

concentrix™

The Power of **ONE**

Sustainability Report 2024



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"As I look back and reflect on what we have been able to achieve in the last year, I am truly humbled by the impact we've made. Every day, I see more game-changers stepping up, giving back and pushing boundaries to challenge the status quo. You can never underestimate the Power of One, when multiplied across our global footprint, creates scalable change."

Chris Caldwell
President and CEO

Fellow stakeholders,

When we published our last sustainability report, we shared that we were humbled not just by the progress our game-changers had made toward our goals — but also by the sheer magnitude of the impact they created by harnessing the Power of One. As we unveil our 2024 sustainability report, we're happy to say we remain more committed than ever to this guiding principle that has shaped our ESG strategy as a business: a single action or individual has the power to ignite transformative change, and the ripple effect of that change on a global scale is real.

The past year marked a milestone-filled journey for Concentrix. After our significant combination in 2023, we expanded our reach, integrating amazing new perspectives from all around the globe, and enhanced our approach to sustainable growth. Now, we're positioned better to evolve our sustainability strategy and goals, and we're more excited than ever about what the future holds.

It all starts with our five impact areas, which we've redesigned and recalibrated since last year's report to match our updated ambitions. These impact areas, which you'll read stories about in the coming pages, underscore our commitments across:

- **Our Planet:** Firmly grounded in our pursuit of Net Zero by 2050 — or sooner — we're accelerating our efforts to reduce our environmental footprint and champion planetary health.
- **Our Game-changers:** At the heart of Concentrix lies our most vital asset, our people. That's why we're advancing initiatives that promote an inclusive, supportive workplace culture, emphasizing wellbeing, personal growth, and diversity.
- **Building Trust:** Trust remains the cornerstone of all our relationships. Upholding integrity in everything we do reinforces a foundational trust that informs every decision and action we make.
- **Innovation & Tech:** We recognize our unique position at the intersection of technology and social good. Through innovative solutions, we're addressing societal challenges and emphasizing our commitment to meaningful change.
- **Our Communities:** Extending our influence beyond business, we're committed to energizing and elevating the communities we serve, fostering resilience and growth worldwide.

This year, we're also excited to introduce Think Human Foundation (THF), our global funded partner, to our broader community. A nonprofit established in 2019, THF is dedicated to giving access to quality education and building climate resilience for communities. Through the foundation, we hope to create a more inclusive, sustainable future for all, and thanks to the backing of our game-changers, as you'll soon read, its impact is undeniable — in 2023 alone it supported nearly 7000 beneficiaries across 27 countries!

As you explore this report, we'll share updates on some of the stories that we featured in previous years — like the continuous impact of our Winnie Sun Memorial Scholarship that helps young women from low-income families pursue degrees in pharma, engineering and nursing — as well as new stories of perseverance, innovation, and transformation from our game-changers around the globe. These stories not only showcase what our people have achieved over the past year, they recount the ways they're lending their time and passion to build a better tomorrow. And once again, we're proud to bring them to life by using photos of our actual game-changers throughout this report! We hope our people's stories inspire you.

This year marks our 20th anniversary as a business and our debut on the Fortune 500 list, and we are more excited than ever by the journey that lies ahead. We have an incredible chance before us to foster and cultivate an inclusive, equitable, and sustainable future for our game-changers, our communities and our planet, energized by the unyielding Power of One — One Team, One Company, One Concentrix.

Sincerely,

The Concentrix Team

Hi, we're Concentrix!

We power the world's best brands today and into the future.

Some call us a global technology and services leader, but we are so much more. Human-centered, tech-powered, intelligence-fueled. Every day, we help over 2,000 of the world's best brands solve their toughest business challenges. We design, build, and run fully integrated, end-to-end solutions at speed and scale across the entire enterprise. Whether it's designing game-changing brand experiences, building and scaling secure AI technologies, or running digital operations that deliver global consistency with a local touch, we have it covered.

At the heart of everything we do lies a commitment to transforming the way companies connect, interact, and grow. We're here to redefine what success means, delivering outcomes unimagined across every major vertical in 70+ markets. Virtually everywhere.

Experience the **power** of **concentrix**™

DESIGN.

We **design** customer experiences for our clients using insights, consulting, and journey mapping.

BUILD.

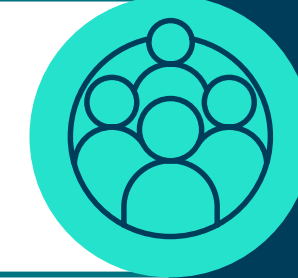
We engineer, **build**, and integrate the technology solutions and infrastructure that power these experiences.

RUN.

We **run** the day-to-day operations and solutions as a seamless extension of our clients' brands.

Concentrix at a glance:

~2,000
Clients



320+
New economy clients



70+ Countries | **6** Continents



150+
Languages



131
Industry awards 2023



Our Industries:



Automotive



Banking,
financial services,
insurance



Energy & utilities



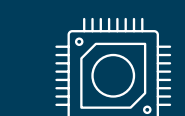
Government &
public sector



Healthcare



Media &
communication



Technology



Travel, transportation
& tourism

A little bit about us

As we lead the way, 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 game-changers, our clients and their customers, our community, our planet.

Our brand promise

To challenge conventions. To deliver outcomes unimagined. By creating experiences that go beyond WOW.

We deliver on our promise every day through:



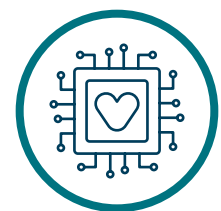
Our doing right DNA

It's not a policy or program, it's just who we are. It's built into our culture, diverse perspectives, sustainability efforts, and community service.



Game-changing mindset

We're game-changers: contrarians who challenge the status quo and dare to dream — but are bold and brave enough to make it happen.



Technology for good

We believe in technology with a purpose: to create richer, more repeatable end-to-end experiences.



The Power of One

Easy. Personal. Seamless. That's how every experience should feel. Tech and people to support end-to-end, fully integrated solutions.



Global presence, local relevance

We make it our business to know the cultures, regulations, and languages of our local markets. That means the global experiences our game-changers create are relevant no matter where they happen.



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

Our story

Concentrix started 20 years ago with just a handful of people and has since transformed from a scrappy startup to one of the most respected, fully integrated technology and service leaders in the world. Today, Concentrix is trusted by 2,000+ clients across all major sectors — including Fortune Global 500 brands — where we seamlessly design, build and run integrated solutions, at scale, across the entire enterprise.

Our success comes from building a business based on a strong foundation of culture and values. Our unwavering passion for people and integrity, and our deep commitment to creating connections between businesses and their customers, are the primary reasons for our success. These commitments led to major organic and large-scale M&A activity in our early days, including the acquisitions of IBM's customer care business and Convergys, two of the largest deals in the industry at the time.

With Chris Caldwell, President & CEO, at the helm since day one, we've been able to disrupt the industry and traditional operating model. Chris' disruptive leadership directly led to our spin off as a publicly traded company in 2020. Since then, our organic growth and large-scale strategic acquisitions — including PK, ServiceSource, and Webhelp in 2023 — have propelled Concentrix to create a new breed of technology and services company.

And we are only just getting started!



Our culture

As our company has grown, our culture and vision have evolved with it, so you will notice some changes this year to reflect that. But one thing remains, our culture beliefs continue to be the single biggest reason our 440k+ game-changers are so successful at delivering brand experiences that go beyond wow for our clients across the globe.

We achieve our vision by living our culture every day. Our culture beliefs are more than what you can see on our website or in our hallways. They are words that our game-changers live by, and they guide our decisions daily. The Concentrix culture transcends borders and hierarchies to reach every corner of our business. From championing our people, winning only when our clients win and our belief that we are not here for the status quo, every one of our culture beliefs drives who we are and what we can achieve.

Later in this report, you will see our culture in action, so read on to see the huge impact culture makes for us every day.

Our vision

To be the greatest customer engagement company in the world, rich in diversity and talent - powered by creativity and technology.



Our culture beliefs

We are **not** here for the **status quo!**

We are **changing the game** in our pursuit of **excellence.**

We are **fighting for** better brand **experiences.**

Championing our **people.**

Acting with **integrity.** Collaborating **constructively.**

Always with **exemplary character!**

We win only when our **clients win.**



We are *One* Team.
One Company.
One concentrix™

Our operating philosophies

Three principles guide the way we operate as a business.

Visibility

Constant communication through the organization on challenges, opportunities and thoughts.

Velocity

We treat challenges and opportunities with a sense of urgency.

Value

If it doesn't provide returns to our game-changers, clients and shareholders we STOP.

Our global footprint

Canada



Ireland



China



Tunisia



Curaçao



Philippines



Colombia



Australia



North America

Canada, USA.

LATAM

Argentina, Brazil, British Virgin Islands, Colombia, Costa Rica, Dominican Republic, El Salvador, Guatemala, Honduras, Jamaica, Mexico, Nicaragua, Peru, Uruguay.

EMEA

Albania, Algeria, Austria, Benin, Bosnia and Herzegovina, Bulgaria, Curaçao, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Georgia, Germany, Ghana, Greece, Hungary, Ireland, Israel, Italy, Ivory Coast, Jordan, Kosovo, Latvia, Lithuania, Madagascar, Mauritius, Morocco, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, Saudi Arabia, Senegal, Serbia, Slovakia, Slovenia, South Africa, Spain, Suriname, Sweden, Switzerland, Tunisia, Türkiye, UAE, UK.

East Asia

China, Japan, South Korea.

Philippines

India, Southeast Asia and ANZ

Australia, India, Indonesia, Malaysia, New Zealand, Singapore, Thailand, Vietnam.



70+

Countries

6

Continents



150+

Languages



Our ESG strategy

Aligning our priorities

Our strategy

Our 2023 combination presented a valuable opportunity to unite our strengths and commitments as one team and one company, enabling us to take bolder actions towards a more sustainable future. Having achieved most of our initial commitments to our planet, our people and our communities, we challenged ourselves to build on these accomplishments by setting more ambitious goals through our enhanced ESG strategy.

The evolving regulatory landscape and growing stakeholder demands for substantial contributions and changes have also amplified the need to refine our strategy and goals.

This refinement means prioritizing goals that deliver the greatest positive impact. Guided by this understanding, we have developed our new ESG strategy around five (5) impact areas and streamlined our goals from 35 to 25 goals by 2030. The targets are designed to drive significant impact and continue to align with the UN’s 2030 Sustainable Development goals, the blueprint for sustainable development. You can see how we aligned our goals with specific targets under the UN Sustainable Development Goals [here](#). An update on our 2025 goals and our go-forward actions are also indicated [here](#).

Sustainability framework: 2030 UN sustainable development goals

We are committed to fostering and cultivating an inclusive, equitable and sustainable future for our game-changers, communities and planet. As one team, we will collaborate with our partners, clients and shareholders to deliver positive and meaningful impact — changing lives for the better, doing right

by and for our game-changers and creating a more sustainable planet for future generations. Our efforts align with the overarching goals of the UN Sustainable Development goals: to end poverty, protect the planet and ensure prosperity for all.



Ways we engage our stakeholders

	Game-changers	Clients	Suppliers	Non profits	Communities	Investors	BOD
Internal comms & tools	●						
Game-changer Resource Groups	●						
Surveys	●	●	●				
Meetings, roundtables & conferences		●	●				●
Social media & PR	●				●	●	
Website	●	●	●	●	●	●	
Direct communications & reporting	●	●	●	●	●	●	●
ESG partnership programs		●	●	●	●		



Our strategic priorities

As we have evolved our ESG strategy, we have identified five (5) impact areas where we will direct our efforts and resources to create significant and sustainable improvements. By focusing on these areas, we can make a tangible difference in people's lives, enhance environmental wellbeing and shape a promising future for everyone, one experience at a time.



Our Planet

We will accelerate towards a more sustainable planet by reducing our company's impact and by protecting and restoring the planet — as we race towards Net Zero by 2050.



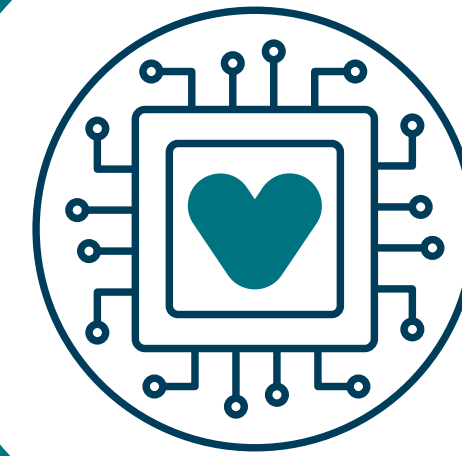
Our Game-changers

We will elevate our game-changers' experience by developing an inclusive and supportive workplace that prioritizes people's wellbeing, personal growth, diversity, equity, inclusion and belonging.



Building Trust

We will build and foster trust by acting with integrity in everything we do. Always.



Innovation and Tech

We will promote innovation and tech for good and drive positive change through creative solutions that address societal and environmental challenges.



Our Communities

We will empower and give back to our communities by strengthening and building resilient communities everywhere we operate, and by supporting the causes our game-changers are most passionate about.

Our ESG governance

We understand that integrating sustainability into our overall business strategy is crucial for our success. Commitment starts at the top, with our Global Executive Team primarily responsible for implementing our ESG strategy and achieving our goals. ESG objectives are embedded in key business functions, ensuring sustainability is operationalized throughout the organization.

Philip Cassidy our global leader for Strategic Projects & Corporate Strategy oversees the entire ESG program and strategy. Additionally, we have a dedicated Global ESG Team driving the framework and objectives at a global level, supported by key leaders who ensure the fulfillment of our commitments.

A key part of our enhanced ESG strategy and governance is our partnership with Think Human Foundation, enhancing our reach and providing a truly global platform for our corporate philanthropy. Through this collaboration, we are amplifying our positive impact in a strategic and focused manner, driving meaningful change worldwide.



“We are continuously strengthening our ESG journey and our commitment to achieving Net Zero by 2050. Our recent combination has amplified our ESG efforts and unified our strategies, enabling us to make a more significant, meaningful impact globally. Our dedicated global ESG team is on track to meet our 2030 targets, driven by our game-changers’ increasing commitment to sustainability. Furthermore, our partnership with Think Human Foundation strengthens our communities and offers our game-changers enhanced opportunities to contribute positively where they live and work.”

Philip Cassidy

Strategic Projects & Corporate Strategy



“Our game-changers are our number one priority; we are human-centered and tech-powered. In creating a workplace that embraces diversity and fosters inclusivity, we empower our team to thrive, innovate, and excel together. By valuing and supporting individuals, we nurture our culture of championing our people – every day. I’m excited for the future of the business and increasing our positive impact through our ethos of the Power of One and 440k+ game-changers!!”

Diaue Hausou

People Solutions



“Governance is at the absolute foundation of our ESG commitments and business. By upholding transparency, integrity, and accountability in everything we do — at every level of the organization — we reinforce trust, drive sustainable growth and shape a future-proof business for great success! Our ESG leaders have worked effortlessly to bring our new strategy together and our 2030 goals will lead us to make the most positive impact we can achieve.”

Jaue Fogarty

Legal



Global ESG team strategic session, October 2023, Donegal, Ireland

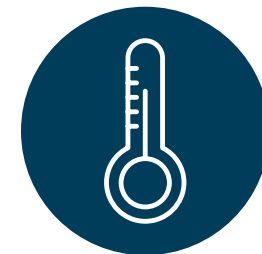


Accelerating towards a more sustainable planet

Reducing our company's impact, by protecting and restoring the planet, as we race towards Net Zero by 2050.



Our commitments for 2030



Climate

Reduce our carbon footprint with a goal to reach Net Zero by 2050.



Waste

Avoid or minimize waste through waste elimination practices, recycling, reuse and resource recovery.



Biodiversity

Work to preserve life, replenish and restore ecosystems.



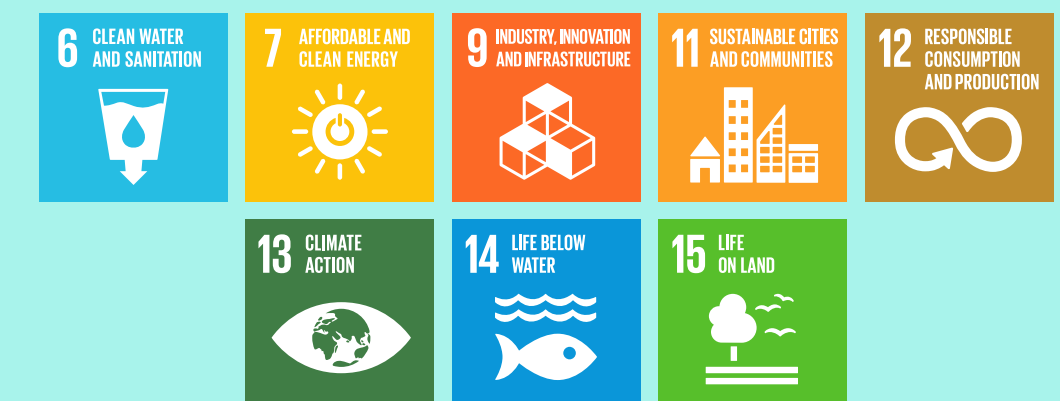
Sustainable buildings

Ensure the application of sustainable design principles in our facilities.

Sembratón tree planting in Nicaragua



UN SDG alignment



Our environmental vision

At Concentrix, we believe in our responsibility to protect the planet. We recognize that even the simplest actions can have a carbon impact, and we are committed to running our business with the least environmental footprint. This includes optimizing the energy we use in our facilities, sustainable construction practices, efficient water usage and mindful consumption of products.

With our evolved ESG strategy, we are enhancing our environmental goals within the business and extending our efforts beyond our value chain in four key areas:



Climate

We are committed to reducing our carbon footprint with the goal of reaching Net Zero by 2050. To achieve this, we will implement green initiatives such as transitioning to renewable energy, establishing sustainable commuting options and embedding sustainability throughout our supply chain.



Waste

We are dedicated to tackling global waste mismanagement by eliminating single-use plastics at our sites and implementing recycling mechanisms to enhance resource recovery across our facilities.



Biodiversity

We are committed to enhancing ecosystems by planting and growing trees, engaging in forest conservation, conserving water and supporting biodiversity initiatives worldwide.



Sustainable buildings

We're committed to providing sustainable workplaces — or facilities that minimize our environmental impact and support wellbeing — for our game-changers worldwide.



Ecovadis, a 3rd-party global sustainability assessment platform awarded Concentrix a Silver sustainability rating in 2023 for the significant performance jumps we've made across our environmental and procurement scores. Our Environmental actions have also put us in the leadership band in Ecovadis' newest carbon action module — reflecting our best-in class decarbonization commitments, actions and reporting capabilities.¹



We held strong on our 2023 score and marked major improvements across several key dimensions: business strategy, emissions reduction initiatives, opportunity disclosure, risk management process, and reporting Scope 1 and 2 emissions. This progress reflects our commitment to continuous improvement and our evolving maturity in our environmental action.¹



In November 2023, we received SBTi validation of our science-based, near-term targets to halve absolute scope 1 & 2 GHG emissions by 2030.

1. Concentrix accreditations pre-combination. Latest acquisition organization pre-combination: 2023 EcoVadis rating: Silver and CDP score B-

Our goals

Accelerating towards a more sustainable planet

Our commitment to a sustainable planet is unwavering, and we have set bold goals to accelerate our actions. We have now pushed our original 2025 goals further by setting revised, even more challenging goals for 2030 that are aligned with the UN Sustainable Development Goals and our pledge to halve our carbon footprint. We're excited about this evolved ESG strategy that reflects more ambitious targets, some familiar from our last report, some expanded after being met or exceeded, and others as new initiatives designed to broaden our impact. And as you read on, you will see the progress we've made towards these goals and our continued efforts for a sustainable future.



Climate

Reduce our carbon footprint with a goal to reach Net Zero by 2050 or earlier.

