



# OKADA MANILA ESG ANNUAL REPORT 2025

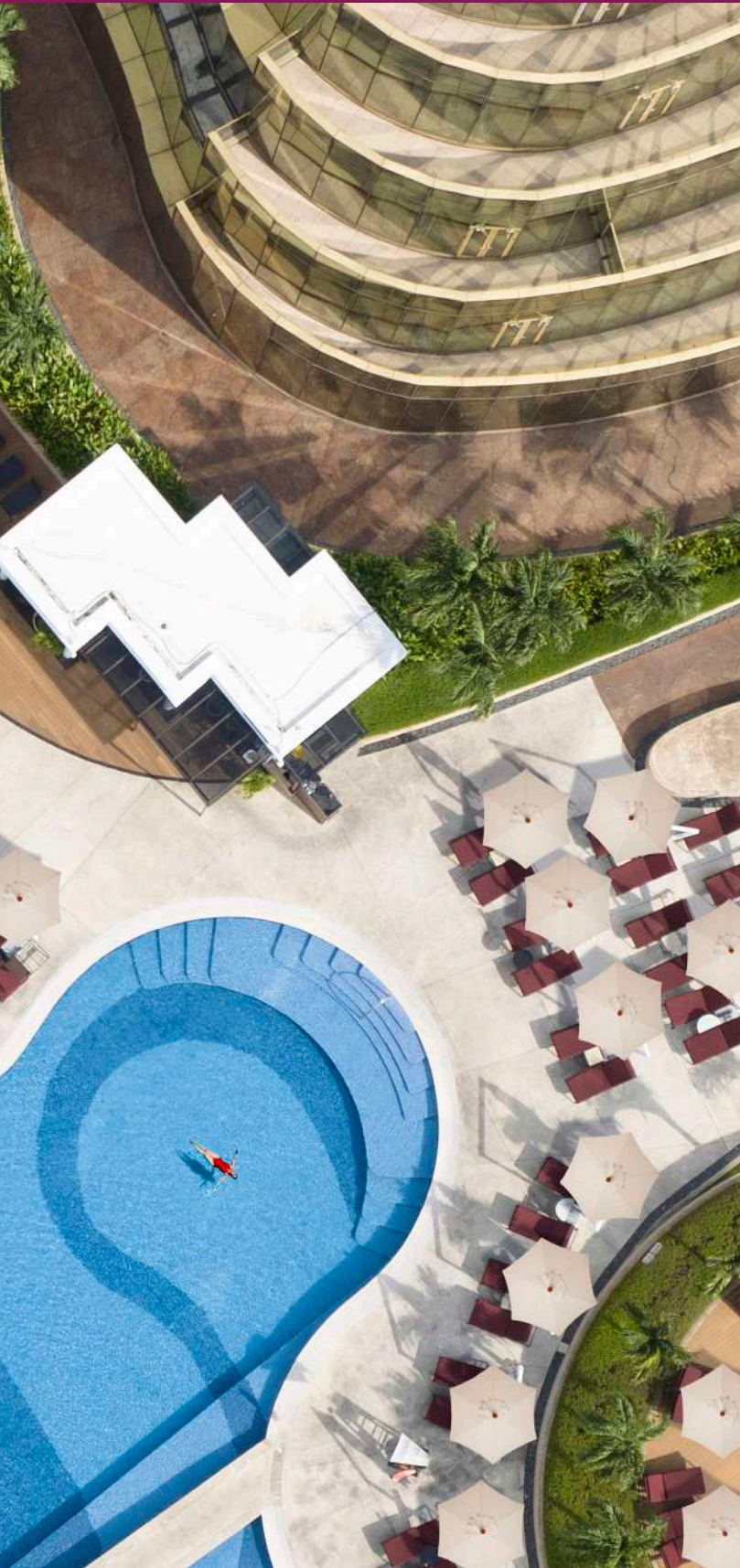


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# About the 2025 ESG Report



This 2025 Environmental, Social, and Governance (ESG) Report outlines how we, at Okada Manila, advance responsible hospitality through Okada Green Heart, our sustainability and social impact program. In these pages, we detail the initiatives, partnerships, and measurable outcomes achieved across the six Okada Green Heart pillars: Waste Management, Energy Efficiency, Water Conservation, Talent and Community, Safety, Security, and Welfare, and Responsible Gaming. Together, these efforts reflect how we integrate sustainability into our daily operations and long-term decision-making.

This report covers our key developments and performance throughout 2025, combining quantitative results with meaningful milestones that demonstrate progress, accountability, and continuous improvement. It also highlights the communities and stakeholders we support and outlines our priorities and commitments for 2026. Through this report, we reaffirm our commitment to delivering meaningful experiences while creating lasting positive impact for the environment, our people, and the communities we serve.



## A Message from the President and COO

### NOBUKI SATO

In 2025, Okada Manila continued to advance its commitment to responsible and sustainable growth through the Okada Green Heart program. Across the organization, we strengthened the integration of environmental, social, and governance principles into our operations, guided by the belief that long-term success must be built on discipline, integrity, and stewardship of the resources entrusted to us.

Throughout the year, we pursued steady progress across our sustainability priorities. Initiatives to improve resource efficiency, reduce waste, strengthen safety preparedness, and support the wellbeing of our team members were carried out with care and consistency. These efforts reflect our conviction that responsible hospitality must create lasting value not only for our guests, but also for the communities and environments that sustain our operations.

An important extension of this commitment is the work of the Okada Foundation, Inc., guided by the philosophy of “Service with Heart.”

In 2025, the Foundation supported initiatives across healthcare, education, culture, and community development—including the donation of advanced medical equipment to public hospitals through the Department of Health and support for young Filipino musicians through the National Music Competitions for Young Artists (NAMCYA) and the Young Musicians Development Organization (YMDO).

During the year, Okada Manila was honored to receive several recognitions, including the Forbes Travel Guide VERIFIED Responsible Hospitality Badge and the largest integrated resort in the Philippines to receive the Forbes 5-Star distinction for the seventh consecutive year. Inside the resort, we also recognize The Retreat Spa for receiving its Forbes 5-Star award for the fourth consecutive year, as well as Ginza Nagaoka for being a Michelin-Selected Restaurant this 2025. We accept these recognitions with gratitude and humility, viewing them as encouragement to further strengthen our efforts.

Sustainability is not achieved through a single initiative or milestone. Rather, it is the result of continuous improvement, thoughtful decision-making, and a long-term perspective that places responsibility at the center of growth. Guided by these principles, we will continue working to ensure that Okada Manila contributes positively to society while delivering meaningful experiences for our guests.

On behalf of our leadership team and team members, I extend my sincere appreciation to our partners and stakeholders for their continued trust and support.

#### **Nobuki Sato**

President and Chief Operating Officer  
Okada Manila

The background is a solid pink color with a repeating pattern of stylized leaves and branches in a lighter shade of pink. The leaves are elongated and pointed, with visible veins. The branches are thin and curved, creating a delicate, organic texture across the entire page.

# WELCOME TO OKADA MANILA

# Welcome to Okada Manila

Okada Manila, the Philippines' premier integrated resort, spans 30 hectares in the heart of Entertainment City and continues to redefine hospitality, gaming, and entertainment with its world-class offerings. Recognized for the seventh consecutive year with the prestigious Forbes 5-Star Award, Okada Manila is the true fusion of Japanese excellence—marked by precision, innovation, and attention to detail—and the heartfelt warmth of Filipino hospitality.

This signature blend creates a guest experience that is both refined and deeply welcoming, solidifying our status as an iconic destination in the region. Beyond delivering unforgettable leisure and entertainment, we are also steadfast in our commitment to environmental sustainability and community engagement through our comprehensive Okada Green Heart program, which has earned Forbes Travel Guide's VERIFIED Responsible Hospitality Badge.

As a leader in innovation and premium service, we remain dedicated to creating meaningful moments while embracing sustainable practices and social responsibility.





## Our Vision, Mission, and Values

### **Vision**

To enrich people's lives by creating meaningful moments and experiences and by being the innovative leader in gaming, leisure, and entertainment.

### **Mission**

Working as one with the community and our stakeholders, we share value and sincere service that sustain meaningful experiences.

### **Promise**

To deliver great stories and genuine premium experiences that will make any guest feel deeply valued and deservedly celebrated, as only **Japanese excellence** and **Filipino hospitality** can provide.

These ideals guide how we create value for our guests, team members, and communities, ensuring that Okada Manila continues to lead with innovation, sincere service, and experiences that leave a lasting impact.



