cloudstaff®
Remote Staffing Experts

2024 Cloudstaff ESG Report

"At Cloudstaff, sustainability means putting People, Planet, and Progress at the heart of what we do — building a company that uplifts lives, protects the earth, and thrives for the future."

Lloyd Ernst
Founder and CEO, Cloudstaff

Message from Our CEO

When I started Cloudstaff, my vision was simple: to build a company that not only delivers outsourcing excellence but also uplifts people and communities.

Nearly two decades later, that vision has grown into a global family of Cloudstaffers — spanning the Philippines and beyond — who bring innovation, integrity, and heart to everything we do.

This is our first ESG Report, and it represents more than a collection of data or frameworks. It is the story of how we put People, Planet, and Progress at the center of our business. It is about how we care for those who power Cloudstaff, how we protect the environment we all share, and how we build a business grounded in values and accountability.

In 2024, our Cloudstaff community expanded across borders and industries. We invested in the growth and well-being of every Cloudstaffer, supported local communities, and aligned our practices with global benchmarks such as GRI, SASB, TCFD, and the IFC Performance Standards. We also began preparing our first carbon footprint assessment and exploring science-based targets to guide our future climate commitments. These are just the first steps. They reflect our determination to act responsibly and with vision.

This report outlines not just our performance, but our purpose. You'll read about Cloudstaffers volunteering in their communities, developers innovating greener IT solutions, greener products we provide to clients, and leaders ensuring transparency and good governance. These stories inspire me every day. They prove that when we invest in people, uphold our values, and engage openly with stakeholders, we build a company that endures and thrives.

Looking ahead, Cloudstaff will continue to grow responsibly — guided by the trust of our clients, the passion of our Cloudstaffers, and the expectations of our stakeholders worldwide. Together, we are shaping not only the future of outsourcing, but a future where business creates lasting value.

Thank you for taking the time to explore our ESG Report. I invite you to share in our vision of an outsourcing industry powered by People, Planet, and Progress.

Lloyd

Lloyd Ernst, CEO, Cloudstaff

About this Report

The Cloudstaff 2024 Environmental, Social, and Governance (ESG) Report marks a major milestone — our **first ESG report.** It shares how we're embedding sustainability at the heart of our business and highlights our commitments to the people who make Cloudstaff what it is — our Cloudstaffers, our clients, and the communities we serve. The reporting period covers January 1, 2024 through December 31, 2024.

Our disclosures are guided by leading global frameworks, including the **Global Reporting Initiative (GRI) Standards, the SASB Software and IT Services Standard, the Task Force on Climate-related Financial Disclosures (TCFD),** and the **International Finance Corporation (IFC)** Performance Standards. While these frameworks provide structure and comparability, our focus is on the ESG topics most relevant to Cloudstaffers, stakeholders, and the regions where we operate.

Because this is our first report, the emphasis is on establishing baselines and setting a clear direction for future progress. Where reliable data is available, we present it; where systems are still maturing, we share the steps we are taking to strengthen measurement and reporting.

This report is not a claim that every disclosure is financially material. Rather, it reflects our conviction that transparency creates accountability, builds trust, and helps Cloudstaff grow responsibly with all stakeholders.

About Cloudstaff

Cloudstaff Holdings Pty Ltd is a premier outsourcing provider founded in 2005 by Australian tech pioneer Lloyd Ernst. From our beginnings as a small software development team, we expanded to the Philippines in 2010 with just 7 staff, and have since grown to over 6,000 Cloudstaffers across 17 offices worldwide.

Today, we operate in the Philippines, India, Colombia, Australia, the UK, and the USA, serving clients around the globe with our "Cloudstaffers" – the dedicated professionals who form the backbone of our business. Our vision has always been to redefine outsourcing by creating new standards of service delivery, customer engagement, and business ethics.

Our Values

Staff

Cloudstaff is committed to ensuring that our staff are valued, respected, and kept safe at all times, without exception.

We encourage both personal and professional development and pay our staff a professional level local salary that allows them to support their families and strive for major investment goals.

Equality

Cloudstaff values diversity and rejects discrimination in all forms. We strive to build an inclusive workplace and are committed to equal pay and merit-based hiring.

All staff should feel safe, valued, and accepted. Confidential reporting systems are in place to ensure that everyone's voice can be heard.

Community

We understand the importance of community, and have built and fostered relationships with many local educational institutions and community groups to provide sponsorship, mentorship, and training opportunities.

We are humbled that, in some small way, we have had a positive impact on the communities where we work.

Family support

Cloudstaff's family-friendly workplaces offer parents the assistance they need to raise families while still developing their careers.

We provide free in-house child care facilities, as well as full maternity and paternity leave. Staff are also encouraged to bring their families to all major company events.

Environment

We care deeply about the environment and believe that all companies, big and small, have an obligation to be responsible corporate citizens.

We have a number of policies in place regarding consumables, power management, and recycling. We are continually looking for ways to reduce the impact we have on the environment.

Health & wellbeing

The health and wellbeing of our staff is paramount.

Cloudstaff provides free in-house doctors, nurses and psychology services to all staff. Appointments are made using Cloudstaff Tap, a mobile app designed to keep all of our staff connected.

What We do

Cloudstaff specializes in providing highly skilled remote professionals to businesses worldwide. We combine cutting-edge technology with a human touch to deliver outsourcing solutions in fields like customer service, software development, digital marketing, and back-office support.

Our "Partners in Success" business model means Cloudstaff manages recruitment, training, and well-being of our staff, while clients provide day-to-day task direction. This partnership approach ensures our clients get a seamlessly integrated extension of their team, and our Cloudstaffers feel connected to both Cloudstaff and the client's mission.

Outsourcing Services

- Real Estate
- Accounting
- IT Support
- Collections
- Software QA
- eCommerce
- Development
- Back Office
- Other industries

Services Offered

- Hiring staff members for clients
- Productivity and management tools
- Office workspaces
- Workstations
- Software
- Connectivity
- Security
- Business continuity
- Account managers
- Success managers

Internal Hub Services

- Recruitment
- Sales
- Account management
- Human resources
- Information technology
- Network
- Facilities
- Other internal services

What We do

With over 6,000 team members across multiple countries, we embrace diversity and global talent. Cloudstaff's workforce is a vibrant mix of seasoned experts and fresh talent, all bonded by our unique "Two Families" culture.

Every Cloudstaffer is encouraged to bond with their client team as well as their Cloudstaff family, fostering loyalty and unity. This approach, combined with competitive benefits and a fun, supportive work environment, has yielded an industry-leading staff retention rate of above the standard. In practical terms, this means our clients benefit from stable teams with low turnover, and our employees build long-term careers with us.

"You won't find a happier, healthier, thriving company culture anywhere. We ensure it's not just our culture – it becomes your culture too."

Global Standards and Compliance

Cloudstaff is committed to upholding world-class standards across our business, ensuring that every Cloudstaffer, client, and partner can trust the way we operate. Strong governance, ethical responsibility, and data protection are central to our ESG journey, guiding how we serve people and safeguard communities.

We adhere to a strict Code of Ethics that protects fair labor practices, promotes safe and respectful workplaces, and ensures full legal compliance across all jurisdictions. This includes our compliance with the Modern Slavery Act (Australia), where we actively work to eliminate risks of forced labor, exploitation, and unethical recruitment practices in our operations and supply chain.

Our global certifications and accreditations further demonstrate our commitment to integrity and accountability:

ISO 9001 for quality management, ensuring reliable and consistent service delivery.

ISO 27001 for information security, protecting sensitive data to the highest international standards.

PCI DSS facilities to safeguard payment and transaction data.

HIPAA compliance for healthcare-related services, securing patient privacy and trust.

SOC 2 Type 1 & Type 2 – focuses on controls in financial reporting and controls for security, availability, integrity, confidentiality and privacy.

Beyond compliance, we continuously invest in advanced cybersecurity measures and privacy protections, reinforcing the confidence our clients place in us. These commitments align with our ESG goals of strong governance, ethical responsibility, and the protection of people and data.

Awards, Recognitions & Certifications

At Cloudstaff, recognition goes beyond trophies—it's a testament to how our people-first culture, purposeful innovation, and responsible leadership spark trust across our Cloudstaffers, clients, and communities around the globe.

Recent Highlights:

2025 HR Excellence Awards

- ⊘ "Triple Crown" with Gold - Excellence in AI-Powered AI Solutions
- ⊘ Silver - Excellence in Retention Strategy
- ⊘ Bronze – Most People-Focused CEO

2024 Asia CEO Awards

- ⊘ Governance Organization of the Year
- ⊘ Most Innovative Company of the Year
- ⊘ ITBPM Techblazer of the Year
- ⊘ CEO honored for leading with vision and integrity

Best Places to Work in Asia

- ⊘ Fourth year running Top Employer in the Region
- ⊘ We Care Award
- ⊘ Digital Transformation Award

Stevie® Awards (International Business Awards 2025)

Gold and Bronze – Stevie Awards for Business Services and ESG

Asia-Pacific Stevie® Awards 2025

- ⊘ Gold – Innovative Use of Technology in Customer Service
- ⊘ Gold – Sustainable Business Models

Digitalisation for Sustainability Award (2025 Europa Awards)

Recognized for embedding digital transformation into our sustainability strategy

"Our greatest awards aren't the trophies — they're the trust of Cloudstaffers, the confidence of our clients, and the impact we create for communities worldwide."

Corporate Governance and Structure

At Cloudstaff, strong governance is the foundation of how we earn and protect the trust of our Cloudstaffers, clients, and stakeholders worldwide. We believe that effective oversight, transparent accountability, and responsible leadership are essential to delivering sustainable growth. Our governance structure ensures that ESG considerations are integrated into decision-making at every level of the organization.

Board of Directors

Our Board of Directors provides ultimate oversight of Cloudstaff's strategy, performance, and governance. The Board sets the tone from the top, ensuring that business decisions reflect our values of integrity, innovation, and accountability. The Board also ensures that ESG principles are embedded into long-term strategy and risk management, reflecting the priorities of our stakeholders.

Audit & Compliance Committee

The Audit and Compliance Committee is responsible for overseeing Cloudstaff's sustainability-related disclosures and ensuring compliance with global ESG reporting standards. This includes alignment with the Global Reporting Initiative (GRI) Standards, the SASB Standard, TCFD the IFC Performance Standards, and the Modern Slavery Act (Australia). The Committee monitors regulatory developments in ESG reporting and ensures that our disclosures remain transparent, reliable, and responsive to stakeholder expectations.

ESG Steering Committee

Our ESG Steering Committee brings together leaders and department heads from across Cloudstaff to drive accountability for ESG initiatives. The Committee monitors key sustainability impacts, risks, and opportunities while ensuring data quality, compliance with reporting frameworks, and readiness for external assurance. The ESG Steering Committee also coordinates cross-functional collaboration, making sure that every business unit plays its part in advancing our ESG commitments and responding to stakeholder expectations.

Senior Executive Leadership Team

The Executive Leadership Team is responsible for embedding ESG priorities into day-to-day operations and long-term business planning. Working closely with the ESG Steering Committee, executives ensure that policies and practices translate into measurable outcomes across people, planet, and progress. Their role is to champion a culture where sustainability is not a separate initiative but a core business driver — influencing decisions on growth, innovation, workforce well-being, and client solutions.

What Sustainability Means for Cloudstaff

Sustainability at Cloudstaff is about more than responsibility — it is about shaping a future where outsourcing creates long-term value for **People, Planet, and Progress.** We see ESG not as a compliance exercise, but as a strategic investment in resilience, trust, and growth.

Our Strategy

Our approach to sustainability is anchored in three priorities: people, impact, and governance. We prioritize the well-being and development of Cloudstaffers, ensuring fair and safe workplaces that enable them to thrive. We reduce our environmental footprint by preparing for carbon measurement, improving efficiency, and supporting greener technologies. And we reinforce governance by aligning with global standards — including the **Global Reporting Initiative (GRI) Standards**, the **SASB Software & IT Services Standard**, **the IFC Performance Standards**, and the **Task Force on Climate-related Financial Disclosures (TCFD)** — to ensure accountability and comparability across our operations.

Our Why

We believe business has a duty to strengthen the ecosystems it touches. For Cloudstaff, this means creating opportunities

that elevate Cloudstaffers and their families, **partnering with communities where we live and work, and addressing environmental challenges** that affect us all. Our purpose is clear: when our people and communities are empowered, our company grows stronger — and the trust of our clients deepens with us.

Our Ambition

Our ambition is to redefine what it means to be a global outsourcing leader. We want to be known not only for operational excellence and innovation, but also for building a model of outsourcing that uplifts people, protects the environment, and sets new standards of governance. By embedding ESG in every decision, we aim to deliver value that endures for our Cloudstaffers, our clients, and our stakeholders worldwide.

Looking Ahead

Sustainability is a journey of continuous improvement. Looking forward, we will launch our first full carbon footprint assessment, set science-based emissions targets, strengthen diversity and inclusion commitments, and enhance transparency in ESG reporting. Each step will bring us closer to our vision of building a company that thrives because it helps the world around it thrive.

At Cloudstaff, sustainability means building responsibly today, so that People, Planet, and Progress flourish tomorrow.

Cloudstaff Sustainability Manifesto

We believe outsourcing can be a force for good. We put people at the heart of progress. We act for the planet, knowing Our choices today shape tomorrow. And we build partnerships — with clients, Cloudstaffers, and communities — that create impact that lasts.

This is how Cloudstaff will grow: responsibly, transparently, and with purpose.

Cloudstaff Materiality Assessment

Approach to Materiality

Cloudstaff applies a double materiality lens: assessing how ESG issues impact our business performance, and how our operations impact people, society, and the environment. This process combines internal ESG risk reviews, stakeholder engagement, and alignment with the standards.

Key ESG Topics & Priorities		
Material ESG Issue	**Impact on Cloudstaff's Business**	**Impact on People, Society & Environment**
Diversity, Equity & Inclusion (DEI)	Medium–High: Drives innovation, talent retention, and compliance with global norms.	High: Advances equal opportunity and inclusivity, improving social equity.
Employee Wellness & Psychological Safety	High: Boosts productivity, engagement, and retention; reduces turnover.	High: Protects mental health and well-being for Cloudstaffers and their families.
Labor & Working Conditions	High: Fundamental for compliance, fair wages, and safe working environments.	High: Upholds human rights and dignity for Cloudstaffers, benefiting local economies.
Occupational Health & Safety (OHS)	High: Reduces accident risk, downtime, and legal exposure.	High: Prevents injuries and long-term health issues, supporting Cloudstaffers' well-being.
Climate Action & Emissions	Medium: Mitigates future regulatory, energy cost, and client risks.	High: Contributes to global climate goals and reduces environmental footprint.
Power Requirements	Medium: Rising energy demand affects cost and resilience.	Medium–High: Shifting to renewables reduces emissions and supports cleaner air.
Waste Disposal & Treatment	Medium: Poor management risks fines and costs. Efficient systems improve resource use.	High: Prevents contamination, protects community health, and lowers environmental harm.

Key ESG Topics & Priorities		
Material ESG Issue	**Impact on Cloudstaff's Business**	**Impact on People, Society & Environment**
Data Privacy & Security	High: Critical for client trust and compliance. Prevents breaches and penalties.	Medium: Safeguards personal information of clients and Cloudstaffers.
Supplier Ethics & Responsible Sourcing	High: Manages supply chain risks, enhances quality and reliability.	High: Extends ethical labor and environmental practices across the supply chain.
Community Engagement	Medium: Strengthens social license to operate and brand reputation.	High: Builds trust through local development, dialogue, and job creation.

Stakeholder Engagement

At Cloudstaff, we believe sustainability is only meaningful when it reflects the voices of those we serve and work alongside. Our success is built on trust with our Cloudstaffers, clients, communities, and partners, and that trust depends on open dialogue, transparency, and continuous listening.

We view stakeholder engagement as an ongoing partnership. Each group brings unique expectations and insights that shape our ESG priorities. These perspectives influence how we support Cloudstaffers' well-being, how we meet client sustainability requirements, how we strengthen community resilience, and how we ensure our supply chain reflects our values.

