

THE POWER OF

CONCENTRIX SUSTAINABILITY REPORT 2022



Our Strategy Introduction

Environmental

Social

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CARE FOR THE

to leave it better than we found it





PLACE FOR PEOPLE TO WORK AND LIVE

in the communities where we operate



Always



Introduction Our Strategy



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"Over the past year we have seen the power of One Concentrix in action. I'm truly proud and humbled by what our staff around the world have done to impact positive change and we are excited to share some of their stories with you"

Chris Caldwell
President and CEO



FELLOW STAKEHOLDERS

This time last year, we published our first ever Concentrix Sustainability Report. As we set out on this journey, we wanted to reimagine what our impact could be, focused on our core belief that "you can never underestimate the power of ONE." We renewed and deepened our commitments to care for the environment to leave it better than we found it, create a better place for people to work and live in the communities where we operate, and to act with integrity and do the right thing. Always.

Now, 12 months later, we get to reflect on what we have been able to achieve through the Power of ONE Concentrix. Every day individuals and teams around the world are stepping up, giving back, and sharing their time and talents to make a difference. From recycling efforts with proceeds that help protect the environment, to efforts that ensure children have access to quality education, and standing up for what is right for our staff. This is the power of ONE in action and it is truly humbling.

In this report we will share updates on some of the stories that we featured last year, as well as new stories of people who are truly making a difference. And once again, we are proud to feature photos taken by our talented staff to bring these stories to life. As you read on, we will take you on a journey through the powerful, positive difference our 290,000+ people are collectively making to drive progress against our 2025 goals and in many cases enabling us to make even bigger, bolder commitments to change and impact. In our first year we have:

- Greatly reduced our energy consumption, made progress in shifting to renewable energy sources, made significant strides in our recycling efforts and strengthened our environmentally conscious sourcing practices.
- Expanded our participation in programs that recognize and support our diverse staff and invested in innovative programs to proactively support their mental and physical wellness.
- · Strengthened and reinforced our commitments to integrity, security, and ethical business conduct.

We are so proud to have been recognized for these efforts by EcoVadis – one of the world's most trusted sources of business sustainability ratings - who placed us in the top 1% for ethics, top 23% for sustainable procurement, and top 31% for environmental efforts within the industry.

Now, in our second year and as we look to the future, we are more committed than ever to achieving the goals we defined for 2025 and will continue to explore bigger and more impactful ways to leave this world in a better place than we found it. We are exploring what it would take to get to Net Zero and look forward to updating you on our progress in future reports. We know that these efforts are more important than ever before and welcome the focus and commitment the SEC is making to prioritize and govern these initiatives.

Our ability to make a difference comes down to just one thing: our people. Individually and collectively, we have made more progress, more quickly than we ever believed possible. It's inspiring and it is proof of the Power of ONE Concentrix and gives us immense hope and confidence in all our futures.

Sincerely

The Concentrix Team



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NICE TO MEET YOU!

We're reimagining everything CX. We bring together strategy, talent and technology to connect our clients ever closer to their customers.

We work with enterprise level market leaders and new economy stars around the world. Every day, we help them to reimagine the experiences that build their brands and drive their businesses.

We are passionate about the work we do today and we're even more excited about the innovation we will bring tomorrow. We are leading the way to a new generation of CX, powered by data, AI, and truly meaningful personal connection. The only limit is our imagination.

We pledge to challenge conventions, create experiences beyond expectation, and deliver outcomes unimagined, for our clients, their customers and staff. This promise is driven by four key ideas that help us back our words with action, and promote actual positive change for our people and planet. We deliver our promise every day through:



Our Doing Right DNA - Doing good and doing the right thing is built deep into our culture. It's not a policy or program, it's just who we are.



Our Passion for CX - We are passionate about CX. Evolving it, investing in it, pushing the limits on innovation, and shining 'lights around the bend' to make it a meaningful brand differentiator for our clients.



A Focus on Technology for Good - We believe in technology with a purpose: to better understand customer needs and increase engagement to create richer, deeper, more repeatable experiences.



One Concentrix Solutions - We bring together the best people and technology to support and transform the full CX journey, with a commitment to delivering epic experiences and outstanding business outcomes.

And most importantly, by living our **CULTURE!**









Governance

CONCENTRIX

OUR CULTURE

Our culture statements are more than words on paper, they are built deep into the fabric of everything we do. The Concentrix culture crosses borders and transcends hierarchies, reaching every corner of our business.

From our fanatical focus on our people and our clients, to our belief that we all contribute as One Concentrix, each and every one of our nine culture statements drives who we are and what we can achieve.

As our company has grown and developed, our culture has remained steadfast. It continues to be our north star and it is the single biggest reason our 290,000+ staff are so successful at driving epic experiences and outcomes unimagined.

Later on in this report, you will see our culture in action through the successes of our staff, celebrated through our Unsung Hero recognition program. Read their stories to see the huge impact they make each and every day.



We put our people and clients first— with passion.



We act ethically. Period.



We're lifelong learners, always challenging things around us for better outcomes.



We don't stand on titles or bureaucracy – It's all about open communication.



"We've always done it this way" isn't part of our vocabulary.



Because nothing great was ever accomplished by being afraid to act.



While others follow the well-trodden path, we ask "Has anyone ever explored the woods over there?"



We continuously make investments in what's coming next – That's why we are a leader.



Every single team member contributes to our success.



A LITTLE BIT ABOUT US

Our vision has always been to build the greatest customer engagement company in the world, rich in diversity and talent. And now we are perfectly positioned as a leader in the market who is reimagining the future of CX for the world's best brands, across new economy and enterprise organizations. We have the right client base that is helping to shape what CX can be. We have the right services and technology to support our vision, all backed by an incredible global team.

VISION

We will be the greatest customer engagement services company in the world, rich in diversity and talent.

PURPOSE

In everything we do, we believe in doing right by and for people - our clients, their customers, our staff, our communities, our planet.

PROMISE

To challenge conventions. To create experiences beyond expectation. To deliver outcomes unimagined.

REIMAGINING CX EVERYTHING

STRATEGY

CX Consulting + Design

Unlocking new ways to combine talent and technology to solve CX challenges and deliver brand defining experiences for long-term value and growth.

TALENT Digital CX Operations

Building innovative solutions that create deep connections with customers to drive brand loyalty.

TECHNOLOGY

Digital CX Technology

Innovating and engineering cutting-edge technologies to invent and transform the future of CX.

Concentrix at a Glance:

Our Company:







Fortune **#557**

70⁺ Languages

40+ Countries

6 Continents

Industries:





-(\$)-

Banking &

Financial

Services











Energy &



Travel, **Automotive** Transportation & Tourism



Media &









Healthcare Services

Our Staff:

49.1% Male

48.8% Female

2.1% Other

Our Clients:

750⁺ Clients

125+

Global New **Economy Clients**

100+ Fortune Global 500 clients





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ALIGNING OUR PRIORITIES

Engaging Our Stakeholders

To have the greatest impact as One Concentrix, we listen to, learn from, and collaborate with many different stakeholders. From our own staff, to clients, board of directors, investors, and suppliers—we know each group and individual is impacted by our ESG efforts and has a valuable perspective to share.

To ensure we're focused on the right economic, social, and environmental issues that directly affect our stakeholders, we asked them in our 2021 materiality assessment and aligned their responses to our commitments and goals.

We also take a multi-platform approach to engaging our people, sharing business progress updates, and listening to feedback on key challenges and opportunities. These connections strengthen the sustainability of our business and partnerships.

Alignment to UN Sustainable Development Goals (SDGs)

To create a better and more sustainable future for all, our goals are aligned with 13 of the 17 established SDGs set up by the United Nations. These goals guide sustainable development, with the overarching principle of leaving no one behind.

We're proud to align ourselves around the globe in making sustainable choices for our communities and one and only planet.

ESG Governance

With oversight from our board, our ESG initiatives are managed by our senior executive team, who meet regularly to review our goals and progress. Many of our initiatives are also developed in tandem with our staff who are fully involved in our ESG efforts, which helps ensure we're contributing to the right economic, social, and environmental issues in the communities in which they live and work.

Staff	Investors	BoD	Client	Suppliers
2*2				
2*2				
2*2				
2*2				
2*2	262		202	
2*2	262		20/2	
2*2	26/2		20/2	
			202	
2*2			202	
	Staff	Staff Investors O	Staff Investors BoD	Staff Investors BoD Client Client Client











11 SUSTAINABLE CITIES 12 RESPONSIBLE

















OUR STRATEGIC PRIORITIES

As a global business who touches countless lives each day, we have a real responsibility to look out for our people and the health of our planet, and it's a responsibility we take seriously.

The way we see it, we have an incredible opportunity to use our scale as a force for good. We have focused our actions around three strategic priorities that guide our global efforts and translate to progress against our 2025 goals - For a world-sized impact!



to leave it better than we found it



CREATE A BETTER PLACE FOR PEOPLE TO WORK AND LIVE

in the communities where we operate



INTEGRITY

and do the right thing. Always.





Our Strategy Introduction Environmental Social

SARE FOR THE ENVIRONMENTS

to leave it better than we found it

Our Commitments for 2025

- Drive energy efficiency and reduce carbon footprint
- Reduce waste to landfill
- Work to help replenish our ecosystems

UN SDG Alignment











Governance

CONCENTRIX

OUR ENVIRONMENTAL VISION

"When we started our green journey, we knew that we had to work fast to drive the changes needed to take care of our fragile earth.

