Official Business

MAPÚA UNIVERSITY

2023-2024 SUSTAINABILITY REPORT

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MAPUA UNIVERSITY
Sustainability Report (2023-2024)

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MAPUA Materiality Process

Application of the materiality principle (or the materiality process) in identifying the material topics.

Trainings and workshops were previously conducted and attended by the Mapua University ("Mapua") Senior Management and key personnel specifically on identifying material topics. Reviews were conducted on the role of sustainability within the company where sustainability issues were communicated with the top executives in the company, and perspectives widened to determine performance, driven not just by financial metrics, but also non-financial aspects. The materiality principles employed are as follows:

1. Understanding the Sustainability Context: This was conducted and enabled Mapua to think outside financial aspects and allow a framework driven by sustainability to guide the discussions on how their core business can contribute to society.

2. Identifying material topics: An initial list of material topics was identified by Mapua and further validated through group discussions with sustainability point persons, including middle management, heads, stakeholder touch points (to grasp stakeholder perspectives), and data handlers and verifiers whose functions are highly related to the theme of each group. In finalizing the material topics, Mapua used the guide questions:

   (a) Is it a key capital/risk/opportunity?
   (b) Does our key business activities impact it?
   (c) Does our supply chain contribute significant impacts?
   (d) Does our product/service contribute significant impacts to the topic?
   (e) Is there a trend that will make the topic material in the future?

3. Defining Performance and Management Approach: Once the list of material topics were identified, Mapua gathered metrics to measure business performance under international and globally recognized reporting standards specifically the GRI standards, To further enhance this, management approaches were created to better improve and monitor performance against the set metrics. Regular reviews are also conducted to determine the relevance of each material topic and metric related to such topics.

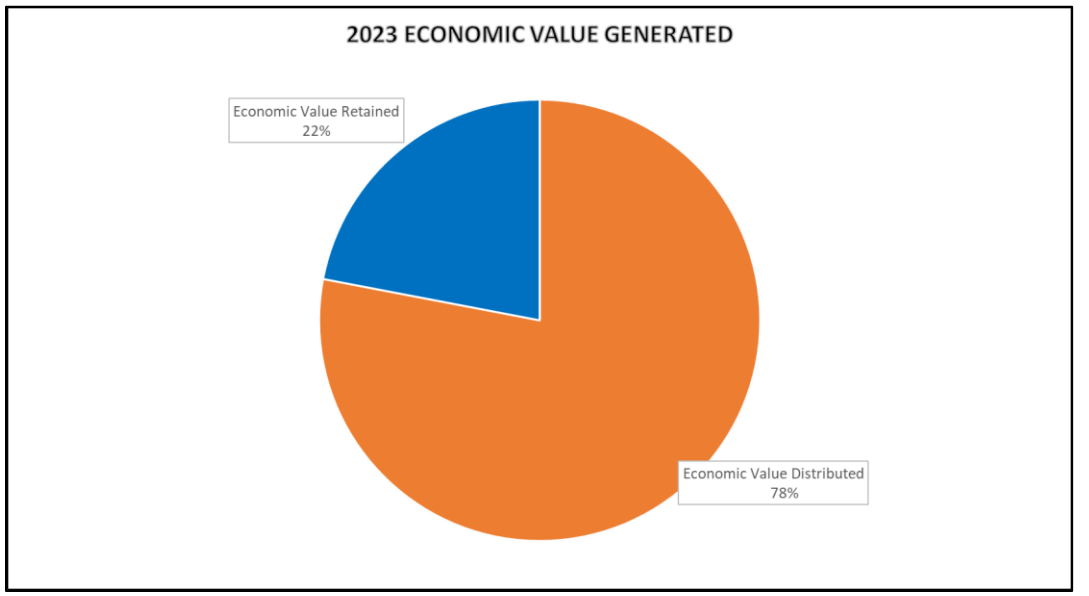
4. The UN Sustainable Development Goals (SDGs) were also used as guidelines for identifying Mapua' societal, environmental, and economic impact and value. The University also monitors the applicable UN SDGs relevant to their school operations and activities.

ECONOMIC

Economic Performance

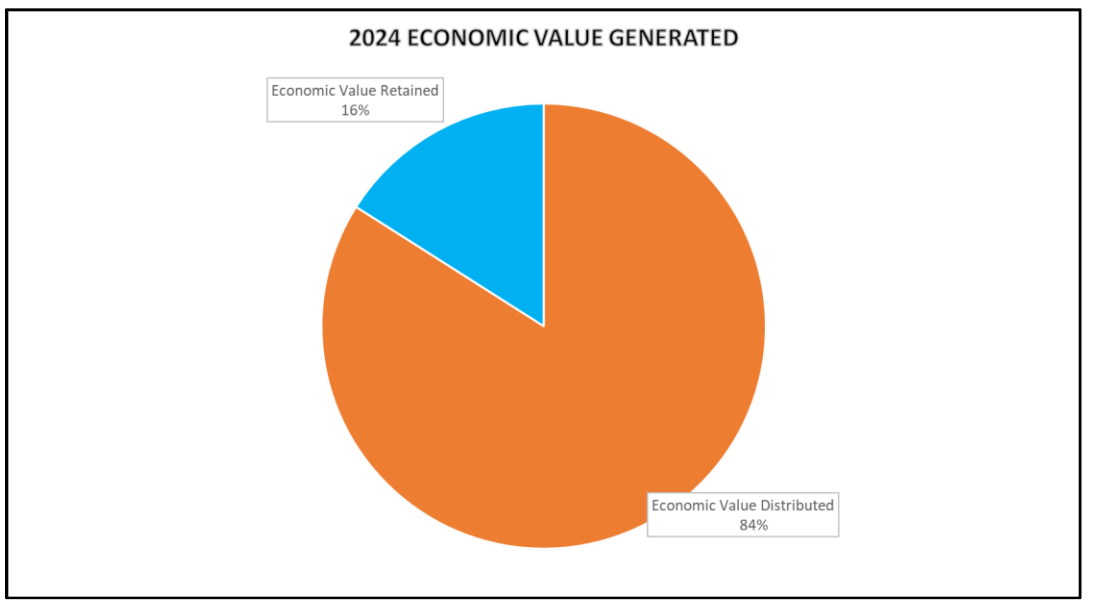
Mapua's ability to provide quality and accessible education is directly related to how it generates, manages and distributes the economic value generated.

Figure 1. 2023 Economic Value Generated, Distributed and Retained



In 2023, 78% of the economic value generated was distributed among suppliers, employees, providers of capital, government, and community investments/donations while 22% was retained.

Figure 2. 2024 Economic Value Distributed



In 2024, 84% of the economic value generated was distributed among suppliers, employees, providers of capital, government, and community investments/donations while 16% was retained.

On the direct economic value distributed, in 2023 a large part of the value was distributed to employees as wages and benefits (37%) and as payment to suppliers and operating costs (54%). This was also the case in 2024, where majority of the value distributed was for payment of suppliers and operating cost (58%) and payment of employee wages and benefits (35%).