Goal	2030 Goal	2024 Actual
Reduce our absolute Scope 1, 2 and 3 ² emissions by 50% by 2030 from 2019 baseline ² .	50%	15% ³
50% of our power from renewable energy sources.	50%	23%
Electrify 100% of our car fleet by 2030 for all company-owned vehicles.	100%	0.2%
Sustainable commuting program in all countries by 2030.	100%	7%



Waste

Avoid or minimize waste through waste elimination practices, recycling, reuse and resource recovery.

Goal	2030 Goal	2024 Actual
Donate or recycle 100% of our e-waste by 2030.	100%	83%
Phase out single-use plastic at our sites by 2030.	100%	40%
Segregate 100% of our food waste at our sites by 2030.	100%	10%



Biodiversity

Work to preserve life, replenish and restore ecosystems.

Goal	2030 Goal	2024 Actual
Plant and restore 2M trees by 2030 ⁴ (including 300k trees planted via our global funded partner, Think Human Foundation).	2M	699,635
Reduce water use intensity by 50% by 2030.	50%	*



Sustainable buildings

Ensure the application of sustainable design principles in our facilities.

Goal	2030 Goal	2024 Actual
100% of owned buildings to meet internal Sustainable Building Standards by 2030.	100%	*

Progress reported for all new goals covers April-May 2024 | *Baselining ongoing

1. See here for the progress on our [2025 goals](#).

2. Concentrix commits to reduce absolute scope 1 and 2 GHG emissions 50% by 2030 from a 2019 base year. Concentrix also commits to reduce absolute scope 3 GHG emissions from purchased goods and services, capital goods, fuel and energy related activities, and game-changers commuting 50% within the same timeframe.

3. Percentage reduction is for 2023 versus 2019 for the combined organization. 2019 data is still for verification. Percentage reduction to be confirmed after audit.

4. Trees planted include those since 2021



Climate

Our greenhouse gas emissions

Our ability to understand our emissions early on is the foundation of any carbon reduction journey. This year, we integrated our carbon accounting methodologies, ensuring a clear picture of our combined carbon impact. This was completed within six months of our combination.

In addition, to increase stakeholder confidence, our greenhouse gas data for 2023 is internally audited and externally verified under a limited assurance engagement. Moving forward, we will combine our 2019 baseline year data, to form the basis of our emissions reduction trajectory to 2030 (keeping in line with our near-term targets with SBTi).

Renewable energy

This decade, we are focused on embedding our carbon reduction goals within our business targets and investing in the necessary programs and infrastructure to reduce our impact from our energy use emissions.



As of May 2024, 83 of our sites are running on renewable energy, and in the last year, 28 of our energy contracts have been converted to green energy options.



Our commitment:
Reduce our carbon footprint with a goal to reach Net Zero by 2050.

Purchases and commuting

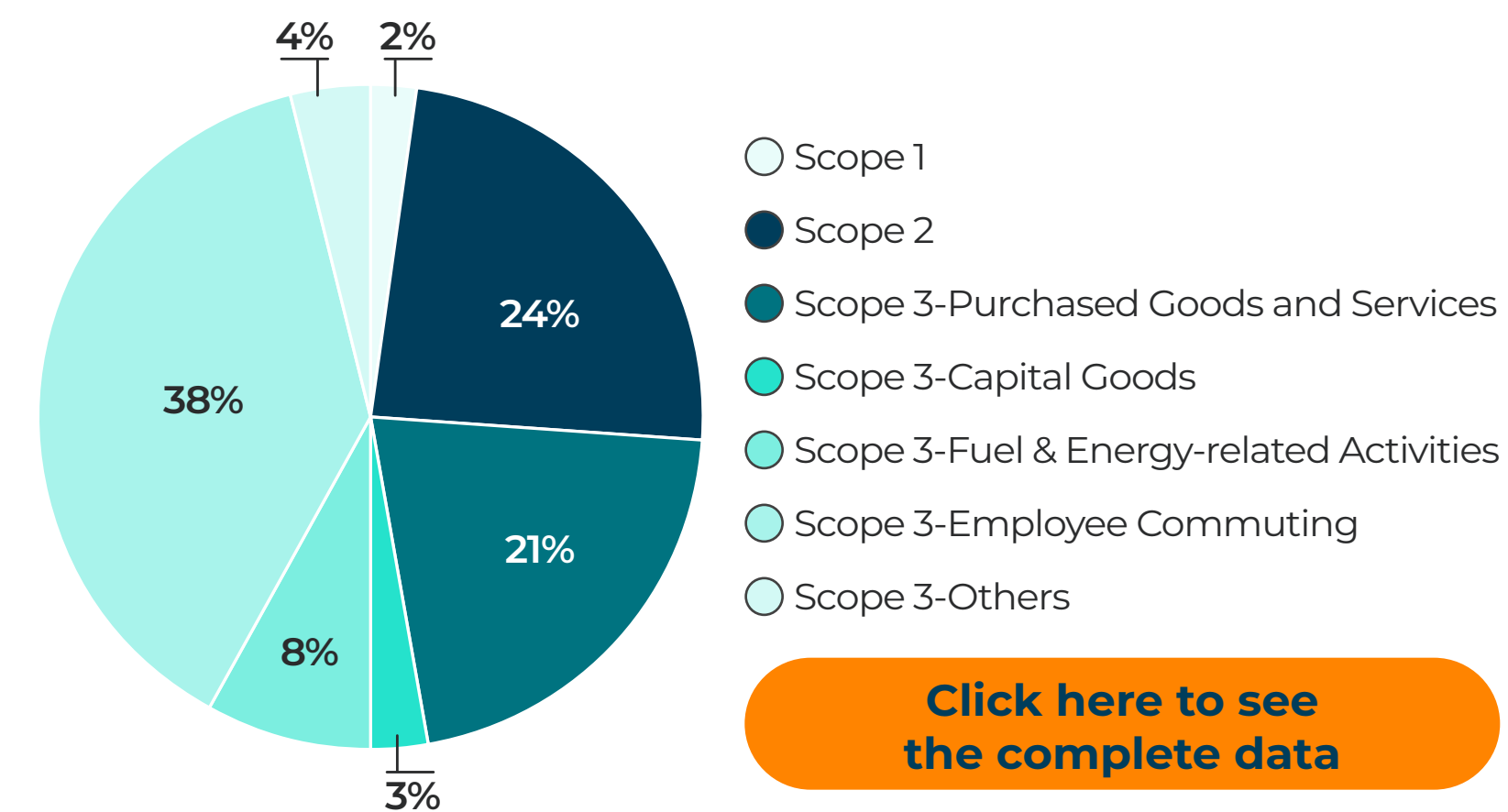
Aside from our energy use, our purchases and commuting are our most significant carbon-intensive activities. To address this we have established new sustainable supplier standards, outlining key criteria that our vendors must meet, with the goal of directing 50% of our spend through these compliant vendors. Central to this program is offering support through training sessions, discussions, and roundtables to collaborate on achieving our sustainability goals.

To tackle our commuting emissions, our 'work-at-home' strategy remains vital but we recognize that this alone will not be enough to reach our goals. Significant reduction will only occur with the implementation of sustainable commuting programs in every country where we operate — a critical environmental goal for the company by 2030.

Sustainable commuting for our carbon challenge



Our 2023 Greenhouse gas emissions



[Click here to see the complete data](#)

Spotlight on Germany



Game-changer car sharing platform in France - 13k km completed by car sharing since 2018.

Nuremberg bike program in Germany. Facilities across the country are also running on 83% renewable energy.



Living our commitments: Reduce our carbon footprint with a goal to reach Net Zero by 2050 or earlier

Powering a greener tomorrow

By 2030, we aim to have half our power consumption from renewable energy sources. As of May 2024, we have 83 sites powered mostly by renewable energy, including 11 sites with solar panel installations.

Our installation in Maysfield, Belfast, consists of at least 300+ PV Modules, two inverters, and 154 optimizers and has so far reduced 14,093 kg CO₂ of carbon—equivalent to planting 853 trees! Our drive to shift to greener energy options has inspired game-changers to do the same within their homes.

The map to the right showcases our locations powered by renewable energy.



Concentrix countries on renewable energy¹

Australia, Colombia, El Salvador, Germany, India, Ireland, Italy, Madagascar, Morocco, Nicaragua, Norway, Philippines, Portugal, Spain, Sweden, Türkiye, UK and United States.



Laurent C.
Account
Management,
France

“As a team, we have been sharing our green initiatives in our local and global internal meetings, inspiring each other, and this is how I started thinking about solar power. I am proud to say I now have 16 solar panels on my roof. In summer the panels can generate 30+ kW a day!”

Laurent C. installing solar panels



Solar panels at our Maysfield site, Belfast, UK



“As a global business, we recognize we have a responsibility to support and improve our local communities and the health of our planet. Choosing to install solar panels at our Maysfield site is just one of our many initiatives to help reduce our carbon footprint and become a more environmentally responsible business.”

Peter C. & Michael O.
Real estate, UK

1. These are countries where we have renewable energy in a number of our sites, either directly or via our energy vendors, through our landlords or on-site solar panel installations.



Living our commitments: Reduce our carbon footprint with a goal to reach Net Zero by 2050 or earlier

A league of its own

It is our third year hosting the OneEarth Sustainability League - a friendly competition between our countries over environmental performance. The league was designed with our 2025 environmental goals in mind, and countries receive extra credit for any sustainable achievements that go beyond these goals. We recognized our greenest countries during our annual global leadership meeting.

Greenest Country: Thailand is our greenest country for the third year!

Thailand's winning stats:

- 32.32% improvement in energy efficiency performance since 2022.
- Converted all facility lighting to LED in 2023.
- 94% of paper products procured for 2023 came from sustainable sources.
- Eliminated all single-use plastic water bottles in our purchases and in our facilities.
- Planted a total of 2,000 trees - exceeded their 2023 target
- Volunteered for a total of 2,249 hours - exceeded their 2023 target.
- Exceeded target entries for both of our global engagement programs, the Carbon Challenge and Green Build Challenge.
- 87% of our new hires from June until October, 2023, completed their ESG onboarding module within 30 days from the hire date.
- Received ISO 14001:2015 and Green Office Certification.

Most improved country: Japan

- Improved previous 2022 League ranking from 18th place to 7th place.
- 100% compliance on waste segregation, compared to 94% in 2022.
- 100% compliance on zero purchase of single-use plastic water bottles.
- 47% of site compliance on the elimination of single-use plastic water bottles in vending machines and cafeteria vendors (compared to 6% in 2022).
- 55.8% compliance on LED lighting conversion (compared to 47.10% in 2022).
- Exceeded targets for both the Carbon Challenge and Green Build Challenge.



This year we are expanding the OneEarth Sustainability League to encompass all our ESG goals! Watch out for more in the future!





Waste

A crucial component of our environmental commitment is to avoid or minimize the waste generated by our operations, recognizing the significant impact of mismanaged waste on the planet. We have already made substantial progress by significantly reducing the use of single-use plastic water bottles at our sites and are now challenging ourselves to eliminate single-use plastics across the entire business. Furthermore, we continue to recycle e-waste across our facilities and have established partnerships in various countries to recycle other waste materials such as paper, cans and even food waste.

Recycling

We practice paper recycling in many countries, with more than **786K** pounds of paper recycled as of May 2024. In the Philippines, we have established recycling partnerships that earn environmental points for cash by recycling cans, glass bottles, and other types of plastic. Through this program, we also supported our ISO 14001 certification efforts in the Philippines!

Food waste & composting

As part of our organic waste segregation goal, we are already practicing composting in several facilities. In Concentrix India, three of our sites have composting facilities. In one site, the compost produced is used as part of the Tiny Forest project. And in Concentrix France, we established a partnership with Les Alchemists where, over three years, we yielded 733 Kgs of compost from 4062 Kgs of biowaste and enriched 4370 sqft of land. The compost is sorted and distributed by local partners, helping garden centers and homeowners improve soil quality.



Our commitment:
Avoid or minimize waste through waste elimination practices, recycling, reuse and resource recovery.



On average, 120 Kgs per month of food waste is turned into compost across our India sites: Vadodara, Bangalore and Gurgaon



Waste segregation is a vital practice across all our facilities!



At one of our sites in Kolkata, India, our landlord, Brookfield Properties, sponsored an inter-tenant waste management competition from May 22 to June 5 in celebration of World Environment Day. This competition rewarded tenants for generating the least amount of waste and for implementing effective waste segregation practices. We are proud to announce that we won first runner-up!



Living our commitments: Avoid or minimize waste through waste elimination practices, recycling, reuse and resource recovery

Waste reimagined

We continue our commitment to reducing waste in our operations and repurposing or recycling where possible.

Building on the success and engagement of our Concentrix World Cleanup campaigns, we went one step further in 2023 by launching the Green Build Challenge.

The **Green Build Challenge** aimed to drive action by using the waste we produce in our operations and around our communities to **BUILD something purposeful and useful**. This included green builds in and around our homes, as well as for our sites and offices. The goal was to foster innovative and creative solutions out of discarded waste, and based on results, we did just that.

Thirty four countries across our company joined the challenge, with more than **9k game-changers** creating **6k+ green builds**. Here are some of the challenge results.



[Click here for the Green Build video](#)



Game-changer creations from our Green Build Challenge

70 pieces of sustainable furniture

35 items of clothing

257 bags

407 planters

245 interior decorations



Beth P.

Head of Global ESG

"Our game-changers' resourcefulness has never been more apparent, and it is clear creativity and sustainability go hand in hand! We commend each participant for their dedication and commitment to thinking more green!"

Green Build Challenge project from Vietnam



Eiffel Tower lamp created from recycled barbecue sticks.

Green Build Challenge participant in India



Sudir S. from India, created outdoor furniture and seaters with a teapoy made from recycled tires and reclaimed wood.

Green Build Challenge project from the USA



A USA team created pillows for a dog shelter from recycled material!



Living our commitments: Avoid or minimize waste through waste elimination practices, recycling, reuse and resource recovery

Cleaning up the world

World Cleanup Day takes place every September, but at Concentrix, we work hard all year long to address mismanaged waste. Our clean up locations include parks, beaches, communities, streets, and beyond. Our efforts

aim to inspire long-lasting behavior changes and promote sustainable waste management practices. Here are some of the cleanups organized by our game-changers around the world.

Czech Republic



Greece



Guatemala



India



El Salvador



Germany



Costa Rica



Honduras



Mexico



Peru



portugal





Biodiversity

Tree-planting around the world

Our 2023 Sustainability Report showed our new biodiversity commitments based on our understanding of how we impact biodiversity through our paper consumption, the facilities we own or lease for our operations, and the energy we use. With this framework in mind, we aim to go beyond our completed 2025 goal of planting twice the number of trees we consume in paper products. Instead, we are committed to planting 3x the number of trees and pursuing conservation of forest resources equivalent to our real estate footprint by 2025 and twice our real estate footprint by 2030.

As of May 2024, our game-changers planted more than **699k** trees worldwide. Much of this work is in partnership with One Tree Planted, Mama Earth Foundation, Cauvery Calling, and Impulso Verde. Our collaboration with the Mama Earth Foundation resulted in the planting of more than 229k

mangroves, reinforcing coastal ecosystems and resilience in the Philippines. This initiative has helped over 60 families in San Isidro, Davao Oriental, to thrive sustainably by providing a source of livelihood and protecting their homes from coastal erosion. Through our Sembratón initiatives in LATAM, we planted 140k trees across seven countries, engaging more than 4k game-changers and their families.

Looking at 2030, we remain committed to biodiversity and aim to grow and restore ecosystems equivalent to **2 million** trees.



Our commitment:
Work to preserve life, replenish and restore ecosystems.



Tree planting in Algeria



Sembratón tree planting in Mexico



Mangroves planted in partnership with Mama Earth, Philippines



Tree planting in Spain



Living our commitments: Work to preserve life, replenish and restore ecosystems

Tiny Forests update

Our Tiny Forests have grown!

The Tiny Forest project was launched last year to address the impact of pollution from the energy we use in our facilities. We aimed to create Tiny Forests where we own sites so that our game-changers and communities can experience their restorative benefits. Over the next few pages we will share some of our projects from around the world!

India

We have 4 Tiny Forest projects in India:

- **At SP Infocity, Gurgaon,** a 2800 sqft area was created with 90 plants of different varieties as a lawn and mini forest, which provides our game-changers with a valuable retreat from the bustling office environment. It includes a couple of benches and solar lights further enhance the space, offering our game-changers a comfortable and environmentally friendly area to relax, unwind, and connect with nature.
- **At Alembic, Vadodara,** A 1600 sqft area is being maintained as a mini forest by Concentrix, featuring 175 plants and 5 trees. Plans are underway to install a pergola with benches to enhance the space. Additionally, a fish pond made from tile waste has been created in the area.
- **At Karle Hub 1- Bangalore,** a 200 sqft area has been transformed into a mini forest and flower bed, with 80 different seasonal plants, that promotes the wellbeing of our game-changers and contributes to a positive work environment.
- **Tiny Miyawaki Forests, Gurgaon.** In partnership with the Indian Pollution Control Association, our India game-changers are planting 30k trees across three Tiny Miyawaki



Game-changers caring for our Tiny Forests in India



Living our commitments: Work to preserve life, replenish and restore ecosystems

Tiny Forests update

Malaysia

We have 1 Tiny Forest in our Cyberjaya site, Malaysia.

- Approximately 215 sqft was allocated for Concentrix at Cyber FarmUr, an Urban Farming initiative in Cyberjaya focused on sustainable farming methods and community inclusion. As of May 2024, we have 18 trees planted (10 papaya trees, seven spinach trees, one mulberry). Cross-departmental volunteers, as well as the Cyberjaya site landlord, are maintaining the area.

China

In Xian, China, we have a 1076 sqft space dedicated to our Tiny Forest project.

- There are 27 trees planted, including pomegranate clumps, monocotyledons, viburnum clumps, cherry blossoms, and ginkgo trees. The team plans to plant 15 additional trees annually for three years.

Game-changers caring for our Tiny Forest in Malaysia



Game-changers caring for our Tiny Forest in China





Living our commitments: Work to preserve life, replenish and restore ecosystems

Tiny Forests update

USA

Lake Mary, Florida, Tiny Forest is underway!

- Our goal is to plant 56 trees, such as areca and sable palm, and other plant varieties to establish the natural forest ecosystem. We are building benches with recycled wood pallets and plan to use the area for client visits, game-changer walks, breaks, and relaxation. We've spotted cranes, hawks, and other birds in the forest!

Philippines

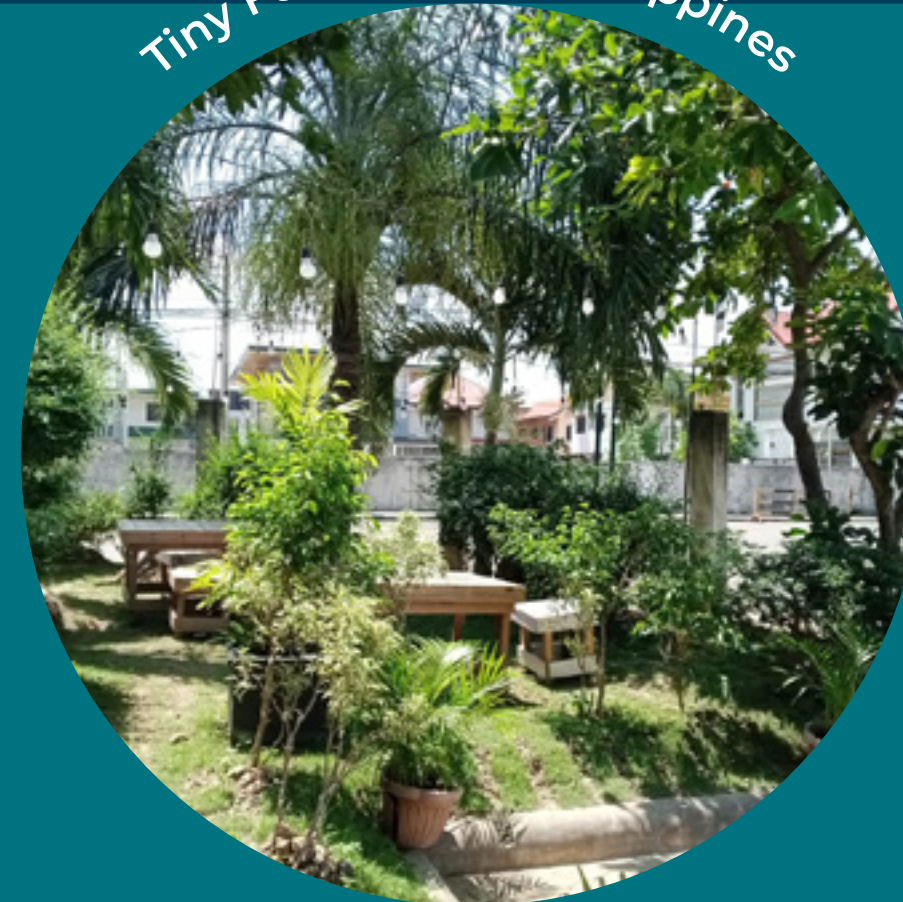
Our Cagayan de Oro Tiny Forest is now in motion.

