

THE POWER OF **ONE** CONCENTRIX

SUSTAINABILITY REPORT

2023



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CARE FOR THE ENVIRONMENT
to leave it better than we found it.

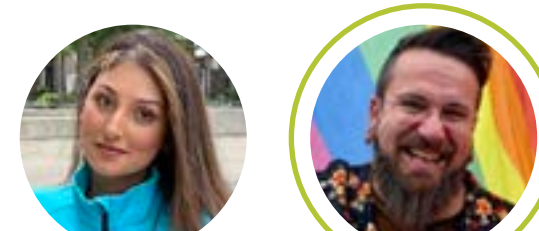
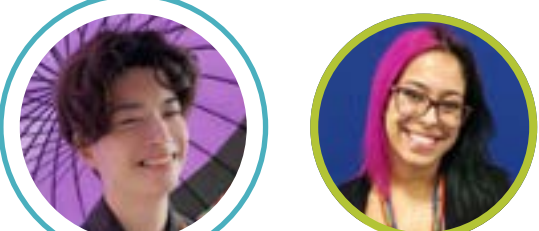
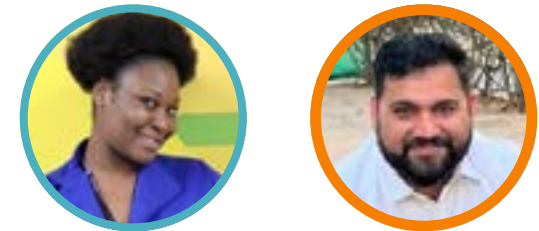


CREATE A BETTER PLACE FOR PEOPLE TO WORK AND LIVE
in the communities where we operate.



ACT WITH INTEGRITY
and do the right thing. Always.





"Our ESG journey was built on one simple idea — that one person has the power to impact our goals, but our collective impact as One Concentrix can change the world. I'm truly honored to work with such a talented group of people, and humbled by their unwavering dedication to our business, our planet and each other. I am thrilled at the prospect of what our future holds."

Chris Caldwell
President and CEO



FELLOW STAKEHOLDERS,

When we began our ESG journey two years ago, we set ambitious goals to help our planet, communities, and people by harnessing the power of one. We believed one action had the power to create a wave of resilience, compassion and positivity that could change the lives of countless others, and with our goals, we promised to use our global reach as a force for good. Today, as we release our 2023 Concentrix Sustainability Report — the third of its kind — we are truly humbled as we reflect on not just the mind-blowing progress our people have made, but the groundbreaking magnitude of their impact. They are proof that one action or one person has real power to make a difference, and the ripple effect of change our actions make on a global scale is undeniable.

As an organization that spans many countries and thousands of communities, we love sharing the stories of our people and celebrating how they give back, help out, and lend their time and talent to making a difference. And just like we've done in the past, it is our privilege to share more of their stories with you in this year's report. Some are new — like our latest recycling efforts and environmental clean-ups, or school building projects to give children better access to quality education — and some you have been following for a few years — like the impact of our Winnie Sun Memorial Scholarship that helps young women from low-income families pursue degrees in pharma, engineering and nursing — but no matter the story, they all showcase the incredible ways our 320,000+ staff are collectively breaking down barriers to drive positive change.

This drive has helped us not only make great progress toward our 2025 goals — in some cases, it has also helped us smash targets and make even bigger, bolder commitments to change and impact. Since last year's report, we:

- Reached our 2025 goal of planting 250,000 trees three years early and increased our commitment.

- Were awarded and recognized by multiple groups for our ESG progress and goals, including Best in Biz, EcoVadis, SEAL and more.
- Surpassed our goal for reducing power consumption to the equivalent of 50K MT of CO2e a full two years early.
- More than doubled our goal of pledging 50K volunteer hours to improve our ecosystems.
- Met or surpassed multiple goals to improve the mental health and wellbeing of our people, including releasing KeepAppy, our first ever app for improving mental wellness.
- More than quadrupled our efforts to improve economic development in our communities through impact hiring.
- Strengthened and reinforced our commitments to integrity, security, and ethical business conduct by surpassing our goal for cybersecurity compliance training. We've also nearly met our 2025 goal of having 100% of staff sign our Code of Ethical Business Conduct.

And as for the future? The best is yet to come! We're investing in new ESG projects, new businesses, and new innovations; we see more opportunities on the horizon to grow in new markets; and we've made more progress, more quickly on our 2025 goals than we ever believed possible. We look to the future with hope and confidence, and we are more excited about the impact of the power of one than ever.

Soon, we'll be closing in on 20 amazing years in this business, and we'll be celebrating the milestone by turning the page to the next chapter of our growth, giving us an even greater opportunity to leave this world a better place than we found it. We're setting our sights on making an even bigger impact locally and globally with our ESG efforts, and we can't wait to share more progress with you then.

Sincerely,
The Concentrix Team

NICE TO MEET YOU!

Actually, we've probably already met. At Concentrix, we reimagine everything CX (Customer Experience) for the world's leading brands and the ones that are changing the world as we know it. Whether it's a specific solution or the whole end-to-end journey, we're the people to call. We design, build, and run the entire CX journey.

Behind the scenes, we power billions of customer interactions every day for the brands you rely on, from household names to up-and-comers. So chances are, you already know us (hello again!). We're the strategic thinkers who design brand-defining

experiences. The tech geeks who build smarter solutions. And the operational experts who run it all and make it work seamlessly.

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

As we lead the way for the future of CX, one thing always remains true — our purpose and promise.

OUR PURPOSE

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

OUR BRAND PROMISE

Challenge conventions, create experiences beyond expectation, and deliver outcomes unimagined for our clients, their customers, and our staff.

We deliver on our promise every day through:



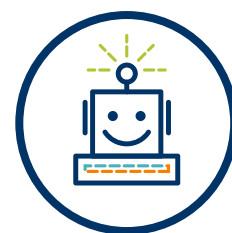
Our Doing Right DNA

Doing good and doing the right thing are 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 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 design, build, and run the entire CX journey.

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

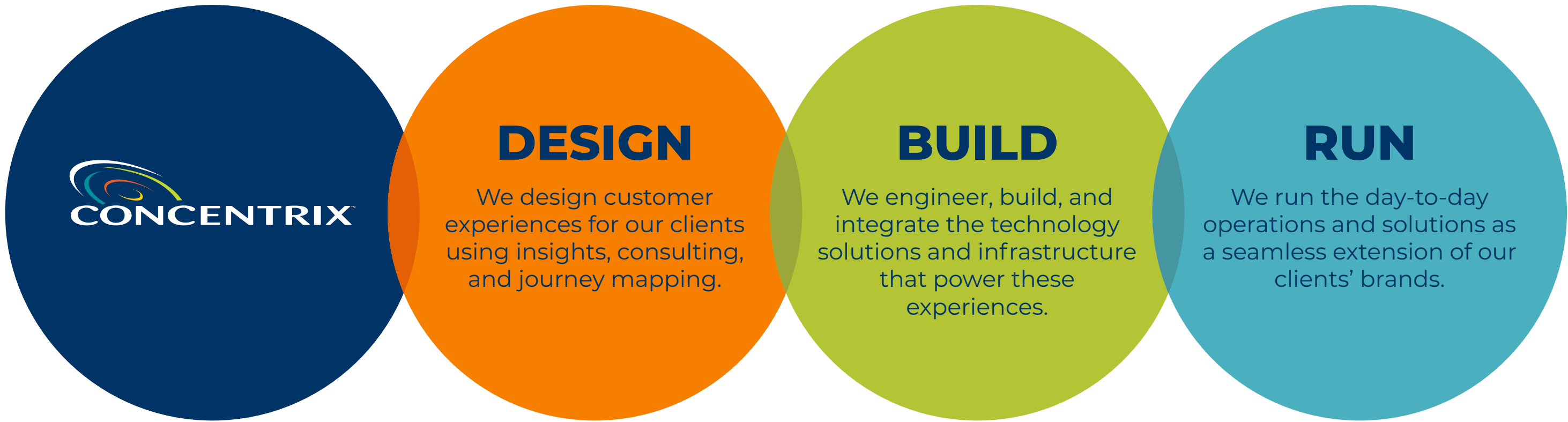


A LITTLE BIT ABOUT US

Our vision has always been to build the greatest customer engagement services 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. We have the right client base, the right services

and technology to support our vision, and a truly global team all working towards a common goal. Together, we’re the future of CX. Across industries, across the world, we design, build, and run everything CX.

REIMAGINING EVERYTHING CX



Concentrix at a Glance:

Our Company:



Our Industries:



Our Staff:



Our Clients:



*trailing twelve months (TTM)

OUR CULTURE

We achieve our vision by living our culture every day. Our culture statements are more than what you can see on our website or in our hallways. They are words that our staff live by, and they guide our decisions daily. The Concentrix culture transcends borders and hierarchies to reach 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, every one of our culture statements drives who we are and what we can achieve.

As our company has grown and developed, our culture has remained the beating heart of who we are. It continues to be the single biggest reason our 320,000+ staff are so successful at driving epic experiences and outcomes unimagined for our clients worldwide.

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



OUR VISION

To build the greatest customer engagement services company in the world, rich in diversity and talent.



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 believe in untouchable titles or old-school 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.

HOW WE OPERATE

Three principles guide the way we operate as a business.



throughout the organization allows us to quickly see and address problems and opportunities.



lets us quickly adapt to and anticipate changes in the marketplace and in our clients' businesses.



to our staff, clients, and shareholders is considered and upheld in all we do.

OUR GLOBAL FOOTPRINT

Our business is truly borderless. Although we speak many languages and come from different backgrounds across the globe, we all share a common vision.

With one of the most complete and robust footprints in the industry, we deliver global consistency with local intimacy. And the

way we see it, we have an incredible opportunity to use our scale as a force for good. The power of ONE translates to world-sized impacts across our entire family of 320k+ staff, clients, suppliers, and partners.



Canada



United States



Argentina



Brazil



Colombia



Costa Rica



Curaçao



Dominican Republic



El Salvador



Honduras



Jamaica



Mexico



Nicaragua



Bulgaria



Egypt



France



Ireland



Italy



Mauritius



Netherlands



Poland



Portugal



Romania



Slovakia



South Africa



Spain



Sweden



Tunisia



UAE

UK +
Northern Ireland

40+
countries



Australia



China



India



Indonesia



Japan



Georgia



Malaysia



New Zealand



Philippines



Singapore



Thailand



Germany



Greece



Hungary



Vietnam



South Korea

ALIGNING OUR PRIORITIES

Engaging Our Stakeholders

Making the greatest impact as ONE Concentrix means we must listen to, learn from, and collaborate with many different stakeholders. Staff, clients, the board of directors, investors, and suppliers are all impacted by our ESG efforts and each have a valuable perspective to share. To ensure we’re focused on the right economic, social, and environmental issues, we asked stakeholders to participate in a materiality assessment so we could learn what ESG issues are important to them and align our work accordingly.

Now, with the right structure in place, ongoing engagement from our stakeholders is more important than ever as we work toward our goals and measure our progress to our commitments. Engaging stakeholders, sharing progress updates, and listening to feedback on key challenges and opportunities requires a multi-channel approach, and we continue to remain committed to strengthening relationships with each of our ESG stakeholders. View the table to the right for all of the ways we’re engaging with our stakeholders on our ongoing ESG journey.

Alignment to UN Sustainable Development Goals (SDGs)

To create a better and more sustainable future for all, we’ve aligned our goals with 13 of the 17 United Nations SDGs. United Nations SDGs were created to serve as a shared blueprint for peace and

prosperity for people and the planet now and into the future, and we’re proud to align our efforts with goals intended to end poverty, protect the planet, and create peace and prosperity for all.



ESG Governance

ESG initiatives are managed by our senior executive team with oversight from our board, and the team meets regularly to review goals and progress. Most importantly, many initiatives are developed in tandem with staff who are involved in our

ESG efforts, which helps ensure we’re contributing to the right economic, social, and environmental issues in the communities in which staff live and work.

Ways We Engage Our Stakeholders

	Staff	Investors	BoD	Clients	Suppliers
Concentrix ONE Staff App	●				
Internal Comms & Tools	●				
Staff Resource Groups	●				
Surveys	●			●	●
Meetings, Roundtables & Conferences	●	●	●	●	
Social Media & PR	●	●		●	
Website	●	●	●	●	
Account Management				●	
Direct Communications	●	●	●	●	●
Partnership Guidelines					●
ESG Partnership Programs				●	●



OUR STRATEGIC PRIORITIES

As a global business who touches countless lives each day, we have a responsibility to enrich the lives of our staff and support 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 and we have focused our actions around three strategic priorities to guide our global efforts. These priorities are what center our efforts as we act towards our 2025 goals and commitments.

THE POWER OF
ONE
CONCENTRIX



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.



ACT WITH INTEGRITY
and do the right thing. Always.

CARE FOR THE ENVIRONMENT

to leave it better than we found it.



OUR COMMITMENTS FOR 2025



Climate

Drive energy efficiency and reduce carbon footprint.



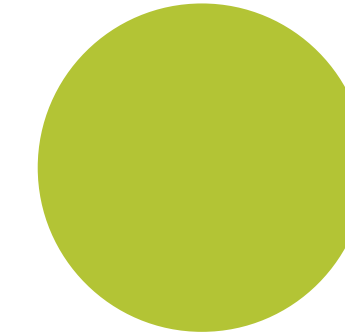
Waste

Reduce waste to landfill.



Ecosystems

Work to help replenish our ecosystems.



