management and monitoring to address and mitigate the identified vulnerability.
- Finally, a periodic review and update process is established to keep the system aligned with evolving risks and best practices.

Data privacy metrics	2024
Total number of identified leaks, thefts, or losses of customer data	0
Total amount of monetary losses incurred during FY 2024 due to legal proceedings associated with incidents relating to customer privacy	0
Number of complaints concerning breaches of data privacy from regulatory bodies	0

Information security

DigiPlus is steadfast in its commitment to safeguarding its information and related assets. To ensure robust security, the company has adopted the globally recognized ISO/IEC 27001:2022 Information Security Management System (ISMS) as the foundation of its security framework. By implementing ISO/IEC 27001:2022 and publishing its Information Security Policy, DigiPlus is dedicated to continuously monitoring, assessing, and refining its security controls, reinforcing the overall security posture of the company.

The Information Security Policy highlights DigiPlus' unwavering commitment to maintaining the confidentiality, integrity, and availability of its information and assets while aligning with the company's growth objectives. In addition, the Information Security Department (ISD) plays a crucial role in the implementation, maintenance, and ongoing improvement of the ISMS. Looking ahead, the ISD aims to achieve ISO/IEC 27001:2022 certification by the end of 2025.

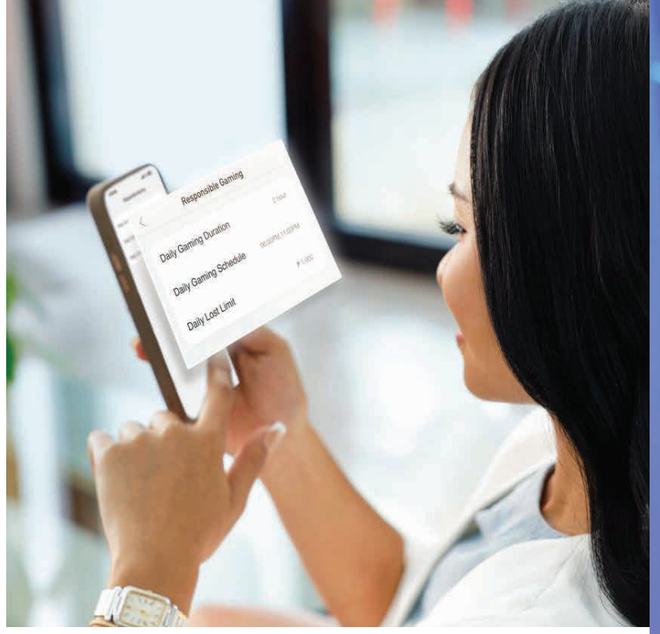
DigiPlus also prioritizes the development of a security-conscious culture among its employees and stakeholders. The company offers comprehensive training programs and invests in cutting-edge security technologies to stay ahead of emerging threats. Through its steadfast commitment to information security, bolstered by the ISO/IEC 27001:2022 framework, DigiPlus strengthens its defense mechanisms, enhances stakeholder trust, and supports sustained business growth.

Migration to Amazon Web Services (AWS)

DigiPlus remained steadfast in its commitment to protecting customer information while enhancing platform performance and reliability by completing its migration to Amazon Web Services (AWS), one of the world's most secure and reliable cloud providers, in 2024. By leveraging a cloud-based infrastructure, DigiPlus is able to offer its users more robust data protection, faster performance, and minimal downtime. This also enhances business continuity as DigiPlus is utilizing multiple data centers provided by AWS. The migration in 2024 builds on DigiPlus' broader investments in innovation and technology as it continues to deliver seamless, secure, and enjoyable entertainment experiences for its customers.

Responsible Gaming

Responsible gaming refers to engaging in gambling activities in a way that minimizes potential negative effects on individuals and society. DigiPlus is dedicated to making responsible gaming a fundamental aspect of its operations. The Company rigorously complies with the regulations set by PAGCOR for gaming companies in the Philippines, including enhanced e-KYC and Anti-Money Laundering procedures. Moreover, DigiPlus has incorporated responsible gaming features into its digital platforms to actively promote safe gaming practices. This ensures that customers can fully enjoy the entertainment value of both its online and on-site offerings while maintaining control over their gaming experience.



Player restrictions

DigiPlus has implemented strict procedures at both its gaming sites and digital platforms to ensure that only eligible individuals are permitted to participate in gaming activities. In alignment with PAGCOR regulations, DigiPlus imposes restrictions on the following groups: government officials involved in government operations, members of the Armed Forces of the Philippines (Army, Navy, Air Force, and Philippine National Police), individuals under 21 or enrolled in any school or university in the Philippines, and individuals listed in the National Database of Restricted Persons.

electronic Know Your Customer (eKYC)

In 2024, DigiPlus introduced enhanced electronic Know Your Customer (e-KYC) procedures, incorporating facial recognition technology to verify that the government-issued ID provided matches the account holder's identity. These enhanced security measures significantly bolster DigiPlus' efforts to prevent fraud, authenticate player identities, and ensure age compliance. Additionally, the increased automation of the verification process has streamlined the onboarding experience and enhanced overall customer satisfaction.

Player exclusion

DigiPlus provides customers and their families with the option to join the Player Exclusion Program if they feel they may be developing a problem. Participants in this program are restricted from accessing gaming venues and websites, with all personal data regarding excluded individuals treated with the utmost confidentiality. To verify a potential customer's eligibility, DigiPlus cross-references data with PAGCOR's National Database of Restricted Persons, ensuring the secure handling of the listed individuals' identities. Customers may apply for self-exclusion voluntarily, or their immediate family members may request their inclusion in the program. Furthermore, DigiPlus reserves the right to ban individuals from its gaming premises for serious offenses such as cheating, theft, counterfeiting, tampering with gaming equipment, forgery, money laundering, fraud, or using electronic devices to manipulate game outcomes.

Employee training on responsible gaming

Employees in DigiPlus' gaming operations are required to have a Gaming Employment License (GEL). They must also undergo training in responsible gaming in accordance with the regulations of PAGCOR. Employees also attend 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

Pioneering responsible gaming for a safer digital experience

In the domain of digital entertainment, where the thrill of the game meets the pulse of technology, DigiPlus puts laser focus on responsible gaming.

At the core of DigiPlus' responsible gaming initiatives lie three fundamental principles: education, prevention, and intervention – brought to life through compelling narratives, innovative in-app tools, and expert-led discussions – ensuring that players are equipped with the knowledge and resources to make informed gaming decisions.

Innovative in-app responsible gaming tools

Recognizing the importance of proactive measures, DigiPlus has integrated industry-leading responsible gaming features directly into its platforms. These tools allow players to set personal gaming limits, including restrictions on daily playtime, customized gaming schedules, and loss caps. For instance, players can confine their gaming to specific hours—such as evenings or weekends—to maintain a healthy balance between entertainment and daily responsibilities. They can also cap losses. By providing these self-regulation features, DigiPlus aligns with global best practices and ensures that responsible gaming remains an active choice for every player.

Pusta de Peligro

The Pusta de Peligro campaign leverages the power of storytelling to deliver a profound message about responsible gaming. At the heart of the campaign are three resonant short films, each serving as a mirror, encouraging viewers to reflect on their own gaming habits and recognize the fine line between entertainment and risk. The campaign's core message, "Pag Pusta de Peligro na, pause na muna, dahil ang gaming dapat fun-fun lang!", has resonated deeply with audiences, reaching millions and sparking a nationwide conversation on the importance of mindful gaming.

Tamang Laro, Tamang Panalo

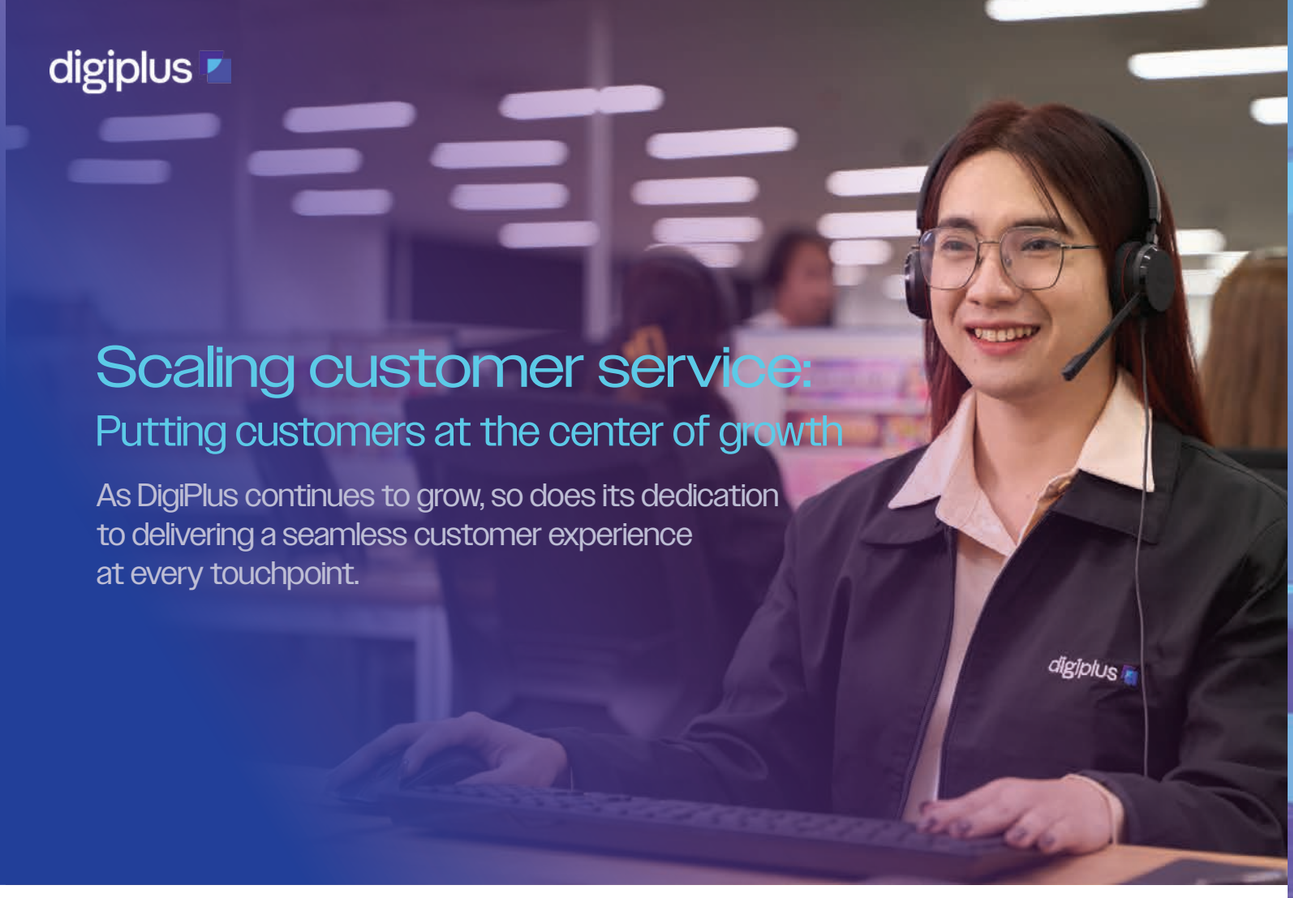
Beyond storytelling, DigiPlus emphasizes empowerment through knowledge. The "Tamang Laro, Tamang Panalo" webinar series stands as a testament to this commitment. In these sessions, licensed psychologist Teresita Cambe-Castillo delves into the psychology of gaming, offering insights on recognizing and addressing excessive gaming behaviors. Complementing this, financial expert Armand Bengco provides practical advice on managing finances, helping players build entertainment funds without jeopardizing their financial well-being. These webinars have become a sanctuary for many, offering guidance and fostering a community centered on balanced and responsible gaming.

