



Corporate Social Responsibility Policy

People. Purpose. Planet. Progress.

Business Unit	Department	Policy Number
OneSource	Human Resource	TPR-HRS-6000-99.08

Transparent BPO

First Revision September 30, 2025



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A OneSource Company

Corporate Social Responsibility Policy

Type of Policy: Social Responsibility Policy Effective

Date: September 30, 2025

Last Revised: May 29, 2026

Revision Number: 01

Policy Owner: HR

Policy Contact: HR Department

Approval Authority: Executive Leadership Team

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1 Policy Statement

At Transparent BPO, we believe that doing good and doing business go hand in hand. Our culture is built on people over policy, transparency, and a commitment to continuous improvement, and that includes our role in society.

Operating in Belize, Jamaica, and The Philippines, we are a part of diverse and vibrant communities. We take that responsibility seriously. While our journey is just beginning, we are clear about the kind of company we want to be: one that drives positive change, starting from within.

2 Scope

This policy applies to all Transparent BPO employees, contractors, and business partners across our operating geographies, including Belize, Jamaica and the Philippines, and extends to the wider communities we serve.

3 What Corporate Social Responsibility Means to Us



We put people first

We strive to build a workplace where everyone feels safe, supported, and empowered to grow. Diversity, equity, and inclusion are part of how we think, lead, and succeed.



We are a responsible company

We act with transparency, integrity, and long-term vision. We make business decisions not only based on performance but on people, impact, and doing what's right.



We believe in meaningful partnerships

We don't work in isolation. Our impact grows when we connect with others. That's why we value partnerships with local organizations, institutions, and initiatives that allow us to share knowledge, expand opportunities, and support our communities.



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We see volunteering as innovation

When our people give their time and talents to a cause, they're not only creating social value, they're building skills, strengthening culture, and making Transparent BPO a better place to work.

We care about the planet

We recognize the importance of environmental awareness in today's world. While we are still learning, we are committed to exploring how we can reduce waste, be more efficient, and contribute to a healthier planet.

Our Commitment This is our stance. This is our direction. And this is how we'll build the future of Transparent BPO – together.

3.1 Transparent BPO Commitments

1. **Impact society through our actions**

We demonstrate our commitment to employees, the company, and the community by supporting meaningful initiatives that make a difference.

Organizing visits to elderly homes, hosting blood drives to support local hospitals, distributing school supplies, and providing donations to employees affected by natural disasters.

2. **Enhance our reputation and brand image**

By actively participating in social responsibility initiatives, we strengthen Transparent BPO's position as a trusted, community-focused company. This helps build goodwill with clients, partners, and employees.

Highlighting the impact Corporate Social Responsibility (CSR) activities have on our employees - sharing their stories of how volunteering inspired them and the motivation to continue giving back.

3. **Promote environmental sustainability**

We recognize the importance of protecting our planet and commit to adopting environmentally responsible practices that contribute to long-term sustainability.

Reducing office and home energy consumption, promoting recycling programs, supporting "green office" practices, and engaging in community clean-up projects.

4. **Strengthening employee engagement and pride**

Corporate Social Responsibility (CSR) efforts give employees the opportunity to be part of something bigger than themselves. By serving their communities, they develop pride in their workplace and foster stronger teamwork.



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Celebrating individuals who actively participate in volunteer activities, organizing clothing and donation drives where employee contributions are matched by the company, hosting employee fairs to showcase their small businesses, skills, or personal talents - strengthening community ties and team spirit.

4 Governance & Accountability

The Corporate Social Responsibility (CSR) initiatives are managed by the **People & Culture Department** under the guidance and oversight of the **Executive Leadership Team**.

The CSR team's responsibilities include:

- Oversee the development, implementation, and monitoring of all associate initiatives.
- Evaluate proposals for new programs or partnerships.
- Measure impact through participation rates, community outcomes, and environmental performance.
- Publish an Annual CSR Report to present to the Executive Leadership Team.
- Provide semi-annual updates to employees through company-wide communication channels.

This governance structure ensures that CSR activities are transparent, accountable, and aligned with organizational goals.

5 Ethical and Legal Compliance

All Corporate Social Responsibility (CSR) activities must align with Transparent BPO's Code of Conduct, comply with labor, environmental, health and safety, nonprofit, and community regulations, and reflect respect for human rights, fairness, and cultural values.

5.1 Data Privacy & Consent

Transparent BPO will ensure data privacy and obtain written consent before collecting, photographing, or publishing images, stories or personal information from employees or community members participating in CSR activities.



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6 Employee Involvement

Transparent BPO encourages all employees to participate in CSR activities that align with their interests, skills, and schedules. Employee involvement is essential to create a culture of service, collaboration, and shared purpose.

