

Concentrix+Webhelp Global Environmental Policy

Version 1.1

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Document Information

Revision/Approval History

Version number	Effective Date	Summary of changes if any	Reviewer	Approver
1.0	August 2022	Initial document	<p>Bill Thompson SVP - Legal & General Counsel</p> <p>Chris Palmer GVP - Global Delivery Operations & Procurement</p> <p>Mark Gorman - VP Real Estate</p>	<p>Jane Fogarty EVP - Legal</p> <p>Philip Cassidy EVP - Strategic Projects & Corporate Strategy</p>
1.1	November 2023	Annual review and Concentrix+Webhelp interim branding	<p>Chris Palmer GVP - Global Delivery Operations & Procurement</p> <p>Mark Gorman - VP Real Estate</p>	N/A

Document Change Reviewers

SVP - Legal & General Counsel, GVP - Global Delivery Operations & Procurement and VP - Real Estate

Document Change Approvers

EVP, Strategic Projects & Corporate Strategy and EVP, Legal

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

Document Review Plan

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

Contact Information

For further information or queries on this Policy, contact the Compliance Office at compliance@concentrix.com.

Document Distribution

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Introduction

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

Scope

All Concentrix+Webhelp facilities and operations are covered under this policy.

Policy Statement

Concentrix+Webhelp recognizes the importance of environmental protection and is committed to operating its business responsibly and in line with our company values.

We comply with applicable laws and co-operate with regulatory bodies in connection with the technology enabled business services that we provide across our global operations.

We promote responsibility toward the environment among our employees, suppliers, clients and the communities that we operate in, to help prevent detrimental impact on the environment.

Management

Concentrix+Webhelp senior leadership is committed to achieving high environmental standards. The EVP, Strategic Projects & Corporate Strategy, is charged with leading strategic environmental initiatives across three areas as follows:

Climate

Collaborate with partners and innovate our practices to help reduce our carbon footprint through environmentally sustainable solutions and practices.

Waste

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

Ecosystems

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

To support achieving our global goals, we have established specific objectives and actions designed to continually improve our environmental performance. Examples include:

- Assess and re-assess our environmental impact and performance against our goals
- Train and promote employee awareness on environmental best practice
- Ensure efficient waste management practices that include proper waste segregation and waste recycling for paper, plastic and e-waste
- Drive energy efficiency and reduce carbon footprint
- Promote the use of recycled and sustainable materials throughout our operations
- Work to help replenish our ecosystems; and
- Meet all applicable regulatory & statutory requirements and enhance the prescribed standards in all the geographies that we operate in

Application of the above management principles has helped several Concentrix+Webhelp sites and client programs receive ISO 14001 Environmental Management Standard Certification.

Reporting

To assess progress against our commitments, we have set goals to be attained by 2025 -- further information on our performance is set out in the latest [Concentrix Sustainability Report](#), which is part of our Environmental, Social and Governance (ESG) initiative. The Real Estate

and Facilities Teams, with support from Procurement, track progress against the goals, including maintenance of associated records. Achievement against the goals is reported monthly on the ESG Dashboard and is reviewed by senior leadership.

Suppliers

Our Supplier Code of Conduct, which applies to Concentrix+Webhelp vendors and subcontractors, includes a commitment to comply with all applicable environmental laws and regulations throughout the world.

Concentrix+Webhelp expects its suppliers to commit to environmental sustainability, with a particular focus on climate, waste and ecosystems, to reduce negative impact on the environment. Examples include implementing best practices to minimize air, water, noise pollution, conserving natural resources, and taking affirmative steps to protect the environment. Concentrix+Webhelp also expects its suppliers to create similar expectations in their own supply chains.

Concentrix+Webhelp is developing a process that formally includes environmental sustainability as a factor in our supplier selection decisions. The process will, among other things, assess how the following factors promote environmental sustainability:

- Supplier business strategy and policy
- Targets and Incentives for supplier leaders and staff
- Supplier's and its supply chain's performance in driving positive environmental outcomes

In addition, suppliers with whom Concentrix+Webhelp has significant spend will be required to obtain a Business Sustainability rating from Ecovadis or an equivalent body (equivalent body will be subject to Concentrix+Webhelp approval). Any supplier who fails to meet the minimum requirements will be required to provide an action plan to improve their rating.