UN SDG Alignment



World Cleanup Month, China

OUR ENVIRONMENTAL VISION

The fast-changing environmental landscape and the Intergovernmental Panel on Climate Change (IPCC) projections for the future have stressed the need for accelerated environmental action by employers. Concentrix is responding to this challenge by reflecting on what we have achieved in support of our 2025 goals outlined in our inaugural ESG Report and building upon our key achievements in energy, waste, commuting, and green business optimizations. Our accomplishments to date, and the supporting infrastructure established, have created momentum for us to commit to an even bolder environmental vision designed to limit global temperatures from reaching 1.5°C above pre-industrial levels. We're looking closely at how we impact the planet through our carbon emissions in our entire value chain to reduce our emissions by 50% by 2030¹ and pursue efforts for a net zero future by 2050 or earlier. We have also included climate risks in our Enterprise Risk Management Framework and have defined

our climate risks aligned with the guidance provided by the Task Force on Climate-Related Financial Disclosures (TCFD).²

However, we know that making a true difference in healing the planet takes more than businesses committing to reduce their impact. It's also about people really making a difference — choosing sustainable options and taking sustainable actions — that go beyond the confines of our offices. In 2022, the OneEarth program accelerated awareness and fueled action that has propelled the company to reach and exceed four of our 2025 environmental goals while also enabling staff to make changes in their own lifestyle. Our staff's extension of influence and positive impact in their immediate communities truly represents the power of ONE Concentrix in action. Together, we're improving lives and the health of our planet for generations to come.



"It's our third year and we've exceeded five of our targets well ahead of 2025. This has allowed us to focus on mapping our pathway to a net zero future by 2050 or earlier and submit targets for approval with SBTi. Thanks to all the efforts of our dedicated sustainability team, volunteers, and staff who are passionate about leaving the planet better than we found it."



In 2022 all five of our sites in Costa Rica were awarded Ecological Blue Flag awards in the Climate Change Category.



Philip Cassidy

EVP Strategic Projects & Corporate Strategy



NA Best In Biz Awards 2022 Best Environmental Program Of The Year for a second year in a row!

1. Concentrix aims to reduce 50% of its emissions by 2030 from a baseline of 2019 for Scope 1, 2, and Scope 3 purchased goods and services; capital goods, transmission and distribution losses; and employee commuting.

2. Please refer to Appendix A for our detailed Environmental Report.

GOAL PROGRESS

CARE FOR THE ENVIRONMENT to leave it better than we found it

To date, we have achieved and exceeded five out of thirteen environmental goals early, and we are on track to accomplish most of our environmental goals before 2025. This is a true testament to the passion of our staff doing right for the planet, and as a result, it has pushed us to set even bolder goals aligned

with climate science. In the pages that follow, you will learn how we have progressed towards our goals through exciting, new projects and inspiring stories from staff around the world as we journey to leave the planet better than we found it.



Climate
Drive energy efficiency and reduce carbon footprint.

Goal	2023 Actual	2025 Goal	Progress
Reduce power consumption to the equivalent of 50K MT of CO2e**	57.3K	50K	●
35% of staff using 'work-from-anywhere' mode of work to reduce commuting emissions by 50%**	41%	35%	●
30% of our power from renewable energy sources**	15.6%	30%	●
Close 24 data centers	19	24	●
Target 75% of our spend to be procured through environmentally conscious suppliers	35%	75%	●
100% of our facilities using LED lighting	74.9%	100%	●



Waste
Reduce waste to landfill.

Goal	2023 Actual	2025 Goal	Progress
Eliminate or recycle 250,000 pounds of paper	613K	250K	●
Eliminate single-use plastic water bottles in 100% of our sites	45%	100%	●
Ethically donate or recycle 100% of our e-waste	56%	100%	●
Use 20% reclaimed materials in our construction projects	14.1%	20%	●
100% of our paper products coming from sustainable methods	40%	100%	●



Ecosystems
Work to help replenish our ecosystems.

Goal	2023 Actual	2025 Goal	Progress
Plant two times the number of trees we consume in paper products	385K	250K	●
50,000 volunteer hours to enhance the ecosystem	102K	50K	●

● Met or Exceeded ● On Track ● Need to Accelerate

Metrics reported as of May 2023 | **We have challenged ourselves to aim higher than the initial goals set in our inaugural ESG report



CLIMATE

We’ve made great progress towards our climate commitments to date. In some cases, we’ve even significantly exceeded our targets, like reducing our CO2e by 57K MT versus our revised target of 50K MT. This exciting progress can be attributed to many Concentrix sites around the world converting to renewable energy and implementing energy efficient practices like LED lighting. To date, **74.9% of our sites across the globe are using 100% LED lighting**, and **15.6% of our global energy consumption is from renewable energy sources**.

In 2022, Concentrix completed an onsite solar panel installation in Nicaragua with a capacity of **144kWp that provides 32%+**

of the total power for the site. In 2023, renewable energy conversions and planning will expand to the Philippines, Italy, Spain, and India. The team also projects the completion of a solar panel installation in our Belfast, Northern Ireland site, Maysfield. This solar project showcases our contribution to sustainable energy in alignment with the United Nations SDG goal 7, which aims to ensure access to affordable, reliable, sustainable, and modern energy for all. In the stories that follow, you’ll learn more about the local and global impacts we’re making on our journey to drive energy efficiency and reduce our carbon footprint.



+28.31% global energy efficiency per square foot improvement to date



OUR COMMITMENT FOR 2025:
Drive energy efficiency and reduce carbon footprint

CDP Rating

We’re proud to see that our environmental achievements have contributed to our improved CDP rating. In 2022, we received a B for Climate Change and an **A- for Supplier Engagement**. This is a significant jump from years past and a testament to enhanced governance of our environmental actions, including greenhouse gas emissions reporting and external assurance of baseline 2019 and 2021 emissions data.* Understanding our biggest areas of impact has equipped us with the necessary knowledge to set an even bolder environmental target to reduce our emissions by 50% by 2030 and achieve a net zero future by 2050.

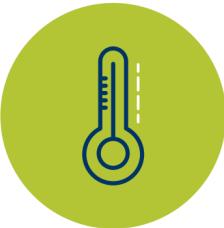
*For more details on our environmental performance, please refer to Appendix A-Environmental Report.

LED Lighting in 74.9% of sites



Solar Panels in Nicaragua





CLIMATE

Reducing our carbon footprint

In order to understand the biggest sources of our carbon emissions and design solutions to mitigate our impact on the climate, we assessed the sources of our emissions in our value chain following the Greenhouse Gas Accounting Protocol.¹ Through that process, we learned that our biggest impact lies in our energy use, our

supply chain, and our staff commuting. With this in mind, we have set our near-term goal to reduce 50% of our emissions² by 2030 from our 2019 baseline. We have submitted this target to SBTi for approval following the commitment we made in February 2023 to commit to science-based targets in line with climate science.

Supply chain sustainability

We recognize the impact procurement and supplier engagement have on our ESG performance. As a result, we have shifted paper consumption to products that feature the Forest Stewardship Council (FSC) label, and we are committed to eliminating the use of single-use plastic water bottles worldwide. To drive additional progress, all Concentrix procurement staff now include at least one ESG goal as part of their performance goals.



51% of our paper consumption comes from FSC products and other sustainable sources

Environmentally conscious suppliers

We pride ourselves on integrity and have a big vision and high standards for the way we care for our environment. We prioritize partnering with suppliers who care about making as big an impact as we do, and we have increased the number of environmentally

conscious suppliers we work with. Approximately 35% of our spend is with environmentally conscious suppliers, and we are actively working toward growing this base to achieve our 2025 goals.

1. Please refer to Appendix A for our detailed Environmental Report.

2. Concentrix aims to reduce 50% of our emissions by 2030 from a baseline of 2019 for Scope 1, 2 and 3 purchased goods and services; capital goods, transmission and distribution losses; and employee commuting. This target is not yet validated by SBTi.






CONCENTRIX
ONE EARTH
#OneEarthOneConcentrix

OneEarth Playlist

This year we launched a OneEarth playlist on YouTube to post educational videos on topics like greener commuting and the elimination of single-use plastic. These videos are accessible to all, and staff are encouraged to watch, learn, and share.



CHECK IT OUT!



DID YOU KNOW ?!

CONCENTRIX ONE EARTH - YouTube

We are running the world green! Learn how Concentrix is leaving the planet better than we found it—and how you...

www.youtube.com



Living our commitments: Drive energy efficiency and reduce carbon footprint

Individual Changes, Global Impact

Our footprint of 320K+ staff across 40+ countries offers a powerful platform to drive small changes at home and in our local communities that collectively add up to BIG global changes. That's why we've placed a strong emphasis on staff education and embedding opportunities for staff to establish their own commitments to living a greener lifestyle.

Carbon Challenge portal

Our carbon challenge portal drives awareness of how the simplest of actions — like installing LED lights — can truly make a big difference. Staff education around daily actions that can be substituted with more sustainable alternatives helps us all realize that sustainable lifestyle change is possible. Having a single destination where staff can log the actions they are taking in their

daily lives gives us the measure we need to realize the impact we can make together as an organization. And no matter how small a change, when multiplied across 320K+ staff worldwide, big impact is possible. We can't wait to continue to develop and leverage this tool on our journey to leave the environment better than we found it.

Gaining momentum through a Carbon Challenge

In 2023, we launched the Concentrix Carbon Challenge which encouraged staff to record environmentally responsible actions between Earth Hour (March 25th, 2023) and Earth Day (April 22nd, 2023) in our Carbon Challenge portal. Actions included things like installing LED lights or walking to work instead of taking the bus and staff who reduced the most carbon were rewarded with green hotel vouchers. In total, 23k+ staff across 36 countries joined in on the challenge and total efforts equated to 400K+ kgs of potential carbon emissions avoided — that's equivalent to emissions from 48.5+ million charged mobile phones! Staff recycled 76K+ pounds of waste, planted 8K+ trees, switched 1,260 light bulbs to LED, and reduced 162K+ kg of carbon emissions through choosing more sustainable transportation during this four-week challenge. 247 staff members even changed from a meat diet to a vegan diet — a major commitment!



We were recognized with the 2023 SEAL Business Sustainability Award, Environmental Initiative, for our Carbon Challenge portal.



Marcelo I. participated in a beach cleanup



Camilia D. planted trees



23K+ Staff Participation

36 Countries Participated

400K+ kg Potential Carbon Emissions Avoided

76K+ Pounds of Waste Recycled

8K+ Trees Planted

1,260 Light Bulbs Converted to LED

247 Staff Switched to a Vegan Diet

162K+ kg Carbon Emissions Reduced Through Sustainable Transportation

Shantanu S. made the switch to LED



Nischalkumar A. started composting



Rahmawati R. started commuting to work





Living our commitments: Drive energy efficiency and reduce carbon footprint

Individual Changes, Global Impact

#MyOneEarthPromise

In 2022, we encouraged staff to make their #MyOneEarthPromise on social media and in our global sites to establish their commitment to do their part in leaving the environment better than we found it. In 2023, we expanded efforts and asked staff to consider adding a voluntary personal social or environmental commitment as part of our annual goal setting process.

Supporting our clients' sustainability journeys

Did you know we design, build, and run green initiatives for our clients? We have strategists, designers, engineers, and data management experts who help our clients transform systems, technology, and experiences on their sustainability journey. Check it out!

- Our cloud-based energy management solutions help over 200 companies in 30 countries track and optimize energy consumption across operations.
- Our state-of-the-art IoT and Edge technology gathers data for a global fast food chain to drive greater efficiency and reduce food and equipment waste.
- The team provided UX/UI design for a major Japanese commercial bank platform, supporting the calculation and reduction of CO2 emissions. This solution is now used by hundreds of Japanese enterprises!





Living our commitments: Driving energy efficiency and reducing carbon footprint

Going Green

A League of its own

At Concentrix, we love friendly competition between countries and regions. That's why we designed the OneEarth Sustainability League. Organizing teams in this way allows us to focus country teams to work hard towards ESG goals, but also offers teams the opportunity to gain "points" by extending their goals and making an even greater impact. Countries gain points by

demonstrating commitment, action and results, and our greenest countries are awarded for their efforts at our annual Leadership Kick-off Meeting. It's impressive what old fashioned competition can do to drive teams to exceed goals in hopes of taking home the win for their region!

Greenest Country

We're proud to celebrate our Thailand team for their win as Greenest Country.

Thailand's winning stats:

- 55% improvement in energy efficiency performance against 2019 baseline
- Converted all lighting to LED in all facilities
- Strong waste segregation and management in place
- Paper recycled was 616% over target, and all paper products procured for 2022 came from sustainable sources (Green Choice Certification)
- Eliminated all single-use plastic water bottles across all facilities
- Planted trees 968% above target for 2022
- Volunteer hours 114% above target for 2022

Renewable Energy Country Champion

The team in Germany was awarded the Renewable Energy Country Champion Award after converting four sites to renewable energy through strategic contract changes that switched energy sources to hydropower. Germany's energy

consumption for these four sites is approximately 26% of its total energy consumption, establishing the country at the highest renewable energy rate across the Concentrix global footprint.



Thailand team being recognized as Greenest Country, 2022, and receiving their award made of upcycled flip flops from the Kenya-based NGO Ocean Sole



German team being recognized as Renewable Energy Country Champion, 2022



WASTE

We're proud to share that we are on track to meet each of our waste goals and even more proud to share that we've exceeded double the target of our paper recycling goals of 250k pounds. Collectively to date, we've recycled approximately 613K pounds of

Reuse and recycle

As we build out sites across the globe, we're designing interiors with sustainability in mind. This includes incorporating building materials that have either been reclaimed or repurposed, and we are always looking for ways to prioritize the use of materials that come from recycled content. Across twenty site build projects in

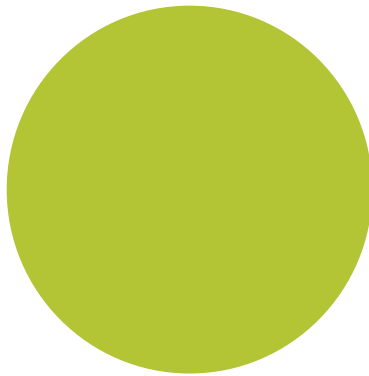
Green buildings

We continue to make strides in our green building efforts. The Yogyakarta site in Indonesia was platinum-certified, and our Davao Finance Center site in the Philippines is a BERDE certified-stage 1 green building project under BERDE GBRS-Version 4.2. Additional sites in China, Malaysia, Thailand, and Vietnam have also been certified for ISO 14001:2015 — bringing our total sites certified

paper and 239K+ pounds of e-waste. We've also eliminated single-use plastic water bottles in 119 (out of 262 sites, approximately 45%) of our sites across the globe.