Our staff have come together and worked to make real progress toward the goals we set forth in 2021.

All this has been achieved through a group of volunteers; we're now ready to form a dedicated environmental team to lead the business in the areas of energy, process, policy, education and partnerships."

Philip Cassidy
EVP Strategic Projects
& Corporate Strategy



In our inaugural ESG report, we set out to make a tangible difference in the world by improving how we care for our environment with respect to climate, waste, and ecosystems. To achieve this vision, we focused on collaborating with like-minded partners to reduce our carbon footprint, closing the loop on our waste cycle, and supporting programs that preserve and restore our planet. And since then, we've made great strides and accelerated our shift to renewable energy, improved more than half our buildings to make them more energy efficient and environmentally sound, increased our recycling activities – particularly regarding e-waste – and forged deeper partnerships with organizations, clients, and communities so our message and influence are felt across the world. Through our global OneEarth program, we've also engaged staff in our environmental journey, which has propelled us to achieving some of our 2025 goals far earlier than we expected. We are proud that our efforts have been recognized and awarded by Golden Peacock for environmental management and Best in Biz for best environmental program of the year.



Climate

Collaborate with partners and innovate our practices to help reduce our carbon footprint.



Waste

Close the loop on our waste by applying a rethink, reduce, reuse, repair, recycle methodology to our sourcing and waste streams worldwide.



Ecosystems

Support programs and partnerships that preserve and restore habitats and biodiversity across the globe, starting with the communities and ecosystems our people live and work in.



NA Best In Biz Awards 2021
Best Environmental
Program Of The Year



India Golden Peacock Award For Environmental Management 2021



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GOAL PROGRESS

Since last year, our people have rallied together to make amazing progress against our environmental goals. We are working incredibly hard to bring about positive change in a way that impacts our planet in the countless communities we live and work in, and we're proud to report that in many areas, we have not only achieved our original targets, we've exceeded them and are ready to take on even bigger and bolder commitments! Over the next few pages, you will see some of the truly inspiring stories associated with our progress, and we can't wait for you to learn more about our journey for positive change in the areas of climate, waste, and ecosystems.





ClimateDrive energy efficiency and reduce carbon footprint.



WasteReduce Waste to Landfill.

Care For The Environment

To leave it better than we found it.



EcosystemsWork to help replenish our ecosystems.

Goal	2022 Actual	2025 Goal	Progress
Reduce power consumption to the equivalent of 25K metric tons	45K	25.0K	
A minimum of 35% of our staff will be working from home	66%	35%	
Enable more efficient staff transportation to reduce at least another 10,000 cars coming to our offices	10.3K	10.0K	
10% of our power from renewable energy sources	15.2%	10%	
Close 24 data centers	15	24	
100% of our facilities using LED lighting	61%	100%	

Eliminate or recycle 250,000 pounds of paper	208K	250K	
Eliminate single-use plastic water bottles in our sites	15.2%	100%	
Ethically donate or recycle 100% of our e-waste	35%	100%	
Use 20% reclaimed materials in our construction projects	8%	20%	
100% of our paper products coming from sustainable methods	18%	100%	

Plant two times the number of trees we consume in paper products	70.6K	250K	
50,000 volunteer hours to enhance the ecosystem	16.2K	50K	
Target 75% of our spend to be procured through environmentally conscious suppliers	35%	75%	









We've made great progress across the board to date. In some cases, we've even significantly exceeded our targets, like reducing our CO2 by 45K MT versus an initial goal of 25K MT. Because of the hard work of all our people who've helped us on our green mission, we are now aiming to do right by our planet and future generations by increasing our goal to 50K MT. We have also taken more than 10K cars off the road due to our work-from-anywhere model, and are committing to a new goal of reducing commuting emissions by 50%. In addition, we are setting a more challenging goal to source 30% of our power from renewable energy by 2025, compared to our original goal of 10%.



Reducing Our Power Consumption

Last year we set out to significantly reduce our power consumption by 25K metric tons. Over the past year we have more than exceeded our initial targets by converting more than half our facilities to LED lighting, shifting to more energy efficient equipment and sustaining our work-at-home footprint. We are now ready to set bigger and bolder goals to even further impact our commitment to playing a part in reducing our global power consumption.

Renewable Energy

Running our business on renewable energy can go a long way towards reducing our environmental impact. So we designed our initial goal to be significant on both a local and collective global scale. Over the next few pages you will read about how we shifted to renewable energy where possible and worked with our landlords to exceed our initial renewable energy goals. Now we are ready to make even bigger commitments for 2025.

Our Commitment for 2025:

Drive energy efficiency and reduce carbon footprint



Introduction Our Strategy Environmental Social

In Action: Drive energy efficiency and reduce carbon footprint

Green Energy + Green Buildings

Green Energy

We're heavily focused on planning future renewable energy generation projects for the sites we own across the globe. We are also working tirelessly to convert leased sites to green power where we own energy contracts, and collaborate with landlords and building management to influence and improve market-based green energy purchases where we don't. Such efforts have been extremely successful to date, especially in sites like Laredo, Texas; Jacksonville, Texas; and Duisburg, Germany, where we've shifted 100% of our power to renewable energy. Within the next six months, we are also expecting to shift one of our buildings in Cebu, Philippines to renewable energy under the Green Energy Option program!

Green Buildings

Concentrix Yogyakarta is the first customer experience center in Indonesia to gain platinum certification from the Green Building Council!

We aim to raise the bar in our industry for compliance with green building standards in all our new builds and site spaces across our global footprint, and our Yogyakarta site has set a new standard!

Concentrix Indonesia is also only the

third company ever to attain the Green
Building Council platinum status in all
of Indonesia — a fact that speaks
volumes about our people's
dedication to this mission.



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Environmental



We are making great progress on our waste goals and are on track to meet our 2025 targets following major successes with our initiatives throughout 2021. We have recycled over 200,000 lbs. of paper and fitted 76% of sites with water refilling stations to eliminate single-use plastic bottles. We are maintaining focus on our original goals and you will read about some great examples in the next few pages on how our teams are making impacts in their local communities.



Recycling

We've made great progress to recycle more materials wherever possible across our business and contribute to the reduction of our waste on a local and global scale. Read on to see how we have created multiple recycling partnerships around the world, covering everything from composting in India and the Philippines to recycling in Australia and Nicaragua. We're now well on our way to completing our initial paper recycling goal and making progress towards our e-waste goal.

Construction Projects

With our global map of sites, including both existing facilities and new projects, we have a unique opportunity to set a new bar for sustainable buildings, and we have made significant investments to ensure we're doing so. We're now a third of the way towards our initial goal of using reclaimed materials across our needs for wood, metal, and plastic, and we are aiming for all new site builds to align with country-specific Green Building standards or better.

Our Commitment for 2025:

Reduce waste to landfill





Waste is Gold



Composting in India + Philippines

Food waste is a significant contributor to green house gas (GHG) emissions, and as such, ensuring our organic waste is composted effectively and efficiently is a big priority for our business. To launch our compost journey, we started new projects in sites across India and the Philippines.

In India, where there are no current composting facilities available from landlords or the government, we installed innovative Waste Is Gold systems that can convert any quantity of organic waste into nutrient-rich compost in just eight hours. Best of all, it does so via a completely natural process that involves no burning or harmful emissions and has a very low carbon footprint. With the help of these new systems, our people create compost that's used in our on-site green gardens and public green spaces, and eventually, staff will be able to take the compost home to use in their own gardens!

In nine of our sites in the Philippines, we have implemented the Bokashi composting method, where food scraps and organic waste are sealed in an airtight container with "Bokashi bran," a compost accelerator that breaks the waste down quickly. Periodically, liquid is drained off from the containers until the food scraps are fermented and ready to be composted. The locally-made Bokashi bran is inoculated with good microorganisms that aid in the fermentation and pickling of food scraps. Our compost is delivered and used as fertilizer around local urban farms, and we are looking to expand the program in the future!



Our Strategy Introduction Environmental Social

In Action: Reduce waste to landfill

Partnering to Recycle



10 Cent Tom

Recycling With 10 Cent Tom

Our culture is very people-centric, so we love recycling partners who not only help us close our loop on waste, but give back to their communities and people as well — which is why 10 Cent Tom was the perfect choice of partner for our Queensland, Australia site!

Tom is a Queenslander who began collecting and recycling refundable 10 cent bottles and cans from around his neighborhood when he was a teen. It was not long before his ambitions grew, and he decided to start a business with his mother to create a cleaner, greener tomorrow! Tom and his mom now provide a collection bin and pick-up service to collect bottles and cans from around homes, businesses, and events on the Gold Coast.

> Diagnosed with severe scoliosis at the age of 15, Tom aims to open a recycling depot and employ people with disabilities on the Gold Coast, and all donations contribute to that goal.





Partnering With Los Pipitos

Governance

This is Los Pipitos, our recycle partner in Nicaragua who collects recyclables like cardboard, cans, and plastic from our sites and sells them to identified partners to be recycled back into raw materials and reused to create new products.

