concentrix™

The **Power** of ONE

Sustainability Report 2025

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"Our commitment to sustainability is a journey, not a destination. At Concentrix, our game-changers embody the spirit of this journey, innovation and care. This helps us drive change that positively impacts our communities and planet. Together, we are empowering a future where business success goes hand in hand with meaningful social and environmental contributions."

Chris Caldwell
President and CEO

Fellow stakeholders,

Welcome to the 2025 Concentrix Sustainability Report! As we take a moment to reflect on the impactful journey we've made since our last report, it's exciting to share not just what we've achieved as a company, but also the inspiring stories from around the world where our game-changers are making a meaningful difference in the communities where they live and work. Inside, you'll find photos and stories that showcase their commitment to creating positive change.

Just like in previous years, we never underestimate the Power of One. One action or one person can make such a difference, and our collective impact as One Concentrix can truly change the world. But don't just take our word for it, we've achieved a lot in the past year, and the market is taking notice. We've proudly maintained our position as Best Company Culture by Comparably for the fifth consecutive year. This showcase of our company spirit isn't just a title; it reflects our commitment to a culture that promotes people and ideas. We also secured the top spot on Inspiring Workplaces' Global Top 100 list, reinforcing our commitment to excellence in workplace culture.

Helping our game-changers grow and thrive isn't just something we say we do, we continue to invest in their wellbeing and development in tangible ways. The introduction of LinkedIn Learning empowers our game-changers with tools for professional development, while our WeMove wellness campaign reflects our deep commitment to helping all our people to take steps toward a healthier future.

Looking outside our own company into the world around us, sustainability also remains at the heart of our commitment. As we scale, we're not leaving a trace — we're leaving a legacy. We're turbocharging renewable energy, merging sustainable practices with our DNA, and keeping tabs on our carbon emissions. Earning an A- in the CDP Climate Change assessment — our highest score ever — and a B in water security is about more than just metrics; it signifies transparency and accountability in our sustainability journey.

From helping the environment to supporting better lives for the people who live in the communities where we work, we've continued to activate the Think Human Fund and the Winnie Sun Scholarship to bring our commitment to education and resilience into underserved communities. Because we believe that everyone deserves a chance to succeed.

Our ability to make a difference comes down to one thing; our people. Individually and collectively, we have made even more progress toward a sustainable future and it's living proof of the power of One Concentrix. We hope you join us in celebrating the accomplishments of our team this year — let's keep creating change together!

Respectfully,

The Concentrix Team

Hi, we're Concentrix!

The intelligent transformation partner.

Some call us a global technology and services leader, but we are so much more. We're solution-focused, tech-powered, intelligence-fueled. Every day, we design, build, and run fully integrated, end-to-end solutions at speed and scale across the entire enterprise, helping over 2k clients solve their toughest business challenges. With unique data and insights, deep industry expertise, and advanced technology solutions, we're the intelligent transformation partner that is powering a world that works, helping companies become refreshingly simple to work, interact, and transact with. We're here to redefine what success means, delivering outcomes unimagined across every major vertical in 70+ markets. Virtually everywhere.

Powering a world that works

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

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Concentrix at a glance:

Our Industries:

- Automotive
- Banking, financial services, insurance
- Energy & utilities
- Government & public sector
- Healthcare
- Media & communication
- Technology
- Travel, transportation & tourism

~2k Clients

155+ Fortune 500 clients

70+ Countries | **6** Continents

150+ Languages

176 Industry awards 2024

300+ Patents, IP & propriety technology

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.

Transforming enterprises. Enriching experiences.

Unique Data & Insights
The billions of interactions we power every year give us a unique insight into what customers want and expect.

Deep industry knowledge
To fuel tech-powered innovation to solve unique sector challenges and accelerate business outcomes.

Integrated Human and AI
We bring together the best of human and AI to power brand defining experiences across the enterprise.

One partner
We're the one partner who can Design, Build and Run end-to-end solutions across the entire enterprise, at speed and scale.

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 more than 2k clients across all major sectors — including Fortune Global 500 brands — where we seamlessly design, build and run fully 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 models. 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 the Webhelp combination in 2023 — have propelled Concentrix to create a new breed of technology and services company. And we are only just getting started!

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Our culture

The Foundation to our Success

Our culture beliefs are more than words on paper, they are built deep into the fabric of everything we do. The Concentrix culture crosses borders and transcends hierarchies, reaching every corner of our business.

From championing our people to challenging the status quo, our belief is that we all contribute as One Concentrix and each and every one of our culture beliefs drives who we are and what we can achieve.

As our company has grown and developed, our culture has remained the keystone to our success. It continues to be our north star and it is the single biggest reason our 440k+ game-changers are so successful at driving experiences that go beyond WOW.

Later on in this report, you will see our culture in action through the successes of our people, so read their stories and see the huge impact they make each and every day in the communities where we live and work.

Our vision

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

Culture Roadshow, North America

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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.**

One team
One company
One concentrix™

Our operating philosophies

Three principles guide the way we operate as a business.
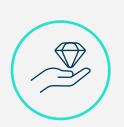
Visibility
Constant communication through the organization on challenges, opportunities and thoughts.

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

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North America
Canada
USA

LATAM
Argentina
Brazil
Colombia
Costa Rica
Dominican Republic
El Salvador
Guatemala
Honduras
Jamaica
Mexico
Nicaragua
Peru

EMEA
Albania
Algeria

Austria
Belgium
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
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
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150+
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Our ESG strategy

Engage to Evolve: The Role of Stakeholders in Our ESG Transformation

In our last report, we introduced the five impact areas to further evolve and advance our ESG strategy, which streamlined our goals from 35+ to 25, so we could refocus on delivering even greater impact than previous years. As we've grown, we've looked closer at our impact on the environment and society and as a result we've conducted a double materiality analysis in line with the European Union's Corporate Sustainability Report Directive (CSRD).This helped us identify our financial risks and opportunities as well as our broader social and environmental impacts, giving us a more holistic view of how we impact the communities where we live and work. Throughout the process, we actively engaged key stakeholders, our clients, investors, game-changers, and suppliers, to name a few, with interviews and surveys, capturing their feedback and priorities across all impact areas to ensure we have a comprehensive, balanced and credible assessment. Continue reading to learn more about how we are using this information for good.

	Stakeholders					
	Global Executive	Management	Clients	Investors	Game-changers	Suppliers
Climate change mitigation		●	●	●	●	●
Climate change adaptation	●				●	●
Energy	●	●	●	●	●	●
Biodiversity					●	●
Waste	●	●	●		●	●
Working conditions	●	●		●	●	●
Training and development	●	●			●	●
Inclusion and belonging	●	●		●	●	●
Human rights	●		●		●	●
Community engagement	●	●	●		●	●
Consumers and/or end-users	●			●		
Data privacy and cybersecurity	●	●	●	●	●	●
Sustainable supply chain	●	●	●		●	●
Corporate culture	●	●			●	●
Corruption and bribery				●	●	●
Risk management			●	●		

Our ESG strategy

Our Sustainability Priorities

The results from our double materiality assessment confirmed 16 key topics, including climate change impacts, human rights, and risk management, among others, all of which are already embedded in how we do business. This valuable insight has empowered us to set even more ambitious goals to achieve by 2030, building on the progress we've made in previous years and striving for a greater impact. At the heart of our approach is a strong commitment to transparency and accountability, which is why we're already reporting on several of these areas as part of our ESG commitments. Looking ahead, we'll continue to refine and enhance our disclosures over the next two years by aligning with the detailed metrics outlined in the Corporate Sustainability Reporting Directive (CSRD). This will ensure we provide clearer insights and more measurable outcomes. For a full view of the topics our stakeholders consider most material, refer to the table on the right.