2022, **80% of projects reused various materials — such as doors and tables — and repurposed palettes, container vans, paper, and fabric** for various furniture and architectural finishes. In new builds, we also select carpet that includes a minimum of 40% recycled content.

to this standard to 45. We recognize the value of green building practices, and we've started important work to benchmark site buildings against our own green building standards so we can achieve a minimum of five buildings externally certified by 2025.



Recycling in Costa Rica



Lighting Our Buildings With LED Lights



The Davao Finance Center site in the Philippines is a BERDE certified-stage 1 green building project under BERDE GBRS-Version 4.2



OUR COMMITMENT FOR 2025:
Reduce waste to landfill



Living our commitments: Reduce waste to landfill

Recycling for the Better

As humans, we have a big appetite for oils of all kinds. From fried foods to cosmetics, paintings, religious uses and even the cars we drive every day — as a species, we consume A LOT of oil, especially cooking oil! That's why it may come as a bit of a shock to you to learn that just 1 liter of cooking oil poured down the drain has the potential to contaminate up to 1 million liters of drinking water.*

When we learned this, we knew we had to do something about it. Our LATAM region — in particular, Brazil — has led the charge on making a difference when it comes to recycling or upcycling used oil into something better. How did they do it? By teaming up with eco-partner Grupo Haviá — a local organization that collects used oils from animals & plants and repurposes them as raw material for making products — to convert used oil that would have otherwise been discarded into self-care and household cleaning products!

In a two-week period, more than 100 staff at our sites in Brazil brought in and disposed of over 238 liters of used cooking oil at collection points managed by our Environmental Health and Safety team. Grupo Haviá then collected the oil, took it to their treatment center and transformed it into cleaning products like soap and detergent. From there, our staff donated the cleaning products received from the exchange to families affected by the tragic storms on the north coast of São Paulo earlier this year.

Brazil is not the only vehicle in this race though.

In the LATAM region alone, we have nine recycling alliances, including battery recycling collections with our partner Recopila in Colombia and plastic lid collections in the Dominican Republic and Costa Rica. In Costa Rica, these plastic lids (which are collected by our partner Donatapa), are part of a larger project by the Costa

Rican Network of Accessible Tourism to recycle the materials and use them to build retractable pathways and other solutions that create more accessible spaces on beaches for people with disabilities.

Just like our staff, we're always looking for ways to grow our efforts with reducing waste to landfill, and with oil, we've definitely struck a golden opportunity. We can't wait to keep expanding these initiatives in the coming years.



238 liters of cooking oil correctly disposed and then transformed into cleaning products



9 recycle partners in The LATAM Region



*According to the Brazilian National Water and Basic Sanitation Agency (ANA)



Living our commitments: Reduce Waste to Landfill

World Cleanup Month

After a difficult couple of years navigating restrictions due to the pandemic, 2022 gave us the chance to unite once again in the fight against plastic pollution, protecting our ecosystems, and organizing some truly outstanding clean-ups across the globe.

During World Cleanup Month, we launched our biggest cleanup activity to date with 60% of the countries we operate in participating. In total, approximately 7K+ participating staff recorded 14K+ volunteer hours and cleaned up 31,900+ kgs of waste. And even better? Half of the waste collected was recycled!



Local Efforts, Global Impact



India



Honduras



Mexico



Spain



Canada



Malaysia



Germany



El Salvador



Costa Rica



China



Nicaragua



ECOSYSTEMS

This has been a landmark year for ecosystem projects at Concentrix. We have reached and exceeded our 2025 goal of planting twice the number of trees we consume in paper products (250K trees), bringing our total to date to 385K trees planted across the globe. Staff have logged

A bolder biodiversity commitment

Reaching our tree planting target far ahead of our 2025 deadline provided us with an opportunity to review our ecosystem goals and consider how our organization truly impacts biodiversity. Referencing the International Union for the Conservation of Nature (IUCN) framework for corporate biodiversity performance, we have assessed that we have the greatest opportunity for impact in three key areas:

- 1. **Land use** through the facilities we own or lease for operations
- 2. **Paper consumption** throughout our business operations
- 3. **Energy use** where the source of energy is attained by burning fossil fuels

Reflecting on these three key areas, we've refined our biodiversity commitments to drive further impact in replenishing our ecosystems, including:

- **Pursuing conservation of forest resources**, or reforestation effort, equivalent to our real estate footprint by 2025 and 2x our real estate footprint by 2030*

102K+ volunteer hours towards environmental action alone, and we've formalized our Water Policy, which prioritizes water stewardship as we look to reduce water withdrawal, consumption, discharge, and associated impacts.

- **Supporting local biodiversity and mitigating pollution** through the protection and enhancement of natural habitats or other ecological projects, on top of efforts to reduce our energy-related emissions
- **Replenishing the consumption of natural resources** involved in company operations and ensuring net positive outcomes by planting three times the number of trees we use in paper by 2025
- **Maximizing the impact of biodiversity projects** through social connections such as education, media sharing, volunteerism, and non-profit organization (NPO) partnerships where applicable
- **Committing not to develop/engage in any operations or lease in nationally protected areas** in all applicable categories including strict nature reserves, wilderness areas, national parks, natural monuments or features, habitats, or species management areas, protected landscapes/seascapes, or protected areas with sustainable use of natural resources



Planting Trees in El Salvador



Planting Trees in Portugal



Planting Trees in the Dominican Republic



OUR COMMITMENT FOR 2025:
Work to help replenish our ecosystems

*Number of trees referenced will be derived from approximate number of trees per hectare (<https://nhsforest.org/how-many-trees-can-be-planted-hectare/> at maximum 2500 trees per hectare or 10,000 sqm) and consequently proportioned to our global average real estate footprint.



Living our commitments: Work to help replenish our ecosystems

Tree Planting Across the Globe

On March 22, 2023, also The International Day of Forests, we celebrated our goal of planting twice the number of trees we consume in paper products, or 250k trees, a full three years early.

Teams across the globe continue to work diligently towards tree planting efforts in their local community, and we couldn't be prouder of the impact being made.

In India and the Philippines...

teams set a 100k tree planting mission last year. India has surpassed its goal, and the Philippines is on track to hit their goal this year.

In Colombia...

the team facilitated a vertical garden project to restore ecosystems. A total of 372 plants were planted, and the project will ultimately supply aromatic compounds for our staff to consume in healthy, hot drinks.

In Portugal...

40 staff volunteers planted a total of 300 trees and removed 15 kg of waste in Ofir, Esposende. Staff also had the opportunity to partner with the local City Council to educate on the correct process for planting trees.



We couldn't have completed these awesome projects without our staff and their dedication to improving our planet starting with their local communities. Our collective efforts add up to global impact that can be felt around the world.



Matt Hill

Founder and President,
One Tree Planted

"I want to give Concentrix a BIG shout and THANK YOU for helping us plant over 70K trees together and congratulations on reaching your 250K tree ESG goal! There is so much more important work we can do together and look forward to the even bigger impact we can have together!"



Planting a Vertical Garden in Colombia



Planting Trees in India



Living our commitments: Work to help replenish our ecosystems

Supporting Tree Planting Efforts Through Tiny Forests

Tiny forests, big impact

Did you know trees are our unquestioned allies in the fight against climate change? It's true! From absorbing carbon to preventing floods, cooling the planet, and providing countless other benefits across the Earth each day, trees are incredible. That's why we're going all-in to restore ecosystems in communities across the globe by planting more of them as part of our tree planting goals.

Our Tiny Forest initiative aims to do just that. For those who are unfamiliar, a Tiny Forest is an eco-restoration method created by Indian engineer Shubhendu Sharma (based on a method by

Japanese botanist Akira Miyawaki) to restore natural and native forests. It involves planting a densely packed forest about the size of a tennis court and filling it with plant life native to the area in which the forest resides. Doing so has tons of benefits — like attracting a wide variety of animal and plant life, cooling the area on hot days, and even storing carbon — and it makes for a great way for people to come together in support of our planet.

To help the Tiny Forest movement, we're actively ear-marking patches of available land near our sites globally to convert into Tiny Forests. And the work is already underway!

In Bangalore, India...

our staff have planted two mini forests (200 sq. ft and 2,415 sq. ft.) and have identified another 800 sq. ft site for development in the future.

In Vadodara, India...

teams worked on their own mini forest. What's next? Installing a pergola with benches for our staff to relax and enjoy nature.

In Batangas, Philippines...

Beth Pamatmat, our Environmental Real Estate Director and leader of our OneEarth program, even planted her own Tiny Forest. Beth has planted at least 20 native trees including mango, narra, mahogany, calamansi, palm and pine. And aside from the natural attraction it can have for native birds and insects, this Tiny Forest in particular is intended to be part of a future outdoor dog shelter, providing a safe play haven for rescue dogs.

Staff in India Maintaining Tiny Forest



Staff in India Maintaining Tiny Forest





Living our commitments: Work to help replenish our ecosystems

Leveraging Hydroponics to Help a Community Flourish

Adopt-A-Community

In January 2023, we kicked off our second Adopt-A-Community program engagement with a creekside barangay in Sampaloc, Manila and the NGO, AgriPortal. AgriPortal is an agricultural solution that dedicates various resources to revive and renew the agriculture industry in the Philippines, and we knew they'd be the perfect solution for helping support our new community partners. It was an easy decision to adopt and invest in another community based on the barangay's established focus on environmental sustainability. The community already had impressive initiatives in place, and community leadership shared Concentrix' goals in initiating and setting up long-term, self-sustaining projects.

At the start of the pandemic, the community established an urban garden with three hydroponic vertical gardens using recycled

planters to support food sustainability. And in partnership with AgriPortal, Concentrix provided funds to invest in and scale-up the existing system to a nutrient film technique allowing for a hands-free, automated system to carry water and nutrients to plants 24/7. Doing so increases the chance for a healthier harvest and has other benefits like taking up less space, increasing available planting space, and ultimately, more food production. Profits from the harvest pay for operational costs and go to the beneficiaries of the most-needed barangay workers' funding projects.

We continue to enjoy working with our Adopt-A-Community partners and look forward to leveraging new and different ways we can make a difference in the years to come!



CREATE A BETTER PLACE FOR PEOPLE TO WORK AND LIVE

in the communities where we operate.



OUR COMMITMENTS FOR 2025



People, Culture, & Community

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



Our Communities

Give back to our communities



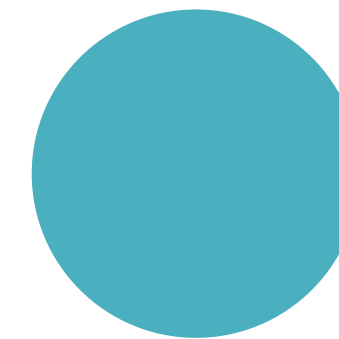
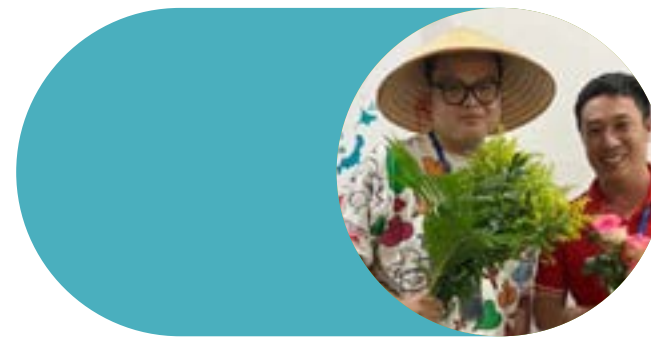
Diversity, Equity & Inclusion

Create workplaces that reflect the communities we are in.



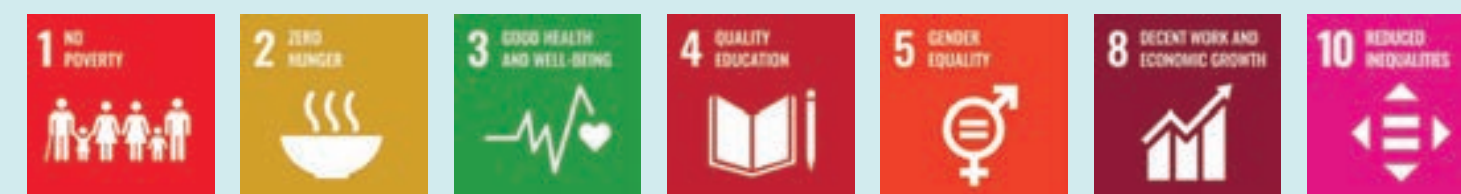
Wellbeing

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



Pride Month Celebrations, Canada

UN SDG Alignment



WE PUT OUR PEOPLE FIRST

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 320K+, we represent distinct cultures and backgrounds from 40+ countries. We believe our

diversity of backgrounds and experience is one of our greatest strengths and a key factor in our ability to develop a healthy and thriving community. Our staff even voted us as **Best Company for Diversity** and **Best Company Global Culture** as part of Comparably's awards. We were also delighted to earn a position for the first time on the **25 World's Best Workplaces™ list by Great Place to Work® and Fortune Magazine**, ranking twenty-second in October 2022.