# OUR ESG COMMITMENT THE OKADA GREEN HEART

# Our ESG Commitment: The Okada Green Heart

Sustainability at Okada Manila is guided by three core principles: circularity, climate action, and resource stewardship. We advance circularity by reducing waste at source, extending material life cycles, and transforming consumption into shared value. Through climate action, we lower emissions, support cleaner mobility, and promote energy-conscious operations across the resort. Our commitment to resource stewardship ensures that water, energy, and natural ecosystems are managed responsibly, balancing operational excellence with long-term environmental resilience.

Okada Green Heart (OGH) reflects how we translate responsibility into practice, embedding sustainable choices into daily operations while supporting communities and protecting the environment. This commitment continues to shape a future where hospitality excellence goes hand in hand with long-term stewardship.

## Waste Management

Waste Management at Okada Manila focuses on reducing waste at source, extending the life of materials, and creating positive impact through responsible recovery and reuse.



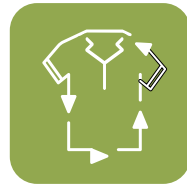
### Food Rescue Project

Through our partnership with Scholars of Sustenance (SOS) Philippines, surplus food is redirected into nourishment, helping reduce food waste, lower carbon emissions, and support communities across Metro Manila and beyond.



### Sustainable Retail

At The Gift Boutique, the OGH corner brings sustainability into the guest experience by featuring responsibly made products that encourage conscious consumption.



### Textile Reuse

Retired uniforms are given a second life through donations to partner organizations, turning excess textiles into livelihood opportunities and practical items for communities in need.



### Water Stewardship

We rethink how water is served across the resort by bottling high-quality filtered water on site through its Nordaq partnership, significantly cutting plastic use and transport-related emissions.



### Sustainable Packaging

Through our partnership with SECAED Global Enterprise and EcoNest, we transitioned to sugar cane-based bagasse food containers across key operations.



### Material Circularity

Spa operations minimize waste through the repurposing of unserved fruits into snacks and beverages, and the upcycling of retired linens into functional spa accessories.



### Sanitation Code Compliance

Strict adherence to hygiene and food safety standards earned an Excellent rating (95%) in the City Health Office Audit, reflecting consistent compliance with the Sanitation Code of Parañaque.

# Energy Efficiency

Energy Efficiency at Okada Manila focuses on reducing energy use, supporting cleaner alternatives, and lowering environmental impact across the resort.



## Climate Action

Through Earth Hour and Earth Action Day, we mobilize guests and team members to reduce energy use, adopt smarter systems, and make everyday choices that support a more energy-efficient and climate-conscious resort.



## Plant-based Commitment

Plant-forward menus across our dining destinations highlight collaborations with local farmers and the Lever Foundation, making sustainable dining an accessible and everyday choice for guests.



## Electric Mobility

By installing Entertainment City's first EV charging station, we support cleaner transportation and encourage the shift toward low-emission travel as part of our Okada Green Heart commitment.

# Talent and Community

At Okada Manila, we support our people and the communities we serve through programs that focus on health, learning, and meaningful engagement.



## Internship and Learning

We support early career development through our Internship Program and the Balik Baterya initiative, working with schools and partner organizations to provide hands-on training, scholarships, and learning resources for students.



## Health and Wellness

Health and well-being are supported through initiatives such as Global Wellness Day, flu vaccination and blood donation drives, mental health programs, and hygiene campaigns like Global Handwashing Day.



## Community Support

Through donation drives, environmental activities, and partnerships with groups such as Asilo de San Vicente de Paul, Tahanang Walang Hagdan, Make-A-Wish Foundation, and House of Treasures, we extend support to families, children, and underserved communities.



## Team Growth and Engagement

We encourage active participation and growth among team members through initiatives such as the Financial Wellness Caravan, tree planting activities at La Mesa Watershed and with TUPAI, and sustainability efforts recognized by DENR-NCR's Amazing Trees program.

# Safety, Security, and Welfare

Safety, Security, and Welfare at Okada Manila ensure readiness, safe operations, and the well-being of guests and team members.



## Emergency Preparedness

Through regular drills, specialized training, and recognition such as its three-time National Fire Brigade Championship and hosting of the National Simultaneous Earthquake Drill, we strengthen readiness for emergency situations.



## Life-Saving Skills

Hands-on initiatives such as National CPR Day and the SSD First Aid Challenge equip team members with practical skills to respond quickly and effectively during medical emergencies.

# Water Conservation

Our water conservation efforts focus on responsible water use and maintaining zero wastewater discharge across the resort.



## On-Site Water Bottling

Single-use plastic bottles are replaced with filtered water produced on site through the Nordaq system, served in reusable glass bottles and reducing plastic waste by up to two million bottles each year.



## Greywater Recycling

Ultrafiltration systems allow wastewater to be reused for irrigation and cooling, supporting efficient water use while maintaining zero wastewater discharge into Manila Bay.



## Green Linen Program

Guests are encouraged to reuse towels and linens, helping reduce water and energy consumption without compromising comfort.



## Waterless Car Wash

A waterless car wash option significantly cuts water use for guest and company vehicles while maintaining high cleaning standards.



## Efficient Laundry Operations

Laundry machines operate at optimal capacity to maximize water and energy efficiency across resort operations.



## Efficient Wellness

At The Retreat Spa, damp-towel and hydro-efficient treatment protocols reduce water use, while all guest drinking water is served through the Nordaq system in reusable glass bottles.

# Responsible Gaming

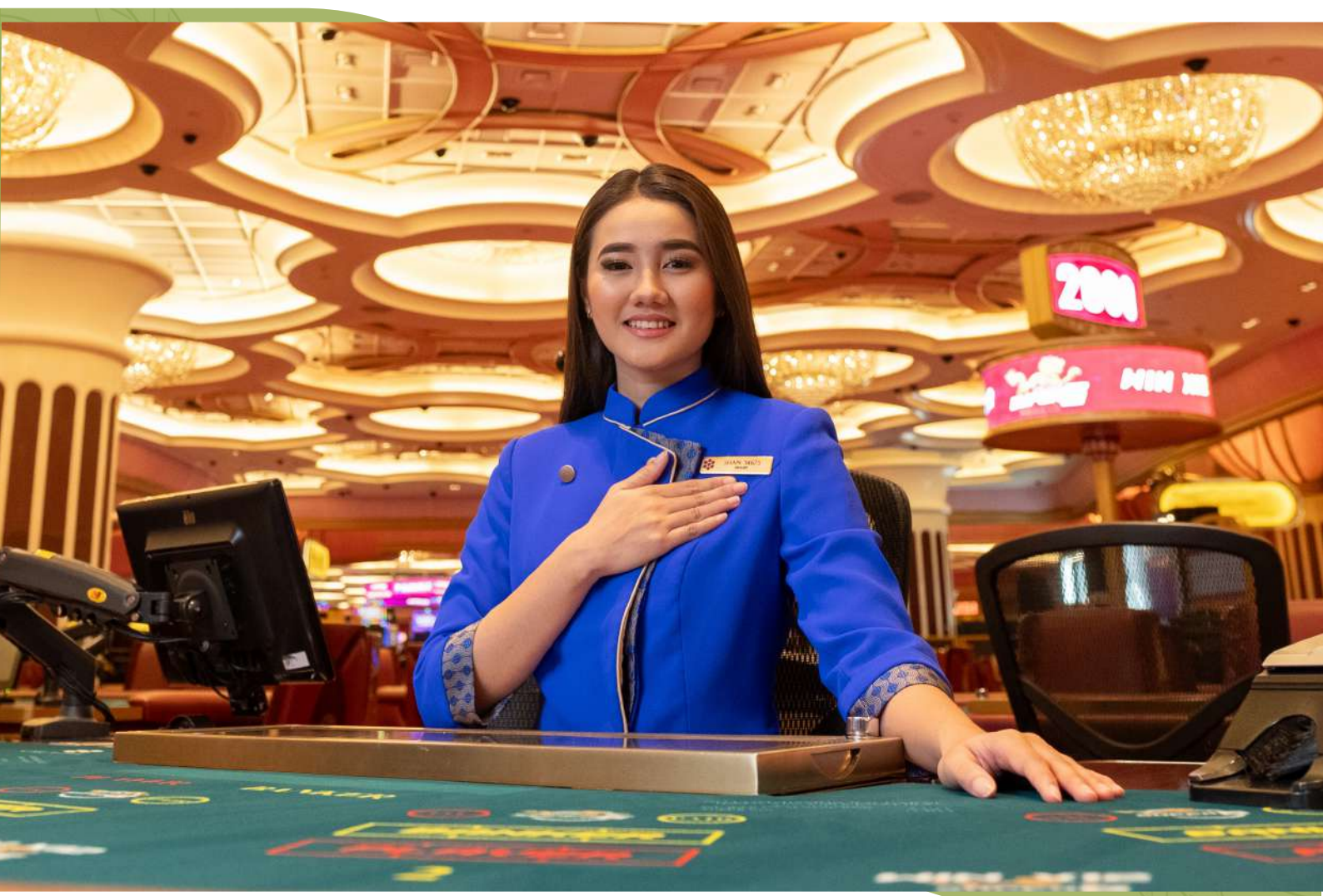
Responsible Gaming at Okada Manila promotes safe, fair, and informed play through team member training, clear safeguards, and support for guest well-being.