Legend:
- Environment
- Social
- Governance

Materiality matrix

Y-axis: Impact materiality (Impacts to environment and society) — Low (0) to High (5)
X-axis: Financial materiality (Impacts to the business) — Low (0) to High (5)

Topics plotted:
- Inclusion and belonging
- Training and development
- Corporate culture
- Community engagement
- Risk management
- Energy
- Corruption and bribery
- Consumers and/or end-users
- Data privacy and cybersecurity
- Working conditions
- Waste
- Biodiversity
- Climate change mitigation
- Climate change adaptation
- Human rights
- Sustainable supply chain
- Water consumption
- Tax governance and transparency
- Pollution of water

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Sustainability throughout our value chain

Sustainability isn't just something we do—it's part of who we are. **Our double-materiality exercise has given us a big-picture view of how our impacts, risks and opportunities play out across our entire value chain—and how they could shape our business in the long run. This deeper understanding not only helps us identify challenges but also unlocks new opportunities to innovate and create lasting value for our stakeholders.**

See below for our impacts, risks and opportunities (IROs) throughout the value chain.
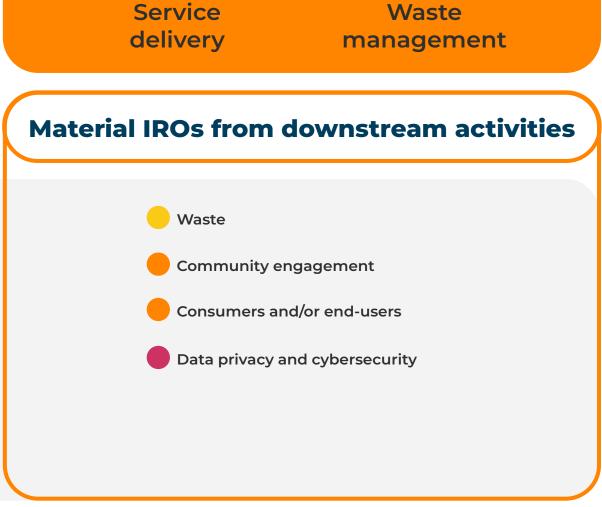
Material IROs

- 🟠 Positive impact
- 🔴 Risks
- 🟡 Negative impact
- 🔵 Opportunity

Concentrix Value Chain

Upstream

Technology capital · Human capital · Financial capital · Utilities

Own Operation

Development of client services · Internal support services

Downstream

Service delivery · Waste management

Material IROs from upstream activities

- 🔴🟡 Climate change mitigation
- 🟡 Biodiversity
- 🔴🟠 Human rights
- 🔵 Sustainable supply chain

Material IROs from own operations

- 🔴🟡 Energy
- 🟠 Corporate culture
- 🔵🔴🟠🟡 Climate change mitigation
- 🔴🔴 Climate change adaptation
- 🔴🔴🟡 Working conditions
- 🟠 Waste
- 🟡 Data privacy and cybersecurity
- 🔴🟠 Training and development
- 🔴🟡 Corruption and bribery
- 🔵 Human rights
- 🔴🟡 Risk management
- 🔵🟠 Inclusion and belonging

Material IROs from downstream activities

- 🟡 Waste
- 🟠 Community engagement
- 🟠 Consumers and/or end-users
- 🔴 Data privacy and cybersecurity

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Governance in action:
Who's leading our ESG charge

Our sustainability initiatives are a big part of who we are and that's why our commitment starts with our Global Executive team. Collectively, they are responsible for achieving our goals and work in partnership with our dedicated Global ESG team who drive our framework, strategy and global reporting, across all our regions. We weave these objectives into our key business functions so sustainability is part of everything we do, but none of it would be possible without the thousands of game-changers across the world who are stepping up, giving back, and sharing their time and talents to make a difference.

Insight and impact: how we measure and celebrate ESG success

We review our ESG performance on a monthly basis, using the ESG Dashboard to track our progress across all our goals. It keeps us grounded, ensuring we stay on top of our ESG goals and other key sustainability metrics that matter to the business. The most critical ESG issues are reviewed with the Board and to make sure we are impacting all the right areas, they take a deep dive into our ESG strategy and performance every year. It's all about staying accountable and driving real impact!

But what's all this progress without a bit of fun? To bring some friendly inter-country competition to our ESG strategy, we also created the ESG League. Making real progress on sustainability issues can be tough, so the League helps us recognize top-performing countries that really understand the assignment and make significant strides to help us achieve our targets. Their reward? Honored at our annual global leadership summit, and of course, bragging rights.

Global leadership meeting 2025

Global leadership meeting 2024

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Winners of ESG League 2024

India
High Headcount* category

China
Medium Headcount* category

Thailand
Low Headcount* category

* based on the size of the countries

Governance in action:
Who's leading our ESG charge

Navigating uncertainty: our ESG risk management approach

In an ever-changing world, we believe that being prepared and ready to mitigate risk is our greatest strength. That's why we've crafted our enterprise risk management framework to help us manage these risks based on their impact to the company. You can read more about these risks in our annual shareholder report.

For climate risks, we use a tailored scoring system that considers how a risk could affect the countries in our global footprint and across our game-changers. And for our risk scenario planning, we use RCP 4.5 and SSP 2 pathways, which reflect moderate emissions and a moderate socio-economic development trajectory. The INFORM Risk Index guides our understanding of the physical climate risks that might affect us, which helps shape our business continuity planning, crisis management and disaster recovery strategies — all reviewed annually.

Global ESG team strategic session

"Our commitment to our Environmental, Social, and Governance principles and defined impact areas is reflected in our unwavering focus on nurturing talent and fostering an inclusive workplace. At Concentrix, we believe that by investing in our people, promoting diverse talent, and creating a culture of belonging, we not only enhance the wellbeing of our game-changers but also drive sustainable growth and innovation. Together, we are shaping a future where everyone has the opportunity to thrive and make a positive impact in the workplace and our surrounding communities."

Diane Hanson
People Solutions

"At Concentrix, integrity is at the heart of our operations, guiding us to uphold the highest ethical standards in governance, cybersecurity, and data protection. By fostering a diverse board, embedding robust compliance policies, and investing in cutting-edge cybersecurity measures, we build trust and create sustainable value for all stakeholders. Our commitment to leveraging generative AI responsibly and advancing sustainable supply chain practices underscores our dedication to innovation and environmental stewardship. By engaging with our suppliers and integrating ESG goals into our procurement processes, we are preparing for a resilient and sustainable future where everyone can thrive."

Jane Fogarty
Legal

"At Concentrix, our ESG transformation is deeply rooted in listening to and working with our stakeholders. Their active engagement helps to ensure our strategies truly reflect the diverse needs and expectations of the people and communities we serve. With our recent comprehensive double materiality analysis, we are refining our focus and enhancing our understanding of the financial, social, and environmental impacts integral to our operations. Our Global Executive team leads the charge, supported by our dedicated ESG team and the countless game-changers who contribute daily to our sustainability efforts. By fostering transparency, accountability, and inter-country collaboration through initiatives like the ESG League, we are driving meaningful progress and building a resilient future for our communities and the environment."

Philip Cassidy
Strategic Projects
& Corporate Strategy

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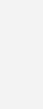
Our strategic priorities

As we have evolved our ESG strategy, we have identified five impact areas where we are directing 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 toward a more sustainable planet by reducing our company's impact and by protecting and restoring the planet — as we race toward 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, 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.

Global ESG team strategic session, Donegal, Ireland

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Accelerating toward a more **sustainable planet**

Reducing our company's impact, by protecting and restoring the planet, as we race toward 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.

UN SDG alignment

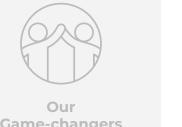| 6 CLEAN WATER AND SANITATION | 7 AFFORDABLE AND CLEAN ENERGY | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | 11 SUSTAINABLE CITIES AND COMMUNITIES | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION | 13 CLIMATE ACTION | 14 LIFE BELOW WATER | 15 LIFE ON LAND |

Toward a sustainable future:
Our environmental vision

At Concentrix, we're passionate about doing our part to protect the planet. We believe that every action—big or small—counts when it comes to shaping the future of our planet. That's why we're committed to running our business as sustainably as possible, from transitioning to renewable energy wherever we can, embracing sustainable building practices and accelerating our sustainable commuting programs. But we're not stopping there, we are taking action beyond our operations to ensure meaningful change across 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 restoring 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.

Solar panels at our Maysfield site, Belfast, UK

Cleanup Day in Colombia

Tree planting in Algeria

Ecovadis
In 2025, Ecovadis awarded Concentrix a Silver in recognition of our continued progress in ESG performance — marking a six-point increase in our overall score.

SILVER | Top 15%
ecovadis
Sustainability Rating
MAY 2025

Carbon Disclosure Project
We are proud to have achieved A- in our Climate Change score and B for Water Security in our 2024 disclosure. These results reflect the maturity of our environmental governance and our ongoing commitment to strengthening environmental stewardship.

CDP
DISCLOSER
2024

Science Based Targets
To improve transparency and alignment, we've realigned our GHG reporting period with our fiscal year and re-baselined our data following our combination with Webhelp. This change triggered a formal re-validation of our near-term Science Based Targets, which is currently underway.

SCIENCE BASED TARGETS

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Our goals

Steady steps: advancing our environmental commitments

Our commitment to a sustainable planet is ironclad, and as you may recall from last year's report, we've laid the groundwork for reporting on our 2030 planet goals.

Meaningful change isn't an overnight process though, which is why we've established a glide path approach that will help us make steady progress toward our 2030 vision making it a reality.

In 2024, we have made significant progress against our environmental targets and even exceeded expectations in key areas, including the number of trees restored and planted and buildings meeting our sustainable building standards.
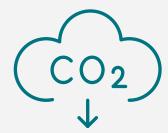
These milestones reinforce our dedication to making a lasting impact, and they're helping us bring our goals to life little by little.

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

Reduce our absolute Scope 1, 2 and 3 emissions by 50% by 2030 from 2019 baseline.