We focus our Social efforts around three core areas:

People, Culture & Community

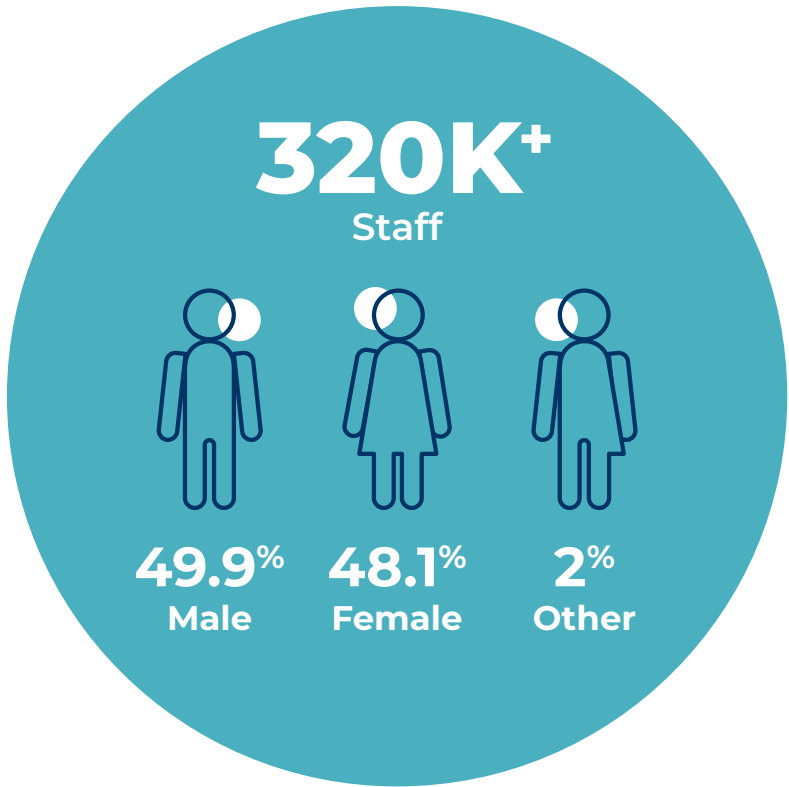
We aim to create a workplace that supports our people as they grow personally and professionally. We design structured programs for mentorship, training, and career pathways to enable all our staff to maximize their potential and grow with us. We're also committed to giving back to our communities.

Diversity, Equity & Inclusion

Our vision is to be the greatest customer engagement services company in the world, rich in diversity and talent. We believe that the more diverse we are as an organization, the stronger we will be. We are intentional about building teams that represent the diversity of thought, experience, and perspective of the communities where we operate. Every person is welcome, and every voice is heard.

Wellbeing

Ensuring the health and wellbeing of our staff is our top priority. We understand that many factors impact the physical and mental health of our staff, and we foster staff wellbeing holistically through programs and access to tools and resources designed to provide support and care wherever and whenever it is needed.



The Voice Of Our Staff



"The work environment is inclusive and collaborative, making it a great place to build relationships with colleagues from different backgrounds and cultures."



"Even though we're located around the globe and rarely, if ever, meet in person, I feel truly connected to my team not only professionally but also personally. We all care about doing what's right for our people, our clients, our community and our environment."

Diane Hanson
SVP,
People Solutions

"Doing right by our people, culture and community is in our DNA at Concentrix. I am proud of the progress we have made over the past year, supporting our staff personally and professionally to maximize their opportunities for success, welcoming their unique perspectives, and building thriving, connected communities where we live and work together."



GOAL PROGRESS

CREATE A BETTER PLACE FOR PEOPLE TO WORK AND LIVE in the communities where we operate

Our staff are passionate and continue to contribute to our Social vision to create a better place for people to work and live in each of the communities where we operate. As you can see below, we have made noteworthy progress towards our goals, and we continue to work diligently to make even more positive change.

As you read on, you will hear stories of these efforts in action and learn more about the investments we are making for our staff and the communities they live and work in.



People, Culture & Community
Create a culture for people to learn, grow and be at their best, and give back to our communities.

Goal	2023 Actual	2025 Goal	Progress
Achieve a minimum 85% “happy staff” in our annual ESAT surveys	83.1%	85%	<div></div>
100% of new staff members trained on our culture in their first 90 days	61.1%	100%	<div></div>
Complete 5 million hours of L&D training per year	5.1M	5M	<div></div>
Pay a living wage globally for our team members	97%	100%	<div></div>
Improve economic development in our communities through impact hiring	170,233	40K	<div></div>
Support communities through access to our facilities*	4	4	<div></div>
Donate a minimum of \$2.5M a year to support community causes	\$1.9M	\$2.5M	<div></div>



Diversity, Equity & Inclusion
Create workplaces that reflect the communities we are in.

Goal	2023 Actual	2025 Goal	Progress
100% of Concentrix Talent Acquisition team are trained on inclusive sourcing	84%	100%	<div></div>
100% of our people managers receive DEI inclusivity training	53.9%	100%	<div></div>
100% of our countries have senior representation that reflect their local communities	84.4%	100%	<div></div>
100% increase in our current spend with diverse suppliers	135%	100%	<div></div>



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

Goal	2023 Actual	2025 Goal	Progress
100% of people managers receive mental health awareness training	74%	100%	<div></div>
For certain work types, 6 months post-employment support	100%	100%	<div></div>
100% of staff have access to Employee Assistance Programs (EAP)	100%	100%	<div></div>

Met or Exceeded On Track Need to Accelerate

*Establishing baseline goal based on May 2023 data | Metrics reported as of May 2023



PEOPLE, CULTURE & COMMUNITY

At Concentrix, our staff are our greatest asset. And we know that if we care for our staff and help them be the best versions of themselves, they will be better positioned to support each other and create exceptional CX moments that matter. In today's rapidly changing work environment, we remain committed to creating

the right tools and staff experiences to nurture a culture where staff can be at their best, and you'll learn more about each of these programs in the stories that follow.

We continue to invest in staff resources and programs like:



Learning & Development



Happiness Initiatives



Staff Engagement



Rewards & Recognition



Staff Experiences



President's Club Americas, 2023



Holiday Party



Culture Advocate Recognition



Work Anniversary Celebrations



OUR COMMITMENT FOR 2025:
Create a culture for people to learn, grow, and be at their best



PEOPLE, CULTURE & COMMUNITY

Learning & Development

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 development programs are the building blocks for how we help staff grow personally and professionally, and we strive to ensure that we are creating development opportunities for all staff regardless of career level.

Talent reviews, succession planning, midyear career conversations and individual development plans act as the foundation in identifying and planning development opportunities. We offer formal **Leadership Academies** and a mentorship program designed to equip future leaders with the skills and competencies they need to be successful. This

includes **Benchmark**, a new customized executive coaching program for women leaders, **PRISM**, our virtual diversity leadership program, and **Pinnacle**, which equips senior leaders with the skills they need to be successful as an executive.

We also offer a **DEI learning path** and other leadership preparation journeys through our Concentrix University platform, and through each of these programs and learning paths, we aim to prepare staff for success now and in the future.

Our staff are the heart of our organization, and in the coming stories, you'll learn how we're creating opportunities for staff and the business to grow together.



I LOVE the iRise Mentorship Program. I have had the pleasure of being a Mentor to several talented professionals. Not only was I able to help them develop but they did the same for me during our sessions. I am happy to say two of my mentees were promoted during our partnership because they took actions to develop themselves.



Billie W.
Sr Director Service Delivery, USA





Living our commitments: Create a culture for people to learn, grow and be at their best

Investing in Our Future Leaders

iRise mentorship program

While we have multiple training programs for staff, we realize that development requires a holistic approach that includes individual goals. Our staff-led mentorship program, iRise, provides all staff, regardless of career level, with the platform to invest in themselves and others. The program fosters a culture of learning across the organization and creates valuable learning experiences for the future leaders of our business.

In total, there are 1,700+ leaders signed up as iRise mentors who are available and excited to support staff with their individual development goals. This has led to 1,500+ active mentorships spanning every career level across the globe. Participants benefit by gaining exposure to other cultures and ways of thinking, not to mention the opportunity to build relationships and foster the skills necessary for career progression and growth.

Benchmark

Our newly launched Benchmark program includes customized executive coaching specifically for our women leaders. This program provides 1:1 and group coaching aimed at further enhancing the skills needed for women leaders to steer our business into the future.

Pinnacle

Our Pinnacle program supports senior leaders in developing strategic and innovative thinking skills so they are successfully prepared for future executive leadership roles in today's ever-changing work environment. The program also puts an emphasis on nurturing an environment of growth and development within their respective teams.

PRISM

PRISM is a leadership program dedicated to building skills around diversity, equity, and inclusion. Participants work on strengthening their ability to overcome bias and influence positive change while also building their networking, negotiation, and collaborative leadership skills.



1,700+ Available Mentors

1,500+ Active Mentorships



"The PRISM training experience was an amazing opportunity and an unforgettable experience to have been a part of. By definition, a prism can be used to break light up into its constituent spectral colors. This program did exactly that with the participants. The training helped break the limiting beliefs of the participants and opened us all up to accepting our true, diverse, authentic, and colorful selves. Every topic covered was relevant and empowering. What was also amazing were the real stories shared by fellow participants that were truly inspirational. An indelible imprint has been made in my life and it has expanded me so much as a leader."



Bhavisha D.
Director, Training, India



"My first mentorship opened the door for me to take the leap and let go of my reservations so I could see the possibilities of growth with Concentrix...it has helped me to better understand my path and weigh my options. I gained a lot of value out of the mentorship because it made me think, put things in perspective, make goals and hold me accountable to what I set in pursuit of excellence. I am truly looking forward to what's ahead."



Karolin B.
Team Leader, Operations, USA



"I have never considered mentoring as part of my development journey simply because I always thought not everyone would understand the kind of work that I am doing. However, after going through the sessions, I realized how wrong I was! I really appreciate how the sessions allowed me to step back, reassess my approach to issues, as well as give me the freedom to speak to someone about things that I can rarely open up about to my colleagues in the office. The sessions have guided me to stay focused on my goals and work on them consistently to ensure I get the outcome I desire."



Cik Som S.
Director, People Solutions, Malaysia



"Pinnacle was a great learning experience over several sessions throughout the last 12 months. Personally, I had a great learning experience. Through these sessions, I could network with several leaders within the organization and learn a lot through our experience sharing sessions and discussions."



Adiga S.
Sr. Director, Application Development, USA




PEOPLE, CULTURE & COMMUNITY

Focusing on happy staff

Every team member contributes to our success and plays a part in shaping our workplace culture. That's why we prioritize listening to the voice of our staff and creating opportunities to share freely. This includes annual staff surveys (ESAT) where we seek to understand staff perception, sentiment, and opinion of our business. The outcome of this work includes the creation of action plans that address identified concerns, and we remain committed to improving the staff experience.

Alongside our annual ESAT survey, we also facilitate listening circles and collect onboarding surveys throughout the year so we keep a constant pulse on how our staff are feeling. 86% of global staff participated in our 2022 ESAT survey, and reflecting

on the data and feedback received led to key improvements for staff. Continuous efforts to incremental improvements in the staff experience are what contribute to awards like: **Best Company Happiness, Best Company Outlook, Best Company for Women, Best Company Culture, and Best Company Global Culture.**



86% ESAT Participation

83.1% Happy Staff

Staff engagement

When it comes to investing in our people, we're continuously exploring ways to increase positive engagement, enrich our staff experience, and further an inclusive environment.

We recently launched BuzzHub, an internal online destination where all staff can access Concentrix news, information, and fun when it's most timely for them. This is revolutionizing the way our staff receive Concentrix information — rather than receiving an

email each time there is company news, staff visit BuzzHub at a time that is convenient for them each day, greatly reducing the need to send out a large volume of email for staff to read one at a time. Staff can read or watch videos in BuzzHub in English, or switch to their local language. It's the single source of company information that staff can count on to get what they need, when they need it to be successful in their role.

Staff experiences

We are committed to building an internal ecosystem that elevates the staff experience starting from day one. Investments in tools like our virtual hiring and onboarding bots, our METAX virtual campus,

and our ConnectCX platform that bring together all applications, information, and alerts that staff need in one place, all support building a world-class staff experience.

Rewards & recognition

Our rewards and recognition programs give managers and leaders the tools they need to recognize individuals or teams and reward them accordingly. From day-to-day recognition for a job well-done using Workday badges, to our programs

like President's Club and Unsung Heroes, we're committed to establishing the right vehicles to recognize the incredible staff that support our business every day.





Living our commitments: Create a culture for people to learn, grow and be at their best

Rewards + Recognition

President's Club

Since 2014, our President's Club award program has been used to recognize each region's top performers. Recipients of the award are nominated by their peers and are those who continually improve our business through their dedication and excellence, and we're thrilled to host a celebration for each region to honor those who drive our business forward every day. These individuals are shining models of Concentrix' culture and have each made invaluable contributions to our growth.

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

"I honestly can say, I've never experienced anything like President's Club before! It is such an honor to be nominated by my peers and chosen as a winner — I am incredibly grateful! Thank you, Concentrix!"

"President's Club is an amazing program and the event allowed me to connect and love our company culture even more! Being chosen as a winner and invited to participate in the event is the experience of a lifetime."

"It was such a great event! Everyone was so welcoming. I appreciate all the effort that Concentrix put into it to make the event extra special! What an amazing company to work for!"



Donna T.
Director, People Analytics, USA



Juan P.
Sr. Manager, Operations, El Salvador



Gary W.
Advisor, Sales, Canada



President's Club India, 2023



Puerto Vallarta - President's Club Americas, 2023



Bali - President's Club APAC, 2023





Living our commitments: Create a culture for people to learn, grow and be at their best

Reimagining Staff Experiences

At Concentrix, we are committed to investing in innovation that creates a staff ecosystem that elevates the experiences and wellbeing of our staff starting day one.

Recruiting

We infuse the latest virtual hiring technology to connect candidates with opportunities that best meet their skills and interests and streamline the hiring process, including **AI automated screening, virtual interviews and hiring events**, and support from our online hiring bot, **ACE** (Amazing Careers Everyday).