Our Key Stakeholders

Stakeholder Group	Description	Main Channels of Engagement
Customers / Clients	Global outsourcing partners who rely on Cloudstaff for operational excellence, innovation, and secure service delivery.	Business reviews, surveys, ESG due diligence requests, account management/growth meetings, joint workshops.
Engaged Staff (Cloudstaffers)	Our client-facing workforce who deliver outsourcing services.	Staff town halls, engagement surveys, training and development programs, leadership dialogues.
Hub Staff (Support Teams)	Internal teams providing essential business support functions such as HR, recruitment, IT, finance, facilities,etc.	Internal updates/newsflash, policy updates, wellness programs, workshops, leadership briefings.
Communities	Local communities in the Philippines and other regions where Cloudstaff operates.	Outreach initiatives, volunteering programs, NGO partnerships, town hall meetings, community feedback channels.
Suppliers and Business Partners	Vendors and partners who enable Cloudstaff to deliver services responsibly.	Supplier Code of Conduct, ESG due diligence, audits, contracts with ethical clauses, supplier forums, sustainability initiatives.

Our Commitment

Through this engagement process Cloudstaff ensures that our ESG strategy reflects the voices of those most connected to our business. By maintaining open communication, acting on feedback, and embedding stakeholder expectations into our decisions, we strengthen our resilience as a business while creating positive and lasting impact for society.

Environment

Environment

Climate change, energy use, and waste management are defining challenges of this generation. Cloudstaff recognizes that even as a service-based company, our footprint matters, and our choices make a difference. Our responsibility is to act with foresight so that the way we grow today supports a sustainable future for our Cloudstaffers, clients, and communities.

Why it Matters

Environmental responsibility is central to how we create long-term value. While our operations are not resource-intensive compared to heavy industry, the energy we consume, the electronic waste we generate, and the commuting patterns of thousands of Cloudstaffers still have a meaningful impact. These issues connect directly to the well-being of our communities, the trust of our stakeholders, and the efficiency of our business. Reducing our environmental footprint is both a moral obligation and a strategic imperative.

Our Strategic Approach

Our approach to the environment focuses on three priorities:

Measuring and reducing emissions

Preparing for our first carbon footprint assessment, setting science-based targets, and aligning with frameworks to ensure climate risk is fully integrated into our business planning.

Managing resources responsibly

Improving energy efficiency in our facilities, adopting cleaner technologies, and advancing sustainable practices in waste reduction and treatment.

Building climate resilience

Embedding environmental considerations into supply chain decisions and partnering with stakeholders to support the global transition to renewable energy.

By advancing these priorities, Cloudstaff contributes to global climate goals while also strengthening our resilience and efficiency.

"The health of our planet and the well-being of our Cloudstaffers and communities are inseparable, which is why environmental responsibility guides how we grow."

Climate Action and Emissions

Climate change is one of the defining challenges of this generation. Although Cloudstaff is a service-based business, our environmental impact is real. Electricity use in our offices, commuting by thousands of Cloudstaffers, IT equipment, and supplier activities all contribute to greenhouse gas (GHG) emissions. We recognize that while achieving full carbon neutrality by 2030 is unlikely in the Philippines given current infrastructure and energy limitations, we can still take meaningful steps to reduce our footprint and strengthen our resilience.

Why it Matters

Addressing emissions is essential to meeting client expectations, reducing operational costs, and ensuring long-term resilience. Our largest impacts come from Scope 2 emissions (electricity consumption in offices and facilities) and Scope 3 emissions (commuting, business travel, purchased goods, IT equipment, and supplier operations). These are areas where Cloudstaff can act by improving efficiency, adopting sustainable practices, and engaging partners in solutions.

Climate Action and Emissions
Roadmap to 2030

2024–2025
Establish Baseline

Complete first GHG inventory (Scope 1, 2, and 3), identify largest emission sources, begin energy audits in major facilities.

2026–2027
Efficiency & Awareness

Launch energy efficiency upgrades (lighting, cooling systems, IT optimization), expand hybrid work models, promote sustainable commuting programs for Cloudstaffers.

2028–2029
Supplier & Value Chain Engagement

Strengthen supplier ESG screening, include emission considerations in procurement, pilot renewable energy procurement where feasible, expand electronic waste recycling initiatives.

2030
Resilient & Responsible Growth

Target measurable reduction in electricity-related emissions, improve waste diversion, report annually on emissions and environmental performance, maintain readiness for future carbon regulations.

GHG Emissions Results

2030 Target / Notes	2024 (tCO$_2$e)	2030 Target / Notes
Scope 1 (Direct emissions: fuels, company vehicles, generators)	50.92 tCO$_2$e	Reduction through improved efficiency and monitoring.
Scope 2 (Indirect emissions: purchased electricity)	1,959.39 tCO$_2$e	Reduced through energy efficiency programs and renewable sourcing where possible.
Scope 3 (Value chain: commuting, suppliers, IT equipment, purchased goods, waste, business travel)	608.51 tCO$_2$e	Ongoing supplier engagement, hybrid work, waste management, and efficiency initiatives.
Total	**2,618.82 tCO$_2$e**	**Transparent annual reporting to track progress to 2030.**

Methodology and Disclaimer

Cloudstaff's GHG emissions calculations are based on the GHG Protocol Corporate Accounting and Reporting Standard and its Technical Guidance for Calculating Scope 1- 3 Emissions. Where possible, we used market data and country/local-specific emission factors. For Scope 3 categories, we recognize that estimates involve inherent uncertainty, particularly where primary data is not available. To address this, we applied conservative assumptions and will continue to refine our methodology and improve data quality over time.

Resource Efficiency and Waste Management

Resource efficiency is about making the most of what we use while minimizing waste and unnecessary costs. For Cloudstaff, 2024 marks the first year we are establishing clear baselines for electricity, water, paper, plastics, and electronic waste. These baselines will serve as the foundation for actions that reduce our environmental footprint and strengthen our operational resilience in the years ahead.

2024 Baseline and Initial Actions

Category	Baseline/Action (2024)	Data	Notes
Electricity	Begin tracking electricity use per employee working onsite.	706 kWh per FTE	This will form the baseline for future reduction targets. Real-time monitoring planned starting 2025.
Water	Record water use per employee.	6 m³ per FTE	Baseline will be used for future conservation efforts such as low-flow fixtures and leak checks.
Paper Use	Measure paper consumption across offices.	0.13 reams per FTE	Cloudstaff has already reduced paper through digital processes; 2024 will establish a clear per-employee baseline.
Single-Use Plastics	Eliminate plastic cups and cutlery, provide reusable tumblers.	[ ] units avoided	Estimated reduction in single-use items based on cafeteria and pantry use.
E-Waste	Track decommissioned IT equipment donated or recycled responsibly.	39 units	Maintain a log of donations and materials sent to accredited recyclers.

Practical Actions Going Forward

From 2025 onward, Cloudstaff will take a phased and practical approach to improving resource efficiency and waste management. Planned actions include:

Electricity

Launch awareness campaigns such as "Switch Off After Use" posters, set standardized air-conditioning temperature levels, and schedule IT auto-shutdowns after office hours.

Water

Fix leaks promptly, install low-flow fixtures, and encourage mindful water use in pantries and facilities.

Paper

Expand dual-monitor setups for employees and set printers to default double-sided mode where printing cannot be avoided.

Waste

Introduce clearly labeled recycling bins for paper and plastics in every office by 2025, supported by staff awareness campaigns.

E-Waste

Formalize partnerships with accredited recyclers and track the volume of electronics donated or responsibly recycled each year.
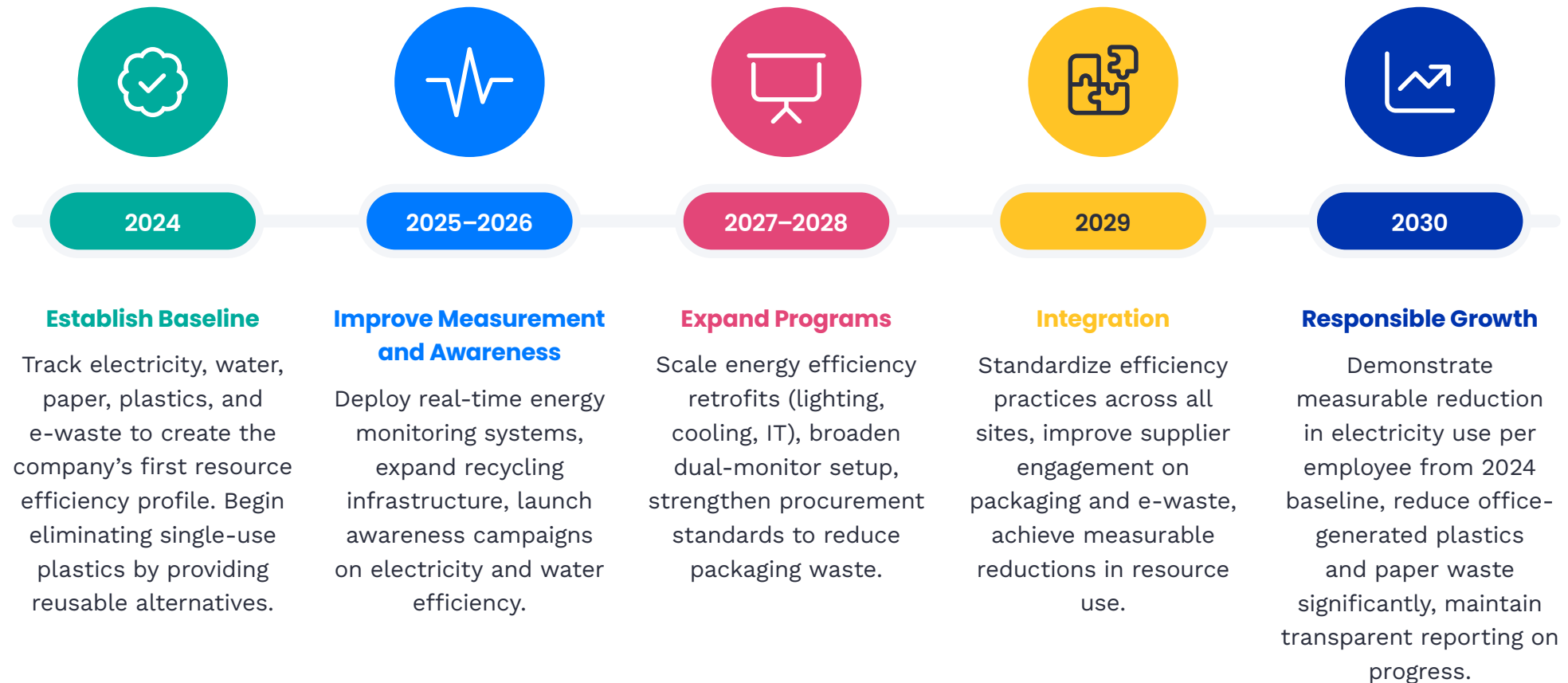
Transportation

Begin the transition to in-house electric vehicles (EVs) or Hybrid vehicles for operational use, replacing conventional vehicles over time. This step reduces emissions from company-owned transport while also serving as a visible signal of Cloudstaff's commitment to sustainable mobility.

Our Groundwork to Sustainable Growth
Roadmap to 2030

2024

Establish Baseline

Track electricity, water, paper, plastics, and e-waste to create the company's first resource efficiency profile. Begin eliminating single-use plastics by providing reusable alternatives.

2025–2026

Improve Measurement and Awareness

Deploy real-time energy monitoring systems, expand recycling infrastructure, launch awareness campaigns on electricity and water efficiency.

2027–2028

Expand Programs

Scale energy efficiency retrofits (lighting, cooling, IT), broaden dual-monitor setup, strengthen procurement standards to reduce packaging waste.

2029

Integration

Standardize efficiency practices across all sites, improve supplier engagement on packaging and e-waste, achieve measurable reductions in resource use.

2030

Responsible Growth

Demonstrate measurable reduction in electricity use per employee from 2024 baseline, reduce office-generated plastics and paper waste significantly, maintain transparent reporting on progress.

By establishing a baseline in 2024 and building simple but meaningful actions year after year, Cloudstaff is laying the groundwork for more efficient operations, lower costs, and a smaller environmental footprint. These steps will ensure our growth is both responsible and resilient.

Eco Warrior Application

The Eco Warrior is an in-house monitoring system developed by the CS Dev Team to support Cloudstaff's energy conservation efforts. The application helps reduce unnecessary energy use by identifying rooms where air conditioning (AC) units need to be turned off.

The system operates in coordination with StaffCentral, Cloudstaff's internal attendance platform. When a staff member logs in or out, the system automatically triggers a notification to the Eco Warrior app indicating which rooms may now be vacant.

The Maintenance Team monitors these notifications and takes appropriate manual action to switch off idle AC units. Through this smart coordination, Cloudstaff ensures that air conditioning systems are used efficiently, preventing energy wastage and supporting the company's broader climate action goals. The Eco Warrior initiative demonstrates how innovation and sustainability can work hand in hand to create a greener workplace.

Usage of LED Lights Across All Sites

To further enhance energy efficiency, Cloudstaff has transitioned from fluorescent lighting to LED lights in all facilities.

LED lights consume up to 50% less electricity and last up to 25 times longer than traditional fluorescent bulbs, resulting in lower operational costs, reduced maintenance, and minimized waste from bulb replacements.

Beyond energy efficiency, LED lighting contributes to a safer and more comfortable work environment. It emits less heat and contains no hazardous substances such as mercury, reducing health and environmental risks. Through this initiative, Cloudstaff reinforces its commitment to reducing its overall carbon footprint while creating a more sustainable and energy-efficient workplace for all staff.

Proper Storage and Disposal of Hazardous Materials

Cloudstaff upholds strict compliance with the Environmental Management Bureau (EMB) guidelines on the proper storage, handling, and disposal of hazardous materials.

This initiative reflects the company's proactive approach to environmental stewardship, ensuring that potential pollutants are safely managed and disposed of in accordance with national regulations.

By following EMB protocols, Cloudstaff not only meets compliance standards but also safeguards its employees, contractors, and the surrounding environment from contamination and pollution risks. This commitment underscores the company's long-term vision of sustainability—protecting the planet while maintaining safe and responsible operations across all facilities.

Case Study: Powering Sustainability with Cloudstaff Home Solar Program

Introduction

In 2023, Cloudstaff launched the Cloudstaff Home Solar Program to help Cloudstaffers adapt to rising electricity costs and unstable power supply in the Philippines. By installing solar systems in homes, this initiative supports sustainable living while strengthening the resilience of remote work arrangements. It reflects our commitment to solutions that benefit people, the planet, and long-term progress.

The Challenge

Unreliable electricity supply, high utility costs, and environmental concerns made energy a daily challenge for Cloudstaffers. Frequent outages during typhoon season disrupted productivity and increased household expenses, creating the need for a more sustainable and dependable solution.

The Solution

Through the Cloudstaff Home Solar Program, Cloudstaff equipped homes with hybrid solar power systems that include lithium battery storage and mobile monitoring apps. These installations ensure uninterrupted electricity, lower energy costs, and reduce reliance on fossil fuels.

The Outcomes in 2024

Economic efficiency

Monthly electricity bills reduced by up to 71 percent, with costs dropping from PHP 6,106 to PHP 1,719.

Environmental benefit

Household CO_2 emissions decreased by 69 percent, from 268 kg to 82 kg per month.

Reliability and comfort

Stable power allowed families to use essential appliances like air-conditioning and heating without concern over costs or outages.

Community value

During local blackouts, homes with Cloudstaff Home Solar Program became support hubs, enabling neighbors to charge devices and access electricity.

Scalability

The program demonstrates potential to cut regional emissions significantly if expanded, aligning with Cloudstaff's broader climate commitments.

Impact Snapshot

Indicator	Before Cloudstaff Home Solar Program	After Cloudstaff Home Solar Program	Impact
Monthly Electricity Bill	PHP 6,106	**PHP 1,719**	71% reduction
Monthly CO_2 Emissions	268 kg	**82 kg**	69% reduction
Power Reliability	Frequent outages	**Stable power**	Enhanced productivity

Conclusion

The Cloudstaff Home Solar Program is more than an energy solution. It empowers Cloudstaffers with cost savings, enhances quality of life, strengthens community resilience, and reduces environmental impact.

This initiative demonstrates how innovative workplace programs can generate shared value for people and the planet.

Case Study: Driving Efficiency with WOLv3

Introduction

In 2024, Cloudstaff deployed the **WOLv3 application** to manage the power usage of mPCs across our offices. WOLv3 allows PCs to be turned on and off remotely, syncing with Staff Central to match operating times with work schedules. This simple innovation helps Cloudstaff reduce electricity costs, cut emissions, and improve system security.