CO_2

27% — 2025 progress
50% — 2030 target

50% of our power from **renewable energy sources.**

34.89% — 2025 progress
50% — 2030 target

Electrify 100% of our car fleet by 2030 for all company-owned vehicles.

0.0% — 2025 progress
100% — 2030 target

Sustainable commuting program in all countries by 2030.

6.85% — 2025 progress
100% — 2030 target

Release of sea turtles in El Salvador

- Met or exceeded
- On track
- Need to accelerate

Click here to learn more about the coverage of our 2025 progress

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

Phase out Single Use Plastic at our sites by 2030.

37.2% 2025 progress   **100%** 2030 target

Segregate 100% of our **food waste** at our sites by 2030.

38.49% 2025 progress   **100%** 2030 target

Donate or recycle 100% of our **e-waste** by 2030.

13.25% 2025 progress   **100%** 2030 target

Biodiversity
Work to preserve life, replenish and restore ecosystems.

Plant and restore 2M trees by 2030 (including 300k trees planted via our global funded partner, Think Human Fund).

1.11M 2025 progress   **2M** 2030 target

Reduce water use intensity by 50% by 2030.

*[1] 2025 progress   **50%** 2030 target

1. Reduction to reflect in 2026 report as 2024 is our baseline year

Sustainable buildings
Ensure the application of sustainable design principles in our facilities.

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

40% 2025 progress   **100%** 2030 target

Community Clean Up in Türkiye

● Met or exceeded   ● On track   ● Need to accelerate

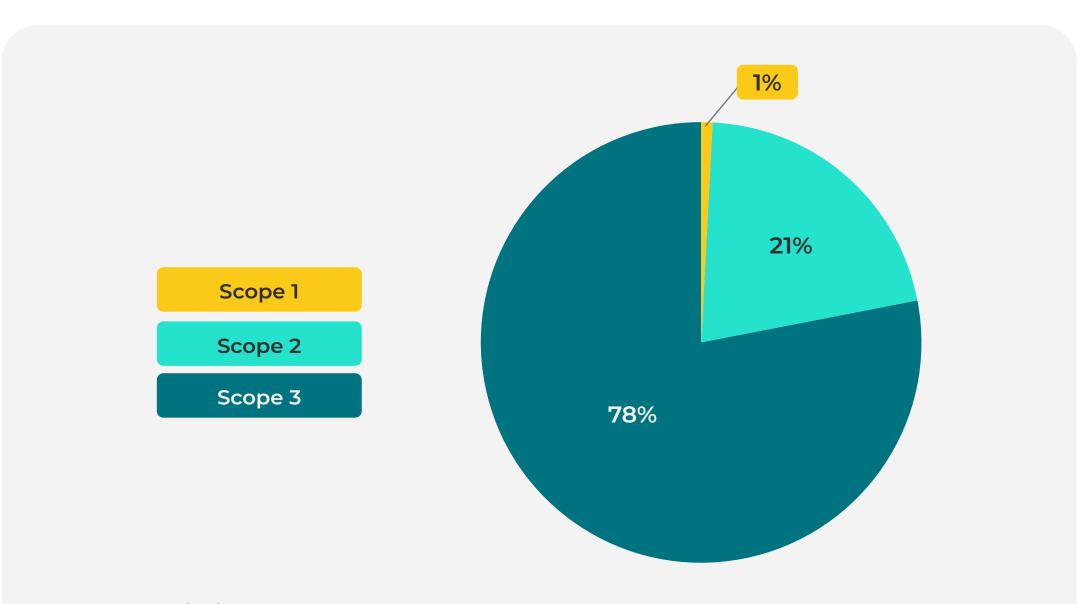**Click here to learn more about the coverage of our 2025 progress**

Climate

The Foundation to our Success

We're fully committed to reducing our carbon footprint and achieving our Net Zero by 2050 goal. To make sure we're on the right track, we've stepped up our efforts with initiatives like renewable energy projects, sustainable commuting programs, and a comprehensive supply chain assessment. We're also enhancing how we track and report emissions data to stay accountable and transparent. Every step we take — big or small — moves us closer to our goal, and we're excited about the progress and opportunities that lie ahead.

Green metrics: tracking our greenhouse gas success

Last year, we shared our rapid integration of 2023 greenhouse gas data and a new combined 2019 baseline. So, we're happy to reveal that over the past 12 months, we've recalibrated that baseline, refined our methods, and aligned our GHG reporting with our fiscal year. Both data sets also underwent limited assurance by a third-party auditor under ISAE 3410 for accuracy. From our 2019 baseline, we saw a reduction of 27% in 2024, largely thanks to renewable energy use and commuting initiatives

Legend:
- Scope 1
- Scope 2
- Scope 3

1%
21%
78%
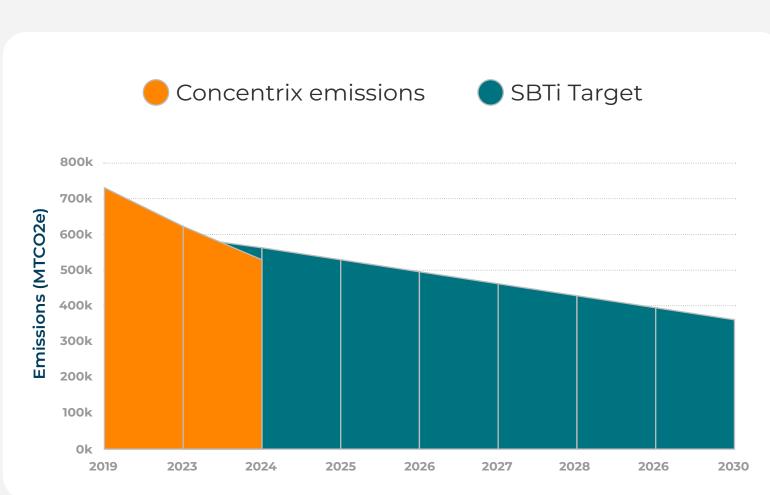
Scope 1 emissions — direct emissions from stationary and mobile combustion sources.

Scope 2 emissions — purchased electricity

Scope 3 emissions — especially from purchased goods and services as well as employee commuting — represent the largest share of our carbon footprint. We are actively addressing these areas to significantly reduce our impact and meet our near-term emissions targets by 2030.

Our emissions reduction trajectory

● Concentrix emissions   ● SBTi Target

Emissions (MTCO2e)

800k
700k
600k
500k
400k
300k
200k
100k
0k

2019 2023 2024 2025 2026 2027 2028 2026 2030

We have reduced our carbon emissions in Scope 1, Scope 2 and Scope 3 purchased goods and services, capital goods, fuel and energy related activities and employee commuting by 27% from our 2019 baseline. We are on track toward our commitment to reduce our emissions by 50% by 2030.

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Climate

Renewable revolution: nations leading the charge

We're proud to announce that in 2024, eight countries in our global footprint have successfully transitioned all of their Concentrix sites to 100% renewable energy. This milestone covers a total of 35 sites that have reduced thei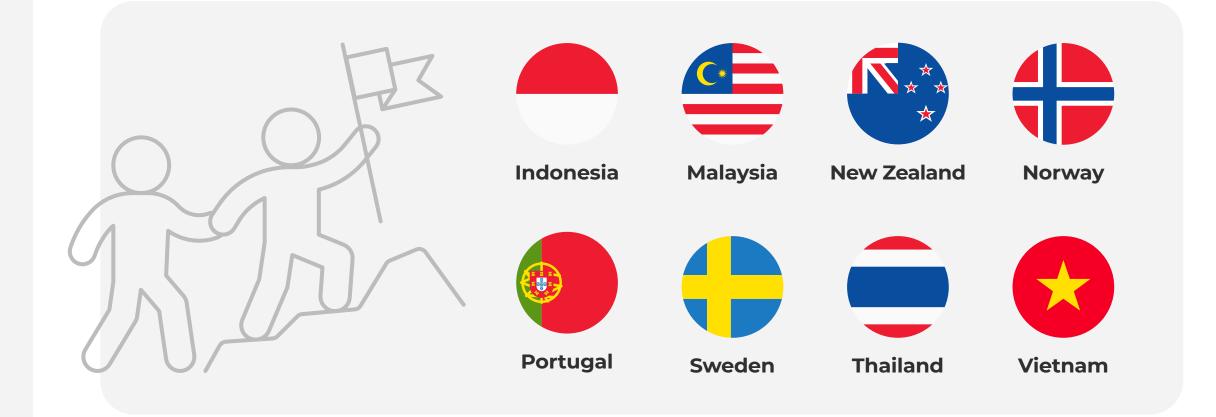r total energy emissions by almost 9k MT CO2e, and represents a significant reduction in our overall energy-related emissions — a powerful step forward in our sustainability journey.

But we're not stopping there. As part of our broader climate strategy, we've refined and strengthened our renewable energy transition plans for 2030 and 2050. This updated roadmap outlines the critical milestones and actions required, helping us stay on course and accountable to our long-term vision.