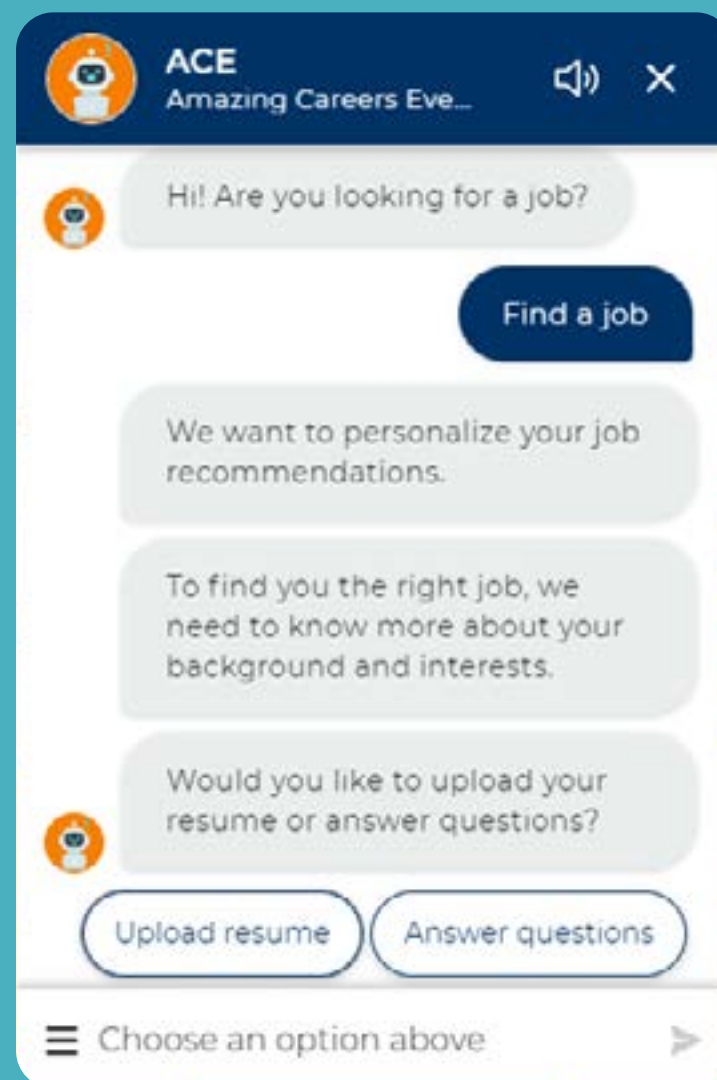
Onboarding

We leverage artificial intelligence (AI) and augmented reality (AR) through tools like our **HOMER** and **Alex** bots. Both interact with different staff populations over SMS or email from point of offer through graduation to ensure staff are receiving the support they need to be successful in their new role.

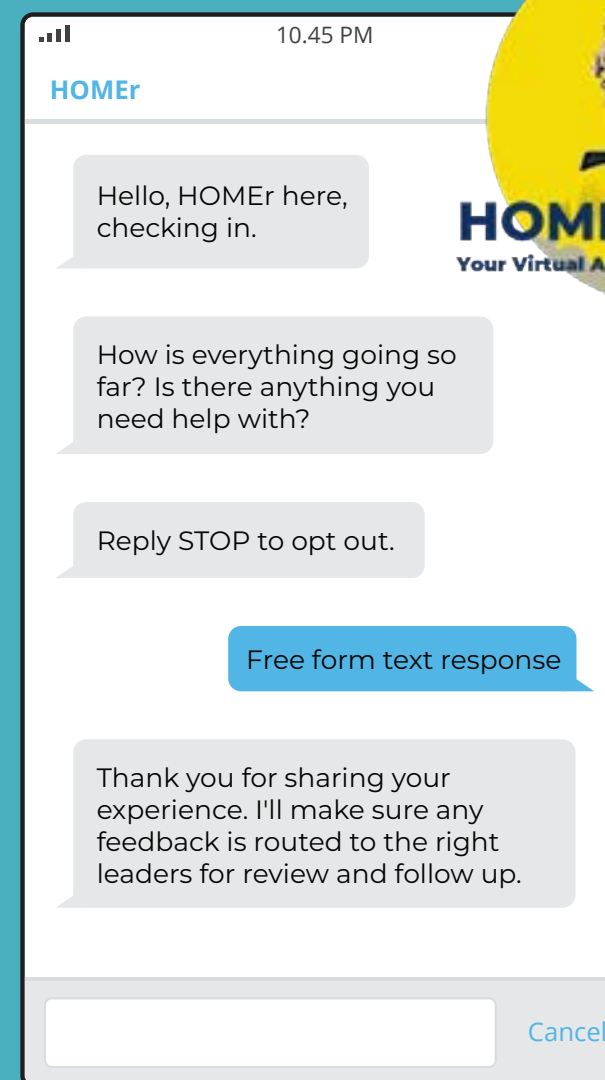
Beyond

As we look to the future, our focus remains on simplifying the ecosystem and evolving the staff experience throughout the employee lifecycle in **digital training, immersive technology, team experience, process automation, security and compliance**, and more. This includes delivering immersive experiences using **METAX**, which acts as our virtual campus where staff can meet, collaborate, and work in real-time 3D.

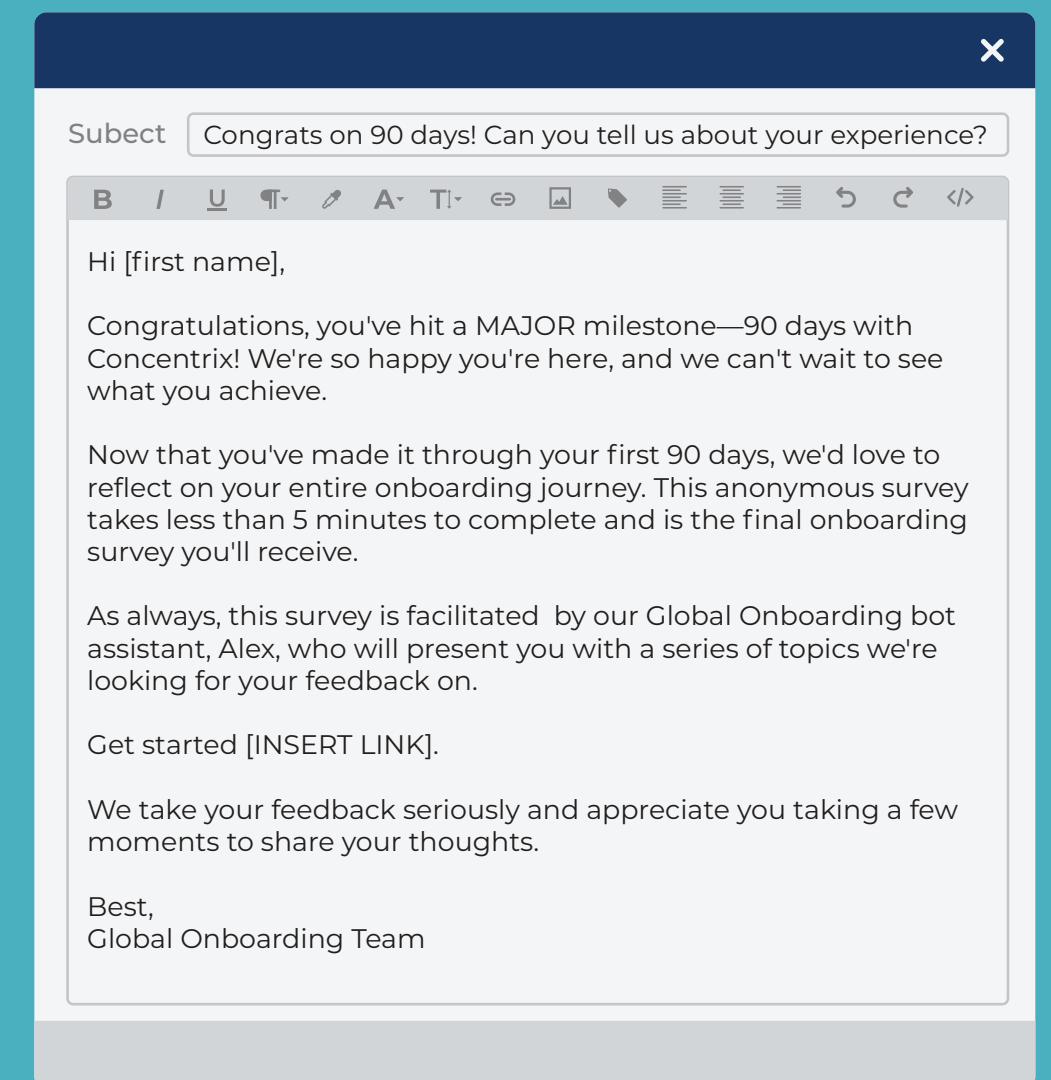
ACE bot in action



HOMER bot in action



Alex bot in action



METAX Virtual Campus



53K+ Digitally Trained

127K Using Advisor Assist

75% Tech Immersed End-To-End

4K Innovators





Living our commitments: Create a culture for people to learn, grow and be at their best

Living Our Culture

Although we speak many languages and come from diverse backgrounds across the globe, we all share one thing in common — our culture. It guides us in everything we do. Every decision, every day. Our culture is more than nine statements on a wall, and we’re always looking for ways to bring them to life and embed them within the business.

When a new staff member joins the team, their onboarding journey includes **Living the Culture training** which empowers them with the knowledge they need to apply the Concentrix culture statements to their work and experience at Concentrix. Training is then reinforced through our **Culture Partner network**, which is made up of staff ambassadors across the globe. Every month we also recognize team members who exemplify our culture through our **Unsung Heroes program**. As we continue to grow, we prioritize meaningful recognition of staff who exemplify and live our culture.

Here is a showcase of some of our amazing winners!

UNSUNG HEROES



WE ARE FANATICAL ABOUT OUR CLIENTS AND STAFF



Sheng Jian L.
Advisor II, Operations,
China

As the first Team Leader for a new work at home (WAH) project in China, Sheng Jian was involved in the end-to-end recruiting and onboarding process. He and his team created new interview, asset management, onboarding, and remote support processes and resources. His fanaticism for the success of this project ensured stable delivery and ultimately converted to a long-term project and client partnership.

WE HAVE HIGH INTEGRITY WITH EXEMPLARY CHARACTER



Karla H.
Manager II,
Operations, Canada

When our Peterborough, ON, site was moved to work at home, Karla ensured that she took time with every member of her team to make certain they were prepared for the transition — physically and mentally. She met each challenge with exceptional determination and grace and demonstrated her exemplary character and high integrity through her actions. Karla embodies our culture to her core and is seen as a true leader of her team.

WE ARE TENACIOUS IN OUR PURSUIT OF EXCELLENCE

Angela is diligent in achieving her commitments and proactive about identifying project blockers early on. She is reliable and solution driven, and her communication skills are outstanding. She excels at automation and is always transparent and assertive when working with a team. Her focus and engagement ensure the team’s success in an agile / scrum model, and she never backs down on an opportunity to make things excellent.



Angela K.
Sr. Consultant,
USA

WE VALUE KNOWLEDGE OPENNESS & TRANSPARENCY

Anthony went above and beyond in providing support in the Philippines, Japan, LATAM, and ASEAN by mentoring current and new engineers and educating them on how to reduce business downtime by resolving production outages quickly. He has also found ways to automate client reporting that he’s been able to share with other regions. Anthony’s continuous commitment to knowledge sharing makes us all better.



Anthony N.
Sr. Network Engineer I,
Philippines

“The Culture Partner program has been a thought-provoking journey that has given us the skills to support our leaders and the wider business in understanding and interpreting our company culture. The program has been a great investment in, not only the Culture Partners, but the overall business, to add additional culture support. I am excited and energized to start partnering with the business on how to bring the culture to life.”



Aoife C.
People Solutions
Director, N. Ireland



Living our commitments: Create a culture for people to learn, grow and be at their best

Living Our Culture

UNSUNG HEROES



Robin T.

Manager II, Global
Analytic Insights,
Philippines

WE HAVE CONTRARIAN VIEWS ON HOW TO RUN A BUSINESS

Robin designed a comprehensive dashboard that empowers Concentrix leaders and clients with a consolidated view of KPIs across several reporting platforms. Thanks to Robin's ability to think differently, he was able to save leaders multiple prep hours weekly. The dashboard was so comprehensive that even clients requested access to it!



Michael F.

Manager I, Project
Management I,
Philippines

WE ARE BOLD IN OUR DECISIONS

As a new member of the IT Project Management group, Mike supported the implementation of a new client in Cagayan de Oro in just three business days. This included IT solutions handover, internal IT kickoff, build, and UAT (user acceptance testing). Mike's strategic approach to project management, leadership, focus, and most importantly, his willingness to be bold in his decisions, resulted in a win for everyone.



Charlie P.

Leader, IT Global Service
Delivery, Costa Rica

WE ALL CONTRIBUTE AND ARE ONE CONCENTRIX

Charlie is currently based in Costa Rica and supports project implementations, daily challenges, and needs from clients across multiple locations. One of his clients is based in Colombia, and Charlie does everything he needs to do to ensure he is advising and guiding the team in whatever they need to be successful. As a result of his ability to work as one Concentrix, our client in Colombia successfully expanded to 15 countries, and the relationship with the client flourished.

WE ARE DISRUPTIVE IN THE MARKETPLACE

We can always count on Sara to never accept the status quo. She is relentlessly focused on testing, providing feedback, and showing the team that there is always a better way to do things. Because of Sara, we replaced a manual and time-consuming reporting process with automated reporting that saved the team 2+ hours of work weekly. Sara also partnered with the client to brainstorm how to automate aspects of the Learning Management System (LMS) and even worked with the LMS vendor to make enhancements that allowed the creation of brand new reports and templates. As a result of this effort, the team is now able to track completions quicker and more easily identify a list of advisors who have not completed their training. Sara's commitment to be disruptive to prior processes ultimately resulted in efficiencies with major business impacts.



Sara C.

Sr. Specialist,
Operations Support,
Canada

WE INVEST IN THE FUTURE

Ibtissem joined Concentrix as an advisor more than 11 years ago and has grown in her skills and responsibilities over the years. In 2019, she started as a language specialist and acted as a primary contributor to upskilling courses as part of Concentrix Language Academy. Fast forward to today, and she's created 20+ culture and communication training videos and 50 language development courses in English and French. Her commitment to her self-development and the development of others is something that makes us all proud to have Ibtissem as part of the team.