The Challenge

Large numbers of office computers were left running outside work hours, consuming unnecessary electricity and contributing to avoidable carbon emissions. This created excess operating costs and a higher environmental footprint.

The Solution

The updated WOLv3 app provides centralized visibility of PC uptime and the ability to automate shutdowns. By aligning power use with actual working hours, Cloudstaff reduces wasted energy while supporting IT performance and security.
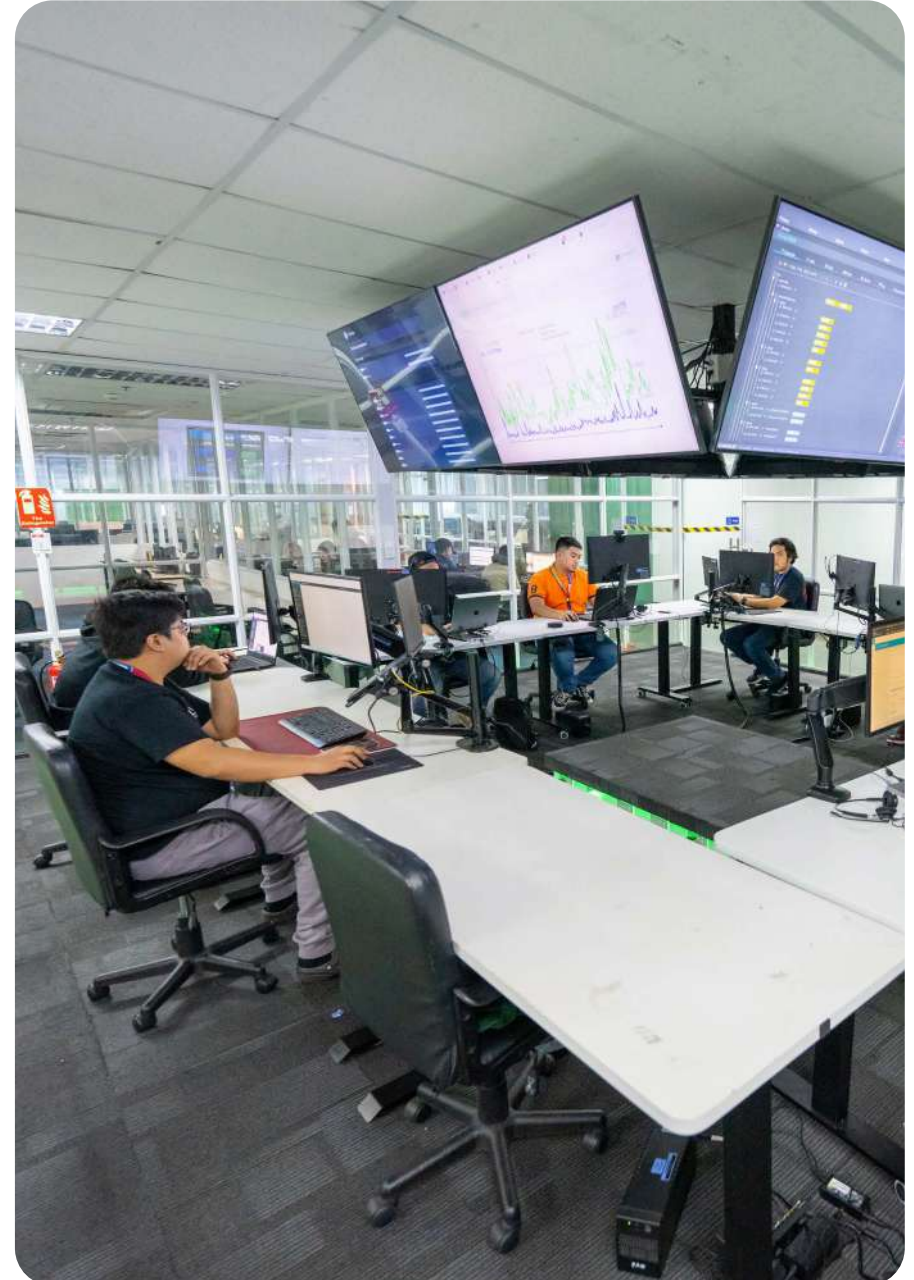
The Outcomes in 2024

Economic efficiency

An estimated **300,000 kWh in annual savings** (25,000 kWh monthly) by reducing idle PC usage.

Cost savings

Approximately **PHP 2.7 million in annual electricity savings,** based on an average rate of PHP 9.00 per kWh.

Carbon reduction

Reduced CO_2 emissions by approximately **210,000 kg annually,** equivalent to the emissions from nearly 45 passenger cars in a year.

Operational benefits

Improved PC performance from regular shutdowns and reduced cybersecurity risks by minimizing idle-time vulnerabilities.

Impact Snapshot

Indicator	Monthly	Annually
Energy Savings	25,000 kWh	**300,000 kWh**
CO_2 Emissions Reduced	17,500 kg	**210,000 kg**
Estimated Cost Savings	PHP 225,000	**PHP 2,700,000**

Conclusion

The WOLv3 program highlights how even small operational changes can create outsized results. By automating PC shutdowns and matching energy use to actual work schedules, Cloudstaff turned a routine IT function into a driver of efficiency, cost savings, and environmental impact reduction.

Understanding Our Environmental Risks

Every business leaves a footprint. For Cloudstaff, our risks may be smaller than those of heavy industries, but they are still significant for our people, our clients, and our communities. Understanding where those risks lie helps us act responsibly, avoid harm, and strengthen the trust placed in us.

In 2024, we assessed the key environmental risks linked to our operations. This assessment focused on everyday activities such as water use, electricity demand, and waste disposal — areas where small improvements can deliver meaningful results.

"Even an office-based company impacts the environment. Knowing our footprint helps us shrink it."
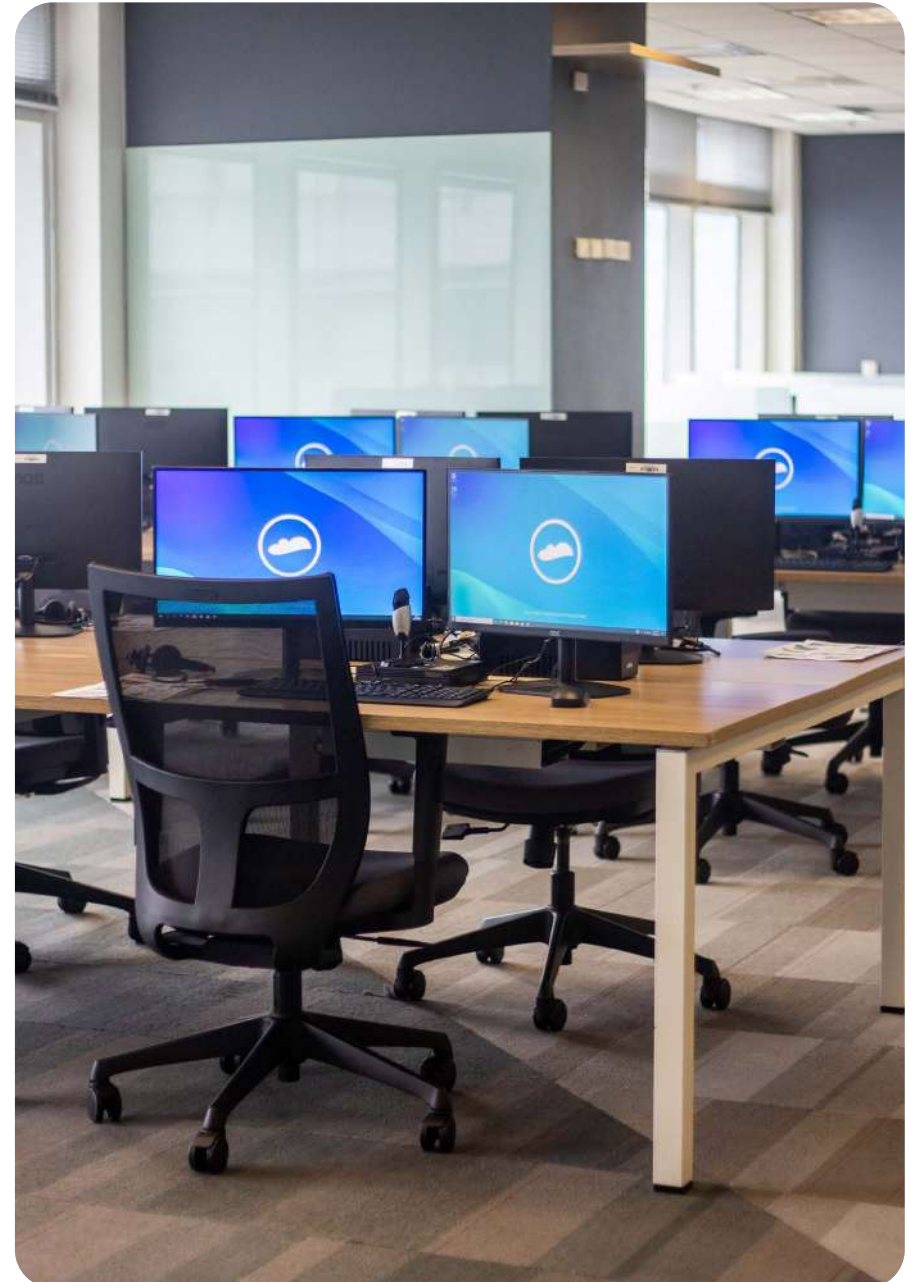
Environmental Risk Matrix (2024)

Risk Area	Condition	Potential Impact	How We Manage It
Freshwater Use (Non-potable)	Present	Water use in restrooms, pantries, and cooling can strain local supplies.	Monitoring consumption, maintaining low-flow fixtures, and addressing leaks quickly.
Electricity Use	Present	IT and cooling systems draw heavily on the grid, contributing indirectly to greenhouse gas emissions.	Tracking usage per employee, awareness campaigns, and planning for renewable energy adoption.
Waste Disposal (General & E-Waste)	Present	Improper disposal risks soil and water contamination.	Waste segregation bins, partnerships with accredited haulers, and donations of functional equipment.
Wastewater & Sewage	Present	Poor treatment could affect local water systems.	Offices are connected to municipal systems or proper facilities, with regular maintenance checks.
Hazardous Waste	Present	Batteries, bulbs, and electronics can pose hazards if mishandled.	Centralized collection and safe disposal through certified providers.
Air and Noise Pollution	Present (Minor)	Standby generators emit fumes, cooling units create noise.	Modern generators, limited use during outages, soundproofing, and considerate testing schedules.

Our Perspective

Cloudstaff's footprint is modest, but we take these risks seriously. By digitizing records, moving to cloud servers, and working with accredited recyclers, we have already reduced exposure to several environmental hazards. Looking ahead, we will continue to improve our data on electricity, water, and waste so that every action is informed and measurable.

Social

Social

The strength of Cloudstaff lies in its people. Every achievement we deliver for clients, every innovation we create, and every step forward we take is powered by the talent and dedication of Cloudstaffers and the communities that support them.

"Our people are at the heart of everything we do. When Cloudstaffers thrive, our company thrives."

Why it Matters

Cloudstaff is, at its core, a people business. Unlike industries driven by heavy assets or raw materials, our success depends on the skills, creativity, and well-being of thousands of Cloudstaffers worldwide. Supporting them means more than providing jobs; it means creating safe, fair, and inclusive workplaces where people can thrive.

But our social responsibility extends beyond our offices. The choices we make influence the lives of Cloudstaffers' families, the communities where we operate, the clients who trust us, and the suppliers who work alongside us. By taking this responsibility seriously, we build a culture of trust that supports long-term resilience and success.

Human Rights at Cloudstaff

Respect for human rights is central to how Cloudstaff operates. We are committed to upholding the dignity of every Cloudstaffer and ensuring that our operations and supply chains are free from forced labor, child labor, and discrimination. This commitment extends beyond our workforce to the communities where we live and work, and to the business partners who form part of our ecosystem.

We align our practices with the UN Guiding Principles on Business and Human Rights and the IFC Performance Standards, recognizing that every person has the right to safe, fair, and respectful treatment at work. By embedding human rights across all aspects of our operations, we create a foundation of trust that supports our people, strengthens communities, and safeguards long-term business value.

Our Strategic Approach

Our social strategy is centered on three priorities:

Empowering Cloudstaffers

We aim to create an environment where Cloudstaffers feel valued, respected, and supported. This means providing safe working conditions, growth opportunities, and fair policies that put people first.

Strengthening Communities

We believe businesses thrive when communities thrive. Cloudstaff invests in programs that create opportunities for education, development, and volunteering, ensuring that our presence brings shared value beyond the workplace.

Promoting Ethical Business Practices

We uphold labor rights, ensure fairness in recruitment, and engage suppliers who share our values. Transparency, accountability, and integrity guide how we work with every partner, client, and Cloudstaffer.

Diversity, Equity & Inclusion (DEI)

"An inclusive workplace fuels innovation and fosters belonging."

Cloudstaff's strength springs from our diverse community. Our global teams—each with different backgrounds, perspectives, and talents—drive the creativity and resilience that define our culture. Challenging bias and creating fair opportunity isn't just fair; it is essential to how we succeed.

Why it Matters

DEI stands for respect, opportunity, and belonging. It shapes how we attract and nurture talent, deliver value to clients, and show up in communities. Inclusion isn't a nice-to-have; it is a benchmark of trust, fairness, and forward-looking leadership.

In the Philippines, inclusive workplaces are increasingly shaped by local context. Diversity that reflects cultural, religious, gender, and socio-economic representation has been shown to strengthen engagement and retention. For Cloudstaff, this reinforces why DEI is not only a responsibility but a business advantage.

Our Approach in 2024

Diversity, equity, and inclusion are embedded in our Code of Conduct and supported through workplace practices. This year, we are focused on establishing baseline data, reviewing our practices, and starting with simple, practical actions that create the foundation for more ambitious goals in the years ahead.

2024 Baseline and Initial Actions

| Risk Area	Condition	Potential Impact
Gender Representation	Began tracking representation data	Forms baseline for targeted improvements
Anti-Discrimination	Updated Code of Conduct and reporting channels	Reinforced trust and clarity
Inclusive Hiring	Reviewed job postings for neutral language	First step toward bias-free recruitment
Accessibility Awareness	Conducted review of physical accessibility	Planned improvements for 2025 onward

Our DEI Commitment
Roadmap to 2030

2025–2026
Build Awareness

Launch inclusive leadership workshops, introduce company-wide training on Women, LGBTQIA+, Disabilities, and Ethnic Diversity, expand internal communication campaigns
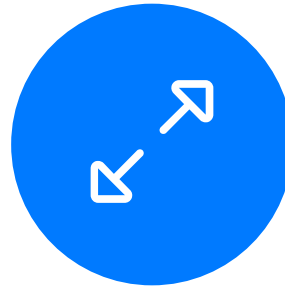
2027–2028
Expand Access

Set inclusive hiring goals across roles, introduce mentorship and sponsorship programs

2029–2030
Track Progress

Report on representation and inclusion, refine policies, and share results with stakeholders

Cloudstaff's DEI journey begins with simple but deliberate actions in 2024. By embedding inclusion into policies and culture, we are preparing for steady, measurable progress by 2030.

Employee Wellness and Psychological Safety

"A healthy, supported workforce is the foundation of sustainable growth."

Cloudstaff's success depends on Cloudstaffers feeling safe, valued, and supported. Wellness is more than physical health — it includes mental well-being, psychological safety, and the confidence to speak up without fear. In a people-driven business like ours, investing in wellness is both a moral responsibility and a strategic advantage.