The money collected from the sale of recyclables is donated to the Recycle for Life and Hope program, which benefits companies committed to the protection of the environment and children, as well as funds Los Pipitos' day-to-day operational costs.





Recycling Partnership With Los Pipitos



CONCENTRIX

Environmental

Ecosystems

We aim to play a key role in the care and restoration of the ecosystems in the communities we call home. Over the past year, we have increased our spend with environmentally conscious suppliers, contributed to planting 70K trees and volunteered over 16K hours to enhance the ecosystem. You'll read more about some of our partnerships and contributions of our staff in their stories on the coming pages.

Volunteering

At Concentrix, we believe when you volunteer, you set an example for those around you that may inspire friends, family, or co-workers to follow your lead and join in your efforts. We pledged to dedicate 50K hours to helping the environment by 2025, and our people showed up to share their commitment. Thanks to many successful volunteer initiatives around the world — like World Cleanup Day 2021, which rallied staff from 12 countries and accumulated over 2K volunteer hours — we're well on our way to hitting our target and look forward to setting even greater goals once we do.

Environmentally Conscious Suppliers

We pride ourselves on integrity and have a big vision and high standards for the way we care for our environment. To successfully leave the planet better than we found it, we partner with suppliers who also care about making as big an impact as we do.

We have engaged more environmentally conscious suppliers who have made public commitments on environmental sustainability, and worked with our broader supplier base to reinforce the importance of reducing our environmental impact and making sustainable actions and choices for the future. Currently around 35% of our spend is with environmentally-conscious suppliers and we are actively working toward growing this base to achieve our 2025 goals.

Our Commitment for 2025:

Work to help replenish our ecosystems



In Action: Work to help replenish our ecosystems

Eco-restoration



Restoring Goriawas Pond

Concentrix India has taken ownership of rejuvenating and restoring Goriawas pond, located 47 kms from Gurgaon City, via the local government's Support a Pond initiative!

As part of this exciting eco-restoration project,
Concentrix staff from the Real Estate and CSR teams
are treating, cleaning, and restoring the pond.
On completion, 150 houses will be connected
to it through a wastewater treatment plant,
which will bring clean, sanitary water to
many families in the community for the
first time, as well as a constant supply of
clean water back into the pond.

The Concentrix team is also helping to restore the aquatic life and plants in and around the pond and create a green area and belt around the pond for the local community to enjoy.



Environmental Benefits



Ground Water Recharge Potential

15.2 ML



Trees / Shrubs
Plantation
Capacity

250⁺



Carbon Sequestration

750 Kg / Year



Oxygen Produced In Tonne / Year

2.5 Tonne



Amount of Water Treated / Year

36.5 ML



Reduction in Surrounding Temp up to 50 Meters from the Pond Site.

> 2-3 Degrees Celsius

In Action: Work to help replenish our ecosystems

Continuing Our Tree Planting Efforts

Our tree-planting campaign is growing to new heights! Whether it's via donations to our global partner, One Tree Planted, or our regional partners, Cauvery Calling in India and Mama Earth in the Philippines, it's so simple for our staff to contribute and plant trees — they can even do it through donation platforms or salary deductions! And for our OneEarth champions who love getting outdoors and physically planting trees, we embrace that too. Below are some of the initiatives that are happening across our global footprint.



Cauvery Calling

Cauvery Calling is a first-of-its-kind campaign that's setting the standard for how India's rivers, the country's lifelines, are revitalized. The project aims to initiate the rejuvenation of the Cauvery River in southern India by planting two billion trees and transforming the lives of 84 million people.

Our Concentrix India team met their goal of donating 10K trees.

Honduras Team

Here's our staff in Honduras planting 75 trees near the Green Valley Nursery in Santa Barbara in April 2022.

Mama Earth

We're also excited to announce our Mama Earth partnership in the Philippines, where staff can make salary donations towards a local goal of 72,000 trees, all of which contribute to our global mission of planting two times the number of trees we consume in paper products by 2025.



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In Action: Work to help replenish our ecosystems

Partnering For A Sustainable Planet

We are aligned with our clients to help create a healthy sustainable environment for future generations and we are working together to make this future a reality. Our "work from anywhere" strategy plays an important role in reducing CO2 commuting emissions, and is helping us significantly reduce our footprint in our CX operations. We are proud that more than 70 new client engagements referenced our collaboration and alignment on sustainability as a key factor in establishing our partnership.

Helping Clients Achieve New Levels Of Sustainability

Our proprietary cloud-based platform, Energy Management Systems (EMS), leverages the latest analytics techniques to deliver an energy management solution that fits into any company's sustainability program. Concentrix Catalyst recently engaged with one of the biggest food service companies in the world to improve its environmental performance with comprehensive emissions/carbon reporting, providing powerful illustrations of the social impact of their carbon reduction programs, while also having an ROI that optimizes the spend on the carbon footprint.

Many organizations are challenged with getting baseline GHG data on energy. With EMS, we can help companies gather and report sustainability data through technology.

We aim to help our clients, their customers, and our entire supply chain through this ever-changing landscape to benefit their strategic sustainability position and most importantly our environment.

Good Green Conversation

Partnerships are vital to drive sustainability progress beyond what any single company can do on its own. A green future is dependent on collaboration and sharing responsibility, knowledge and best practices. To date we've hosted a number of virtual round table forums to talk green with key clients, representing some of the world's top brands from a cross-section of industries. The forums provide a catalyst for sustainable development and ways to explore joint, future sustainability initiatives, and we look forward to hosting more in the future.







In Action: Work to help replenish our ecosystems Sunnyville Farms

Our Strategy

Adopt-A-Community

Concentrix has developed the Adopt-A-Community program to give back to the local communities where we operate. Sunnyville Farm in Quezon City, Philippines is a wonderful example of our program in action.

Developed in partnership with Quezon City local government and local non-profit organizations, Sunnyville is a model urban farm created on a vacant two square kilometer lot. The idea is not simply to provide food aid, but to equip people with skills and opportunities which enable them to become self-sufficient.

Once the site was secured, we donated tools and seedlings to kickstart the program. Since the project began, Concentrix staff have held donation drives and food sales, donated female care kits for International Women's Day, and contributed hundreds of volunteer hours.

At a time when the pandemic was threatening many families' incomes, Sunnyville Farm is already supporting over 70 families. And Concentrix is looking for new opportunities to expand the Adopt-A-Community program to create more positive social impact. To us, it's another example of how doing the right thing is in our DNA.







GO FORWARD GOALS

Below we have outlined our updated 2025 goals, highlighting where we are resetting goals to further progress the impact we are making for the environment. This is the set of environmental goals we will update against in future reports.







Climate

Drive energy efficiency and reduce our carbon footprint.

- · UPDATED GOAL: Reduce power consumption by the equivalent of 50K MT of CO2e
 - We significantly reduced our power consumption by 45K MT in 2021, exceeding our initial goal of 25K MT and allowing us to set an increased goal of 50K MT by 2025.
- UPDATED GOAL: 35% of our staff using work-from-anywhere mode of work to reduce commuting emissions by 50%
 - In the last year, we removed 10.3K cars off the road as part of our work-from-anywhere model and are now committing to a heightened goal to reduce commuting emissions by 50%.
- · UPDATED GOAL: 30% of our power from renewable energy sources
 - Our power coming from renewable energy sources is 15.2%, exceeding our original goal of 10%, and as a result we are setting an even greater goal of 30% by 2025.
- 100% of our facilities using LED lighting
- · Close 24 data centers by 2025



Waste

Focus on reducing waste that's going to landfills.

- · Eliminate or recycle 250,000 pounds of paper
- Eliminate single-use plastic water bottles in 100% of our sites
- Ethically donate or recycle 100% of our e-waste
- · Use at least 20% reclaimed materials in our construction projects
- 100% of our paper products coming from sustainable methods



Ecosystems

Work to help replenish our ecosystems.

- · Plant two times the number of trees we consume in paper products
- 50,000 volunteer hours to enhance the ecosystem
- · Target 75% of our spend to be procured through environmentally conscious suppliers

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in the communities where we operate

Our Commitments for 2025

- · Create a culture for people to learn, grow, and be at their best
- Give back to our communities
- Create workplaces that reflect the communities we are in
- Create a place that nurtures health, happiness, and wellbeing for all staff

UN SDG Alignment

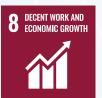
















290K⁺

Female

WE PUT OUR PEOPLE FIRST

"Investing in the development of our people, culture and community is the foundation for how we work at Concentrix. I am proud of the progress we have made over the past year, supporting our staff and their opportunities to be successful whether growing their careers, embracing their unique voice, or strengthening their communities where they live and work."

Diane Hanson SVP, People Solutions

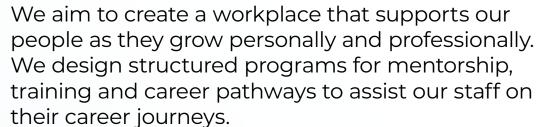




At Concentrix, we are committed to being fanatical about our staff. This simple yet essential promise — to always put our people first — is woven throughout the DNA of our business. By investing in the development of our people, culture, and environment, we ensure staff have the support they need to care for their families, contribute to their communities, and create genuine connections with our clients and their customers. Proud to be home to a diverse staff of 290,000+, we represent distinct cultures and backgrounds from more than 40 countries. We believe that our diversity of backgrounds and experience, is one of our greatest strengths and helps to develop a healthy and thriving community. Our staff even voted us Best Company for Global Culture (10th out of 50) as part of Comparably's awards.