Figure 3. 2023 Economic Value Distributed

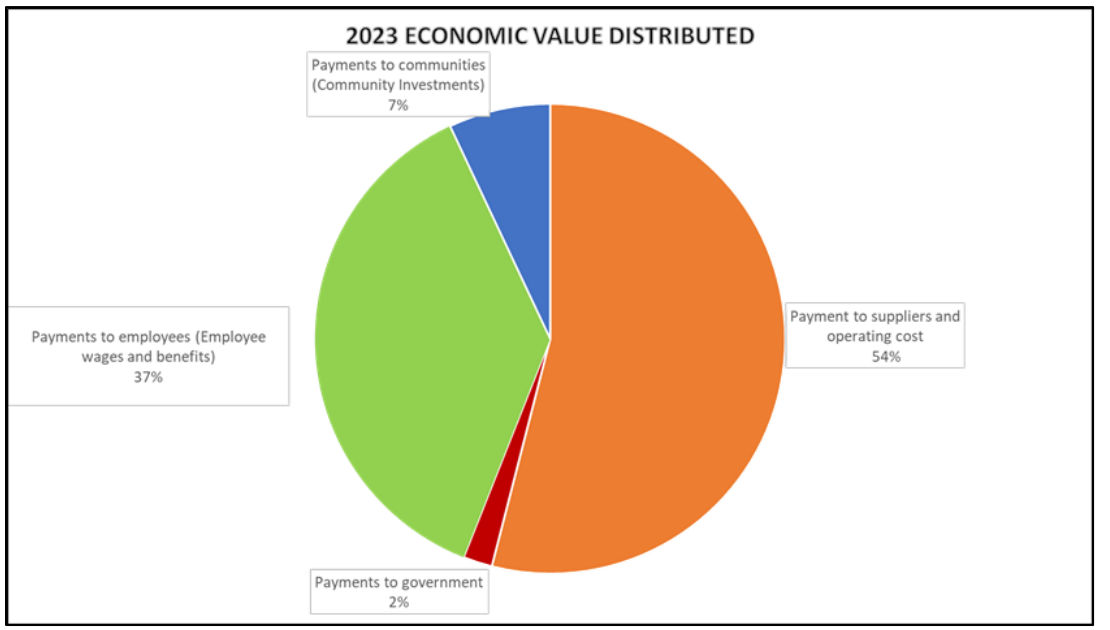
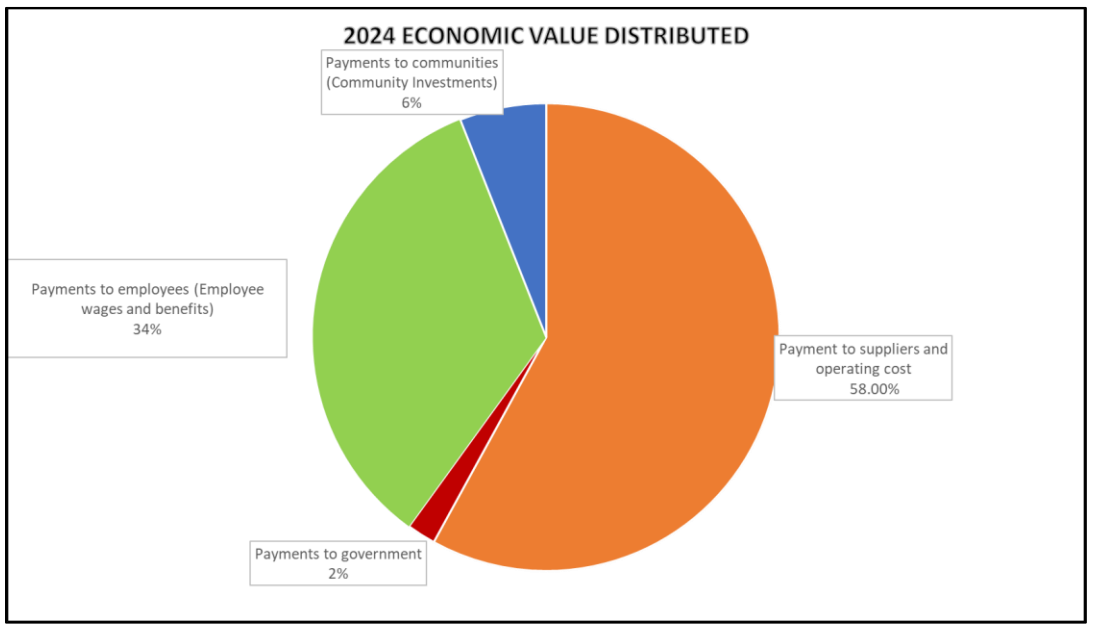


Figure 4. 2024 Economic Value Distributed



Mapua's continued dedication to providing quality and accessible education through scholarships, tuition discounts, and corporate social responsibility (CSR) projects in 2023 and 2024. With 7% of economic value distributed as community investments in 2023 and 6% in 2024. CSR projects in 2023 and 2024 include providing technical expertise and assistance to the national and local governments and communities, and community outreach projects, and donations to various causes including health related concerns. These projects were initiated and implemented by Mapua, its students and employees.

Since Mapúa pioneered, tested and instituted the use of online facilities as early as 2016, during the pandemic Mapua has further enhanced its Learning Management System, the Cardinal Edge (powered by Blackboard), to improve the conduct of its synchronous (real-time online classes) and asynchronous online delivery of courses. Mapua continued to enhance its online course offerings to include CHED-approved fully online degree programs in 2021 which were expanded in 2023 and 2024.

In 2024, Mapúa University also maintained its Times Higher Education (THE) World University Rankings (WUR) and has been placed among the top six percent of the world's higher educational institutions. Mapúa ranked 1501+ among 1,799 universities across 104 countries, and one of only five (5) universities from the Philippines who made it to the list. The achievement is a result of Mapua's 20-year campaign focused on teaching quality and capability, research, and international linkages. In 2024, Mapua was also ranked 601-650 in Quacquerelli Symonds (QS) Asian University Rankings 2024 and was also awarded an overall 4-star rating in the QS Stars.

For the 4th straight year, Mapúa has been included in the Times Higher Education (THE) Impact Rankings which measures the social, economic and environmental impact of the school based on the United Nations Sustainable Development Goals (SDGs) with an overall rank of 800- 1000th in 2024, from the overall rank of 601–800th in 2023 and 2022. It has been ranked in all 17 SDGs since 2021.

Mapua's online delivery of courses also achieved recognition in 2022 with Mapúa University's ÚOx or Ubiquitous Online Experience Program being awarded the Gold Award for Digital Readiness from the prestigious Wharton-QS Reimagine Education Awards 2022. This was the first time a Philippine higher education institution (HEI) has received a top category award in the global competition, which honors groundbreaking approaches towards digital education, which increase student learning outcomes and improve student employability.

New programs are also being offered to enhance the existing offerings. In 2022, Mapua University, through its parent company, iPeople, inc. partnered with Cintana, a global alliance of schools, to expand the access of Filipino students to high-quality international education in business and health sciences. Under this partnership Mapua collaborated with Arizona State University (ASU) to offer programs which aim to provide highly differentiated education that will be built on three core pillars – international exposure, real-world experiential learning, and digital-enhanced.

Procurement Practices

Table 1. 2024 vs. 2024 Proportion of Spending on Local Suppliers

Disclosure	2023	2024	PY % Change
Percentage of procurement budget used for significant locations of operations that is spent on local suppliers[1]	99%	99%	0%

1 "Local suppliers" were defined as suppliers with operations in the Philippines.

Procurement Practices

In addition to providing accessible high-quality education to Filipinos, Mapua contributes to nation-building by purchasing from local suppliers when possible. Procurement spending on local suppliers in 2023 and 2024 is at 99%.

As to supplier accreditation, since Mapua is part of the Yuchengco Group of Companies (YGC), all suppliers are vetted and accredited on the YGC Group level. On a YGC group level, suppliers are encouraged to adopt sustainability practices, by requiring them to attest to their compliance with prescribed sustainability practices for vendors which cover social, economic, environmental and ethical criteria as part of the group wide initiatives continued in 2023 and 2024.

Anti-corruption

Mapua follows the highest ethical and legal standards set by its parent company, iPeople, inc. and the Yuchengco Group of Companies (YGC). Among the policies issued and enforced in Mapua are the following which are found in the iPeople website:

- YGC Code of Business Conduct and Ethics: https://ipeople.com.ph/wp-content/uploads/2018/08/YGC-Code-of-Business-Conduct-Ethics.pdf
- Related Party Transactions: https://ipeople.com.ph/wp-content/uploads/2018/09/IPO-Policy-on-Related-Party-Transactions.pdf
- Conflict of Interest: https://ipeople.com.ph/wp-content/uploads/2018/08/CODE-OF-BUSINESS-CONDUCT-AND-ETHICS.pdf
- Insider Trading: https://ipeople.com.ph/wp-content/uploads/2018/08/iPeople-Audit-and-Related-Party-Transactions-Charter-Revised-1.pdf
- Whistleblowing Policy: https://ipeople.com.ph/wp-content/uploads/2018/08/IPEOPLE-WHISTLE-BLOWER-POLICY-AND-RECEIVING-GIFTS.pdf

The above-mentioned policies cover all Mapua employees, as well as consultants, contractors, and subcontractors (e.g., housekeeping and security personnel).

ENVIRONMENT

Resource Management

Energy Consumption

Table 2. Summary of 2019 to 2024 Energy consumption within the organization

Disclosure	Unit	2019	2020	2021	2022	2023	2024
Energy consumption (gasoline)	Liters	865	175	395.59	999	897	1164
Energy consumption (diesel)	Liters	4,797.50	1,384	1,292.37	987	3478.73	3948.85
Energy consumption (electricity)	kWh	4,480,880	1,630,200	2,900,627.21	1,976,950	4,067,846	4,635,340

Energy consumption and reduction

Mapua school operations are dependent on a consistent source of energy. Without electricity, the classrooms and equipment will not run, and school operations will be disrupted. Fuel is used for the Company's service vehicles and for the backup generators. Energy consumption impacts the students, faculty, and employees in the schools.