Why It Matters

Wellness and psychological safety influence every measure of performance, from productivity and creativity to retention and client satisfaction. For Cloudstaffers, it means access to resources, professional guidance, and a culture of care. For clients, it ensures they work with resilient and engaged teams. For Cloudstaff, it sustains stability and reinforces our reputation as an employer of choice.
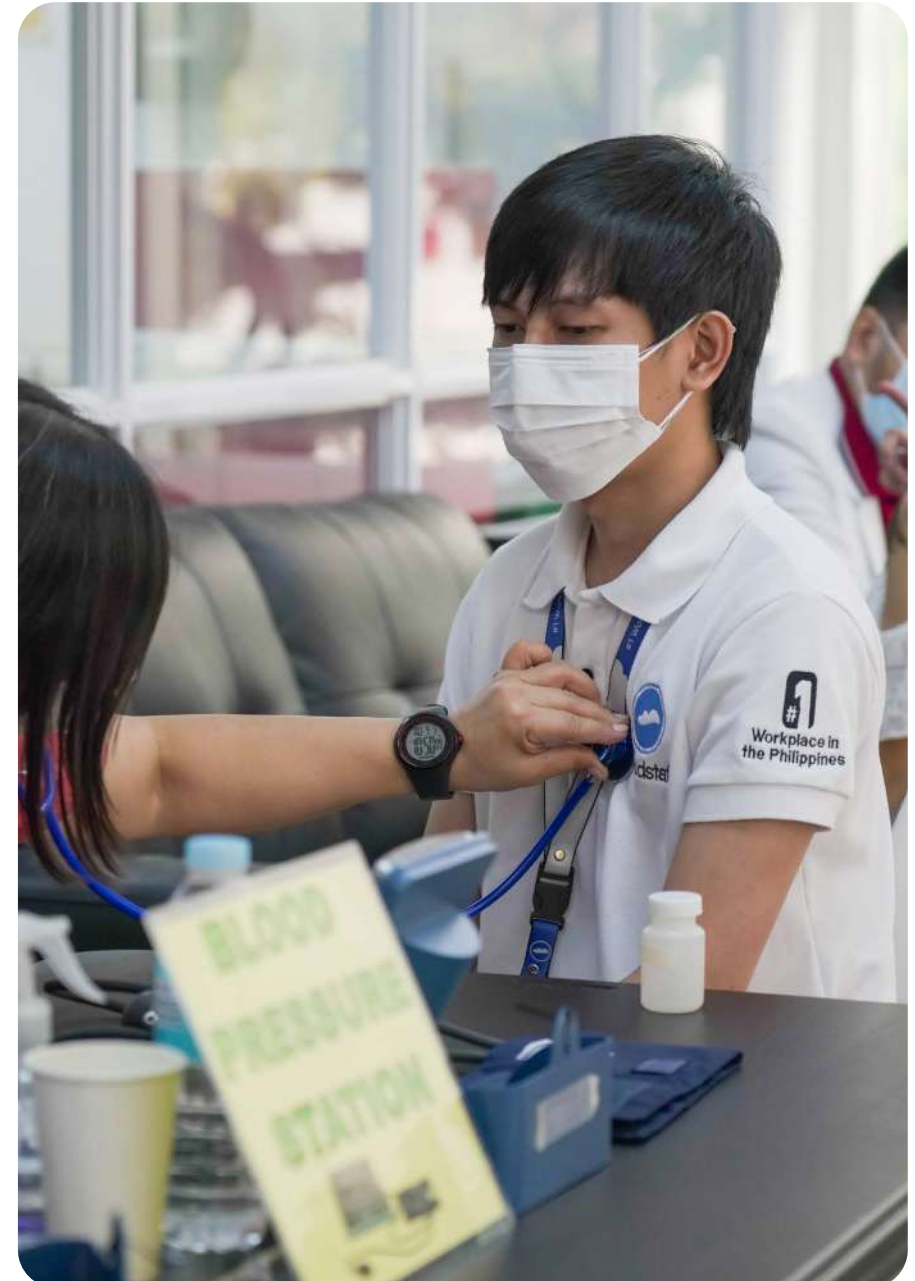
Our Approach in 2024

Employee wellness is embedded in our Code of Conduct, HR practices, and health programs. In 2024, we strengthened mental health support by hiring a resident Company Psychiatrist, giving Cloudstaffers direct access to professional counseling and care. Wellness also extends to a comprehensive calendar of educational sessions, health fairs, and preventive activities under our Family Welfare Program and Clinic Calendar.

2024 Baseline and Initial Actions

Focus Area	2024 Action / Baseline	Notes
Mental Health Support	Hired a resident Company Psychiatrist	Provides professional counseling and clinical oversight
Employee Assistance	Piloted confidential counseling services, 461 counseling sessions delivered	Accessible to all Cloudstaffers
Wellness Activities	Delivered 12+ lectures, 3 health fairs, and multiple blood donation drives	Part of Family Welfare Program
Preventive Health	Flu vaccines administered to 1,154 staff and 754 dependents	Expands coverage to Cloudstaffers and their families
Psychological Safety	Embedded in Code of Conduct: respect, dignity, open communication, and zero retaliation	Reinforces ability to raise issues and ideas safely
Engagement Pulse Checks	Rolled out short staff sentiment surveys	Creates baseline data for future wellness metrics

Highlights of Wellness Activities (2022–2024)

Educational Lectures and Health Awareness

Topics covered include heart health, cancer prevention, stress management, women's reproductive health, kidney health, stroke prevention, and autism sensitivity.

Mental Health and Self-Care

Sessions on mindfulness, stress management, and self-love, alongside mental health awareness weeks and poster contests.

Preventive Health and Vaccination

Flu vaccinations, dengue awareness, immunization campaigns, and lifestyle modification programs.

Community Health Drives

Regular blood donation programs, health fairs, and family planning sessions in partnership with LGUs.

Across 2022–2024, Cloudstaff delivered 40+ wellness lectures, multiple blood donation drives, annual physical exams, and recurring awareness campaigns, reflecting steady investment in staff well-being.

Making Wellness Operational
Roadmap to 2030

2025–2026

Build Awareness

Company-wide training on mental health literacy, resilience workshops, expand psychiatric and EAP support

2027–2028

Expand Support

Peer support groups, wellness champions in departments, broaden wellness activities to cover financial and digital wellness

2029–2030

Measure and Lead

Publish wellness and psychological safety survey results, benchmark against industry peers, integrate wellness KPIs into leadership reviews

Cloudstaff's wellness journey begins with a strong foundation: professional psychiatric support, a wide-reaching wellness calendar, and clear baselines set in 2024. Moving forward, we will build systems that make wellness measurable, visible, and deeply rooted in company culture.

Training and Development

"Investing in Cloudstaffers' growth builds value that lasts far beyond the workplace."

Why It Matters

Training and development are central to Cloudstaff's culture and business strategy. For Cloudstaffers, learning opportunities translate into career growth, skills mobility, and personal fulfillment. For clients, it means working with teams that are continually upskilling to meet evolving needs. For Cloudstaff, it strengthens retention, supports succession planning, and builds resilience in a rapidly changing outsourcing industry.

Our Approach in 2024

Training at Cloudstaff is delivered primarily through the **Cloudstaff Academy and CS Training,** which provides technical and leadership courses tailored to business needs. In 2024, Cloudstaff also deepened its partnerships with the **CS Alumni network** and external organizations through **educational collaborations and coffee sessions** with industry partners. These initiatives bring diverse perspectives and career development opportunities to Cloudstaffers.
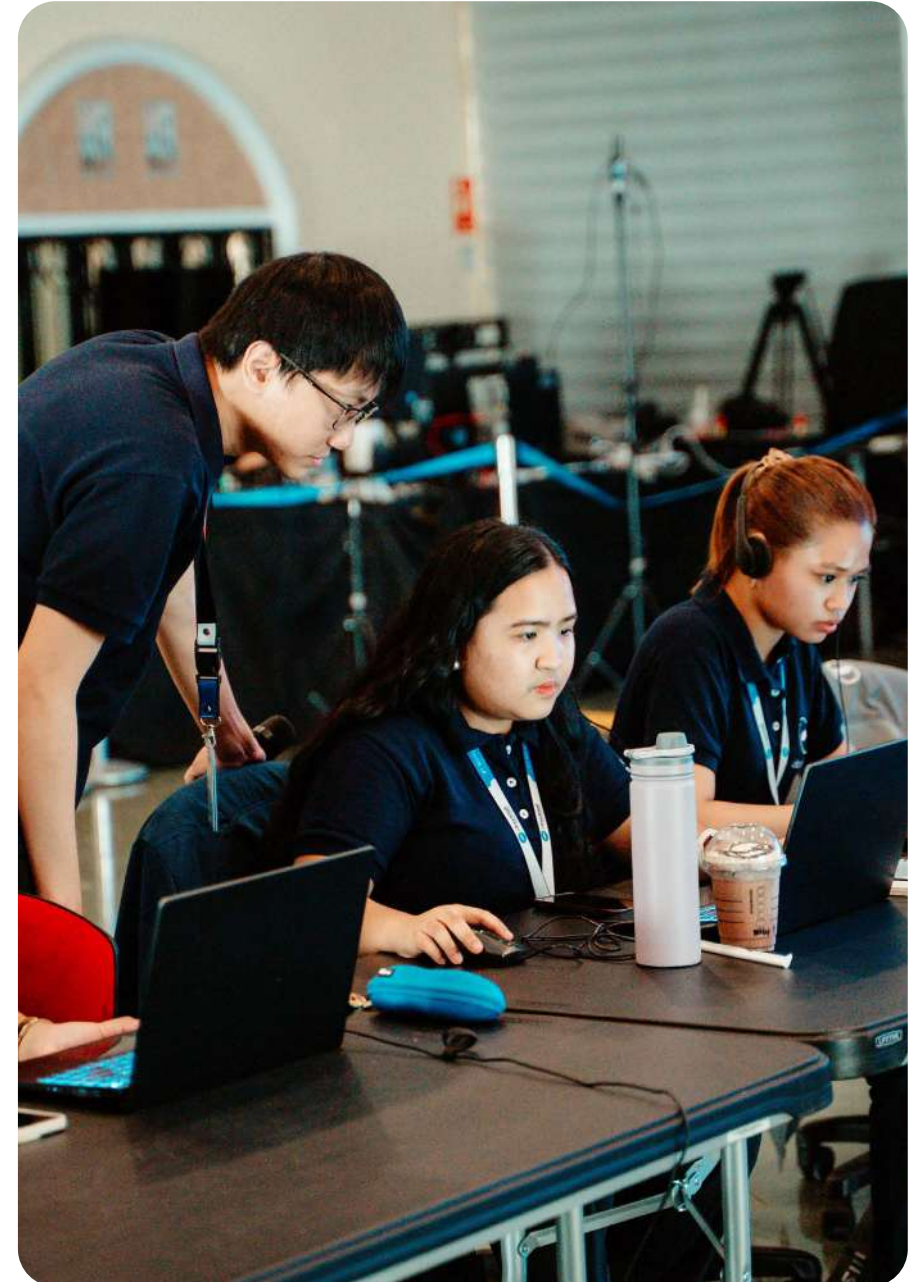
We also strengthened our On-the-Job Training (OJT) program, providing opportunities for students and new graduates to gain professional experience and practical skills in a real business environment. Many OJT participants transition into full-time roles, contributing to both Cloudstaff's talent pipeline and local workforce development.

Every new hire receives comprehensive onboarding, covering our Code of Conduct, anti-harassment policies, data privacy, and safety orientation. Annual refresher courses reinforce core standards in ethics, compliance, and workplace safety. These programs ensure that all Cloudstaffers understand their rights and responsibilities and align with local standards on labor and governance.

2024 Baseline and Initial Actions

Focus Area	2024 Action / Baseline	Notes
Onboarding	Comprehensive induction for all new hires including ethics, compliance, and safety	Establishes consistent foundation for all Cloudstaffers
Cloudstaff Academy/ CS Training	Delivered a range of technical and leadership programs	First baseline year for tracking training hours
Alumni and Partner Engagement	Collaborated with CS Alumni and hosted coffee sessions with external partners	Provides mentorship and real-world industry insights
OJT Program	Partnered with schools and universities to host OJT students	Builds future-ready talent pipeline and provides employment pathways
Compliance Training	Rolled out refresher modules on data privacy, information security, and ethics	100% completion rates should be recorded

Building a Future-Ready Workforce
Roadmap to 2030

2025–2026
Embed ESG Learning
Launch ESG-specific training modules across all levels, integrate sustainability into leadership development

2027–2028
Broaden Skill Pathways
Expand Cloudstaff Academy with new tracks in AI, digital skills, and client-focused training and certifications

2029–2030
Measure and Lead
Benchmark training effectiveness against industry peers, publish learning and development metrics, and scale partnerships with universities, alumni, and OJT networks

Training effectiveness will be tracked not only through completion rates but also through skills assessments, OJT conversions to employment, and long-term career progression. This ensures that Cloudstaff's investment in people creates measurable benefits for individuals, the business, and the wider community.

Case Study: From OJT to Cloudstaff Career

Background

Cloudstaff invests in the future of Filipino talent by providing on-the-job training (OJT) opportunities for students. The program bridges classroom learning with real-world application, offering mentorship, skill-building, and exposure to the outsourcing industry. Many participants go on to build long-term careers at Cloudstaff, underscoring the program's role in shaping the next generation of professionals.

Our OJT-to-Employment Record (2022–2024)

Year	OJTs Accepted	Hired After OJT	Conversion Rate (%)
2022	35	13	37.14%
2023	86	12	13.95%
2024	88	13	14.77%

What Our Alumni Say

On the OJT Experience

66 *Kinda overwhelmed with the new work setup, but overall amazing. It gave me hope that my sacrifices and education were not in vain.*

66 *My OJT was profoundly enriching, with hands-on training that allowed me to assist new hires and build patience.*

66 *It was fun, enjoyable, and made me more confident as I entered the workforce.*

66 *The culture here is amazing—light and positive. You can ask even the simplest questions without judgment.*

On Skills & Mentorship

66 *I learned to overcome time challenges and adapt to new experiences.*

66 *I gained skills in LangChain, chatbot development, vector databases, and sprint-style project delivery.*

66 *Mentors and leaders motivated me, gave guidance, and showed me what's possible.*

On Professional Benefits

66 *Being part of Cloudstaff transformed my career, offering skill enhancement, progression, and networking opportunities.*

66 *I'm now financially capable—proof that my education was not wasted.*

66 *I see myself in 3–5 years as a mid-senior AI Engineer. Cloudstaff gave me the right start.*

On Personal Growth

66 *Cloudstaff boosted my confidence, fostered meaningful relationships, and gave me financial stability.*

66 *I became more independent, able to buy what I need and want.*

Advice for Future OJTs

66 *Take the tasks seriously and have the drive to adapt.*

66 *Don't be afraid to ask even the simplest questions.*

66 *Embrace the experience fully, and enjoy the journey with your team.*

The Impact

- ⊘ **Students:** Gain skills, confidence, and real workplace exposure.

- ⊘ **Employees:** Transition smoothly from trainee to professional.

- ⊘ **Cloudstaff:** Builds a strong pipeline of homegrown talent ready to take on industry challenges.

Alignment with ESG Standards

- ⊘ **IFC PS2 (Labor & Working Conditions):** Supporting fair opportunities and skills development.

- ⊘ **GRI 404 (Training & Education):** Demonstrating commitment to employee learning and career development.

- ⊘ **SDG 8 (Decent Work & Economic Growth):** Creating pathways to stable, decent jobs for Filipino youth.

Looking Ahead

By expanding OJT opportunities and improving mentorship systems, Cloudstaff aims to increase conversion rates and provide even more young people with a chance to start and grow their careers with us.

Occupational Safety and Health (OSH)

"Every Cloudstaffer deserves a workplace that is safe, secure, and supportive."

Why It Matters

A safe workplace is fundamental to protecting Cloudstaffers and sustaining business continuity. For a service-based company like Cloudstaff, occupational safety and health may not involve heavy machinery or industrial sites, but risks still exist — from ergonomic stress and equipment handling to emergency preparedness and disease prevention. Prioritizing OSH safeguards Cloudstaffers, fulfills regulatory requirements, and strengthens the trust of clients and communities.

Our Approach in 2024

Republic Act No. 11058 and Department Order No. 252, Series of 2025 "Revised Implementing Rules and Regulations of RA 11058, entitled 'An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations Thereof' and the principle of OSH compliance with local legislation. In 2024, our focus was on building stronger prevention measures, ensuring safe working environments, and embedding practices that reduce the risk of serious injury or fatality.

