

Concentrix ESG Policy

Version 1.0

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Document Information

Revision/Approval History

Version number	Effective Date	Summary of changes if any	Author(s)	Reviewer(s)	Approver(s)
Version (1.0)	March 2024	Initial Documentation	Rashmi Sood	Beth Pamatmat	Philip Cassidy

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

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Introduction

Concentrix recognizes its responsibility to promote and support **SUSTAINABILITY** and ensure that not only should we meet our own needs at present, we also have ultimate responsibility to enable future generations to meet theirs. **ESG** (Environmental, Social & Governance) is the framework we use to operationalize Sustainability and is an inextricable part of how we do business. Under these three (3) pillars are our **Impact Areas**—defined as the greatest areas or opportunities that the business can effect change by; doing things differently, promoting changes, ensuring the betterment of our people and communities, all while conducting business to the highest ethical standards.

Scope

All Concentrix facilities and operations[, including the impact of our game-changers that work remotely,] are covered under this policy, as well as our Supply Chain.

Our ESG Policy Statement

Concentrix recognizes its responsibility to contribute to sustainable development globally, in line with the UN Sustainable Development Goals, to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. This means a balance between people, planet and progress and recognizing the organization's impact both to our people and the world in general. It is with this in mind that our ESG framework and specific policies has been built, ensuring our commitment to operate our business in line with our company values, to comply with applicable laws and to cooperate with regulatory bodies in connection with technology enabled business services that we provide across our global operations.

Our ESG Vision: To foster and cultivate an inclusive, equitable and sustainable future for our game-changers, our communities and our planet.

Our ESG Mission: As **ONE TEAM**, alongside our partners, clients, and shareholders, we will **deliver positive and meaningful impact** — changing lives for the better, doing right by and for our game-changers, and creating a more sustainable planet for future generations.

Our Impact Areas: Our Impact Areas are the areas where we see the company making the biggest impact and therefore have the biggest opportunities to create change. We have defined goals under each Impact Area to serve as indicators of our success in building an inclusive, equitable and sustainable future.

1. **Accelerating towards a more sustainable planet**—*Reducing our company's impact, by protecting and restoring the planet, as we race towards Net Zero by 2050 (or earlier).*

Our environmental vision is to reduce our impact significantly as a business—achieve Net Zero by 2050 or earlier—while playing a role in the planet's regeneration. We know that to get there, we need to ensure that various aspects of what we do in the business, from the energy and water we use, what we purchase, how we treat our waste, our game-changers' commuting and even how our buildings are designed, will need to align with more sustainable practices and criteria. We have reassessed our biodiversity impact and have set a bolder vision towards restoration and regeneration. In summary, we have defined environmental goals and indicators of our environmental performance and success and we look to fulfill

these by 2030, in line with our SBTi near-term carbon reduction commitments aligned to limiting warming to 1.5C. Critical to the success of our environmental strategy are policies that will drive our environmentally sustainable practices within the company. Please see our policies below that reinforces this commitment:

- a. [Global Environmental Policy \(Including Energy Policy\)](#)
- b. [Global Waste Management Policy](#).
- c. [Global Water Policy](#).

II. Elevating our game-changers experience-*Developing an inclusive and supportive workplace that prioritizes people's wellbeing, personal growth, and diversity, equity, inclusion and belonging.*

We are committed to fostering an inclusive and supportive workplace environment that prioritizes the wellbeing, personal growth, and diversity, equity, inclusion, and belonging of its "game-changers."

Our commitment extends to protecting basic labor rights and providing secure, healthy work environments. It's not just about complying with legal requirements; it's about creating a culture that values human rights at its core.

Our Human Rights policy reflects this dedication, emphasizing social responsibility, employee wellbeing, and a safe, inclusive, and diverse workplace.

To operationalize these values, our organization aims to promote diversity, equity, and inclusion through the implementation of specific policies and programs. These initiatives ensure equal opportunities, support structures, and representation at all levels of the organization.

By prioritizing these principles, our company seeks to create an environment where employees feel valued, supported, and empowered to reach their full potential, ultimately contributing to a positive work culture of growth and collaboration.

We have defined goals as indicators of our focus to elevate our game-changers' experience, which are reported in our annual Sustainability Report. The policies below reinforce our commitment:

- a) [Concentrix Human Rights Policy](#)
- b) [Modern Slavery Statement](#)

III. Building and fostering trust-*Acting with integrity to uphold trust in everything we do, always.*

We embody the core values of integrity and trust in all aspects of our governance practices. By prioritizing ethical and sustainable practices, our organization upholds integrity, fostering trust not only internally but also with suppliers and stakeholders.

Developing services and applications aligned with sustainability principles showcases integrity and commitment to minimizing environmental impact, thereby reinforcing trust with clients and users.

We implement robust measures to safeguard sensitive information demonstrating integrity and commitment to protecting stakeholder privacy, further enhancing trust in the organization's operations.

Our Board of Directors' oversight of our ESG risks and initiatives ensures accountability, aligning with the organization's commitment to acting with integrity and upholding trust in all endeavors.

Establishing and enhancing our lines of communication to involve stakeholders will remain a crucial component of our strategy for establishing trust with our clients. We will ensure that this process is carried out with the highest level of transparency and two-way communication.

We have set indicators of our success in ensuring trust and integrity in the business, which is reported in our annual Sustainability Report. Please see our policies below that speaks of our Doing right DNA:

- a. [Code of Ethical Business Conduct \(COEBC\)](#)
- b. [The Supplier Code of Conduct](#)
- c. [Anti-Bribery Policy](#)
- d. [Privacy Policy](#)
- e. [GDPR](#)

IV. Promoting innovation and technology for good- *Driving positive change through creative solutions that address societal and environmental challenges.*

As a tech company, we are purpose-driven and our tech expertise, innovation and creativity can be used to address sustainability challenges. We strive to do this through incentivized programs, partnerships or other tech solutions that demonstrate our commitment to build an equitable and sustainable future.

Goals and indicators are reported annually in our Sustainability Report.

Please see our policies below that reinforce this commitment:

- a. [Concentrix Generative AI Statement](#)

V. Empowering and giving back to our communities-

We are committed to strengthening and building resilient

communities everywhere we operate and support the causes our game-changers are most passionate about. Our global funded partnership, Think Human Foundation, is designed to help carry out this mission.

Engaging and empowering communities through philanthropy and social impact initiatives is a cornerstone of our sustainability commitment. Our game-changers can engage in philanthropic actions whether by giving voice, giving time, giving money or giving resources, all of which ultimately aims to create a positive impact in the communities where we are.

We have set specific goals on how we want to impact communities where we are aligned with our giving strategy. Progress against these goals is reported annually in our Sustainability Report.

Management

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

By implementing ongoing training programs to enhance awareness and understanding of ESG principles among our game-changers, we aim to foster a culture of collective responsibility. Through these initiatives, our game-changers will be better equipped to integrate ESG considerations into their daily responsibilities, driving positive change.

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

Concentrix is committed to regularly providing our stakeholders with information regarding our ESG initiatives and performance. We report on the progress against our commitments and goals in our Sustainability Report, which is published annually.

Additionally, we will conduct a materiality assessment every two years to identify and prioritize the most relevant ESG issues impacting our business and stakeholders. Our goals can be revised according to the risks, material issues and impacts determined from this exercise. Our materiality assessment will also be reported in our Sustainability Report.