We've cascaded this strategy across all regions to ensure our entire organization is aligned, mobilized, and empowered to take action. With clear ownership and tracking in place, we're building the foundation for even greater impact.

As we march toward next year's report, these improvements will keep us focused on investing in programs and infrastructure that will help us transform even more countries to renewable energy. Together, we're creating a future where clean energy powers our operations—and our purpose.

Indonesia · Malaysia · New Zealand · Norway
Portugal · Sweden · Thailand · Vietnam

8 countries, 35 sites on 100% renewable energy

27% Total GHG percentage reduction from baseline

GHG intensity **.02 MT** CO2e per sqm

GHG intensity **.14 MT** CO2e per game-changer

Energy intensity **89.9 kWh** per game-changer

Energy intensity **14.76 kWh** per sqm per year

34% Energy from renewable sources

66% Energy from non-renewable sources

Water intensity **18.04** cubic meter per year per game-changer

Water intensity **2.96** cubic meters per year per sqm

2.02k Total vendors assessed

In reference to the 2024 GHG Reporting cycle

Lime tree bench, Belfast, UK

Lighting our buildings with LED lights

Davao Finance Center Pavegen kinetic tiles, turns footsteps into electricity

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Toward a sustainable future

China's green commute

Our electric shuttle bus program has been a cornerstone of reliable transportation for our game-changers in Xi'an China since 2019, giving people a convenient commuting solution while actively supporting environmental sustainability. By choosing this green alternative over single-passenger cars or taxis, our game-changers play a key role in protecting the planet.

Each year, the program reduces about 18.2 million kilograms of carbon emissions — all while boosting employee satisfaction, reducing absences, and improving retention. Truly a win-win for both our people and the planet!

600 game-changers benefiting from the program

18.2M Kgs estimated carbon reduced per year

841K equivalent to planting 841k trees

Journey to sustainability: the P2P (point-to-point) transport evolution

In the heart of Metro Manila, we've launched our P2P Transportation system — a fleet that includes 12 buses, 5 coasters and 13 vans — to serve game-changers across the region, who represent a significant portion of our Philippines' workforce.

We created this service during the pandemic so all our staff could safely travel to and from the office. And with thousands of journeys nationwide, the program quickly became a lifeline for many. In 2021, following its success, we officially launched the program across the metro, deploying 55 buses and seamlessly connecting our game-changers to our sites.

As the world began to return to normalcy after the pandemic, we saw so much room and opportunity to improve the service. Our team refined the system so that by 2024, our transportation network was efficient and responsive to what our game-changers actually needed.

One of the P2P's standout features is the Shuttle app, a user-friendly platform where game-changers can access current routes and book rides any time they need. To date, more than 90% of users have told us they're satisfied with the program.

The benefits extend beyond just convenience though. It's a sustainable commuting program, so it also helps us cut carbon emissions, improve attendance, and reduce attrition. This is a testament that sustainability and business goals can go hand in hand to deliver game-changing experiences.

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Waste

From waste to worth: tackling single-use plastics

If you look around, it's hard to deny the impact mismanaged waste has on our planet. As we talked about in our previous report, this is a key foundation of our environmental commitment. Last year, we took a significant step to tackle this problem by expanding our focus from eliminating single-use plastic water bottles alone to phasing out a much broader category of business — a much wider span of potentially harmful waste such as plastic cutleries, cups and other beverage containers.

To help us with this steep challenge, we crafted a holistic single-use plastic waste elimination strategy by identifying where we used single-use plastics in our operations and introducing sustainable alternatives. But we're not doing it alone — our vendors are also getting on board and introducing greener options, , especially in our cafeterias. Our facility leaders track, and report progress and we run spot audits to make sure real action is happening. As of May 2025, we're proud to have removed single-use plastic bottles (drinks) and coffee cups across 152 of our sites, demonstrating our commitment to making a positive impact on the planet.

Using reusable shopping bags

Using reusable water bottles

22

Upcycling garden pots in Singapore

17.96k — E-waste units recycled

110.64k — pounds of paper recycled

2.12k — pounds of aluminum cans recycled

68.91k — pounds of food waste composted

Pioneering plastic-free habits in Vietnam

Period covered is from June 2024 to May 2025

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Erasing waste, creating value

Reimagining waste: turning waste into possibilities

Recycling is also a key part of our e-waste policy, and we're committed to reducing our environmental footprint by recycling not only e-waste but also paper, aluminum cans, and food waste. In Singapore, we launched a hands-on employee program focused on creatively reusing plastic cups, glass bottles, and aluminum cans for gardening projects. More than 30 game-changers took part, showcasing their creativity by painting and decorating their upcycled garden pots, turning everyday waste into vibrant planters.

Meanwhile, in the Philippines, we held a similar upcycling challenge that encouraged participants to transform discarded materials into functional or decorative items. 26 game-changers joined the individual category and 14 facilities joined the site category, producing 40 innovative and eco-friendly creations. By blending fun, creativity, and environmental responsibility, we make sustainability a rewarding and engaging experience that empowers our teams to make a difference — one small action at a time.

Upcycling garden pots in Singapore

Upcycling garden pots in Singapore

And yes, we are turning our food waste into compost!

Click here to check out our composting in Oshawa, Canada!

Composting in Canada

Between Earth Hour and Earth Day 2025, our inspiring game-changers came together to make 1,862 pledges for a better planet. From everyday actions to bold commitments, their voices reflect a powerful movement for change.

Click here to listen to some of their stories and get inspired!

Cleaning up the world with our game-changers!

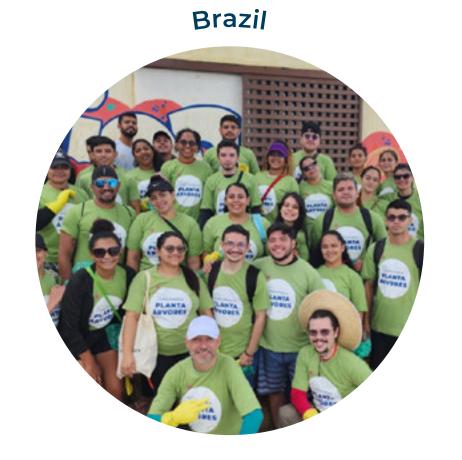Our clean-up activities span the globe and continue all-year round. Whether it's parks, city streets, lakes, rivers or beaches, our game-changers work hard to clean up the communities where they live and work!

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Bosnia and Herzegovina

Brazil

Colombia

Egypt

El Salvador

Nicaragua

Philippines

Türkiye

United States of America

Nature's revival

Our commitment to biodiversity and restoration

Given our scale and reach, we have the opportunity to play a big role in global restoration efforts and protecting biodiversity in our regions. That's why our biodiversity framework reflects our evolution and aligns with the Global Biodiversity Framework and Kumning-Montreal targets. In previous reports, we discussed our past efforts on tree planting, but now, we're expanding our programs to include ecosystem restoration and conservation too! By taking a broader, strategic approach, we create meaningful and enduring environmental and social benefits.

Restoring nature can't be achieved by one company or campaign alone though, so we'll forge partnerships that strengthen our integrated approach to ecosystem recovery. We will also continue with our established partnerships across the globe and even expand further where we can. It's all about driving meaningful, lasting impact.

Mama Earth FOUNDATION

ONETREEPLANTED

Beautifying public spaces with flowers and care in Costa Rica

Tree planting in Guatemala

Tree planting in Morocco

Tree planting in Mexico

Greenspace cleanup day in Costa Rica

Mangrove-planting in El Salvador

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Reviving nature, restoring balance

Ponds are vital ecosystems that support irrigation, drinking water and household needs for countless communities. Unfortunately, many are degrading due to climate change, threatening both water security and biodiversity.

One of the ways we are helping to address the crisis in India is partnering with the Haryana government to contribute INR 7,495k (US$ 89,145k) to restore a pond in Faridpur village. With this project, we hope to revitalize the dried pond and improve groundwater levels with better total dissolved solids (TDS). This will not only replenish the underground aquifers but will also help climate regulation and conserve important flora and fauna. Spanning 1.5 hectares, the project includes a water supply facility whose construction was completed last April 2025. And to promote community engagement and access to green spaces, the pond will also be surrounded by a park with an open gym, making it a space where people can relax, exercise and connect with nature.

1.5 hectares

The Gurujal Pond in the process of being renovated

Sustainable by design

How our buildings measure up

In last year's report, we shared how we developed our own internal sustainable building standards to evaluate our sites through an ESG lens, covering everything from design to operations and maintenance. We laid out the assessment categories, and now we're excited to share that we've officially rolled the assessment out across all our owned buildings!

We're proud to say that four have already met our sustainable building criteria. Check them out below!