We aim to help people to progress as individuals, to support their families and to bring energy to their communities. We are focusing our efforts around three core areas:

People, Culture & Community



Diversity, Equity & Inclusion

We are intentional about building teams that represent the diversity of thought, experience, and perspective in the communities where we do business. Every person is welcome and every voice is heard. We believe this makes us a better company.

Wellbeing

Many factors, including the pandemic, climate events, and the challenges of social media, impact the physical and mental health of our staff. We are fostering staff wellbeing through a series of programs designed to provide support and care wherever and whenever it is needed.

The Voice Of Our Staff



"I'm a new recruit and my induction to Concentrix has been fantastic. The culture is truly wonderful. A great place to learn new talents that could transfer across many different industries. Also there is a lot of opportunity for career advancement."





"The best thing about our culture is that we believe that there is a place for everyone and we live that every day."

Diversity at Concentrix









Diverse employees at Concentrix have rated Team, Executive Team, and Leadership as the highest categories they have scored



Women at Concentrix have rated Team, Executive Team, and Leadership as the highest categories they have scored



GOALS PROGRESS

Since last year, our people have worked hard to contribute to our Social commitments of living our culture; promoting diversity, equity, and inclusion; and focus on personal and professional wellbeing. As you can see below, we have made significant progress towards our goals and we are working hard to bring about even more positive change and increase our impact. As you read on, you will see some of the stories associated with our work to achieve these goals and the investments we are making for our staff and the ongoing representation of the communities they live and work in.





People, Culture + Community Create a culture for

people to learn, grow and be at their best.

Goal	2022 Actual	2025 Goal	Progress
Achieve a minimum 85% "happy staff" in our annual ESAT surveys	83%	85%	
100% of new staff members trained on our culture in their first 90 days	54%	100%	
Complete 5 million hours of L&D training per year	1.8M†	5.0M	
Pay a living wage globally for our team members	95%	100%	
Improve economic development in our communities through impact hiring	*	40K	
Support communities through access to our facilities	✓	✓	
Donate a minimum \$2.5M a year to support community causes	\$0.8M†	\$2.5M	

Create A Better Place For People To Work And Live

in the communities where we operate



Diversity, Equity + Inclusion

Create workplaces that reflect the communities we are in.



Wellbeing

Create a place that nurtures health, happiness and wellbeing for all staff.

100% of Concentrix Talent Acquisition team are trained on inclusive sourcing	58.6%	100%	
100% of our people managers receive DEI inclusivity training	9.9%	100%	
100% of our countries have senior representation that reflect their local communities	*	100%	
100% increase in our current spend with diverse suppliers	29%	100%	

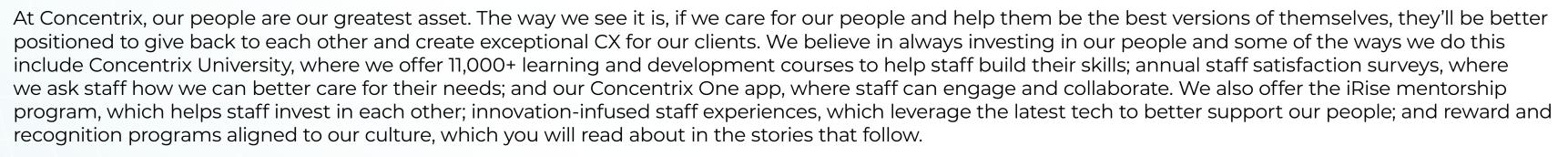
100% of people managers receive mental health awareness training	54%	100%	
For certain work types, 6 months post-employment support	100%	100%	
100% of staff have access to Employee Assistance Programs (EAP)	75%	100%	

Met or exceeded On Track Need to Accelerate

*Measurement process being developed †2022 YTD through May Metrics reported as of May 2022

Social

People, Culture & Community



We firmly believe our people are the best in the business, and we invest in their growth so we can change the world through the power of reimagined CX!



Whether upskilling to perform better in their existing role, reskilling to take on a new one, mentoring others to practice new skills, or recognizing each other for a job well done, our learning and development programs are an essential way we help our staff grow personally and professionally.

With a range of learning courses available through Concentrix University, including a DEI learning path and varied leadership preparation journeys, we strive to ensure unique training opportunities for our staff regardless of career level. From Prism, our virtual diversity journey for leaders, to Pinnacle, which positions leaders to nurture team members while building their own careers, and iRise, our staff-driven mentorship program, we position our people for success now and in the future. And we are proud to have been recognized in 2022 for our excellence in Training and Development by Training magazine for the 5th year in a row.

We owe everything to the staff who make Concentrix what it is, and in the coming stories, you'll learn more about how we ensure they can grow their careers while they grow the business.





"Being part of the inaugural PRISM diversity leadership program helped me appreciate my strengths. I realize that every experience we've had in our lives influences how we show up to work every day. I feel empowered because of the program to think more of myself, want more for myself and I now feel very equipped to take on more leadership within the business."

Rosie D.Associate Director,
Usability & Design, U.S.









Our Commitment for 2025:

Create a culture for people to learn, grow and be at their best

In Action: Create a culture for people to learn, grow and be at their best

Investing In Our Future Leaders

iRise Mentoring Program

While we have multiple training programs for our staff, we realize that developing our people entails a holistic approach which includes individual goals. Our Concentrix mentoring program, iRise, gives our staff the opportunity to invest in themselves and each other. After participating in the program, staff reported a positive change in their performance, as well as being enabled and empowered to teach their newfound knowledge and skills to others. With a high peer review score, participants reported that they began offering and sharing career goal planning, coaching, and guidance on how to connect with senior leadership members, how to be a part of special projects and strategic initiatives, and how to engage with critical thinking activities.



"I am grateful for having the opportunity to be part of iRise. While I knew what area I would need to improve to grow my career...my mentor gave me the much-needed guidance on where and how to start. After the mentorship, I got the confidence I needed, and I was able to successfully get a higher role which marked my completion and achievement of my mentorship goal."

Mitch D.
Senior Manager Training & Quality,
Philippines.





1400+ Leadership Mentors

1200+ Active Mentorships



In Action: Create a culture for people to learn, grow and be at their best

Reward + Recognition



President's Club

Since 2014, our President's Club award program has been used to recognize each region's top performers, the people who continually improve our business through their dedication and excellence. It is awarded in each region to recognize and reward those who are shining models of Concentrix's culture and have made invaluable contributions to our growth.

Winners receive an all-expenses paid four-day/
three-night getaway with a guest to celebrate
their accomplishments with company
executives and leadership. It's a small
way for us to say thank you for
all the incredible work our
people do for Concentrix!



"President's Club
exemplifies everything
you need to know about
how Concentrix takes care of
its people. I was recognized for
living our culture and I am so
honored, grateful and humbled
for the privilege. It truly
was the experience of a
lifetime"









CONCENTRIX









Introduction

Our Strategy

Environmental

Social

Social

People, Culture & Community



Focusing on Happy Staff

Our Staff contribute to shaping our workplace culture and hearing their thoughts and opinions is incredibly important to our success. At Concentrix, we utilize annual staff surveys to understand our people's perception, sentiment, and opinion of our business, as well as recognize their concerns and issues so we can continually improve their experience. 86% of staff participated in our 2021 survey, and by utilizing the data we received and acting on what we learned, we earned recognition as one of the Best Companies for Employee Happiness for the 2nd year in a row by Comparably. Our staff have also voted for Concentrix in other Comparably awards, recognizing us for the Top CEO For Women two years in a row, Top CEO for Diversity three years in a row, and Best CEO for Diversity.

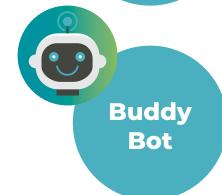




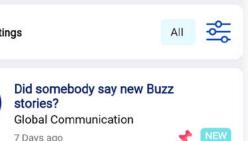






















Staff Engagement

When it comes to investing in our people, we continue to explore ways to increase positive engagement and further an inclusive environment. Five years ago, we launched Concentrix One, our first global staff engagement app, to do just that. Available via mobile and desktop, more than 214,000 staff actively use this robust, multi-faceted tool to collaborate, create a community, and foster brand champions every day. Concentrix One allows staff to stay updated on company news, request transportation, take surveys, share information and updates with peers, connect with interactive bots that can help them with HR issues or technical questions, and so much more.

In Action: Create a culture for people to learn, grow and be at their best

Reimagining Staff Experiences

Our investments in innovation have been carefully chosen to elevate the bar for staff experiences industry-wide and create more genuine, human-to-human connections for our clients' customers. We lead the way in CX with the best of strategy + talent + technology, because from the moment we begin recruitment, we inject the latest virtual hiring tech into our process — like new onboarding solutions that leverage AI and augmented reality to help staff set up their home office — to attract and screen candidates wherever they are and make it easy for them to launch a career at Concentrix.

Other investments, like innovative virtual community hubs, facilitate team connections and engagement, provide consistent support, and cultivate confidence in staff so they can offer next-gen CX.