Figure 5. Fuel Consumption

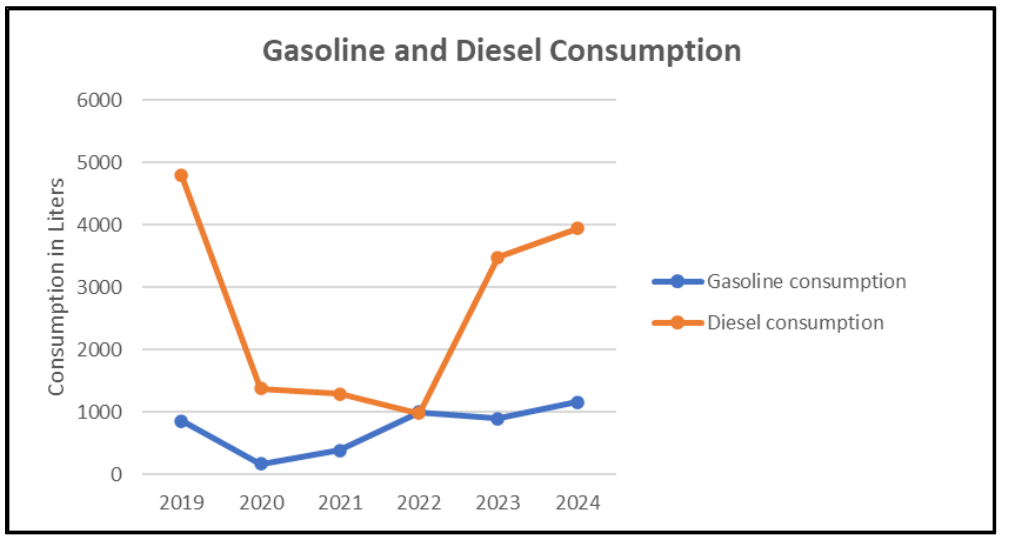
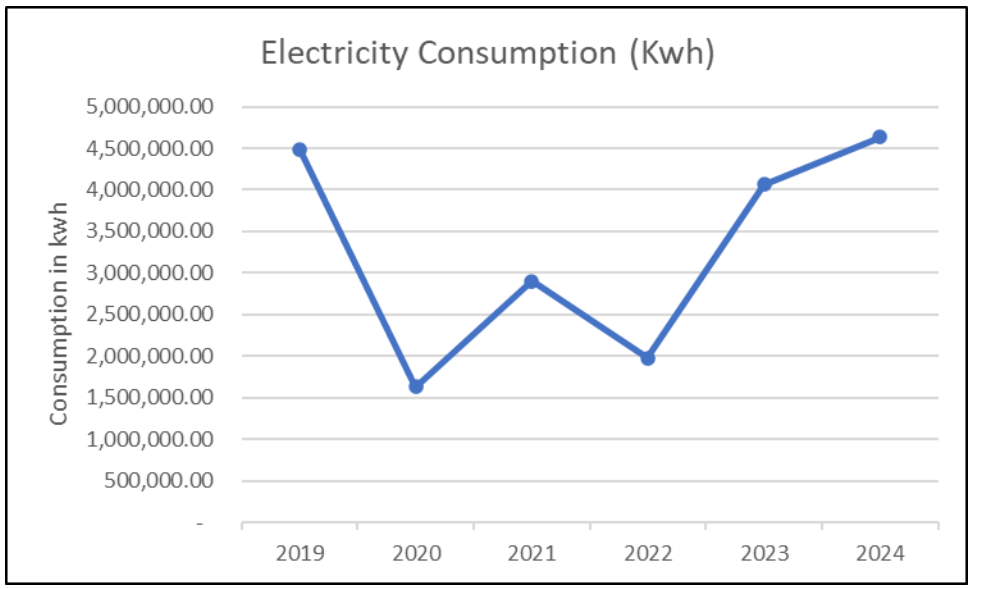


Figure 6. Electricity Consumption



In 2021, there was a significant reduction of energy consumption from the values in 2019 and 2020, due to the effects of the pandemic where there was limited onsite operations and majority of the classes were conducted online. However, in 2023 and 2024, there was a drastic increase in energy consumption due to the resumption of normal onsite operations of Mapua.

However, it must be noted that the values in fuel and electricity consumption in 2020 to 2022 were the inadvertent result of the pandemic. Thus, in 2023 and 2024, there was a notable increase in energy consumption arising from fuel and electricity consumption for Mapua but such increase is still way below the pre-pandemic (2019) values.

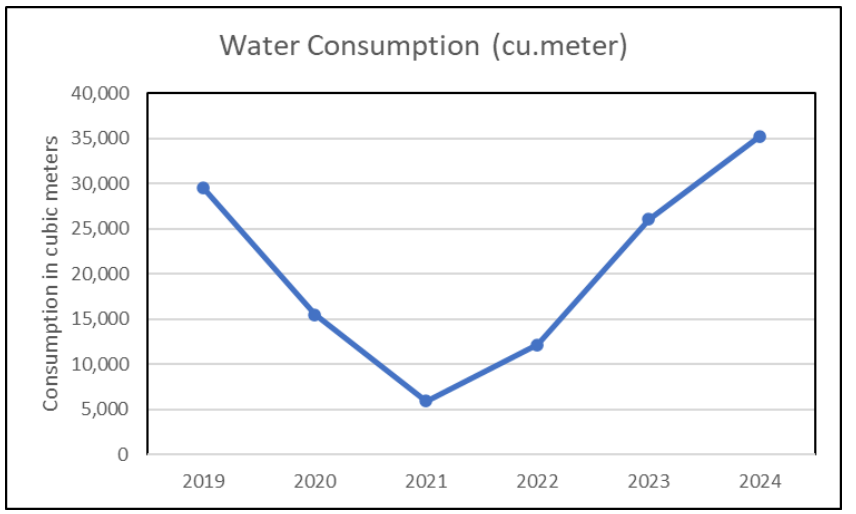
In 2023 and 2024, Mapua continued the implementation of preventive maintenance for facilities and equipment, replacement of LED lights from fluorescent units, replacement of non-inverter air conditioning units to inverter-type, as well as behavioral approaches such as checking and shutting off all electrical equipment when not in use. This is in line with environmental programs which were established for Mapua to monitor and reduce consumption of electricity in line with its ISO 14001:2015 Certification.

Water Consumption

Table 3. Summary of 2019 to 2024 Water Consumption

Disclosure	Units	2019 (pre-pandemic)	2020	2021	2022	2023	2024
Water consumption	Cubic meters	29,479	15,490	5,933	12,174	26,059	35,204

Figure 7. Water Consumption



Water consumption

Mapua's water consumption was significantly reduced during the pandemic (2020-2022) but substantially increased in 2023 and 2024 due to the resumption of onsite operations, but such were still significantly lower than the pre-pandemic (2019) levels.

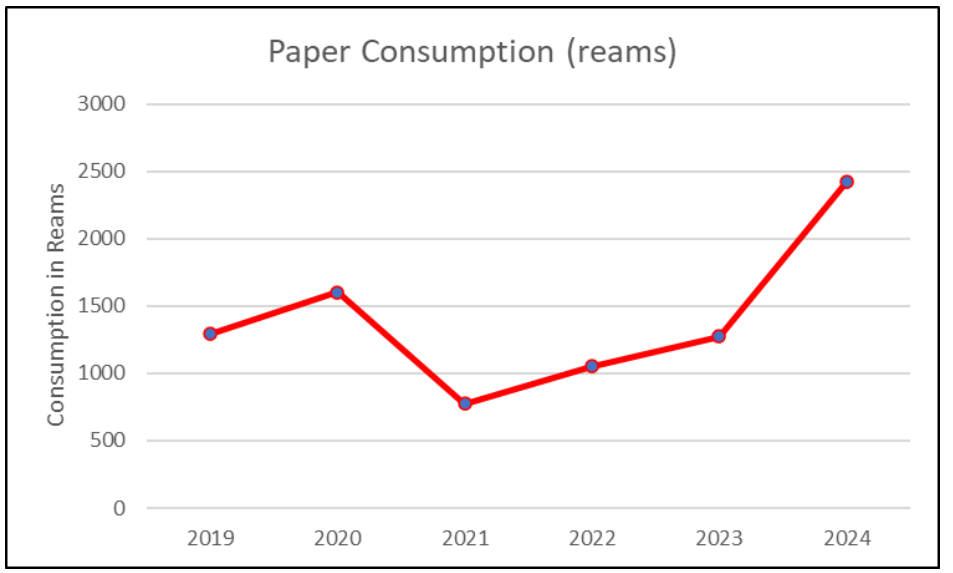
Amidst the escalating global demand for clean and sustainable water, Mapúa University implements a water conservation policy alongside programs aimed at optimizing water usage within the University. In 2023-2024, Mapua continued to implement various programs and activities to reduce water use such as reducing watering of plants and quickly fixing leaks or other defects. Water reduction initiatives such as regular preventive maintenance, installation of low-flow fixtures, and usage of rainwater collection systems were already in place which contributed to the reduction in consumption.