Collaborative efforts with PAGCOR

Further reinforcing its commitment to responsible gaming, DigiPlus forged a strategic partnership with the Philippine Amusement and Gaming Corporation (PAGCOR). This alliance amplifies the reach and impact of a responsible gaming advocacy, combining resources and expertise to foster a culture of safe and enjoyable gaming. Together, they rolled out nationwide campaigns, both digital and on-ground, to educate players about the importance of moderation and the benefits of playing with trusted operators. This collaboration underscores a shared vision of a safer, more transparent gaming industry – one where player protection is a top priority.

Setting the standard for responsible digital entertainment

By investing heavily in education, awareness, and technology-driven solutions, DigiPlus ensures that the evolution of digital entertainment is guided by a strong foundation of player protection and responsible play. As gaming continues to advance, DigiPlus remains unwavering in its mission to lead the industry toward a future where gaming is not only thrilling but also safe, sustainable, and socially responsible.



Scaling customer service:

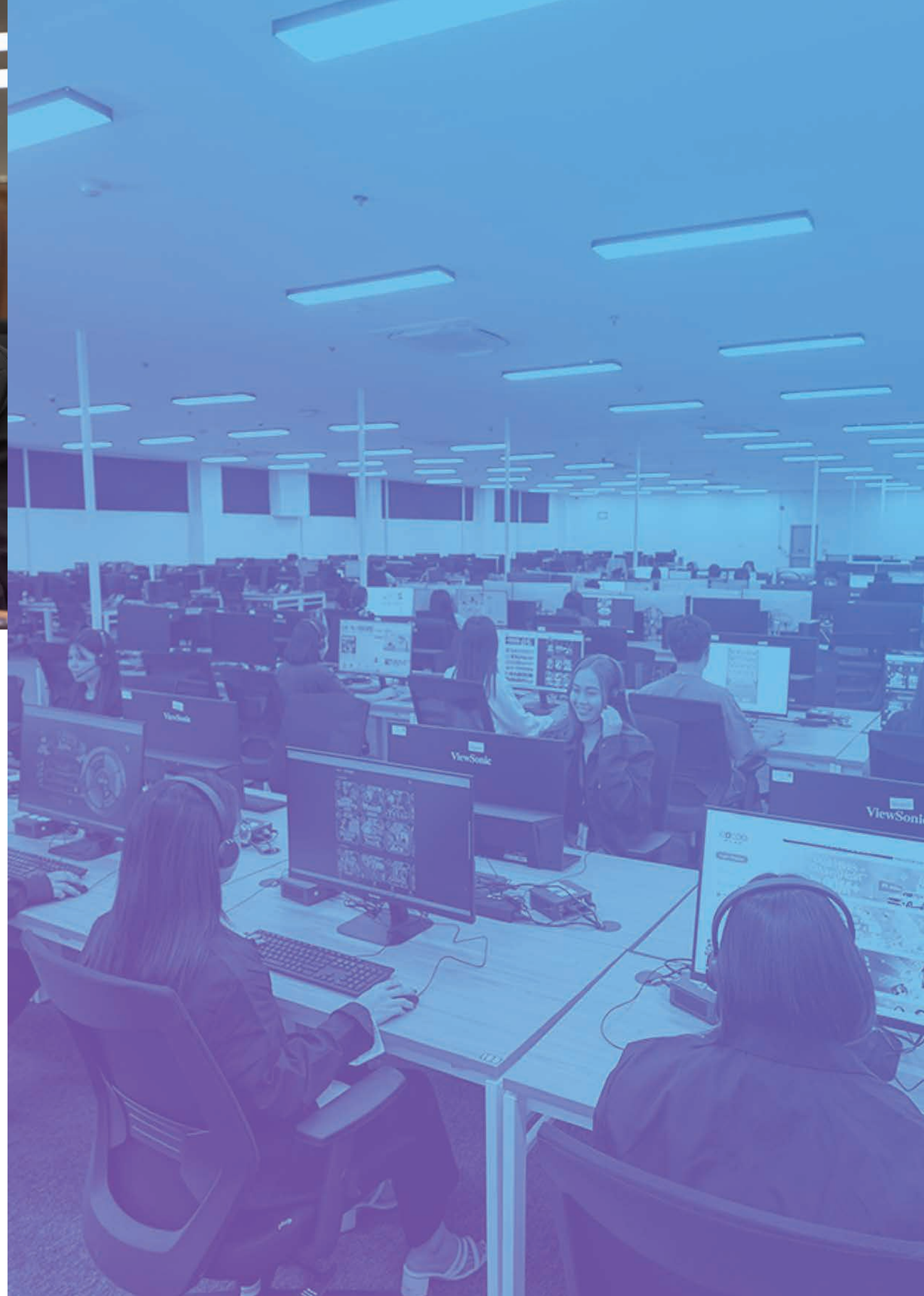
Putting customers at the center of growth

As DigiPlus continues to grow, so does its dedication to delivering a seamless customer experience at every touchpoint.

DigiPlus made significant investments in customer service, growing the team to over 300 members by the end of 2024.

This expansion underscores the company's dedication to meeting the evolving needs of players, ensuring that every customer receives the attention and assistance he or she deserves.

With a structured approach to primary and premier support, DigiPlus has built a service ecosystem that not only resolves concerns, but also enhances the overall customer experience. By investing in cutting-edge technology, continuous training, and digital solutions, DigiPlus is proactively shaping a customer-first culture that drives trust, satisfaction, and brand loyalty.



Employees

Employees are integral to DigiPlus' value creation. The company's digital entertainment platforms are designed and managed by a team of highly skilled and committed professionals, all driven by a shared passion for delivering exceptional products that amplify the enjoyment for users.

Employee demographics	2023	2024
Total number Of employees	2,045	3,045
Breakdown by gender		
No. of female employees	1,240	1,738
No. of male employees	805	1,307
Breakdown by age group		
Under 30 years old	629	1,169
30-50 years old	1,352	1,790
Over 50 years old	64	86
Breakdown by position		
Senior management	41	42
Middle management	400	564
Rank and file	1,604	2,439

Talent attraction and retention

To attract top talent, DigiPlus strengthened its employer branding through targeted digital campaigns and participation in industry events, while also showcasing its workplace culture through employee value proposition initiatives. The company streamlined its recruitment processes to improve the candidate experience. In 2024, DigiPlus formed strategic partnerships with universities such as iAcademy, STI College, University of Santo Tomas (UST), and University of Makati to build a strong talent pipeline. Additionally, the company leveraged AI-driven tools to enhance talent sourcing. Moving forward, DigiPlus plans to conduct talent mapping exercises to better identify the skills and competencies needed for key positions, further improving its recruitment efficiency.

To retain top talent and minimize turnover, DigiPlus offered competitive compensation and benefits, including performance-based bonuses, and career development opportunities through internal mobility. In 2024, the company also focused on regular employee feedback and well-being initiatives, with an emphasis on work-life balance and mental health support. Leadership development programs were also implemented to promote career growth. Looking ahead, DigiPlus plans to conduct a comprehensive compensation and benefits benchmarking exercise to ensure it remains competitive in attracting and retaining top talent.

	2023	2024
New hires	835	1,807
Turnover	549	764

Training and development

DigiPlus is committed to cultivating a culture of continuous learning and professional growth by offering employees access to relevant training, resources, and opportunities that enhance their skills and expertise. By investing in employee development, DigiPlus not only strengthens overall business performance but also drives higher employee engagement and retention. This investment ensures the company remains competitive and agile in an ever-changing industry landscape.

In 2024, DigiPlus' employees underwent 18,207 hours of training, averaging 6 hours per employee. The company offers a range of training courses that cater to various job roles, focusing on essential skill development. Core training covers foundational competencies such as communication, teamwork, and problem-solving for all employees. Mandated training ensures compliance with legal and industry requirements. Leadership training is designed for managers, focusing on strategic thinking, decision-making, and team management. These courses aim to enhance employee capabilities, ensure compliance, and develop leadership skills.

Employee training hours	2024
Total employee training hours	18,207
Breakdown by gender	
Total hours for female employees	10,956
Total hours for male employees	7,251
Breakdown by position	
Total hours for senior management	476
Total hours for middle management	4,619
Total hours for rank & file	13,112

DigiPlus also provides advanced skills training and specialized knowledge to help employees excel in their specific roles. Functional training is tailored to jobs or departments, enhancing skills needed for job-specific tasks, such as behavioral interviewing for recruiters. Technical/certification training covers specialized skills in areas like software usage, machinery operation, and technical troubleshooting, equipping employees with the expertise required for roles in technical fields or industries.