OSH Compliance

Focus Area	2024 Action / Baseline	Notes
OSH Compliance	Conducted workplace safety inspections across offices	Established baseline for risk monitoring
Emergency Preparedness	Updated all types of drills and evacuation protocols	Ensures readiness and compliance with RA 11058
Ergonomics and Workplace Safety	Assessed workstation setups for ergonomic risks	Forms basis for future interventions
OSH Programs	Integrated OSH compliance checks in facilities	Ensures safe and healthy work environments
Training and Awareness	Conducted mandatory OSH orientation for all new hires	Reinforced culture of prevention

Advancing Health, Safety, and Leadership
Roadmap to 2030
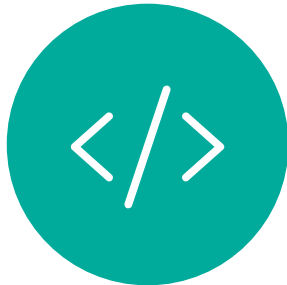
2025–2026

Build Systems

Establish OSH committees in all hubs, expand ergonomic programs, launch recurring office safety audits

2027–2028

Strengthen Culture

Embed OSH requirements into leadership reviews, enhance reporting channels for incidents and near misses

2029–2030

Lead in Standards

Benchmark OSH practices against global BPO leaders, publish OSH performance metrics, ensure all supplier sites meet equivalent OSH standards

By making safety part of daily routines — from fire drills to ergonomic checks — Cloudstaff turns compliance into care, creating a safe and healthy working environment where Cloudstaffers feel protected and supported.

Emergency Preparedness and Business Continuity

Emergency Response Plan

Every Cloudstaff site has a detailed Emergency Response Plan (ERP) aligned with local regulations and best practices, including DOLE Standards and BFP Guidance and ISO-aligned processes. The plans anticipate a wide range of scenarios such as fire, earthquake, flood, typhoon, power outages, medical incidents, IT or cyber events, and even pandemics. Each plan defines evacuation routes, assembly points, communication protocols, and the responsibilities of floor wardens, first aiders, and emergency response teams.

Drills and Training

Preparedness is strengthened through practice. Cloudstaff conducts biannual fire and earthquake drills across all offices, alternating each quarter. In addition, **quarterly Business Continuity Plan (BCP)** drills test our ability to maintain operations during disruptions. These cover IT outages, power failures, and site inaccessibility scenarios. Importantly, **all BCP drills in 2024 were successfully completed, meeting the required standards across all quarters.**

Emergency Teams

Volunteer Emergency Response Teams (ERT) are trained at every site. These include fire wardens and first aid marshals on every floor, skilled in firefighting, CPR, and basic crisis management. During incidents, ERT members lead evacuations, assist colleagues, and coordinate with external responders until professionals take over.

Coordination with Authorities

We work closely with building administrators and local responders such as fire bureaus and medical teams. Our Clark site, for example, holds annual inspections and joint drills with the local fire department. For city-wide alerts like typhoon warnings, Cloudstaff follows local guidance, implementing remote work or site closures as needed.

Emergency Communications

Rapid communication is essential. Cloudstaff uses text blasts, email alerts, and the Cloudstaff Tap app to notify staff instantly. Roll calls and app check-ins account for all Cloudstaffers within minutes. For clients, incident protocols ensure prompt updates when events might impact service delivery.

Business Continuity and Disaster Recovery

Cloudstaff's BCP is supported by Disaster Recovery (DR) sites, backup generators, UPS systems, and redundant internet

connections. If one site is disrupted, work can shift to another hub or remote operations. Critical systems and data are cloud-hosted with failover capability. This ISO-aligned framework ensures resilience and operational continuity. The pandemic served as proof of concept, when Cloudstaff transitioned rapidly to remote operations while keeping client services uninterrupted.

Incident Logs and Reviews

All incidents, from minor to major, are logged by our Site Management team in the incident system. Each entry records the date, location, description, root cause, corrective and preventive actions, and closure status. Site Management reviews the log on a regular cadence, shares trends with Facilities and HR when relevant, and escalates significant events to leadership based on ERP and BCP thresholds. In 2024, no major recordable injuries were logged; minor issues were addressed promptly.

Emergency Scenarios Covered:

- **Earthquakes:** Drop–cover–hold, orderly evacuation, assembly at safe areas.

- **Fires:** Clearly marked exits, inspected firefighting equipment, trained fire wardens.

- **Medical Incidents:** First aid kits, trained responders, nearby hospital arrangements.

- **IT and Cybersecurity:** Incident response protocols, isolation of threats, DR restoration, stakeholder updates.

- **Natural Disasters:** Pre-emptive remote work or site closure, equipment support for affected Cloudstaffers.

Our Perspective

For Cloudstaffers, preparedness brings peace of mind, knowing their safety is prioritized and supported by real systems, not just policies. For clients, the rigor of our ISO-aligned processes, quarterly drills, and tested DR capability is proof that Cloudstaff can maintain resilience and reliability even in the face of disruption.

Labor and Working Conditions

"Fair and equal treatment at work is the cornerstone of dignity and trust."

Why It Matters

At the heart of Cloudstaff's labor practices is fairness. This means wages that reflect both legal standards and market benchmarks, contracts that are clear and transparent, and recruitment practices that protect Cloudstaffers from exploitation. Clients expect responsible outsourcing, and Cloudstaffers deserve workplaces where rights are respected. Ensuring fair and equal wages is not only compliance — it is a commitment to dignity and long-term trust.

Our Approach in 2024

Cloudstaff's approach is grounded in the Philippine Labor Code, our Code of Conduct, and international standards such as the IFC Performance Standards. In 2024, we reviewed our practices to confirm compliance and identify areas to strengthen.

OSH Compliance

Focus Area	2024 Action / Baseline	Notes
Fair and Equal Wages	Confirmed wage structures comply with Philippine minimum wage laws and industry benchmarks	Ensures staff are compensated fairly and without discrimination
Contract Transparency	Reviewed employment contracts for clarity on wages, benefits, and rights	Reinforces understanding and fairness
Ethical Recruitment	Strengthened policy prohibiting fees charged to workers	Prevents exploitative practices
Reporting Channels	Reinforced "Tap or Flag" system for raising concerns	Confidential, accessible, and ensures timely response
Supplier Expectations	Began including labor clauses in vendor contracts	Extends fair practices into supply chain

Strengthening the Core of Fair Labor
Roadmap to 2030

2025–2026

Strengthen Monitoring

Launch internal audits on wages, contracts, and recruitment compliance

2027–2028

Expand Reporting

Enhance "Tap or Flag" system into a digital dashboard for tracking and resolution

2029–2030

Lead in Fair Practices

Benchmark labor practices against global outsourcing peers and publish transparent labor performance data

Cloudstaff's 2024 baseline ensures that core labor protections are in place. Over time, we will deepen monitoring, expand reporting systems, and benchmark against global best practices to keep fairness at the center of work.

Community Engagement

Why It Matters

Cloudstaff's presence is more than offices and operations — it is deeply connected to the communities where Cloudstaffers live and work. Strong communities create stronger businesses, and our ability to grow is linked to the well-being of the people around us. By engaging directly through education, health, environment, and inclusion programs, Cloudstaff makes sure progress is shared beyond the workplace.

Our Approach in 2024

Community engagement at Cloudstaff is anchored in CS Cares, our volunteer and outreach arm. The initiatives, carried out through Cloudstaff Cares, showed how simple acts like donating time, sharing resources, and supporting local causes can create meaningful change. These programs were led by Cloudstaffers who chose to give back, turning care into action for the communities we serve.

In 2024, Cloudstaff supported communities across the Philippines through programs focused on education, health, inclusion, and the environment.

"The measure of our success is the difference we make in the communities we call home."

2024 Highlights

Jan 20, 2024

Outreach to Aeta Community, Sitio Target, Sapangbato

Volunteers organized feeding programs, facilitated donation drives, and hosted activities for children, and organized games for children at the Amianan Festival 3.

Feb 24, 2024

Love the Children Foundation, Davao

Shared school supplies, snacks, and fun activities with children, creating a memorable day of learning and joy.

Apr 6, 2024

IT Tender, ALS Tutorial Program Culmination

Concluded 6-month English tutorial sponsorship. Children showcased progress, supported by CS Cares volunteers and families.

May 25, 2024

San Juan Baño High School, Arayat

Donated computers, rice, and pre-loved items; shared breakfast with teachers, students, and local families.

Jun 15, 2024

Medical Mission, Cristo Rey, Capas

Volunteers organized feeding programs, facilitated donation drives, and hosted activities for childrenat the Amianan Festival 3.

Jul 27, 2024

Tree Planting & Clean-up Drive, Ilug Kamalig, Porac

Removed non-biodegradable waste and planted 30 fruit-bearing trees; donations supported community food and essentials.

Oct 4, 2024

Autism Society of the Philippines Office Visit

Hosted site tour of Cloudstaff offices to promote autism awareness, inclusivity, and technology-driven empowerment.

Nov 23, 2024

International Wildlife Coalition Trust (IWCT), Tarlac

Donated essential items and "Thank You Rice" to support stray dog rescue and rehabilitation initiatives.

Dec 14, 2024

Duyan Ni Maria, Send the Light Foundation, Munting Tahanan ng Nazareth

Provided meals, essentials, and rice donations; supported sustainability by purchasing locally grown produce.

Redefining Community Work as Our Responsibility
Roadmap to 2030

2025–2026
Strengthen Reach

Formalize partnerships with schools, NGOs, and LGUs; expand volunteer participation tracking

2027–2028
Scale Education & Health

Launch scholarship programs, expand medical and wellness missions, integrate community impact KPIs

2029–2030
Build Legacy

Establish long-term community investment strategy, publish annual community impact reports, and link outcomes to SDGs

Reflection

The 2024 outreach activities show that Cloudstaff's commitment to community is not abstract — it is lived through volunteer time, donations, and partnerships. What began as individual outreach activities in 2024 is shaping the foundation for a stronger, long-term community partnership program that we will continue to grow in the years ahead.

Case Study: Building Bridges with the Autism Society Philippines

Why It Matters

At Cloudstaff, inclusion isn't just a policy—it's a practice. We believe that innovation means nothing if it leaves people behind. That's why in 2024 we deepened our partnership with the Autism Society Philippines (ASP), creating spaces where technology, empathy, and community come together.

Moments that Made a Difference

A Day at eNtec2

On a Friday in 2024, our CS Cares volunteers opened the doors of our eNtec2 offices to ASP members. Guests explored interactive tech displays, engaged in hands-on activities, and discovered how digital tools can empower individuals on the autism spectrum. Laughter and curiosity filled the day, which ended not with a speech but with a shared meal at McDonald's—showing that even simple moments can spark deep connections.

Strength for Families

On October 12, 2024, Cloudstaff supported ASP's Family Support Group Session, a safe online space where caregivers could connect, share challenges, and exchange hope. The session built on ASP's AOK Pilipinas webshow, which has become a lifeline of stories, strategies, and solidarity for thousands of families across the Philippines.

Awareness raised

Staff and community gained a deeper understanding of autism and neurodiversity.

Empathy strengthened

Cloudstaffers saw firsthand the power of inclusive spaces, inspiring many to volunteer again.

Families supported

Caregivers left with tools, confidence, and a stronger sense of belonging.

Bigger Picture

This partnership isn't just about two events. It's about building a culture where difference is celebrated and where technology is used to level, not widen, the playing field. By supporting ASP, we are helping to normalize conversations around neurodiversity, reduce stigma, and take real steps toward a more inclusive society.

Our Commitments

- ⊘ IFC PS4: Community Health, Safety & Security
- ⊘ GRI 413: Local Communities
- ⊘ SDG 10: Reduced Inequalities

Responsible Supply Chain

Why It Matters

Suppliers and business partners are essential to how Cloudstaff operates, from IT equipment and facilities management to staff services. How these partners manage labor rights, environmental practices, and governance risks reflects on Cloudstaff. A responsible supply chain ensures that the values we uphold internally — fairness, safety, and integrity — are mirrored by those we work with externally.

Our Approach in 2024

As Cloudstaff Holdings Pty Ltd is an outsourcing company, our direct supply chain consists primarily of:

- ⊘ Computer, peripherals, and IT products
- ⊘ Office leases and requirements
- ⊘ Employee-related services
- ⊘ Consulting, accounting, and legal services
- ⊘ Marketing and sales
- ⊘ Utilities
- ⊘ Other professional services

In 2024, Cloudstaff Holdings Pty Ltd engaged with over 500 suppliers to support our operations, with total expenditure of more than $33 million AUD (approximately $21.45 million USD). The majority of these suppliers are based in the Philippines, and many represent long-term partnerships built on trust and shared values.

To strengthen accountability, Cloudstaff began embedding responsible sourcing into procurement practices by aligning contracts and vendor relationships with ESG expectations. This included starting to incorporate labor, environmental, and ethical clauses into vendor agreements and engaging suppliers on compliance with both Philippine labor laws and international standards.

2024 Baseline and Initial Actions

Focus Area	2024 Action / Baseline	Notes
Supplier Screening	Initiated inclusion of labor and ethics clauses in vendor contracts	First step in formalizing supplier ESG expectations
Ethical Procurement	Began tracking key suppliers for labor and compliance risks	Focused on IT equipment and facilities services
Modern Slavery Compliance	Ensured supplier alignment with Modern Slavery Act (Australia) standards	Reinforces fair labor and anti-exploitation requirements
Local Partnerships	Strengthened engagement with local SMEs	Supports inclusive growth in Philippine communities

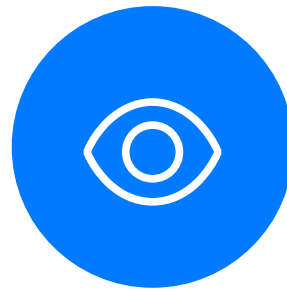# Integrating Fairness to Every Link of the Chain
Roadmap to 2030

2025–2026

Formalize Standards

Roll out Supplier Code of Conduct, require ESG compliance acknowledgment from all vendors

2027–2028

Expand Oversight

Begin supplier audits on labor and ethics compliance, introduce risk assessment tools

2029–2030

Transparent Supply Chain

Publish supplier ESG metrics, expand sustainable sourcing programs, and ensure all critical vendors meet global ESG benchmarks

Cloudstaff's responsible sourcing journey began in 2024 with the integration of ESG expectations into supplier contracts. Over the next six years, our goal is to ensure that every supplier relationship reflects the same standards of fairness, safety, and responsibility that we uphold internally.

Social Risks

For a people-driven company like Cloudstaff, social risks are some of the most material issues we face. These risks are not abstract—they touch how Cloudstaffers experience their work every day, how communities perceive our presence, and how clients evaluate us as a trusted partner. Addressing them early is how we safeguard dignity, strengthen trust, and create resilience across our business.

"Protecting people means anticipating risks that could affect their rights, well-being, and dignity."

Social Risk Matrix (2024)

Risk Area	Condition	Potential Impact	How We Manage It
Fair and Equal Wages	Present	Risk of inequity or dissatisfaction if pay practices are not consistently monitored	Regular wage reviews, compliance with Philippine Labor Code, benchmarking against outsourcing peers
Discrimination and Harassment	Present	Risk of exclusion, harassment, or bias impacting workplace culture	Embedded in Code of Conduct, zero-tolerance policy, confidential Tap or Flag reporting channels
Occupational Safety and Health	Present	Risk of injuries or health issues in office environments	Compliance with RA 11058, ergonomics checks, safety training, wellness programs
Psychological Safety	Present	Risk of employees feeling unable to speak up or share ideas	Tap or Flag system, no-retaliation safeguards, leadership training on open communication
Training and Development	Present	Risk of limited career pathways affecting retention and engagement	Cloudstaff Academy programs, OJT partnerships, alumni mentoring, external learning sessions
Community Expectations	Present	Risk of weakened trust if engagement with local communities is inconsistent	CS Cares initiatives, school donations, health missions, NGO and LGU partnerships
Supply Chain Labor Standards	Present	Risk of suppliers not meeting ethical or fair labor requirements	Labor and ethics clauses in contracts, Modern Slavery Act compliance, supplier monitoring

Our Perspective

The 2024 social risk assessment confirms that Cloudstaff's most material risks stem from the way people experience our workplace and the expectations our stakeholders place on us. These are areas we can influence directly. By focusing on fair pay, safe and respectful workplaces, meaningful career growth, and responsible supplier practices, Cloudstaff is managing risks in ways that protect people and reinforce long-term trust with clients and communities.

Governance

Governance

"Strong governance is not about rules on paper — it is about building trust through transparency and accountability."

Why it Matters

Governance is the foundation that holds our commitments to people, planet, and progress together. For Cloudstaff, it means ensuring that decisions are transparent, risks are well managed, and leadership is accountable not only to shareholders but also to Cloudstaffers, clients, and the communities we serve. Good governance is what turns values into daily practice and safeguards the trust placed in us.