Ibtissem S.

Communications
Trainer II, Tunisia



OUR COMMUNITIES

As our brand grows, it becomes even more important that we maintain a relationship and sense of connection to the world around us. We aspire to strengthen communities everywhere we do business. This includes 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.

Blood drives, cancer research fundraisers, volunteering time at local animal shelters, and clothing drives are just a few of the ways staff are organizing local efforts to make an impact within the communities where we live and work. In the coming pages, you'll read stories about the local causes that are so near to our hearts.



OUR COMMITMENT FOR 2025: Give back to our communities





Living our commitments: Give back to our communities

Impact Around the World

The power of ONE Concentrix can be felt around the world. Together, our individual commitments in our local communities add up to global impact. See what we're up to around the world.

In India...



The team volunteered to spend time with abandoned pets at Charlie's Animal Rescue Center. Staff brought food, toys, and hygiene kits, and most importantly, loads of love for the animals who need it most. 150+ pets benefited from the more than 300+ volunteer hours graciously given by 75+ staff volunteers. The team also observed International Day of Persons with Disability where the team celebrated diversity and held important conversations about inclusion in the workplace.

In Costa Rica...



The team in Puntarenas hosted a cleanup drive where staff were able to collect 286+ pounds of materials, helping the problem caused by ocean debris on marine life. 40+ volunteers joined the effort giving 420 hours of their time to this effort. It was a win for the community, but also in creating an opportunity for staff who are passionate about the environment to connect with one another.



In Australia and New Zealand...

Staff recently participated in a breast cancer run, raising vital funds for a worthy cause. The team also recently collected donations for the Homeless Connect Drive in Brisbane. This is a one-day event that provides free services to people experiencing or at risk of homelessness. This drive has helped more than 19,870 people and is part of the city council's commitment to improve the quality of life for all residents.

In Colombia...

Our team visited the Milagros Animal Shelter to donate food, cleaning products, and blankets. The team also cared for the animals, taking them on walks and giving them the love and attention they need to thrive. It was a great day and served as a reminder of the importance of protecting our society through the support of the animals in our communities.





Living our commitments: Give back to our communities

Impact Around the World

The power of ONE Concentrix can be felt around the world. Together, our individual commitments in our local communities add up to global impact. See what we're up to around the world.



In the Philippines...

The team hosted “Hoop for a Cause,” which brought together PBA (Philippine’ Basketball Association) legends and Concentrix all-stars in a friendly game full of good fun and entertainment. In total, the event raised PHP 2 million (approximately \$36K USD) for the Concentrix Staff Pledge Fund which is used for medical, educational, and emergency needs of Concentrix staff.



In Italy...

Our team in Cagliari painted the city pink when they participated in the SoloWomenRun — an exclusive, all-women event where proceeds were used to finish paying for a portable ultrasound scanner in the local community.



In Spain...

The team organized a toy donation to celebrate Three Kings Day and took part in a blood donation campaign with 55+ volunteers.

In the USA...

Our team in Nashville was proud to participate and sponsor the “Gender Blender 6” event, which brings together local community members and corporate staff resource groups (SRGs). The event included performances of 80s and 90s country hits from local drag queens, and raised a record-breaking \$24,400 that benefitted the Oasis Center, a safe and affirming space for LGBTQ+ youth to explore and celebrate their identities and access lifesaving mental health services. The Jacksonville team has also worked hard to gather needed clothing items in support of Hubbard House, which provides resources to victims of domestic violence. In addition, the team participated in the Stand Up & Stride Domestic Violence Awareness walk.



In Ireland...

The team took part in fundraising on the streets of Dublin to raise money for Daffodil Day as part of Irish Cancer Society’s cancer research.





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. 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 in-depth understanding of our uniqueness, that uniqueness is embraced and celebrated.

In the pages that follow, you'll learn how DEI shows up and feels across our business.



OUR COMMITMENT FOR 2025:
Create workplaces that reflect the communities we are in





Living our commitments: Create workplaces that reflect the communities we are in

Enabling Education

We believe in the power of education, and we've set out to do what we can to enable education for those in the communities where we live and work.

Supporting schools

In India, 60 million children lack education and 40% of girls do not attend school or drop out. Our team aimed to impact one education experience at a time and engaged in supporting 12 schools across five Indian cities that ultimately benefited 6,400+ disadvantaged children. We've also supported the inauguration of computer labs at high schools across India to encourage digital literacy and skills for students.

Providing meals

Concentrix is proud to sponsor a kitchen in Gadarpur, India that has the capacity to cook 15,000 meals per day. Through Concentrix' sponsorship, the kitchen has served more than 250k meals as well as 8.5 million meals through the mid-day meal program across India. The mid-day meal program provides access to nutritious meals to students so they can remain focused on what's most important — building their future.

Mid-Day Meal Beneficiary

Jayanthi, 13, says the mid-day meals served in school helped provide the foundation she needed to concentrate and excel academically. Being well-nourished allows her to focus on her dream to enter the police force and be the "real hero" of the country. She especially loves the dal and chawal on the menu!



Jayanthi,
age 13



12 Schools

5 Cities

6,400+ Children

8.5 Million Meals

Gadarpur Kitchen Ceremony



Groundbreaking Ceremony at Garhi Bazidpur School



Visit to Adopted School





Living our commitments: Create workplaces that reflect the communities we are in

Pursuing Higher Education

Winnie Sun Scholarship

In 2020, Concentrix launched the Winnie Sun Scholarship in honor of our former Global EVP of Delivery and beloved member of the Concentrix family, in partnership with The Lila Poonawalla and Lotus Petal Foundations. This scholarship enables young women from low-income families to pursue degrees in pharma, engineering, and nursing.

Now in its third year, Winnie would be proud to know what an impact this scholarship has made in the lives of young women across India. Since its creation, 330+ students have received scholarships that have enabled their ability to study at top-ranked universities.

Upskilling is also an important component of the Winnie Sun Scholarship program, and to date, 150+ upskilling sessions with 300+ participants have taken place, allowing participants to connect with one another and learn about topics that will benefit them on their education journey. Topics include things like personality development, design thinking, interview skills, wellness, and more. The program also supports one-on-one mentorship for a portion of the scholars and matches them with Concentrix leaders through our Buddy Connect Program.



Scholarship Winner

Hear from participants

"We learned many things. I enjoyed this session a lot. My MS-Excel skills have improved significantly. The session was very interesting and useful. I have some tools now that I can use to optimize my learning potential. Thank you for arranging such a nice session."

"The sessions on communication, personality development, interpersonal skills, & interview skills have helped me immensely to bridge the gap between my background and the ecosystem at my institute. I really enjoy my classes, especially on time management and public speaking."

"I like the session on dealing with anxiety during exams and I even have headaches and restlessness not only during exams but any anxiety. Mam thank you so much for the session it has helped to understand how to overcome it and I will practice it. Thank you so much."



Upskilling Session



330+ Scholarships

150+ Upskilling Sessions

300+ Upskilling Sessions Participants





DIVERSITY, EQUITY & INCLUSION

At Concentrix, we embrace working with diverse teams with different work styles, problem-solving techniques, ideas, and local cultural norms. We believe this contributes to innovative solutions and superior outcomes. Collectively, we are designing, building, and running the future of Concentrix, and we recognize the importance of a workforce who is prepared to share their diverse ideas and perspectives. It's our differences that make us stronger, and our diverse teams are what allow us to navigate and thrive in local markets.

To monitor the maturity of Diversity, Equity, and Inclusion (DEI) within our culture, we've established a Global DEI Scorecard. Establishing clear measures of success and reporting mechanisms provides us with the infrastructure to identify gaps and opportunities for DEI initiatives. We continue to make strides in our commitments through our three pillar strategy.



KEY INITIATIVES

Be Seen, Be Heard, Be You campaign

Allows staff to voluntarily self-declare their identity. Having a complete picture of our staff population allows us to build and execute a data-driven strategy to secure and support the most diverse and innovative workforce of the future.

Culture of belonging survey

We concluded the first phase of our inaugural Diversity, Equity, and Belonging Survey to begin developing our Inclusion Index. This served as a guide on how we create an inclusive workplace and a measure to hold ourselves accountable to a culture of belonging. The survey informs DEI metrics and measurements as well as DEI needs and benchmarks necessary on our journey to strengthen company practices for talent management. We received a 4.26 Culture of Belonging Index across 22 ratings, which indicates that staff feel we have a welcoming and positive culture where they are respected and valued.

Global Diversity, Equity & Inclusion policy

Our DEI Policy broadly defines a code of conduct which should be embraced to promote and foster inclusive behavior and serves as a guiding principle for workplace behavior.



Best Diversity, Equity, & Inclusion Strategy



4.26/5 Score on Culture of Belonging Index

169k+ Staff Have Self-Identified



DIVERSITY, EQUITY & INCLUSION

KEY PROGRAMS

Celebrating our diversity

We believe that sensitization and education towards DEI programs should be continuous to create and further amplify awareness. Marking days of significance across diverse dimensions helps us bring focus to key conversations, address misconceptions, create opportunities to engage in conversation with an audience outside of Concentrix, and provide a platform for staff to celebrate with us on our inclusion journey. Key engagements included Global Diversity Awareness Month (GDAM), International Day for Persons with Disabilities (PWD), Black History Month, Women’s Month, and Pride.

Facilitating key conversations

Our DEI annual event calendar systematically celebrates differences by enveloping key conversations on critical topics through fireside chats, panel discussions, and webinars. These events enable experiential learning from Concentrix Leadership and experts in the DEI field. Outcomes include a better understanding of best practices and how staff can support DEI in their teams.



45+ Panel Discussions, Fireside Chats, and Webinars

8,500+ Staff Participants

DEI learning path

We continue to launch new ways to equip and empower staff to take a role in standing up and doing what’s right for each other, our clients, and the communities we serve. We offer comprehensive training on the topic “Diversity - Equity & Inclusion” for people managers and “Inclusive Sourcing” for recruitment teams. These build understanding around identity, bias, microaggression, and how unique attributes shape an environment of inclusion and belonging at Concentrix.



27k+ People Managers Completed

2k+ Recruitment Staff Completed



Achievement of the Year in Diversity





Living our commitments: Create workplaces that reflect the communities we are in

Staff Resource Groups

Staff Resource Groups (SRGs) play an essential role in our business. SRGs are voluntary, staff-led groups that create an inclusive culture where staff voices are heard. We promote diversity through the endorsement of four SRGs who are responsible for generating business opportunities and contributing to employee development and retention for the respective staff population they support. Our SRGs also promote mutual respect and highlight the value of our respective differences to drive innovative solutions for how we can best support staff across the business.

Executive Sponsors from our Senior Leadership Team champion and endorse key initiatives across SRGs to ensure ideas that come out of these groups have the platform they need to impact the business.



Cindy B.
NOW Global Chair

NOW (Network of Women)

Cultivate an inclusive environment that supports and encourages women to advance their skills and leadership potential through connection, development, collaboration, and discussion.

"At Concentrix we are so fortunate to have Staff Resource Groups as they add an additional layer to DEI, connecting staff with similar interests and experiences and providing a safe and supportive space for us to discuss sensitive and important issues that impact our staff's quality of life. Concentrix NOW brings women and allies together to support, mentor, and develop women within the organization to prepare for their next role and also enable safe space."



Ron P.
BPN Global Chair

BPN (Black Professionals Network)

Foster networking, professional development, mentoring, and leadership opportunities for Black professionals at Concentrix while creating a corporate consciousness of the Black experience in the workplace.

"Our mission is to promote a culture of knowledge, openness and transparency while supporting the development of Black professionals through our BPN. We strive to create an inclusive environment where our team members can continuously learn and grow, share their ideas openly, and network. By living these values and supporting our network, we aim to build strong ally relationships with our peers and contribute to a more diverse, equitable and inclusive work environment."



Sean M.
PRIDE Global Chair

PRIDE (LGBT+ Network)

Raise awareness to build a culture of acceptance and celebrate the community of LGBTQ+ staff and provide them with the resources needed for growth and development through education, communication, and mentorship.

"DEI has been important to me as it has allowed a platform for our usually unheard voices to tell their stories, share their experiences, and help us all learn about fostering a fully inclusive working environment that highlights our differences and similarities, celebrates them, and offers a better reflection of humanity than society outside of work would indicate."



Seena R.
Ability Global Chair

ABILITY (Persons with Disabilities Network)

Advance awareness and inclusion for people with disabilities at Concentrix by creating equity in the opportunities to be recruited and hired for and to improve, advance, and ensure that every staff member can fully participate in every aspect of our business.

"Diversity, Equity, and Inclusion is important to me because I strongly believe that when diverse individuals with various abilities, upbringings, and worldviews collaborate, there is no limit to what can be produced. It is important that as a global organization we encourage those differences to be celebrated and explored as leaders. It is what gives businesses a human face and genuine sense of being global."



WELLNESS

Our staff are the heart of our organization. Their wellbeing is our top priority, and we aim to create a workplace that nurtures health and happiness for everyone. This starts with resources like our network of 1,400 Mental Wellness Partners who are trained to serve our staff with care every day. We also have 221 Peer Support Partners prepared to engage with staff about difficult topics.

Education is also a critical component to ensure leaders and staff can create an environment that supports mental health. To date, 75.71% of people managers have completed Spotting the Signs of Mental Distress Training, and 57% of staff have completed Mental Health Awareness Training. This year, we've even launched a Care Group Program in North America and

EMEA where we've provided external Suicide Prevention training and certification to 15 highly qualified Mental Wellness Partners to form a Suicide Prevention Care Group that support staff during crisis situations. Efforts like these, combined with our 100% EAP coverage for all staff globally, provide access to the tools and resources staff need across a wide range of issues.

Our deep commitment to the global wellbeing needs of our staff has led to the development and implementation of several platforms and initiatives designed to positively impact behavioral and mental health resiliency, as well as psychological safety, in and out of the workplace. We will share more about these important programs later in the report.