LeaderShift and EmpowerU talk series

In 2024, DigiPlus launched two impactful talk series designed to inspire and engage both senior leaders and the entire workforce. LeaderShift focuses on equipping senior leaders with insights and best practices from industry experts across the Philippines. Topics explored include navigating global diversity, the role of values in driving business success, and embracing change for transformative growth. Meanwhile, EmpowerU is aimed at motivating employees at all levels to excel and develop in their roles. Esteemed speakers were invited to share their expertise on topics such as self-leadership, effective teamwork, and personal branding, empowering employees to reach their full potential.

LeaderShift digiplus spotlight

EmpowerU digiplus spotlight

Performance management

DigiPlus implements the G.O.A.L. Program (Guide, Optimize, Attain, Leap) designed to support employees through quarterly and annual performance evaluations. These evaluations foster continuous collaboration with people managers, enabling employees to plan, assess, and enhance their performance while ensuring alignment with the company's strategic goals. The Program is composed of 4 key steps:

G

Guide
(Setting performance standards): Clear, well-defined goals are communicated to people managers, who then establish specific performance targets for their teams.

O

Optimize
(Performance evaluation): Performance metrics are developed and applied to assess how well employees meet the established standards.

A

Attain
(Continuous improvement/feedback): Ongoing feedback is provided, with employees working closely with managers to meet goals and improve performance.

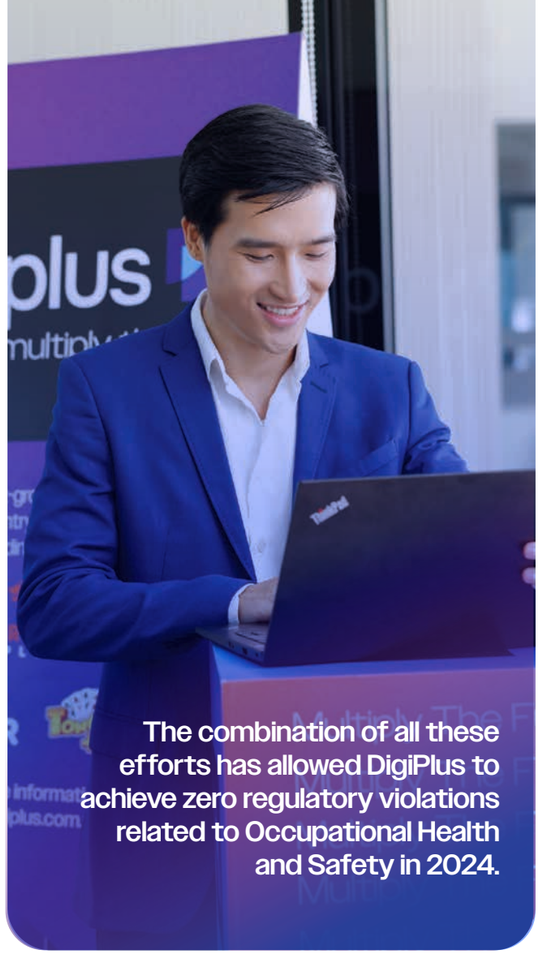
L

Leap
(Recognition and action plans): Employees are promptly recognized for successful performance, and when performance falls short, appropriate interventions are implemented to drive improvement.

This structured approach ensures mutual understanding, continuous growth, and alignment with company objectives.

Employee health and safety

DigiPlus continues to make significant strides in enhancing its occupational safety and health (OSH) practices. In 2024, the company focused on strengthening safety policies, emergency preparedness, and training programs, creating a safer and more risk-aware environment in its offices and physical sites. A dedicated OSH Committee plays a pivotal role in ensuring the effective implementation of safety practices aligned with DOLE Department Order 198-18. This committee provides oversight and direction, resulting in improved hazard mitigation protocols and a stronger safety culture throughout the organization. In addition, DigiPlus has improved its compliance efforts through the launch of the DOLE Compliance Portal which streamlined mandatory report submissions and ensured 100% regulatory compliance. The company also enhanced its OSH training efforts, achieving a 90% compliance rate for Safety Officers and First Aiders.



The combination of all these efforts has allowed DigiPlus to achieve zero regulatory violations related to Occupational Health and Safety in 2024.

OSH policies implemented

Incident and Accident Policy

Establishes clear, standardized procedures for reporting and investigating workplace incidents. It mandates that all accidents be reported within 24 hours to ensure timely documentation and resolution. The policy also establishes an accident review process to conduct thorough investigations and implement corrective actions.

First Aid Policy

Ensures that every site has designated First Aiders trained in basic life support, CPR, and emergency medical response. It also standardizes first aid stations equipped with essential medical supplies at all operational locations. Procedures for logging first aid incidents are in place to track medical interventions for compliance.

HIRAC (Hazard Identification, Risk Assessment, and Control)

HIRAC focuses on proactively identifying and mitigating potential hazards before they become safety issues. The policy mandates quarterly hazard assessments conducted by certified Safety Officers across all sites. It also promotes employee participation in risk identification, including an anonymous reporting system for potential hazards.

Non-IT Business Continuity Planning (BCP) and Safety Integration

This policy integrates occupational safety into business continuity planning, ensuring that safety remains a priority during emergencies. It includes the development of emergency response protocols aligned with OSH guidelines, and strengthens site-specific emergency preparedness plans, such as evacuation and lockdown procedures.

Employee engagement and well-being

In 2024, DigiPlus took significant steps to enhance employee engagement through various channels and activities. The launch of 'DigiLife - Your Voice' provided a secure platform for employees to share anonymous feedback, ensuring their voices were heard. To strengthen team camaraderie, departments were encouraged to organize regular team-building events, with expenses covered by the company. DigiPlus' HR team also organized internal events to celebrate milestones and employee anniversaries, while observing international and local holidays through themed activities. Diversity and inclusion were highlighted through the celebration of cultural and community days.

The Wellness Wednesday program was introduced to help employees prioritize their health and well-being, offering a range of fitness, mindfulness, and preventive health activities. Additionally, 2024 saw significant improvements in employee access to health resources and medical benefits, including comprehensive health screenings and annual physical exams (APE).

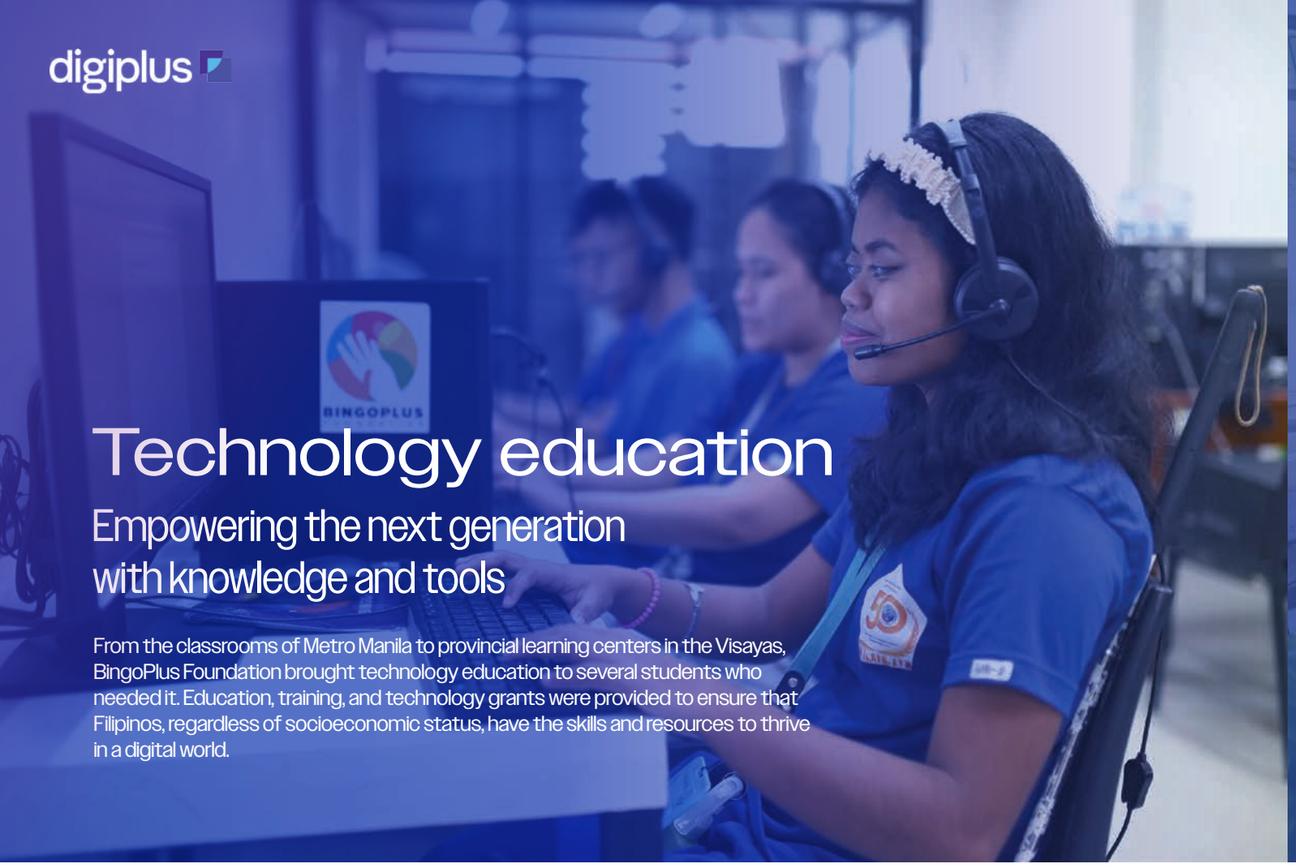
TURNING ADVOCACY INTO ACTION

BingoPlus Foundation's transformative impact across the nation

In 2024, BingoPlus Foundation set out with a clear mission: to multiply the good by uplifting Filipino communities, wherever they may be. With a ₱100 million commitment and a series of initiatives spanning Technology Education, Accessible Healthcare, Community Resilience, and Responsible Digitalization, the Foundation went beyond bustling urban centers – extending its impact to remote indigenous communities, disaster-stricken provinces, and underserved villages across the archipelago.

It's not just about numbers. This was about a child in a mountain village in Mindanao owning a laptop for the very first time, a family in Visayas gaining access to clean drinking water, a solo parent in Metro Manila finding new livelihood opportunities, and millions of Filipinos learning how to engage with the digital world responsibly.