- After introducing the Go Green Garden a few years back, we got the idea to transform the small office backyard into a Tiny Forest. Initially, our facilities team maintained the local water apple fruit tree, or tambis tree. Then, we encouraged game-changers to plant and donate shrubs and trees and even added bermuda/carabao grass. The area remained small for a while, but once the need arose for more huddle space, we revamped it, creating upcycled DIY benches and chairs for game-changers. Now, we're witnessing birds and butterflies enjoying the space, too.

Tiny Forest in Lake Mary, Florida, USA

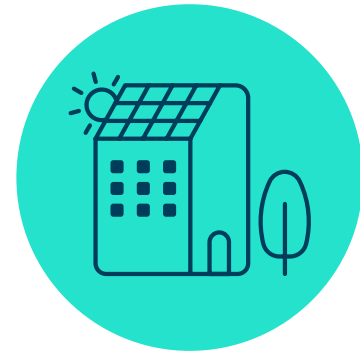


Tiny Forest in the Philippines



Game-changers enjoying our Tiny Forest, Philippines





Sustainable buildings

Creating sustainable spaces

The Concentrix Sustainable Building Standards were developed internally to assess sustainability aspects relating to building design, operation and maintenance. While we previously only looked at the environmental quality of our sites, the assessment evolved to form a more cohesive sustainability review, incorporating social and governance parameters as well. This way, we recognize how our office spaces impact our health, wellbeing, and security.

The Concentrix Sustainable Building Standards align with global sustainable building frameworks and accreditation mechanisms. Our buildings are evaluated and awarded Bronze, Silver or Gold seals based on their ability to meet these standards. This alignment enables us to benchmark our buildings, facilitating comparisons and identifying specific areas for improvement.



Concentrix sustainable buildings standard

Environment 5 Categories

- Site
- Energy
- Water
- Materials
- Indoor Environmental Quality

Social 5 Categories

- Health and Wellbeing
- Stakeholder Engagement
- Health Spaces
- Education and Awareness
- Emergency Preparedness

Governance 3 Categories

- Access Control
- Surveillance Systems
- Facility Provisions



Lime tree bench, Belfast, UK

A bench seat at our Maysfield, Belfast, Northern Ireland site produced from a lime tree that had to be cut down due to age and illness. It's estimated that this type of mature tree could offset emissions of up to one ton of CO2 in its lifetime.



Our commitment:
Ensure the application of sustainable design principles in our facilities.

Lighting our buildings with LED lights



Building hanging gardens in Algeria



Lighting our buildings with LED lights





Living our commitments: Ensure the application of sustainable design and principles in our facilities

Site in focus: Davao Finance Center

The Concentrix DFC office spans four floors of the Davao Finance Center in Barangay Agdao, Davao, Philippines, covering a total floor area of more than 91k sqft. This site has been assessed and recognized for its design and construction under the green building standards of BERDE GBRS-ver 4.2.0. This project stands out for its sustainability features and its emphasis on sustainable materials used for construction. It is also the first project in the region to use Pavegen kinetic

tiles, a technology that transforms foot traffic into electrical energy for charging mobile devices. Another project feature is the energy reduction settings of inverter AC, LED lighting, and hot aisle containment. This project reduces energy consumption by 57.52% versus a conventional system. Having been equipped with water-efficient fixtures, it saves up to more than 46% in water usage.

Davao Finance Center Pavegen kinetic tiles



Davao Finance Center in Barangay Agdao, Davao, Philippines



Davao Finance Center in Barangay Agdao, Davao, Philippines





Living our commitments: Ensure the application of sustainable design and principles in our facilities

Environment management systems

As climate problems worsen, businesses are challenged to address these issues and do their part in healing the planet. ISO 14001 acts as a strong signal of commitment to environmental protection by providing the framework for businesses to establish how to manage their environmental impact.

In 2023, 45 of our Concentrix sites had attained ISO 14001. This year, that number has reached 125. As of April 2024, all of our Philippines sites are certified, and we are expecting more of our locations to join the roster this year.

Below lists the number of our ISO 14001-certified locations by country:



125

Grand total





Elevating our game-changers' experience

Developing an inclusive and supportive workplace that prioritizes people's wellbeing, personal growth, and diversity, equity, inclusion, and belonging.



Our commitments for 2030



People & culture

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



Wellbeing

Create a place that nurtures health, happiness, and wellbeing for all of our game-changers.



Diversity, equity, inclusion & belonging

Create workplaces that reflect the communities we are a part of.

President's Club 2023, Americas



UN SDG alignment



We put our game-changers first

At Concentrix, we are committed to developing an inclusive community that prioritizes our game-changers and their needs. By creating a supportive workplace that centers culture, wellbeing, and a sense of belonging, we ensure that our game-changers have the tools they need to support their families, thrive within their communities, and create genuine connections with our clients and their customers. To do this, we focus on:



People & culture

Creating a workplace that supports our people as they grow personally and professionally through structured programs for mentorship, training, and career pathways that enable our game-changers to maximize their potential and grow with us.



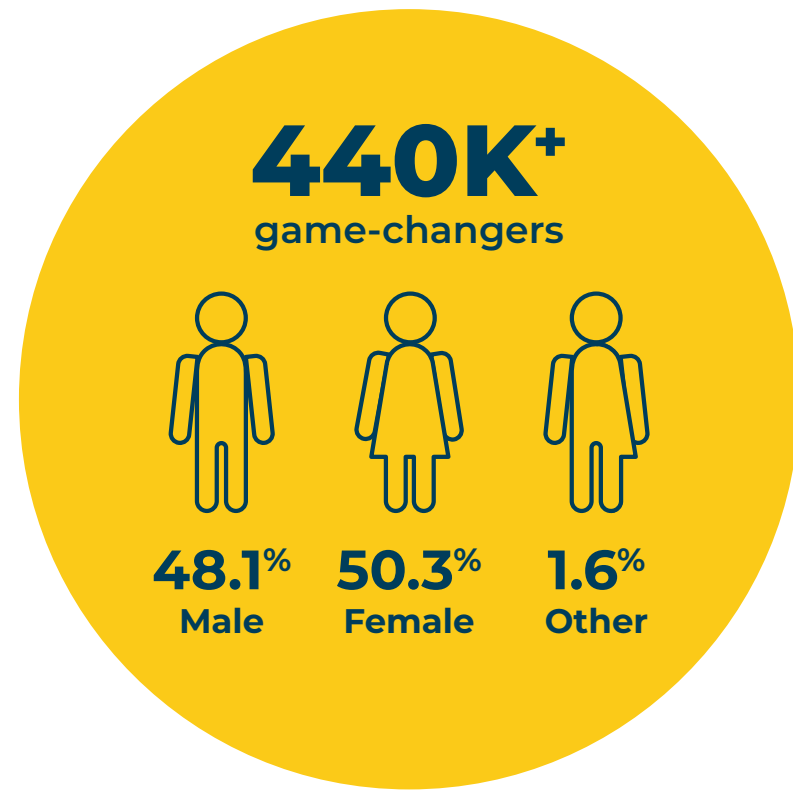
Wellbeing

Fostering our game-changers' physical and mental health holistically through programs and access to tools and resources designed to provide support and care whenever and wherever.



Diversity, equity, inclusion & belonging

Intentionally building teams that are rich in talent and represent the diversity of thought, experiences, and perspectives of the communities in which we operate.



The voice of our game-changers



4.0 / 5

"The organization is serious about promoting a positive culture where we are aligned in our behaviours, actions and language - and that culture drives a desire of championship for one another. I am seen, heard and supported in this organization."



4.9 / 5

"Our culture is based on tangible actions, feet on the ground guidelines to help us achieve company's objectives while we achieve our own goals and progress in our careers."

Diversity at Concentrix Top 5%

A+ Diverse game-changers at Concentrix have rated Team, Executive Team, and Leadership as the highest categories they have scored.

Women at Concentrix Top 5%

A+ Women at Concentrix have rated Team, Executive Team, and Leadership as the highest categories they have scored.

Our goals

Elevating our game-changers' experience

We prioritize the experience and wellbeing of our game-changers, and we've set clear goals to enhance their development, diversity, inclusion, and sense of belonging by 2030. Looking back at our [2025 goals](#), you can see we've made great progress toward our goals since our last report! We measure the success of how well we care for our game-changers through initiatives like the Your Voice survey, which measures their satisfaction across several dimensions, and with our game-changers' help, we've tightened our focus on key actions driving their experience here. As you read on, you will discover stories of these efforts and the investments we are making in our people.



People & culture

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

Goal	2030 Goal	2024 Actual
Achieve a minimum 85% happy game-changers in our annual Your Voice survey.	85%	84.4% ¹
Pay a living wage globally for our team members.	100%	100%



Wellbeing

Create a place that nurtures health, happiness, and wellbeing for all of our game-changers.

Goal	2030 Goal	2024 Actual
All countries to have EAP coverage including 24/7 crisis counseling with 6 months post-exit support for highly sensitive content moderation accounts.	100%	100%



Diversity, equity, inclusion & belonging

Create workplaces that reflect the communities we are in.

Goal	2030 Goal	2024 Actual
All countries to have senior representation that reflects their local communities by 2030.	100%	98%
All countries to have proactive impact hiring partnership by 2030.	100%	19%

Progress reported for all new goals covers April-May 2024 | *Baselining ongoing

1. Survey numbers based on 2023 Your Voice Survey



People & culture

Our vision is to be the greatest customer engagement company in the world, rich in diversity and talent — powered by creativity and technology. We do this by living our culture beliefs every day

Our culture is the heart of our business and the single biggest reason our game-changers are so successful

at driving epic client experiences and outcomes. In encouraging them to live out our culture to the fullest, we must provide the right tools, support, and experiences to empower game-changers to be at their best.

To achieve this goal, we are continuously investing in several programs, focusing on the topics of:



Learning and development



Game-changer engagement



Rewards and recognition



Game-changer experiences



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



Comparably Awards





People & culture



Learning and development

At Concentrix, we value knowledge and skill-building, and our focus on imparting this to all our game-changers is the bedrock of our Learning & Development strategy. Our approach emphasizes innovative thinking and creative learning solutions.

Our programs aim to build a robust, inclusive, and diverse talent pool that accurately represents our presence all over the world. They are more than just a curriculum; they are a pathway to excellence, offering dynamic workshops, immersive experiences, and tailored coaching to cultivate the leaders of tomorrow. In particular, our Benchmark, PRISM, and Pinnacle-certified programs are designed to increase diverse representation and create an internal pipeline of leaders.



Game-changer engagement

We're constantly exploring ways to increase engagement and promote a supportive environment. Our game-changers can access all updates on our business through our internal news site, BuzzHub. We will shortly launch our new Wellbeing podcast series, and we gather valuable feedback through our annual Your Voice staff survey, helping us improve the experience our people have when growing their career here. To further enhance engagement, we also run activities throughout the year like WeMove challenges to promote health and wellness, dedicating a day to recognize the hard work of our people around the world, and celebrations for key holidays and events like PRIDE, International Women's Day, Earth Day, and more.



Rewards & recognition

We believe in celebrating the amazing work our game-changers do every day! There are numerous ways for both the business and game-changers themselves to reward and recognize each other's contributions. From recognition badges for everyday kudos to our global peer-to-peer President's Club program, we ensure that extraordinary efforts never go unnoticed. Plus, our monthly Game-Changer Awards spotlight those who truly support our business and live our culture daily. These vibrant recognition programs are designed to make everyone feel valued and appreciated.



Game-changer experiences

Our culture is constantly evolving to reflect our values and beliefs. So, if we want our game-changers to live it, we know we have to do more than just tell them about it; we have to actively immerse ourselves in it. The diverse backgrounds and perspectives across our business make us stronger and enrich our collective experience. So, we put that strength to work. This year, we took a bold step towards reinforcing our new company culture by embarking on Culture Roadshows that spanned 8 locations across our six geos and brought together over 3500 game-changers. These roadshows were designed to train and educate key leaders, ensuring they're equipped to cascade our culture throughout the business. And with their help, we're using our culture to improve our game-changers' experience across the planet!



3000+ Indian game-changers joined our spirited three-day wellness session, embracing heart, health, and happiness. Activities included healthy food prep and holistic wellbeing.



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

Celebrating our culture

Culture is at the core of everything we do! More than 3500 leaders came together globally to attend our 2024 Culture Roadshows — the perfect opportunity for our game-changers to immerse themselves in our Concentrix culture. Our

amazing game-changers experienced our values firsthand and are ready to cascade them within their local teams. They continue to empower our people to challenge the status quo and create game-changing brand experiences.



Paul M.
B2B Sales,
Ireland

“Insightful, exciting, energetic, engaging, enthusiastic, and a big eye opener on how culture is perceived in different regions.

“It was amazing to see so many leaders share their experiences and stories about culture and how it has impacted their lives, especially at a senior leadership level. For me it was great to see that from the top down, culture was as important to them as it is to me.”



Sly C.
Client Success,
Philippines

“This was my first culture roadshow, and I went in with certain expectations, but the experience exceeded them all. It was incredibly insightful and immersive — from the Culture Map sessions to the culture stories shared by our global and local leaders. The entire experience deepened my appreciation and embrace of our cultural beliefs. Definitely one for the books!”



Margot D.
Communications,
France

“The content was beyond my expectations: the rhythm was good, with insightful speeches, stories and engaging workshops. I must say I was quite impressed, and I’m really hoping to cascade back this energy and knowledge I learned about our company’s culture, but also about culture in general!”



Harsha K.
People Solutions,
India

“I am thankful to Concentrix Leadership for choosing me to be a part of the Culture Roadshow session, it was extremely well organised. The insights to Concentrix Culture beliefs and understanding supported by real life stories shared by the leadership was truly enriching. It was refreshing to see the openness and acceptance level of the leadership towards discussing failures. The event focused on the importance of awareness of different cultures and their impact, which was truly an eye-opener.”



Karelia L.
Regional Marketing,
Nicaragua

“Attending the Culture Roadshow was reassuring that culture is and will be always at the heart of everything we do. It also allowed me to have a better understanding of what the future looks like and work towards that as one team while getting the resources we need as leaders to embed our culture, remaining true to our commitment with diversity, equity and inclusion.”



Ilaria T.
People Solutions,
Italy

“The Culture Roadshow event was incredible. It was so insightful. I was impressed in how the Global Executive team was so approachable, eager to meet us, and open to reply to all our questions. I really felt welcomed and valued.”



Michael B.
Training,
Communications

“The Culture Roadshow was amazing! The team did such a fantastic job putting this together and highlighting the right messages at the right time for many of us. The Culture Roadshow opens so much more perspective to your existing knowledge.”



United Kingdom



Morocco



Panama



India



Türkiye



USA



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

Rewards & recognition

Through our rewards and recognition programs, game-changers can celebrate the individuals and teams that live our culture and impact the business through their work.

One such program is the President's Club. Since 2014, our President's Club award program serves to recognize the top performers within each of our geos. The recipients are nominated by their peers for their achievements in

continually improving our business through their dedication and excellence. These individuals are shining models of Concentrix culture in action and have made invaluable contributions to our growth. We're thrilled to celebrate them!

In 2023, we recognized 572 winners across six events worldwide. Here are some of their experiences!



President's Club, Americas 2023



Daniela A.
Operations Manager, Colombia

"It was a great opportunity to meet and engage with overseas coworkers, getting to know their experiences at Concentrix and being able to connect at a different level. An amazing experience overall being recognized and celebrated for the contributions to the organization."



Natalie P.
People Solutions, Canada

"Loved meeting fellow colleagues and being able to share all the VIP treatment. Connections made in these events last a long time and provide a rare opportunity to share ideas and build upon relationships and partnership with projects/meetings. I really felt incredibly honored and felt that my dedication and continuous high output of energy for the organization was recognized in a big way! For that, I am grateful."



Eric B.
Learning & Development, UK

"The Concentrix President's Club was an amazing experience from the beginning to the end. At the event, you feel valued and appreciated based on the exclusive location where it is hosted and by all leaders welcoming you to the event. It is also very personable and genuine, celebrating success with all other winners in the region."



EMEA 2023



Americas 2023



Philippines 2023



APAC 2023



India 2023



EMEA 2023



China 2023



Americas 2023



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

We invest in our game-changers

Through the following leadership programs, we are helping our game-changers and leaders realize their fullest potential:



concentrix Benchmark

A customized executive coaching program specifically for our women leaders. It provides 1-1 and group coaching sessions to equip our women leaders with the skills for their professional development.



concentrix PRISM

Diversity Leadership Program

A program designed to build skills around diversity, equity, inclusion, and belonging — strengthening our leaders' ability to overcome bias and be a force of positive change.



Alwira G.
People Solutions,
Philippines

“So, the opportunity of knowing oneself with the 360 feedback that we got, and having the opportunity to discuss this with someone outside of the organization with a very objective perspective, really helped me in terms of appreciating who I am, going beyond what I think I was before the program started. And realizing that there are things that I can also do, having been inspired by the rest of the sharing we did — especially during the room sessions.”



Libui O.
Software
Engineering,
USA

“The best thing about the Benchmark program was that it was very focused and intentional and aware of the things that I wanted to work on, and how to achieve them and how we actually succeeded in doing that through coaching. And so that was one of my favorite parts, because I just realized I remember what my intentions were at the beginning, and at the end knowing that, wow, we really did work through all of this and how we work through it. And now, I can carry that with me and continue it on my own.”



Cherry S.
Infrastructure
Operations &
Analysis,
Philippines

“PRISM training is amazing and beneficial. The lecturers are all intelligent and good speakers. It equipped us with the right mindset and understanding on how to deal with the challenges and issues that may come our way as a leader. It shaped us into becoming a greater leader. The topics are very critical and important for us. It is the best venue to learn better leadership. It guided us toward success and growth opportunities, showed us how to manage change, and demonstrated what adaptability looks like. This is an empowering, encouraging, educating and inspiring training.”



Juan M.
Total Rewards,
USA

“PRISM has made me a more powerful leader in every sense. It helped me see past myths of politics and power and how to engage in meaningful relationships that generate win-win outcomes. It showed me how to be resilient and care not only for my wellbeing but also my team's wellbeing. Discovering that being vulnerable goes a long way and helps me connect more with my team, clients, stakeholders, and leaders. Learning how to overcome biases, starting by identifying our own biases, was key to unlocking a true understanding of inclusivity and diversity.”





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

We invest in our game-changers

Through the following leadership programs, we are helping our game-changers and leaders realize their fullest potential:



A game-changer-led mentorship program available to all career levels. Through this platform, game-changers can plan for their individual development by tapping into the expertise and knowledge of mentors in the organization.



Vanessa F.
People Solutions,
USA

“In taking on this role, my intent as a mentoring partner was to provide guidance, support, and wisdom to my mentees and allow a safe place for them to be vulnerable and open to growth. What I did not plan or anticipate is how much the assignment has been a growth experience for me. Each mentee experience I’ve entered developed into beautiful relationships, although none of the sessions were remotely similar.”