Our Strategic Approach

Cloudstaff's governance structure balances oversight with action. It ensures that ESG principles are integrated into decision-making, monitored with rigor, and communicated with honesty. The structure includes:

- **Board of Directors** providing strategic oversight and direction.

- **Audit and Compliance Committee** ensuring adherence to ESG reporting standards and overseeing regulatory and risk obligations.

- **ESG Steering Committee** made up of department heads, tasked with monitoring ESG progress, reporting compliance, and cross-functional risk management.

- **Executive Leadership Team** embedding ESG into daily operations and driving accountability across the business.

Priorities in 2024

In 2024, Cloudstaff advanced governance practices in several key areas:

- Aligned disclosures with global standards including GRI, SASB, and TCFD.

- Enhanced compliance with the Modern Slavery Act (Australia) and reinforced expectations across our supply chain.

- Strengthened oversight of data privacy and cybersecurity to match growing client and regulatory expectations.

- Formalized the role of the ESG Steering Committee to ensure ESG issues are monitored consistently at the leadership level.

Our Perspective

Governance is not a one-time achievement — it is a discipline. The work we did to established stronger systems, clearer accountability, and deeper integration of ESG into decision-making. This creates a structure that will not only withstand challenges but also help Cloudstaff lead responsibly in the outsourcing industry.

Risk Management

Cloudstaff integrates ESG considerations into our enterprise risk management framework so that environmental, social, and governance factors are treated as core business priorities. Risks are identified, assessed, and prioritized regularly, with mitigation strategies assigned to accountable leaders and progress monitored through structured reporting.

The framework is built on international standards but adapted to the realities of outsourcing in the Philippines and other regions where we operate. **It covers the full cycle: risk identification, assessment, prioritization, mitigation, and monitoring.** This ensures that both operational and ESG-specific risks such as workforce practices, supply chain vulnerabilities, environmental events, and data privacy issues are addressed with consistency and transparency.

Oversight is embedded across our governance structure. The Audit and Compliance Committee reviews ESG-related risks, while the ESG Steering Committee brings cross-departmental perspectives to ensure risks are addressed at both strategic and operational levels. Updates are elevated to the Executive Leadership Team and the Board to enable informed oversight and timely decision-making.

To enhance accountability, Cloudstaff has digitized its risk register. This provides greater visibility across the business, enables faster escalation of emerging risks, and allows us to track corrective actions and monitor trends in real time.

The strength of this approach lies in its adaptability. As new risks emerge, the framework evolves with them, ensuring that Cloudstaff is prepared not only to respond but to anticipate challenges and improve continuously.

Whistleblower and Reporting Mechanisms

"Speaking up is a right, and every concern raised in good faith deserves protection and action."

Why it Matters

Cloudstaff is committed to maintaining open and safe channels where concerns can be raised without fear of retaliation. Our whistleblower framework applies not only to Cloudstaffers but also to communities and suppliers who work with us. Every report is treated confidentially, and all submissions are reviewed and addressed by the appropriate teams.

Reporting Channels for Cloudstaffers

» **Cloudstaff Tap App:** Our in-house mobile platform allows Cloudstaffers to anonymously raise issues or suggestions. These can range from workplace matters such as harassment or payroll concerns to environmental improvements like reducing energy use. Reports are directed to ESG or HR for follow-up.
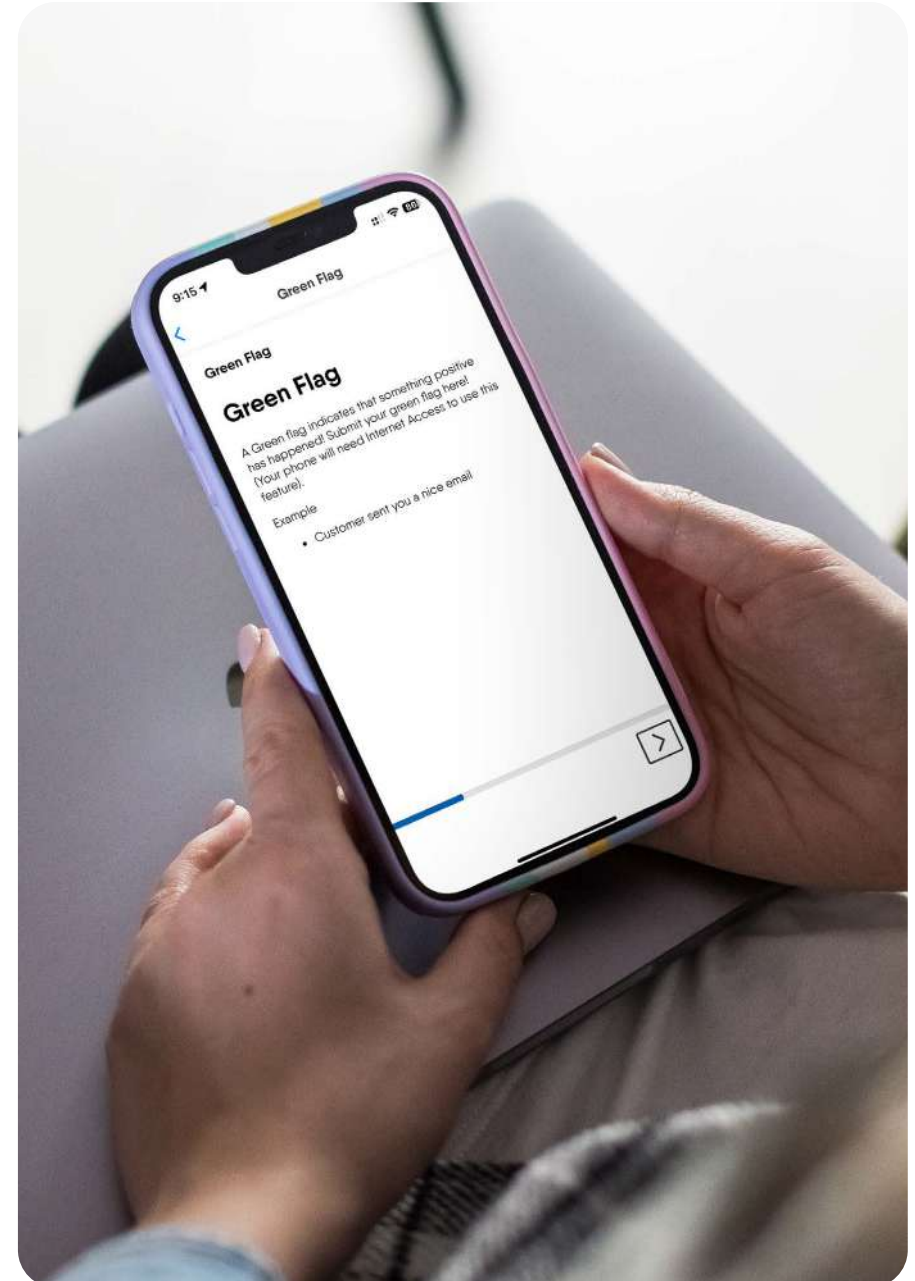
» **Confidential Email and Hotline:** Employees may reach us directly through a dedicated email ethics@cloudstaff.com or via an internal hotline monitored daily by HR and ESG teams. Both options ensure confidentiality and ease of access.

» **Flag Ticket System:** An internal ticketing platform that allows Cloudstaffers to file grievances, ensuring reports are tracked and resolved systematically.

Reporting Channels for Communities and Suppliers

» **Supplier Communication:** Suppliers can raise concerns about labor practices, compliance issues, or ethical risks through designated contacts in our procurement and compliance teams. Labor and ethics clauses in contracts reinforce these rights.

» **Community Feedback:** Communities connected to Cloudstaff through CS Cares programs or partnerships can share concerns or suggestions through our local outreach teams or by contacting us directly via official communication lines.

Policy Principles

» **Confidentiality:** All reports are handled with strict confidentiality, whether from Cloudstaffers, suppliers, or community stakeholders. Anonymous submissions are fully respected.

» **Non-Retaliation:** No Cloudstaffer, supplier, or community partner will face retaliation for raising a concern in good faith. Protecting those who speak up is central to maintaining trust.

» **Fair Review and Action:** Every concern is reviewed by designated teams, with corrective actions tracked until resolution. Where appropriate, feedback is shared to maintain transparency.

Our Perspective

Cloudstaff's reporting mechanisms are designed to protect people and relationships. By creating safe avenues for employees, suppliers, and community partners to speak up, we turn accountability into everyday practice and ensure that trust is continually strengthened.

Business Ethics, Anti-Corruption, and Anti-Bribery

"Integrity is non-negotiable. It guides how we lead, how we work, and how we partner with others."

Our Commitment

Cloudstaff is committed to conducting business free from corruption, bribery, or any form of unfair practice. Our Zero Tolerance for Bribery and Corruption Policy applies to all Cloudstaffers, suppliers, contractors, consultants, and business partners, wherever we operate. The policy reinforces the values of fairness, honesty, and accountability that define our culture and aligns with our Code of Conduct.

Policy Statement

Cloudstaff strictly forbids both direct and indirect bribery and corruption in any form, regardless of its location of operation. The company will not hesitate to impose penalties on those who violate this policy.

This statement reflects our uncompromising stance: whether through gifts, favors, financial transactions, or misuse of authority, any form of bribery or corruption is unacceptable.

Anti-Corruption

Corruption, including extortion, fraud, misrepresentation, or misuse of company resources, is strictly prohibited. Cloudstaffers must disclose conflicts of interest and avoid situations where personal interests could compromise their responsibilities. Financial records must be accurate and transparent, and any suspicion of corruption is investigated promptly.

Anti-Bribery

Bribery, whether direct or indirect, is also prohibited. Offering, requesting, or accepting gifts, hospitality, or favors that may influence or appear to influence a business decision is not allowed. Modest, culturally appropriate gestures may be acceptable, but lavish or excessive gifts are not. To ensure transparency, all gifts or hospitality above the defined threshold must be declared in the Gift and Gratuity Register on CS Tap.

Oversight and Enforcement

The Audit and Compliance functions, along with HR and Procurement, share responsibility for oversight. Reports are reviewed carefully, and violations may result in disciplinary action, contract termination, or referral to legal authorities if necessary. Retaliation against anyone who raises a concern in good faith is strictly forbidden.

Reporting Channels

Cloudstaff provides secure ways for Cloudstaffers, suppliers, and community partners to raise concerns:

» Cloudstaff Tap App, which enables anonymous reporting of ethics concerns.

» Flag Ticket System, our in-house ticketing platform that tracks cases to resolution.

Oversight of these mechanisms is provided jointly by HR, Procurement, and the ESG Committee, ensuring reports are acted on with integrity and accountability.

Global Alignment

Cloudstaff's policy aligns with key anti-corruption and anti-bribery laws including the Philippines Anti-Graft and Corrupt Practices Act, the Australian Criminal Code, the US Foreign Corrupt Practices Act (FCPA), and the UK Bribery Act. This ensures Cloudstaff remains consistent with global standards wherever we operate.

Our Perspective

Cloudstaff's stance on anti-bribery and anti-corruption is clear: there are no exceptions. By enforcing a strong zero-tolerance policy and equipping Cloudstaffers and partners with safe reporting channels, we uphold the trust that clients, employees, and communities place in us.
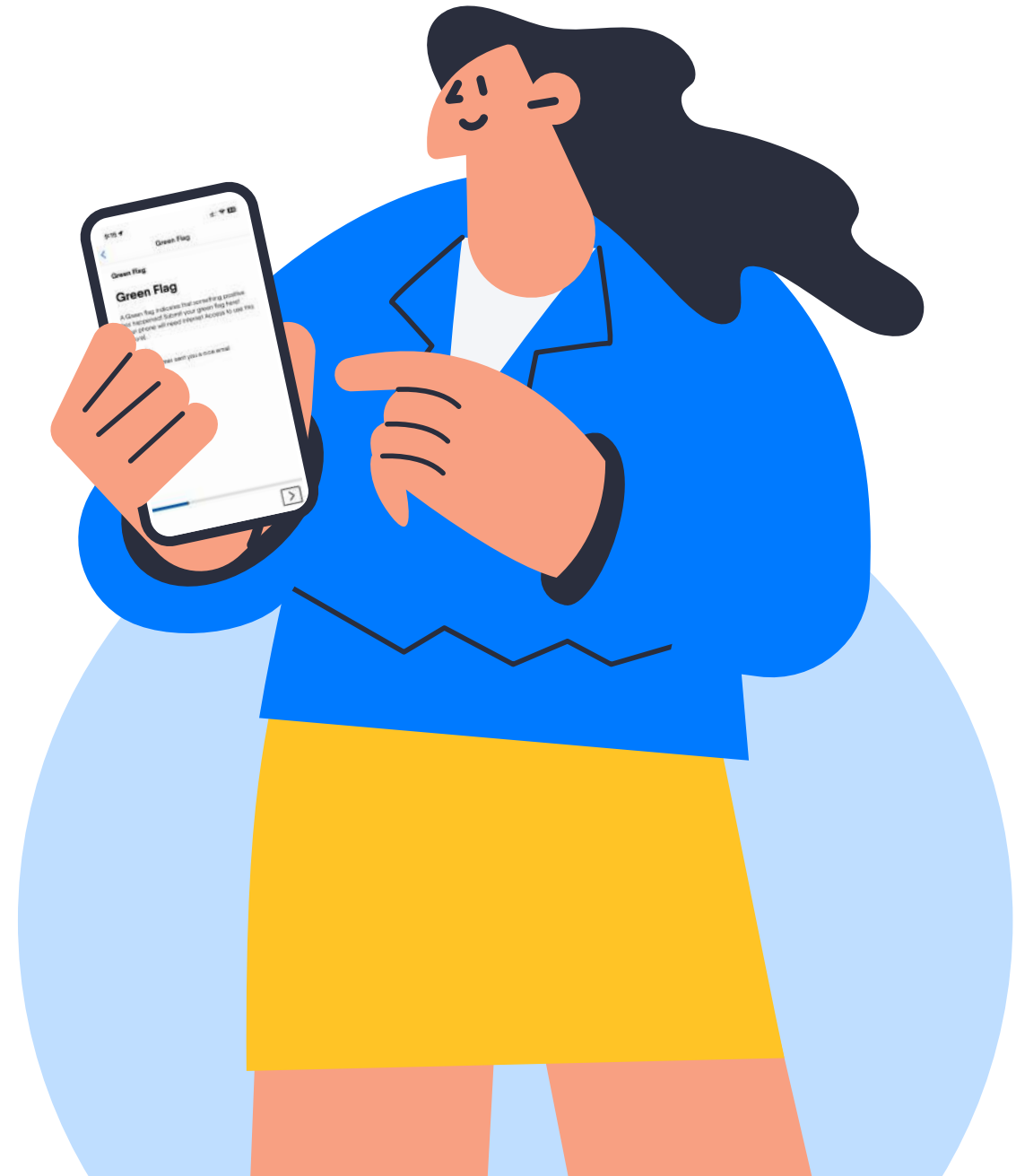
Data Security and Privacy

"Protecting data is protecting people — security and privacy are central to how we operate."

Our Approach

Cloudstaff recognizes that in today's digital economy, trust depends on how data is managed. As an outsourcing company, we handle information that is critical to clients, Cloudstaffers, and communities. Safeguarding this information is not just about compliance; it is about protecting people's rights, ensuring business continuity, and building confidence with stakeholders.

Privacy Policy

Cloudstaff maintains a formal Privacy Policy, which is publicly available at cloudstaff.com/privacy-policy. This policy outlines how data is collected, used, and protected across our applications and services. It describes the rights of users, employees, and clients, and affirms that personal information will never be misused or shared without consent, except as required by law.

Key principles include:

» **Transparency:** Clear communication about how data is collected and processed.

» **Consent:** Collection and use of personal information are based on permission.

» **Security:** Strict access controls prevent unauthorized use or disclosure.

» **Retention:** Data is stored only as long as required for business or legal purposes.

» **Non-discrimination:** Exercising privacy rights does not affect service quality.

Data Security Measures

To safeguard information, Cloudstaff employs industry-standard practices, including:

» ISO 9001 Certification - The certification demonstrates our commitment to ongoing improvement and delivering top-tier service.

» ISO/IEC 27001 - This certification ensures that we handle your data and sensitive information with the highest level of care and enterprise-grade security.