The benefits from such investments provide value beyond the surface level too. Through innovations in cognitive bot support, clients' customers are now able to use asynchronous messaging to contact us on their terms, whenever and wherever they want. And previously redundant, tedious tasks which required significant amounts of time and energy to complete are now handled through technology, allowing our staff the time and space to really connect with customers where a human touch is needed most. When combined with visual assist technology, staff are able to securely work one-on-one with customers, show customers what they see or view what the customer sees, and help customers on a much deeper level.

These innovation investments elevate our role in building epic experiences for our clients and people versus just providing traditional customer service, and they help staff solution with confidence and own the human side of support.



89% Virtual Hires

140K⁺
Digitally
Trained

114K⁺
Ambassadors
With Smart
Assist Tech

Staff Experience





In Action: Create a culture for people to learn, grow and be at their best Living Our Culture

At Concentrix, our culture guides us in everything we do – every decision, every single day. From the start, to ensure our culture is always top of mind for our staff, we've focused on continually highlighting and bringing it to life from the moment a new staff member joins us and throughout every interaction they have. One of our most important recognition programs is our monthly celebration of Unsung Heroes around the world. These are the people who quietly live our culture every day, in everything they do and each month, we take the opportunity to showcase how amazing they truly are! This incredibly important part of our identity helps us ensure that as our business grows, we continue to provide meaningful recognition for our people who exemplify and live our culture. Here are just a few of our recent winners.

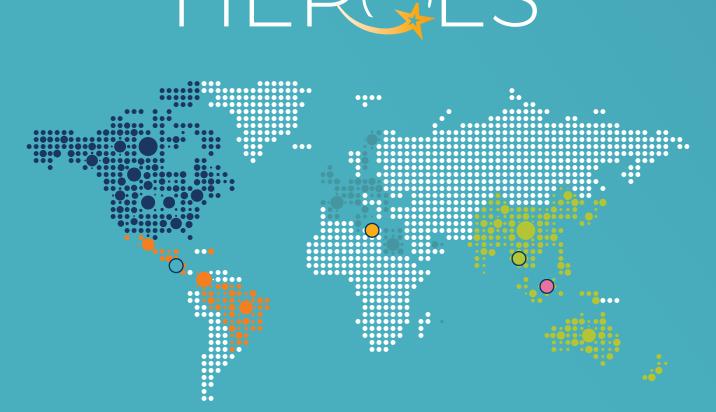


WE ARE FANATICAL ABOUT OUR CLIENTS AND STAFF

With 17 years' experience at Concentrix, Haykel is a leader who is committed to our success and is always available for our people and our clients. Recently, he took on a new account and quickly built a strong relationship and a great working atmosphere for his team based on being fanatical about our client and our staff.

Haykel K.

Operations Manager I, Tunisia



WE ARE TENACIOUS IN OUR PURSUIT OF EXCELLENCE



Supattra has helped us build a strong team in Thailand. Her performance is outstanding, with all KPIs overdelivered for the last 12 months. She also shows exemplary character and is always willing to help others. Whenever the team faces any challenge, she always comes with effective ideas that help resolve and improve any challenge.

Supattra K.
Sr Advisor I, Thailand



WE HAVE HIGH INTEGRITY WITH EXEMPLARY CHARACTER

Oscar is passionate about his work and always goes the extra mile! He started supporting the Compliance team and took the initiative to coach staff in real-time and provide continued education with weekly 1:1 sessions. Oscar has reduced the audit completion time from 72 hours to 24 hours, and staff receive more timely coaching. We are very grateful to have someone like him on our team There's no doubt that when he is involved, the job will get done.

Oscar T.

Operations Representative, Costa Rica

WE VALUE KNOWLEDGE OPENNESS & TRANSPARENCY



With his excellent product and process knowledge, Edi delights clients with business insights and improvement opportunities. He likes to work with new hires and help them reduce their learning curve. He is a mentor for new Quality Analysts in the team and has taken additional responsibility of sharing multiple reports with team members. His focus on growing and sharing knowledge is exemplary.

Edis.

Sr Quality Evaluator, Indonesia



In Action: Create a culture for people to learn, grow and be at their best Living Our Culture

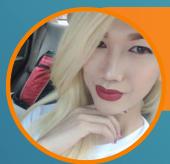


WE HAVE CONTRARIAN VIEWS ON HOW TO RUN A BUSINESS

Nguyen stepped up to meet the challenge of supporting a hiring ramp while maintaining operational excellence. As a result, we not only met the hiring requirement, we also ranked #1 in performance. Nguyen showed us how to rise to the challenge even when asked to do more.

Nguyeu C.

Operations Manager II, Vietnam



WE ARE BOLD IN OUR DECISIONS

Ava started as a Senior Quality Evaluator but when her team needed a dedicated Trainer, she accepted the challenge and quickly completed the certification needed for her new role. Her work leading New Hire Training has resulted in an increase in CSAT scores and garnered praise from our clients.

Ava M.

Training & Quality, Philippines





WE ARE DISRUPTIVE IN THE MARKETPLACE

The team was challenged with a very non-traditional, loosely defined and important pilot opportunity by a client. Their teamwork, innovation and execution resulted in a disruptive new program awarded to Concentrix which went live in February 2022. It's strong, front-line innovators like this team that truly sets us apart.



Delivery & Operations, USA

WE INVEST IN THE FUTURE



CONCENTRIX

Sunitha leads Training & Qualify with utmost passion and dedication. Her insights have been hugely appreciated and called out by the client. She challenged the status quo and proposed a new approach for improving process and CX and this is key to her success.

Suuitha R.

Sr. Supervisor, India

WE ALL CONTRIBUTE AND ARE ONE CONCENTRIX



Chantal took over the Facilities Manager role with little lead time and no handover but has been a breath of fresh air in this role. She has taken on immense responsibility, learned new processes and improved the site for our people in a short period of time. She greets our people with a smile every day and is always looking for ways to make the site more inclusive, friendly, and safe.

Chautal B.

Advisor I, Australia





Social

Our Communities 🕸

As our brand grows, it becomes even more important that we maintain relationships and sense of connection with the world around us. We aspire to strengthen communities everywhere we do business. This includes through increasing community resilience, addressing environmental issues, and promoting communal wellbeing. The spirit of service and commitment to our communities globally is best reflected in the time and attention Concentrix is proud to provide.

Over the last 18 months, our staff contributed more than 200,000 volunteer hours globally, partnering with larger organizations and initiatives like Habitat for Humanity, Ronald McDonald House, blood drives, and local food banks, while organizing local efforts to raise awareness and funds to make a more intimate impact for causes within the communities where we live and work. You can read about some of these stories in the coming pages.

Our Commitment for 2025:

Give back to our Communities



In Action: Give back to our communities

Winnie Sun Scholarship





In 2020, Concentrix launched
a scholarship program in memory of
Winnie Sun, our former Global EVP of Delivery,
and a beloved member of the Concentrix family.
Created in partnership with The Lila Poonawalla
Foundation and Lotus Petal Foundation, the
Winnie Sun Scholarship enables young women
from low income families to pursue higher education
degrees in pharma, engineering, and nursing.

Now in its second year, the program is achieving impressive results. 160 students have received scholarships enabling them to study at top-ranked universities. Every single scholarship recipient has passed their first year exams. And now all of the young women are on their way to fulfilling professional careers that will create a pathway out of poverty for their family.

Simran, who grew up in a farming community, is one deserving recipient of a Winnie Sun scholarship. While she had dreams of becoming an engineer, Simran's family was unable to afford the necessary education. So she applied and was accepted for a scholarship. Now she is studying for her Bachelor in Technology in Computer Science at the Indian Institute of Technology (IIT), Gandhinagar.

It is our privilege to support remarkable young women like Simran. And we believe the scholarship program embodies the spirit that Winnie Sun brought to Concentrix.



100%
Passing Rate
Conversion

Scholarships Awarded To 160 Young Female Students

"The Scholarship has changed my life. Today I have the funds and resources to pursue my education."



Silurau N. Scholarship Recipient



In Action: Give back to our communities

Impact Around The World



LATAM

Committed To Our Communities

Whether supporting the needs of children, the elderly, or our environment, LATAM's passion for service runs deep. To meet these needs, our teams throughout the region have volunteered their time and energy for multiple community initiatives. In Mexico, staff worked to collect toys for the Day of the Magic Kings. In Honduras, team members gathered food and prepared baskets benefiting the elderly. And in both El Salvador and Nicaragua, staff collected trash and planted greenery at their local beaches to help combat global warming.



PORTUGAL

Supporting Homeless People At Christmas

In many countries, including Portugal, Christmas is a time for giving and spreading joy and good will, and the Concentrix team in Porto decided that in Christmas 2021, they wanted to support homeless people in their local community. On Dec. 16th, 49 volunteers headed into the city center of Porto and distributed 60+ gift baskets, which included warm clothing (socks and hats) as well as snacks to homeless people living there.



They also supported a local charity (Amigos Improváveis de Rua) who were also working in the city that day distributing hot meals for people living on the streets, contributing 150 hours of volunteer service.



INDIA

The Power Of Education

Access to education continues to be a significant hurdle for many around the world to overcome, and Concentrix India has expanded their volunteer and community initiatives to help. As part of the country's School Adoption Program, teams presented new school equipment to students at the Government Modern Sanskriti School and visited additional schools to engage students in fun learning activities. Staff also donated supplies to The Ability People, a non-profit that provides road safety awareness and rehabilitation for crash victims across India.