Through strategic programs and sustainable partnerships, BingoPlus Foundation turned advocacy into action, ensuring that no Filipino is left behind in the journey toward progress.



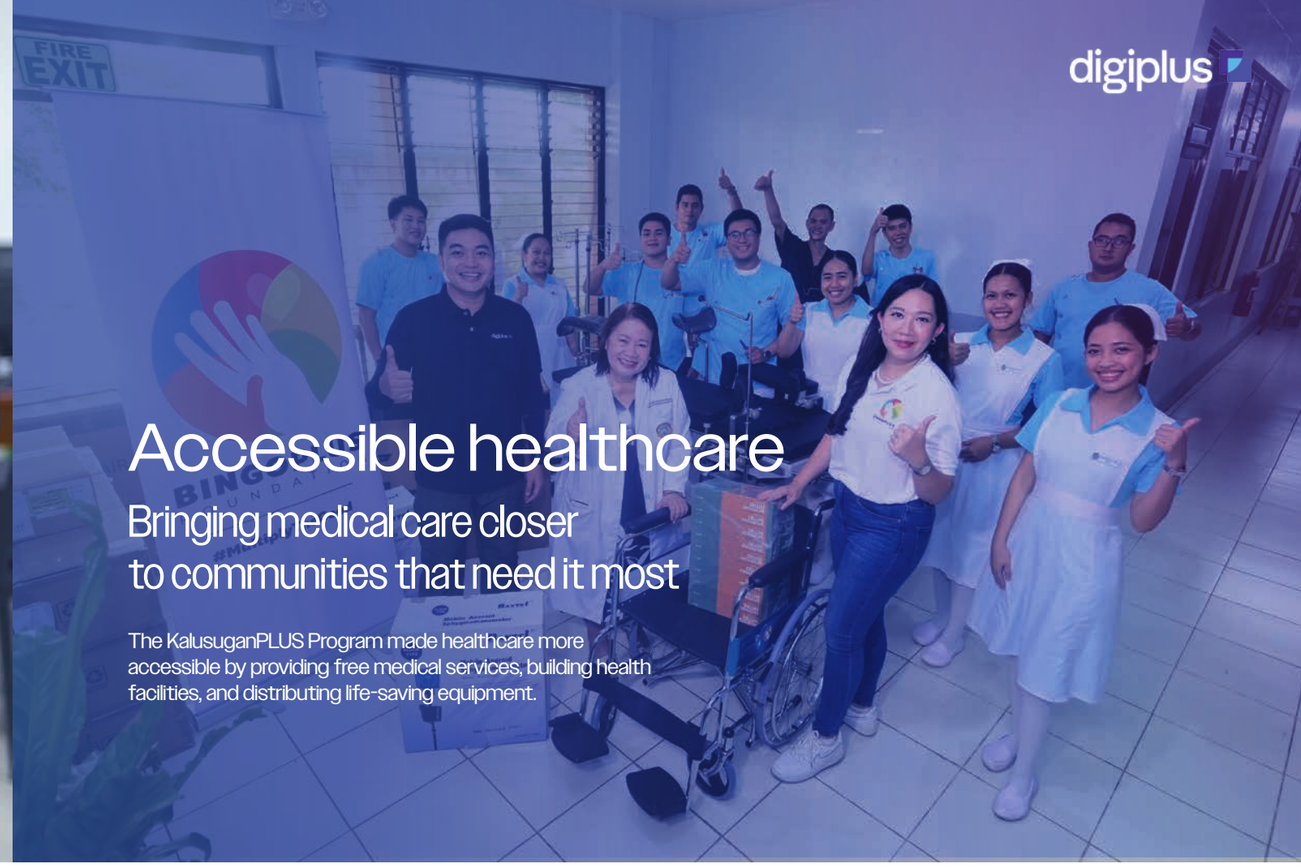
Technology education

Empowering the next generation with knowledge and tools

From the classrooms of Metro Manila to provincial learning centers in the Visayas, BingoPlus Foundation brought technology education to several students who needed it. Education, training, and technology grants were provided to ensure that Filipinos, regardless of socioeconomic status, have the skills and resources to thrive in a digital world.

Key initiatives

- Education grants: IT scholarships were awarded to 60 students from 20 universities nationwide, many of whom were from remote provinces.
- Leadership Development: PLUS Factor Program kicked off a four-year training program for young professionals with topics spanning leadership, communication, mindset, productivity, and service.
- Equipment grants: Tablet and laptop donations were distributed to public school students and community centers, bridging the technology gap in education.
- Coding for kids and teachers: Over 4,873 high school students and 213 teachers were trained in coding and programminvg, ensuring that even those in rural barangays had access to future-ready skills.
- Inclusive learning spaces: The PLUS Center trained 204 persons with disabilities (PWDs) in digital skills, opening doors for employment in tech-driven industries.



Accessible healthcare

Bringing medical care closer to communities that need it most

The KalusuganPLUS Program made healthcare more accessible by providing free medical services, building health facilities, and distributing life-saving equipment.

Key initiatives

- Medical missions that save lives: Over 4,619 patients benefited from vaccination, optical, and general medical missions.
- Community health centers: The PLUS Center medical wards treated 100 patients per day, ensuring continuous access to healthcare.
- Wellness kits and home-based equipment: Thousands of families received medical kits and home-use machines, empowering them to manage their health more effectively
- Expanding infrastructure: Through sanitation facility construction and clean water facility projects, the Foundation improved health conditions for 18,521 residents in underserved communities.
- Therapy and rehabilitation: Moving forward, the PLUS Center therapy hub will provide long-term care and rehabilitation services for patients in need.

Community resilience

Helping Filipinos prepare, recover, and thrive

From the landslide-affected communities of Batangas to those affected by volcanic eruption in Negros, BingoPlus Foundation stood as a pillar of support and resilience. The KabuhayanPLUS Program provided disaster relief, financial aid, and livelihood support to ensure that families and communities continue to rebuild and become more resilient in the face of adversity.

Key initiatives

- Rapid disaster response: Over ₱47 million committed towards relief goods and financial aid for victims of natural disasters such as Typhoon Kristine, Typhoon Carina, and the Kanlaon volcanic eruption (over 82,000 individuals aided).
- Public transport support: Equipment grants were provided to support transport services for affected communities, allowing easier access to aid and rehabilitation centers.
- Make A Wish Program: BingoPlus Foundation's annual Christmas program expanded to 37 cities in 2024 reaching over 20 provinces and supporting 2,232 Filipinos.
- Sustainable livelihood programs:
    - Solar lights were distributed to off-grid communities, improving safety and productivity.
    - The PLUS Center Dressmaking Initiative trained and equipped solo parents with sewing skills, providing them with an alternative livelihood.

Responsible digitalization

Educating millions on smart, and responsible digital habits

In a world increasingly shaped by technology, BingoPlus Foundation is helping foster a digitally responsible nation – from students in rural schools, to young professionals navigating the online economy. The GameSmart Program empowered 18 million Filipinos with financial literacy, digital responsibility, and gaming awareness initiatives.

Key initiatives

- Raising awareness through mass media:
    - The "Pause na Muna" campaign reached 15 million viewers, promoting responsible gaming habits.
    - The "Pusta de Peligro" video series has reached 3 million Filipinos, encouraging smart financial decisions.
- Community Education: 300 participants attended workshops on financial wellness and digital responsibility.
- Preventing digital risks: A nationwide campaign promoted online safety, fraud prevention, and financial awareness, ensuring that more Filipinos engage with digital platforms responsibly.
- Proactive intervention: Conducting financial coaching sessions for jackpot winners.

BingoPlus Foundation

remains committed to multiplying the good – one community at a time.

Board of Directors

Eusebio H. Tanco
Chairman

Expertise:
Strategic Leadership, Strategy, Business Management, Industry Expertise

Date of Election and Length of Service:
July 29, 2011
13 years 7 months

Mr. Eusebio H. Tanco is a Philippine businessperson who has been at the helm of various companies. Mr. Tanco holds the position of Chairman for STI Education Systems Holdings Inc., Mactan Electric Company, iACADEMY, Venture Securities Inc., Philippines First Insurance Co. Inc., Manila Bay Thread Corporation, Grow Vite Inc., and Eximious Holdings Inc.

He is Chairman and President of Prime Power Holdings Corporation and Prudent Resources Inc. He is CEO and Director of Classic Finance Inc. He is President of Asian Terminals Inc., Bloom with Looms Logistics Inc., Total Consolidated Asset Management Inc., International Hardwood & Veneer Co. of the Philippines,a Cement Center Inc., First Optima Realty Corporation, Mar-bay Homes Inc, Amina Inc., Biolim Holdings and Management Corporation, Tantivy Holdings Inc. and Eujo Phils. Inc. 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 & Industry. Mr. Tanco is a Director of Maestro Holdings, Inc., PhilhealthCare Inc., Philippine Life Financial Assurance, Philplans First, Inc., STI West Negros University, STI Education Services Group, Inc., PSBA, and PRC. In the past Eusebio H. Tanco occupied the position of Director at Bank of Commerce (Philippines) and the Philippine Stock Exchange, Inc.

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 & Political Science in 1973 and a degree of Bachelor of Science in Economics from the Ateneo de Manila University in 1970.

Tsui "Andy" Kin Ming
President

Expertise:
Finance, Accounting, Industry Expertise

Date of Election and Length of Service:
October 4, 2021
3 years and 2 months

Andy Tsui was the former Chief Financial Officer (CFO) of Meg*Star International in Macau, former CFO of Jimei Group Limited listed in the Hong Kong Stock Exchange (HKSE), and former Chief Accounting Officer of Entertainment Gaming Asia, Inc. in Hong Kong. He was responsible for the overall finance management of these companies, which included Cage Operations, Accounting and Credit Departments, among others. He was likewise responsible for the full scope of finance operations, including preparation of monthly financial reports, cash flow management, annual budget, cost reduction strategies, accounting policies and controls, and evaluated new investment opportunities. Mr. Tsui led transactions in compliance with the listing rules of the HKSE, including fund-raising activities, such as, issuance of convertible bonds. His vast experience in finance as well as in the gaming industry makes him the best candidate to run DigiPlus Interactive Corporation.