Materials Used by the Organization

Table 4. Summary of 2019 to 2024 Materials used by the Organization

Disclosure			2019	2020	2021	2022	2023	2024
	Material	Units						
Renewable	Paper	reams	1,293.42	1604	773	1050	1273	2422.52

Figure 8. Paper Consumption



Materials consumption

The most significant material that Mapua consumes is paper. Paper is used in all aspects of the schools' operations: from application, admissions, enrollment, teaching, recording of grades, student services, to contracts and administrative work. Employees, faculty, students, suppliers, contractors and academic partners all use paper in a considerable amount.

In 2024, Mapua used 2422.52 reams of paper which is a substantial increase from the 1273 reams in 2023. But this is still significantly lower than the pre-pandemic (2019) totals. This is mainly due to the resumption of normal operations in 2023 and 2024, which significantly increased the need for paper. Mapua continues to implement various programs designed to reduce paper consumption.

Environmental Impact Management

Air Emissions

Table 5. Summary of 2019 to 2024 GHG Emissions (Scope 1 and Scope 2)

Disclosure	Units	2019 (Pre-pandemic)	2020	2021	2022	2023	2024
Direct (Scope 1) GHG Emissions[1]	Tonnes CO2e	20.11	5.18	6.77	10.95	16.82	20.30
Energy indirect (Scope 2) GHG Emissions[2]	Tonnes CO2e	3,191.28	1,161.03	743.74	1,407.98	2897.12	3301.29

1 Scope 1 emissions calculated using Greenhouse Gas Protocol calculation tools: https://ghgprotocol.org/calculation-tools

2 Scope 2 emissions calculated using Grid Emissions Factors (GEFs) provided by the Department of Energy (DOE): https://www.doe.gov.ph/electric-power/2015-2017-national-grid-emission-factor-ngef

Figure 9. GHG Emissions Scope 1

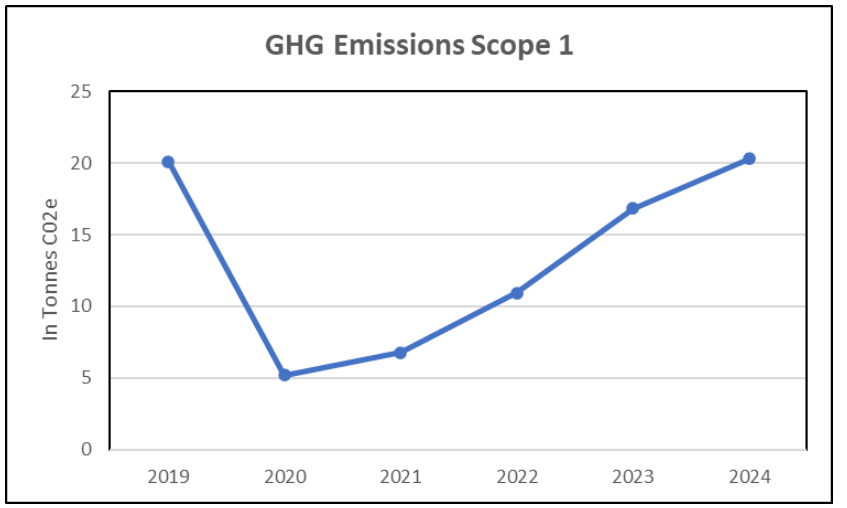
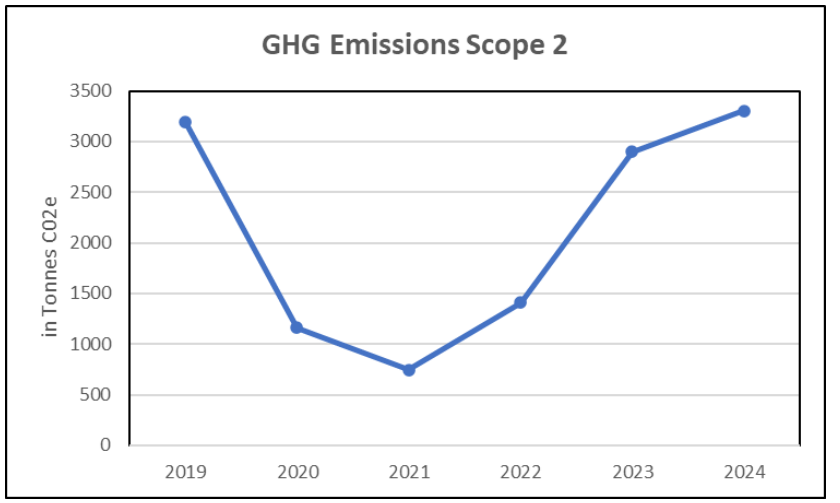


Figure 10. GHG Emissions Scope 2



GHG Emissions

Greenhouse gases (GHGs) are responsible for anthropogenic climate change, and climate change will have a severe impact on operations through stronger and more frequent weather disturbances, changes in rainfall patterns, flooding, increasing surface temperature, and the like. Therefore, monitoring and controlling Mapua's GHG emissions is also an important contribution to nation-building.

Mapua's GHG emissions are dependent on the type and amount of energy used. Mapua only measures and monitors emissions under Scope 1 and Scope 2. A majority of the GHG emissions are under Scope 2 due to the extensive use of electricity in operations. In 2024, there was a 21% increase in Scope 1 direct emissions compared to the 2023 figures, while a 12% increase in Scope 2 emissions was

recorded due to the increase in energy consumption resulting from the resumption of normal operations and increase in student population. Notably, the values for 2024 are slightly higher than the totals in 2023, but still lower than the pre-pandemic levels.

Mapua conducts strict implementation of preventive maintenance for facilities and equipment, replacement of LED lights from fluorescent units, replacement of non-inverter air conditioning units to inverter-type, as well as behavioral approaches such as checking and shutting off all electrical equipment when not in use. Environmental programs were established by Mapua to reduce the consumption of electricity and in line with its ISO 14001:2015 Certification.

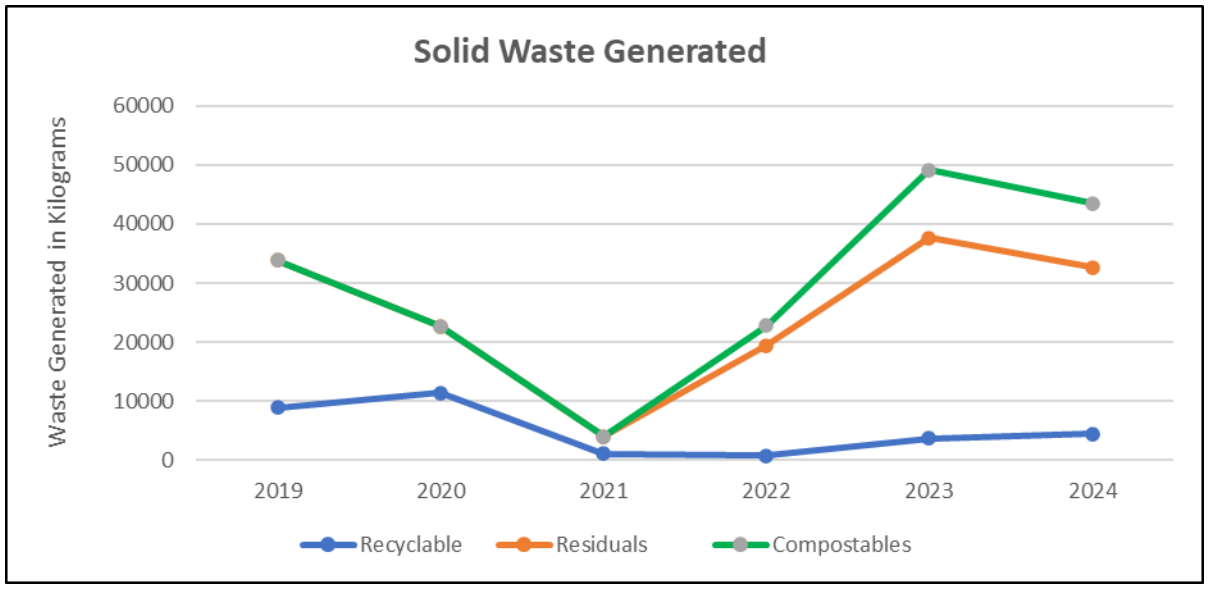
Mapua does not monitor Scope 3 emissions as of 2024.