## Responsible Gaming Training

Responsible gaming awareness is strengthened through the launch of a digital RG training module via Jotform, making training more accessible for team members across devices and reinforcing consistent, responsible gaming practices across operations.

Guided by the six pillars of Okada Green Heart, we continue to embed sustainability, innovation, and community care into how the resort operates and grows, shaping a more responsible future together.





**2025**

**HIGHLIGHTS AND  
ACHIEVEMENTS**

# Waste Management

Responsible waste management remains a central priority under the Okada Green Heart program, where Okada Manila continuously works to reduce environmental impact while creating meaningful value for communities. As one of the country's largest integrated resorts, the property generates significant operational activity across its dining, hospitality, and events spaces. Managing resources responsibly therefore requires a combination of thoughtful operational practices, strategic partnerships, and community-driven initiatives that reduce waste while extending the life of materials.

Throughout 2025, Okada Manila strengthened its efforts across several fronts—from reducing single-use plastics and adopting sustainable packaging to redistributing surplus food and repurposing retired textiles. These initiatives demonstrate how waste management at Okada Manila goes beyond disposal reduction, focusing instead on circular solutions that support communities, conserve resources, and advance the sustainability goals of the Okada Green Heart program.



## Strengthening Sustainable Water Stewardship

January 2025

At the start of the year, Okada Manila expanded its commitment to reducing plastic waste through its partnership with Nordaq, a Swedish company specializing in advanced water filtration technology. Through the Nordaq system, high-quality filtered water is bottled directly on property and served in reusable glass bottles across the resort's dining outlets.

The initiative allows Okada Manila to produce up to 1,000 bottles of water per hour, significantly reducing reliance on single-use plastic bottles while maintaining premium water quality for guests. By transitioning to this on-site bottling system, the resort prevents an estimated 2 million plastic bottles from entering the waste stream each year, while also lowering transportation-related emissions associated with traditional bottled water distribution.



## Expanding the Food Rescue Program

May 2025

In May 2025, Okada Manila continued to strengthen its collaboration with Scholars of Sustenance (SOS) Philippines, integrating food rescue procedures into selected buffet and banquet operations. Through structured collection and redistribution systems, surplus food that meets strict safety and quality standards is recovered, repacked, and delivered to communities experiencing food insecurity.

Through this partnership, the program provided 11,873 meals to underserved communities, supporting 12 communities across Metro Manila and nearby areas while helping prevent 7,152 kilograms of carbon dioxide emissions associated with food waste disposal.



## Driving Industry Collaboration for Responsible Food Management

May 28, 2025

Okada Manila also contributed to broader industry dialogue on sustainable food management by participating in the SOS Zero Summit 2025, held at the Gimenez Gallery in Quezon City. The summit brought together organizations from the hospitality, food service, and sustainability sectors to exchange best practices on reducing food waste and strengthening responsible redistribution systems.

Representing Okada Manila, Food and Beverage Operations Senior Manager Sheryl Joven joined the panel discussion titled “Surplus Food as a Force for Social and Environmental Good,” sharing insights on how hospitality establishments can integrate food rescue programs into daily operations while maintaining high standards of food safety and service quality.



## Achieving Excellence in Sanitation and Operational Standards

June 18–19, 2025

Okada Manila reinforced its commitment to operational excellence and responsible food management by successfully completing the Cycle 1 City Health Office Audit conducted by the Parañaque City Health Office. The assessment evaluated several operational areas—including food and beverage services, hotel operations, retail, supply chain management, and human resources.

Following the audit, Okada Manila achieved an overall rating of 95 percent (Excellent) in compliance with the Sanitation Code of Parañaque, reflecting the resort’s dedication to maintaining the highest standards of hygiene, safety, and responsible operational practices.



### **Turning Surplus Food into Community Nourishment**

October 16, 2025

Okada Manila marked World Food Day with a hands-on community initiative alongside Scholars of Sustenance Philippines at the Food Rescue Kitchen at Better World Diliman in UP Village. Team members volunteered their time to help prepare, pack, and distribute meals made from rescued ingredients, ensuring that surplus food could provide nourishment to communities in need.

During the activity, volunteers prepared and distributed 500 nutritious meals to partner beneficiaries including BJMP Valenzuela, Hospicio de San Jose, Project PEARLS Tondo, and San Miguel Foundation's Better World Tondo.

Across the broader Okada Food Rescue Program for the year, the initiative successfully recovered more than 2,000 kilograms of surplus food, redistributed over 11,873 meals, and reduced approximately 7,152 kilograms of CO<sub>2</sub> emissions.



### **Textile Reuse Through Wardrobe Donations**

September 13, 2025

As part of its circular economy initiatives, Okada Manila extended the life cycle of retired uniforms through donations to organizations that transform discarded textiles into new livelihood opportunities. In September, the resort donated surplus uniforms to She Works, Inc., a social enterprise that empowers women survivors of exploitation through sustainable fashion and upcycling initiatives.

Through this program, discarded textiles are repurposed into handcrafted products such as bags, accessories, and home items. The initiative not only reduces textile waste but also helps create dignified employment opportunities for the women supported by the organization.



## Shifting to Renewable Packaging Alternatives

October 2025

In support of responsible consumption and production practices, Okada Manila introduced sustainable food packaging through its partnership with SECAED Global Enterprise and EcoNest. The initiative replaced conventional plastic food containers with bagasse-based containers made from sugarcane fibers, a renewable and compostable material.

In 2025 alone, Okada Manila deployed 351 cases or 105,300 pieces of sugarcane containers, diverting approximately 505 kilograms of plastic waste from landfills while saving 131 gallons of water compared with traditional packaging production methods.



## Bringing Sustainable Livelihoods into the Holiday Experience

November 18, 2025 – January 4, 2026

Toward the end of the year, Okada Manila brought sustainability directly into the guest experience through the Sustainability Corner by Okada Green Heart, featured during the resort's Christmas Carnival celebration. The initiative provided a platform for social enterprises and community-based organizations to showcase responsibly made products rooted in ethical sourcing, cultural

heritage, and environmental care.

Partners such as Katutubo't Lokal and Maginhawa Eco Store were given complimentary booths, allowing artisans, farmers, and small community enterprises to reach wider audiences while sharing the stories behind their products. Through the Sustainability Corner, Okada Manila transformed holiday shopping into an opportunity for guests to support sustainable livelihoods and responsible consumption.



## Transforming Materials Through Circular Spa Practices

2024 to present

Okada Manila strengthened waste reduction efforts within spa operations by repurposing excess and retired materials into practical uses. Unserved fresh fruits were dehydrated and reused as healthy snacks and infused beverages, minimizing food waste while adding value to guest offerings. In parallel, retired linens were converted into foot mitts and other spa accessories, extending the

usability of materials that would otherwise be discarded. These practices support a more circular approach to resource management by reducing waste and maximizing material use within daily operations.

Through these initiatives, Okada Manila continues to strengthen its waste management strategy by reducing material waste, encouraging circular practices, and supporting communities through meaningful partnerships—demonstrating how responsible operations can generate lasting environmental and social impact under the Okada Green Heart program.

# Energy Efficiency

Energy efficiency is a key focus of Okada Manila's environmental strategy under the Okada Green Heart program. As a large integrated resort operating around the clock, the property continuously works to reduce energy consumption while maintaining the comfort, safety, and premium experience expected by its guests. Through operational improvements, responsible resource management, and guest-facing initiatives, Okada Manila integrates energy-conscious practices across its facilities, infrastructure, and daily operations.

Throughout 2025, the resort strengthened its energy efficiency efforts through initiatives that encouraged collective action, supported cleaner transportation, and promoted sustainable dining choices. From large-scale environmental campaigns to infrastructure investments and plant-forward culinary innovations, these efforts demonstrate how Okada Manila advances climate-conscious operations while engaging guests and team members in meaningful environmental action.



## Uniting Guests and Team Members for Earth Hour Action

March 22, 2025

Okada Manila joined the global observance of Earth Hour, reinforcing its commitment to energy conservation and climate awareness. From 8:30 PM to 9:30 PM, the resort dimmed or switched off selected lighting across key areas of the property to reduce electricity consumption and encourage collective environmental responsibility.