A program focused on developing our leaders’ strategic and innovative thinking skills in preparation for their future executive roles.



Kristelle J.
Service Delivery,
Philippines

“I feel that I have grown and matured as a leader after attending the class. I’ve been very conscious of how I interact with and influence others, particularly around collaboration and negotiation. I’ve done several teach-backs to my team to make them better leaders, especially when dealing with our game-changers, leaders, and clients. My goal is to be the vendor of choice across all nine lines of businesses that I support. I want our clients to continue to see Concentrix as their best partner.”



1818 active iRise mentors

2618 leaders trained in iRise

190 leaders trained in Benchmark, PRISM and Pinnacle





Wellbeing

Our wellbeing index

Concentrix' commitment to game-changer wellbeing is deeply engrained in our culture and practices. We've developed an internal Wellbeing Index Scorecard that measures the wellbeing of our people based on three pillars: training completions, wellbeing toolkit usage, and wellbeing score responses. The average country score currently stands at 55%, with an ambitious goal to achieve a global average index score exceeding 64%.

Our wellbeing index evaluates objectives such as:

- Leadership training.
- The efficacy of wellbeing peer support programs.
- Availability and access to Employee Assistance Programs (EAP).
- The usage of in-house wellbeing tools and technologies.

Wellbeing champions

We're also committed to recognizing countries and individuals who actively promote personal wellbeing or advocate for the wellbeing of others through the introduction of the Wellbeing Champion Country and Wellbeing Champion Game-changer Awards.

Our Wellbeing Research Model correlates game-changers' wellbeing and key performance indicators such as retention rates and absenteeism. By supporting and rewarding our game-changers' wellbeing, we support them in being their best selves — personally and professionally. Plus, our commitment to wellbeing is one of the top reasons people recommend Concentrix, followed by praise and recognition.

Our commitment to wellbeing is strongly aligned with our long-term goals and values. As you read on, you will see stories of these efforts in action and learn more about the investments we are making for our game-changers' holistic health.



Our commitment:

Create a place that nurtures health, happiness, and wellbeing for all of our game-changers.

Wellbeing space Bulgaria



Ireland. Wellbeing Champion Country of the Year 2023



Mastering the art of bouncing back with music



45+ PWD (people with disabilities) experiencing a live meditation session exclusively tailored for our hard of hearing game-changers



Living our commitments: Create a place that nurtures health, happiness, and wellbeing for all of our game-changers

Race to wellness

Our Km Challenge, a month-long journey in September 2023, united game-changers worldwide with a goal to move 1,000,000 km throughout the month. The event's theme was **Moving for Mental Health**, emphasizing the crucial link between physical movement and mental wellbeing.

From walking to cycling, running, dancing, and everything in between, our combined efforts have proved that there are no limits when we move together. With every kilometer

covered, we took one more step towards destigmatizing mental health, promoting a healthier outlook, and encouraging open conversations.

- 14,000 game-changers participated.
- 1,082,078 km achieved.

This year, we're going for gold to reach 2,000,000 km!.





Diversity, equity, inclusion & belonging

At Concentrix, we are focused on ensuring that our game-changers feel welcomed and can be themselves, and we're focused on creating an environment that supports this. We have made great progress in the area of creating safe spaces through our Game-Changer Resource Groups (GRCs), however, we realize that there's more work to be done. We understand that we must continue our focus on belonging; it is paramount and goes beyond mere inclusion – it ensures that every game-changer feels valued, respected, and is an integral part of the fabric of our organization.

We know that when our game-changers have a strong sense of belonging, they are more engaged and motivated. We are committed to growing our GRCs because they help to create places of belonging for our game-changers and support our efforts to create a culture where diverse perspectives are not only welcomed but actively sought after. By prioritizing belonging, we're cultivating a workforce that thrives on mutual respect, empathy, and shared purpose — ultimately driving innovation, resilience, and long-term success.



Social wellbeing session



Pride month celebrations, Philippines



Fostering a workplace of inclusion through global fireside chats with our game-changers



Our commitment:
Create workplaces that reflect the communities we are a part of.



Living our commitments: Create workplaces that reflect the communities we are a part of

When talent meets opportunity & innovation

Impact hiring is part of the wider impact sourcing best practice where suppliers demonstrate their commitments to inclusive employment.

Impact Hiring consists of intentionally hiring and providing career development opportunities to people who otherwise would have limited prospects for formal employment, as defined by the Global Impact Sourcing Coalition in 2016. Actions are taken throughout game-changers' recruitment, training, and career development lifecycle to better attract, prepare, retain, and advance impact workers in their careers. It challenges traditional recruitment practices by prioritizing social impact alongside business objectives.

By tapping into a diverse talent pool that includes individuals with unique perspectives and abilities, we can fuel innovation, creativity and resilience within the business.

At Concentrix, we target that all countries be covered by a proactive impact hiring partnership by 2030.

GroupeSOS

Entreprendre au profit de tous

Since 2022, Concentrix France has partnered with Groupe SOS, a major non-profit organization, to combat exclusion in the workplace and support our commitment.

Every six months, we measure the social impact of our recruitment efforts. Groupe SOS provides a certificate to validate the estimated number of integration hours, attesting to the involvement of all Concentrix France subsidiaries. This certificate is issued after analyzing the supporting documents.

With a clearer understanding of the number of people recruited for integration and the volume of integration hours completed, managing and measuring the impact of our diversity & inclusion policy has become easier.

We value all forms of diversity, and thanks to this work, we demonstrate that inclusive recruitment and skills are interconnected.

By 2023, we proudly enrolled 700 game-changers who were previously distant from employment, representing 29.9% of our Concentrix France new hires, in a career path promoting inclusive recruitment.

As a natural next step, Groupe SOS will support Concentrix France recruiters and subsidiaries in implementing concrete actions to further enhance our inclusive recruitment practices.

"I was responsible for the initiation and development of our social impact sourcing strategy and its execution in South Africa in partnership with Harambee. To date, we have hired and trained 4705 impact hires (those individuals who have not had the opportunity to enter the formal economy/place of work) in South Africa. These game-changers perform equally to traditional hires and in some cases have exceeded their performance. We have won numerous global awards, and are recognized in South Africa as the leading social impact source of talent."

Craig G.

Global Sales & Account Management





Living our commitments: Create workplaces that reflect the communities we are a part of

Sharing knowledge across the world

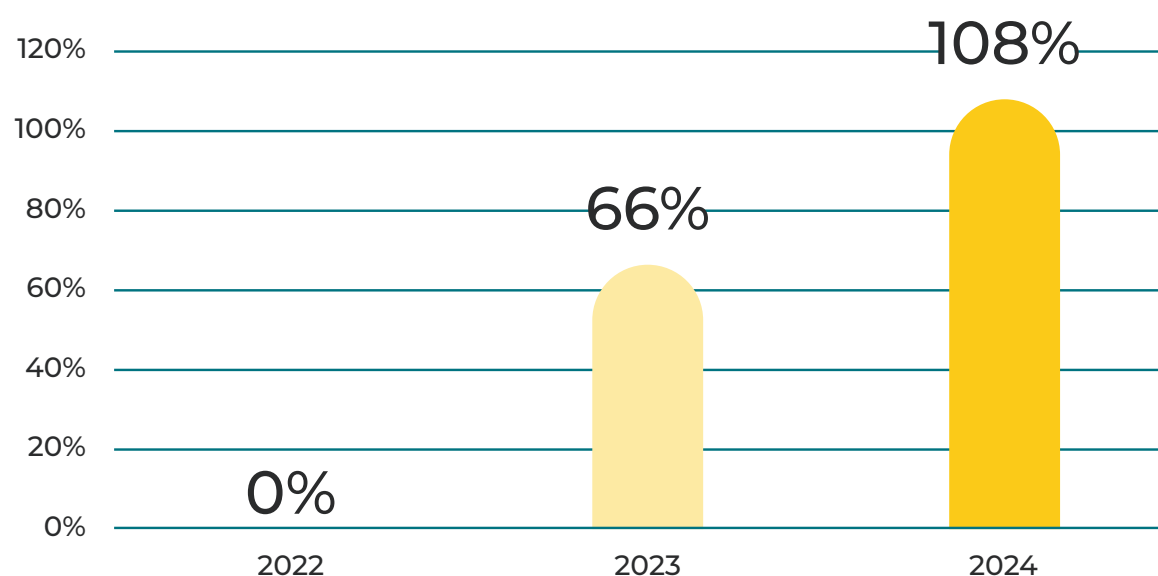
As a global organization with a presence in over 70+ countries and game-changers from diverse cultural backgrounds who speak many languages, we understand that no single approach fits every challenge. Multiple creative solutions can emerge, and our game-changers and leaders access this wealth of knowledge through our best practice sharing initiative. When one team discovers a successful practice, they eagerly share it with colleagues worldwide.

For example, our team in India collaborated with various organizations to create job opportunities for people with disabilities. By sharing the best practice, they enabled the team in the Philippines to implement similar strategies. As a result, the Philippine team achieved a 108% increase in hiring game-changers with disabilities since 2022.

People with disabilities workshop, India



People with Disabilities (PWD) Hiring in the Philippines



China celebrating people with disabilities (PWD) week





Living our commitments: Create workplaces that reflect the communities we are a part of

Our Game-Changer Resource Groups (GRGs)

Game-Changer Resource Groups (GRGs) are voluntary, game-changer led groups that serve as a resource for our people by fostering a diverse, inclusive workplace that aligns with Concentrix' mission, values, goals, practices, and objectives. They provide opportunities for mentorship and networking and create safe spaces. See our seven GRGs below:



Network of Women

The goal of NOW is to cultivate an inclusive environment that supports and encourages women to advance their skills and leadership potential through connection, development, collaboration and discussion.



Black Professionals Network

BPN's goal is to foster networking, professional development, mentoring and leadership opportunities with a focus on the recruitment, retention, learning and advancement of Black people at Concentrix.



PRIDE

Pride's goal is to celebrate the community of LGBTQ+ game-changers and provide them with the resources needed for growth and development through education, communication and mentorship.



OneEarth Champions

The goal of OneEarth Champions is to bring together game-changers who are passionate about the planet and motivate each other to drive real, positive change regarding sustainability.



ABILITY

ABILITY aims to advance awareness and inclusion for people with disabilities at Concentrix by creating equity in opportunities to be recruited and hired, to improve and advance, and to fully participate in every aspect of our business.



DYNAMIC

Dynamic's goal is to empower neurodivergent game-changers through growth, networking, professional development, and mentorship. It also educates our business on neurodiversity and advocates for more inclusive recruitment, retention, and advancement chances for neurodiverse workers.



Women in Tech

Women in Tech's mission is to cultivate an inclusive environment that supports and encourages women in IT and global security roles to advance their skill and leadership potential.

Upcoming GRGS for 2024



Black History Month celebrations 2023



OneEarth Champions in Nicaragua



Pride celebrations in New Zealand



ABILITY in India



NOW, 31 Women in 31 Days Recognition Event



Network of Women in El Salvador



Building and fostering trust

Acting with integrity to uphold trust in everything we do. Always.



Our commitments for 2030



Board 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.

Physical Security Team, India



UN SDG alignment



Doing the right thing. Always.

At Concentrix, we embody the core values of integrity in all aspects of our governance practices, and we are dedicated to upholding trust in everything we do. Our relentless focus on ethical leadership, diverse representation, and cybersecurity excellence underscores our mission of delivering positive impact, fostering inclusivity, and creating sustainable value for all stakeholders. We are constantly improving our processes and policies to reinforce our commitments across these three areas:



Board & executive diversity

Our board of directors comprises 50% women and 50% men, reflecting our dedication to inclusivity and equality. This ensures a wide range of perspectives, expertise, and decision-making aligned with our integrity and transparency values.



Ethics & compliance

The Code of Ethical Business Conduct (COEBC) guides our game-changers and stakeholders. Complementing this commitment is our whistleblower policy, which provides a confidential channel for reporting ethical concerns or violations.



Cybersecurity & data protection

We prioritize robust cybersecurity measures and proactive risk management strategies, enhancing data protection and reinforcing trust with all stakeholders.



Game-changers in Bulgaria



Global leadership meeting 2024, Belfast, Northern Ireland

Our goals

Building and fostering trust

Our dedication to fostering an inclusive, equitable, and sustainable future shapes our governance practices. Rooted in our ESG mission, we view governance as a pledge to care for our diverse game-changers, shareholders, clients, and communities with integrity and transparency. Our go-forward goals underscore this commitment. As you read on, you will see the progress we've made towards these goals since last year and our continued efforts for ethical governance.



Ethics & compliance

Enforce standards for ethical business conduct.

Goal	2030 Goal	2024 Actual
~100% COEBC training completion rate for our game-changers.	~ 100%	99%
100% compliance rate with Supplier Code of Conduct.	100%	100% ¹
50% spend rate from suppliers who meet our Advanced Suppliers Standard.	50%	*



Cybersecurity & data protection

Lead in cybersecurity and data protection practices.

Goal	2030 Goal	2024 Actual
~100% compliance rate with cybersecurity training.	~ 100%	95%

Game-changers in Spain



Progress reported for all new goals covers April-May 2024 | *Baselining ongoing

1. Based on compliance parameters (PO-based) last 2023



Board diversity

At Concentrix, we are committed to fostering an inclusive, equitable, and sustainable future for our game-changers, communities, and planet. Rooted in our ESG mission, we view governance as a pledge to care for our people with integrity and transparency. Our board of directors — a team of exceptional advisors with various backgrounds — epitomizes these values.

Our board comprises leaders with experience in critical areas such as technology, talent, and finance. They are deeply engaged in our ESG initiatives and play a crucial role in guiding the company's strategic direction and steering Concentrix toward success with a global perspective in mind.

Our comprehensive approach to governance underscores our commitment to delivering meaningful impact, fostering inclusivity, and upholding trust. It includes fully independent audit, compensation, and nominating and governance committees to reinforce regulatory compliance and ethical conduct.



"As demonstrated in this 2024 report, the progress Concentrix has made on its ESG commitments since the first report in 2021 is remarkable. I am pleased to see the evolution of our 2030 goals, particularly in light of our most recent combination. The board is committed to and proud of the new ESG strategy, including the focus on impact areas and the Net Zero 2050 target. I commend all the game-changers who have contributed to ESG initiatives across the business and within the local communities where we operate. We are well-positioned to lead the industry in sustainable impact."

Kathryn Mariuolo
Chairperson of the Board

Global ESG team strategic session, October 2023, Donegal, Ireland



Our commitment:

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



Board diversity



Chris Caldwell | Director

As the president and CEO of Concentrix since its time as a small start-up to today, as a Fortune 500 company, Chris has extensive knowledge in the business and the industry.



Nicolas Gheysens | Director

Nicolas has vast investment and advisory experience, with deep knowledge of the sector and a demonstrably strong track record in M&A and business development.



Teh-Chien Chou | Director

An expert in finance with substantial experience serving on public company boards of directors, T.C. is a seasoned business leader.



Kathryn Hayley | Director

Kathryn brings extensive experience in information technology, financial services, and talent management, and demonstrated success leading public companies.



LaVerne Council | Director

LaVerne is a proven global leader in information technology and operations in both the private and public sectors.



Kathryn Marinello | Chair of the Board

Kathy, our first chairperson, brings extensive business leadership experience, including service on multiple public company boards of directors.



Jennifer Deason | Director

Jennifer is an expert in leading consumer-focused, technology-enabled businesses and has a deep well of experience in finance and operations.



Dennis Polk | Director

As the former CEO of TD SYNEX, the former parent of Concentrix, Dennis has been involved with Concentrix for many years and brings a deep knowledge of the business.



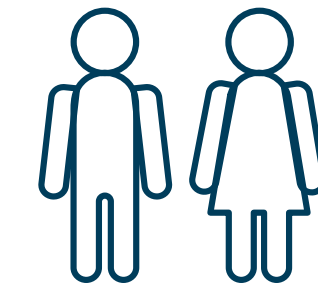
Olivier Duha | Vice Chair of the Board

As co-founder and CEO of Webhelp, Olivier has decades of industry experience in scaling successful, innovative organizations across the complex EMEA geo and beyond.



Ann Vezina | Director

As a director of TD SYNEX, Ann has a strong background with Concentrix and she brings extensive experience with the BPO and personnel management industries.



50% M 50% F

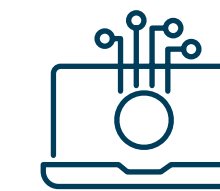
BoD Diversity



Experience



Finance



Information Technology



Human Capital



Marketing



Strategic Planning



Financial Services



Communications



New Economy Businesses

Industry Experience



Meet our executive geo leaders



Marce B.
North
America

“North America made a commitment to increase minimum wages in our geo to help ensure a living wage for all game-changers. It has been truly rewarding to see the difference these investments have made in the lives of our teams, as we retain more team members and help ensure more secure futures. Our team has also been very active in volunteerism – more than doubling our target hours for the last two years — by tackling food insecurity, planting trees, building houses, leading career development programs and generally coming together to ensure we’re giving back to the communities we serve. This unites us and gives us a tremendous sense of purpose as a team.”



Eduardo S.
LATAM

“To create a better world, we must embrace change and challenge the status quo. Our team is committed to doing just that, constantly seeking new ways to increase visibility for our strategies and creating positive impacts in our communities. It’s truly inspiring to see our game-changers have life-changing experiences that enable them to provide new experiences to our clients, give back to the community and the planet, and set an example for society.”



Vincent B.
EMEA

“I am a huge supporter and former board member of Think Human Foundation (THF), our nonprofit partnership funded by Concentrix, and have worked with the THF team since the “Share, Think Human” philanthropic structure was created in 2017. A project that is particularly close to my heart is Colorie ma Vie in Madagascar, where we are supporting 37 orphans in a foster home with school fees and tutoring. I am delighted to see THF has grown and now supports many projects in many countries. The Foundation opens up opportunities for disadvantaged young people to develop, integrate, and train to succeed in their careers.”



“In East Asia, we share the same commitment as national governments to provide job opportunities and improve social status and working life experience for people with disabilities. Over the past 2 years, we have expanded opportunities for people with disabilities, resulting in a 40% increase in their representation within our workforce and strengthening our commitment to promoting equal opportunities for all. Promoting diversity and inclusion by seeing more people with disabilities grow into leadership roles and help others has given me an even greater sense of purpose and fulfilment in my current role.”



Jojo R.
East Asia

“In 2021 we launched the Philippines Pledge Program – a way for our game-changers to directly help each other. Game-changers can donate any amount each pay cycle to build funds for our game-changers in need – especially when unforeseen circumstances can rapidly change their life. So far, we’ve raised over 133k USD and helped hundreds of game-changers. I’m incredibly proud of the program’s achievements – for me, this is the true Power of One!”



Aavit J.
Philippines

“I am incredibly proud of the team at Concentrix in Gurgaon, India, who collaborated with children from the UTSAV Foundation to create more than 500+ inspiring paintings. These handmade works of art were showcased to the client and UTSAV for International Women’s Day. The team sold the beautiful paintings, raising 120k INR, which was then donated to the UTSAV Foundation to support underprivileged children. I am continuously inspired by the dedication of our team members, who are always coming up with innovative ideas to support and improve education and wellbeing, and bring joy to those in our communities.”



Ravinder R.
India, Southeast
Asia and ANZ



Ethics and compliance

Concentrix is a staunch supporter of free and fair competition. To uphold our reputation as an ethical industry leader, we adhere to strict standards of ethics and quality in our services. We ensure that no game-changer, director, or officer gains an unfair advantage through unethical practices, manipulation, or misrepresentation of facts, symbolizing our dedication to ethical leadership and fair competition in the marketplace.

