



Emapta

Disclosure Report

Date Submitted: September 20th, 2024



Disclosure Materials

Certified B Corporations must complete a Disclosure Questionnaire to identify potentially sensitive issues related to the company (e.g. historical fines, sanctions, material litigation, or sensitive industry practices).

This component does not affect the company's score on the B Impact Assessment. If the company answers affirmatively to any items in the Disclosure Questionnaire that B Lab deems relevant for public stakeholders, then, as a condition of their certification, the company must:

- 1) Be transparent about details of the disclosure issues identified on the company's public B Impact Report
- 2) Describe how the company has addressed this issue
- 3) Demonstrate that management practices are in place to avoid similar issues from arising in the future, when necessary.

In all cases, the Standards Advisory council reserves the right to refuse certification if the company is ultimately deemed not to uphold the spirit and integrity of the community.

In addition to the voluntary indication of sensitive issues in the Disclosure Questionnaire, companies pursuing Certification also are subject to a background check by B Lab staff. Background checks include a review of public records, news sources, and search engines for company names, brands, executives/founders, and other relevant topics.

Sensitive issues identified through background checks may or may not be within the scope of questions in the Disclosure Questionnaire, but undergo the same review process and are subject to the same possible review by the Standards Advisory Council, including ineligibility for B Corp Certification, required remediation, or disclosure.

This document contains a copy of the company's completed Disclosure Questionnaire and related disclosure documentation provided by the company



Disclosure Questionnaire

Industries and Products

	Yes	No
Please indicate if the company is involved in production of or trade in any of the following. Select Yes for all options that apply.		
Animal Products or Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Biodiversity Impacts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Alcohol	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Firearms Weapons	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Mining	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Pornography	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Tobacco	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Energy and Emissions Intensive Industries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gambling	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Genetically Modified Organisms	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Illegal Products or Subject to Phase Out	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Industries at Risk of Human Rights Violations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Monoculture Agriculture	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Nuclear Power or Hazardous Materials	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Payday, Short Term, or High Interest Lending	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Water Intensive Industries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tax Advisory Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Outcomes & Penalties

	Yes	No
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply.		
Anti-Competitive Behavior	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Breaches of Confidential Information	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bribery, Fraud, or Corruption	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company has filed for bankruptcy	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Consumer Protection	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Financial Reporting, Taxes, Investments, or Loans	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hazardous Discharges Into Air/Land/Water (Past 5 Yrs)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Labor Issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Large Scale Land Conversion, Acquisition, or Relocation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Litigation or Arbitration Case A Case B	<input checked="" type="checkbox"/>	<input type="checkbox"/>
On-Site Fatality	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Penalties Assessed For Environmental Issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Political Contributions or International Affairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Recalls	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Significant Layoffs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Violation of Indigenous Peoples Rights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Practices

	Yes	No
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No."		
Animal Testing	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company/Suppliers Employ Under Age 15 (Or Other ILO Minimum Age)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company prohibits freedom of association/collective bargaining	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company workers are prisoners	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Conduct Business in Conflict Zones	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Confirmation of Right to Work	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does not transparently report corporate financials to government	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Employs Individuals on Zero-Hour Contracts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Facilities located in sensitive ecosystems	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ID Cards Withheld or Penalties for Resignation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
No formal Registration Under Domestic Regulations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
No signed employment contracts for all workers	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overtime For Hourly Workers Is Compulsory	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Payslips not provided to show wage calculation and deductions	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	Yes	No
Sale of Data	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tax Reduction Through Corporate Shells	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers cannot leave site during non-working hours	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers not Provided Clean Drinking Water or Toilets	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers paid below minimum wage	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers Under Bond	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Supply Chain Disclosures

	Yes	No
Please indicate if any of the following statements are true regarding your company's significant suppliers.		
Business in Conflict Zones	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Child or Forced Labor	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Negative Environmental Impact	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Negative Social Impact	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Other - Clients in Controversial Industries

