

Concentrix Global Environmental Policy

Version 1.1

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Document Information

Revision/Approval History

Version number	Effective Date	Summary of changes if any	Reviewer	Approver
1.0	August 2022	Initial document	Bill Thompson SVP - Legal & General Counsel Chris Palmer GVP - Global Delivery Operations & Procurement Mark Gorman VP Real Estate	Jane Fogarty EVP - Legal Philip Cassidy EVP - Strategic Projects & Corporate Strategy
1.1	March 2024	Scope & Policy statement updated to align with our new mission, vision and impact areas.	Beth Pamatmat ESG Director	Jane Fogarty EVP - Legal Philip Cassidy EVP - Strategic Projects & Corporate Strategy

Document Change Reviewers

Beth Pamatmat, ESG Director

Document Change Approvers

EVP, Strategic Projects & Corporate Strategy and EVP, Legal

Major changes require approval of the above personnel. Minor changes require approval of the Document Change Reviewers only. Minor changes are those that affect cosmetic needs and clarifications, but not the overall structure / scope of the process and this policy.

Document Review Plan

This document will be reviewed at least annually or whenever necessary, as required to correct or enhance the information or content to take into account any new or changed legislation, regulations or business practices.

Contact Information

For further information or queries on this Policy, contact the Global ESG team.

Document Distribution

This Policy document is categorized as “Public” and would be available to refer externally in Read Only format.

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Introduction

At Concentrix, we are passionate about caring for our planet so that we can leave it better than we found it for future generations. We are committed to innovate and actively work to preserve our planet and to foster an environmentally responsible culture within Concentrix.

Scope

All Concentrix facilities and operations are covered under this policy.

Policy Statement

Concentrix recognizes environmental protection and stewardship as one of our key responsibilities and is a vital component to business success. We are committed to operate in a manner that minimizes our impact to the environment and support actions that will contribute to our planet’s regeneration. We will act in compliance with applicable laws and cooperate with regulatory bodies in connection with the technology-enabled business services that we provide across our global operations.

Environmental protection and restoration is one of our key areas of IMPACT, in line with our ESG Vision to foster and cultivate an inclusive, equitable and sustainable future for our game-changers, our communities and our planet. Key to our commitment is our goal to achieve a Net Zero future by 2050 or earlier.

We will strive to ensure that the following are implemented across the organization:

1. Assess our environmental performance against our environmental goals and ensure that plans are in place to mitigate our impact.

- A. Annual Greenhouse Gas (GHG) reporting at a company-wide level is done annually, which should be externally verified, at least on a limited assurance verification level.
- B. Other Environmental Goals declared in our Sustainability Report (Under Accelerating towards a more sustainable planet) are reported and assessed monthly, quarterly or annually; depending on the assessment period pre-defined internally.
- C. Both the GHG Report or Inventory and other Environmental Goals are to be reported publicly in our Sustainability Report.
- D. An internal review mechanism is in place to track progress, review plans and implement strategies to ensure that goals are reached.

2. Train and promote game changers' awareness on environmental best practice.

- A. Concentrix will ensure that systems are in place to promote environmental awareness throughout the organization.
- B. Environmental awareness shall be included in onboarding training to ensure that our game changers are aware of our environmental commitments and shall endeavor to align with these.
- C. Additional training will be available through the Concentrix University and other platforms for focused topics on environmental sustainability.
- D. Other engagement campaigns will be made available throughout the year to engage our game-changers in continuous environmental action. Some of these initiatives can be initiated from a global level while some will be localized.

3. Ensure efficient waste management practices that include proper waste segregation and waste recycling for paper, plastic and e-waste.

- A. Concentrix will identify and track waste sources, categorize waste, and implement a waste disposal process in line with its 5R Strategy and local regulations. As a tech company highly reliant on IT equipment and infrastructure for its daily operations, it is imperative that all electronic waste (e-waste) is recycled or donated following responsible e-waste disposal guidelines and regulations.
- B. Concentrix will discourage single-use plastics, install composting facilities, and recycle non-reusable materials like paper, aluminum, plastic, and e-waste. Hazardous waste must be

disposed of according to manufacturer's guidelines and local regulations.

- C. Construction and demolition waste will be responsibly managed and reported.
- D. A review process will be in place to track progress and ensure accuracy in waste metrics.
- E. For detailed guidelines and approach please refer to [Concentrix Waste Management Policy](#).

4. Ensure efficient energy use & Renewable Energy in our facilities.

Concentrix shall ensure that energy is used efficiently throughout its operations.

- A. Where possible and available, Concentrix shall prioritize the use of renewable energy in its facilities. Renewable energy can be facilitated through our energy contracts with energy vendors, through our landlords and through investments in renewable energy infrastructure.
- B. Energy use shall be monitored and tracked and is part of the annual greenhouse gas (GHG) reporting of the company.
- C. Targets shall be set to reduce emissions associated with energy use, as aligned with the company's overall carbon reduction goals.
- D. We are committed to responsible energy use and shall ensure that energy-efficient practices, equipment and building components are installed in our facilities.
- E. Facility leaders shall ensure that strategic energy management practices are established in all Concentrix sites and facilities.
- F. Staff shall be encouraged to support these strategic energy management practices which shall be reinforced through training and reminders whenever possible.

5. Promote the use of recycled and sustainable materials throughout our operations.

- A. Concentrix shall reinforce the use of sustainable materials in new projects or constructions. We shall promote the use of architectural components and products that meet environmental and sustainable certifications such as Greenguard, NSF/ANSI 140 and similar.
- B. The same shall be required for all products that will be used throughout our operations. This can include products such as office supplies and event peripherals and giveaways. Where possible, applicable sustainable certifications shall be prioritized.

6. Support efforts to halt biodiversity loss and replenish ecosystems.

- A. Concentrix shall assess its impact to biodiversity and plan towards addressing this impact through a variety of restoration initiatives.
- B. Concentrix shall set biodiversity goals based on the impact assessment and review progress against these goals annually. This shall be reported in our annual ESG Report

7. Ensure environmentally responsible practices of our suppliers.

- A. Our Supplier Code of Conduct, which applies to Concentrix vendors and subcontractors, includes a commitment to comply with all applicable environmental laws and regulations throughout the world.
- B. Concentrix expects its suppliers to commit to environmental sustainability, with a particular focus on climate, waste and ecosystems, to reduce negative impact on the environment. Examples include implementing best practices to minimize air, water, noise pollution, conserving natural resources, and taking affirmative steps to protect the environment. Concentrix also expects its suppliers to create similar expectations in their own supply chains.

8. Meet all applicable regulatory & statutory requirements and enhance the prescribed standards in all the geographies that we operate in

Management

Concentrix senior leadership is committed to achieving high environmental standards.

The overall responsibility for Concentrix's environmental program is owned by Concentrix's Environmental Director under the Global ESG Team and under the executive responsibility of the EVP for Strategic Projects and Corporate Strategy.

The aforementioned team shall be responsible for the monitoring and reporting of environmental performance, as well as strategizing and planning to ensure achievement of the company's environmental goals for 2030 and beyond.

Reporting

We report on the progress against our commitments and goals in our ESG Report which is published annually.