Code of Ethical Business Conduct

Our governance framework is underpinned by our Corporate Governance Guidelines, [Code of Ethical Business Conduct](#), and [Human Rights Policy](#), all easily accessible on our website under Concentrix Governance Policies. These documents emphasize transparency, independence, and robust stock ownership. Our Code of Ethical Business Conduct articulates our commitment to legal and ethical business practices in line with Nasdaq and SEC regulations, and we ensure global compliance by translating it into 30 languages to reach our diverse workforce worldwide. In our commitment to disclosure, any waivers or amendments to our Code that relate to key executives are promptly communicated on our website, maintaining transparency and accountability.

Our human rights policy

Our Human Rights Policy, endorsed by our board, complements the Code by prioritizing fundamental human rights outlined in the Universal Declaration of Human Rights. We uphold principles of liberty and freedom in our

operations, fostering a culture of respect and integrity. Our global operations are conducted with a profound respect for fundamental human rights, upholding ethical standards in all interactions within our diverse communities. Our unwavering commitment to human rights protection underscores our responsibility as a global enterprise to act as a responsible corporate citizen, promoting ethical conduct and respect for human dignity in every engagement.

Anti corruption

Maintaining a zero-tolerance policy for bribery, Concentrix adheres to stringent anti-corruption laws and regulations, including the U.S. Foreign Corrupt Practices Act (FCPA). Upholding the highest ethical standards, we ensure that game-changers engage in business activities ethically and legally, refraining from any actions that could be construed as bribery and promoting transparent and accountable business practices at all times.



Our commitment:
Enforce standards for ethical business conduct.

Game-changers in the Netherlands



Concentrix Catalyst team meeting, New York, USA





Ethics and compliance

Whistleblower program

To facilitate reporting and effectively address ethical concerns, game-changers are encouraged to submit complaints to Concentrix' management regarding questionable accounting or auditing matters, instances of corporate fraud, or violations of applicable laws. An anonymous hotline is also accessible 24/7, enabling game-changers to report questions or concerns confidentially and fostering a culture of transparency and accountability in addressing potential misconduct.

Our commitment to upholding ethical standards extends to protecting game-changers against retaliation for reporting ethical concerns or cooperating in a company investigation. We assure game-changers that Concentrix will not retaliate following good faith reporting of ethical considerations, ensuring a safe and supportive environment where game-changers feel empowered to speak up without fear of repercussion. Any instances of retaliation will be met with disciplinary action to uphold our commitment to integrity and ethical conduct in all reporting processes.

We foster a work environment built on trust, integrity, and ethical behavior by promoting transparency, accountability, and a culture where game-changers are encouraged to report misconduct and raise concerns without fear of retaliation. The commitment to open communication and safeguarding against retaliation underscores our dedication to upholding ethical standards and ensuring a workplace where each game-changer voice is valued and respected.

Trading policy

As a global company, we prioritize compliance with national and international trade laws and regulations, proactively screening and monitoring international transactions to ensure adherence to export and import regulations and trade sanctions. We uphold ethical standards in cross-border trade activities, safeguarding against any prohibited end-destination, end-user, or end-use to maintain compliance with trade laws.

Responsible supply chain

We value our partnership with suppliers who share our commitment to high standards of ethical business practices. All suppliers are required to sign our Supplier Code of Conduct. All of our purchase orders include terms that, by providing the goods/services ordered on the PO, the supplier agrees to comply with the Supplier Code of Conduct.



Game-changers in Italy



Game-changers in Vietnam



Game-changers in Mauritius



Game-changers in Germany



Game-changers in El Salvador



Cybersecurity & data protection

Cybersecurity

Building and fostering trust among our game-changers and clients at Concentrix remains paramount to our corporate culture. Trust forms the foundation of solid relationships and is the starting place for enabling open communication, collaboration, mutual respect, and assurance. By prioritizing trust, we cultivate a culture of integrity, transparency, and accountability necessary to enhance game-changer and client engagement and loyalty. Such outcomes foster superior long-term partnerships with clients owing to the demonstrated reliability and credibility this posture creates. Trust remains the cornerstone of sustainable business practices that drive positive social impact and financial performance and align our core values and objectives. To accomplish this, we have:

- Championed a pro-security culture.
- Never settled for the status quo, protecting our game-changers, clients, and the data we have been trusted with.

- Embedded an agility and growth security mindset in all we do.
- Our partners are many, and given today's threat landscape, our need to move fast has never been more important.
- Committed to communicating with clarity, ensuring our game-changers are equipped with meaningful insights and effective messaging, meeting our people wherever they are as needed.
- Invested time and talent with our game-changers the world over to complete mission-critical security awareness training (with a pass rate of 95%)!



Our commitment:
Lead in cybersecurity and data protection practices.



Fortress Cybersecurity Awards,
Endpoint Detection - Business
Intelligence Group





Cybersecurity & data protection

Data protection

We continue to meet our obligations under all privacy laws in countries in which we are located, including the European Union GDPR, and ensure that the benchmark provided by these laws continues to be the baseline of our data protection actions across Concentrix.

How we monitor and review our data protection systems continues to improve too, and we conduct ongoing internal and external audits of our practices. We are certified

across these management systems: ISO 27001:2013, PCS DSS, HITRUST CSF Version 9.3, SOC 2, ISO 22301:2019, ISO 22320:2018 and ISO 27032:2012.

Our CyberDefence Operations Center continues to operate to protect our data and systems. Training is regularly conducted to upgrade our game-changers' knowledge of security risks and vulnerabilities.

Game-changers in China



Game-changers in Nicaragua



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



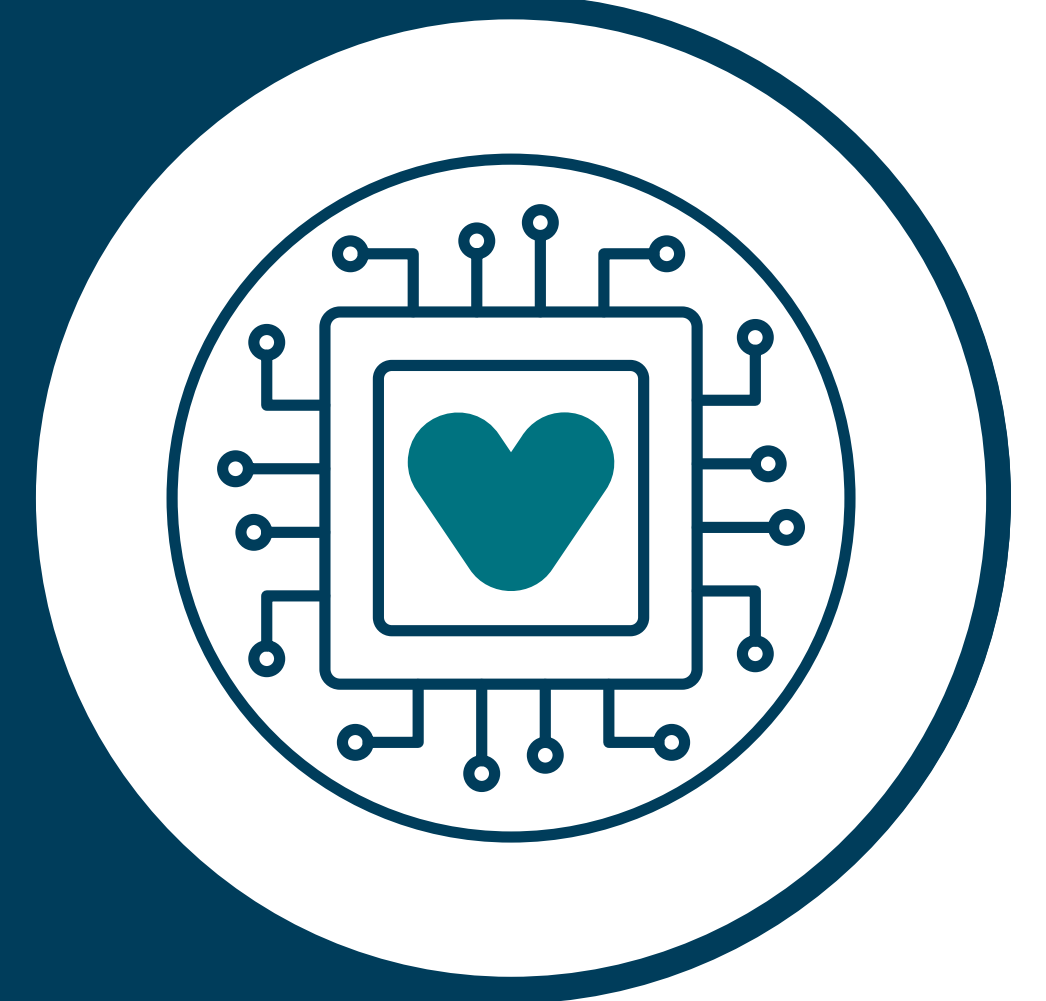
Concentrix UK is Cyber Essentials Certified (CE)



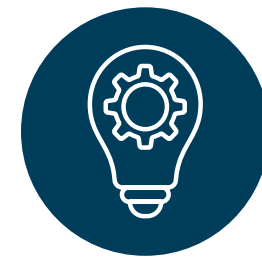
General Data Protection Regulation (GDPR)

Promoting innovation and tech for good

Driving positive change through creative solutions that address societal and environmental challenges.

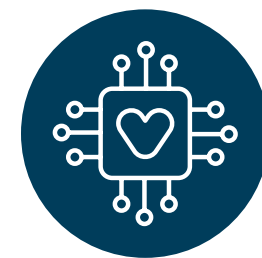


Our commitments for 2030



Innovation for impact

Tap into our resources, creativity and pioneering spirit to drive innovations to address sustainability challenges.



Purpose-driven technology

Use our tech expertise to create solutions and platforms that improves lives and supports actions in protecting the planet.

Game-changers at the One Young World Summit



UN SDG alignment



Innovation and tech for good

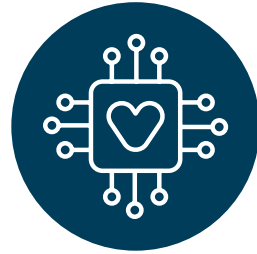
At Concentrix, we harness the innovative minds of our people and cutting-edge technology to create exceptional experiences for our clients every day, and we leverage this same ingenuity to meet our ESG strategy and sustainability goals. Our tech for good philosophy is about using technology to create deeper, richer experiences that drive better outcomes for everyone involved. From using tech to log volunteer hours to building custom tech platforms for clients through Catalyst, creating our Carbon Challenge portal, developing our internal wellness apps, and more, we're committed to making a positive impact.

Our innovative culture, epitomized by initiatives like Project Change, thrives because our game-changers think differently, and we support the incubation of their big ideas to fruition. The result is a dynamic environment where technology and creativity converge to tackle some of the most significant environmental and social challenges of our time.



Innovation for impact

We will harness our creativity, resources and pioneering spirit to drive innovations and develop fresh approaches to addressing the world's environmental and social challenges.



Purpose-driven technology

We leverage our technology expertise to develop solutions and platforms that enhance lives and protect the planet. Our solutions support our client's sustainability initiatives and benefit the communities where we operate.



Our goals

Promoting innovation and tech for good

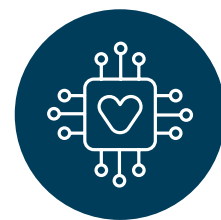
At Concentrix, we harness our diverse talents' creative minds to drive change through technology. Our goal is to combine digital tools and programs, like the Carbon Challenge Platform, with human expertise to significantly reduce our carbon footprint. Our actions aim for transformation: enabling change beyond Concentrix through technology, people, and partnerships. As you read on, you will see the progress we've made towards these goals and our efforts to inspire sustainable and equitable futures.



Innovation for impact

Tap into our resources, creativity and pioneering spirit to drive innovations to address sustainability challenges.

Goal	2030 Goal	2024 Actual
100% of Project Change initiatives to be rolled out in business after 1 year of launch.	100%	90% ¹



Purpose-driven technology

Use our tech expertise to create solutions and platforms that improves lives and supports actions in protecting the planet.

Goal	2030 Goal	2024 Actual
200k active users in the Carbon Challenge by 2030.	200K	8,376

Progress reported for all new goals covers April-May 2024 | *Baselining ongoing

1. 9 out of 10 projects have been rolled out in the business for 2023





Sustainability online marketplace website launched to game-changers in the Philippines in 2023.

15 sustainable vendors signed up! Expansion in a new, dynamic platform in the pipeline!



Your project, your impact

Innovation and reinvention is what keeps us ahead in business, and the same is what we bring to designing solutions that create positive impact. Through Project Change, a Concentrix ESG global program, and via our One Young World (OYW) partnership, we encourage our game-changers to bring to life projects that can help solve environmental, social or governance challenges, or all three! Now in its second year, we have seen amazing results and inspiration from the program, tripling the number of project idea entries compared to 2023!

Project Change allows winning candidates to create their own ESG-related project aligned to our ESG commitments. Candidates are supported by a mentor and join a

Concentrix-led, impact accelerator-guided program. Our winning candidates also attend the One Young World Summit (in Belfast in 2023 and in Montreal in 2024), giving their projects the greatest opportunity to succeed and create the maximum positive impact possible!

In the next few pages you will meet some of our 2023 Change-Makers and their related projects, including the development of a new Impact Hiring Center of Expertise — transforming the way we hire — a newly launched Deaf culture and sign language training for all our game-changers, and an engagement program called Knitting Hope helping improve wellbeing by repurposing plastic bags!



"The One Young World experience changed my life. I gained some amazing connections already helping my migrant and refugee project get off the ground. It's fantastic to find new partners and people that share your energy."

Carolina P.

Brazil. 2023 Project Change-Maker and One Young World Ambassador for life



The annual One Young World (OYW) Summit brings together the brightest leaders from 190+ countries and 250+ organizations for four transformative days of speeches, workshops, and networking. OYW Ambassadors are also counselled by influential political, business, and humanitarian leaders such as former Irish President Mary Robinson, athlete Rio Ferdinand and Nobel Prize winner Professor Muhammad Yunus.

All our Project Change-Makers in attendance at One Young World graduate as life-long OYW Ambassadors!



Our commitment:

Tap into our resources, creativity and pioneering spirit to drive innovations to address sustainability challenges.



Living our commitments: Using our creativity and tech expertise to pioneer and drive sustainable solutions to address environmental and societal challenges

Projects in focus: Deaf culture and sign language training

Mission

To provide Deaf culture and sign language professional development to game-changers through an interactive online training program on Concentrix University to help build and foster a more inclusive workplace and community.

Highlights

- December 2023 pilot launch to Concentrix ANZ region.
- Rest of world launch in 2024.
- 700+ completions of the course to date.
- Course to be included in DEI Learning Pathway for managers.



External deaf narrator



External deaf narrator



Jaime B. at One Young World, Belfast 2023



Filming for Jaime's training program



"As a sign language interpreter I come across a lot of people in my everyday work that do not have a basic understanding of the Deaf community, their language and culture. Being able to educate our Concentrix game-changers on this important social culture is a big mission, but it's made easier via the Concentrix University platform. I had originally thought of the concept when I was doing professional self-development on Concentrix University and noticed nothing there regarding the Deaf community. When applications were due for Project Change, it gave me the perfect opportunity to pitch my idea and get the support I needed to get it off the ground!"

Jaime B.

New Zealand



Living our commitments: Using our creativity and tech expertise to pioneer and drive sustainable solutions to address environmental and societal challenges

Projects in focus: Knitting Hope

Mission

- To serve people, to positively impact mental health.
- To serve the earth, and repurpose plastic, and to reduce waste to landfill and CO2 emissions.
- To serve local communities, by donating useful knitted items to disadvantaged people.

Knitting Hope transforms plastic waste – most commonly plastic bags – into thread and yarn (PLARN) and repurposes it with knitting (crochet); the objective was to form a Concentrix global community and reach as many people as possible to motivate them to form their own Knitting Hope groups and connect with their local communities to increase the impact.

Highlights

- Knitting Hope program and communities launched in Thailand, India and Portugal.
- 198 game-changers trained to crochet recycled plastic bags into everyday useful items!
- Global online community created for Knitting Hope volunteers.
- Global Concentrix Academy Knitting Hope training session with 75 participants.



“My idea started as a local knitting group that I founded for my local account – I work with content moderators and design strategies to look after their mental health, since their roles encompass exposure to sensitive content. Knitting is fairly popular in Portugal, and I have an emotional bond with the crochet technique – as my grandmother taught me how to do it. I started to do some research on the mental health outcomes knitting has and found it can be beneficial for our wellbeing. I also came across projects using recycled plastic to produce socially responsible items to donate to local communities. I then had the idea to replicate this within my workplace – and this gave me the idea for my Project Change 2023 entry.”

Teresa V.
Portugal



Knitting Hope plastic wallets



Knitting Hope group in Thailand



Living our commitments: Using our creativity and tech expertise to pioneer and drive sustainable solutions to address environmental and societal challenges

Projects in focus: Impact sourcing center of expertise

Mission

- To collect, analyze and disseminate Impact Sourcing experiences, methodologies and best practices among our managers and partners throughout our value chain.
- We aim to become the go-to opportunity for everyone in the local job market.

Highlights

- Active virtual hub launched in October 2023.
- Proactive Impact Hiring goal included in our new ESG strategy.
- Via the impact sourcing Center of Expertise alone we aim to accelerate at least one partnership per month.
- Since project launch, closely partnered with nonprofit Generation on the launch of their very first digital customer support training in Ghana.
- 20+ Generation Ghana program graduates were offered roles within Concentrix after completing 7 weeks of this training.



It's fantastic to be able to focus on a project dear to your heart, a project that can impact individuals and their families positively, which ultimately brings value to the business. Mixing my experience of knowledge manager and ESG, I realized we had similar opportunities across our locations to recruit game-changers systemically excluded from the labor market, whether we talk about people with disabilities, long-term unemployed, refugees, neurodivergent candidates, etc. With a footprint in 70+ countries, we have so many experiences we can formalize, share and leverage. Thanks to the wide ecosystem we have, the goal is to expand initiatives from one country to another – such as Generation, with whom we had been working in France previously and now in Ghana. Impact hiring is about designing innovative processes and solutions to bring onboard candidates from all horizons, and for that, we need perspectives from all over! That's what I love about this Center Of Expertise, it's very representative of the Power of One."

Hanae C.
France

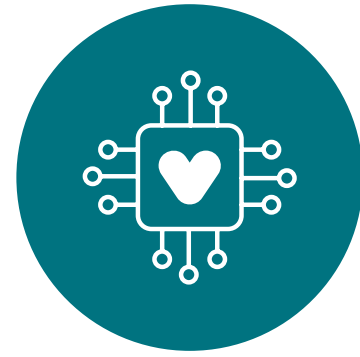


Hanae C. at One Young World, Belfast, 2023



Concentrix Ghana Recruitment Day





The power of simple sustainable actions

Using technology for a purpose that's bigger than us as a business is key to our ESG strategy. As a tech-powered company, we can use our creativity and technology to address social, environmental, and humanitarian challenges.

The Carbon Challenge platform, a web portal created by Concentrix, is a fantastic venue to drive change and raise

individual awareness among our 440k+ game-changers across 70+ countries. The portal was strictly open to game-changers at its initial launch last year. This year, it is now a public portal open to everyone wanting to know how a simple, sustainable action, like riding your bike or walking instead of taking the car, can make a difference in carbon reduction.



Our commitment:

Use our tech expertise to create solutions and platforms that improves lives and support actions in protecting the planet.



Sustainability Initiative of the Year
2024 — Business Intelligence Group



Carbon Challenge

Carbon Challenge contest year 2 stats:

1.9M Kgs of carbon potentially reduced or avoided (equivalent to taking out 475 gasoline-powered cars off the road for a year, or carbon sequestered by 2,332 acres of forests in a year)

69 countries participating

51k entries

Total number of game-changers who ate vegan: 1,384

Total number of game-changers who upgraded their appliances to more energy efficient ones: 795

Game-changers who changed to LED lighting: 2326

Game-changers who did composting: 1552



Living our commitments: Using our creativity and tech expertise to pioneer and drive sustainable solutions to address environmental and societal challenges

Tech-powered sustainable solutions

Our Energy Management Solutions (EMS), a Concentrix Catalyst service, emerged as a leader in utility data collection and payment solutions, including GHG Scope 1 and 2 reporting. With a portfolio of over 80 clients, processing more than 2.4M invoices and \$1 billion in payments annually, EMS has solidified its position as a trusted partner in sustainability data management.