Solid and Hazardous Wastes

Table 6. Summary of 2019 to 2024 Solid Waste Generated

Disclosure	Units	2019	2020	2021	2022	2023	2024
Total solid waste generated	kg	33,846.11	22,706	4053.64	22,834.85	49,106.18	43,525.88
Recyclable	kg	8,897.91	11,423	1143.5	758.55	3,749.25	4450.95
Compostables and Food waste	kg	0	0	0	3395.8	11,497.8	10824.68
Residuals/Landfilled	kg	24,948.20	11,282	2910.14	18680.5	33,859.13	28250.25

Figure 11. Solid Waste Generated



Solid waste

Solid waste is produced from discarded school and office materials, as well as waste from the kitchens and cafeterias. Solid waste is a risk to both human health and the environment. Improper disposal of solid waste can lead to the spread of diseases and the release of harmful substances into the environment. Such improper disposal also constitutes as violation of R.A. No. 9003 and will pose regulatory risks and serve as a poor example to the Mapua's stakeholders, especially to the students. It will also have an impact on aesthetics and cleanliness of the school.

In 2024, there was an overall significant increase in the solid waste generated, resulting from the resumption of normal onsite operations. This is because of the resumption of full face to face classes and normal operations as opposed to 2020 and 2021 when there was only limited face to face classes with a few students in campus, and limited employees onsite. However, the totals for 2024 are relatively lower than the pre-pandemic (2019) levels.

Mapua established programs, procedures, and guidelines on responsible waste generation, thereby fostering a more sustainable society and safeguarding the environment. Its objectives include (i) expanding recycling collections to reduce the amount of waste sent to landfills, (ii) enhancing education and awareness on waste prevention, reduction, and reuse within the Mapua community to enhance waste management practices, (iii) reducing paper consumption, and formulating guidelines and policies to ensure consistent waste reduction and management practices across the school premises. For solid waste, disposal is done by DENR-accredited waste haulers and disposed at accredited landfills.

Hazardous Waste

Table 7. Summary of 2019 to 2023 Hazardous Waste Generated

Disclosure	Units	2019 (Pre-pandemic)	2020	2021	2022	2023	2024
Total weight of hazardous waste generated	kg	26,825.18	1,877	1,716	1,320.7	2756.01	3549.99
Total weight of hazardous waste transported	kg	26,825.18	1,877	1,716	1,320.7	2756.01	3549.99

Figure 12. Hazardous Waste Generated

Hazardous Waste

Hazardous waste poses a serious risk to human health and safety and the environment. Risks include accidental spills, deliberate releases into the environment, improper storage, and improper disposal. These risks, if left unmanaged, may lead to injuries, potential fatalities, potential death of flora and fauna, and severe pollution of the environment. This may also result in legal and regulatory repercussions for the Company. Since 2020, there is a steady level in the amount of hazardous waste generated. The values in 2024 are still substantially lower than the pre-pandemic levels.

Hazardous wastes are a serious health and safety concern. As such, all existing regulations on hazardous waste handling, storage, transport, and treatment/disposal are strictly observed. Majority of the hazardous wastes produced by the schools are chemical waste from the school laboratories. Students who work with chemicals in their laboratory classes are taught proper laboratory safety techniques. They are also not allowed to work without proper supervision and safety equipment, such as lab gowns and goggles. Laboratory assistants are licensed chemists to ensure that they know how to safely handle hazardous wastes. Appropriate personal protective equipment (PPE) is also provided. The wastes are stored in a secured, on-site hazardous waste storage room. Treatment/disposal is done via DENR-accredited hazardous waste haulers and treaters. Records are kept by the schools with the Certificate of Treatment provided by these treaters for the hazardous waste hauled and/or treated.

Effluents

Improper wastewater discharge has a negative effect on the environment through pollution, increased sedimentation, and potentially spreading diseases. It may lead to legal and regulatory issues for Mapua.

Mapua is connected to a centralized sewage treatment plant (STP) of the Maynilad which is government accredited water concessionaire, in compliance with DENR requirements on wastewater discharge.

Environmental compliance

Table 8. Non-compliance with Environmental Laws and Regulations

Disclosure	2023-2024	Units
Total amount of monetary fines for non-compliance with environmental laws and/or regulations	0	PhP
No. of non-monetary sanctions for non-compliance with environmental laws and/or regulations	0	#
No. of cases resolved through dispute resolution mechanism	0	#

Environmental Compliance

No fines or violations were noted in 2023 and 2024. Mapua strives to comply with all environmental laws applicable to its operations. Any non-compliance has regulatory risk, resulting in fines and/or sanctions which could disrupt the schools' operations and/or classes. The Company did not receive any fines or sanctions for the reporting period. The company ensures that all subsidiary schools comply with applicable environmental laws. Mapua has its own Pollution Control Officer who is tasked to closely monitor the school's compliance.

SOCIAL

Employee Management

Employee Hiring and Benefits

Table 9. Employee data

Disclosure	Units	2023	2024
Total number of employees[1]	#	542	580
a. % female employees	Percentage	52%	50%
b. % male employees	Percentage	48%	50%
Attrition rate[2]	rate	1.23%	1.00%
Ratio of lowest paid employee against minimum wage	ratio	1.05:1	1.05:1

1 Permanent Employees
2 Attrition rate is computed as (number of new hires – number of turnover)/(average of total no. of employees of previous year and total no. of employees of current year.

Employee data and benefits

Mapua requires highly educated and competent faculty to provide the best education to its students and establish its reputation of providing quality and accessible education. In 2024, the risks reported include delays in hiring qualified personnel, lack of qualified personnel for the position, and high personnel turnover. Inadequate number of faculty may result in operational disruptions (as some subjects may not be offered), and burnout of existing faculty (due to taking additional load to fill the gaps).

Faculty members are vital to the schools' operations and Mapua addresses the risk of losing good faculty by offering competitive salaries; providing benefits which are comparable to the other schools and above the minimum set by law; opportunities for training and development and for further study is given; research opportunities and incentives for research publications; and support for local and international paper presentations.

Employee Training and Development

Table 10. Employee Training Data

Disclosure	Units	2023	2024
Total training hours provided to employees*	hours	5158	9088
a. Female employees	hours	2214	4208
b. Male employees	hours	2944	4880
Average training hours provided to employees*	hours/employee	9.52	16.67

*Permanent employees only

Employee training and development

Aside from supporting further education, Mapua invests in its people through continuous in-house and external training to promote career and professional growth. Without this continued investment, Mapua risks high employee attrition, operational disruptions, low quality of education provided to students, and loss of Company reputation.

Mapua has regular assessment programs to assess the needs of their teaching and non-teaching employees. It also provides opportunities for training, certifications, and attendance in seminars and conferences to upgrade their skills. Faculty members are given opportunities for further study and research; incentives for publication; and support for paper presentations both local and international.

Most of the training conducted in 2023 and 2024 for faculty and staff were in relation to online delivery of classes and services, Artificial Intelligence, cybersecurity, health and safety among others. Mapua also has a strong in-house training programs with CPD credits and in-house training for employees (Mapua). Majority of the trainings were conducted online and which aimed to improve the online or remote delivery of courses. These online trainings or webinars included topics on the use digital tools and online processes, and certifications.

Labor-Management Relations

Table 11. Labor- Management Relations Data

Disclosure	Units	2023	2024
% of employees covered by Collective Bargaining Agreements	%	51	51
Number of consultations conducted with employees concerning employee-related policies	#	As needed	As needed

Employee training and development

Mapua has two separate Collective Bargaining Units (unions) and are covered by two separate Collective Bargaining Agreements (CBAs), namely: the Faculty Association of Mapua Institute of Technology (FAMIT) [faculty union] and the Mapua Institute of Technology Labor Union (MITLU) [non-teaching employees' union].

The unions represent all permanent employees of Mapua University, except for the confidential permanent employees and the Deans of the Schools. CBAs providing for employee benefits and other terms are effective for a period of three to five years. Financial items in the CBA are negotiated after three (3) years, while non-financial or political items are negotiated every five (5) years.

Proactively engaging with the union through informal dialogues and regular Labor Management Council (LMC) meetings and the adherence to transparent and frequent communication under CBA processes reduces the probability of employer-employee dispute. Through engaging and negotiating in good faith, the company and the union execute agreements that are fair and equitable to all concerned.

Diversity and Equal Opportunity

Table 12. Diversity and Equal Opportunity Data

Disclosure	Unit	2023	2024
% of female workers in the workforce[1]	Percentage	52%	50%
% of male workers in the workforce[1]	Percentage	48%	50%
Number of employees from indigenous communities and/or vulnerable sector*	#	0	0

*Vulnerable sector includes, elderly, persons with disabilities (PWDs), vulnerable women, refugees, migrants, internally displaced persons, people living with HIV and other diseases, solo parents, and the poor or the base of the pyramid (BOP; Class D and E).
1 Includes both Permanent and Temporary employees.

Diversity and equal opportunity

Mapua endeavors to diminish inequalities among its students and employees by enforcing non-discrimination policies that are universally applicable, irrespective of gender, race, religious beliefs, or economic status. Mapua implements policies that provide equal

opportunity to all employees regardless of sex, gender identity, race, or religion. This is evident in hiring faculty members and employees where such are not considered as factors in hiring.