- PCI DSS Compliant - Compliance with this standard means we regularly monitor our security systems to protect your customers' credit card information and minimize the risks of breaches and penalties.

- SOC 2 Type 1 & 2 – focuses on controls in financial reporting and controls for security, availability, integrity, confidentiality and privacy.

- Endpoint Security - Our standard configuration includes central management, encrypted disks, disabled USB ports, standard antivirus, and local policies based on customer-defined images. We also offer extra security solutions like hardware tokens, next-gen antivirus, and Endpoint Detection and Response.

- Network Security - Our network is fast and secure, with nearly 6Gbps aggregate capacity across all offices. We maximize SD-WAN to route traffic efficiently, and Cloudstaff Global POP and US Direct offer optimized routing, enhanced security, and reduced latency for virtual desktops and voice calls.

- End User Security - At Cloudstaff, security is everyone's responsibility. We provide daily security tips, weekly awareness videos, monthly quizzes, and quarterly phishing simulations. Cloudstaffers can access a dedicated security tips website at any time to enhance their awareness.

- Physical Security - All Cloudstaff offices are PCI DSS SAQ-D certified, which includes controls for physical security, security awareness, and internal processes. Each office has 24×7 dedicated security guards, CCTV cameras, and RFID scanners for entry/exit.

- Application Security - We have a dedicated security team keeping an eye on our digital security. We also offer security testing as a service to make sure our customers' websites stay secure.

- HIPAA Compliant - Being HIPAA compliant means we maintain confidentiality and protect patients' rights to health privacy.

Oversight and Accountability

Oversight of data security and privacy rests with Cloudstaff's IT Security team, HR for employee data, and Compliance for regulatory alignment. These functions monitor risks, ensure consistent application of controls, and provide periodic updates to leadership and the Board. All Cloudstaffers also receive annual refresher training on data privacy and information security to reinforce their responsibilities.

Our Perspective

Data protection at Cloudstaff is not only a compliance requirement but also a demonstration of respect for every client and employee we serve. By combining strong policies with clear accountability, Cloudstaff ensures that personal information is managed responsibly and securely.

ESG Reporting Standards and Alignment

"Global standards guide our local actions — ensuring our ESG journey is credible, transparent, and future-ready."

Our Approach

Cloudstaff's ESG reporting is guided by globally recognized frameworks to ensure that our disclosures are transparent, comparable, and relevant for stakeholders. These standards help us frame our priorities, track our progress, and communicate clearly with clients, investors, regulators, and communities.

Frameworks We Align With

Global Reporting Initiative (GRI): Provides the foundation for comprehensive sustainability disclosures, covering environmental, social, and governance performance.

Sustainability Accounting Standards Board (SASB): Cloudstaff reports under the Professional Services industry standard, which addresses the most material ESG issues for outsourcing and client-service businesses.

Task Force on Climate-related Financial Disclosures (TCFD): Used as a reference framework for climate risk reporting. While TCFD is no longer active and has transitioned into the IFRS Sustainability Disclosure Standards (ISSB S1 and S2), Cloudstaff continues to draw on its guidance to assess climate-related risks and opportunities.

IFC Performance Standards: Benchmarks for managing environmental and social risks across our operations.

Modern Slavery Act (Australia): Cloudstaff complies with requirements to assess, address, and disclose risks of modern slavery in our operations and supply chain.

Greenhouse Gas (GHG) Protocol: Cloudstaff uses the GHG Protocol's Technical Guidance to compute Scope 1, Scope 2, and Scope 3 emissions. This provides consistency with global standards and allows us to identify material emission sources while acknowledging uncertainty, particularly in Scope 3 categories.

Transparency in Practice

Our ESG disclosures are integrated into annual reporting cycles, with performance measured against baselines and future targets. Material issues are identified through stakeholder engagement and risk assessments, ensuring that reporting focuses on the areas of greatest impact and importance.

Our Perspective

By grounding our reporting in global standards and established methodologies like the GHG Protocol, Cloudstaff ensures that our ESG journey is not only about internal commitments but also about meeting the expectations of a global audience. This alignment builds confidence that our progress is real, measurable, and accountable

International Finance Corporation: Performance Standards on Environmental and Social Sustainability

Introduction

This disclosure summarizes how Cloudstaff aligns with the IFC Performance Standards (2012) for environmental and social risk management. It is structured by Performance Standards 1–8, highlighting: (i) the objectives and scope of each Standard, (ii) Cloudstaff's current approach and controls, and (iii) planned improvements.

Cloudstaff manages sustainability through our ESG governance framework, which integrates environmental, social, and governance priorities across all business units and is led by executive and board-level oversight. For the purposes of IFC alignment, this framework functions as our Environmental and Social Management System (ESMS)*, ensuring that risks and impacts are systematically identified, managed, and monitored in line with IFC expectations.

* Note: The IFC Performance Standards require the establishment of an Environmental and Social Management System (ESMS). At Cloudstaff, this system is referred to internally as our ESG governance framework. Any reference to "ESMS" in this report should be understood as equivalent to our ESG framework.

Assessment and Management of Environmental and Social Risks and Impacts

Objective and Scope

Performance Standard 1 establishes the foundation for identifying and managing environmental and social (E&S) risks through an Environmental and Social Management System (ESMS). It requires clients to adopt a structured approach that includes policy, risk identification, management programs, organizational capacity, stakeholder engagement, grievance mechanisms, emergency preparedness, monitoring, and periodic management review.

Cloudstaff's Approach

Policy and Governance: Cloudstaff's ESG governance framework embeds transparency, inclusivity, and accountability across all business units, under the oversight of the CEO, Board, and ESG Steering Committee.

» **Risk Identification:** We apply a double materiality lens, assessing both how ESG issues impact our business and how our operations affect people, society, and the environment. Material issues include labor conditions,

data privacy and security, climate and energy use, waste management, supplier ethics, and community engagement.

» **Management Programs:** Cloudstaff maintains mitigation programs with clear targets, responsibilities, and timelines. Current initiatives include energy and water efficiency programs, supplier screening for labor and ethics compliance, and partnerships to offset community impacts.

» **Organizational Capacity and Training:** Each department receives targeted ESG training aligned to operational responsibilities, including executive leadership on accountability, HR on ethics and grievance handling, and procurement on supplier vetting.

» **Stakeholder Engagement:** Cloudstaff maintains regular dialogue with staff, clients, suppliers, and communities through town halls, surveys, NGO partnerships, and supplier forums.

» **Grievance Mechanisms:** Employees and stakeholders can raise issues confidentially through the Cloudstaff Tap App, a dedicated ESG email, or posters displayed at all sites. Issues are acknowledged within 48 hours, investigated within five business days, and resolved within 15 business days.

» **Emergency Preparedness:** Our Business Continuity and Disaster Recovery framework covers fire, earthquake, typhoon, cyber incidents, and medical emergencies, with regular drills across all offices.

» **Monitoring and Review:** ESG metrics, including energy use, gender balance, and supplier compliance, are reviewed biannually by leadership. Corrective actions are tracked through an internal dashboard.

Future Commitments

Cloudstaff will formalize ESMS documentation to align directly with IFC guidance, expand external communications procedures, and further integrate community-level grievance pathways should new operations create Affected Communities.

Labor and Working Conditions

Objective and Scope

Performance Standard 2 seeks to protect workers' rights and well-being by ensuring fair treatment, non-discrimination, safe and healthy working conditions, and respect for freedom of association. It extends to direct employees, contracted workers, and—where material—primary suppliers.

Cloudstaff's Approach

» **Fair and Equal Employment:** All Cloudstaffers are employed under contracts that comply with Philippine labor law and International Labour Organization (ILO) conventions. Wages are benchmarked against legal requirements and industry norms.

» **Non-Discrimination and Diversity:** Diversity, Equity, and Inclusion (DEI) are embedded in our Code of Conduct. Cloudstaff tracks representation data and is rolling out inclusive leadership training and anti-bias recruitment practices.

» **Health, Safety, and Wellness:** Occupational safety and health (OSH) programs include ergonomic checks, workplace safety audits, and compliance with Philippine OHS law. Wellness is reinforced through access to a resident company psychiatrist, employee assistance programs, health fairs, and ongoing training.

» **Worker Engagement:** Employee engagement is measured through regular surveys, Net Promoter Scores, and dialogue channels such as town halls and leadership briefings.

» **Grievance Mechanisms:** Cloudstaffers can raise workplace concerns through multiple confidential channels, including apps, emails, and internal ticketing systems, with clear non-retaliation protections.

» **Contracted and Supply Chain Workers:** Cloudstaff integrates labor clauses into supplier contracts and ensures compliance with the Modern Slavery Act (Australia). Supplier expectations include fair wages, safe working conditions, and prohibition of forced or child labor.

Future Commitments

Cloudstaff will formalize supplier ESG audits, expand DEI training programs across all regions, and publish progress on workplace diversity and inclusion by 2030.

Resource Efficiency and Pollution Prevention

Objective and Scope

Performance Standard 3 requires companies to use resources efficiently, avoid or minimize pollution, and reduce greenhouse gas (GHG) emissions where technically and financially feasible, consistent with Good International Industry Practice (GIIP) and the World Bank Group's Environmental, Health and Safety Guidelines.

Cloudstaff's Approach

» **GHG Inventory:** Cloudstaff will complete its Scope 1–3 GHG inventory in 2025, identifying emissions from electricity use, commuting, business travel, IT equipment, and waste. 2024 data will also be presented as a baseline.

» **Efficiency Programs:** Energy efficiency measures include auto-shutdown systems for office computers (WOLv3), standardized air-conditioning setpoints, and low-flow water fixtures. Waste programs focus on eliminating single-use plastics, paper reduction, and accredited e-waste recycling.

» **Innovation in Resource Use:** The Cloudstaff Home Solar Program initiative equips Cloudstaffer households with hybrid solar systems, reducing emissions and improving energy resilience.

» **Monitoring:** Baselines for electricity, water, and waste were established in 2024. Progress is tracked annually, with reduction targets to be set once the GHG baseline is complete.

» **GIIP Alignment:** Measures are evaluated against international best practice, and Cloudstaff adopts the more stringent standard when local and global requirements differ.

Future Commitments

By 2030, Cloudstaff aims to demonstrate measurable reductions in electricity use per employee, expand renewable energy sourcing where available, and publish annual GHG performance data aligned with international reporting standards.

Community Health, Safety, and Security

Objective and Scope

Performance Standard 4 requires companies to evaluate and manage risks and impacts on the health, safety, and security of Affected Communities. This includes alignment with GIIP and consideration of emergency preparedness, infrastructure design, and the conduct of security personnel.

Cloudstaff's Approach

» **Risk Profile:** As an office-based outsourcing company, Cloudstaff's community risks are low and relate mainly to facility safety, waste handling, power disruptions, and potential emergencies such as earthquakes and typhoons.

» **Emergency Preparedness:** Each office site maintains an Emergency Response Plan covering fire, earthquake, typhoon, and medical incidents. Drills are conducted biannually, and Business Continuity Plans ensure client service continuity during disruptions.

» **Security Personnel:** All Cloudstaff security personnel are trained in rights-based conflict management and instructed to avoid excessive use of force.

» **Community Engagement:** Cloudstaff engages with local communities through volunteering, education, and health programs under CS Cares, ensuring that our presence delivers shared value and strengthens trust.

» **Communication:** Emergency communication systems include text blasts, email alerts, and app notifications, enabling real-time coordination with staff and, when needed, external stakeholders.

Future Commitments

Cloudstaff will integrate community notification templates into emergency plans, and, if future projects create Affected Communities, will establish a dedicated grievance mechanism and reporting process to meet IFC PS4 expectations.

Land Acquisition and Involuntary Resettlement

Objective and Scope

Performance Standard 5 aims to avoid, and where avoidance is not possible, minimize and mitigate, adverse social and economic impacts from land acquisition or restrictions on land use. It requires due diligence, compensation, and livelihood restoration where resettlement occurs.

Cloudstaff's Approach

» **Operational Context:** Cloudstaff does not engage in land acquisition or physical resettlement. Our offices are leased in urban and commercial buildings, with no displacement of households, communities, or businesses.

» **Due Diligence:** Leasing agreements undergo legal and compliance reviews to ensure alignment with local regulations and landlord responsibilities.

» **Community Considerations:** Where new office sites are planned, Cloudstaff conducts legal due diligence to confirm no community displacement is involved.

Future Commitments

If Cloudstaff were to pursue new site development that could impact land users, we commit to following IFC requirements, including stakeholder consultation, compensation, and community engagement.

Biodiversity Conservation and Sustainable Management of Living Natural Resources

Objective and Scope

Performance Standard 6 promotes the protection of biodiversity and the sustainable management of living natural resources, particularly when projects impact critical habitats or ecosystem services.

Cloudstaff's Approach

» **Fair and Equal Employment:** Operational Context: As an office- and cloud-based outsourcing provider, Cloudstaff has no direct impact on biodiversity or natural resource exploitation.

» **Indirect Impacts:** Environmental risks associated with IT equipment disposal and energy use are managed through responsible e-waste recycling programs, accredited vendor partnerships, and plans to expand renewable energy sourcing.

» **Community Programs:** Cloudstaff supports tree planting, clean-up drives, and environmental awareness initiatives in local communities, demonstrating a commitment to ecosystem stewardship even where direct biodiversity impacts are minimal.

Future Commitments

Cloudstaff will continue to monitor its supply chain for environmental risks and embed biodiversity considerations into procurement and community engagement activities where relevant.

Indigenous Peoples

Objective and Scope

Performance Standard 7 seeks to ensure that the development process fosters full respect for the human rights, dignity, aspirations, culture, and natural resource-based livelihoods of Indigenous Peoples. It requires Free, Prior, and Informed Consent (FPIC) in projects affecting Indigenous communities.

Cloudstaff's Approach

» **Fair and Equal Employment:** Operational Context: Cloudstaff's activities do not take place on Indigenous Peoples' lands and do not involve resource use or land development that would trigger FPIC requirements.

» **Community Engagement:** While not an impact area, Cloudstaff engages voluntarily with Indigenous communities through outreach programs, such as feeding and education initiatives with the Aeta community in the Philippines.

Future Commitments

If Cloudstaff undertakes operations in areas where Indigenous Peoples may be affected, we commit to applying IFC PS7 requirements, including meaningful consultation, FPIC, and culturally appropriate grievance mechanisms.

Cultural Heritage

Objective and Scope

Performance Standard 8 aims to protect cultural heritage from adverse impacts of project activities and promote its preservation. It applies to tangible cultural heritage (archaeological, historical, cultural sites) and intangible heritage (traditions, practices).

Cloudstaff's Approach

» **GHG Inventory:** Operational Context: Cloudstaff's operations are located in commercial and office spaces that do not overlap with cultural heritage sites.

» **Due Diligence:** All site selections undergo legal and administrative review to ensure compliance with zoning and cultural heritage regulations.

» **Training and Awareness:** Staff onboarding and ESG training include respect for cultural property and awareness of potential risks related to cultural heritage.

Future Commitments

If new operations intersect with cultural heritage considerations, Cloudstaff will conduct site assessments, consult relevant authorities, and adopt protective measures consistent with IFC PS8 requirements.

Conclusion

Cloudstaff's alignment with IFC Performance Standards 1–8 demonstrates our commitment to structured environmental and social risk management. While many standards have limited applicability to our office- and service-based business model, we recognize the importance of proportional compliance, transparent reporting, and readiness to scale safeguards if our operations expand into areas with greater environmental or social impacts.

Our ESG governance framework, functioning as our Environmental and Social Management System (ESMS), ensures that policies, risk controls, training, grievance mechanisms, and monitoring are integrated across the company. By aligning with IFC standards, Cloudstaff strengthens accountability, builds trust with stakeholders, and lays the foundation for continuous improvement. expectations.

Data Annex

Sustainability Accounting Standards Board (SASB) Index Industry: Software and IT Services

TOPIC	METRIC	CATEGORY	UNIT OF MEASURE	CODE	2024 DISCLOSURE	ADDITIONAL COMMENTS
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	Quantitative	Gigajoules (GJ), Percentage (%)	TC-SI-130a.1	(1) 10,542 GJ (2) 99% (3) 0%	
	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	Quantitative	Thousand cubic metres (m³), Percentage (%)	TC-SI-130a.2	(1) Total water withdrawn: 24,325 m³, entirely purchased from municipal suppliers and classified as freshwater. (2) Total water consumed: The company does not directly meter consumption; usage is limited to office operations (domestic use, cleaning, minor cooling). The majority of withdrawn water is returned to municipal systems, with minimal net consumption.	
	Discussion of the integration of environmental considerations into strategic planning for data centre needs	Discussion and Analysis	n/a	TC-SI-130a.3	Cloudstaff does not operate its own large data centres, but relies on third-party cloud and hosting providers. Environmental factors guide provider selection, with preference for partners using energy-efficient infrastructure and renewable energy. Internally, we optimize IT systems to reduce electricity use and e-waste, and future supplier criteria will further prioritize renewable-powered, low-carbon data hosting.	