6.1 Volunteer Time Guidelines

- All volunteer time is unpaid.
- Employees in production must apply for time off to attend.
- Supervisors must review and approve volunteer time requests based on staffing coverage, workload demands, and eligibility criteria.

Transparent BPO will continue to expand volunteer opportunities for employees to engage meaningfully both as individuals and as teams

7 Measuring and Reporting

Transparent BPO will measure the success of its social responsibility initiatives by:

- Tracking volunteer participation and engagement rates.
- Measuring community impact through surveys, testimonials, and outcome evaluations.
- Reviewing both community and environmental impacts.
- Sharing annual and mid-year CSR updates with employees, leadership teams, and external audiences.

Transparency is not just in our name - it's in how we operate.

8 Communication Plan

Corporate Social Responsibility (CSR) plans, achievements, and upcoming opportunities will be shared through:

- CSR information will be incorporated into new hire onboarding and orientation sessions to ensure that employees understand the company's commitment from the start.
- Updates will be shared regularly through internal newsletters and intranet posts, making CSR progress accessible to all staff.
- Quarterly company-wide CSR communications will provide an overview of initiatives, milestones, and future opportunities.
- Social media platforms and public reporting will be used to highlight CSR achievements externally, subject to approval by the Executive Leadership Team.

9 Frequency of Review

This policy will be reviewed annually to ensure alignment with company goals, social needs, and sustainability priorities. We will evolve our programs as we learn and grow alongside our communities.

10 Closing Commitment

This is our stance. This is our direction. Together, we will build the future of Transparent BPO, one that uplifts **People**, fulfills our **Purpose**, protects our **Planet**, and drives **Progress** for all.



11 Revision History

Version	Date	Reviewer	Notes
01	9 September 2025	Elias Cowo & Nina Chen	Initial policy – Draft 1
02	10 October 2025	Nicolas Chaves	Draft 2
03	30 October 2025	Mohammad Kazi	Draft 3
04	4 November 2025	Nicolas Chaves	Draft 4
05	11 November 2025	Eric Petty	Draft 5
06	04 December 2025	HR Team	Draft 6
07	29 May 2026	Nina Chen	Final

Appendix A: CSR Standard Operating Procedures

This appendix outlines streamlined procedures to guide the planning, approval, and execution of all Corporate Social Responsibility (CSR) initiatives at Transparent BPO. It supports consistency, safety, and alignment with company values

A1. Criteria for Selecting Corporate Social Responsibility (CSR) Initiatives

CSR initiatives should:

- Align with Transparent BPO's values and social responsibility goals.
- Address genuine community needs and generate positive impact.
- Provide meaningful opportunities for employee participation.
- Be safe, feasible, and cost-effective.
- Involve partners that demonstrate ethical behavior and operational credibility.

Whenever possible, initiatives should contribute to long-term sustainable change rather than one-time engagement.

A2. Funding Approval Process

All CSR funding requests must include:

- A brief description of the initiative and its purpose.
- Expected community impact.
- Estimated budget and required resources.
- Proposed dates and project leads.

Approval Steps:

1. Submit the proposed activity to the CSR Team.
2. The CSR Team reviews alignment with company values and objectives.
3. The Executive Leadership Team approves initiatives.
4. Funds are released by Finance and tracked by the CSR Team.

A3. Safety Guidelines for Volunteerism

To ensure safe participation in off-site CSR activities:

- A pre-event safety check is required for all volunteer sites.
- Volunteers must receive event details, safety reminders, and contact information.
- A designated Safety Lead must be present at each event.
- Volunteers should follow instructions, avoid unsafe areas, and report any hazards.

Appendix B: Partner Vetting Checklist

This appendix provides a standardized checklist to ensure all community partners, NGOs, schools, non-profit organizations, and external collaborators meet Transparent BPO's ethical, operational, and safety expectations before participating in CSR initiatives.

B1. Basic Organization Information

- Organization name.
- Types of organization (NGO, school, government agency, etc.)
- Primary contact person and contact information.
- Mission and core objectives.

B2. Safety & Operational Assessment

- Safe environment for employee volunteers.
- Adequate supervision and staff capacity.
- Clear expectations of volunteer responsibilities.
- Emergency plans or safety protocols in place.

B3. Documentation Requirements

- Copies of relevant licenses, certifications, or registration documents.
- Signed partnership or collaboration agreement (if required).
- Memorandum of Understanding (MOU) when applicable.

B4. Approval

The CSR Team checks all criteria and shares its recommendations with the Executive Leadership Team. If extra oversight is needed, the Executive Leadership Team makes the final decision.