Geo	Country	Site	Sustainable Building Standard Score	Award (TBC)
EMEA	United Kingdon	Belfast/Maysfield, NIR	71%	Silver Award
EMEA	United Kingdom	Dunoon	61%	Bronze Award
LATAM	Costa Rica	San Jose (Pavas)	67%	Bronze Award
LATAM	Nicaragua	Managua (Nic 2)	63%	Bronze Award

Silver Award

Concentrix Sustainable Building Standard

Bronze Award

Concentrix Sustainable Building Standard

Pavas site, Costa Rica

Reception area, Dunoon, Scotland

Dunoon site building exterior, Scotland

Maysfield, United Kingdom

Nic 2 site, Nicaragua

Dining room, Nic 2 site, Nicaragua

Nic 2 site, Nicaragua

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Let's take a look at some of our sustainable buildings!

Dunoon site building exterior

Bike storage area

Boulogne-Billancourt Medica, France (leased)

Our Boulogne-Billancourt Medica site in France proudly holds a prestigious BREEAM (Building Research Establishment Environmental Assessment Method) certification — one of the world's most widely recognized sustainability assessments for buildings. This achievement reflects our deep commitment to environmental responsibility and creating sustainable, forward-thinking spaces. The facility features green social spaces that foster connection and relaxation, a dedicated bike storage and repair area to promote eco-friendly commuting, and thoughtfully designed communal areas that encourage collaboration. The site also incorporates natural materials throughout and is designed to maximize natural lighting, reducing energy use and creating a healthier, more inspiring environment for our game-changers.

Dunoon, Scotland (owned site)

Our Dunoon, Scotland, site features a special wellbeing seating area with sensory planters and a peaceful water fountain. Our game-changers have already observed more than 17 different bird species visiting our growing sanctuary, while other wildlife — including deer, pheasants, and red squirrels — have also been spotted enjoying the space. As an next step, the local team is preparing to introduce beehives to support biodiversity even further!

We've also intentionally left some areas making room for a diverse ecosystem to thrive. Looking ahead, we plan to plant small orchards with native trees and create vegetable planters in collaboration with a local school — deepening our connection to the community and inspiring future generations to care for the environment.

Our Dunoon garden

Social spaces made of natural materials

Green walkways/social spaces

Wildlife in our Dunoon site

Dunoon site building exterior and garden trellis

Dunoon zen room

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Measuring success in our sustainability journey

Our progress in environmental certifications

We're always evolving how we care for the environment, and as a testament to this commitment, we've expanded how many of our sites are certified under ISO 14001:2015. To date, 129 sites have achieved this certification, reflecting our dedication to the environment and measuring our success.

In addition, 8 sites have been recognized for exemplary energy management practices with ISO 5001, further reinforcing our commitment to sustainability.

1 Albania	**1** Czech Republic	**33** India	**1** Kosovo	**43** Philippines
1 China	**4** El Salvador	**3** Indonesia	**5** Malaysia	**2** Thailand	**11** United Kingdom
5 Colombia	**2** Guatemala	**2** Italy	**4** Nicaragua	**8** Türkiye	**3** Vietnam

129

Grand total

Outfitting our building with solar panels

Lighting our buildings with LED lights

Setting up a rooftop garden

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Elevating our game-changers' **experience**

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

Our commitments for 2030

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

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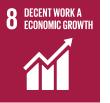
UN SDG alignment

| 1 NO POVERTY | 2 ZERO HUNGER | 3 GOOD HEALTH AND WELL-BEING | 4 QUALITY EDUCATION | 5 GENDER EQUALITY | 8 DECENT WORK A ECONOMIC GROWTH | 10 REDUCED INEQUALITIES |

People first:
Nurturing our game-changers for success

At Concentrix, we are committed to elevating the experiences of our game-changers by creating a better place for them to work, grow, and live. We do this by building an inclusive community where our game-changers can truly thrive. We are dedicated to fostering a supportive workplace that's focusing on culture, wellbeing, and belonging — where we empower our people to grow. With the right support, they can care for their families, make a lasting impact in their communities, and build real, meaningful connections with our clients, their customers, and each other.

Platform	Award
Comparably	Best Company Culture, 4th Year
	Best Company for Women, 5th Year
	Best Company for Diversity, 5th Year
	Best Company Career Growth
	Best Company Leadership
	Best Company Outlook
	Best Company Global Culture
Brandon Hall HCM Excellence Awards	Best Diversity, Equity, Inclusion and Belonging Strategy
	Best Learning Strategy
	Best Measuring the Impact of Leadership Development
	Best Benefits Wellness and Well Being Program
	Best Advance in Talent Acquisition
Inspiring Workplaces	Global Top 100 Inspiring Workplaces, Concentrix #1

Fitness break at the Algeria office

Game-changers marching with Pride

Our goals

Creating lasting impact: stories of growth and wellbeing

We prioritize the experiences and wellbeing of our game-changers because each person here plays a vital role in our overall success. We value their input and strive to create open channels of communication, which is why we hold our annual Your Voice survey. Through them, we set out to understand our people's perceptions, their sentiments, and their opinions about their work, experiences and our culture in general.

The feedback we receive allows us to continue doing the things that enhance their career journey and gives us an opportunity to do more in the areas identified through the survey, that's where the action planning process keeps us accountable. And by continuously investing in our people, exploring innovative ways to boost engagement, and enriching their overall experience, we create a truly inclusive environment.

As you continue reading, you'll discover inspiring stories about the programs and investments we're making in our people that demonstrate our commitment to their growth and wellbeing.

We have also reassessed what truly defines inclusion and belonging, moving beyond surface metrics that do not give the full picture of our people's lived experience and sense of connection. This led us to critically review our goals, retaining only those that support what it truly means to elevate our game-changers' experience.

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

Achieve a minimum **85% happy game-changers** in our annual Your Voice survey.

79.4%
2025 progress

85%
2030 target

Pay a living wage globally for our team members.

$*^1$
2025 progress

100%
2030 target

1. Baselining ongoing

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

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

100%
2025 progress

100%
2030 target

Rewards and recognition in India

Family day in Philippines

Spreading holiday cheer in El Salvador

● Met or exceeded   ● On track   ● Need to accelerate

Click here to learn more about the coverage of our 2025 progress

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People and culture

Our vision is to be the greatest customer engagement company in the world, rich in diversity and talent — powered by creativity and technology. Our culture fuels our success, empowering game-changers to deliver exceptional experiences. To support this, we invest in programs that provide the tools and support they need to thrive, focusing on key areas such as:

Learning and development

Knowledge and skill-building form the foundation of our Learning & Development (L&D) strategy at Concentrix. We invest in L&D because we know it drives innovative thinking and creative solutions from our game-changers. Our programs are intentionally designed to help them excel in current roles or upskill for new opportunities. The introduction of Linkedin Learning has further expanded opportunities for our game-changers to grow their skills and deepen their knowledge. Through dynamic workshops, immersive experiences, and personalized coaching — not just traditional curriculums — we empower personal and professional growth, building well-rounded leaders. Our Benchmark, PRISM, and Pinnacle-certified programs also help create an internal pipeline of future leaders across the organization.

Rewards and recognition

We believe in celebrating the amazing work our game-changers do every day! So, we've grown our rewards and recognition programs since last year's report, giving leaders the tools they need to recognize individuals or teams and reward them throughout the year. From day-to-day recognition for a job well done using Bravo badges to programs like Game-changer Awards, we're all-in on finding the right vehicles to recognize those incredible game-changers who go above and beyond to support our business and clients.

Game-changer engagement

We consistently seek new ways to enhance engagement and foster a supportive environment for our team members. Our annual Your Voice staff survey gives game-changers the chance to share their thoughts on how we're doing as a company, and we use their feedback to drive positive change. We keep up the energy all year with activities like webinars, fireside chats, fun contests and celebrations. Whether it's honoring local holidays, joining our "WeMove" wellness challenge, or supporting global movements like Earth Hour, there's always something bringing our community together.

3.96M Training Hours

9.8M Total course completions

2.12k iRise Mentors

82% Mentorship programs completed

38 Engagement Toolkits

16.8M views in CORE (our knowledge management platform) from 399,516 unique users

552k Bravo badges

84% Your Voice survey participation

Women's Day celebrations in Malaysia

Celebrating Family Day, a day of smiles in Honduras

Hiking for a cause, raising funds for education in Philippines

Figures as of June 2024 – May 2025

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Culture Roadshow, Latin America

Game-changer experiences

We focus on creating an environment where our game-changers feel valued, supported, and at home. By combining learning opportunities, active engagement, and a strong rewards system, we empower people to thrive. When our team has the right support and growth opportunities, they bring their best selves to work, take on meaningful challenges, and drive greater value. This positivity spreads, creating a thriving workplace. Our growing Game-changer Resource Groups (GRGs) prove our commitment to building an inclusive environment is making a real impact!

We also keep the conversation going with our people through open, two-way communication — using a variety of channels to listen, share and connect like our listening circles. See some of these below:

concentrix CORE

Our knowledge management platform

buzzhub

Our global comms hub

Dot
our GenAI powered communication guide

Your Week in Five
weekly recap email for leaders

Genie
Our CORE connected AI chatbot who brings you smart answers about our business

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Beyond the box: immersing game-changers in our 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 every day. Our culture is the heart of our business and the single biggest reason our game-changers are so successful at driving exceptional experiences.