During the observance, the Okada Manila façade and The Fountain lights were switched off, while lighting across lobbies, spas, and other guest amenities was dimmed. Complementing these operational actions, several guest-centered activities were organized across the resort.

At PLAY Kids' Club, storytelling and a scavenger hunt introduced younger guests to environmental awareness, while Medley Buffet featured a special vegan station that highlighted sustainable dining options. Guests on the casino floor were also invited to participate through the resort's Earth Hour activities.

Through its participation, Okada Manila demonstrated how even small collective actions can contribute to a broader global effort to reduce energy consumption and raise awareness about climate responsibility.



## Turning Everyday Operations into Climate Action

April 22, 2025

Okada Manila marked Earth Action Day 2025 by highlighting the everyday practices that support energy efficiency across the resort's operations. Anchored on the theme "Our Power, Our Planet," the initiative emphasized how responsible energy use contributes to a more sustainable future.

Across the property, Okada Manila continues to maximize energy efficiency through smart lighting, heating, and cooling systems, while working toward 100 percent LED lighting usage throughout the resort. Operational practices such as turning off lights and air conditioning in unused areas and consolidating deliveries help reduce electricity consumption and emissions.

Technology also plays an important role in improving efficiency. Systems such as DigiValet and optimized air circulation technologies enhance comfort for guests and team members while minimizing energy demand. These ongoing improvements reflect Okada Manila's broader commitment to integrating sustainability into everyday resort operations.



## Powering the Shift to Electric Mobility

April 2025

In support of cleaner transportation options, Okada Manila introduced Entertainment City's first electric vehicle (EV) charging station, providing guests and visitors with access to sustainable mobility infrastructure. The station is available through valet service, allowing EV owners to conveniently charge their vehicles while visiting the resort.

Complimentary charging is offered to Supreme, Maharlika, and Okada Club Reward Circle members, while other guests may access the service through a standard charging fee. The installation of the EV charging station forms part of Okada Manila's broader efforts to reduce emissions associated with transportation while supporting the growing adoption of electric vehicles in Metro Manila.

By investing in this infrastructure, Okada Manila continues to expand the role of sustainable mobility within the integrated resort environment.



## Advancing Plant-Based Dining

September 2025

Okada Manila also strengthened its sustainability efforts through culinary initiatives that promote more environmentally responsible dining choices. In partnership with the Lever Foundation, the resort expanded its plant-based menu offerings across several dining outlets, introducing dishes that highlight vegetables, grains, and plant-based ingredients sourced in collaboration with local farmers.

Restaurants such as Enbu, Kiapo, and Kappou Yoshi introduced plant-forward menu items that offer guests flavorful alternatives while supporting more sustainable food systems. By encouraging plant-based dining, the initiative helps reduce the environmental impact associated with traditional food production while broadening the diversity of culinary experiences available across the resort.

Through these offerings, Okada Manila demonstrates how dining innovation can support environmental goals while maintaining the quality and creativity that define the resort's culinary program.

Through these initiatives, Okada Manila continues to advance energy efficiency across its operations—reducing environmental impact while encouraging guests, team members, and partners to participate in building a more sustainable future under the Okada Green Heart program.

## Talent and Community

At Okada Manila, sustainability extends beyond environmental stewardship to include meaningful investments in people and communities. Through the Talent and Community pillar of the Okada Green Heart program, the resort fosters initiatives that support employee wellbeing, promote education and skills development, and extend meaningful assistance to communities in need.

Throughout 2025, Okada Manila implemented a wide range of programs designed to create lasting social value—from employee wellness and workplace initiatives to environmental volunteerism and community outreach. By engaging team members, partners, and local organizations, these initiatives reinforce the belief that sustainable progress is achieved when businesses grow alongside the communities they serve.



## Championing Employee Wellbeing Through Okada GLOW

June 14, 2025

In celebration of Global Wellness Day 2025, Okada Manila joined the global #ReconnectMagenta movement, highlighting the importance of holistic wellbeing for its workforce. The observance introduced Okada GLOW (Guide to Life Optimization and Wellness)—a new initiative designed to support team members' mental, physical, and emotional wellbeing.

Through accessible and engaging activities such as wellness video reels, yoga sessions, sports activities, healthy eating initiatives, and motivational talks, Okada GLOW provides practical guidance that encourages employees to cultivate healthier lifestyles both inside and outside the workplace. The initiative reflects Okada Manila's commitment to creating a balanced and supportive environment where team members can thrive.



### **Safeguarding Employee Wellbeing Through Flu Vaccination**

June 23–27, 2025

To promote preventive healthcare and workplace resilience, Okada Manila launched its 2025 Flu Vaccination Program in partnership with Affinity Vaccines. Conducted from June 23 to 27, 2025, the company-wide initiative provided convenient access to flu vaccinations for employees, their families, and contractors.

The program successfully vaccinated 2,900 team members and contractors, offering protection against four influenza strains. By making preventive healthcare more accessible within the workplace, Okada Manila continues to strengthen a culture of wellbeing and proactive health management across the organization.



### **Extending Lifesaving Support to the Community**

July 8–9, 2025

In partnership with the Philippine Blood Center, Okada Manila's Human Resources team organized a Blood Donation Drive exclusively for team members on July 8 and 9, 2025. The initiative encouraged employees to contribute to the nation's blood supply while supporting fellow team members and dependents who may require life-saving transfusions.

Through the collective generosity of donors, the drive resulted in the collection of 123 blood bags, providing critical support to hospitals and patients in need of emergency care, surgeries, and medical treatments. The program highlights how acts of compassion within the workplace can create meaningful impact beyond the resort.



### **Growing a Greener Future at La Mesa Watershed**

June 27, 2025

Okada Manila strengthened its environmental stewardship efforts through a large-scale tree planting activity at the La Mesa Watershed, conducted in partnership with the Department of Environment and Natural Resources – National Capital Region (DENR-NCR) under the National Greening Program.

The activity brought together 110 Okada Manila employee volunteers, who planted 200 seedlings in support of long-term reforestation efforts in one of Metro Manila's most vital ecological reserves. The initiative contributes to the restoration of 1–2 hectares of forestland, with a long-term goal of planting 500 indigenous trees within the watershed area.

Beyond environmental restoration, the activity strengthened team engagement and reinforced Okada Manila's commitment to climate resilience, biodiversity protection, and sustainable water resources.



### **Supporting Education Through the Motolite Balik Baterya Program**

July 31, 2025

Through the Motolite Balik Baterya Program in partnership with the Philippine Business for Social Progress (PBSP), Okada Manila's Facility Management team transformed responsible waste management into meaningful educational support for local communities.

On July 31, 2025, the initiative provided upcycled classroom chairs and school supply kits to Grade 5 and Grade 6 students of Tambo Elementary School – Unit 1 in Parañaque City. The project is funded through proceeds generated from the recycling of used batteries, ensuring that hazardous waste is responsibly processed while creating tangible benefits for education.

Since the partnership began, 33,000 kilograms of used batteries have been responsibly collected and recycled, generating PHP 1,034,880 in total buy-back proceeds and contributing PHP 532,000 in donations to PBSP-supported initiatives.



### **Redirecting Lost and Found Items to Those in Need**

June 25, August 6, and December 6, 2025

Okada Manila's Security and Safety Division (SSD) led a meaningful donation initiative that transformed unclaimed Lost and Found items into resources for communities in need.

The program began on June 25, 2025, with the donation of 40 boxes of items to Asilo de San Vicente de Paul, an orphanage located along UN Avenue in Manila. It was followed by a second donation on August 6, 2025, benefiting Tahanang Walang Hagdan in Cainta, Rizal, where 70 boxes and 27 luggage pieces filled with clothing, footwear, toys, and other usable items were distributed.

Later in the year, on December 6, 2025, the initiative extended support to the Aeta community in Sitio Malasa, Bamban, Tarlac, where 62 boxes of donated items helped approximately 1,000 families. These efforts demonstrate how operational practices within the resort can be transformed into opportunities for meaningful social impact.



### **Taking Collective Action for Coastal Protection**

September 19, 2025

In partnership with the Parañaque City Government, Okada Manila organized a Coastal Cleanup Drive at the Okada Boardwalk Seaside as part of the global International Coastal Cleanup movement.

Held on September 19, 2025, the initiative mobilized 358 volunteers, who worked together for three hours to remove marine debris and restore the shoreline. The

collective effort resulted in the removal of 4.49 metric tons of waste, helping protect marine ecosystems and promote cleaner coastal environments.