At present, a number of employees are solo parents and thus belong to the vulnerable sector. These members of the vulnerable sector are given the benefits and consideration due to them in accordance with law and existing company policies.

Such activities for solo parents and adult learners include online lectures and trainings conducted in partner communities of Mapua, as stated in the table below:

Table 13. List of 2023- 2024 Online Trainings and Seminars for Solo Parents and Adult Learners

ADULT EDUCATION/TRAINING
Basic Electrical Circuits
PC Troubleshooting and Networking
Python App Development
Micro Video Lectures for ALEAP
Basic Welding Workshop

Mapua's CSR projects on diversity and equal opportunity continue to cater to women and children. Majority of the CSR projects also focuses on child education. Young members of the vulnerable sectors who are supported through education early on in their lives, have a greater chance to finish their schooling and to become gainfully employed later on.

Other projects continued to focus on child education which were conducted by Mapua for partner communities in Pandacan, Manila. Modules and micro-video lectures to supplement classroom subjects which were setup in 2021 are still being continued with auxiliary online learning resources in Mapua Dunong-Lingkod website (https://dunonglingkod.mapua.edu.ph), which is under Mapua's Social Office for Social Orientation and Community Involvement Programs (SOCIP), such as those mentioned in the table below:

Table 14. List of 2023-2024 Online Modules for Children

CHILD EDUCATION
English Made Easy
Exploring Singaporean Mathematics
Art, Art Baby
Mathang-Isip
Letralino (smooth drive to our future)
Literacy and Talent Program for Children
Pagbasa at Pagintindi para sa Kinabukasan
VocabuStory
Glow Slime (The Science of Slime)
Matematika Sa Pandacan Tungo Sa Magandang Kinabukasan
MATHikayat
Back To Your Roots

CHILD EDUCATION
MATHALINO
Pangunahing Kaalaman, Kailangan ng Kabataan
Explore Beyond Stories
Mga Alaala ni Bonifacio
LEARN-ingning
Concepts and Principles of Ecology
Principles of Environmental Science
Science Lessons
Good Health and Well-Being
Basic Mathematics
Four Basic Math
Mathcraft
English Made Easy
Voting Awareness
Ways to take Care of the Environment
Waste Segregation
Embracing the New Normal
Netiquette
Basic Welding
LMS Best Practices
Use of Canva as an LMS
Mapua Snippets

Workplace Conditions, Labor Standards, and Human Rights

Occupational Health and Safety

Table 15. Occupational Health and Safety Data

Disclosure	2023 Quantity	2024 Quantity	Units
Safe Man-Hours	432,432.00	464,184.00	Man-hours
No. of safety drills	4	4	#

Occupational Health and Safety

Mapua considers the health and safety of its students, faculty, and staff as a top priority. Risks include unsafe facilities, lack of accessible healthcare in times of emergency, and lack of knowledge on proper safety procedures and what to do in times of emergency – all of which lead to potential loss of human life and reputation, as well as regulatory penalties.

Standard policies and procedures govern responses to health and safety incidents. Mapua strictly implements its Health and Safety Protocols based on CHED, DOH and DTI regulations. Health and safety reminders and bulletins were also regularly communicated school-wide through postings in the website, emails, and social media. The strict implementation continued until 2024.

Safety drills are also conducted regularly as required by law and the schools' policies. First aid training is also given to both employees and students. Policies and emergency procedures are in place and may be readily implemented in case of natural disasters such as floods, fires, earthquakes, and other situations such as bomb threats and pandemic events (i.e., COVID pandemic). In addition, as a minimum health standard each school has a clinic staffed with healthcare providers to address injuries or sickness that occur on-campus.

Labor laws and human rights

Mapua strictly observes human rights laws, particularly those against forced labor and child labor. While forced labor and child labor are not explicitly addressed in company policy, it is addressed as a matter of practice as the Company complies with all relevant national and local laws in the areas where it operates in.

As a matter of policy, Mapua not tolerate bullying or harassment of any kind and has strict anti-bullying policies for students. These policies are specifically included in the student manual, in compliance with existing laws against bullying. These policies also provide for the instances covered and the procedure for handling cases of bullying, including intervention, remedial measures, and penalties in case of violation.

Online seminars, briefings and orientations are also conducted to ensure that employees and students are aware of the policies and to make sure that they comply with the provisions of the manuals.

Supply Chain Management

Supply chain management is performed at the YGC Group level. All vendors are screened and vetted, and purchases adhere to procurement policies, procedures and guidelines. The YGC Group has a supplier accreditation policy.

Table 16. Sustainability Topics Considered in Supplier Accreditation

Do you consider the following sustainability topics when accrediting suppliers?

Topic	Y/N	If Yes, cite reference in the supplier policy
Environmental performance	Y	Now included in the YGG group supplier Accreditation Policy
Forced labor	Y	Now included in the YGG group supplier Accreditation Policy
Child labor	Y	Now included in the YGG group supplier Accreditation Policy
Human rights	Y	Now included in the YGG group supplier Accreditation Policy
Bribery and corruption	Y	Code of Ethics for Suppliers, section on Bribes, Kickbacks, and Gifts from Suppliers

Customer Management

Customer Satisfaction

Table 17. Customer Satisfaction: Net Promoter Score and Happiness Survey

Disclosure	Score	Did a third party conduct the customer satisfaction study (Y/N)?
Customer Satisfaction		
Net Promoter Score	10*	No. Done internally by the school
Student Happiness Survey	4.15**	No. Done internally by the school

* 2024 NPS
** 2023 Survey

Customer Management

Mapua ensures that its offered programs undergraduate, and postgraduate, comply with applicable laws and regulations and meet the needs and expectations of students and parents in terms of knowledge and experience gained, overall school experience, and value for money.

In 2023-2024, Mapua required students to provide online evaluations of teachers and the schools' services and were asked to answer the Net Promoter Score and Student Happiness surveys. The feedback from the evaluation is used to improve the schools' delivery of services and develop programs and plans which address various student issues and concerns.

Health and Safety

Mapua considers the health and safety of students and employees to be a top priority. Risks include the spread of diseases and pandemic events, natural disasters such as floods, fires, earthquakes, and other situations such as bomb threats. Policies and emergency procedures, safety and health protocols are in place and may be readily implemented in case of pandemic events or natural disasters. Orientations and briefings and safety and emergency drills are regularly conducted. Videos on safety procedures in case of earthquakes and fires were also made as part of the information and awareness campaigns to ensure employees and students know what to do in case of fires, floods, earthquakes, and other emergency situations.

The Mapua Health and Safety Committee regularly conduct meetings to update policies and discuss issues on health and safety. Mapua also has written policies and guidelines to address complaints concerning health and safety. Schools are required to have licensed healthcare professionals (doctors, nurses, and dentists) on-site to provide adequate healthcare to students and employees. Aside from these, they also have designated Health and Safety Officers. To involve the population, awareness campaigns and seminars on health and safety are regularly conducted, as well as fire and earthquake drills. For 2023 to 2024, the awareness campaigns and seminars continued to be conducted online and face-to face as well in addition to regular postings and bulletins in websites and social media. Health and safety protocols continued to be implemented in 2023 and 2024.

Customer Privacy

Table 18. Customer Privacy Data

Disclosure	2023	2024	Units
No. of substantiated complaints on customer privacy*	**0**	**1**	#
No. of complaints addressed	**0**	**1**	#
No. of customers, users and account holders whose information is used for secondary purposes	**0**	**0**	#

**Substantiated complaints include complaints from customers that went through the organization's formal communication channels and grievance mechanisms as well as complaints that were lodged to and acted upon by government agencies.*

Customer privacy

As a matter of policy, Mapua respects and upholds data privacy rights and ensures that all personal data collected from students, their parents or guardians, employees, and other third parties are processed pursuant to provisions of the Data Privacy Act of 2012 as reflected in the Mapua University Data Privacy Manual.

Mapua has a designated Data Privacy Officer (DPO) who is tasked to ensure compliance with the Data Privacy Act by implementing the data privacy policies of the University. The DPO is the Head of the Data Privacy Response Team which is tasked to implement policies, investigate and recommend actions for the resolution of data privacy issues and cases. Mapua also regularly conducts seminars and orientations on data privacy to ensure that students and employees strictly comply not only with the Data Privacy Act, but also with the provisions of the Manual of Regulations on Private Higher Education (MORPHE) and the Manual of Regulations on Private Schools (MRPS) on the confidentiality of student records and information. Mapua also has policies and protocols in place to handle complaints and inquiries on data privacy.

Data Security

Mapua's IT policies on data security are strictly implemented and regularly updated by their respective departments. Data security drills and exercises are also conducted. Students, faculty, and staff are informed about data security through awareness campaigns on the prevention of cybersecurity crimes and data security issues. Mapua also has existing data management policies, guidelines, and procedures for handling and reporting data breaches.