Topic	Clients in Controversial Industries
Summary of Issue	Emapta is a business process outsourcing (BPO) company based in the Philippines offering staffing solutions to a range of industries; providing customer service, technical support, back-office support, digital marketing, and creative services to clients. The company has had clients operating in the For-Profit Higher Education industry, Fossil Fuel (coal, oil sands), Whole Life Insurance and Tax Advisory Service Industries.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	In FY2022, the % of revenue represented by each industry considered controversial was: -0.4% from clients operating in For-Profit Higher Education Industry -1% from clients operating in the Fossil Fuel (coal & oil sands) -3% from clients providing Tax Advisory Services -1% from clients offering Whole Life Insurance
Impact on Stakeholders	<p>Companies that work with clients in controversial industries can indirectly increase the harmful impact to stakeholders by enabling business growth. Therefore, companies that work with clients in these industries should have practices in place to ensure that their impact is aimed at decreasing the negative impacts of the industry.</p> <p>B Lab has flagged the involvement of companies with clients in controversial industries as a material issue and new standards will be created to address possible risks related to this matter.</p>
Implemented Management Practices	<p>Emapta has a Code of Conduct and Ethics Policy that outlines their commitment to conducting business in a socially responsible manner. This includes a commitment to comply with all applicable laws and regulations, including those related to environmental protection and human rights.</p> <p>In addition, the company conducts compliance and due diligence reviews of all clients before entering into a business relationship with them. This includes gaining an understanding of the clients' business and the roles they are looking to source through Emapta as well as an assessment of the potential client's reputation, financial stability, and adherence to</p>



	applicable laws and regulations.
	The company recognizes that industries can evolve over time and that what may be considered sensitive today may not be in the future. As such, Emapta evaluates its partnerships and makes efforts to move away from potentially sensitive industries when applicable.



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Litigation, Arbitration, and Penalty Cases

Topic	Penalties resulting from late payments and tax non-compliance
Summary of Issue	Over the last 5 years EMAPTA has has 102 penalties for late payments and non-compliance with tax related matters. The company paid the corresponding penalties resulting from late payments, delayed submission of documents and non-compliance with local authorities, such as the Bureau of Internal Revenue, Philippine Economic Zone Authority, Social Security System, etc.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	In the past 5 years, the Company spent 0.26% of revenue to settle penalties resulting from an estimation of 102 cases.
Impact on Stakeholders	In addition to the many different aspects of value that businesses provide to society, businesses have an obligation to contribute their share of taxes. As businesses exist within the context of society; their proper role is to serve society. Moreover, healthy businesses can only exist over the long term in a healthy society. A healthy society depends upon public expenditures made possible by taxes. These public expenditures benefit business in both direct and indirect ways.
Implemented Management Practices	<p>EMAPTA has implemented the following practices to avoid these issues from happening again:</p> <ul style="list-style-type: none">- In the past 3 years, the company has invested heavily in the governance aspect of their business, by establishing a Legal and Compliance department (previously it was a subgroup under Finance) to have more robust processes in place.- The Legal and Compliance department conducted a root cause analysis, identified the sources of non-compliance, late filings, and late payments, and implemented measures to mitigate or prevent recurrence.



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Litigation, Arbitration, and Penalty Cases

Topic	Labor-related Litigation/Arbitration cases
Summary of Issue	<p>Emapta is a business process outsourcing (BPO) company based in the Philippines offering staffing solutions to a range of industries; providing customer service, technical support, back-office support, digital marketing, and creative services to clients.</p> <p>The company settled litigation and arbitration cases filed by former employees relating to labor issues, such as unjust dismissal and damages during the benched period.</p>
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	In the past 5 years, the Company spent 0.1% of revenue to settle 12 closed cases related to these claims
Impact on Stakeholders	The affected employees received compensation for damages for dismissal.
Implemented Management Practices	<p>Emapta has a Code of Conduct and Ethics Policy that outlines their commitment to conducting business in a socially responsible manner. This includes a commitment to comply with all applicable laws and regulations, including those related to environmental protection and human rights.</p> <p>The company established a Talent Bench and reprofiled employees to other opportunities before their roles were declared redundant.</p> <p>The company also assigned a dedicated Human Resources Business Partner (HRBP) to closely monitor the tenure of benched employees and ensure they are either re-assigned a new client or dismissed due to authorized cause before the end of the bench period stated in the notice of off-detailing.</p>
Management Comments	<p>The Company said that the rising number of litigation/arbitration case is directly related to the growth of the business. With a steady increase in headcount year on year, the number of litigation cases increases proportionally.</p> <p>For example 2021 to 2022, they had a 30% increase in</p>



	headcount/FTE or a net increase of 1,915 FTEs year on year.