EMS recognizes the pivotal role accurate utility data plays in empowering stakeholders to drive sustainability initiatives. By offering services that streamline data collection, automate reporting processes, and provide actionable insights, EMS empowers organizations to make informed decisions and achieve their sustainability goals.

This year, the EMS practice has focused on investing in technology to better help us meet the

evolving sustainability needs of our clients. We've implemented robotic process automation (RPA) for utility data collection, which has improved the efficiency and accuracy of the data we collect. Our team has also provided essential support to clients navigating GHG compliance processes, ensuring seamless integration of utility data into carbon accounting tools. Additionally, understanding the varied tools our clients utilize for energy and sustainability reporting, we've streamlined our data integration process. This enables clients to access data via both standard and customized data feeds and APIs, ensuring compatibility with their unique systems and preferences. These efforts reflect our ongoing commitment to driving positive change and supporting organizations in achieving their sustainability goals.



"The EMS platform is the backbone of Sodexo's energy management service. Having clear, accurate, and easy to use data allows our team of energy professionals to make important facility decisions based on facts. Since inception, we have saved our clients over \$7 million through the auditing process alone. We have clients who have reduced their carbon footprint by over 20%. EMS is a critical success tool in Sodexo's energy offering."

Linda Tuulinsou

Sodexo Energy Intelligence,
Solutions Analytics



The Energy Management Solutions (EMS), a Concentrix Catalyst service, is a leader in utility data collection and payment solutions



EMS Dashboard

2,664,132.7
kWh per day

Average daily electrical consumption in May, 2024

932,446.2
Metric Tons of CO2

Carbon footprint across all sites for the month of May, 2024

EUI 0.15
kBTU per Sq.Ft

Energy Use Intensity across all sites in May, 2024

\$ 0.03
Effective Rate per kBTU

Average unit rate of Electricity in May, 2024



Living our commitments: Using our creativity and tech expertise to pioneer and drive sustainable solutions to address environmental and societal challenges

Working together to make the world safer

The National Center for Missing & Exploited Children (NCMEC) maintains a repository of child sexual abuse material (CSAM) hash lists that they make available to electronic service providers (ESPs) (social media, photo sharing sites, cloud storage, etc.). This enables the ESP to scan their platform to quickly, accurately and safely identify CSAM to be removed, reported, etc. NCMEC needed a reputable 3rd party to audit and validate the material on the

hash lists and Concentrix created a team that completed this (very difficult, but very important) work pro bono. This included transferring one of our most experienced clinical psychologists from India to support the wellness of this US team for the duration of the project.



“Concentrix’ specialized team performed the \$350,000 audit as a donation to our nonprofit organization, enabling NCMEC to keep those funds in our core programs that help serve victims and survivors of online child sexual abuse. The audit’s results were impressive: 99.99% of the 538,922 unique images and videos reviewed by Concentrix were confirmed as containing verified child sexual abuse material (CSAM). Thank you, Concentrix, for your partnership and commitment to protecting children and supporting NCMEC’s vital mission.”

Shelley Allwang

Director, Exploited Child Division, National Center for Missing & Exploited Children.



“This project was an incredible demonstration of Concentrix living up to its commitment to social responsibility and putting the very best of our capabilities to work on behalf of exploited children. As a father and as a professional it was a very proud moment for me to see Concentrix’ amazing team working together with the NCMEC to do something that will have a meaningful and lasting impact on the lives of some of the most vulnerable and deserving members of society.”

Igor S.

Sales & Account Management,
Americas & APAC

Empowering and giving back to our communities

Strengthening and building resilient communities everywhere we operate and supporting the causes our game-changers are most passionate about.



Our commitments for 2030



Give voice

Give our voice to raise awareness in our workplace and the communities where we are.



Give money

Give financial donations to initiatives that align with our corporate philanthropy strategy and causes our game-changers are passionate about.



Give time

Give time to causes that empower communities.



Give things

Give non-financial donations to communities in need.

Visit to
Sunnyville
Farm,
Quezon City,
Philippines



UN SDG alignment



Empowering our communities

At Concentrix, we aim to strengthen and build resilient communities everywhere we operate and support the causes our game-changers are most passionate about.

We live out our impact area of empowering and giving back to our communities through philanthropy work across the business. Across our global footprint, powerful work is being done to support local disadvantaged communities and biodiversity projects close to our game-changers' hearts.

We achieve this work by creating community groups and programs through which all game-changers can become community givers. Whether it is giving their voice, money, time or things, they can focus on the causes they are passionate about, making our impact as one team much stronger.

Our giving commitments



Give voice

We will give our voice to raise awareness on important social and environmental issues in the workplace and the communities where we are, which can be in partnership with nonprofits or other organizations.



Give money

We will contribute financial donations to initiatives aligned with our corporate philanthropy through our partner, Think Human Foundation, and other partnerships and causes that resonate deeply with our game-changers.



Give time

We will commit to giving time to initiatives that uplift and empower the communities in which we operate.



Give things

We will provide non-financial contributions tailored to the specific needs of the communities requiring assistance.



Our goals

Empowering and giving back to our communities

With our amazing game-changers' help, we've already surpassed several of our 2025 social commitments much sooner than intended. So, to amplify our impact, we've launched new goals for 2030! Despite our new focus though, our mission remains the same: create even better communities where we live and operate. As you read on, you'll experience stories about not just the progress we've made towards our previous goals — but our new goals too, and how this continued investment in our communities is fostering real, positive change around the globe.



Giving back

Empower and give back to our communities using our giving strategy.

Goal	2030 Goal	2024 Actual
Give 500k hours per year for communities (including hours given via our global funded partner, Think Human Foundation).	500k	51,835
Give at least \$4M a year to support community causes (Including Think Human Foundation).	\$4M	\$735,061
Support 100 climate resilience projects by 2030 (50 supported via our global funded partner, Think Human Foundation).	100	4
Enable 380k people access to quality education and increase their skills (80k enabled via our global funded partner, Think Human Foundation).	380k	30,639

Progress reported for all new goals covers April-May 2024 | *Baselining ongoing





Living our commitments: Strengthening and building resilient communities everywhere we operate and supporting the causes our game-changers are most passionate about

Giving back, changing lives

USA



Martin Luther King Jr. national service day outreach

In honor of MLK National Service Day, our Farmington Hills game-changers and their families volunteered to unload pallets, pack grocery totes, and then deliver them to local organizations throughout the metro Detroit area for distribution to local families in need. Over 2,500 grocery bags were packed and delivered. No matter the choice, service empowers individuals, strengthens communities, bridges barriers, creates solutions and moves us closer to Dr. King's vision of a beloved community. It breaks down barriers by bringing people from different backgrounds together, and it benefits those who choose to serve.

India



Experience beyond sight

Concentrix has been supporting the National Association for the Blind since 2018, and in that time has provided education sponsorship for at least 270 children along with special educators salaries. We also have been involved in kitchen refurbishment and construction of an additional five classrooms on the second floor and an elevator lift.



Indonesia



Gelora Insan Mandiri Foundation

The Foundation provides support for underprivileged children, offering a safe and nurturing environment. In February' 2024, 161 game-changers supported 200 orphaned children by providing three nutritious meals daily for a duration of three months, striving to provide essential support and a sense of stability during challenging times. A total of 322 hours were well spent by our game-changers interacting, playing games & spreading happiness to the children during the visit.

China



Menstrual hygiene products donation

The program Concentrix Cares aims to encourage all game-changers to pay attention to equal rights and contribute to related social activities. During China Culture month in September, we initiated a social campaign for menstrual hygiene products donations for stay-at-home girls — children who remain in rural regions of the country while their parents leave to work in urban areas. Within one week, many game-changers in China forwarded Concentrix WeChat posts for this donation in their own social media accounts, and we bought and sent 10,000 menstrual hygiene products to children in need.

The Concentrix stay-at-home girls volunteer program was a collaboration between Concentrix, the Dalian Women and Children Foundation, and the Zhuanghe City Women's Federation.



Living our commitments: Strengthening and building resilient communities everywhere we operate and supporting the causes our game-changers are most passionate about

Giving back, changing lives

Benin

OHANA giving program

For Christmas, a donation of food and toys was made to the children of the OHANA Orphanage in Cotonou.

OHANA's mission, whose name comes from a Hawaiian term meaning "family," is to help orphaned and vulnerable children in Benin.

This is our way of giving back to the community and sharing a little joy during the special time of Christmas. Thanks to the commitment and support of our game-changers, we were able to offer a variety of basic necessities as well as toys to bring happiness to the faces of these children.



Colombia

Knowledge mentors

We aim to bridge inequality gaps present in the communities where we operate. One of the programs we conduct is Knowledge Mentors, where we support approximately 140 children and adolescents by providing basic knowledge on leadership, science, English, communication, and emotional wellbeing. These programs are held in vulnerable communities in Bogotá and Medellín, Colombia, and are executed by volunteer game-changers.



Philippines

District Go outreach program

The outreach program of Cebu 3 District Go held on March 23, 2024, was a commendable initiative in celebration of International Women's Month. During this event, groceries were distributed to 30 women, providing essential support and recognition to these individuals. Such efforts not only demonstrate a commitment to community welfare but also highlight the importance of empowering and uplifting women in society. This act of kindness and generosity undoubtedly made a positive impact on the lives of those involved, fostering a sense of unity and solidarity within the community.



Australia

Bridge to Brisbane race

In October 2023, in partnership with a client account, game-changers took part in the Bridge to Brisbane race to raise funds for Ronald McDonald House Charities in Southeast Queensland. These charities provide accommodations and support for families of seriously ill children in hospitals. Overall, the race raised an incredible \$436,000, allowing our client, a main sponsor, to continue fully funding the emergency accommodations inside the Queensland Children's Hospital for another year, and contributing to key upgrades to houses near the hospital.





Living our commitments: Strengthening and building resilient communities everywhere we operate and supporting the causes our game-changers are most passionate about

Pursuing higher education

By creating a structured platform for philanthropy, we can create a lasting legacy in helping our communities. It's with this in mind that in 2020, Concentrix launched a scholarship program in memory of Winnie Sun — our former Global EVP of Delivery and a beloved member of the Concentrix family — and partnered with Think Human Foundation to launch our focused-giving strategy.

The Winnie Sun scholarship is now in its fourth year, and we are incredibly proud of the reach and impact of this program on young women in India. We now have a total of 334 students who have received scholarships, our Buddy Connect

initiative, where a Concentrix leader mentors a scholar one-on-one in their professional development, has enabled 72 women to gain the confidence they need as they enter the workforce, and to date we have had a total of 150 upskilling sessions. We are soaring to new heights in 2024 with 20 scholars eligible for placements, eight scholars who have been selected for internships and 13 scholars placed in multinational corporations.

We look with excitement and optimism to the future as we onboard more women scholars — enhancing their lives and paving the way for their brighter tomorrow.



"My father is a farmer and mother is a housewife. I completed most of my graduation through government resources, therefore, when it came to college, my parents weren't able to support my fees. It was only due to Winnie Sun that I could study further and dare to dream. My Buddy Connect mentor's guidance proved invaluable for me. We covered various topics including confidence, professionalism, etc. All this helped me prepare for my placement interviews. I am proud to share that I will be beginning my career as a software engineer in one of the top IT companies and earning a seven-figure package. This development will help me transform my family's life. I am now motivated to assist others in transforming their lives just as I have been fortunate to have mine."

Kajal M.

Be Tech, IIT Bombay, Winnie Sun Scholar

Winnie Sun



Winnie Sun scholarship recipient



Winnie Sun scholarship recipients



Since 2021 through the Winnie Sun scholarship, we have:

Supported **334** students

162 upskilling sessions

72 women supported through the Buddy Connect program



Living our commitments: Strengthening and building resilient communities everywhere we operate and supporting the causes our game-changers are most passionate about

Pursuing higher education (continued)



"I want to express my heartfelt gratitude to Concentrix and the Winnie Sun Scholarship for supporting me all through my college journey. The learning and one-on-one mentoring sessions conducted every week helped me a lot in my preparation. I am thankful to the entire scholarship team for making me a successful engineer. I will make sure I never disappoint and help the society and students like me. Thank you so much for everything, now it's my turn to return it back."

Apurva

National Institute of Technology, Surathkal Karnataka, selected as a software developer in ICICI Bank



"Recently, I received news that I'd been selected for an internship at Boeing, a prestigious opportunity that surpasses anything I could have imagined. The thought of my stipend exceeding my family's monthly income fills me with a sense of disbelief and gratitude that words cannot fully express. I am forever indebted to Concentrix, the Winnie Sun Scholarship, and all those who have supported me along the way. Their belief in my potential has not only changed my life but has also instilled in me a determination to pay it forward and make a difference in the world."

Suidhi G.

B.Tech, Cummins College of Engineering, Pune, selected for Boeing internship

Winnie Sun Scholarship recipients





Living our commitments: Strengthening and building resilient communities everywhere we operate and supporting the causes our game-changers are most passionate about

Adopt-a-Community

Educate. Encourage. Embrace. Empower.

Our Adopt-a-Community program is in its fourth year. It supports around 176 families on four urban farms in the Philippines. Our game-changers are volunteering at each of the farms to help uplift community livelihoods and promote environmental sustainability for the next generation.

Our local teams actively seek out vacant plots close to our sites and, in partnership with the local government, set up urban farms for communities in need. The idea goes beyond providing food aid. It is about equipping families with the skills and opportunities needed for the community

to become self-sufficient. Families rely on the farms and their produce as a source of food and income, working hard each day to ensure they are maintained and yield as many healthy, nutritious vegetables as possible.

On May 15, 2024, we officially opened the fourth Adopt-a-Community, the San Isidro Labrador Farm located in Quezon City. There, we are transferring the skills and knowledge of our three established communities and donating seedlings from these farms to give Barangay San Isidro Labrador the best possible start!



"The Sunnyville Farm Project helps improve our lives by providing fresh and nutritious vegetables. We are truly grateful to Concentrix for their continued support and guidance, and for the help they extended to us to ensure the sustainability of this program, so more farmers like me can benefit from it."

Tony

Partner farmer at Sunnyville Farm

Sunnyville Farm, Quezon City, Philippines



Official opening of the San Isidro Labrador Farm, Philippines





Living our commitments: Strengthening and building resilient communities everywhere we operate and supporting the causes our game-changers are most passionate about

Adopt-a-Community (continued)



The following are the farms we support through the Adopt-a-Community program:

Name of Community	Number of Families Supported	Farm Size	Yielded Crops and Produce	Concentrix Farm Donations	Example Concentrix Volunteer Activities	Total Game-changer Hours Given
Sunnyville Farm, Quezon City	70	2 Sq km	Lettuce, petchay, kangkong, talbos, atchara, chili garlic, kimchi, herbal tea, sukang timplado, putong kamote	<ul style="list-style-type: none"> • Farm tools and seedlings • Tilapia farming • Stingless bee keeping • Rabbit and chicken enclosures 	<ul style="list-style-type: none"> • Donation of women care kits for International Women's Day health talks • Christmas basket giveaways • How to grow mushrooms workshop 	1340
Barangay 412, Sampaloc, Manila City	36	Greenhouse set-up 2m x 13m x 2.9m	Cabbage and lettuce	<ul style="list-style-type: none"> • Hydroponics equipment • Cleaning equipment 	<ul style="list-style-type: none"> • Storytelling activities with the children of Barangay 412 • Books donation 	44
Don Bosco, Tondo	20	63m x 34m	Cabbage and lettuce	<ul style="list-style-type: none"> • Aquaponics equipment 	<ul style="list-style-type: none"> • Donation of 250 bags of school supplies 	224
San Isidro Labrador Farm, Quezon City	50	300 sqm (with potential expansion of an additional 200 sqm)	Spinach, lettuce, kangkong, onion, banana, papaya, alugbati, stringbeans, kamote, strawberry and kamote tops	<ul style="list-style-type: none"> • Hydroponics garden • Fishpond • Stingless bee colonies • Solar powered lights • Water sprinklers 	<ul style="list-style-type: none"> • Land cleanup • Planting and harvesting of produce • Community feeding program • Donation of bags and tumblers for students • Stingless bee keeping seminar 	578

Giving back to our communities

Concentrix' commitment to funding Think Human Foundation underscores its profound desire to empower and give back to communities where it operates.

Think Human Foundation is an endowment fund created in 2019 to support trusted nonprofits building climate resilience or facilitating access to quality education.

In 2023, Think Human Foundation and Share, Think Human reached almost 7,000 beneficiaries of educational projects in 27 countries through 20 nonprofit organizations.

A strong network now of 50, Concentrix Think Human ambassadors around the world identify the most impactful nonprofits, support funding applications and select projects in-line with the Foundation's mission.

- Today, **1 in 4 young people** in the world are not in training, education or employment. ([Source UN SDG report](#)). Access to quality education is key to achieving our sustainable development goals. Alongside our nonprofit partners, we

want to help strengthen academic, social and digital skills, and provide a better understanding of the codes of the world of work to promote inclusion.

- Every year, **100 million hectares of rich, productive land are degraded** ([Source UN Goal 15](#)). Our aim is to promote resilience in the face of climate change. In 2024, by supporting projects to protect biodiversity, provide access to renewable energy, improve soil quality, plant sustainable crops and support agricultural and ecological practices, we aim to strengthen the knowledge and quality of life of the communities around us.

The Board of Directors

As an independent entity, THF has its own application process, an evaluation committee and a Board of Directors.



Philip Cassidy
President



Jane Fogarty
Secretary



Diaue Hausou
Board Member

Investing committee



Monica Egger
Concentrix, Financial
Planning & Analysis



Martin Doyen
Investment Principal
at GBL Concentrix
Shareholder



Concentrix visit to Think Human Foundation Youth Center project in Manila, Philippines, May 2024



Nonprofit partnerships on educational projects in 2023

Think Human Foundation's reach is incredible: at the end of 2023 the Foundation had 20 nonprofit partnerships ongoing, providing educational support to those who needed it in 27 countries. See its global footprint below:

 Ongoing Think Human projects



- **Guatemala:** Glasswing
- **Peru:** Enseña Peru
- **El Salvador, Colombia:** Aflatoun, Gloria Kriete, CFA Foundation

- **Austria:** Concordia
- **Benin, Ghana, Senegal:** Global Mentorship Initiative
- **Cote d'Ivoire:** Association Imagine le Monde
- **France:** Alliance pour l'éducation, Excellence ruralités
- **Greece:** Sistech
- **Italy:** Albero della Vita
- **Latvia, Norway, Denmark,**

Estonia, Finland, Sweden: Junior Achievement

- **Morocco, Algeria:** Education for Employment
- **Portugal:** Paje
- **Romania:** Hope and Homes
- **Spain:** Foto Colectania
- **UK:** Working Rite (Share, Think Human)

- **Madagascar:** Colorie Ma Vie
- **South Africa:** Save the Children (Share, Think Human)
- **Türkiye:** Genç Basari
- **India and the Philippines:** Life Project 4 Youth
- **Malaysia:** Dignity for Children



think human
foundation

2023 highlights:

6928+ beneficiaries accessing quality education

200+ partner schools

26k+ hours of training

300+ mentors, trainers empowered

40+ ambassadors

In 2024, Think Human Foundation is widening its scope to climate resilience projects to strengthen its impact in supporting communities in the protection of local biodiversity and associated livelihoods, as well as future bad weather events.

[Click here to read the THF 2023 annual report.](#)



The Power of
ONE
concentrix™



Appendix



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Concentrix 2025 goals

When we launched our 2021 ESG Report, we set out to accomplish goals by 2025. A number of these have been surpassed while we have progressed steadily against the

rest. Below, you'll find our progress based on our original coverage and locations and plans for advancing these goals in the future.



Environmental | Climate

Drive energy efficiency and reduce carbon footprint.