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

Willy N. Ocier
Director

Expertise:
Business Management
Industry Expertise

Date of Election and Length of Service:
July 31, 1999
25 years and 5 months

Willy N. Ocier, Filipino, is the Chairman of the Pacific Online Systems Corporation and has been a Director of DigiPlus Interactive Corp. since July 29, 1999. Currently he is Chairman of Belle Corporation and serves 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. as well as with APC Group, Inc., and Premium Leisure and Amusement, Inc. Mr. Ocier serves as the Chairman of Tagaytay Midlands Golf Club, Inc., The Country Club at Tagaytay Highlands, Inc. and The Spa and Lodge Inc., Abacore Capital Holdings, Inc. as well as Total Gaming Technologies, Inc. He likewise holds directorship positions with Vantage Equities Inc., and Toyota Batangas City Incorporated. He is the Chairman of Philippine Global Communications, Inc. He previously held the position of President and Chief Operating Officer of Eastern Securities Development Corporation.

Mr. Ocier graduated from Ateneo de Manila University with a Bachelor of Arts degree in Economics. In recognition of Mr. Ocier's corporate leadership and role in providing employment opportunities to Filipinos, the University of Batangas conferred him a degree in Doctor of Humanities, honoris causa.

Rafael Jasper S. Vicencio
Director

Expertise:
Business Management
Industry Expertise

Date of Election and Length of Service:
February 22, 2022
2 years 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 Corp. 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 Corp. 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, Incorporated (TGXI), a fully-owned subsidiary of DigiPlus Interactive Corp.

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.

Renato G. Nuñez
Director

Expertise:
Business Management
Industry Expertise

Date of Election and Length of Service:
June 11, 2019
5 years and 6 months

Renato G. Nuñez, Filipino, is a familiar name in DigiPlus Interactive Corp. who has held key positions from 2001 to 2016. In 2015, Mr. Nuñez took over as the President of CATS Motors, dealer of Mercedes-Benz and American auto brands such as Chrysler, Dodge, Jeep and Ram. Under his watch, CATS was able to focus on the retail aspect of the business including after-sales service which made Mercedes-Benz the leading luxury car brand in 2016, 2017 and 2018 in the Philippines. He was also a Director of Coventry Motors Corporation (CMC) and its sole retail arm, All British Cars which were the official distributor of Jaguar and Land Rover vehicles from 2017-2023. He has since retired from the automotive industry after he sold his holding to Inchcape Philippines. Mr. Nuñez has long been a seasoned entrepreneur in the gaming industry holding positions as President and Chairman of Arwen Gaming Consultancy, Inc., Leisure Advantage Inc., Techglobal Data Center, Inc., and Techzone Philippines, Inc., among others.

Currently, he is Vice-Chairman and Lead Independent Director of Philippine Realty & Holdings Corporation and the Chairman and President of its affiliate PRHC Property Management Inc.

Mr. Nuñez graduated from the De La Salle University in 1991 with a degree in BS Industrial Management Engineering Minor in Mechanical Engineering. We are elated to welcome him back and have him be among the driving forces of DigiPlus Interactive Corp. once again.

Atty. Jose Raulito E. Paras
Director

Expertise:
Commercial Law

Date of Election and Length of Service:
October 26, 2022
2 years and 2 months

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

Atty. Paras has extensive experience in the practice of law. He handles various civil and criminal cases and remains an active litigator both in trial and appellate stages. In the past, he was a law faculty member teaching industrial relations law. He was an Examiner in the 2024 Bar Examinations.

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.

Atty. Timoteo B. Aquino
Independent Director

Expertise:
Commercial Law
Civil Law

Date of Election and Length of Service:
July 29, 2022
2 years and 5 months

Atty. Timoteo B. Aquino was elected as Director of DigiPlus Interactive Corp. on 29 July 2022. He is also a Partner of Tagle-Chua Cruz & Aquino Law Firm since 1994. His legal practice encompasses major fields of law, particularly commercial and civil law. His expertise includes the Revised Corporation Code, Foreign Investment Act, Insurance, Financial Rehabilitation and Insolvency Act (FRIA), Torts and Damages, as well Obligations and Contracts.

He also authored various books and reviewers published by Rex Bookstore. He is also a Pre-Bar Review and MCLE Lecturer, a professor of Commercial and Civil Law at San Beda University College of Law, San Beda College Alabang School of Law, Lyceum of the Philippines University College of Law and other well-known institutions.

Atty. Aquino placed 8th in the Bar Examinations.

Ramon Pancratio D. Dizon
Lead Independent Director

Expertise:
Accounting
Audit

Date of Election and Length of Service:
October 26, 2022
2 years and 2 months

Mr. Ramon Pancratio D. Dizon was elected as Independent Director of DigiPlus Interactive Corp. on 26 October 2022. He also serves as Independent Director of PAL Holdings, Inc., MacroAsia Corporation, Filinvest REIT Corp., MegaLink, Inc., Philippine School of Business Administration, Philippine Dealing System Holdings Corp., Philippine Dealing & Exchange Corp., Philippine Depository & Trust Corp., and PCD Nominee Corporation, and Senior Consultant of Monde Nissin Corporation. He was a former senior partner of SGV & Co. and has more than 40 years of professional experience in advisory and assurance services. He was a member of the Management, Leadership, Appointment and Executive Committees of SGV & Co. He held leadership positions in SGV/EY, as Head of Transaction Advisory Services; Risk Advisory Services; Market Group and Head of Training & Methodology. He led the Firm's programs and various initiatives related to service quality and productivity/efficiency. He also spearheaded SGV's first ISO 9001 Certification for the Audit Division. He worked in the Chicago office of an international accounting firm and with its Center for Professional Education.

Mr. Dizon holds a Bachelor's degree in Commerce major in Accounting (Cum Laude) from Polytechnic University of the Philippines (1980). He holds a Master in Business Management from Asian Institute of Management (Manila, 1988). He also completed the Advanced Management Program of Harvard Business School (Boston, 2011), Strategic

Business Leadership Programme of INSEAD (Singapore, 2008), and Journey to the Boardroom Program of Harvard Business Publishing Corporate Learning (2019). He is an Asean CPA, Member of the Philippine Institute of Certified Public Accountants (since 1981) and Member of the Management Association of the Philippines, and the Harvard Business School Club of the Philippines.

Arthur R. Tan
Independent Director

Expertise:
Strategic Leadership
Global Business Management
Technology

Date of Election and Length of Service:
November 5, 2024
1 month

Arthur "Art" R. Tan is DigiPlus' Independent Director. He previously served as an Advisor to the Chairman and CEO of AC Industrial Technology Holdings, Inc. He was also the former Vice Chairman and CEO of Integrated Micro-Electronics Inc. (IMI) until April 2024. He led the company from a predominantly Philippine-based company to a global organization. Expanding IMI's capabilities and global footprint was primal in his objectives for growth. Within a decade and a half, he led the expansion by means of acquisition in the US (Saturn Electronics), China (Speedy Tech) and Europe (EPIQ). By 2017, the company's revenue breached the US$1 billion mark with a CAGR of 18% from 2002. At one point, the total number of employees for IMI alone reached about 15,000 covering 21 factories in 10 countries.

Mr. Tan was also appointed to become the CEO of AC Industrials, where other acquisitions and ventures that were related to technology, manufacturing and automotive were housed: AC Motors, KAMMI, C-CON, Merlin Solar, STI UK Ltd and Via Optronics.

He is also an Independent Board Member of Lyceum of the Philippines University, FEU Institute of Technology and SSI Group.

Prior to joining Ayala Corporation/Integrated Micro-Electronics, Inc. in 2001, Mr. Tan was the Northeast Area Sales Manager and Acting Design Center Manager of American Microsystems Inc. (Massachusetts, USA) and Managing Director for its Asia Pacific Region/Japan Headquarters.

Mr. Tan graduated with B.S. in Electronics Communications Engineering degree from Mapua Institute of Technology and attended post graduate programs at the University of Idaho, Singapore Institute of Management, IMD and Harvard Business School.

Senior Management

Tsui "Andy" Kin Ming
President, DigiPlus Interactive Corp.

Rafael Jasper S. Vicencio
President, AB Leisure Exponent, Inc.

Wilfredo M. Pielago
Chief Finance Officer

Mr. Wilfredo M. 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 provides strong leadership, financial expertise, and strategic initiatives in the Company's Finance Department.

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

Ms. Celeste Jovenir 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, Ms. Jovenir 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.

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

Atty. Kristine Margaret R. De Los Reyes is the Compliance Officer and Head of Legal Department of DigiPlus Interactive Corp. 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 Corp., 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 Elxcite 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. De Los Reyes' appointment as the Compliance Officer and Head of Legal Department is intended to furnish DigiPlus Interactive Corp. with the expertise and experience required to ensure that we continue to meet all relevant regulatory compliance standards.

Atty. De Los Reyes was a consistent Dean's Lister from the De La Salle University, Manila, graduating with a Bachelor of Science in Commercev major in Legal Management. She holds a Juris Doctor degree from the Ateneo De Manila University School of Law.

Atty. Rosalyn D. Batay
Head, Internal Audit

Atty. Rosalyn D. Batay is the Head of Internal Audit. Atty. Batay has an extensive experience as a Certified Public Accountant and as a lawyer. She became the Chief Operating Officer 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. Elias John 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 was 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.

Carlos Pio Feliciano
Customer Service Director

Carlos Pio Feliciano is a distinguished leader and customer advocate with nearly 25 years of extensive experience in customer care, customer experience, department and site management, operations, and service delivery across various industries. His career spans from the BPO sector to the manufacturing industry, eCommerce, technology and even to the hospitality business; with notable tenures at renowned industry leading companies such as Schneider Electric, Lazada, FIS Global, and industry pioneering companies like PeopleSupport, Sutherland, and StarTek. Renowned for his dynamic and accomplished approach, Pio has consistently driven transformation, change, and business scaling, specializing in optimizing organizational structures for heightened efficiency, efficacy, and profitability. His strategic vision, commitment to operational excellence, and unwavering passion for customer satisfaction have enabled him to lead global service delivery centers, pilot multi-cultural and innovative initiatives, enhance financial performance, and cultivate a robust customer service culture.

His expertise in operational, financial, and people management, coupled with his ability to implement impactful change and developmental initiatives, has consistently resulted in enhanced profitability and sustained business growth while fostering a culture of excellence and unique end-to-end customer journeys.

Atty. Carol V. 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 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.

