

Concentrix Water Policy

Version 1.1

Document Author	Rashmi Sood
Reviewed by	Beth Pamatmat
Approved by	Philip Cassidy

Any hard copy versions of this document are for REFERENCE ONLY. Users of this document are personally responsible for using the official version, and for verifying that any copies are complete and of the official version.

Document Information

Revision/Approval History

Version number	Effective Date	Summary of changes if any	Reviewer	Approver
V. Draft (1.0)	February 2023	Initial Documentation	Rashmi Sood / Beth Pamatmat	Philip Cassidy
V. Draft (1.0)	March 2024	Three Water goals replaced by a water target.	Rashmi Sood	Beth Pamatmat

Document Change Reviewers

Global ESG Director

Document Change Approvers

Concentrix EVP, Corporate Strategy, Special Projects and Real Estate

Major changes require approval of the above personnel. Minor changes require approval of any one of the Document Change Reviewers only. Minor changes are those that affect cosmetics 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 as necessary to address any new or changed legislation, regulations, or business practices.

Contact Information

For further information or queries on this Policy, contact

Introduction

Water is perhaps humanity's most vital natural resource. Despite the earth being covered by water up to 71% of its surface, about 2.2 billion people across the globe still lack safely managed drinking water. It is therefore important that water is managed and used efficiently throughout our operations and Concentrix recognizes this responsibility in alignment with UN SDG (Sustainable Development Goals) 6—clean water and sanitation for all by 2030.

At Concentrix, by practicing water stewardship, we will focus on identifying and managing our organization's activities that can reduce water withdrawal, consumption, discharge, and associated impacts through efficiency measures, such as water recycling and reuse, as well as through collective actions that extend beyond our operations within the catchment.

This policy identifies the scope, applicability and priorities of Concentrix in water management. As all of Concentrix's water use is through 3rd party suppliers and

landlords, our impact is therefore defined specifically in our consumption within our facilities across the world. As such, ensuring responsible consumption is key to our efforts, so to is supporting initiatives that ensure access to safe water, sanitation and hygiene to all, as well as water restoration efforts where feasible, in the communities where we are located.

Scope

- All Concentrix facilities and operations managed by Concentrix are covered under the scope of the policy.
- Three important aspects of water are included: withdrawal, consumption, and discharge.
- Water practices involved in operations are the only ones included. For example, drinking, using the restroom, housekeeping and cleaning activities, and heating, ventilation, and air conditioning (HVAC).
- Water available in the organization comes from a third-party water supplier and is supplied to Concentrix through the Landlords and via metered supply. No direct underground or surface water consumption takes place.

Our Water Policy Statement

Concentrix will ensure responsible water consumption and management across its operations and will support initiatives that ensure safe water access to all as well as water restoration efforts in the communities where we are located.

Our goal is to reduce water-use intensity by 50% by 2030 versus our 2024 baseline.

To achieve this, Concentrix shall:

- Identify, measure, track, monitor, and report on water-related practises (water consumption, withdrawal, and discharge) within our operational control.
- Maximize recycling and reusing to balance water withdrawal and consumption.
- Encourage the use of smart retrofit technologies & strategies during construction and operations to conserve water and reduce consumption.
- Ensure that all employees have access to WASH (**Water, Sanitation and Hygiene**). Water for clean & sufficient drinking water, toilets, or other sanitation services, including regular water testing (as required).
- Invest in ecological projects to replenish water in the surrounding areas and regulate the catchment area wherever possible.
- Review targets on an annual basis (every December). Specifically for water consumption targets, based on consumption within the site during facility operations and replenishment targets will be adjusted to align with general business changes, such as new site acquisitions and the like.

- Reporting shall be made through available tools or platforms for water consumption.

Management

Concentrix senior leadership is committed to ensuring sustainable practices throughout the organization.

The overall responsibility for Concentrix's ESG Program belongs to the Global ESG 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 the achievement of the company's ESG goals for 2030 and beyond.

Reporting

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