Goal	2024 Actual	2025 Target	Progress	Goal Update as of June 2024	Goal Update Explanation	New Goals
Reduce power consumption to the equivalent of 50K MT of CO2e.	61k	50K	●	Completed and absorbed in new goal.	We have exceeded this goal early and replaced it with our overarching goal of reducing our emissions by 50% by 2030, which includes Scope 2 — the power we consume in our facilities.	Reduce our absolute scope 1, 2 and 3 emissions by 50% by 2030 (2019 baseline).
35% of game-changers using working remotely mode of work to reduce commuting emissions by 50%.	25%	35%	●	On track and absorbed in new goal.	We have completed this goal as our commuting emissions reduction is now replaced by our overarching ambition to reduce our absolute emissions by 50% by 2030. Our work-at-home strategy is also replaced with an encompassing strategy to cover all possible sustainable commuting programs.	Reduce our absolute scope 1, 2 and 3 emissions by 50% by 2030 (2019 baseline). All countries to have a sustainable commuting program in place by 2030.
30% of our power from renewable energy sources.	27.51%	30%	●	More ambitious goals set.	We updated this goal to align with our overarching emissions reduction ambition for Scope 2, and reflects our strategy to achieve this.	50% of our power from renewable energy sources by 2030.
Close 24 data centers.	16	24	●	On track and absorbed in new goal.	This goal is no longer strategically relevant to our evolved strategy. The action to close our data centers has been originally conceived as a step towards reducing our emissions globally and is now subsumed under our overarching ambition to reduce our absolute emissions by 50% by 2030.	50% of our power from renewable energy sources by 2030.
Target 75% of our spend to be procured through environmentally conscious suppliers.	35%	75%	●	On track and absorbed in new goal.	This goal is now part of our evolved strategy and our goal of having 50% of our spend from suppliers which meet our advanced suppliers standards under our Building Trust pillar.	50% of our spend from suppliers who meet our Advanced Suppliers standard.
100% of our facilities using LED lighting.	79.77%	100%	●	On track and absorbed in new goal.	This is now included in our internal Sustainable Building Standards, which covers all aspects of sustainable building design. We have evolved our strategy to reflect a more holistic approach to designing our buildings sustainably.	100% of our owned buildings to meet internal Sustainable Buildings Standard by 2030.

● Met or exceeded ● On track ● Need to accelerate



Concentrix 2025 goals

Environmental | Waste

Reduce waste to landfill.

Goal	2024 Actual	2025 Target	Progress	Goal Update as of June 2024	Goal Update Explanation	New Goals
Eliminate or recycle 250,000 pounds of paper.	786,963	250,000	●	Completed.	We have exceeded this goal early, and it's now part of our overarching waste management practice and emissions reduction strategy.	–
Eliminate single-use plastic water bottles in 100% of our sites.	75.99%	100%	●	More ambitious goals set.	We expanded the scope to encompass all single-use plastics in our sites, not just plastic water bottles.	Phase out single-use plastic at our sites by 2030.
Ethically donate or recycle 100% of our e-waste.	90.77%	100%	●	Refined.	We have updated this goal to a 2030 timeline.	Donate or recycle 100% of e-waste by 2030.
Use 20% reclaimed materials in our construction projects.	14.10%	20%	●	On track and absorbed in new goal.	This is now included in our internal Sustainable Building Standards, covering all aspects of sustainable building design. We have evolved our strategy to reflect a more holistic approach to designing our buildings sustainably.	100% of our owned buildings to meet internal Sustainable Buildings Standard by 2030.
100% of our paper products coming from sustainable methods.	72.42%	100%	●	On track and absorbed in new goal.	This goal is now part of our evolved strategy and goal of having 50% of our spend from suppliers which meet our advanced suppliers standards under our Building Trust pillar. This new strategy will not only cover paper products purchased but our overall spend, and selection of vendor partnerships will be based on a more robust sustainable criteria.	50% of our spend from suppliers who meet our Advanced Suppliers standard.

Environmental | Ecosystems

Work to help replenish our ecosystems.

Goal	2024 Actual	2025 Target	Progress	Goal Update as of June 2024	Goal Update Explanation	New Goals
Plant two times the number of trees we consume in paper products	699,635	250,000	●	More ambitious goals set.	We have already achieved our previous goal and updated it with a forward-looking vision to 2030.	Plant and restore 2M trees by 2030 (since 2021-including 300k trees planted through our global funded partner, THF).
50,000 volunteer hours to enhance the ecosystem	450,282	50,000	●	More ambitious goals set.	We have exceeded this goal early and retired it. Moving forward, volunteer hours will be reported under our Empowering Communities pillar.	Give 500k hours per year for communities (including hours given via our global funded partner, THF).

● Met or exceeded

● On track

● Need to accelerate



Concentrix 2025 goals

Social | People, culture & community

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

Goal	2024 Actual	2025 Target	Progress	Goal Update as of June 2024	Goal Update Explanation	New Goals
Achieve a minimum 85% happy game-changers in our annual ESAT surveys.	84.40%	85%		No change.	No change.	Not Applicable.
100% of new game-changers trained on our culture in their first 90 days.	55.30%	100%		Moved to internal monitoring.	These goals have been designated for internal monitoring because they primarily support our overarching aim of creating happy game-changers. Ultimately, achieving a minimum of 85% happy game-changers is the true measure of success for our programs designed to enhance their experience, and this metric is a crucial part of that evaluation. We will continue to track this internally.	Not Applicable.
Complete 5 million hours of L&D training per year.	6.3M	5M		Moved to internal monitoring.	These goals have been designated for internal monitoring because they primarily support our overarching aim of creating happy game-changers. Ultimately, achieving a minimum of 85% happy game-changers is the true measure of success for our programs designed to enhance their experience, and this metric is a crucial part of that evaluation. We will continue to track this internally.	Not Applicable.
Pay a living wage globally for our team members.	93%	100%		No change.	No change.	Not Applicable.
Improve economic development in our communities through impact hiring.	164,739	40,000		On track and absorbed in new goal.	We have exceeded this goal and have created a new goal to focus on impact hiring partnerships.	All countries to have proactive impact hiring partnership by 2030.
Support communities through access to our facilities.	8	4		Completed	We have exceeded this goal and will continue to monitor implementation.	Not Applicable.
Donate a minimum of \$2.5M a year to support community causes.	\$3.2M	\$2.5M		More ambitious goals set.	We have updated this goal to reflect our partnership and endowment with Think Human Foundation.	Give at least \$4M a year to support community causes (including THF endowment fund).
50% internal promotion rate by 2025.	50.70%	50%		Moved to internal monitoring	We've set these goals for internal monitoring because they are key to our mission of fostering happiness among our game-changers. Our true measure of success is achieving at least 85% happy game-changers, which underscores our programs aimed at enhancing their experience. This happiness metric is vital to our evaluation process, and we will keep a close eye on it internally.	Not Applicable.
One million volunteer hours by 2025.	373,348	1,000,000		On track and absorbed in new goal.	We have updated this goal to reflect annual achievement.	Give 500k hours per year for communities (including hours given via our global funded partner THF).

Met or exceeded

On track

Need to accelerate



Concentrix 2025 goals

Social | Diversity, equity, inclusion & belonging

Create workplaces that reflect the communities we are in.

Goal	2024 Actual	2025 Target	Progress	Goal Update as of June 2024	Goal Update Explanation	New Goals
100% of Concentrix Talent Acquisition team are trained on inclusive sourcing.	75.60%	100%		Moved to internal monitoring.	These goals have been designated for internal monitoring because they primarily support our overarching aim of creating happy game-changers. Ultimately, achieving a minimum of 85% happy game-changers is the true measure of success for our programs designed to enhance their experience, and this metric is a crucial part of that evaluation. We will continue to track this internally.	Not Applicable.
100% of our people managers receive DEI inclusivity training.	59.40%	100%		Moved to internal monitoring.	We track these goals internally because they play a crucial role in our mission to cultivate happiness among our game-changers. Our true success lies in hitting at least 85% happiness among them, which reflects the effectiveness of our programs designed to enrich their experience. This important metric will continue to be a focal point in our internal assessments.	Not Applicable.
100% of our countries have senior representation that reflect their local communities.	97.70%	100%		On track and absorbed in new goal.	Refined for language clarity.	100% of our countries to have senior representation that reflects their local communities by 2030.
100% increase in our current spend with diverse suppliers.	84%	100%		On track and absorbed in new goal.	This goal is now part of our evolved strategy and goal on having 50% of our spend from suppliers which meet our advanced suppliers standards under our Building Trust pillar.	50% of our spend from suppliers who meet our Advanced Suppliers standard.

Met or exceeded

On track

Need to accelerate



Concentrix 2025 goals

Social | Wellbeing

Create a place that nurtures health, happiness, and wellbeing for all game-changers.

Goal	2024 Actual	2025 Target	Progress	Goal Update as of June 2024	Goal Update Explanation	New Goals
100% of people managers receive mental health awareness training.	79%	100%		Moved to internal monitoring.	We've earmarked these goals for internal monitoring because they play a vital role in our mission to ensure game-changer happiness. Our true measure of success hinges on achieving at least 85% happy game-changers, which reflects the effectiveness of our experience-enhancing programs. This key metric is critical to our evaluation process, and we will keep a close watch on it internally	Not Applicable.
For certain work types, six months post-employment support.	100%	100%		Completed and absorbed in new goal.	We have achieved our EAP coverage for all our game-changers and have evolved our strategy to focus specifically on programs that need particular support.	All countries have EAP coverage including 24/7 crisis counselling with six months post-exit support for highly sensitive content moderation accounts.
100% of game-changers have access to Employee Assistance Programs (EAP).	100%	100%		Completed and absorbed in new goal.	Having reached full EAP coverage for all game-changers, we are now shifting our focus to enhancing programs that need extra attention and resources.	All countries have EAP coverage including 24/7 crisis counselling with 6 months post exit support for highly sensitive content moderation accounts.

Met or exceeded

On track

Need to accelerate



Concentrix 2025 goals

Governance | Ethics + compliance

Enforce standards for ethical business conduct.

Goal	2024 Actual	2025 Target	Progress	Goal Update as of June 2024	Goal Update Explanation	New Goals
~100% COEBC game-changers sign-off.	99.30%	100%		Refined.	We have updated the language for clarity.	~100% COEBC game-changers training completion.
Promotion of whistleblower and anti-corruption programs globally.	✓	✓		Moved to internal monitoring.	This goal has been moved to internal monitoring as the whistleblower and anti-corruption program are already embedded in the COEBC training.	Not Applicable.
100% compliance with Vendor Code of Conduct.	✓	✓		Refined.	We have updated the language for clarity.	100% compliance with Supplier Code of Conduct.

Met or exceeded

On track

Need to accelerate



Concentrix 2025 goals

Governance | Cybersecurity + data protection

Lead in cybersecurity and data protection practices

Goal	2024 Actual	2025 Target	Progress	Goal Update as of June 2024	Goal Update Explanation	New Goals
Ensure we never let our guard down.	✓	✓	●	Completed.	This goal is consistently achieved as evidenced by our annual cybersecurity training. A crucial piece of this metric is training our game-changers on cybersecurity, which is already expressed as a separate goal.	~100% compliance with cybersecurity training.
Ensure compliance in cybersecurity training.	95%	90%	●	Refined.	We have updated the language for clarity.	~100% compliance with cybersecurity training.
Invest in industry-leading security infrastructure.	✓	✓	●	Moved to internal monitoring.	This goal has been moved to internal monitoring as security investments are confidential in nature.	Not Applicable.

● Met or exceeded

● On track


● Need to accelerate








Sustainable development goals alignment


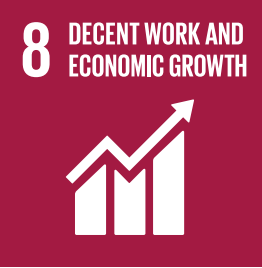

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. Companies are tremendous



platforms for change to answer these urgent calls to action alongside and in partnership with many other stakeholders such as countries. Here is how we contribute to the Sustainable Development Goals (SDGs).



UN SDG	Description	SDG Targets	Concentrix Impact Area Alignment	Concentrix ESG Goal (Objective)	Contributing Actions (Page reference)	Contributing Policies (Page reference)
	End poverty in all its forms everywhere.	1.1 By 2030, eradicate extreme poverty for all people worldwide, currently measured as people living on less than \$1.25 a day.	<ul style="list-style-type: none"> Elevating our game-changers' experience 	<ul style="list-style-type: none"> Pay a living wage globally for our team members. 	<ul style="list-style-type: none"> Our Game-changers section page 29, 39. Appendix: Our 2025 Goals page 75. 	<ul style="list-style-type: none"> Concentrix Human Rights Policy. Code of Ethical Business Conduct.
		1.2 By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions.	<ul style="list-style-type: none"> Elevating our game-changers' experience 	<ul style="list-style-type: none"> Pay a living wage globally for our team members. 	<ul style="list-style-type: none"> Our Game-changers section page 29, 39. Appendix: Our 2025 Goals page 75. 	<ul style="list-style-type: none"> Concentrix Human Rights Policy.
		1.5. By 2030, build the resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events and other economic, social and environmental shocks and disasters.	<ul style="list-style-type: none"> Promoting innovation and tech for good 	<ul style="list-style-type: none"> All countries to have proactive impact hiring partnership by 2030. 	<ul style="list-style-type: none"> Our Game-changers section page 29, 39-40. Innovation and Tech section page 58. Appendix: Our 2025 Goals page 77-78. 	<ul style="list-style-type: none"> Concentrix ESG Policy.
		<ul style="list-style-type: none"> Empowering and giving back to our communities 	<ul style="list-style-type: none"> Support 100 climate resilience projects by 2030 (50 supported through our global partner, Think Human Foundation). 	<ul style="list-style-type: none"> Empowering Communities section page 64, 69-70. 	<ul style="list-style-type: none"> Concentrix ESG Policy. 	
		<ul style="list-style-type: none"> Promoting innovation and tech for good 	<ul style="list-style-type: none"> All countries to have proactive impact hiring partnership by 2030. 	<ul style="list-style-type: none"> Our Game-changers section page 29, 39-40. Innovation and Tech section page 58. Appendix: 2025 Goals page 77-78. 	<ul style="list-style-type: none"> Concentrix ESG Policy. 	



UN SDG	Description	SDG Targets	Concentrix Impact Area Alignment	Concentrix ESG Goal (Objective)	Contributing Actions (Page reference)	Contributing Policies (Page reference)
	End hunger, achieve food security and improved nutrition and promote sustainable agriculture.	2.4. By 2030, ensure sustainable food production systems and implement resilient agricultural practices that increase productivity and production, that help maintain ecosystems, that strengthen capacity for adaptation to climate change, extreme weather, drought, flooding and other disasters and that progressively improve land and soil quality.	<ul style="list-style-type: none"> Empowering and giving back to our communities 	<ul style="list-style-type: none"> Support 100 climate resilience projects by 2030 (50 supported through our global partner, Think Human Foundation). 	<ul style="list-style-type: none"> Empowering Communities section page 64, 69-70. 	<ul style="list-style-type: none"> Concentrix ESG Policy.
	Ensure healthy lives and promote wellbeing for all at all ages.	3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.	<ul style="list-style-type: none"> Elevating our game-changers' experience 	<ul style="list-style-type: none"> All countries to have EAP coverage including 24/7 crisis counselling with six months post-exist support for highly sensitive content moderation accounts. 	<ul style="list-style-type: none"> Our Game-changers section page 29,36-37. Appendix: Our 2025 Goals page 79. 	<ul style="list-style-type: none"> Concentrix ESG Policy.
	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.	4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs.	<ul style="list-style-type: none"> Empowering and giving back to our communities 	<ul style="list-style-type: none"> Enable 380k people access to quality education and increase their skills (80k enabled through our global funded partner, Think Human Foundation). 	<ul style="list-style-type: none"> Empowering Communities section page 64, 65-68, 71-72. 	<ul style="list-style-type: none"> Concentrix ESG Policy.
		4.5 By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including people with disabilities, indigenous peoples and children in vulnerable situations.	<ul style="list-style-type: none"> Empowering and giving back to our communities 	<ul style="list-style-type: none"> Enable 380k people access to quality education and increase their skills (80k enabled through our global funded partner, Think Human Foundation). 	<ul style="list-style-type: none"> Empowering Communities section page 64, 65-68, 71-72. 	<ul style="list-style-type: none"> Concentrix ESG Policy.
		4.6 By 2030, ensure that all youth and a substantial proportion of adults, both men and women, achieve literacy and numeracy.	<ul style="list-style-type: none"> Empowering and giving back to our communities 	<ul style="list-style-type: none"> Enable 380k people access to quality education and increase their skills (80k enabled through our global funded partner, Think Human Foundation). 	<ul style="list-style-type: none"> Empowering Communities section page 64, 65-68, 71-72. 	<ul style="list-style-type: none"> Concentrix ESG Policy.



UN SDG	Description	SDG Targets	Concentrix Impact Area Alignment	Concentrix ESG Goal (Objective)	Contributing Actions (Page reference)	Contributing Policies (Page reference)
	Achieve gender equality and empower all women and girls	5.1 End all forms of discrimination against all women and girls everywhere.	<ul style="list-style-type: none"> Elevating our game-changers' experience 	<ul style="list-style-type: none"> Achieve a minimum 85% happy game-changers in our annual Your Voice survey. 	<ul style="list-style-type: none"> Our Game-changers section page 29-41. Appendix: Our 2025 Goals page 77. 	<ul style="list-style-type: none"> Concentrix Human Rights Policy. Code of Ethical Business Conduct.
		5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.	<ul style="list-style-type: none"> Promoting innovation and tech for good 	<ul style="list-style-type: none"> All countries to have proactive impact hiring partnership by 2030. 	<ul style="list-style-type: none"> Our Game-changers section page 29, 39-40. Innovation and Tech section page 58. Appendix: Our 2025 Goals page 77-78. 	<ul style="list-style-type: none"> Concentrix ESG Policy.
		5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.	<ul style="list-style-type: none"> Promoting innovation and tech for good 	<ul style="list-style-type: none"> Achieve a minimum 85% happy game-changers in our annual Your Voice survey. 	<ul style="list-style-type: none"> Our Game-changers section page 29, 39-40. Innovation and Tech section page 58. Appendix: Our 2025 Goals page 77-78. 	<ul style="list-style-type: none"> Concentrix ESG Policy.
		5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.	<ul style="list-style-type: none"> Elevating our game-changers' experience 	<ul style="list-style-type: none"> Achieve a minimum 85% happy game-changers in our annual Your Voice survey. 	<ul style="list-style-type: none"> Our Game-changers section page 29-41. Appendix: Our 2025 Goals page 77. 	<ul style="list-style-type: none"> Concentrix Human Rights Policy. Code of Ethical Business Conduct.
	Ensure availability and sustainable management of water and sanitation for all.	6.4 By 2030, substantially increase water-use efficiency across all sector and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce number of people suffering from water scarcity.	<ul style="list-style-type: none"> Accelerating towards a more sustainable planet 	<ul style="list-style-type: none"> Reduce water-use intensity by 50% by 2030. 	<ul style="list-style-type: none"> Our Planet section page 13. 	<ul style="list-style-type: none"> Concentrix ESG Policy.
				<ul style="list-style-type: none"> 100% of our owned buildings to meet internal Sustainable Buildings Standard** by 2030. 	<ul style="list-style-type: none"> Our Planet section page 13, 24-26. 	<ul style="list-style-type: none"> Concentrix Human Rights Policy. Code of Ethical Business Conduct.