The initiative also strengthened collaboration between Okada Manila, local government units, and partner organizations, reinforcing the shared responsibility of protecting coastal ecosystems.



### **Strengthening Workplace Mental Health and Wellbeing**

October 2025

In support of Mental Health Awareness Month, Okada Manila organized a series of activities designed to foster psychological safety and strengthen workplace wellbeing.

Programs included the Light Up Blue campaign in partnership with the Philippine Mental Health

Association, a Health Talk on Psychological Safety with Dr. Francine Rose Bofill, a candle-making workshop with The Retreat Spa, and the Kindness Tree initiative, which encouraged team members to share messages of encouragement and gratitude.

Aligned with the global theme “Access to Services – Mental Health in Catastrophes and Emergencies,” these activities helped cultivate a culture of empathy, mindfulness, and support within the workplace.



### **Promoting Workplace Hygiene Through Handwashing Awareness**

October 15, 2025

On Global Handwashing Day, Okada Manila reinforced its commitment to hygiene and workplace health through a special awareness program organized by the Food and Beverage Division.

The event featured a workplace hygiene seminar, hand-swabbing demonstrations, and interactive

activities designed to highlight the importance of proper hand hygiene in maintaining a safe and healthy environment for both guests and team members. By promoting sanitation awareness, the initiative supports the resort’s broader commitment to health, safety, and responsible hospitality operations.



## Strengthening Reforestation Efforts in the Marikina Watershed

October 16, 2025

Okada Manila advanced its environmental and community initiatives through a tree planting activity at the Marikina Watershed in Antipolo, Rizal, in partnership with the Philippine Business for Social Progress and Tayabasang Umuusad na Pangkatutubong Asosasyon Inc. (TUPAI). The initiative focused on restoring forest cover while supporting indigenous communities who play a vital role in sustaining these environments.

A total of 625 native and fruit-bearing seedlings were planted during the activity, contributing to long-term reforestation and watershed protection efforts. The involvement of the Dumagat community ensures that these seedlings will be nurtured and maintained, creating both environmental and livelihood benefits over time.

Beyond the immediate impact, the initiative reinforces Okada Manila's commitment to climate resilience, community empowerment, and the preservation of natural ecosystems through collaborative, ground-level action.



## Creating Meaningful Experiences for Children Through Okada Kids' Club

November 15 and December 3, 2025

Okada Manila continued to extend its hospitality to children and families through meaningful partnerships at the Okada Kids' Club.

On November 15, 2025, the resort hosted a wish-granting celebration for Make-A-Wish Philippines, welcoming 10 wish children and their families for a special day of joy and memorable experiences. This was followed by a holiday celebration on December 3, 2025, with the House of Treasures community, bringing together children from Agape and New Faith Orphanage for a festive gathering filled with games, performances, and shared moments of joy. These events highlight how the resort's spaces can be transformed into platforms for uplifting experiences for children facing health and social challenges.

Through these initiatives, Okada Manila continues to strengthen its commitment to people-centered sustainability—supporting employee wellbeing, empowering future leaders, and building stronger, more resilient communities through the Okada Green Heart program.

## Safety, Security, and Welfare

Ensuring the safety and wellbeing of guests, team members, and partners is a fundamental responsibility at Okada Manila. Through the Safety, Security, and Welfare pillar of the Okada Green Heart program, the resort continuously strengthens its preparedness, emergency response capabilities, and workplace safety culture.

Operating as one of the Philippines' largest integrated resorts requires robust systems that prioritize safety while maintaining seamless guest experiences. Throughout 2025, Okada Manila advanced these efforts through training programs, emergency preparedness initiatives, and industry-leading safety performance—reinforcing its commitment to creating a secure and resilient environment for all.



### Building Emergency Response Readiness Across the Workforce

July 17, 2025

Okada Manila actively participated in National Cardiopulmonary Resuscitation (CPR) Day on July 17, 2025, in alignment with Presidential Proclamation No. 511, which promotes nationwide awareness and training in life-saving emergency response.



A specialized training session facilitated by Dr. Joseph Raymond Cuaresma of Flexicare equipped team members with essential skills in Cardiopulmonary Resuscitation (CPR) and the proper use of Automated External Defibrillators (AEDs). Through hands-on instruction and practical demonstrations, participants gained the knowledge and confidence needed to respond effectively during medical emergencies.

By strengthening emergency response readiness across its workforce, Okada Manila reinforces a culture where safety preparedness and rapid response are integral to daily operations.



### **Leading National Standards in Fire Safety Preparedness**

April 2025

Okada Manila's commitment to operational safety was further recognized when its Fire Brigade team earned the title of National Champion for the third consecutive year at the National Fire Brigade Competition, organized by the Bureau of Fire Protection (BFP).

The competition brought together top emergency response teams from across the country, testing participants on fire suppression techniques, rescue operations, and emergency preparedness drills. Okada Manila's victory reflects the high level of training, coordination, and discipline maintained by its Safety and Security Division, which plays a critical role in safeguarding the resort's large-scale operations.

This achievement underscores the resort's dedication to maintaining world-class safety standards and continuous professional development among its emergency response teams.



### **Mobilizing the Workforce for Earthquake Preparedness**

2025 Nationwide Exercises

Okada Manila also actively participated in the National Simultaneous Earthquake Drill (NSED) organized by the National Disaster Risk Reduction and Management Council (NDRRMC). These nationwide exercises are designed to strengthen disaster preparedness and ensure coordinated responses during seismic events.

During the drills, team members practiced essential safety procedures including "duck, cover, and hold" response protocols, evacuation procedures, and coordination with emergency response teams across the property. The exercises helped reinforce awareness of emergency procedures among employees while testing the effectiveness of Okada Manila's internal safety systems.

By regularly participating in national disaster preparedness initiatives, Okada Manila ensures that its workforce remains well-equipped to respond quickly and effectively in the event of emergencies.

Through these initiatives, Okada Manila continues to reinforce its commitment to safety, preparedness, and responsible operations—strengthening emergency response capabilities, promoting life-saving skills, and fostering a culture where the wellbeing of guests, team members, and the wider community remains a shared priority under the Okada Green Heart program.

# Water Conservation

Water is a vital resource for hospitality operations, from guest services and food preparation to facility management and landscaping. Recognizing the importance of responsible water use, Okada Manila integrates water efficiency measures across its operations as part of the Okada Green Heart sustainability program.

The resort's approach focuses on minimizing water consumption while ensuring that operational processes remain efficient, safe, and environmentally responsible. Through infrastructure investments, water-efficient technologies, and responsible facility management practices, Okada Manila continues to strengthen its stewardship of this critical resource.

Central to this approach is the implementation of systems that reduce potable water consumption while maximizing the reuse of treated water for non-potable purposes across the property.



## Operational Water Stewardship

Okada Manila incorporates several operational practices that support responsible water use throughout the resort's facilities and services.



## Graywater Recycling

Graywater recycling systems are utilized for irrigation and other non-potable applications across the property, reducing reliance on fresh water sources while supporting landscape maintenance.



## Water-Efficient Fixtures and Appliances

High-efficiency fixtures and appliances are installed across the property to minimize water wastage while maintaining comfort and functionality for guests and team members.



## Wastewater Treatment and Reuse

The resort's sewage treatment plant treats and recycles wastewater for use in cooling systems and irrigation. Through this process, Okada Manila achieves zero wastewater discharge to Manila Bay, reinforcing its commitment to environmental protection.



## Water-Saving Laundry Operations

The in-house laundry facility operates water-efficient wash programs that maximize load capacity and optimize the use of water, chemicals, and processing time, improving overall operational efficiency.



## Waterless Car Wash Services

Okada Manila also utilizes waterless car wash technology that employs high-lubricity sprays requiring little to no water, significantly reducing water consumption in vehicle cleaning operations.



## **Integrating Efficiency into Guest Wellness Experiences**

2024 to present

Okada Manila strengthened sustainable practices within The Retreat Spa by integrating water-efficient treatment protocols into daily operations. Techniques such as damp-towel applications were implemented to reduce water consumption while maintaining the quality and comfort of guest experiences. Complementing these efforts, all guest drinking water was transitioned to the Nordaq system, significantly reducing reliance on single-use plastics and lowering the environmental impact associated with water sourcing and distribution. Together, these initiatives demonstrate how operational efficiency and sustainability can be seamlessly embedded into wellness services.

Through these operational practices, Okada Manila continues to strengthen responsible water management across the property, supporting the sustainability objectives of the Okada Green Heart program.