TOPIC	METRIC	CATEGORY	UNIT OF MEASURE	CODE	2024 DISCLOSURE	ADDITIONAL COMMENTS
Data Privacy & Freedom of Expression	Description of policies and practices relating to targeted advertising and user privacy	Discussion and Analysis	n/a	TC-SI-220a.1	Cloudstaff does not engage in targeted advertising as part of its business model. User and client data is collected only for legitimate business purposes such as account management, service delivery, and product improvement. Our Privacy Policy outlines how we collect, use, and retain information, ensuring that data is processed lawfully, stored securely, and not retained longer than necessary. Users have the right to opt out of data sharing, and exercising these rights does not affect service quality. Personal information is never sold, and all practices are reviewed regularly to comply with applicable data protection laws.	Privacy Policy - Cloudstaff - Smarter Outsourcing
	Number of users whose information is used for secondary purposes	Quantitative	Number	TC-SI-220a.2	NA	Cloudstaff does not use client or user information for secondary purposes such as targeted advertising or resale. Accordingly, this disclosure is not applicable (NA) to our business model.
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Quantitative	Presentation currency	TC-SI-220a.3	See additional comment	In 2024, Cloudstaff incurred no monetary losses from legal proceedings related to user privacy.

TOPIC	METRIC	CATEGORY	UNIT OF MEASURE	CODE	2024 DISCLOSURE	ADDITIONAL COMMENTS
Data Privacy & Freedom of Expression	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	Quantitative	Number, Percentage (%)	TC-SI-220a.4	(1) 0 (2) 0 (3) 0%	Cloudstaff did not receive any law enforcement requests for user information in 2024.
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Discussion and Analysis	n/a	TC-SI-220a.5	N/A	Cloudstaff's services are not subject to government-mandated monitoring, blocking, content filtering, or censorship in any country where we operate. Our services are designed for professional business use and comply with local laws and regulations. We continuously monitor the regulatory environment to ensure ongoing compliance and transparency.
Data Security	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	Quantitative	Number, Percentage (%)	TC-SI-230a.1	(1) 0 (2) 0% (3) 0	In 2024, Cloudstaff recorded no data breaches. Accordingly, 0% were personal data breaches, and no users were affected.

TOPIC	METRIC	CATEGORY	UNIT OF MEASURE	CODE	2024 DISCLOSURE	ADDITIONAL COMMENTS
Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and Analysis	n/a	TC-SI-230a.2	Cloudstaff manages data security risks through a governance framework aligned with international standards, including ISO/IEC 27001 and the NIST Cybersecurity Framework. We conduct regular risk assessments, penetration testing, and vulnerability scans to identify threats. Employee training, access controls, and data encryption are applied consistently across operations. Independent audits and compliance checks reinforce our safeguards, while our Privacy Policy outlines practices for protecting client and user data. Cloudstaff has experienced no material data breaches to date.	Privacy Policy - Cloudstaff - Smarter Outsourcing
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that require a work visa	Quantitative	Percentage (%)	TC-SI-330a.1	In 2024, only a single employee required a work visa to perform their role. Given the size of Cloudstaff's workforce, this represents an immaterial proportion of our total headcount. The vast majority of staff are locally employed under domestic contracts.	
	Employee engagement as a percentage	Quantitative	Percentage (%)	TC-SI-330a.2	Cloudstaff measures employee engagement using multiple indicators. In 2024, our overall Staff Net Promoter Score (NPS) was +65, respondents rated their happiness at 8.7 out of 10, and 92% of staff reported being proud to work at Cloudstaff. We are in the process of refining our measurement approach to better align with SASB's engagement percentage methodology and will disclose this in future reporting cycles.	

TOPIC	METRIC	CATEGORY	UNIT OF MEASURE	CODE	2024 DISCLOSURE	ADDITIONAL COMMENTS
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	Quantitative	Percentage (%)	TC-SI-330a.3		
Intellectual Property Protection & Competitive Behaviour	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	Quantitative	Presentation currency	TC-SI-520a.1	$0	In 2024, Cloudstaff incurred no monetary losses from legal proceedings related to anti-competitive behaviour.
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime Description of business continuity risks related to disruptions of operations	Discussion and Analysis	n/a	TC-SI-550a.2	Cloudstaff recognises that service continuity is critical to our clients. Potential risks include power interruptions, network outages, cybersecurity incidents, and natural disasters. To manage these, we maintain a Business Continuity Plan (BCP) and Disaster Recovery (DR) framework that cover all sites and operations. Key measures include redundant connectivity, cloud-based collaboration tools, secure data backup, and emergency communication protocols. Regular drills and coordination with local authorities ensure staff readiness, while critical systems are hosted with providers that meet international standards for reliability and security. These measures allow Cloudstaff to minimise downtime and ensure resilient service delivery to clients.	

Sustainability Accounting Standards Board (SASB) Index Industry: Professional and Commercial Services

TOPIC	METRIC	CATEGORY	UNIT OF MEASURE	CODE	2024 DISCLOSURE	ADDITIONAL COMMENTS
Data Security	Description of approach to identifying and addressing data security risks	Discussion and Analysis	n/a	SV-PS-230a.1	Cloudstaff manages data security risks through a governance framework aligned with ISO/IEC 27001 and NIST standards, reinforced by strict access controls, encryption, and risk assessments. As outlined in our Privacy Policy, access to information follows the principle of least privilege, meaning only those who require information to perform their role are granted access. We conduct ongoing monitoring, enforce password and account security protocols, and have incident response measures, including suspension or password reset in case of suspected misuse. Our approach is supported by staff training, periodic audits, and third-party assessments to maintain robust data protection.	
	Description of policies and practices relating to collection, usage, and retention of customer information	Discussion and Analysis	n/a	SV-PS-230a.2	Cloudstaff's Privacy Policy (last updated February 10, 2025) details our approach to the collection, use, retention, and disclosure of customer information. Data is collected only for defined business purposes such as account management, service provision, and improvement of user experience. Customer information may be shared only with affiliates, service providers, or with the user's consent, and always in line with applicable laws. Retention practices ensure data is not kept longer than necessary, and users have opt-out rights to limit data sharing. Exercising privacy rights does not affect access to services, ensuring non-discrimination in treatment.	https://www.cloudstaff.com/privacy-policy/

TOPIC	METRIC	CATEGORY	UNIT OF MEASURE	CODE	2024 DISCLOSURE	ADDITIONAL COMMENTS
Data Security	(1) Number of data breaches, (2) percentage that (a) involve customers' confidential business information and (b) are personal data breaches, (3) number of (a) customers and (b) individuals affected	Quantitative	Number, Percentage (%)	SV-PS-230a.3	(1) 0 (2) (a) 0% (2) (b) 0% (3) (a) 0 (3) (b) 0	In 2024, Cloudstaff recorded zero data breaches across all operations. Accordingly, 0% involved customers' confidential business information, and 0% were personal data breaches. No customers and no individuals were affected during the reporting period.
Workforce Diversity & Engagement	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, and (c) all other employees	Quantitative	Percentage (%)	SV-PS-330a.1	(1) Female 56%, Male 44% (2) (a) Executive Management and (b) Non-Executive management - Female 51%, male 49% (c) All Other Employees - Female 56%, male 44%	
	(1) Voluntary and (2) involuntary turnover rate for employees	Quantitative	Percentage (%)	SV-PS-330a.2	(1) 39.5% Annualized, 3.3% Average Monthly (2) 15.9%% Annualized, 1.3% Average Monthly	
	Employee engagement as a percentage	Quantitative	Percentage (%)	SV-PS-330a.3	In 2024, Cloudstaff achieved upto 50% participation in our employee engagement surveys. Results showed an overall Staff Net Promoter Score (NPS) of +65, an average happiness rating of 8.7 out of 10, and 92% of staff reporting pride in working at Cloudstaff. We are refining our methodology to better align with SASB's engagement percentage disclosure in future reporting cycles.	

TOPIC	METRIC	CATEGORY	UNIT OF MEASURE	CODE	2024 DISCLOSURE	ADDITIONAL COMMENTS
Professional Integrity	Description of approach to ensuring professional integrity	Discussion and Analysis	n/a	SV-PS-510a.1	Cloudstaff ensures professional integrity through a comprehensive governance and ethics framework built on transparency, accountability, and zero tolerance for misconduct. Our Global Code of Conduct sets clear standards on conflicts of interest, confidentiality, fair dealing, and anti-corruption, and is mandatory for all employees. This is reinforced by policies on whistleblower protection, anti-bribery, and supplier code of conduct, which extend our expectations to business partners. All staff undergo annual ethics and compliance training, covering conflict of interest disclosure, client data accuracy, billing integrity, and anti-harassment. A confidential grievance and whistleblower system—, or a dedicated ethics email—enables employees and stakeholders to raise concerns without fear of retaliation. Professional integrity is also safeguarded by independent audits, executive oversight, and disciplinary procedures for violations, ranging from counseling to contract termination. Cloudstaff has not incurred any monetary losses or legal penalties associated with professional integrity in the reporting period. Through these measures, Cloudstaff maintains the trust of clients, employees, and communities by ensuring services are delivered ethically, free from bias, negligence, or corruption.	

TOPIC	METRIC	CATEGORY	UNIT OF MEASURE	CODE	2024 DISCLOSURE	ADDITIONAL COMMENTS
Professional Integrity	Total amount of monetary losses as a result of legal proceedings associated with professional integrity 4	Quantitative	Presentation currency	SV-PS-510a.2	$0	In 2024, Cloudstaff incurred no monetary losses from legal proceedings associated with professional integrity, including negligence, malpractice, breach of contract, fraud, corruption, or bribery.

ACTIVITY METRIC		CATEGORY	UNIT OF MEASURE	CODE	2024 DISCLOSURE	ADDITIONAL COMMENTS
Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract		Quantitative	Number	SV-PS-000.A	(1) 95.6% (2) 2.6% (3) 1.8%	
Employee hours worked, percentage billable		Quantitative	Hours, Percentage (%)	SV-PS-000.B	Cloudstaff provides professional services to a global client base; however, we do not currently track employee hours in a way that distinguishes between billable and non-billable time. Our performance management approach instead emphasizes client satisfaction, service quality, and delivery outcomes. We recognize the relevance of this metric to SASB Standards and are evaluating whether a consistent tracking mechanism can be introduced in the future to enhance transparency while maintaining operational efficiency and client confidentiality.	

Greenhouse Gas (GHG) Emissions Disclosure

Reporting Year: 2024

Standard Applied: GHG Protocol Corporate Standard (Scopes 1, 2, 3)

Organizational Boundary: All Philippines Cloudstaff Offices

Base Year: 2024 (first full inventory year)

Methodologies: Activity data × emission factors (fuel logs, utility bills, km-based estimates, spend-based methods for Scope 3 where direct data unavailable)

SCOPE	CATEGORY	DESCRIPTION	2024 EMISSIONS (tCO2e)	% TOTAL	METHOD/ DATA SOURCE
Scope 1	Category 1	Stationary combustion (generators, boilers)	–	–	Fuel logs × Emission Factor
Scope 1	Category 2	Mobile combustion – Gasoline	34.53	1.30%	Fuel logs × Emission Factor
Scope 1	Category 2	Mobile combustion – Diesel	16.39	0.60%	Fuel logs × Emission Factor
Scope 1	Category 3	Fugitive emissions (refrigerants)	–	–	Leak detection records
Scope 1	Category 4	Process emissions	–	–	Process activity data × Emission Factor
Scope 2	Category 1	Purchased electricity	1,959.39	74.80%	Utility bills (kwh) × Emission Factor
Scope 3	Category 1	Purchased goods & services	320.4	12.20%	Spend-based / supplier data × Emission Factor
Scope 3	Category 2	Capital goods	Not material	–	Spend-based / supplier data
Scope 3	Category 3	Fuel- and energy-related activities (not in Scope 1/2)	Not material	–	Spend-based / estimates

SCOPE	CATEGORY	DESCRIPTION	2024 EMISSIONS (tCO2e)	% TOTAL	METHOD/ DATA SOURCE
Scope 3	Category 4	Upstream transportation & distribution	34.1	1.30%	Spend-based / supplier data × Emission Factor
Scope 3	Category 5	Waste generated in operations	39.7	1.50%	Activity-based/ estimates × Emission Factor
Scope 3	Category 6	Business travel (air, rail, hotel)	213.47	8.20%	Activity-based × Emission Factor
Scope 3	Category 7	Employee commuting	0.74	0.00%	Commuting survey × Emission Factor
Scope 3	Category 8	Upstream leased assets	Not applicable	–	No upstream leased assets identified
Scope 3	Category 9	Downstream transportation & distribution	Not applicable	–	No physical products sold
Scope 3	Category 10	Processing of sold products	Not applicable	–	No sold goods requiring processing
Scope 3	Category 11	Use of sold products	Not applicable	–	Service-based business model
Scope 3	Category 12	End-of-life treatment of sold products	Not applicable	–	Service-based business model
Scope 3	Category 13	Downstream leased assets	Not applicable	–	No downstream leased assets identified
Scope 3	Category 14	Franchises	Not applicable	–	No franchise operations
Scope 3	Category 15	Investments	Not applicable	–	No investment portfolio relevant
Total			2,618.82	100%	

Task Force on Climate-related Financial Disclosures (TCFD) Disclosure Index

*Cloudstaff uses the Task Force on Climate-related Financial Disclosures (TCFD) recommendations as guidance for reporting on climate-related risks and opportunities, recognizing that these standards are evolving under the ISSB (IFRS S2) framework, and we will continue to adapt our disclosures accordingly.

TCFD Pillar	Recommended Disclosure	Location in Report	PAGE NO.
Governance	Disclose the organization's governance around climate-related risks and opportunities	Corporate Governance and Structure Climate Action and Emissions	10, 20
	a) Board oversight of climate-related risks and opportunities	Corporate Governance and Structure	10
	b) Management's role in assessing and managing climate-related risks and opportunities	Corporate Governance and Structure	10
Strategy	Disclose actual and potential impacts of climate-related risks and opportunities on business, strategy, and financial planning	Environment → Climate Action and Emissions, Roadmap to 2030	17, 18-19
	a) Climate-related risks and opportunities identified (short, medium, long term)	Environment Our Strategic Approach Climate Action and Emissions Environment Roadmap to 2030	30-31
	b) Impact on business strategy and financial planning	Environment Our Strategic Approach Climate Action and Emissions Environment Roadmap to 2030	17, 18-19
	c) Strategy resilience, incl. 2ºC or lower scenario	GHG Emissions Results 2024 Baseline and Initial Actions Practical Actions Going Forward Roadmap to 2030	20-23

TCFD Pillar	Recommended Disclosure	Location in Report	PAGE NO.
Risk Management	Disclose how the organization identifies, assesses and manages climate-related risks	Understanding Our Environmental Risks Environmental Risk Matrix (2024)	30-31
	a) Processes for identifying and assessing climate-related risks	Cloudstaff Materiality Assessment Understanding Our Environmental Risks Environmental Risk Matrix (2024)	13-14, 30-31
	b) Processes for managing climate-related risks	GHG Emissions Results 2024 Baseline and Initial Actions Practical Actions Going Forward Roadmap to 2030	20-23
	c) Integration into overall risk management	Risk Management	62
Metrics & Targets	Disclose metrics and targets used to assess and manage climate-related risks and opportunities	GHG Emissions Disclosure + Resource Efficiency and Waste Management	20-22
	a) Metrics used to assess climate risks and opportunities	Greenhouse Gas (GHG) Emissions Disclosure	90-91
	b) Scope 1, Scope 2, Scope 3 GHG emissions and related risks	Greenhouse Gas (GHG) Emissions Disclosure	90-91
	c) Targets and performance against targets	GHG Emissions Results 2024 Baseline and Initial Actions Practical Actions Going Forward Roadmap to 2030	20-23