United In Effort & Energy

Our Concentrix Hazelwood team volunteered effort and time to help provide more than 8,300 meals for those in need in just two hours at the St. Louis Area Foodbank. Additionally, teams also volunteered in multiple efforts across the city to raise awareness and funds for health concerns including cancer, platelet disorder, and lupus, as well as donation drives for homeless people and children in foster care. Their actions show the true power of a few people coming together to benefit many!



CHINA

Giving Back To Students In Need

Having reliable access to school and health supplies is an important part of children's educational experience. For this reason, Concentrix China started the Sunny Project in Dalian, Foshan, Guiyang, Suzhou, and Shenzhen in collaboration with local governments to collect school supplies and health kits for children with special needs. Since 2018, over 300 volunteers have helped more than 600 children with autism and physical or mental disabilities. Teams also organized various green events to collect plastic debris and trash, reducing nearly 1,350,000 g (about half the weight of an elephant) of carbon emission in just one day!



From improving our environment to honoring historic events, we are always searching for ways to grow and make things better. Multiple teams in Concentrix Japan gathered to host cleanup activities as well as food and daily necessity drives. Volunteers gathered more than 760 items to help mothers, children, and widows. The Project team gathered to collect trash and clean up local areas, and in observance of Chibi Chirigama, staff also dedicated 1,000 paper cranes, painted in rainbow colors and symbols of peace, to the named shelter where many lives were lost in the Battle of Okinawa.





Social

Diversity, Equity + Inclusion

Diversity, Equity & Inclusion (DEI) is vital to creating and maintaining a successful workplace; one founded on the principle that all people can thrive personally and professionally. Our emphasis, and cultural efforts to promote DEI are an essential component to how we operate internally and externally.

Every day, we celebrate the diversity of our staff by fostering an environment that welcomes and respects every individual so they can grow to be the best version of themselves. Through our Staff Resource Groups (SRGs), fireside chats, webinars, and other activities and initiatives, we help our people to connect, spread awareness about important causes, and improve the diversity and inclusivity of our workplace.

DEI is deeply valued, and purposely embedded into the DNA at Concentrix. It's a fundamental aspect of our ability to cultivate a nurturing and supportive environment for all staff, creating a culture where everyone is affirmed, feels seen, heard and appreciated for their remarkable contributions. When we strive to instill a more indepth understanding of our uniqueness, that uniqueness is embraced and celebrated. Here's what DEI means to us:







Our Commitment for 2025:

Create workplaces that reflect the communities we are in

35%
Increase YTD In
Diverse Vendor
Spend

30%

Executive Team

Are Sponsors

Of SRG Groups

150K Staff Have Self Identified







Be Seen, Be Heard

We believe in being accountable. It's important to understand our DEI metrics and benchmarks to support our focus on increasing commitment to diversity, equity, and inclusion. Our first Diversity, Equity, and Belonging survey showed a 4.26 rating out of 5, noting staff feel we have a welcoming and positive culture.

Our "Be Seen, Be Heard, Be You" campaign provides opportunities for staff to voluntarily share aspects of their identity as an extension of inclusivity of our diverse staff and to date over 150,000 staff have self-identified. We implemented a new feature in Workday where staff can voluntarily display preferred pronouns in their profile. Additionally, over more than 2,000 listening circles ensured a safe space to share thoughts on reinforcing inclusive behaviors and diverse representations.

In Action: Create workplaces that reflect the communities we are in Staff Resource Groups

Staff Resource Groups (SRGs) play an essential role in ensuring our people's voices are heard. These voluntary, staff-led groups—which include the Network of Women (NOW), the Black Professionals Network (BPN), PRIDE, and ABILITY (People with Disabilities)—serve as a resource for our people to connect, spread awareness about the causes that matter to them most, and help us improve the diversity and inclusivity of our workplace. As we invest in our people, we acknowledge that DEI also supports the development of our staff. For our utilization of NOW to diversify our global workforce and provide additional opportunities for career growth, we earned, for the fourth time, a Gold Brandon Hall award for Excellence in Diversity and Inclusion Strategy.



PRIDE

"A diverse, equitable and inclusive workplace promotes a sense of belonging for minorities as it makes us visible. Visibility is crucial to create awareness. Being aware of diversity helps teams find faster and better solutions to overcome challenges."

Helleu C.Costa Rica PRIDE - Chair (CR)



NETWORK OF WOMEN

"The Network of Women allows us the opportunity to build a strong networking group that encourages mentor relationships and grow the women of Concentrix in their careers. This group allows us to elevate the women in Concentrix and build and influence our programs, support clients, and build a truly diverse organization."

Cindy B.

Network of Women, Global Chair (CAN)



BLACK PROFESSIONALS NETWORK

"I believe DEI to be a cornerstone for a strong foundation as it drives innovation and acts as a catalyst for change management. When cultural backgrounds are embraced for their wealth of knowledge and differences, the company and staff thrive."

Rou P.

Black Professionals Network, Global Chair (US)



ABILITY

"Concentrix culture is built on diversity, inclusivity, and equality. We cannot have culture without differences. Our differences are what give us the ability to have a vast network of staff, clients, and customers. ABILITY represents all individuals no matter their abilities background, and strives to help support these individuals by providing an environment that brings equal kindness, respect, and opportunities."

Amber S.
ABILITY Network, Global Chair (US)





Our staff are the heart of our company. Their wellbeing is our top priority, and we aim to create a workplace that nurtures health and happiness for everyone. Our army of over 2,000 Mental Wellness Partners serves staff every day and 221 Peer Support Partners engage them around difficult topics. Additionally, nearly 47,000 of our staff have been trained in mental health awareness and 27,000 people leaders have been trained on spotting signs of mental health concerns. Staff also have access to our confidential EAP program, which is designed to promote and support wellbeing across a wide range of issues.

led to the development of Wellnest, our wellness program for content moderation staff designed to positively impact behavioral and mental health resiliency, as well as psychological safety, in and out of the workplace. We'll share more about Wellnest later in the report.

We recently made another step into the future of digital health for our staff, acquiring KeepAppy Limited, a wellness platform that empowers users with tools to help manage their mental health and wellbeing. Its comprehensive suite of wellness features brings a practical and holistic approach to mental health with data-driven experiences and tailored recommendations based on the mental wellbeing profile of its users. It has been recognized and awarded worldwide for its clinical excellence and mission driven approach to digital health and wellbeing.

Our deep commitment to the global wellbeing needs of our people

Our Commitment for 2025:

Create a place that nurtures health, happiness and wellbeing for all staff









In Action: Create a place that nurtures health, happiness and wellbeing for all staff Innovating With Wellnest

Wellnest was designed to lead the charge on changing how the customer experience industry addresses the rapidly growing need for human review and filtering of digital content across technical platforms around the world. With billions of pieces of content uploaded daily, this work is done through digital platforms and their partner networks who, via automated algorithms and human moderation support, must act as guardians for the global population so they can consume content safely. Wellnest puts an agenda of wellbeing at the forefront of every action in this space. A leader in the content moderation space, Wellnest has successfully raised the bar in workplace wellbeing for content moderation at an industry level. And in 2021, it contributed 57% business growth, created 3,600+ jobs worldwide, facilitated 10+ new business partnerships globally, and paved the way for approximately 96% staff retention.

Our Wellnest program fosters a culture of wellbeing and understanding with clinical expertise and operational excellence across 5 key pillars...



Purposeful Moderation

Building a meaningful culture in what we do as responsible leaders of moderation



Adaptive Delivery

Instilling a fundamental shift in our combined management



Holistic Wellness

A transparent and uncompromising focus on five pillars of holistic wellness



Cognitive Health

Ensuring our Moderation working environment and practices are protective of cognitive health and mental resiliency



Relationships

Fostering positive interpersonal and work relationships within our employee wellness program

"Wellness, to me, involves being mindful of your body's physical, mental and emotional needs so that you can perform and live at your highest."



Dalida A.Global
Communications,
US





20+
Languages
Supported In 14
Countries

40+
Clinical Wellness
Professionals

11.5K
Trust & Safety
Experts





ACT WITH INTEGRITY >>>>

and do the right thing. Always.

Our Commitments

- Lead with diversity of thought and a view to the future
- Enforce standards for ethical business conduct
- Lead in cybersecurity and data protection practices

UN SDG Alignment







DOING THE RIGHT THING. ALWAYS.

"I'm delighted with the great progress we've made since our last report in the way we govern our business, protect the data in our care, and work with our people. I am both proud and excited to say this progress shows no signs of slowing! We've increased the number of staff who've been cybersecurity trained to nearly 100%, our Board has strong women representation, and each of our 290,000+ people have committed to acting with integrity through every choice they make. I am truly honored to be a part of such great change and look forward to even more progress as we strengthen our commitment to ethical behavior and care for each other on our path to 2025."

Jaue Fogarty
EVP, Legal + Corporate
Secretary



Integrity is part of our DNA. It guides our decisions. We are continuously developing our processes and policies to ensure that we are doing the right thing, always. Since our last report, we have looked more closely at our supply chain and have increased our scrutiny of the people we rely on to support our business around the world. We continue to monitor our processes to ensure we keep our defenses up against cyber attacks. This all starts with our most important resource – our people.