## **Responsible Gaming**

Responsible gaming is central to Okada Manila's commitment to ethical operations and guest wellbeing. As one of the Philippines' leading integrated resorts, Okada Manila recognizes its responsibility to ensure that gaming remains a form of entertainment conducted in a safe, transparent, and controlled environment. Through the Responsible Gaming pillar of the Okada Green Heart program, the resort strengthens internal policies, employee training, and operational systems that promote awareness, prevention, and responsible conduct across all gaming activities.

Throughout 2025, Okada Manila continued to enhance its responsible gaming framework by improving access to training modules, strengthening reporting systems, and equipping team members with the knowledge needed to identify and address potential gaming-related risks. These initiatives reinforce a culture of accountability while ensuring compliance with regulatory standards and global best practices.



### **Strengthening Responsible Gaming Through Training**

July 2025

In July 2025, the Casino Regulatory Compliance team, in collaboration with the Human Resources Department, launched the Responsible Gaming (RG) Training Module via Jotform, providing employees with a more accessible digital platform for completing mandatory training requirements. The initiative was introduced to ensure uninterrupted delivery of responsible gaming education following the system disruptions caused by the

November 2023 IT outage, during which previous training modules were temporarily unavailable through the Okada Hub platform.

The online module allows employees to conveniently access the training through desktop and mobile devices, supporting broader participation across departments. The program includes a 30-minute training module composed of 22 instructional sections, followed by a 15-minute assessment quiz consisting of 10 questions, where participants must achieve a minimum passing score of 80 percent to complete the course and obtain a certification of completion.

Through this initiative, Okada Manila strengthened its commitment to ensuring that team members remain informed about responsible gaming practices, regulatory obligations, and appropriate response protocols when interacting with guests.



### **Modernizing Responsible Gaming Incident Reporting**

August 2025 Enhancement

To further strengthen compliance monitoring, Okada Manila enhanced its Responsible Gaming Incident Form (RGIF) system through the Therefore App, enabling a more efficient and secure digital process for documenting and reporting gaming-related incidents.

Originally launched in August 2024 with the support of the Information Technology team, the RGIF system

allows employees to submit incident reports electronically, improving response time, record accuracy, and data management across departments. The platform serves as a key operational tool that helps ensure potential concerns are promptly addressed while maintaining proper documentation in accordance with regulatory standards.

By integrating technology into its responsible gaming framework, Okada Manila strengthens oversight and reinforces its commitment to maintaining safe gaming environments.

Through these initiatives, Okada Manila continues to strengthen its commitment to responsible gaming—equipping team members with the knowledge and tools to promote safe play, reinforcing strong compliance practices, and ensuring that gaming remains a secure and well-regulated form of entertainment under the Okada Green Heart program.



# OUR IMPACT BY THE NUMBERS

# Our Impact, By the Numbers

In **2025**, we translate commitment into measurable action across environmental stewardship, community support, and operational excellence through the OGH program.

## ENVIRONMENTAL IMPACT



produced through Nordaq, eliminating up to 2 million plastic bottles annually



of used batteries responsibly recycled



of coastal waste removed by 358 volunteers



across 1–2 hectares at La Mesa Watershed



Introduced through our bagasse transition diverting 505 kilograms of plastic from landfills and saving 131 gallons of water

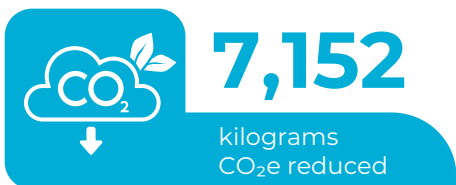
## FOOD RESCUE AND CLIMATE IMPACT



of surplus food rescued and donated

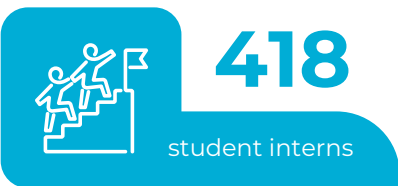


to communities in need

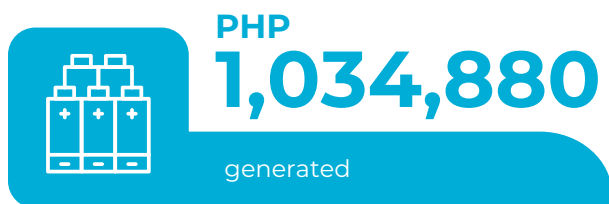


by preventing food waste from  
reaching landfills

## EDUCATION AND COMMUNITY INVESTMENT



trained across multiple departments,  
with 23 full-time team member hires in 2025



through battery buy-back proceeds



alongside 80 upcycled chairs and 90  
school supply kits distributed to partner schools

# HEALTH, SAFETY, AND PARTICIPATION



participated as Okada Manila became the first private institution to host the Q4 National Simultaneous Earthquake Drill



mobilized for La Mesa reforestation efforts



in the City Health Office Audit for compliance with the Sanitation Code of Parañaque



in the Marikina Watershed to support reforestation and community-led environmental stewardship



These figures reflect how we continue to turn everyday operations into measurable progress for the environment, our people, and the communities we serve.



# OUR PARTICIPATION IN GLOBAL SUSTAINABILITY INITIATIVES

# Our Participation In Global Sustainability Initiatives

Throughout 2025 and extending to the first quarter of 2026, Okada Manila has joined key global initiatives and events that encourage collective action on sustainability, health, and social responsibility, reinforcing its commitment to meaningful participation beyond its operations.



## Earth Hour 2025

March 22, 2025

Earth Hour 2025 brought the resort together for a shared moment of reflection on energy use and environmental responsibility. Lights were dimmed and switched off across key areas, while guests and team members took part in simple yet meaningful activities—from plant-based dining options to storytelling sessions for younger guests. The observance turned a single hour into a collective

experience, showing how small, intentional actions can add up to a greater impact. It reinforces the idea that sustainability is a shared effort, shaped by everyday choices both within and beyond the resort.



## Earth Action Day

April 22, 2025

Okada Manila marked Earth Action Day by highlighting how everyday operations can contribute to more sustainable outcomes. Across the resort, energy-efficient systems—from smart lighting to optimized cooling—continue to reduce overall consumption while maintaining guest comfort. Practical measures such as turning off unused equipment and streamlining deliveries further support efforts to

lower emissions, alongside investments like the introduction of an EV charging station. These actions reflect a broader commitment to responsible resource use, encouraging collective efforts toward a more sustainable future.



## World Hunger Day

May 28, 2025

Okada Manila continues to address food waste and hunger through its ongoing partnership with Scholars of Sustenance Philippines, turning surplus food into meaningful support for underserved communities. Over the past year, these efforts have helped serve 20,000 meals, reduce 12,000 kilograms of CO<sub>2</sub> emissions, and reach 12 communities across Metro Manila and beyond. The initiative

demonstrates how operational practices can be extended to create tangible social and environmental impact. It also contributes to a broader movement that encourages more responsible food use and collective action toward a future where resources are valued, and no one is left behind.



### **World Environment Day**

June 5, 2025

Plastic waste and its impact on the environment took focus during World Environment Day, highlighting the urgency of shifting toward more responsible consumption. Okada Manila aligned with this global call by advancing its efforts to phase out single-use plastic water bottles, preventing over 1.37 million PET bottles from entering landfills and oceans. Ongoing collaboration with PETValue Philippines further

supports large-scale recycling efforts that contribute to cleaner ecosystems and stronger climate action. These initiatives reflect a broader movement that encourages individuals and organizations alike to rethink everyday choices and take part in protecting the environment.



### **Global Wellness Day**

June 14, 2025

Global Wellness Day 2025 brought a renewed focus on everyday habits that support a healthier, more balanced life. Okada Manila marked the occasion by introducing Okada GLOW—Guide to Life Optimization and Wellness—alongside activities such as yoga sessions, wellness content, sports, and health-focused talks that made wellbeing more accessible to team members. These efforts opened

opportunities for individuals to reconnect with their physical, mental, and emotional health in practical ways. As part of a global initiative, the program reflects a growing recognition that wellbeing is a shared responsibility—one that extends across workplaces, communities, and daily life.



### **National Cardiopulmonary Resuscitation**

July 17, 2025

Building emergency readiness requires more than systems, it depends on people who are prepared to act when it matters most. During National CPR Day, Okada Manila took part in a nationwide effort to strengthen life-saving capabilities, with team members undergoing hands-on training in CPR and the use of automated external defibrillators (AEDs). The session, led by a certified medical

professional, reinforced practical skills that can make a critical difference in emergency situations. Efforts like these contribute to a broader culture of safety and shared responsibility, where preparedness becomes a collective standard across workplaces and communities.