Dennis Ryan Yaw
Head, Offline Operations

Dennis is a seasoned executive with extensive experience in corporate finance, business development, and operations management across various industries, including renewable energy, retail, logistics, and financial services. With a strong foundation in investment banking and strategic planning, he has successfully led large-scale business units, driving growth and operational efficiency. His ability to evaluate, negotiate, and execute strategic projects has been demonstrated in leadership roles at SM Investments Corp., SM Retail Inc., 2Go Group Inc., and other major organizations.

Most recently, Dennis served as Vice President for Business Development at SM Investments Corp., where he spearheaded the renewable energy initiatives of the group, focusing on solar energy deployment. Prior to this, he held key leadership roles in SM Retail and 2Go Group, managing nationwide retail operations, digital transformation initiatives, and business expansion strategies. His earlier experience includes finance and investment roles at Citadel Holdings, the Asian Development Bank, and Digital Paradise Inc., where he played a pivotal role in scaling businesses through strategic finance and operational improvements. A graduate of Ateneo de Manila University with a degree in Management Engineering, Dennis brings a unique blend of analytical, financial, and operational expertise, making him a valuable asset in high-growth and transformative business environments.

Angela Camins-Wieneke

Executive Director, BingoPlus Foundation

Angela has 16 years of experience in driving business growth across the real estate and service industries while championing corporate social responsibility (CSR) to create meaningful impact in communities. With a strong background in business development and people management, she has successfully scaled national operations and led cross-functional teams in both corporate and nonprofit sectors.

She spent a decade at SM Supermalls—one of Southeast Asia's largest property developers—where she held key leadership roles, including Group Marketing Manager for SM Cares, Regional Human Resources Manager for SM Life, and Regional Operations Manager for SM Foodcourt. Her experience extends to the global hospitality sector, serving as Operating Partner and International Training Manager for P.F. Chang's China Bistro, as well as Marketing Manager for the Marajo Group. She holds a Bachelor's degree in Business Administration, majoring in Advertising and Public Relations Management, from Preston University and Southville Foreign University.

Angela's leadership in CSR has led to the development of award-winning programs focused on diversity and inclusion, environmental sustainability, youth empowerment, disaster response, education, healthcare, and livelihood—reinforcing her commitment to social good while driving business excellence.

Cholo Tagaysay

Chief Marketing Officer, ArenaPlus

Cholo brings over 20 years of C-Suite experience, having served as CEO, COO, CMO, Managing Director, Board Director, President, and Founder across leading digital companies.

He served two tenures at the Globe Group (2000-2004, 2020-2023), contributing to its digital transformation. In his most recent role, he was the CEO of KonsultaMD, which was recognized as "Globe's Next Unicorn" during his term.

Cholo played a key role in three successful startup exits, including the Philippines' first tech IPO in 2014, where he served as CMO of the publicly listed company until 2019.

His expertise spans multiple industries—including Games, HealthTech, Telco, and Advertising—as well as multiple markets, including Bangladesh, Indonesia, Malaysia, and the Philippines.

He graduated from the Ateneo de Manila University in 1995 with a Bachelor of Arts degree in Management Economics.

Board composition

The Board of Directors (Board) serves as the highest authority in governing and managing DigiPlus Interactive Corp. (Company). Comprising of nine (9) members elected by shareholders at the Annual Stockholders' Meeting (ASM), the Board holds full authority to oversee the Company's affairs. Members serve for one year until the next ASM. More than 77% of the Board is composed of non-executive directors (7 out of 9). The Board of Directors of the Company 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.

Among the nine (9) board members, three (3) are independent directors. All independent directors are independent of the Company, its Management, and major/substantial stockholders, hold no interests or relationships with the Company that would interfere in their exercise of independent judgment in carrying out their responsibilities as directors. In addition, 5 of the 7 Board Committees of the Company are chaired by an independent director.

Responsibilities of the Board

The Board is responsible for overseeing the development, approval, and monitoring of business objectives and strategies to ensure the achievement of the Company's long-term sustainability and enhance shareholder value.

To uphold strong governance, the Board is required to establish a Board Charter that clearly defines its roles, responsibilities, and accountabilities in fulfilling its fiduciary duties. Additionally, the Board is responsible for implementing a robust succession planning program and creating a formal, transparent policy for board nominations and elections. It must also ensure that a comprehensive enterprise risk management (ERM) framework is in place to effectively identify, monitor, assess, and manage significant business risks.
In terms of performance management, the Board must implement a performance management framework and approve the process for selecting and evaluating the performance of Management. The Board also plays a crucial role in maintaining high ethical standards in governance, ensuring the presence of an adequate internal control system, and establishing mechanisms to monitor and manage potential conflicts of interest among Management, board members, and shareholders. Additionally, the Board is responsible for developing a Company-wide policy and system to govern related party transactions and other exceptional or infrequent transactions.

Finally, the Board ensures that the compensation of key executives and board members aligns with the Company's long-term interests.

Nomination and election of Directors

The Corporate Secretary presents director nominations to the Nomination Committee, including detailed profiles of each nominee highlighting their qualifications, expertise, professional background, and relevant experience. Before the Annual Stockholders' Meeting (ASM), the Committee evaluates nominees based on criteria such as integrity, reputation, ability to foster Board collaboration, and alignment with good corporate governance principles. Board diversity is also considered and does not only cover gender diversity but also diversity in terms of age, ethnicity, culture, skills, competence, and knowledge.

Board committees

Audit Committee		
	Ramon Pancratio D. Dizon	Chairman
	Atty. Timoteo B. Aquino	Member
	Atty. Jose Raulito E. Paras	Member

The Audit Committee oversees the 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 the Company's financial management systems and environment.

In compliance with its oversight function in the Company's financial reporting, the Audit Committee met quarterly in CY 2024 to preliminary discuss, review, and evaluate the quarterly financial statements before its scheduled presentation to the Company's Board of Directors. The timely review of the Audit Committee led to the timely filing of the Company's financial statements to the Securities and Exchange Commission and The Philippine Stock Exchange, Inc.

Likewise, the Audit Committee regularly met with the Company's Internal Audit Department without the presence of senior management in accordance with its function to oversee the performance, processes, and activities of the Company's auditors to secure, safeguard, and protect the Corporation's resources.

Finally, the Audit Committee met with the Company's external auditor, Isla Lipana & Co., prior to commencing its audit to determine the nature, scope, and expense of the audit for the fiscal year 2025. Prior to the external auditor's continuing engagement, the Audit Committee evaluated its past year's performance to ensure that it passed the required performance rating.

Corporate governance Committee		
	Atty. Timoteo B. Aquino	Chairman
	Ramon Pancratio D. Dizon	Member
	Arthur R. Tan	Member

The Corporate Governance (CG) 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.

On 10 April 2024, the CG Committee met to approve the Company's Sustainability Report in time for the Board approval and submission with the Securities and Exchange Commission (SEC). The CG also discussed the latest sustainability efforts driven by the Company.

As part of its mandate, the CG Committee met to get a status on the Company's corporate governance effort in compliance with the SEC's guidelines. It also approved the Company's Annual Corporate Governance Report for CY 2023.

Board risk oversight Committee		
	Arthur R. Tan	Chairman
	Renato G. Nuñez	Member
	Ramon Pancratio D. Dizon	Member

The Board Risk Oversight Committee is in charge of assisting the Board of Directors in managing and overseeing matters related to financial risk and all other risk exposures of the Company. 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.

The BROC regularly met with the Company's Chief Risk Officer in 2024 for updates and results of assessment on the Company's existing and perceived credit risks, market risks, issues on liquidity, operational, reputational, legal, and other risks.

Related party transaction Committee		
	Atty. Timoteo B. Aquino	Chairman
	Ramon Pancratio D. Dizon	Member
	Willy N. Ocier	Member

The Related Party Transactions Committee is responsible for reviewing all materials related to our 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
	Tsui Kin Ming	Member
	Rafael Jasper S. Vicencio	Member

The Executive Committee is tasked with assisting the Board in performing its duty of setting guidelines and policies regarding the Company's 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		
	Atty. Timoteo B. Aquino	Chairman
	Tsui Kin Ming	Member
	Atty. Jose Raulito Paras	Member

The Compensation Committee provides guidelines on the compensation and remuneration of the Board, key officers, senior management. Complying with its mandate, on 6 June 2024, the Committee noted that the directors had an increased responsibility and tasks, including but not limited to rigorous regulatory compliance, strategic oversight, and comprehensive risk management. Hence, the Committee deemed it necessary to increase the per diem for Board and Committee Meetings of directors.

Nomination Committee		
	Eusebio H. Tanco	Chairman
	Rafael Jasper S. Vicencio	Member
	Atty. Timoteo B. Aquino	Member

The Nomination Committee identifies and recommends to the Board the best candidates for directorship 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.

The Nomination Committee met on 30 May 2024 to identify, evaluate, and recommend appropriate candidates who will serve as the Company's Board of Directors for the ensuing year 2024-2025 in time for its scheduled Annual Stockholders' Meeting scheduled on 26 July 2024.

Likewise, the Committee met on 4 November 2024 to recommend an appropriate candidate to be elected as the Company's new director due to the resignation of one of the members of the Board.

Board meetings and attendance

In 2024, the Board of Directors had a total of eleven (11) Board meetings. Attendance of each director in Board meetings held in 2024 is enumerated below:

Attendance of Board of Directors

Directors	Meetings present	Meetings held	Attendance rate
Eusebio H. Tanco	11	11	100%
Tsui Kin Ming	11	11	100%
Rafael Jasper S. Vicencio	11	11	100%
Jose Raulito E. Paras	11	11	100%
Willy N. Ocier	11	11	100%
Renato G. Nuñez	11	11	100%
Mardomeo N. Raymundo, Jr.*	9	9	100%
Ramon Pancratio D. Dizon	11	11	100%
Timoteo B. Aquino	11	11	100%
Arthur R. Tan**	1	2	50%

**Mr. Raymundo resigned from the Board of Directors on 5 November 2024.*
***Mr. Tan was elected to the Board of Directors on 5 November 2024.*

The average rate of attendance of the Board of Directors was ninety-five percent (95%) in 2024, which is more than compliant with the SEC's minimum attendance requirement of fifty percent (50%). The average attendance rate of the Independent Directors was eighty-three percent (83%) for the same year.