Building on the momentum of our 2024 Culture Roadshows, we've continued to immerse our game-changers in our culture and empower our teams to challenge the status quo and create game-changing brand experiences through our Culture in a Box workshops, impacting over 32k leaders across the globe.

See how our leaders felt about the sessions:

"**Great experience to have learned from fantastic leaders.** Lots of storytelling, which makes it very relevant to our day-to-day operations and makes us think about what other ways we can drive the culture."

"**Interesting insights into how folks communicate across countries**. Gave me a different perspective about how I could improve my own communication style and understand my peers in other countries better."

"**It was a great session filled with inspiring stories** that align with our culture. The most interesting part was Erin Meyer's sharing on cultural studies. It was incredibly helpful for me to gain a deeper understanding of cultural differences, especially since I'm managing a team and clients from diverse backgrounds. "

"**Amazing, this program helps us embrace the Concentrix culture** and reflect on current behaviors and what we need to stop doing, what we need to continue doing, and what we need to improve."

"**It was an eye opener to me** and allowed me to relate back to certain scenarios that I have encountered in the past."

76 incredible game-changers have also been certified across the business as ambassadors for our internal Culture Partner program, and that number is increasing every week. These leaders work across the business to help foster, train and drive our culture to every corner of our business.

Game-changers in Malaysia

Game-changers in Philippines

Game-changers in Brazil

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Beyond the box: immersing game-changers in our culture

Let's hear from some of our Culture Partners:

"As a dedicated Culture Partner, my primary role is to proactively influence the business I support by seamlessly integrating our cultural beliefs into every interaction and decision made. My commitment to fostering a strong, inclusive culture reflects the invaluable learning and education that Concentrix has invested in me.

One recent example of my efforts involved revisiting the session we did on cultural differences and impact on global organizational communication, a crucial resource that helped a team navigate the challenges posed by differing communication styles. Emphasizing the importance of cultural awareness, helping individuals recognize the potential misinterpretations that may arise from varying backgrounds and communication styles is vital in promoting effective teamwork, overcoming barriers and ultimately reaching mutual success in the organization.

Secondly, a key activity in our team meetings is the Weekly Reflection of Culture. This reflective exercise allows us to pause and consider how we are embedding our culture in our daily actions and interactions.

I aim to be a proactive force in embedding our cultural values into our everyday work, guiding teams to embrace the richness of our global workforce while enhancing their collective effectiveness."

Natalie, Canada

"As a culture partner, I have been educating our new team members on our culture beliefs and our 3Vs and creating a positive and healthy environment for all of our game-changers reassuring them that we are not here for the status quo. I encourage the team to use Bravo badges, and I communicate upcoming events to get everyone involved like International Women's Day, where we had a number of our game-changers participate in events and postings."

Paul, Ireland

"As a culture partner, I play a crucial role in fostering a positive work environment and aligning team practices with the organization's philosophy and beliefs.

In all spaces, I explain the significance of being a culture partner. This includes promoting organizational values, initiating dialogues around culture, and fostering relationships among team members. Examples of activities I am involved in are one-on-one sessions; onboarding; cultural events; feedback mechanisms and reinforcing conversations."

Cynthia, Peru

Game-changers in Thailand

After work ping-pong tournament, France

Game-changers in Malaysia celebrate Concentrix Day

Beyond the box: immersing game-changers in our culture

Let's hear from some of our Culture Partners:

"I really like and enjoy being a Culture Partner because it allows me to connect with different communities as I find the cultural differences very interesting.

Being a Culture Partner allows me to grow personally, share my culture, and learn about other cultures, which motivates me to continue in this role."

Giselle, Argentina

"I have been proud to serve as a Culture Partner for the past year, championing our people by fostering transparency and advancing several culture promoting initiatives. I am not here for the status quo — I have led open conversations on ethical decision-making, supported inclusive workplace poli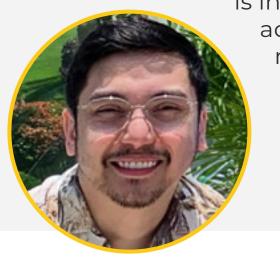cies, and facilitated workshops. By embedding these values into our culture, we strengthen trust, collaboration, and long-term sustainability."
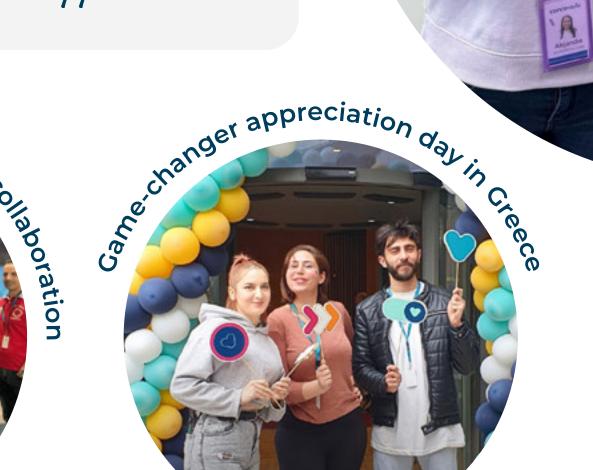
Chrysanthi, Greece

"Working as a Culture Partner is like having a trusted compass in the whirlwind of our daily work. As a Competency Leader managing a variety of responsibilities, I often find myself navigating unexpected twists both on the job and personally. Our culture beliefs consistently remind me what truly matters, guiding me through those challenging moments. Partnering with People Solutions to spread unique culture stories and launch initiatives to promote them is incredibly gratifying — it really adds a little extra sparkle to my everyday work life."

Sly, Philippines

Celebrating women's impact on our company in Honduras

Bridging Albania and Morocco through collaboration

Game-changer appreciation day in Greece

Experiencing our culture beliefs through shared values

Stories of growth and leadership

"Having been with Concentrix for 3+ years now and part of the Talent Acquisition team, I have been through two integrations, and finally, stepping up into a leadership role for the past year, my journey is one filled with challenges, lessons, and growth.

The culture belief 'Always with Exemplary Character' resonates deeply with me as I reflect on this experience. I've embraced the mindset of a People Champion, focusing not just on achieving recruitment goals but also on fostering trust, development, and collaboration within the team.

One moment that stands out involves creating a safe space for the team to express themselves openly. By removing emotional roadblocks, we cultivated trust and built rapport even in a remote work environment. I made it a priority to address not just operational challenges but also the team's mental well-being, offering guidance on soft skills like stakeholder management and time management. Celebrating small wins, whether through verbal praise or written acknowledgments, became a cornerstone of our team culture, helping us navigate high-pressure situations with resilience.

These small yet impactful actions reflect our belief in challenging the status quo. I constantly encouraged the team to improve processes and embrace constructive feedback as a tool for growth.

This experience has been a testament to growth, resilience, and the power of living our culture beliefs every day."

Angelina, Singapore

"Championing our People - I have experienced this in two of the projects that I have worked in, where we celebrate and recognize the different festivals and traditions of the diverse group of people that we work with. In one project we celebrated the festive holidays of main religion here in Malaysia, and in another project we learned about and celebrated different ways, food and traditions of people from Philippines, South Africa, and India.

These small yet impactful actions reflect our belief in challenging the status quo. I constantly encouraged the team to improve processes and embrace constructive feedback as a tool for growth.

This experience has been a testament to growth, resilience, and the power of living our culture beliefs every day."

Ruby, Malaysia

"A few years ago, I was flooded out of my home due to a hurricane. My team here at Concentrix rallied around me — giving me food, clothes, and shelter — and our People Solutions team was more than happy to work with me regarding scheduling work and time off needed. Not only did this team give a One Team, One Company, One Concentrix message, they made sure I FELT this belief every day."

Carissa, US

Celebrating Holi, India

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Investing in potential: empowering our game-changers

As we look back to our first sustainability report in 2020, we have remained true to our commitment to our leadership development programs that help game-changers reach their full potential personally and professionally. We also offer career growth and skill development, including annual career conversations for all game-changers and thousands of free courses through Concentrix University learning platform. With these resources, our team completed a staggering 6.1 million hours of developmental learning globally just in 2024 alone. Read more about these incredible programs below:

concentrix PRISM
Diversity Leadership Program

With a focus on skills related to building an inclusive, collaborative culture, this program helps leaders overcome biases and promote positive change.

Swati, India

"My biggest benefit is understanding that while working on my opportunity areas, it is extremely important to constantly play on your strengths. Also, how to cut the chords of negative thoughts and use positive words to work on laws of attraction. How influencing and networking tools and story building can help us professionally and personally."