### **International Housekeeping Week**

September 15, 2025

International Housekeeping Week placed well-deserved recognition on the housekeeping team, whose work quietly shapes the overall guest experience at Okada Manila. From maintaining cleanliness and order to ensuring comfort across every space, their role is essential in upholding the resort's standards each day. The observance also served as a reminder of the people behind daily operations—those

who contribute to a safe, welcoming environment through consistency, care, and teamwork. It underscores the importance of valuing essential roles that support both guest wellbeing and the integrity of hospitality operations.



### **International Coastal Cleanup Day**

September 20, 2025

Coastal environments took focus as collective efforts came together in support of International Coastal Cleanup Day 2025. Okada Manila led a cleanup drive along its Boardwalk, mobilizing volunteers to remove marine debris and help restore the shoreline. The initiative brought together partners and participants in a shared effort to protect coastal ecosystems while raising awareness on the impact of

waste on marine life. By taking an active role in this global movement, Okada Manila contributes to a wider call for environmental responsibility and collective action toward cleaner, more sustainable coastlines.



### **World Mental Health Day**

October 10, 2025

Mental Health Awareness Month brought attention to the importance of creating safe, supportive spaces where people can thrive. Okada Manila marked the occasion through a series of initiatives, including the Light Up Blue campaign with the Philippine Mental Health Association, a psychological safety talk, a candle-making workshop at The Retreat Spa, and the Kindness Tree,

encouraging team members to actively engage in conversations around mental health. These activities created opportunities for openness, reflection, and connection across the workplace. By taking part in the global movement, Okada Manila contributes to a wider effort to promote mental wellbeing and shared responsibility for care within organizations and communities.



### **Global Handwashing Day**

October 15, 2025

Clean habits took center stage during Global Handwashing Day, underscoring how simple actions can help protect both individuals and communities. Okada Manila led a series of workplace initiatives—from hygiene seminars to hand-swabbing activities—that brought attention to the importance of proper handwashing. The program encouraged team members to see everyday practices as

part of a larger effort to uphold health and safety standards. In doing so, it contributes to a broader push for shared responsibility in promoting public health and wellbeing.



### **World Food Day**

October 16, 2025

2025's World Food Day served as an opportunity to turn surplus into support, as efforts focused on reducing food waste and extending nourishment to communities in need. In partnership with Scholars of Sustenance Philippines (SOS), Okada Manila team members took part in the Food Rescue Kitchen at Better World Diliman, preparing, packing, and distributing 500 meals made from rescued ingredients.

The initiative reached beneficiaries including BJMP Valenzuela, Hospicio de San Jose, Project PEARLS Tondo, and San Miguel Foundation's Better World Tondo, ensuring both quality and impact in every meal served. By transforming excess into essential support, the effort contributes to a broader movement that addresses hunger and sustainability through collective, on-the-ground action.



### **4th Quarter Nationwide Simultaneous Earthquake Drill 2025**

November 6, 2025

Okada Manila hosted the 4th Quarter Nationwide Simultaneous Earthquake Drill (NSED) 2025 on November 6, marking World Tsunami Awareness Day and becoming the first private institution to take on this role. Working alongside the Office of Civil Defense – National Capital Region (OCD-NCR) and the Parañaque City Disaster Risk Reduction and Management Office (DRRMO), the resort served

as a key venue for the nationwide exercise. The initiative brought together multiple sectors in a coordinated effort to strengthen disaster preparedness and response. Through its participation, Okada Manila contributes to a broader push for collective readiness, reinforcing the importance of shared responsibility in safeguarding communities.



### **International Women's Day & National Women's Month**

March 8, 2026

In support of International Women's Day 2026, Okada Manila participated in the event organized by the Australian-New Zealand Chamber of Commerce (ANZCHAM) Philippines, joining the global call to advance gender equality and inclusive growth. Through this engagement, the resort contributed to conversations on leadership, opportunity, and the continued empowerment of women across

industries. By taking part in this global platform, Okada Manila aligns its efforts with a wider movement that promotes shared responsibility in building more inclusive communities. The initiative reflects its commitment to encouraging collective action on social responsibility beyond its own operations.



### **Earth Hour 2026**

March 28, 2026

Okada Manila marked Earth Hour 2026 by powering down key areas across the resort, joining millions worldwide in a shared call for environmental awareness and energy conservation. The observance extended across the property, where guests took part in plant-based dining, wellness sessions, and interactive activities that encouraged more mindful everyday choices. By turning a single hour into a

collective experience, Okada Manila helped highlight how individual actions can contribute to a broader global effort. This participation underscores its role in encouraging communities and guests alike to take part in building a more sustainable future.

Through these engagements, Okada Manila continues to take part in a wider global movement that advances sustainability, health, and social responsibility. Each initiative reflects a shared effort to turn awareness into action, reinforcing the role of collective participation in creating meaningful and lasting impact.



# OUR COMMUNITIES AND BENEFICIARIES



Behind every initiative under Okada Green Heart are the communities and individuals whose lives are directly touched by our work. Through partnerships with schools, social enterprises, environmental groups, and nonprofit organizations, we channel our resources and expertise toward programs that create meaningful opportunities and lasting support. Our communities and beneficiaries are not simply recipients of assistance—they are partners in building a more sustainable, inclusive, and resilient future.

We are proud to work alongside the following partners and beneficiaries who help bring our initiatives to life.

- Affinity Vaccines
- Aeta Community in Bamban, Tarlac
- Asilo de San Vicente de Paul
- Department of Environment and Natural Resources (DENR)
- EcoNest Philippines
- House of Treasures
- International Coastal Cleanup Philippines
- Katsa by Agatha
- Katutubo't Lokal
- Lever Foundation
- Maginhawa Eco-Store
- Make-A-Wish Foundation Philippines
- Office of Civil Defense –
- National Capital Region (OCD-NCR)
- Parañaque City Disaster Risk Reduction and Management Office (DRRMO)
- Philippine Amusement and Gaming Corporation (PAGCOR)
- Philippine Blood Center
- Philippine Business for Social Progress (PBSP)
- Philippine Mental Health Association, Inc.
- Scholars of Sustenance Philippines (SOSPH)
- SECAED Global Enterprise
- She W.O.R.K.S.
- Tahanang Walang Hagdanan, Inc.
- Tambo Elementary School – Unit 1
- Tayabasang Umuusad na Pangkatutubong Asosasyon Inc. (TUPAI)



# SUPPORTING COMMUNITIES THROUGH OKADA FOUNDATION, INC.

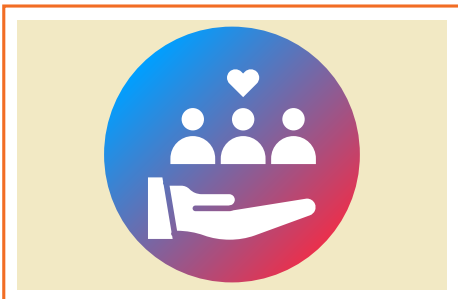
The Okada Foundation, Inc. is dedicated to empowering communities and fostering positive societal change through strategic initiatives that enhance infrastructure and education, promote the environment and healthcare, and preserve cultural heritage. By leveraging our hospitality service philosophy, "Service with Heart," we strive to deliver meaningful contributions to society, aligning with Okada Manila's brand values of excellence, integrity, and community engagement.

## Core Values



### Collaborate Partnerships

The Okada Foundation, Inc. maintains strong partnerships with local organizations, government agencies, and non-profits to maximize our impact. By working together, we ensure that our initiatives are sustainable and tailored to the specific needs of the communities we serve. Our collaborative approach allows us to combine resources, expertise, and efforts to create a better future for all.



### Community Support

We believe in the importance of giving back to the community as a cornerstone of our operations. Our programs are designed to address the needs of the underprivileged and marginalized sectors of society, providing them with the support they need to improve their quality of life. Through our various initiatives, we aim to contribute to the well-being and growth of our communities, fostering a spirit of mutual support and development.



### Shared Growth

At the Okada Foundation, Inc., we envision a future where communities are empowered, environments are preserved, and cultural heritage is celebrated. By embracing our service philosophy, "Service with Heart," and aligning with Okada Manila's brand values, we are committed to working hand in hand with our partners and the communities we serve to create a brighter, more sustainable future for everyone.

## Service Philosophy

# “SERVICE WITH HEART”

At the Okada Foundation, Inc., our service philosophy, "Service with Heart," reflects our unwavering commitment to extend the same warmth, care, and dedication that define Okada Manila's hospitality to our community service efforts. This philosophy underpins our mission to serve the community with genuine compassion and dedication, fostering an environment where everyone can thrive and grow together.

