



**OKADA GREEN HEART  
DONATION PROGRAM**

## Repurposing the Unclaimed: From Lost and Found to Frontline Relief

On mid-first quarter of 2026, Okada Manila supported families affected by Tropical Storm Penha (“Basyang”) by repurposing unclaimed Lost and Found items for disaster relief. Through its Safety and Security Division – Security Concierge team, and in partnership with GMA Kapuso Foundation, the initiative marked the first Okada Green Heart donation activity of the year.

Approved by the Disposal Committee and cleared under standard internal procedures, the donation included six boxes of clothing and slippers, along with 16 units of luggage. These items were carefully assessed and selected in coordination with the foundation to ensure they are practical, appropriate, and responsive to the needs of affected communities.

### From Safekeeping to Social Good

For the Security Concierge team, stewardship extends beyond safekeeping. When items remain unclaimed despite diligent efforts to return them, Okada Manila ensures they are managed responsibly—and where possible, redirected toward meaningful community support.

Now in its seventh year since launching in 2018, the Lost and Found Donation initiative continues to demonstrate how everyday operational processes can be translated into sustained community support.



“Every item that comes through Lost and Found is treated with care and respect. If it is not reclaimed, we see an opportunity to let it serve a greater purpose. Knowing these essentials can support families rebuilding after the storm gives even routine work a deeper meaning.”

**Crystal Grace Bautista**  
Manager for Security Concierge

# Strengthening Communities Through Accountability

The turnover enables the GMA Kapuso Foundation to consolidate and distribute donations directly to affected communities nationwide. The SSD team spearheaded the effort, with support from the Hotel Operations and Housekeeping Divisions—ensuring that items were processed, prepared, and mobilized efficiently for relief.



**“Our responsibility does not end at protection, it includes ensuring that resources under our care are handled with integrity and, when possible, redirected toward meaningful causes. When discipline and purpose come together, even routine processes can deliver real impact.”**

**Patrick Henry Villacorte**  
Chief Security and Safety Officer



## Why This Matters:

Guided by the Talent and Community pillar of Okada Green Heart, this initiative reflects how responsible resource management can extend beyond operations to support communities in times of need. Items such as clothing, slippers, and luggage may be everyday essentials, but for families recovering from a storm, they contribute to comfort, dignity, and a sense of stability.

By choosing to repurpose rather than discard, Okada Manila demonstrates how internal processes can be aligned with broader social impact—turning routine asset management into a practical and responsive form of community support. It is a reminder that meaningful impact is not only measured by scale, but by relevance, intent, and the ability to respond where it matters most.

## Join the Okada Green Heart Movement

Every act of care contributes to something greater. Whether it's managing resources responsibly, supporting community partners, or finding new ways to extend value beyond operations, each effort reflects a shared commitment to making a difference. Through Okada Green Heart, we continue to take purposeful steps—within our organization and beyond—toward impact that is thoughtful, responsible, and real.



**Thank You for Caring!**

Together, let's build a greener future—one action at a time.