OUR COMMITMENT FOR 2025:
Create a place that nurtures health, happiness, and wellbeing for all staff.



1,400 mental wellness partners

221 peer support partners

100% EAP coverage for all staff

"At Concentrix we recognize that our staff members are our greatest assets, and their wellbeing is paramount to our success. Wellbeing infused work life is not only essential for creating positive culture but also a catalyst for our organization's success. By investing in our people's mental, emotional, and physical health, we create an environment where our staff can thrive and reach their full potential."



Bahar O.

Senior Director,
Global Wellness,
Canada

"As a trainer, I would like to say how much the content you bring, whether they are just sessions for fun and decompression, or sessions aimed at improving the quality of life and performance of advisors, are simply transformative. Not to mention the follow-ups, check-ins, suggestions, and support the wellness program offers. Having wellness at work made all the difference for me and helped me a lot to better understand my limitations, how to develop effective ways to deal with them, find a routine that was compatible and eventually be recognized and achieve my goal."



Vinicius F.

Trainer, Brazil



Living our commitments: Create a place that nurtures health, happiness, and wellbeing for all staff

Mental Health Programs

We know mental health isn't a one size fits all. That's why we offer staff a variety of resources so we can ensure no matter what support staff need, we've got the right mix of tools to help everyone thrive.

Safe Space

Safe Space, our mental health crisis resource center, provides staff with a comprehensive and streamlined online destination to manage mental health and find the support they need when they need it. Since launching in December 2022, Safe Space has received

14K clicks, and our global Wellness Toolkit has hit 69K. This is a testament to the importance of providing access to mental health care and the difference it can make.

KeepAppy

Our multifeatured wellness platform, KeepAppy, aims to empower and engage staff with proactive and preventative mental health techniques. Available 24/7, staff can engage in positive wellbeing at any time. Our proactive toolkit contains all the tools necessary in one location, comparable to a gym for your physical health. KeepAppy aims to educate and empower our staff to act proactively against mental decline and unmanaged stress.

The KeepAppy Wellness toolkit includes:

- Mindfulness tools
- Personalized content and health reports
- Helplines
- Journal and gratitude diary
- Daily vitals tracker
- Personal alerts
- Goal tracker
- Behavior counter

Wellness comprehend

Wellness Comprehend is an ongoing neuroscientific microstudy whereby our staff's engagement and psychological safety scores are measured to build a deeper and more objective understanding of an effective work environment. We're thrilled to announce that our Comprehend neurotech research project has scored a Best in Biz Award for HR Enterprise Product of the Year!

We continue to lead the industry with creative and customized wellbeing solutions for staff including wearable relaxation headsets that leverage virtual reality. In our METAX environment, we have created diverse offerings for different needs such as art therapy rooms, wellness infused coaching rooms, meditation spaces, and physical activity areas.



CONCENTRIX SAFESPACE





Living our commitments: Create a place that nurtures health, happiness, and wellbeing for all staff

Youth Mental Health Advocates (YMHA) Bootcamp

The unprecedented times we have seen over the last few years have challenged us all to take a closer look at our mental well-being. And as part of our ongoing commitment to create a place that nurtures health, happiness, and well-being for all staff, the team recognized the importance of establishing a resource for the children of Concentrix staff. At the end of the day, it's not just adults who are coping with mental health challenges — children and teenagers are struggling too. To address the need, the team created the YMHA Bootcamp in partnership with Antarmanh, our EAP partner. The program

developed is an exclusive four-week bootcamp that focuses on building mental health self-awareness alongside skills to advocate and educate friends and family about mental health. Participants in the bootcamp also enjoyed a series of virtual upskill sessions that equipped them with the skills needed to navigate relationship issues and conflicts. This program was free to Concentrix staff and had over 40 participants. We can't wait to continue identifying needs just like this to develop and nurture programs that help us, and our children build resilience to face our daily challenges.



ACT WITH INTEGRITY

and do the right thing. Always.



OUR COMMITMENTS FOR 2025



Board & Executive Diversity

Lead with diversity of thought and a view to the future.



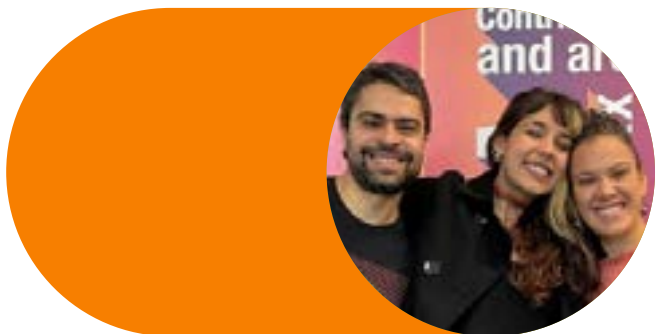
Ethics + Compliance

Enforce standards for ethical business conduct.



Cybersecurity + Data Protection

Lead in cybersecurity and data protection practices.



UN SDG Alignment



Leadership Team, Kick Off Meeting, Barcelona

DOING THE RIGHT THING. ALWAYS.

Integrity is part of our DNA. It guides our decisions. And we are continuously developing our processes and policies to ensure that we are doing the right thing, always. Since our last report, we adopted a Human Rights Policy to reinforce our commitment to human rights and to uphold dignity and respect for individuals. We also adopted a compensation clawback policy to support our commitment to pay for performance in our executive compensation program. As always, we continue to monitor our processes to ensure we keep our defenses up against cyber-attacks.

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. Our clients' trust is at the heart of our business — it's one of the reasons we take dedication to integrity so seriously.

"In the past year, we continued to demonstrate our commitment to integrity, diversity, and ethical business conduct. Our Human Rights Policy is a wonderful reflection of our values and the importance of people to everything we do. I continue to be extremely proud to be part of an organization with such a diverse and accomplished board of directors, and I see the vigilance with which our team approaches cybersecurity and data protection every day. Our Governance commitment to do the right thing always is embedded in who we are as an organization and continues to propel our progress toward our 2025 goals."



Jane Fogarty
EVP, Legal +
Corporate Secretary



GOAL PROGRESS

ACT WITH INTEGRITY and do the right thing. Always.

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 + Compliance

Enforce standards for ethical business conduct.

Goal	2023 Actual	2025 Goal	Progress
~100% COEBC staff sign-off	99.6%	~100%	Met or Exceeded
Promotion of whistleblower and anti-corruption programs globally	✓	✓	Met or Exceeded
100% compliance with Vendor Code of Conduct	*	100%	On Track



Cybersecurity + Data Protection

Lead in cybersecurity and data protection practices

Goal	2023 Actual	2025 Goal	Progress
Ensure we never let our guard down	✓	✓	Met or Exceeded
Ensure compliance in cybersecurity training	95%	90%	Met or Exceeded
Invest in industry-leading security infrastructure	✓	✓	Met or Exceeded



Metrics reported as of May 2023
*Measurement process being developed





BOARD & 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. Upholding the qualities we seek in our staff, our board of directors form a team of exceptional advisors with diverse backgrounds, qualities, passions, and experiences. 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.

Our board members are highly engaged and care passionately about our ESG initiatives and receive regular updates about our progress. Consistent with our adherence to regulatory compliance, 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 executive leadership team, who is responsible for guiding Concentrix each day and reflects the global reach of our business. Our executive leaders are diverse and well-tenured thought leaders with 370+ years of aggregate experience steering companies through competition and business challenges to success.

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

“Our ESG commitments are something we are deeply invested in, and we each recognize the weight we carry within our respective roles to support them. Our diverse perspectives and experiences uniquely equip us to understand the importance of our efforts, and on behalf of the Board, we’re proud to support a business committed to making the world a better place.”



Kathryn Marinello
Chairperson of the Board



OUR COMMITMENT FOR 2025:
Act with integrity and do the right thing.
Always.



BOARD & 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.



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



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



Dennis Polk
Director

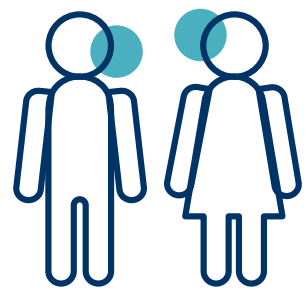
As the former Chief Executive Officer of SYNnex, Dennis Polk has deep knowledge of Concentrix and our industry. He also brings to our board strong leadership skills and an extensive background in finance, operations, and distribution.



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



37% M 63% F

BoD Diversity



Experience



Finance



Information Technology



Human Capital



Marketing



Strategic Planning



Financial Services



Communications



New Economy Businesses

Industry Experience



EXECUTIVE LEADERSHIP

Our clients place deep trust in us to represent their brands every day, and we take that responsibility seriously. Every choice we make and every touchpoint we have with a customer has the potential to affect that trust.

Our Senior Executive Team (SET) embodies our culture and commitment to ethical business practices, which they demonstrate daily. Although geographically located across the world, the SET works as a cohesive team, demonstrating their ability to work across cultures and time zones. This is a 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, and commits to lead with ethics and integrity, always.



62% M 38% F

Executive Diversity



Experience



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, Global Solutions & Strategic Partnerships
Started January 4, 2016



Jason Marasigan
SVP, Corporate Development
Started April 2, 2012



Dinesh Venugopal
President, Concentrix Catalyst
Started October 5, 2020



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



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



Diane Hanson
SVP, People Solutions
Started October 3, 2005



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



Andre Valentine
Chief Financial Officer
Started August 18, 1997



ETHICS + COMPLIANCE

Doing good runs deep in our DNA. Integrity and ethical business conduct are fundamental to every decision we make, and we expect staff to reaffirm their commitment to ethical behavior annually. We also strive to partner only with like-minded clients and vendors that align to our high standards of ethical business

conduct and value its importance. As you continue reading, you'll learn about our dedication to keeping data safe, representing our communities, ensuring human rights are respected, and setting clear expectations of integrity in everything we do.

Code of Ethical Business Conduct (COEBC)

Our COEBC guides staff on how we conduct business and act with integrity always. Each year, we ask everyone in our organization to review and affirm their commitment to our COEBC, achieving very near to 100% participation by our more than 320,000+ staff across the globe. This is a true indication of the importance we place on ethics regardless of role or level.

In the midst of the COVID pandemic in fiscal year 2020, our staff participation rate was 97%, and we are proud to report that in fiscal years 2021 and 2022, we reached participation rates of 99.6% from our staff around the world.



OUR COMMITMENT FOR 2025:
Enforce standards of ethical business conduct



99.6% of staff have reviewed and affirmed their commitment to our COEBC





ETHICS + COMPLIANCE

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 staff, clients, and shareholders that doing good is in our DNA.

Whistleblower program

We encourage staff to keep our company ethical not only through their actions but by reporting any misconduct through our whistleblower program. The Whistleblower Program 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 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 minimum once per quarter. This helps us serve our clients, people, and business in a way that meets our strict ethical commitments.





ETHICS + COMPLIANCE

Responsible supply chains

We seek to do business with vendors and partners who embrace our same values and principles and are committed to abiding by our Vendor Code of Conduct. Our Vendor Code of Conduct ensures we’re doing our part to create an ethical and sustainable supply chain, and it reinforces our 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. Accepting a purchase order from our

company commits our vendors and partners to our Vendor Code of Conduct, which requires adherence to the same ethical principles that are in our COEBC.

We have also piloted a new process for a more thorough validation of the anti-corruption and anti-modern slavery practices of our key suppliers to ensure that our supply chain continues to meet our high standards.

Human rights

We are committed to the tenets of international human rights policies in our workforce and our supply chain. In 2022, we adopted a new Human Rights policy that brought together our standards in relation to international human right tenets in a single document. Our views on human rights are well known within our company through principles outlined in our COEBC and internal

people solutions resources and employment policies. We also have public statements that reflect our firm stance against any form of slavery in compliance with UK and Australian law. We are committed to paying our staff a living wage where we do business, and we ensure our supply chain does not engage in modern slavery practices.

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 90 days prior to the first trade consistent with Securities and Exchange Commission rules.

Responsible compensation

As we maintain and grow a sustainable organization for all our stakeholders, we remain committed to prudent governance of our executive compensation program that supports our pay-for-performance philosophy. In the past year, we continued this responsible approach by adopting a compensation clawback policy

that enables the company to recoup incentive compensation paid to our executive officers if we are required to restate our financial statements. We also modified our stock ownership guidelines to increase the equity commitment of our executive officers and further align their interests with our stockholders.





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. It only takes one person violating our clients' trust to compromise the reputation of our company. On that note, we are incredibly inspired by our staff's commitment to recognize the magnitude of that responsibility.

Data protection

We 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 we 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.

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 (ISO)



HITRUST CSF Certification



Compliant To HIPAA Regulation



Concentrix UK Is Cyber Essentials Certified (CE)



General Data Protection Regulation (GDPR)

Our Cyber Defense Operations Center operates 24 hours a day, 365 days a year 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. Staff are regularly trained on identifying and reporting information security risks and vulnerabilities that may require increased vigilance, and similar topics.



Privacy and Data Protection Awards, Privacy Champion



Fortress Cybersecurity Awards, Endpoint Detection



OUR COMMITMENT FOR 2025:
Lead in cybersecurity and data protection practices



95% of our staff completed our dedicated data security and cybersecurity training.



CYBERSECURITY + DATA PROTECTION

Risk management

Managing risk is essential to protecting and growing our company for all our stakeholders. We cannot be successful unless we thoughtfully evaluate the risks in our business and take efforts to mitigate those risks. We maintain a continuous enterprise risk management (ERM) program and provide reports to our board of directors on at least an annual basis. Our ERM program includes a cross-functional team of leaders from across the organization that evaluates significant risks to our company, including risks related to the economy, our staff, business interruptions, compliance with law, security, fraud, and cyber attacks.

Business continuity

Our business supports clients who need to be available to their customers at all times. Ensuring this support requires constant monitoring of our network and systems, which we achieve through our Cyber Defense Operations Center. The center is open 24/7/365, and if an issue arises, we have a global crisis management team that meets at a moment's notice. Whether the issue is technical, such as a potential cyber breach, or physical, such as an impending natural disaster, we've got the mechanisms in place to engage the necessary leaders to respond quickly and effectively to address the concern.