## 2025 Initiatives



### Expansion of the Complementary Nutrition Program with Kabisig ng Kalahi

February 11, 2025

In partnership with Kabisig ng Kalahi, we expanded our Complementary Nutrition Program to Jose Rizal Elementary School in Pasay and Tonsuya Integrated School in Malabon, welcoming 133 new young beneficiaries. The program provides nutritious meals and structured monitoring to support children identified as nutritionally at risk, while also promoting healthy dietary habits among families and school communities. Through this expansion, we deepen our commitment to addressing malnutrition at its roots and strengthening the link between proper nourishment and academic development.



### High-Tech Rehabilitation Equipment for the Philippine Orthopedic Center

February 14 and March 17, 2025

As part of our PHP 500 million commitment to the DOH, we equipped the Philippine Orthopedic Center with state-of-the-art rehabilitation technologies, including the Lokomat Robotic Gait Trainer and the Armeo Spring exoskeleton system. These cutting-edge machines support patients recovering from stroke, spinal injuries, and neuromuscular conditions, enabling more effective and engaging therapy sessions. By strengthening rehabilitation services in one of the country's leading referral centers for orthopedic care, we contribute to restoring mobility, dignity, and independence to patients on their path to recovery.



### PHP 500 million Donation of Medical Equipment to the Department of Health

March 24, 2025

In what stands as our largest charitable contribution to date, we donated PHP 500 million worth of medical equipment to the Department of Health, supporting six key government hospitals nationwide. The donation includes advanced diagnostic and laboratory equipment that enhances early detection, critical care, and treatment capabilities, particularly in public healthcare facilities where access to modern technology remains limited. Through this initiative, we aim to help bridge the gap between public and private healthcare standards and improve outcomes for thousands of Filipino patients.



### **PHP 5 million Commitment to Caritas Manila's Youth Servant Leadership and Education Program**

March 25, 2025

We committed PHP 5 million to Caritas Manila's Youth Servant Leadership and Education Program, supporting scholars through four years of college education. Disbursed over five years, the funding provides annual support to academically deserving but economically challenged youth, helping them pursue higher education and

vocational training. Through this partnership, we invest not only in individual futures but in the formation of servant leaders who will contribute meaningfully to their communities.



### **PHP 50 million Grant to NAMCYA and YMDO**

March 26, 2025

In 2025, through Okada Foundation, Inc., we pledged a total of PHP 50 million to the National Music Competitions for Young Artists (NAMCYA) and the Young Musicians Development Organization (YMDO), reinforcing our commitment to preserving and advancing Filipino cultural arts. This support strengthens programs such as the Philippine Youth Symphonic Band, which nurtures young musicians

from across the country through intensive training and performance opportunities. By investing in the next generation of artists, we help ensure that Filipino musical excellence continues to thrive on both local and global stages.

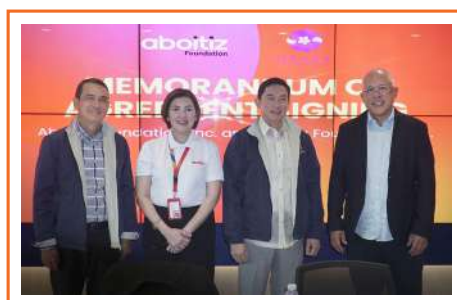


### **Community Gardens Under the Food Share Program**

May 8, 2025

More than a year into our partnership with Kabisig ng Kalahi, community gardens established through the Food Share Program continue to yield tangible results for families across Laguna, Quezon, Batangas, and Rizal. By providing agricultural training, rice assistance, and livelihood support, we empower families to grow their own food and generate income, fostering self-reliance alongside immediate

food security. What began as a response to hunger has grown into a sustainable model that strengthens communities from the ground up.



### **Partnership with Aboitiz Foundation to Expand AuroraPH**

August 26, 2025

In collaboration with Aboitiz Foundation, we signed a Memorandum of Agreement to scale AuroraPH, a program that delivers renewable energy, internet connectivity, and digital learning tools to last-mile schools across the Philippines. Backed by an initial PHP 10 million grant from Okada Foundation, Inc., the initiative expands access to technology in far-flung provinces where students and teachers

continue to face barriers to reliable electricity and connectivity. By helping light classrooms and connect learners to the digital world, we contribute to a more inclusive and equitable education system nationwide.



### **Healthcare Support Through the Star Magic Christmas Ball**

November 28, 2025

Okada Manila served as the official venue partner for ABS-CBN's Star Magical Christmas Ball 2025, bringing together artists, partners, and stakeholders for a holiday celebration anchored in purpose. Beyond hosting the event at the Grand Ballroom, the collaboration highlighted a shared commitment to community support, with Okada Foundation, Inc. (OFI) presenting a PHP 1 million donation to

the Philippine General Hospital (PGH) Medical Foundation to help strengthen access to essential healthcare services.

## **2026 Initiatives**



### **Supporting Olympic Aspirations of Filipino-Japanese Judokas**

March 3, 2026

Okada Foundation, Inc. (OFI) formalized its support for Filipino-Japanese judokas through a sponsorship agreement aimed at preparing athletes for the 2028 Olympic Games. The partnership provides resources for training, international competitions, and athlete development, helping strengthen their readiness for the global stage. By investing in their journey, OFI contributes to building

a pipeline of disciplined and competitive athletes who carry both national pride and the potential for international success.



### **Expanding Global Opportunities for Filipino Artists**

March 19, 2026

Okada Foundation, Inc. (OFI) reinforced its commitment to cultural development by granting PHP 3 million to the Asian Cultural Council Philippines Foundation, Inc. (ACCPFI), supporting Filipino artists and scholars in international residency and exchange programs. The partnership provides selected creatives with opportunities for mentorship, collaboration, and exposure to global artistic

communities, strengthening their practice and expanding their perspectives. By investing in these opportunities, OFI helps create pathways for Filipino talent to engage on the international stage while contributing to the continued growth of the country's cultural landscape.

# 2025 AWARDS AND RECOGNITIONS

In 2025, we strengthened our leadership across hospitality, sustainability, and responsible operations by earning recognition from respected global and regional institutions. Guided by the principles of Okada Green Heart, these honors reflect how we deliver excellence across our integrated resort operations while advancing positive impact for the environment, our people, and the communities we serve.

## March 2026

- 2025 Agoda Gold Circle Award (Note: a distinction given to properties that consistently deliver outstanding guest satisfaction and service)
- The Blue Crest Award, World Water Day PH Awards 2026

## February 2026

- Forbes 5-Star Award for The Retreat Spa at Okada Manila, Forbes Travel Guide
- Forbes 5-Star Award for Okada Manila, Forbes Travel Guide
- Best Integrated Resort and Best City Hotel Nominations, Travel + Leisure Luxury Awards Asia Pacific 2026

## December 2025

- Philippines' Best Incentive Hotel, World MICE Awards 2025
- Travelers' Choice Award for Enbu and Okada Lounge, TripAdvisor 2025



# CORPORATE SOCIAL RESPONSIBILITY *of the year*



## **October 2025**

- MICHELIN Selected recognition for Ginza Nagaoka, MICHELIN Guide Manila and Environs and Cebu 2026 inaugural ceremony

## **September 2025**

- Best Meetings and Convention Hotel in the Philippines, TTG Travel Awards 2025

## **August 2025**

- Best Poker Room in an Integrated Resort, Inside Asian Gaming Academy Integrated Resort Awards
- Best of Luzon (Tours and Activities), Klook Partner Awards 2025
- Users' Choice Award: Hotels, Klook Partner Awards 2025

## **June 2025**

- Corporate Social Responsibility of the Year, Global Gaming Awards Asia-Pacific 2025
- Best of Award of Excellence for La Piazza, Wine Spectator Awards 2025

## **May 2025**

- Wellness Menu of the Year for The Retreat Spa, Asia Pacific Spa and Wellness Coalition Awards 2025

## **April 2025**

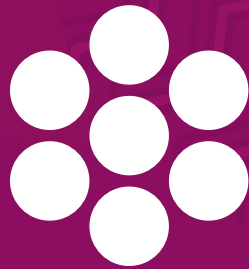
- Traveller Review Awards, Booking.com, rating of 9 out of 10

## **March 2025**

- Forbes VERIFIED Responsible Hospitality Badge, Forbes Travel Guide
- Best Sustainability Program for Okada Green Heart, Asia Gaming Awards 2025 by Asia Gaming Brief
- Best Integrated Resort Asia, Asia Gaming Awards 2025 by Asia Gaming Brief

## **February 2025**

- Forbes 5-Star Award for Okada Manila, Forbes Travel Guide
- Forbes 5-Star Award for The Retreat Spa at Okada Manila, Forbes Travel Guide
- Gawad Palanyag 2025: Natatanging Negosyante Awardee for Corporate Social Responsibility



# OKADA

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