UN SUSTAINABLE DEVELOPMENT GOALS

Table 19. Contribution to UN SDGs

SDG		2023	2024
SDG 1	No Poverty	✓	✓
SDG 2	Zero Hunger	✓	✓
SDG 3	Good Health and Well-being	✓	✓
SDG 4	Quality Education	✓	✓
SDG 5	Gender Equality	✓	✓
SDG 6	Clean Water and Sanitation	✓	✓
SDG 7	Affordable and Clean Energy	✓	✓
SDG 8	Decent Work and Economic Growth	✓	✓
SDG 9	Industry, Innovation and Infrastructure	✓	✓
SDG 10	Reduced Inequalities	✓	✓
SDG 11	Sustainable Cities and Communities	✓	✓
SDG 12	Responsible Consumption and Production	✓	✓
SDG 13	Climate Action	✓	✓
SDG 14	Life Below Water	✓	✓
SDG 15	Life on Land	✓	✓
SDG 16	Peace, Justice and Strong Institutions	✓	✓
SDG 17	Partnerships for the Goals	✓	✓

A. Quality and Accessible Education

Scholarships. Mapua provided scholarships to deserving students amounting to a total of ₱79,397,488 in 2023 and ₱83,994,804 in 2024. Mapua also assisted students in applying for government scholarships. Discounts on tuition and fees were also given to students in 2023 and 2024.

Mapua's achievements in graduating students who are ready for higher education and/or employment is seen in high graduates' employment rate. Mapua also continues to assist students in applying online for jobs through a centralized and revamped internship program, career coaching and career fairs, and activities designed to mimic the job application process.

Mapúa Snippets (https://www.mapuasnipets.com) is a pioneering digital learning initiative launched in 2023 to address learning poverty by providing short, engaging English and Math video lessons aligned with DepEd's Most Essential Learning Competencies. With over 100 micro-videos distributed to public schools across seven regions—including offline access via USB drives—the program has logged more than 10,000 viewing hours and reached thousands of learners.

Mapúa STEM Teach. Mapúa University strengthened STEM (Science, Technology, Engineering, and Mathematics) education nationwide through its free online CPD (Continuing Professional Development) program, STEM Teach Mapúa, held in July–August 2024. Endorsed by DepEd (Department of Education) and accredited by the PRC (Professional Regulation Commission) for 10 CPD units, the program trained 788 junior and senior high school STEM teachers through 32 hours of competency-based instruction on outcome-based lesson design, AI (Artificial Intelligence) integration, game-based learning, cybersecurity, and coding theory. Delivered via Cardinal EDGE (Education in Digital and Global Environment) LMS (Learning Management System), this initiative reflects Mapúa's commitment to advancing quality education and capacity-building.

World Recognition. As a testament to Mapua continuing efforts to help improve the quality of education in the schools, and elevate the same to world class standards, Mapúa University debuted on the Times Higher Education (THE) World University Rankings (WUR) in 2023 and has been placed among the top six percent of the world's higher educational institutions which was maintained in 2024.

Mapúa ranked 1501+ among 1,799 universities across 104 countries, and one of only five (5) universities from the Philippines who made it to the list. The achievement is a result of Mapua's 20-year campaign focused on teaching quality and capability, research, and international linkages. In 2024, Mapua was also ranked 601-650 in Quacquarelli Symonds (QS) Asian University Rankings 2024 and was also awarded an overall 4-star rating in the QS Stars.

For the 4th straight year, Mapúa has been included in the Times Higher Education (THE) Impact Rankings which measures the social, economic and environmental impact of the school based on the United Nations Sustainable Development Goals (SDGs) with an overall rank of 800- 1000th in 2024, from the overall rank of 601–800th in 2023 and 2022. It has been ranked in all 17 SDGs since 2021.

Mapua's online delivery of courses also achieved recognition in 2022 with Mapúa University's ÚOx or Ubiquitous Online Experience Program being awarded the Gold Award for Digital Readiness from the prestigious Wharton-QS Reimagine Education Awards 2022. This is the first time a Philippine higher education institution (HEI) has received a top category award in the global competition, which honors groundbreaking approaches towards digital education, which increase student learning outcomes and improve student employability.

Board Examination Performance. For those taking board exams, the schools have correlation programs designed to assist and ensure that the examinees are prepared to take board examinations. This is supplemented by holding review sessions that, in turn, translate to higher passing rates in the board examinations. The IPO schools consistently have passing rates which are well-above the national passing rates, which is proof of the quality of graduates that the schools are producing. The following table shows the passing rates for top-performing courses for 2023 and 2024:

Table 20. 2023 Board Passing Rates for Top-Performing Courses

Top-Performing Courses	Board Exam Passing Rate (%) (Overall with re-takers)	National Average Passing Rate (%)
Accountancy	100.00%	33.37%
Architecture	81.69%	61.12%

Civil Engineering	50.17%	31.26%
Electrical Engineering	63.33%	57.86%
Environmental and Sanitary Engineering	77.27%	46.91%

Table 21. 2024 Board Passing Rates for Top-Performing Courses

Top-Performing Courses	Board Exam Passing Rate (%) (Overall with re-takers)	National Average Passing Rate (%)
Architecture	90.70%	62.14%
Civil Engineering	60.40%	39.27%
Electrical Engineering	86.21%	63.33%
BS Chemistry- Che	91.30%	77.83%

B. Research and Development

Table 22. 2023 vs. 2024 Research and Development Investment and Output

Disclosure	Unit	2023	2024
Research and Development Spending	Php	42,111,970.29	27,877,196.20
Research Papers Published in ISI and/or SCOPUS Indexed Journals	Number	492	695
Commercialized Research	Number	2	3

Research and Development. Research and Development is a key metric for Mapua. While Research and Development i itself is not an SDG goal, it underpins the success of the SDGs. Mapua spent a total of ₱42,111,970.29 in 2023 and ₱27,877,196.20 in 2024, respectively for Research and Development (amount does not include research funding received from external sources, such as government, funding agencies, etc.). Mapua published 492 research papers in ISI and/or SCOPUS-indexed journals in 2023, and 492 in 2023.

Mapua University also serves as an incubator for commercialized research. Mapua aims to replicate the previous success of its first commercialized research resulting from a research project funded by the Department of Science and Technology- Philippine Council for Industry, Energy, and Emerging Technology Research and Development (DOST-PCCEIERD), the Universal Structural Health Evaluation and Recording (USHER) System which is designed to assess and provide real time status on the structural health of buildings and other structures. In 2022, the DOST-Mapua Think and Tinker Laboratory was formally launched. It is a technology business incubator (TBI) that intends to build and develop digital learning tools and solutions for education with a focus on various emerging technologies and industries was formally launched. In 2024, another spin-off project, Mapua University's WEHLO (Localized Weather, Environment and Hydromet Solutions) already completed the market validation and spin-off set-up stage.

C. Community Engagement towards Poverty Alleviation

Immediate Relief to Sustainable Empowerment. In 2023-2024, Mapúa University upheld its enduring commitment to poverty mitigation by implementing projects that combined immediate humanitarian relief, livelihood support, and capacity-building for economic resilience. In 2023, the University extended direct assistance to communities affected by Typhoon "Karding" through its Relief Operations in Pampanga, distributing essential goods to families whose homes and livelihoods were devastated by the disaster. This humanitarian outreach went beyond temporary relief; it fostered solidarity, compassion, and awareness of social inequities among students and volunteers.

By 2024, the University's fight against poverty evolved toward education-based empowerment. Initiatives such as "Addressing Learning Poverty in Isabela and Apayao" exemplified this shift. Through this, the University not only tackled educational deprivation but also addressed a fundamental dimension of poverty — the lack of access to quality learning opportunities. Together, these efforts reflect a two-year trajectory from immediate relief to sustainable empowerment. Through both years, the University reaffirmed its belief that poverty reduction begins with empowerment — of mind, skill, and opportunity.

D. Health and Well-being

Nurturing Mental Resilience. Mapúa University strengthened its holistic approach to health and wellness, weaving compassion, education, and service into every initiative. In 2023, the University focused on nurturing mental resilience and community care through a series of webinars led by the School of Health Sciences. Topics ranged from stress management and emotional awareness to the role of parents in sustaining students' mental health and academic success. Alongside these efforts, Mapúa volunteers carried out relief operations for Typhoon Karding victims in Pampanga, bringing not only essential goods but also solidarity and hope to affected families.

Public Health. By 2024, the University's health advocacy evolved from wellness education to direct medical and public-health engagement. The Office for Social Orientation and Community Involvement Programs (SOCIP) partnered with Jose R. Reyes Memorial Medical Center, Ospital ng Maynila, and the House of Investments to conduct a tri-campus series of blood donation drives. Simultaneously, the School of Health Sciences offered an NMAT Review Series, preparing aspiring physicians for national examinations and strengthening pathways to the medical profession.