UN SDG	Description	SDG Targets	Concentrix Impact Area Alignment	Concentrix ESG Goal (Objective)	Contributing Actions (Page reference)	Contributing Policies (Page reference)
	Ensure access to affordable, reliable, sustainable and modern energy for all.	7.2 By 2030, increase substantially the share of renewable energy in the global energy mix.	<ul style="list-style-type: none"> Accelerating towards a more sustainable planet 	<ul style="list-style-type: none"> 50% of our power from renewable energy sources by 2030. 	<ul style="list-style-type: none"> Our Planet section page 13, 15. Appendix: Our 2025 Goals page 75. 	<ul style="list-style-type: none"> Global Environmental Policy.
	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors.	<ul style="list-style-type: none"> Elevating our game-changers' experience Promoting innovation and tech for good 	<ul style="list-style-type: none"> 100% of our countries to have senior representation that reflects their local communities by 2030. All countries to have proactive impact hiring partnership by 2030. 	<ul style="list-style-type: none"> Our Game-changers section page 29. Appendix: Our 2025 Goals page 78. Our Game-Changers section page 29, 39-40. Innovation and Tech section page 58. Appendix: 2025 Goals page 77-78. 	<ul style="list-style-type: none"> Concentrix ESG Policy. Concentrix ESG Policy.
		8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and people with disabilities, and equal pay for work of equal value.	<ul style="list-style-type: none"> Promoting innovation and tech for good 	<ul style="list-style-type: none"> All countries to have proactive impact hiring partnership by 2030. 	<ul style="list-style-type: none"> Our Game-changers section page 29, 39-40. Innovation and Tech section page 58. Appendix: 2025 Goals page 77-78. 	<ul style="list-style-type: none"> Concentrix Human Rights Policy. Code of Ethical Business Conduct. Concentrix ESG Policy.
		8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training.	<ul style="list-style-type: none"> Empowering and giving back to our communities 	<ul style="list-style-type: none"> Enable 380k people access to quality education and increase their skills (80k enabled through our global funded partner, Think Human Foundation). 	<ul style="list-style-type: none"> Empowering Communities section page 64, 65-68, 71-72. 	<ul style="list-style-type: none"> Concentrix ESG Policy.
	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.	9.4 By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies.	<ul style="list-style-type: none"> Accelerating towards a more sustainable planet Promoting innovation and tech for good 	<ul style="list-style-type: none"> 100% of our owned buildings to meet internal Sustainable Buildings Standard** by 2030. Electrify 100% of our car fleet by 2030 for all company-owned vehicles. 100% of Project Change initiatives to be rolled out in business after 1 year of launch. 	<ul style="list-style-type: none"> Our Planet section page 13, 24-26. Our Planet section page 13-14. Innovation and Tech section page 54-58. 	<ul style="list-style-type: none"> Global Environmental Policy. Concentrix ESG Policy. Concentrix ESG Policy.

UN SDG	Description	SDG Targets	Concentrix Impact Area Alignment	Concentrix ESG Goal (Objective)	Contributing Actions (Page reference)	Contributing Policies (Page reference)
	Reduce inequality within and among countries.	10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.	<ul style="list-style-type: none"> Elevating our game-changers' experience 	<ul style="list-style-type: none"> 100% of our countries to have senior representation that reflects their local communities by 2030. 	<ul style="list-style-type: none"> Our Game-changers section page 29. Appendix: Our 2025 Goals page 78. 	<ul style="list-style-type: none"> Concentrix Human Rights Policy. Code of Ethical Business Conduct.
		10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.	<ul style="list-style-type: none"> Building and fostering trust 	<ul style="list-style-type: none"> ~100% COEBC (Code of Ethical Business Conduct) game-changers training completion. 	<ul style="list-style-type: none"> Building Trust section page 43-44,48. Appendix: Our 2025 Goals page 80. 	<ul style="list-style-type: none"> Concentrix Human Rights Policy. Code of Ethical Business Conduct.
	Make cities and human settlements inclusive, safe, resilient and sustainable.	11.2 By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, people with disabilities and older persons.	<ul style="list-style-type: none"> Accelerating towards a more sustainable planet 	<ul style="list-style-type: none"> All countries to have a sustainable commuting program in place by 2030. 	<ul style="list-style-type: none"> Our Planet section page 13-14. 	<ul style="list-style-type: none"> Concentrix ESG Policy.

UN SDG	Description	SDG Targets	Concentrix Impact Area Alignment	Concentrix ESG Goal (Objective)	Contributing Actions (Page reference)	Contributing Policies (Page reference)
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Ensure sustainable consumption and production patterns.	12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.	<ul style="list-style-type: none"> Accelerating towards a more sustainable planet 	<ul style="list-style-type: none"> Phase out single-use plastics at our sites by 2030. 	<ul style="list-style-type: none"> Our Planet section page 13, 16-19. Appendix: Our 2025 Goals page 76. 	<ul style="list-style-type: none"> Global Waste Policy.
		12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	<ul style="list-style-type: none"> Building and fostering trust 	<ul style="list-style-type: none"> 100% compliance with the Supplier Code of Conduct. 	<ul style="list-style-type: none"> Our Planet section page 13, 16-19. Appendix: Our 2025 Goals page 76. 	<ul style="list-style-type: none"> Global Waste Policy.
		12.7 Promote public procurement practices that are sustainable, in accordance with national policies and priorities.	<ul style="list-style-type: none"> Building and fostering trust 	<ul style="list-style-type: none"> 100% compliance with the Supplier Code of Conduct. 	<ul style="list-style-type: none"> Our Planet section page 13, 16-19. Appendix: Our 2025 Goals page 76. 	<ul style="list-style-type: none"> Global Waste Policy.
			<ul style="list-style-type: none"> Building and fostering trust 	<ul style="list-style-type: none"> 100% compliance with the Supplier Code of Conduct. 	<ul style="list-style-type: none"> Building Trust section page 43-44, 49. Appendix: 2025 Goals page 80. 	<ul style="list-style-type: none"> Global Supplier Code of Conduct.
			<ul style="list-style-type: none"> Building and fostering trust 	<ul style="list-style-type: none"> 50% of our spend from suppliers who meet our Advanced Suppliers standards. 	<ul style="list-style-type: none"> Our Planet section page 14. Building Trust section page 44. Appendix: Our 2025 Goals page 75, 78. 	<ul style="list-style-type: none"> Concentrix ESG Policy.
			<ul style="list-style-type: none"> Building and fostering trust 	<ul style="list-style-type: none"> 100% compliance with the Supplier Code of Conduct. 	<ul style="list-style-type: none"> Building Trust section page 44, 49. Appendix: Our 2025 Goals page 80. 	<ul style="list-style-type: none"> Global Supplier Code of Conduct.
 13 CLIMATE ACTION	Take urgent action to combat climate change and its impacts.	13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.	<ul style="list-style-type: none"> Empowering and giving back to our communities 	<ul style="list-style-type: none"> Support 100 climate resilience projects by 2030 (50 supported through our global partner, Think Human Foundation). 	<ul style="list-style-type: none"> Empowering Communities section page 64, 69-70. 	<ul style="list-style-type: none"> Concentrix ESG Policy.
		13.2 Integrate climate change measures into national policies, strategies and planning.	<ul style="list-style-type: none"> Accelerating towards a more sustainable planet 	<ul style="list-style-type: none"> Reduce our absolute scope 1, 2 and 3* emissions by 50% by 2030 (2019 baseline). 	<ul style="list-style-type: none"> Our Planet section page 12-14. Appendix: Our 2025 goals page 75. Appendix: Our Greenhouse Gas Inventory page 90. 	<ul style="list-style-type: none"> Global Environmental Policy.
		13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.	<ul style="list-style-type: none"> Empowering and giving back to our communities 	<ul style="list-style-type: none"> Give 500k hours per year for communities (including hours given via our global funded partner THF). 	<ul style="list-style-type: none"> Empowering Communities section page 63-72. Appendix: Our 2025 Goals page 77. 	<ul style="list-style-type: none"> Concentrix ESG Policy.

UN SDG	Description	SDG Targets	Concentrix Impact Area Alignment	Concentrix ESG Goal (Objective)	Contributing Actions (Page reference)	Contributing Policies (Page reference)
	Conserve and sustainably use the oceans, seas and marine resources for sustainable development.	14.1 By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution.	<ul style="list-style-type: none"> Accelerating towards a more sustainable planet 	<ul style="list-style-type: none"> Phase out single-use plastics at our sites by 2030. 	<ul style="list-style-type: none"> Our Planet section page 13, 16-19. Appendix: Our 2025 Goals page 76. 	<ul style="list-style-type: none"> Global Waste Policy.
		14.2 By 2020, sustainably manage and protect marine and coastal ecosystems to avoid significant adverse impacts, including by strengthening their resilience, and take action for their restoration in order to achieve healthy and productive oceans.	<ul style="list-style-type: none"> Accelerating towards a more sustainable planet 	<ul style="list-style-type: none"> Plant and restore 2M trees by 2030 (since 2021-including 300k trees planted through our global funded partner, THF). 	<ul style="list-style-type: none"> Our Planet section page 13, 20-23. Appendix: Our 2025 Goals page 76. 	<ul style="list-style-type: none"> Global Environmental Policy.
	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.	15.1 By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements.	<ul style="list-style-type: none"> Accelerating towards a more sustainable planet 	<ul style="list-style-type: none"> Plant and restore 2M trees by 2030 (since 2021-including 300k trees planted through our global funded partner, THF). 	<ul style="list-style-type: none"> Our Planet section page 13, 20-23. Appendix: Our 2025 Goals page 76. 	<ul style="list-style-type: none"> Global Environmental Policy.
		15.2 By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally.	<ul style="list-style-type: none"> Accelerating towards a more sustainable planet 	<ul style="list-style-type: none"> Plant and restore 2M trees by 2030 (since 2021-including 300k trees planted through our global funded partner, THF). 	<ul style="list-style-type: none"> Our Planet section page 13, 20-23. Appendix: Our 2025 Goals page 76. 	<ul style="list-style-type: none"> Global Environmental Policy.

UN SDG	Description	SDG Targets	Concentrix Impact Area Alignment	Concentrix ESG Goal (Objective)	Contributing Actions (Page reference)	Contributing Policies (Page reference)
	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.	16.3 Promote the rule of law at the national and international levels and ensure equal access to justice for all.	<ul style="list-style-type: none"> Building and fostering trust 	<ul style="list-style-type: none"> ~100% COEBC (Code of Ethical Business Conduct) game-changers training completion. 	<ul style="list-style-type: none"> Building Trust section page 44, 48. Appendix: Our 2025 Goals page 80. 	<ul style="list-style-type: none"> Code of Ethical Business Conduct.
		16.6 Develop effective, accountable and transparent institutions at all levels.	<ul style="list-style-type: none"> Building and fostering trust 	<ul style="list-style-type: none"> ~100% COEBC (Code of Ethical Business Conduct) game-changers training completion. 	<ul style="list-style-type: none"> Building Trust section page 44, 48. Appendix: Our 2025 Goals page 80. 	<ul style="list-style-type: none"> Code of Ethical Business Conduct.
	Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development.	17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.	<ul style="list-style-type: none"> Promoting innovation and tech for good 	<ul style="list-style-type: none"> All countries to have proactive impact hiring partnership by 2030. 	<ul style="list-style-type: none"> Our Game-changers section page 29, 39-40. Innovation and Tech section page 58. Appendix: Our 2025 Goals page 77-78. 	<ul style="list-style-type: none"> Concentrix ESG Policy.
			<ul style="list-style-type: none"> Empowering and giving back to our communities 	<ul style="list-style-type: none"> Enable 380k people access to quality education and increase their skills (80k enabled through our global funded partner, Think Human Foundation). 	<ul style="list-style-type: none"> Empowering Communities section page 64, 65-68, 71-72. 	<ul style="list-style-type: none"> Concentrix ESG Policy.
			<ul style="list-style-type: none"> Empowering and giving back to our communities 	<ul style="list-style-type: none"> Give at least \$4M a year to support community causes (including THF endowment fund). 	<ul style="list-style-type: none"> Empowering Communities section page 63-72. Appendix: Our 2025 Goals page 77. 	<ul style="list-style-type: none"> Concentrix ESG Policy.



Our 2023 greenhouse gas inventory

We were able to quickly align our approach and methodologies to report on a consolidated 2023 Greenhouse Gas (GHG) Emissions Inventory, following the requirements of the GHG Accounting Protocol using an operational boundary approach. This covers a full accounting of our operations across 500+ locations in 70+ countries where we operate.

Concentrix conducts an internal verification process for our GHG Emissions Inventory and a Limited Assurance Verification is conducted by TUV SUD under ISAE 3410 standards.

Our next step is to re-baseline the combined organization's 2019 greenhouse gas data. We will recalculate our emissions trajectory in line with our approved commitment: by 2030, we aim to reduce 50% of our absolute scope 1 and 2 emissions from a 2019 base year. Additionally, we are committed to reducing Scope 3 GHG emissions from purchased goods and services, capital goods, fuel and energy-related activities, and game-changers commuting by the same timeframe.

See our 2023 carbon footprint below:

Scope/Category	Total GHG Emissions MTCO ₂ e	Emission Factor Reference	Methodology
Scope 1	10,708.22	Defra Emission Factors 2023	Activity-based
Scope 2	149,364.73	IEA 2023/EPA eGrid	Market-based
Scope 3 - purchased goods and services	132,899.21	Supplier-based/EPA Supply Chain 2018	Supplier-based/Spend-based
Scope 3 - Capital goods	20,781.27	Supplier-based/EPA Supply Chain 2018	Supplier-based/Spend-based
Scope 3 - fuel & energy-related activities	52,053.70	IEA 2023/EPA eGrid	Activity-based/Market-based
Scope 3 - Waste	5,915.60	Defra Emission Factors 2023	Activity-based
Scope 3 - Employee commuting	239,679.37	Defra Emission Factors 2023	Distance-based
Scope 3 - Business travel	15,017.62	Defra Emission Factors 2023/EPA Supply Chain	Distance-based/Activity-based/Spend-based
Scope 3 - Downstream leased assets	968.59	IEA 2023/EPA eGrid	Activity-based/Market-based
Total	627,388.31		





**Independent Limited Assurance Statement of Annual Greenhouse Gas
Statement and Inventory Management Plan Report for the Calendar Year 2023**

**Issued To
Concentrix Corporation**

**Issued By :
TÜV SÜD South Asia Pvt. Ltd**

Date: 10th June ,2024

Independent Limited Assurance Statement to Concentrix Corporation on their Annual Greenhouse Gas Statement and Inventory Management Plan Report for the Calendar Year 2023 [1/4]



To,

Concentrix Corporation

39899 Balentine Dr. Suite 235 Newark, CA USA 94560

Introduction and Engagement

Concentrix Corporation has entrusted TÜV SÜD South Asia Pvt. Ltd. to conduct the “Independent Limited assurance on its “Annual Greenhouse Gas (Scope 1,2, and 3) Inventory Management Plan 2023_20240610 (the “GHG inventory”)” presented in their report on GHG Inventory for the calendar year ended December 31st, 2023, comprising the Emissions Inventory (the “Report”) against the assurance criteria to a limited level of assurance and at materiality of professional judgement of the verifier using ISAE 3410 and ISO 14064-3:2019 for greenhouse gas emissions.

Concentrix’s Responsibility for GHG Statement

Concentrix is responsible for the preparation of the GHG Statement and GHG inventory, and for maintaining effective internal control over the data and information disclosed. This responsibility includes the design, implementation, and maintenance of internal controls relevant to the preparation of the GHG statement that is free from material misstatement, whether due to fraud or error.

This assurance engagement was conducted against the "WRI/WBCSD GHG Protocol (Greenhouse Gas Protocol)" and the ISAE 3410 Standard. The validation and verification were carried out by a multidisciplinary team including assurance practitioners, engineers, and environmental experts of TÜV SÜD in the months of April, May & June 2024 for **525 sites across 74 countries where the delivery of tech-enabled, end-to-end solutions for our clients is carried out across the world. TÜV SÜD has identified and selected 155 sites across 73 countries as samples for verification.**

Scope:

Our assurance engagement covers the aspects of the GHG Emissions Inventory (Scope 1, 2 & 3) for the calendar year ended December 31st, 2023, as mentioned below:

Under GHG Calculation Data, **TÜV SÜD** will assure the following:

Independent Limited Assurance Statement to Concentrix Corporation on their Annual Greenhouse Gas Statement and Inventory Management Plan Report for the Calendar Year 2023 [2/4]



Scope 1: Activity Wise

Concentrix's direct emissions are from all equipment and assets owned and are as follows:

1. *Stationary Combustion*— This includes emissions from fuel purchased to operate Concentrix-owned generators and natural gas consumption.
2. *Mobile Combustion*—This includes emissions from fuel purchased to operate owned vehicles.
3. *Fugitive Emissions*- This includes emissions resulting from the direct release to the atmosphere of GHG compounds from Heating, Ventilation, and Air (HVAC) systems and fire suppression systems.

Scope 2: Activity Wise

1. All purchased electricity paid to facility owners or energy suppliers.

Scope 3:

Only relevant scopes are included, which are as follows:

Category 1- Purchased Goods and Services | *Category 2* - Capital Goods | *Category 3* – Fuel and energy related activities not included in Scope 1 or Scope 2 | *Category 5* - Waste Generated in Operations | *Category 6* - Business Travel | *Category 7* - Employee Commuting | *Category 13* - Downstream Leased Assets

Organizational Boundary for Reporting GHG Emissions

- Globally, there are 525 sites across 74 countries where the delivery of tech-enabled, end-to-end solutions are carried out.

Independent Limited Assurance Statement to Concentrix Corporation on their Annual Greenhouse Gas Statement and Inventory Management Plan Report for the Calendar Year 2023 [3/4]



Level of Assurance and Materiality:

- **Limited:** The opinion expressed in this Assurance Statement has been formed based on a limited level of assurance and assessing the risk of material misstatement of the GHG Statement, whether due to fraud or error.

Our Responsibility

Our responsibility is to give a Limited assurance conclusion on the **Concentrix** GHG statement and GHG Inventory report based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements 3410, Assurance Engagements on Greenhouse Gas Statements ("**ISAE 3410**"), issued by the International Auditing and Assurance Standards Board.

Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that Concentrix's GHG inventory report for the calendar year ended December 31st, 2023 is not prepared, in all material respects, in accordance with the International Standard on Assurance Engagements 3410, "WRI/WBCSD GHG Protocol (Greenhouse Gas Protocol)" and ISAE 3000 Standard.

In relation to the statement above, TÜV SÜD has verified the aggregation of data and information to provide the total GHG emission values and verified that the contributory regulatory and voluntary schemes provide limited assurance. However, the results of the individual assurance engagements have been accepted without further TÜV SÜD investigation for the purpose of this verification.

Independent Limited Assurance Statement to Concentrix Corporation on their Annual Greenhouse Gas Statement and Inventory Management Plan Report for the Calendar Year 2023 [4/4]



Data Verified

TÜV SÜD has evaluated and verified the data presented in Report. The reported GHG emissions for the reporting period as per Concentrix Report on GHG Inventory for the year ended December 31st, 2023, are:

Sl. No. th	Scope	Total GHG Emissions MTCO2e
1	Scope 1	10708.22
2	Scope 2	149364.73
3	Scope 3	467315.36
	Total	627388.31

Attestation,



Dr. Ashish Rawat, Technical Reviewer
Deputy General Manager -Environment, Social & Sustainability Advisory Services
TÜV SÜD South Asia Pvt. Ltd.
374, Udyog Vihar, Phase II,
Sector – 20, Gurugram – 122016, Haryana, India.

Date: 10th June, 2024



Our journey to Net Zero

In line with SBTi's mitigation hierarchy, Concentrix will prioritize value chain mitigation or abatement actions, which includes the transition to renewable energy in our sites, fleet electrification for our company-owned vehicles, alignment of our buildings to our defined Sustainable Building standards, facilitating sustainable commuting programs and ensuring that sustainable procurement practices are in place. We recognize that as part of the Net Zero standard,

companies are also expected to engage and accelerate actions in beyond-value chain mitigation to achieve carbon neutrality by 2050. In response to this need, Concentrix will also pursue efforts in ecosystem restoration, the creation of sustainable village projects and digital actions that will help communities transition to a more sustainable way of living. Our beyond-value chain strategies are expected to address our residual and remaining emissions as we approach 2050.