We govern and operate through commitments across three areas:



Board & Executive Diversity

Our diverse Board of Directors and well-rounded executive team bring different experiences, backgrounds, and points of view that all contribute to a more effective decision-making process and better outcomes for our stakeholders.



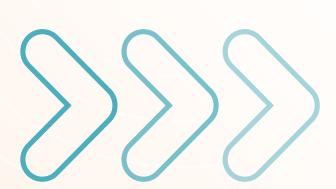
Ethics & Compliance

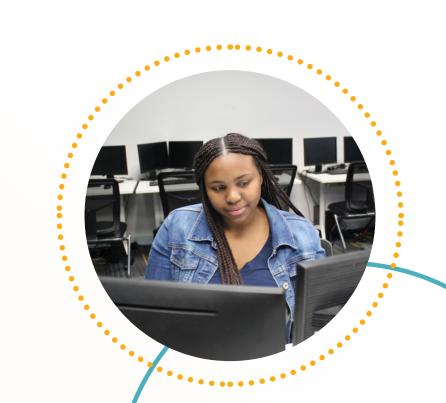
The duty to act ethically is built deep into our culture and shapes every single decision we make.



Cybersecurity & Data Protection

We strive to be a leader in cybersecurity and data protection best practices. We value the trust our clients place in us—it's the reason we take our dedication to integrity so seriously.









GOAL PROGRESS

Our clients and staff put a lot of trust in us every day. Over the past year we have continued to earn that trust, upholding the highest standards, engaging our people and partners, and delivering against our Ethical Business Conduct and Cybersecurity and Data Protection practices and goals.

As you read on, you'll see how we have made progress towards our goals, like training nearly all staff on cybersecurity compliance and achieving an almost 100% commitment to ethical business practice across our workforce.





Ethics + ComplianceEnforce standards for ethical business conduct.

Goal	2022 Actual	2025 Goal	Progress
~100% COEBC staff sign-off	99.6%	~100%	
Promotion of whistleblower and anti-corruption programs globally	✓	✓	
100% compliance with Vendor Code of Conduct	*	100%	



Cybersecurity + Data Protection

Lead in cybersecurity and data protection practices.

Ensure we never let our guard down	✓	✓	
Ensure compliance in cybersecurity training	88%	90%	
Invest in industry-leading security infrastructure	✓	✓	

Met or exceeded

On Trac

Need to Accelerate

*Measurement process being developed Metrics reported as of May 2022

Act with Integrity

And do the right thing. Always.

Board And Executive Diversity

We are deeply committed to caring for our diverse staff, stockholders, clients, communities, and planet, and the way we govern is shaped by that pledge. Similar to the qualities we look for in our own people, our Board of Directors form a team of exceptional advisors with diverse backgrounds, unique qualities, passion, and a variety of experiences, as well as diversity to represent our staff. Our Board is majority-women led, and 25% of its members are from underrepresented minorities, outpacing most Fortune 500 companies and Nasdaq diversity objectives.



Our Board members, who you will read about in the coming pages, have exceptionally strong business leadership backgrounds, and are deeply experienced in the areas that matter most to our success, including tech, talent, and finance. They also care passionately about our ESG initiatives and receive regular updates about our progress. Our Board governance maintains fully independent audit, compensation, nominating, and governance committees. We invite you to learn more about our Board and Board governance by reading our annual proxy statement.

Our Board also advises our passionate executive leadership team, who is responsible for guiding Concentrix each day, and who reflect the global reach of our business. Our executive leaders are diverse and well-tenured thought leaders with more than 360 years of aggregate experience steering companies, through competition and business challenges, to success.

As we continue on our path to 2025, we are fully committed to leading with diversity of thought and a view to the future, always.



50/50 Women on Boards™

is driving gender balance and diversity on corporate boards and recognized Concentrix for gender diversity on our Board.

"We are deeply committed to our ESG efforts because the wide array of different perspectives and experiences our diverse company brings helps us better care for others. On behalf of the Board, we're proud to lead our business in such a way and will continue harnessing our people's diverse perspectives to make the world a better place."







Lead with diversity of thought and a view to the future

Board And Executive Diversity





Kathryn Marinello Chairperson of the Board

Kathryn Marinello is a natural and passionate business leader and was chosen to serve on our board due to her extensive leadership experience, including on several public company boards of directors, and her strong background with the consumer services, technology, and BPO industries.



Chris Caldwell Director

As the leader of Concentrix for more than 15 years, Chris Caldwell has extensive knowledge of the industry and is uniquely qualified to understand the opportunities and challenges facing our business.



37% M 63% F

BoD Diversity



Teh-Chien Chou

Director

T.C. Chou is a seasoned business leader who was chosen to serve on our board due to his strong background in finance and his substantial experience with public company boards of directors, including several technology-focused companies.

Committees: Audit Chair + Nominating and Governance



LaVerne Council

Director

LaVerne Council is an innovative industry leader who was chosen to serve on our board due to her strong background in information technology and expertise with leading transformational change.

Committees: Audit + Compensation



Experience



Jennifer Deason

Director

Jennifer Deason is a strong tech leader who was chosen to serve on our board due to her experience with consumer-focused, technology-enabled businesses and her strong background in financial and operating roles.

Committees: Nominating and Governance + Audit



Kathryn Hayley

Director A dedicated business leader, Kathryn Hayley was chosen

to serve on our board due to her strong background in information technology, financial services, and talent management as well as her extensive experience as a public company leader.

Committees: Compensation Chair + Nominating and Governance







Human Marketing Capital



Dennis Polk

Director

As the former Chief Executive Officer of SYNNEX, Dennis Polk has deep knowledge of Concentrix and our industry. He also brings to our board strong leadership skills and an extensive background in finance, operations, and distribution.



Ann Vezina Director

As a TD SYNNEX Board member, Ann Vezina has a strong background with Concentrix and is deeply familiar with its offerings. She also has extensive experience in the BPO industry and with personnel management.

Committees: Nominating and Governance Chair + Compensation



Finance

Strategic Planning



Information

Technology

Financial Services





Communications New Economy



Businesses

Industry Experience

Executive Leadership



Our clients place deep trust in us to represent their brands every day. We take that responsibility seriously. Each choice we make in the way we do business and every connection with every customer has the potential to affect this trust.

Our Senior Executive Team (SET) embodies our culture and commitment to ethical business practices which they demonstrate on a daily basis. Geographically diverse, the SET works as a cohesive team, demonstrating our ability to work across cultures and time zones, with each leader's voice being heard to guide the direction of our business. This is the team that brings contrarian views on how to run a business to life, challenging each other in how to be disruptive in the marketplace in each decision that is made. The SET is fanatically aware of the trust that our clients and staff put in them, to lead with ethics and integrity, always.



62[%] M 38[%] F

Executive Diversity





Chris Caldwell President and CEO Started September 5, 2005



Guy Brosseau EVP, Information Systems & Security Started October 1, 2012



Philip Cassidy EVP, Strategic Projects & Corporate Strategy Started February 14, 2000



Monica Egger SVP, Financial Planning & Analysis Started July 28, 1997



Debbie Gonzalez SVP, Global Marketing & Communications Started September 21, 2020



Kathy Juve EVP, CX Technology, Analytics & Insights Started January 4, 2016



Diane Hanson SVP, People Solutions Started October 3, 2005



Jason Marasigan SVP, Corporate Development Started April 2, 2012





Cormac Twomey EVP, Global Operations & Delivery Started June 7, 2014



Dinesh Venugopal President, Concentrix Catalyst Started October 5, 2020



Andre Valentine Chief Financial Officer Started August 18, 1997



Jane Fogarty EVP, Legal & Corporate Secretary Started September 20, 2021



Rick Rosso EVP, Sales & Account Management Started March 14, 1984



Ethics + Compliance

Doing good runs deep in our DNA at Concentrix, and we are wholly invested in integrity and ethical business conduct with every decision we make. Our staff commit to ethical behavior annually, and we take every action possible to only work with like-minded clients, vendors, and partners who both align with our high standards of ethical business conduct and believe in its importance. As you continue reading this report, you'll learn more about how we work hard on a global scale to keep the data in our care safe, represent our communities with compassion and care, ensure human rights are respected through every step of our business journey, and set clear expectations of integrity in everything we do.

Code of Ethical Business Conduct (COEBC)

Our COEBC is an important guide on how we govern our business and act with integrity always. Each year, we ask everyone in our organization to review our COEBC, achieving very near to 100% acknowledgment by our staff, a real indication of the importance of ethics from the top down in our company.

In fiscal year 2019, the sign-off rate was 99.98%. In the midst of the COVID pandemic in fiscal year 2020, sign-off was 97% and we are proud to report that in fiscal year 2021 we reached a sign-off rate of 99.55% from our staff around the world, affirming their commitment to ethical behavior.



Our Commitment for 2025:

Enforce Standards for Ethical Business Conduct

Anti-Corruption

We have zero tolerance for bribery, kickbacks, or any other form of corruption. Staff are prohibited from accepting or offering any form of improper payment when conducting our business, and our COEBC emphasizes strict compliance with the U.S. Foreign Corrupt Practices Act, the United Kingdom Anti-Bribery Act, and similar laws around the world.