Health Facilities. By 2024, health facilities for the disabled, with special needs, first aid, emergency room with certified health professionals, and maternity care are provided at the University buildings.

Safety and Security. All safety and security equipment and facilities, including web cameras, motion sensors, and fire detectors are functional in all building areas. The security responding time for accidents, crime, fire, and disasters are provided within 5-10 minutes. While the University highlights safety and security within the school premises, pedestrian paths were also provided within and outside the campuses.

E. Continuous Education

Lifelong Learning. Education remained the heart of Mapúa's mission throughout Radiance 2023 and 2024. In 2023, the University's collaboration with the Alternative Learning Equivalency and Accreditation Program (ALEAP) flourished through the creation of Micro-Lecture Videos (MLVs) in scientific reasoning, mathematics, digital literacy, and life skills. Faculty and students from various schools contributed to this open-learning initiative, ensuring that alternative-education learners could access quality materials through the *Dunong Lingkod* platform. The School of Information Technology extended the concept of inclusive education by embedding service learning into its Web Systems and Technologies Laboratory, where students designed and deployed websites for partner communities—bridging technology and civic engagement.

In 2024, these educational efforts expanded in both scope and geography, as the University launched free online resources to remote schools and learning centers in Isabela and Apayao. The Senior High School Department organized research workshops introducing both qualitative and quantitative methodologies, equipping students with research literacy early in their academic journey.

F. Climate Action

Community-based Development. Mapúa University's pursuit of sustainable energy solutions shone prominently across both years. In 2023, the University led the Installation of Solar Panels in Barangays of the Cordillera Province, supplying renewable power to households and schools in Tabuk City and Abra. This initiative not only lit up communities but also demonstrated how academic expertise can address climate and energy inequities.

Building on that success, 2024 saw the expansion of clean-energy outreach. The National Association of Mapúa Alumni (NAMA) and SOCIP installed solar-powered electricity systems at the Kanawan Integrated School in Morong, Bataan, and extended installations to Apayao. In one integrated activity, Mapúa combined solar-energy deployment with educational outreach, simultaneously addressing energy poverty and learning inequality.

G. Clean Water

Clean Water Supply for All. Although large-scale water projects were still in their preparatory stages, the University's Community Conference 2023 positioned SDG 6 as a top priority for future collaboration. Discussions and community surveys highlighted the importance of safe water and sanitation as foundations for health and productivity. By 2024, these intentions began to materialize through combined clean-energy and environmental programs, ensuring that future water initiatives would integrate renewable technology and community management. Collectively, these steps demonstrate Mapúa's proactive stance in building the groundwork for sustainable water access and sanitation governance.

H. Economic Growth through Self-Empowerment

On-line Free Trainings. This program reflected Mapúa's commitment to promoting livelihoods and technical entrepreneurship as keys to economic growth. In 2023, the School of Mechanical and Manufacturing Engineering (SMME) conducted two highly practical online seminars: the Webinar on Shielded Metal Arc Welding with Business Start-Up Orientation and the Webinar on Automotive Technology with Business Start-Up and Licensing Orientation. Both merged technical mastery with entrepreneurship, empowering participants to transform skills into sustainable income. Complementing these, the Livelihood Program for Barangay 872 in Pandacan provided material support for micro-enterprise among indigent families, directly uplifting household economies.

In 2024, this advocacy continued through newer technical-business partnerships. The University held additional webinars such as Car Air-Conditioning Maintenance and Business Start-Up and a follow-up session on Welding Technology, strengthening pathways to self-employment.

I. Information, Innovation, and Systems Technology

Innovation encompassing Community Service. Innovation has long been embedded in Mapúa's DNA. During 2023, the University introduced service-learning projects through ITS135-8L: Web Systems and Technologies Laboratory, allowing students to develop customized digital tools for partner organizations. The Senior High School Immersion Program complemented this with practical training on User Acceptance Testing, giving learners firsthand exposure to software-quality assurance. Parallel to the technological initiatives, the School of Architecture, Industrial Design, and the Built Environment (ARIDBE) produced architectural proposals for Rural Health Units and a Barangay Multi-Purpose Hall, linking innovation with infrastructure.

By 2024, the integration of research, design, and community service became even more visible. Successive offerings of Web Systems and Technologies Laboratory 2 (in both second and third quarters) refined students' output into functional web platforms that addressed community needs. Senior High School immersion projects advanced to User Interface Design for Sustainability, proving that innovation can flourish when learning serves society.

J. Mapúa's Engineering Expertise in Action

Sustainable Communities. Mapúa's has showcased once again its architectural and engineering expertise through the architectural (ARIDBE) students who documented heritage houses in Tayabas, Quezon, by way of preserving traditional architecture through systematic measurement and analysis. Meanwhile, proposals such as the Multi-Purpose Hall and Rural Health Units balanced safety, accessibility, and environmental sensitivity—models of sustainable design education.

In 2024, the University's engagement with communities deepened through material-costing immersion activities by the School of Civil, Environmental, and Geological Engineering (SCEGE), where Senior High School students created detailed cost estimates for residential designs. These projects cultivated technical precision and awareness of sustainability in infrastructure planning. Across both years, Mapúa demonstrated how design and engineering education can produce cities and communities that are not only functional but also humane and enduring.

K. Partnerships and Linkages

LGU Skills Enhancement. Throughout 2023 and 2024, Mapúa University nurtured peace and civic accountability by empowering community front-liners and local leaders. In 2023, the Barangay Tanod Skills Enhancement Seminar (Module 3) in Tanay, Rizal, trained forty-eight barangay officers and volunteers in crisis management, crime-scene protection, and ethical incident reporting. The Community Conference 2023 further united local partners under the theme "Strengthened Commitment. Achieving Goals. Contributing to the Attainment of the UN SDGs."

In 2024, this tradition of dialogue and capacity-building continued. The Community Conference 2024, titled "Active Involvement in the Age of Artificial Intelligence," addressed emerging challenges of governance and technology. Training programs such as the Street Crisis Management Seminar reinforced readiness and collaboration among barangay officials and students alike. Together, these engagements built a culture of transparency, preparedness, and social harmony—clear manifestations of SDG 16 in action.

In July 2024, Mapúa University hosted the prestigious **Asian Science Deans Forum (ASDF)**, themed **"Fostering Collaboration in Science and Technology for Sustainability."** The five-day conference gathered approximately 200 educators, researchers, industry leaders, and students from across Asia to explore pressing issues—climate action, renewable energy, circular economy, gender equality, digital transformation, and environmental health—and to plant seeds for sustainable development scale-ups.

L. Creation of the University's Sustainability Office

Institute for Global Sustainability (IGS). In 2024, the IGS was established to lead the implementation of Sustainability wherein the Director will see through all departments their compliance to the global SDGs. The Director will act as an initiator or support system in all sustainability-related plans and initiatives to be created, set-out, and/or carried on by the University departments to fully complete all SD Goals on all campuses.

M. Strengthening Social Sustainability through Diversity, Equity, and Inclusive Digital Education

In March 2024, Mapúa University launched its **Diversity, Equity, and Inclusion (DEI) Program**, marking a significant milestone in its commitment to fostering an inclusive and nurturing academic environment. According to DEI Officer Patrick Glenn O. Acorin, the program formalizes initiatives previously undertaken by various schools, departments, offices, and student organizations to promote empathy, respect, and understanding within the University community. By embedding DEI principles into institutional policies and practices, Mapúa reinforces its social sustainability pillar alongside environmental and economic dimensions, demonstrating that sustainability encompasses not only environmental responsibility but also social equity and inclusion. This initiative empowers learners to become responsible global citizens prepared to contribute to societal progress and global development.

Complementing the DEI Program, Mapúa University's **Inclusive Digital Courses for Accessible Lifelong Learning (idCALL)** reflects the institution's commitment to equitable access to education. In 2024, this commitment was strengthened through several

initiatives: the launch of AI-powered, accessibility-first digital toolkits under the Cardinal EDGE platform, including *Ally* for students with disabilities and *MapúaX* for free micro credential content, which reached over 10,000 learners; the introduction of AI-enabled HyFlex classrooms through the Tri-X project, enabling synchronous and asynchronous learning for more than 5,000 remote and underserved students; the rollout of career-focused modules such as *Basic Prompt Engineering with ChatGPT* and *AI Foundations: Scripting ChatGPT with Python*, benefiting over 3,000 participants; and community-centered programs offering free training and webinars to marginalized groups, impacting over 2,500 individuals. These efforts remove barriers to education, foster inclusivity, and form a key component of Mapúa's sustainability framework, which prioritizes digital transformation as a driver of social equity and long-term development.