Alejandro, Mexico

"The biggest benefit I gained from attending this program was a deeper understanding of the Concentrix culture and the art of influencing. It helped me refine my leadership approach by emphasizing the importance of collaboration, empathy, and strategic communication to drive meaningful outcomes. Additionally, the focus on diversity leadership was truly impactful, as it highlighted the value of diverse perspectives and how to foster inclusivity within a team or organization."

concentrix Pinnacle

We've designed this talent development program to help game-changers grow strategic and innovative thinking skills.

Ankush, India

"Insights, strategies and perspectives shared were truly valuable, and it was inspiring to learn and to connect with professionals from diverse backgrounds, learning from both the facilitators and peers. The dedication and effort put into designing such an engaging and meaningful program was evident, and I truly appreciate the opportunity to be a part of it."

Kelly, US

"I was able to redefine what it meant to be a leader and carve my own path within that - there is no archetype I need to strive for."

concentrix Benchmark

This program focuses on helping women leaders grow in confidence, leadership capability, and skills

Kris, US

"Without reservation, I recommend the Benchmark cohort for its incredible learning experience. Come with an eagerness to learn, which includes addressing challenging topics both as an individual and within corporate structures. This training encouraged me to think in new ways that allows for personal growth and effectiveness in leadership and communication."

Maria, Argentina

I" realized that even after 20 years in the Argentinian subsidiary and on the local leadership team, I wasn't fully prepared to add value to a global corporation like Concentrix. I joined the Benchmark program to understand global operations and apply those insights locally. This experience has strengthened my leadership skills and empowered me to pursue regional or global roles. I now feel more prepared to contribute to our global strategy and drive impact at a higher level."

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Health and wellbeing

Stronger, safer and healthier: raising the bar on health and wellbeing

We believe in creating a place that nurtures health, happiness, and wellbeing for all of our game-changers — they are the heart of our organization and our most valued asset. That's why we've designed our sites with their needs in mind, from medical rooms or clinics to quiet spaces, relaxation areas, recreational facilities, mothers' rooms and prayer rooms. It's all about creating a work environment that supports physical health and overall balance.

Health goes hand in hand with safety, which is why we're fully committed to meeting all health and safety regulations across our sites. Our goal is simple: to create a secure, healthy workplace where our game-changers, visitors and stakeholders feel safe and protected. A number of our locations even hold ISO 45001 certification, reinforcing our dedication to keeping our people safe and well!

Caring for mind and soul: our WeCare wellbeing strategy

We know wellbeing goes beyond physical health—it's about supporting the whole person. That's why our WeCare strategy takes a holistic approach, built on three pillars: Care, Protect, and Innovate. These guide our efforts to foster a safe, healthy, and innovative workplace through data-backed, clinically proven initiatives. Since our last report, we've expanded our wellbeing platform to 15+ languages, offering mental health tools, leadership resources, and confidential support.

In the past year, we have:

• **Launched a Global Mental Wellness Network of 2.39k Mental Wellness Partners** across **55+ countries** providing **peer support in 50 languages.** These amazing partners held over **100 crisis interventions in 2024.**

• Launched the **WeCare Champions Program,** celebrating over **1k game changers** for their contributions to helping us make a more wellbeing-focused workplace.

• Trained 50+% of our people managers in mental health to identify and support those facing mental health challenges.

Our **Employee Assistance Program (EAP) strategy** is built on a foundation of **consistency, quality, and accessibility. 100% of our countries** now have **24/7 EAP access,** ensuring that nearly every Concentrix game-changer, no matter where they are, can receive **immediate, high-quality mental health support** if they need it.

We've also broadened our mental health crisis support certification to leaders in EMEA, North America, and East Asia, who were able to intervene in over 100 crisis situations and provide immediate support to our game-changers. Our partnership with world-class vendors help us drive crisis interventions, confidential counseling and therapy services. **Beyond individual care,** our **on-demand leadership support, group sessions, and proactive well-being initiatives,** help create a workplace where mental health is not just supported but championed.

2.39k Mental Wellness Partners

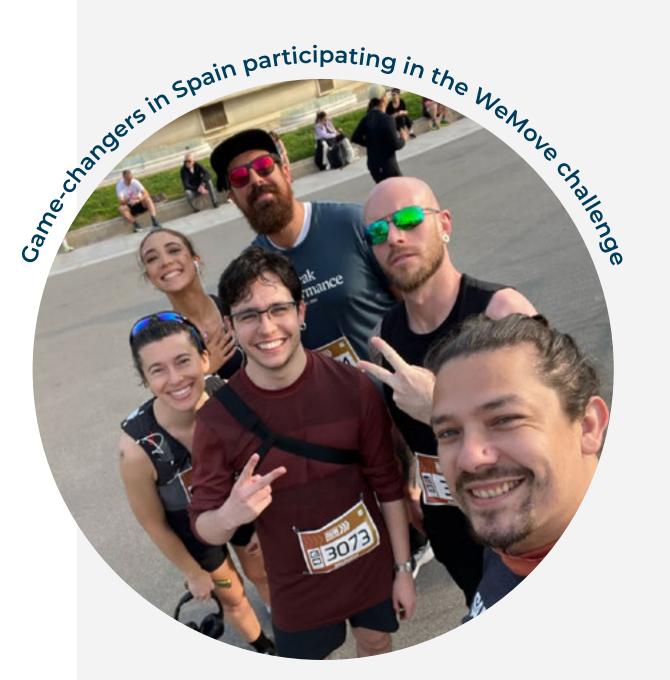**51+%** People Managers trained in Mental Health Awareness

ISO **97** certified sites
45001:2015

ISO **38** certified sites
45001:2018

Game-changers in Spain participating in the WeMove challenge

Our first-ever WeCare week!

In October 2024, we launched our first ever WeCare Week, and it marked the beginning of an exciting new tradition at Concentrix. This program was more than just an event, it was a movement designed to ignite excitement, raise awareness, and reinforce our commitment to game-changer wellbeing.
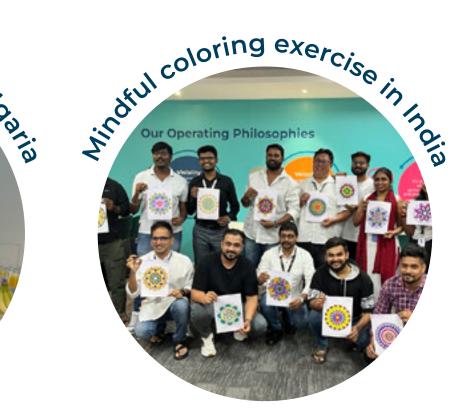
WeCare Week reached thousands of game-changers across multiple regions, creating a shared experience.

concentrix WeCare

Game-changers practicing Tai Chi in China

Game-changers participating in a stretch session

Healthy snack station in Bulgaria

Mindful coloring exercise in India

Clay wheel throwing workshop in India

A mindful moment meditation in Barcelona

What we achieved in a week

1.18k leaders completed wellbeing training

561 leaders attended

102 different initiatives across

40 countries

1.36k new visitors in our WeCare page

839 new WeCare Bravo Badges shared amongst our game-changers

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Voices of change: breaking stigma with UnMute

In 2024, we launched the UnMute podcast to combat mental health stigma by having open and honest conversations on wellbeing. Within just a few months, we engaged over 14k listeners, making UnMute a resounding success. Across 25 episodes in 2025, our game-changers took the lead as rotating hosts, sharing genuine and vulnerable stories to help normalize discussions around mental health.

Since launch, we've received constant amazing feedback from our game-changers, reaffirming the impact of our initiatives, but don't just take our word for it:

"Thanks so much for your kind words, I truly hope our podcast will benefit people. It was great to do, and the openness of the conversation made it even more special. I really enjoyed the experience."

"Just wanted to tell you I really enjoyed your Unmute episode on burnout. Thank you so much for sharing your story and your vulnerability. Well done! I know this episode is going to help so many people."

"I discovered the Unmute podcast today — great job! I love the gratitude pause moment. It really made me reflect."

"Beautiful episode. Thank you for being so open and vulnerable in sharing your mental health journey."

unmute
by WeCare

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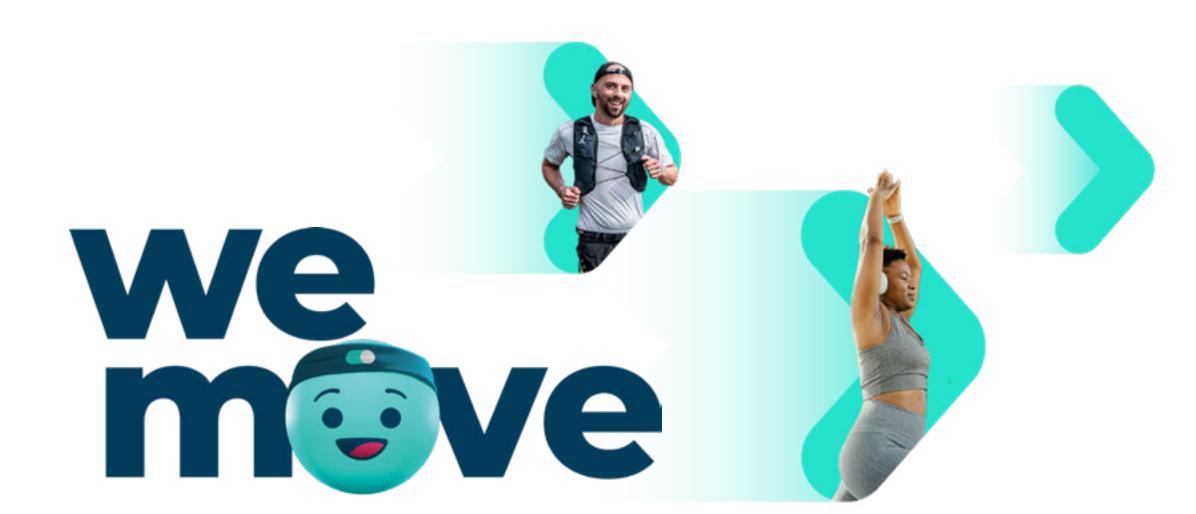
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WeMove: a journey to a million miles!