Audit Committee

Directors	Meetings present	Meetings held	Attendance rate
Ramon Pancratio D. Dizon	6	6	100%
Jose Raulito E. Paras	6	6	100%
Timoteo B. Aquino	6	6	100%

Board Risk Oversight Committee

Directors	Meetings Present	Meetings held	Attendance rate
Timoteo B. Aquino	5	5	100%
Ramon Pancratio D. Dizon	5	5	100%
Renato G. Nuñez	5	5	100%

Nomination Committee

Directors	Meetings present	Meetings held	Attendance rate
Eusebio H. Tanco	2	2	100%
Rafael Jasper S. Vicencio	2	2	100%
Timoteo B. Aquino	2	2	100%

Compensation Committee

Directors	Meetings present	Meetings held	Attendance rate
Tsui Kin Ming	3	3	100%
Ramon Pancratio D. Dizon	3	3	100%
Jose Raulito E. Paras	3	3	100%

Corporate Governance Committee

Directors	Meetings present	Meetings held	Attendance rate
Timoteo B. Aquino	4	4	100%
Ramon Pancratio D. Dizon	4	4	100%
Eusebio H. Tanco	4	4	100%

All directors are required to attend all Board meetings, both regular and special, unless they have a valid reason for their absence. If a director misses more than 50% of these meetings without a justified cause, it will be considered grounds for disqualification from future elections.

Board performance

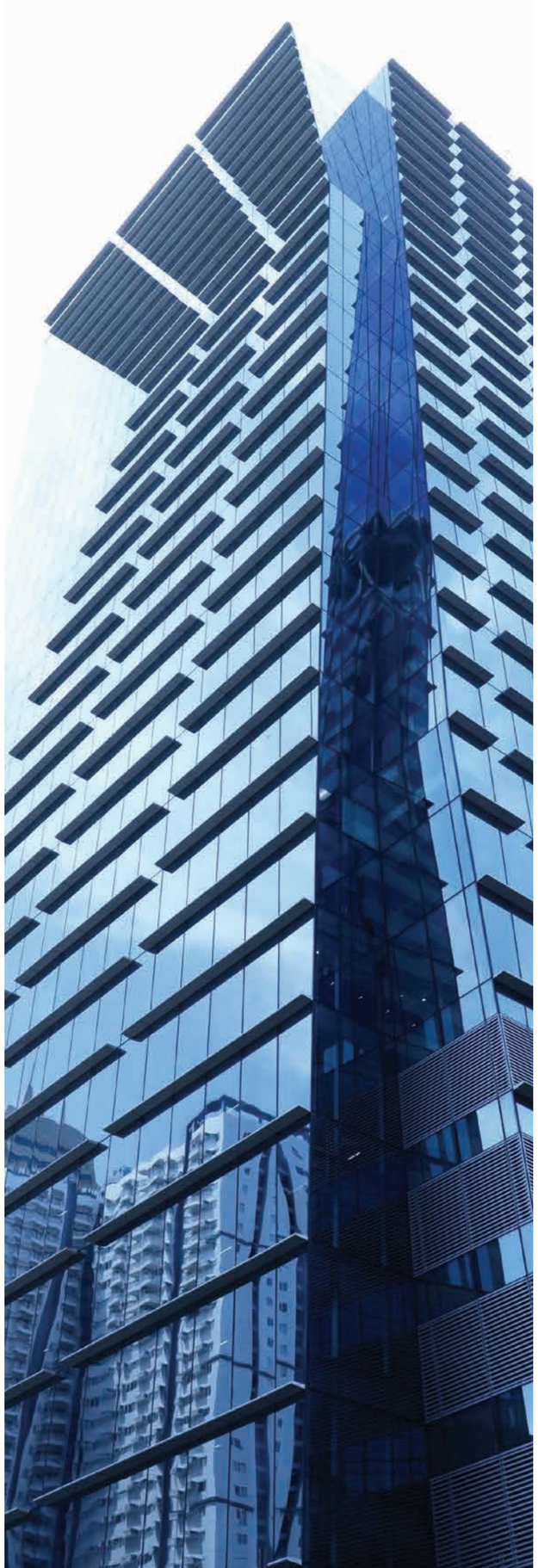
The Board of Directors places significant importance on continuous improvement and effective governance. To achieve this, an annual self-assessment exercise is conducted to evaluate both individual and collective performance. This process is structured around a self-assessment questionnaire, which serves as a tool for reflection and analysis. Directors are assessed on key aspects such as the quality of the structure and processes of the Board, the conditions that allow them to fulfill their roles, and the ability of the Board and its members to guide the company.

Assessing the performance of the Board is overseen by the Corporate Governance Committee and serves multiple purposes: it highlights specific strengths that can be leveraged, identifies areas needing improvement, and fosters accountability among directors. Additionally, it creates an opportunity for the Board to reflect on the performance of top management and align strategic priorities for the company in the coming year. Ultimately, this annual process ensures that the Board remains focused on its governance responsibilities and is well positioned to guide the organization toward its goals. Every three years, an external facilitator will be sourced to strengthen this process and increase objectivity.

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 the Company's directors and key officers attended and completed the corporate governance training seminar on 5 December 2024.

The attendance of DigiPlus' Board members at corporate governance (CG) training programs and seminars is disclosed through the posting of Certificates of Attendance on the Company website, PSE Edge Portal, and included in its Integrated Annual Corporate Governance Report (I-ACGR). These programs ensure compliance with the SEC requirement for annual CG training for directors and key officers of publicly listed companies.



Enterprise Risk Management

The Board of Directors of DigiPlus holds overall responsibility for the company's risk management policy. To ensure robust oversight, the Board has established the Board Risk Oversight Committee (BROC), which is responsible for supervising and continuously evaluating the effectiveness and adequacy of the company's Enterprise Risk Management (ERM) framework.

To support this function, the Management Risk Oversight Committee (MROC) is tasked with identifying, assessing, mitigating, and monitoring risks that may impact DigiPlus' strategic, financial, operational, and compliance objectives. The MROC regularly reports its risk assessments and mitigation efforts to the BROC, ensuring alignment, transparency, and an integrated approach to risk governance across the organization.

To operationalize the ERM framework, the Board has appointed a Chief Risk Officer (CRO) responsible for implementing, maintaining, and continuously improving the company's risk management systems. The CRO works in close coordination with business unit heads, who manage operational risks within their respective functions, ensuring that internal controls and risk mitigation strategies are effectively implemented.

DigiPlus remains committed to regularly updating its risk management framework and methodologies to stay ahead of emerging risks. The company ensures rigorous testing, validation, and enhancement of risk controls, aligning with global standards and best practices.

Risk Management framework

DigiPlus' Enterprise Risk Management (ERM) strategy is built upon two internationally recognized management frameworks (Right):

By integrating these frameworks, DigiPlus has adopted a holistic and structured approach to risk management. This ensures that risks are proactively managed, decision-making processes are enhanced, and long-term business sustainability is protected.

01

COSO Enterprise Risk Management (ERM) Framework (2017) – Provides a structured approach for identifying, assessing, and managing risks within the organization's internal environment.

02

ISO 31000 – Offers a broader, enterprise-wide risk management perspective, addressing internal and external risk factors while emphasizing the critical role of corporate culture in effective risk governance.

Risk Management process

DigiPlus follows a structured five-step risk management process to ensure that risks are identified, assessed, mitigated, and monitored effectively:

1. **Risk identification**
   Identifying potential risks that may impact business objectives, including internal and external risk factors.
2. **Risk assessment**
   Evaluating the likelihood and potential impact of identified risks.
3. **Risk management Strategy development**
   Establishing mitigation strategies, including control mechanisms, risk transfer (e.g., insurance), and contingency planning.
4. **Risk management Strategy implementation**
   Applying risk mitigation measures, continuously monitoring risks, and allocating appropriate resources for control execution.
5. **Monitoring and review**
   Regularly reviewing risk exposure and control effectiveness, making necessary adjustments based on risk landscape changes and operational needs.

Risk exposure categories

DigiPlus has identified key risk exposure categories, based on previous ERM implementations and industry best practices. These categories serve as a foundation for risk identification, assessment, monitoring, and mitigation.

Risk exposure	Risk assessment (monitoring and measurement process)	Risk management and control (structures, procedures, and actions taken)
Safety and security risk	All Safety Officers, First Aiders, and key personnel across DigiPlus branches contribute to maintaining a safe and secure environment by actively participating in risk identification, safety audits, and emergency preparedness initiatives. Regular safety assessments and compliance checks are conducted across all locations to ensure adherence to security protocols and risk management policies. The DigiPlus Safety and Security Team conducts an annual audit, validated by Internal Audit, to monitor the protection of physical assets and the effectiveness of security measures.	Facility maintenance, security protocols, and emergency response procedures are enforced across all branches to minimize physical security risks. D-REACT (Safety Committee), Safety Officers, and First Aiders undergo regular training and security audits to strengthen preparedness and response capabilities. Security measures are continuously reviewed, updated, and tested to adapt to evolving risks, ensuring a safe and secure environment for employees, customers, and assets.
Property damage and business disruption risk	Annual Business Impact Analysis (BIA) and Business Continuity Plan (BCP) reviews are conducted to assess potential disruptions. Risk scenarios, impact severity, and recovery times are analyzed to identify vulnerabilities and strengthen business continuity planning. Regular testing of backup systems and infrastructure resilience assessments are conducted to minimize operational disruptions.	DigiPlus continuously enhances its Business Continuity Management (BCM) by implementing data backup strategies, risk transfer (insurance), and infrastructure resilience measures. Reports are submitted to the Board Risk Oversight Committee (BROC) to ensure BCP strategies remain effective and up to date. Crisis response procedures, alternative work arrangements, and emergency action plans are in place to mitigate property damage and business interruptions.
Information security and technology risks	Vulnerability assessments, penetration testing, and incident monitoring are conducted to ensure robust cybersecurity defenses.	The Information Security Department enforces compliance with the Information Security Policy and handles incidents related to system security breaches. Cybersecurity awareness training is conducted for all business units.