APPENDIX



ENVIRONMENTAL REPORT

In providing best-in-class customer experience journeys to our clients, the processes and business activities needed to carry this out inevitably has an impact to the planet — primarily through the energy we use in our facilities, the goods and services we buy and how our staff commutes. To provide a full picture of how we impact the environment, we used the GHG Accounting Protocol to map out all the possible sources of our carbon emissions using the Operational Boundary approach with the understanding that our impact can be better ascertained for facilities and sites where

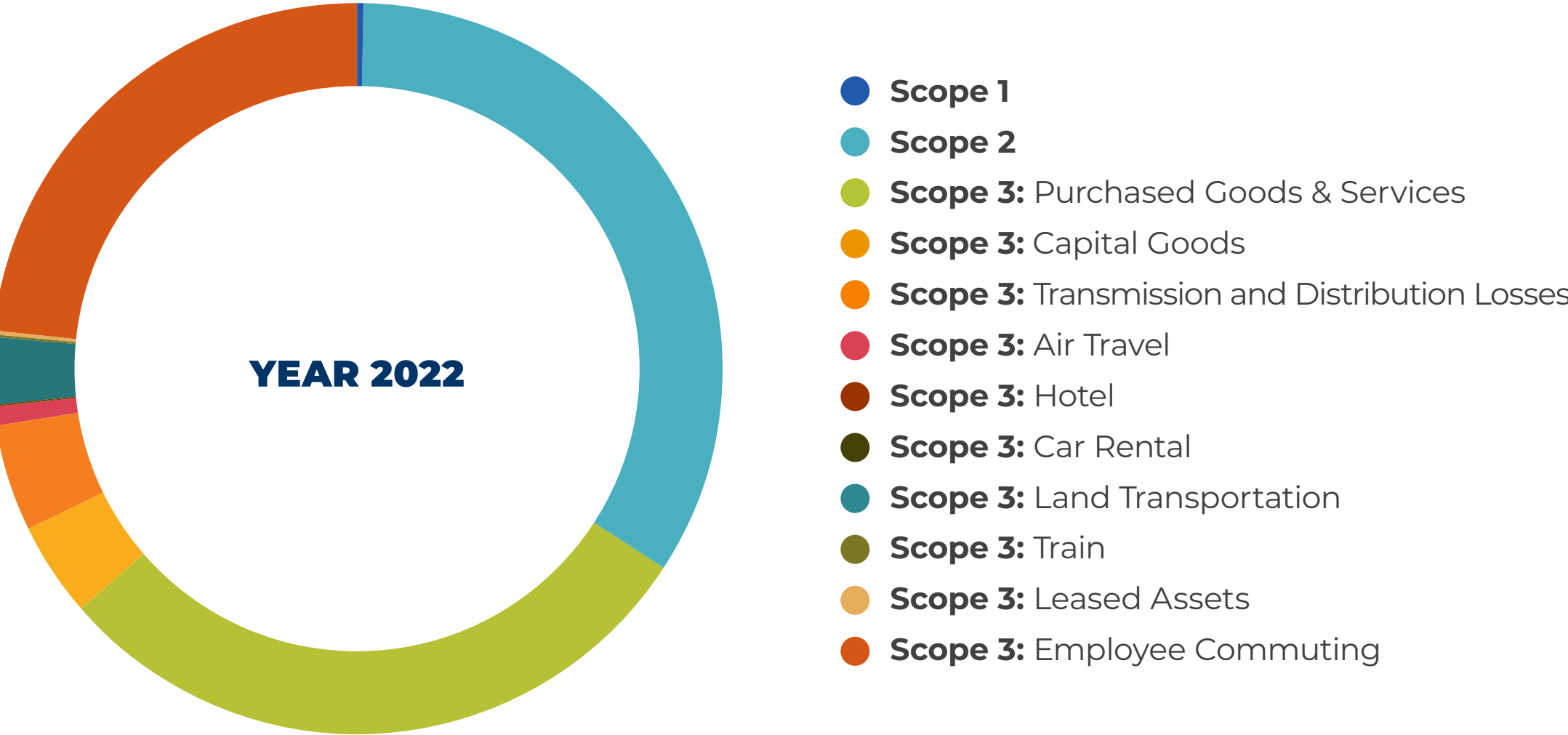
we have direct operational management and control of the space. This also means that all actions aimed to reduce our greenhouse gas impact can be better designed, implemented, monitored and continuously improved where we can direct our operational activities.

Based on a full accounting of our operations across 280+ locations, across 40+ countries, Concentrix's greenhouse gas data is as follows:

Table 1: Concentrix GHG Emissions

Reporting Period: January to December 2022 (Annual)

A. 2022 Greenhouse Gas Emissions (For verification)



UN SDG Alignment



B. Year-Over-Year GHG Emissions Data

Scope/Category	Unit	2019	2021	2022
Scope 1: Fuel purchased to operate Concentrix-owned generators and natural gas consumption and mobile combustion	MT CO2e	2,074.34*	2,332.45*	1,996.46
Scope 2: Purchased Electricity: Market-based	MT CO2e	178,886.21*	119,996.59*	121,634.55
Scope 2: Purchased Electricity: Location-based	MT CO2e	178,886.21*	139,785.82*	151,440.25
Scope 3: Purchased Goods and Services	MT CO2e	146,380.52*	69,088.38*	106,793.97
Scope 3: Capital Goods	MT CO2e	10,732.30*	17,955.02*	14835.16
Scope 3: Fuel and Energy Related Emissions (Transmission and Distribution Losses)	MT CO2e	20,325.89*	13,682.41*	16,793.25
Scope 3: Business travel (Air, Hotel, Car Rental, Other Serviced Employee shuttles)	MT CO2e	10,255.32*	7,540.19*	13,709.60
Scope 3: Employee Commuting	MT CO2e	153,199.58	57,194.47	84,057.94
Scope 3: Downstream Leased Assets (Fuel and Energy use)	MT CO2e	0	0	910.13
Carbon Intensity per FTE employee	MT CO2e	2.15	0.97	1.16

*Limited Assurance conducted

Table 3: Emission Sources and Emission Factors for 2022

Emission Sources	Reference
Scope 1 Mobile Combustion	Defra 2022
Scope 1 Natural Gas	Defra 2022
Scope 1 Stationary Combustion	Defra 2022
Scope 2 Purchased Electricity	IEA 2022/EPA eGRID 2022
Scope 3 Air Travel	ICAO Emissions
Scope 3 Hotel	Defra 2022
Scope 3 Car Rentals	EPA Supply Chain GHG Emission Factors for US commodities and industries v1.1 (with margins)
Scope 3 Capital Goods	EPA Supply Chain GHG Emission Factors for US commodities and industries v1.1 (with margins)
Scope 3 Purchased Goods and Services	EPA Supply Chain GHG Emission Factors for US commodities and industries v1.1 (with margins)
Scope 3 Land Transportation	EPA Supply Chain GHG Emission Factors for US commodities and industries v1.1 (with margins)
Scope 3 Transmission and Distribution Losses	EPA Supply Chain GHG Emission Factors for US commodities and industries v1.1 (with margins)

1. Our greenhouse gas data is consolidated internally by a sustainability data analytics team, internally reviewed and assured externally for years 2019 and 2021 by a third party following ISAE 3410 under a limited assurance engagement. Limited assurance verification is ongoing for our 2022 greenhouse gas data.
2. Gases included in our greenhouse gas inventory are CO2, CH4 and N2O. PFCs and HCFCs from our fugitive emissions for our owned equipment are screened and reported internally annually but are not included in our GHG inventory reporting as this did not meet the 5% threshold for our total Scope 1 and 2 total emissions.
3. Limited Assurance was made for our 2019 and 2021 data with the exclusion of Employee Commuting. A formal employee commuting survey was only conducted last 2022.
4. Employee commuting estimates for 2019 and 2021 were calculated basis commuting patterns derived from the latest commuting survey and applied to the staff work mode composition (reporting to office and Work-At-Home) for these respective years as derived from our Workday data.
5. The following are excluded from our greenhouse gas inventory due to non-applicability because of the nature of the services provided by Concentrix: a. Category 9 b. Category 10 c. Category 11 d. Category 12 e. Category 14
6. The following are already reported under other categories in our GHG inventory: a. Category 4-- reported under Category 6 b. Category 8—already reported under Scope 1 &2



ENVIRONMENTAL STRATEGY

Our emissions reduction strategy revolves around 3 key actions, focusing on the biggest areas of our impact:



Greening our energy sources: Concentrix will accelerate conversions to renewable energy in our facilities across the world by utilizing a mix of different instruments and strategies available:

- A.** Investing in renewable energy infrastructure in the sites we own
- B.** Availing of green tariff programs where we own our energy contracts and where supply is available
- C.** Engaging in viable Power Purchase Agreements where it is available
- D.** Use of Renewable Portfolio Standards and working with landlords to shift to renewable energy



Greening our supply chain: Concentrix will work with our suppliers and partners to educate and strategize in the inclusion of sustainability metrics in our vendor performance metrics.



Greening our commute: Work-At-Home and our Work-From-Anywhere programs will remain a key work mode for our staff to significantly reduce commuting emissions.



CLIMATE RISK MANAGEMENT

Alongside Concentrix’s commitment to a net zero future, climate risks and opportunities abound and should be considered and integrated into our net zero strategy. As such, Concentrix created a framework and process for climate risk evaluation and mitigation to ensure business continuity and leave the planet better than we found it. In 2022–2023, Concentrix conducted a future scenario analysis to evaluate the potential business impacts of climate-related physical risks, such as floods and extreme heat, as well as the risks associated with a transition to a low-carbon or renewable economy, such as new or changing climate policies and the impacts of carbon pricing initiatives.

Concentrix references the Representative Concentration Pathway 2.6 scenario from IPCC, as aligned with our goal to keep warming limits to 1.5C and achieve net-zero carbon emissions by 2050 from our baseline year of 2019. Portfolio Climate Assessment and Mitigation is determined based on transition risk and physical risk which is approached from a facility standpoint.

Scenario analysis is used to improve preparedness and resilience for our locations across the globe based on projected impacts and outcomes of climate change for locations where we have our staff and facilities. In parallel, we identified the potential climate risks & opportunities which is most relevant to our type of business followed by a quantitative assessment of all the risks & opportunities identified. As a result, we determined that the major risks that we may face is because of the physical impacts of climate changes resulting primarily to business disruptions due to the intense weather events which subsequently has impacts to people’s health and safety. This activity is included in the business’ enterprise-wide risk management framework.

The below table lists down the identified risk & opportunities.

Climate Assessment - Risk & Opportunity

Risk Type	Hazard/Drivers	Business Risk	Business Opportunity
Physical Risk: Acute	Increased Incidents -Storms & Hurricanes, Floods, Droughts, Heatwaves, Precipitation etc	1. Risk to facilities and infrastructure 2. Impacting general business operations 3. Stranded assets 4. Interrupted utility supply 5. Supply chain disruption 6. Employee Safety - Working from office and employees WAH in the exposed areas are more vulnerable 7. Impact on business travel from extreme weather events	1. Disaster Management structures can be built to support buildings and communities. 2. Climate Risk Evaluated can help lower the insurance premium cost in the vulnerable and high exposed facilities. 3. Green Site Lease agreement includes climate assessment and mitigation options. 4. Adhering to Net zero commitment to reduce emissions from business travel by 2030.
Physical Risk: Chronic	Sea Level Rise Increase in Temperature	Drowning of seashore /coastlines impacting the facilities in that zone Increased temperature can affect employee health due to heat stress, diseases, and mental health.	NA
		Water accessibility in water Stresses areas/facilities	NA
		Decrease in total employee working hours	NA
Transition Risk: Policy/ Legal changes (carbon tax, coal shutdowns)	Regulation and pricing GHG emissions could increase expenses	1. Increase in Diesel /Gas/Fossil fuel price can increase the operational cost. 2. Concentration of credit exposure to carbon related Concentrix assets (diesel generators, HVAC etc) 3. Mandates on and regulation on existing products and services 4. Enhanced reporting obligations 5. Regulation on climate risk -related financial reporting 6. Changes in emissions standards will affect Concentrix’ generators and transportation vehicles.	1. Decreasing the Carbon Intensity of our Electricity Supply and Increasing Access to Renewable Energy 2. Revenues or energy savings that cab be generated from shifting to energy efficient data centers or other low carbon generating equipment.
Transition Risk: Market - Consumer or Client Pressure	Concentrix clients increasingly focusing on environmental sustainability measures	Risk of market competition due to poor environmental performance.	Client supporting /investing climate risk mitigation initiatives can be prioritized.
Transition Risk: Technological changes (cheaper renewables)	Stranding of Assets using old technologies	1. Substituting/transitioning existing products and services with lower emissions options to reduce emissions will have a financial impact. 2. Unsuccessful investment in technologies 3. Employee transport Fleet can get impacted	Deploying energy efficient equipment — Such as efficient data centers, HVAC systems, Refrigerants, fire systems.
Transition Risk: Reputational Risk	Brand/reputational risk from failure to contribute to climate agenda. (i.e net zero	1. Failing to take climate action can hurt our reputation and brand recognition, leading to customers switching to competitors. 2. Failing to take climate action can also result to staff dissatisfaction because of staff’s perception of how the company values sustainability and its drive to make a difference to the world.	1. Incentives for the management of climate-related issues, including the attainment of targets 2. Weighing of climate goals on scorecards for Exec directors 3. Portion of employee bonus to be linked to climate metrics

The mitigation approach will focus on leasing agreements with infrastructure designed to reduce vulnerability, prioritizing green building certifications, and negotiating green lease terms. Work from home options, power back with redundant systems, a list of approved suppliers with business continuity plans, budgeting to encourage technology adoption, insurance inclusion, and switching to renewable energy-based energy sourcing options by 2030.