Our COEBC also requires that business decisions be made free from conflicts of interest. All staff, regardless of level, are prohibited from exploiting their position for personal gain and are required to report any actual or apparent conflicts that could interfere with acting in the company's best interests.

By taking such a strong stance against corruption, we aim to assure our people, clients, and shareholders that doing good is in our DNA, through and through.

Whistleblower Program

We encourage staff to help keep our company ethical not only through their actions, but by reporting any misconduct through our whistleblower program. It provides multiple avenues to report concerns anonymously, including a confidential website with multilingual reporting capabilities that's accessible 24 hours-a-day, 365 days-a-year. Staff can also submit concerns through regional toll-free hotlines or by directly contacting the Chair of our Audit Committee or our outside corporate counsel.

We investigate all credible complaints received through our whistleblower program and report to the Audit Committee on complaints received at least once per quarter. This helps us serve our clients, people, and business in a way that meets our strict ethical commitments.



Governance

Doing the right thing. Always.

Responsible Supply Chains

We do business with vendors and partners who embrace our values and principles and are committed to abide by our Vendor Code of Conduct, thereby helping us ensure that we have a clean and sustainable supply chain. We are implementing a new process for checking the anti-corruption and anti-modern slavery practices of our suppliers. In this new program, we will be targeting our main suppliers and engaging in a more thorough review of their practices to ensure that our supply chain continues to meet our high standards..

In our COEBC, we make commitments to the global communities in which we operate on matters like maintaining fair competition, respecting human rights, and not engaging in bribery or corruption. We ensure that our global supply chain also complies with these commitments by requiring that our vendors and partners embrace our values and principles as well. Accepting a purchase order from our company commits our vendors and partners to our Vendor Code of Conduct which requires the same ethical principles that are in our COEBC to be the rules for business conduct.

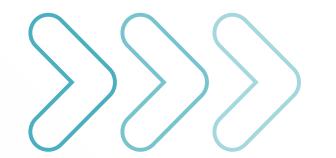


Human Rights

In 2022, we will be adopting a new Human Rights policy that will bring together our standards in relation to human rights in one document. Our views on human rights are well known within our company through our principles outlined in our COEBC and internal human resources and employment policies. We also have statements that comply with UK and Australian legislation which reflects our position against any forms of slavery. We pay our people a living wage in each place we do business, and we ensure our supply chain does not engage in modern slavery practices. We are committed to the tenets of international human rights policies in our workforce and our supply chain.

Trading Policy

Our insider trading policy supports our commitment to investors by prohibiting trading activity at any time a staff member has material non-public information. The policy also limits trading for a broad group of senior management to limited windows following the release of quarterly earnings. All senior executives are strongly encouraged to trade through 10b5-1 plans that are entered into at least three months prior to the first trade.







Environmental Introduction Our Strategy Social

CONCENTRIX Governance

Governance

Cybersecurity + Data Protection

Cybersecurity

Keeping the data of our business, people, and clients secure is fundamental to our commitment to doing the right thing, and it's critical for our business success. All it takes is one person violating our clients' trust to compromise the reputation of our company. We are incredibly inspired by our people's commitment to recognize the magnitude of that responsibility and put in the dedication every day to live and work by it.

Data theft attempts are on the rise every day. That's why we invest heavily in security technologies to safeguard our infrastructure and people.







System And Organizational Controls (SOC)



Payment Card Industry (PCI) **Data Security** Standard (DSS)



International **Organization Of** Standardization



HITRUST Compliant CSF To HIPAA Certification Regulation



COMPLIANT

Concentrix UK Is **Cyber Essentials** Certified(CE)



General Data Protection Regulation (GDPR)

Our Commitment for 2025:

Lead in Cybersecurity and data protection practices

Data Protection

We also take our obligations under the European Union's General Data Protection Regulation (GDPR), the Philippines Data Privacy Act, the California Consumer Privacy Act, and similar laws seriously, and extend the same level of protection to all personal data as a baseline.

We have a focused monitoring and review program to continually mature the management system through internal and external review and audit programs. Our management systems are certified for ISO 27001:2013, PCI DSS, HITRUST CSF version 9.3, SOC 2, ISO 22301:2019, ISO 22320:2018, ISO 27032:2012.

Our Cyber Defense Operations Center operates 24 hours-a-day, 7 days-a-week, year-round to ensure all anomalies are handled per defined procedures and risk is minimized.

To help our staff stay updated with the changing dynamics of cybersecurity and privacy, we invest in education and awareness. Our staff are regularly trained on identifying and reporting information security risks and vulnerabilities that may require increased vigilance, and more.

During fiscal year 2021, and during the pandemic, 88% of our people completed our dedicated data security and cybersecurity training, a testament to our commitment to protecting the data we work with at all costs.



The Golden **Globe Tigers** Award



Data Security Council Of India (DSCI)



Cyber Security Transformance Award





In Action: Lead with diversity of thought and a view to the future Doing the right thing always

We are fanatical about our staff, and we believe in doing what is right by them every time, no matter what. This was recently put to test in the Philippines, when the government ordered all customer experience companies in economic zones to return to the office or lose certain tax breaks. And while the worst of the pandemic is seemingly over and many companies opted to return to the office, in true Concentrix style, we consulted our staff. Their health and safety are our top priority, and many made it clear that they felt safer and preferred to work from home. Happy staff equal better customer experiences, and better customer experiences create satisfied clients. And since our clients were satisfied with our people's work and the connections they were forming with their customers, we gave staff the option to stay remote even if it meant losing tax breaks.

We are still giving our teams the option to remain remote, and we will continue to do so because it's the right thing to do.



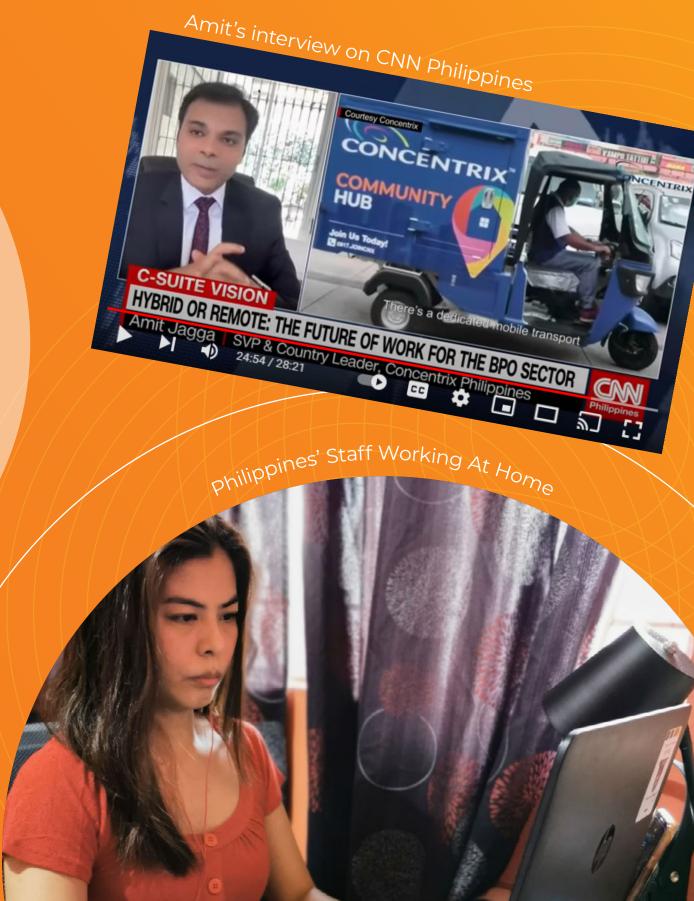
"Our staff really want to be at home...one thing we've seen is a surge in our countryside workforce, areas where we'd never be able to build a physical location. The second thing is our workforce has become much more inclusive. We've never had this much participation from working mothers and people with disabilities because someone who is mobility challenged is now able to work from home and does not have to commute a couple of hours every day."



Awit J.SVP,
Philippines Delivery +
Operations









Introduction Our Strategy Environmental Social Governance CONCENTRIX

Governance

Proactive + Prepared

Risk Management

Managing risk is an important part of a corporation's business dealings. We cannot be successful unless we know of the risks in our business and how we can mitigate those risks. We undertake an enterprise risk management process with our board of directors on an annual basis. These risks include all risks to the company including security, fraud, cyber attacks, pandemics, business loss and all other types of risks that could affect a modern enterprise. While this is an annual review with our board, our executive team also reviews risks on a more regular basis. It was through our risk management process that we were able to turn very quickly to providing a fully remote working solution during the COVID-19 pandemic for all of our 290,000+ staff worldwide, all while still supporting our clients in their businesses during this period of global turmoil.

Business Continuity

Our business supports our clients who need to be available to their customers on a 24/7/365 basis. Ensuring this support requires constant monitoring of our network and systems, which we achieve through our Cyber Defense Operations Center which is open all hours of the day, all days of the week, all weeks of the year. If an issue arises, we have a global and effective crisis management team that meet at a moment's notice, whether the issue is technical such as a potential cyber breach, or physical such as an impending natural disaster. Our disaster recovery is swift and our internal chat group of our top global leaders ensures that help is provided and information is disseminated quickly around the globe.