Risk exposure	Risk assessment (monitoring and measurement process)	Risk management and control (structures, procedures, and actions taken)
Environmental and social risk	Regular monitoring and reporting on sustainability initiatives and compliance with environmental and social regulations are conducted.	DigiPlus is committed to environmental sustainability and corporate social responsibility (CSR). The company has taken initial steps to determine its exposure to climate risk aligning with global standards. DigiPlus also implements programs that address various social issues through the BingoPlus Foundation.
Operational and process risk	Regular business process reviews are conducted across all branches to identify inefficiencies, vulnerabilities, and areas for improvement. These reviews assess workflow effectiveness, procedural gaps, and potential operational risks, ensuring that processes remain optimized, secure, and aligned with business objectives. Findings from these assessments guide corrective actions and enhancements, strengthening risk controls and overall process efficiency.	The MROC, business unit heads, and process owners implement risk control tools, automation, and standardized procedures to improve operational efficiency and resilience. Business processes are continuously monitored and refined to adapt to evolving risks and regulatory requirements. Internal audits and compliance checks ensure that controls remain effective, supporting the company's commitment to efficiency and governance.
Financial risk	Financial performance is monitored through interest and foreign exchange rate assessments, along with financial ratio analysis.	DigiPlus ensures compliance with financial regulations and continuously strengthens its financial risk management processes.
Regulatory and compliance risk	Regular compliance audits and monitoring are conducted to ensure adherence to laws, regulations, and internal policies across all branches. This process involves reviewing regulatory requirements, assessing compliance gaps, and verifying the implementation of corrective actions. Findings are reported to relevant oversight committees, ensuring that DigiPlus remains aligned with legal standards and industry best practices, while proactively addressing compliance risks.	Employees across all branches undergo regular training and awareness programs on the Code of Ethics, Data Privacy Act of 2012 (DPA), Anti-Money Laundering Act of 2001 (AMLA), Department of Labor and Employment (DOLE) regulations, and Occupational Safety and Health Standards (OSHS). These sessions ensure that employees understand their roles and responsibilities in maintaining regulatory compliance and workplace safety. Compliance is continuously monitored through assessments, refresher courses, and internal audits, reinforcing a culture of accountability, legal adherence, and occupational health and safety compliance.

Business ethics

DigiPlus is committed to upholding the rights of all stakeholders, including minority shareholders, and has established a comprehensive Code of Conduct and policies addressing key areas such as related party transactions (RPTs), anti-corruption, whistleblowing, anti-money laundering, data privacy, and employee health, safety, and welfare. The company also has formal policies in place to prevent unethical, corrupt, and prohibited practices, applicable to employees, management, and board members. These policies provide clear guidance on work performance, interactions with employees, customers, and suppliers. These measures ensure a balance between business operations and good governance.

Manual on corporate governance

DigiPlus complies with the with the Code of Corporate Governance and its manual on corporate governance serves as a comprehensive guide in achieving its business goals, creating long-term value, and fulfilling its economic, ethical, legal, and social responsibilities. It defines corporate governance as a system of oversight and control that utilizes regulations, performance standards, and ethical principles to foster accountability throughout the organization, with a particular focus on the Board and senior management.

Code of conduct

The Code of Conduct (COC) of DigiPlus Interactive Corp. applies to all employees, including those in subsidiaries and affiliates, regardless of rank or tenure. It provides guiding principles of proper conduct for all employees, addressing their responsibilities in all aspects of their work, including interactions with stakeholders. Through the Human Resources Department (HRD) it ensures due process before any disciplinary action (written reprimand, suspension, or termination) is taken.

Anti-money laundering and terrorist financing prevention program policy

This program ensures DigiPlus' strict adherence to the Anti-Money Laundering Act of 2001, reinforcing the company's commitment to preventing its operations, employees, and players from being exploited for money laundering, terrorism financing, or other criminal activities. The program features a comprehensive set of policies, procedures, and controls aimed at combating money laundering (AML) and counter-terrorism financing (CTF). It includes guidelines for establishing dedicated AML and CTF offices and committees, alongside detailed protocols for monitoring, due diligence, reporting, record-keeping, employee training, risk management, and the implementation of targeted financial sanctions.

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

To prevent conflicts of interest, employees are prohibited from accepting gifts, entertainment, or travel of significant value from the Company's suppliers, customers, or their immediate family members and representatives. DigiPlus' Policy on Soliciting and Accepting Gifts, Gratuities, Tips, Favors, or Entertainment establishes clear guidelines on this matter. The policy outlines when such offers may violate laws, regulations, company policies, contracts, agreements, or established ethical standards, ensuring adherence to good moral practices and company values.

Policy on related party transactions

This policy requires that all Related Party Transactions (RPTs) conducted by DigiPlus be executed at arm's length, ensuring fair and equitable terms. Its primary goal is to prevent conflicts of interest and avoid abusive or unfair transactions between related parties. The policy mandates that every RPT undergoes a thorough review, approval, and disclosure process, in full compliance with applicable laws, regulations, and guidelines, including those set by the Securities and Exchange Commission. The Board of Directors is responsible for overseeing RPTs to ensure they are carried out in a fair, prudent, effective, and transparent manner. By adhering to this policy, DigiPlus upholds its commitment to ethical business practices, accountability, and the protection of stakeholder interests.

Information security policy

DigiPlus' Information Security Policy focuses on safeguarding the confidentiality, integrity, and availability of its information assets and technology infrastructure. The policy aims to mitigate potential risks by proactively enhancing information security and fostering a strong data security culture within the organization. It ensures compliance with data protection regulations, addresses audit and security assessment findings, and adopts the latest standards and best practices in information security. The policy is aligned with leading frameworks and standards, including ISO 27001, the National Institute of Standards and Technology (NIST) Cybersecurity Framework (CSF), and the 18 Critical Security Controls.

Data privacy manual

DigiPlus' Digital Privacy Manual is designed to safeguard the privacy of the data the Company collects, uses, discloses, stores, and disposes of, while reinforcing compliance with the Data Privacy Act of 2012. The manual outlines the Company's data protection and security measures, providing clear guidance for all employees on how to handle sensitive information. Additionally, it establishes general standards for upholding the rights of DigiPlus' data subjects, ensuring that privacy and data security are consistently prioritized across the organization.

Dividend Policy

The Dividend Policy calls for the payment of regular cash dividends in an amount of 20% to 30% of the audited consolidated core net income for the year, subject to Board approval, considering factors like shareholder interests, debt covenants, working capital needs, expansion plans, capital expenditures, and debt servicing.

Whistleblowing policy

The Whistleblowing Policy enables employees to report misconduct, illegal activities, or failures to act within the Company through channels outside of normal management procedures. As a key component of the Company's internal control framework, whistleblowing plays a crucial role in investigations and fact-finding. This policy fosters a healthy corporate culture by encouraging transparency, accountability, and integrity, ensuring that employees are protected in raising concerns without fear of retaliation.

Anti-sexual harassment policy

This policy was established to prevent sexual harassment and address related cases effectively. It outlines a clear procedure for resolving, settling, and handling sexual harassment complaints. The Company maintains a zero-tolerance stance towards sexual harassment, and any employee or officer found guilty of such misconduct will face disciplinary action. This policy ensures a safe and respectful workplace for all.

Gaming Employment License (GEL) policy

Ensures compliance with PAGCOR regulations and industry standards by requiring employees in gaming-related roles to obtain and maintain a GEL. This policy promotes professionalism, integrity, and risk mitigation while fostering a culture of accountability among employees. The Company supports employees in the licensing process through background checks and optional salary deductions for fees. Overall, the policy helps the Company operate legally, uphold industry standards, and maintain a trustworthy reputation.

Occupational safety and health policy

The OSH Policy establishes a framework for risk identification, evaluation, and mitigation, promoting a proactive and continuously improving safety approach. It applies to all operations, activities, and individuals within DigiPlus, covering both on-site and iGaming and leisure services, ensuring a safe and healthy workplace for all.

Procurement Policies and Procedures

The Procurement Unit manages the acquisition of goods and services for the company and implements the supplier accreditation process. This ensures that new and existing suppliers/contractors are able to meet specific criteria, standards and organization requirements in order to be registered, eligible and approved to conduct business and provide services. Furthermore, the Procurement Unit is responsible for sourcing, negotiating, and maintaining supplier relationships, ensuring regulatory compliance, and optimizing operational efficiency.

Sustainability reporting 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 industry-specific standards of the Sustainable Accounting Standards Board (SASB) for Casinos & Gaming and Internet Media & Services.

Disclosure	GRI	SASB	Page
General Disclosures	The organization and its reporting practices 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 Activities and workers GRI 2-6 Activities, value chain, and other business relationships GRI 2-7 Employees		11-29
Material topics	Disclosures on material topics 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	Governance 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 Strategy, policies, and practices 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 Anti-corruption GRI 205-1 Operations assessed for risks related to corruption GRI 205-2 Communication and training about anti-corruption policies and procedures Economic Performance and Impact GRI 201-1 Direct economic value generated and distributed	Internal Controls on Money Laundering SV-CA-510a.1	63-90

Disclosure	GRI	SASB	Page
Environmental responsibility	Energy Use GRI 302-1 Energy consumption within the organization Emissions GRI 305-2 Energy indirect (Scope 2) GHG emissions	Energy Management SV-CA-130a.1 Environmental Footprint of Hardware Infrastructure TC-IM-130a.1	35-38
Employees and workplace	Employment 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 Training and Education 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 Diversity, Equality, and Inclusion GRI 405-1 Diversity of governance bodies and employees	Employee Recruitment, Inclusion, & Performance TC-IM-330a.3	47-54
Digital and data security	Customer Privacy GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Privacy, Advertising Standards, & Freedom of Expression TC-IM-220a.1 TC-IM-220a.3 Data Security TC-IM-230a.1 TC-IM-230a.2	39-40
Responsible Gaming	Customer Health & Safety GRI 416-1 Assessment of the health and safety impacts of product and service categories Local Communities GRI 413-1 Operations with local community engagement, impact assessments, and development programs	Responsible Gaming SV-CA-260a.1 SV-CA-260a.2	41-45, 55-62

Corporate information

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For Investors: investorrelations@digiplus.com.ph
For BingoPlus Foundation: bingoplusfoundation@digiplus.com.ph

Shareholder Services and Assistance

For inquiries regarding dividend payments, change of address and account status, lost or damaged stock certificates, please contact:
Stock Transfer Services, Inc.
34F Rufino Plaza Ayala Ave., Makati City
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