WeMove is one of our flagship global engagement experiences, and its aim is simple: to promote physical and mental wellbeing through movement. WeMove isn't a fitness challenge though; we recognize that every game-changer has different goals, abilities and ambitions; that's why we've designed the program to be fully inclusive. This year in addition to syncing with participants' daily step counts, WeMove also registered over 60+ manual movement activities and exercises in a partner app, ensuring there's something for everyone. All game-changers across the globe had access to the app, logging activities whenever they wanted.

Why do we believe movement is important? According to the World Health Organization (WHO), adults should engage in at least 150 minutes of moderate physical activity per week, yet studies reveal that over 25% of the global population doesn't meet this recommendation.

We also believed in the power of uniting game-changers and the wider business through a common goal. We committed to reaching 1,090,000 miles / 1,750,000 km over three and a half weeks of the WeMove challenge — and we surpassed it!

Check out the results of our journey!

46.91k   game-changers

2.70M   kilometers

1.68M   miles

Game-changers in Spain participating in the WeMove challenge

WeMove event in Spain

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Inclusive by design

We know that a workplace thrives when it truly values and embraces the unique perspectives, experiences, and talents of its people. That's why we focus on hiring game-changers based on their skills, capabilities, and potential — attracting top talent who drive innovation, creativity, and excellence. When diverse minds come together, creativity soars, and we see firsthand how different backgrounds and viewpoints fuel fresh ideas and stronger outcomes. We're committed to building local teams that reflect the rich diversity of our global communities, ensuring our workforce is as dynamic, agile, and forward-thinking as the world we serve.

But hiring is just the beginning. We are deeply committed to fostering a culture where every employee feels a true sense of belonging — a place where they can bring their whole selves to work, feel genuinely valued, and perform at their very best. By making inclusion and belonging a core priority, we're not just enhancing the business —we're creating an environment where people can thrive, build meaningful connections, and drive lasting impact across everything we do.

Game-changers in El Salvador

Leadership growth initiative

Leadership acceleration program: Fostering belonging through leadership

In South Africa, just like with our other countries, we love growing leadership teams that truly reflect the multifaceted nature of the country. That's where the Leadership Acceleration Program (LAP) comes in—it's at the heart of this mission, helping to build a strong, confident talent pool while playing a key role in South Africa's transformation journey.

The two-year LAP is designed to teach leaders essential skills through a combination of mentorship and real-world experience. And it's such a great program because it doesn't just boost individual capabilities, it contributes to our collective success.

The positive impact of the LAP is particularly impressive:

1. **66 individuals have graduated,** with 80% choosing to grow their careers at Concentrix.

2. **45%** of graduates have **earned leadership promotions.**

This program is meaningful because it creates invaluable opportunities for people, builds confidence, and nurtures the next generation of game-changers so they can flourish in their careers.

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Meet our game-changer Resource Groups

In our previous report, we discussed our Game-changer Resource Groups (GRGs) and how vital they are to our business success, and nothing has changed. These groups offer a powerful platform for members to share their experiences and perspectives, ensuring their voices are heard across the organization. By fostering a culture of inclusivity and belonging, GRGs empower allies to broaden their awareness and experience the richness of different cultures.

Even better, our GRGs — in conjunction with our mentoring initiative, iRISE — enhance networking and professional growth opportunities and give people a chance to pass constructive feedback to leadership. Together, these resources help individuals grow, connect and create a vibrant community that drives innovation and excellence within our organization.

This year, we're also proud to introduce you to the new GRGs we've welcomed into the fold!

6k game-changers

60+ countries

11 total GRGs

Ability Person with Disabilities

BPN Black Professionals Network

Dynamic Neurodivergent game-changers and allies

Heritage Network Part of BPN - LATAM
New in 2024

Hola Hispanic Latino Network
New in 2024

NOW Network of Women

Pride LGBTQ+

MVN Military Veterans Network
New in 2024

concentrix Wise Owls
New in 2024

Women in Sales & Account Management

Women in Tech

"We were on a caregivers support meeting and game-changers were opening up about how difficult and challenging it can be being a caregiver to their parents/grandparents/etc. It got us thinking of other ways we can support them and their families. Our industry is an amazing entry job portal for young people, but we hire from all ages, and everyone, no matter their age or country, may face aging family and friends. We provide structured gatherings designed to deeply understand our seniors' needs, devise effective strategies to address these needs, and extend tangible, local support. Through this initiative, we aim to foster a connected community that values the wisdom and contributions of our senior members and allies and ensure that they feel value and belonging to a larger community."

Genesis. Wise Owls GRG member

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
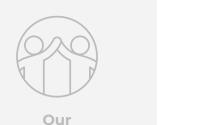Lead in cybersecurity and data protection practices.

UN SDG alignment

8 DECENT WORK AND ECONOMIC GROWTH

10 REDUCED INEQUALITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Doing the right thing. Always.

Integrity isn't just a value for us — it's the foundation of everything we do. We embed it into our governance to ensure that trust is never in question. We believe that when ethical leadership guides us, diverse perspectives shape our decisions, and data security remains a top priority—everything else falls into place. That's how we drive positive impact, foster inclusivity and innovation and create lasting value for all our stakeholders.

We continue to refine our processes and policies across three key areas to make sure we stay ahead:

Board diversity
Our diverse Board of Directors bring different experiences, backgrounds, and points of view that all contribute to a more effective decision-making process and better output for our stakeholders.

Ethics & compliance
The Code of Ethical Business Conduct (COEBC) and Anti-Bribery and Corruption policy guides our game-changers and stakeholders to do the right thing. Always. Complementing this commitment is our whistleblower policy, providing 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, every step of the way.

Game-changers in Romania

Game-changers in India

Game-changers in Mauritius

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Governance with integrity: building lasting trust for a sustainable future

We're all deeply committed to building a future that's inclusive, fair, and sustainable for everyone, and that commitment drives everything we do every day. It's woven into our governance, shaping how we run our business and make decisions. We're always empowering our people with the knowledge and skills they need to champion ethical business practices and stay ahead in cybersecurity. Keep reading to see how we are making progress — one year onwards!

Ethics & compliance
Enforce standards for ethical business conduct.

~100% COEBC training completion rate for our game-changers.

96.68% — 2025 progress
100% — 2030 target

100% compliance rate with Supplier Code of Conduct.

84.87% — 2025 progress
100% — 2030 target

50% spend rate from suppliers who meet our Advanced Suppliers Standard.

1.6% — 2025 progress
50% — 2030 target

Cybersecurity & data protection
Lead in cybersecurity and data protection practices.

~100% compliance rate with cybersecurity training.

95% — 2025 progress
100% — 2030 target

● Met or exceeded   ● On track   ● Need to accelerate

Click here to learn more about the coverage of our 2025 progress

Mexico game-changers win big for CX excellence

Collaboration space for teamwork and ideas at our site in Gurgaon, India

Empowered board

The backbone of our ESG success

Ann Vezina | Director
As the Chair of the Board of TD SYNNEX, Ann has a significant history with the Concentrix business and its industry, along with a strong background in corporate governance and personnel management.

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.

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

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.

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

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.

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

Kathryn Marinello | Chair of the Board
Kathy, our first chairperson, brings extensive business leadership experience, including service on multiple public company boards of directors.

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.

Industry Experience

| Finance | Information Technology | Human Capital | Marketing | Strategic Planning | Financial Services | Communications | New Economy Businesses |

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Ethics & compliance

We invest significant effort to earn and uphold the trust placed in us by our clients, shareholders, and game-changers, striving to exemplify what it means to be an ethical industry leader. We're a strong supporter of free and fair competition, and we maintain strict standards of ethics and integrity in everything we do. We insist that none of our game-changers, directors, or officers gain an unfair advantage through unethical practices, conflicts of interest, manipulation, or misrepresentation of facts. Our corporate policies and culture, described in more detail below, symbolize 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, our Code of Ethical Business Conduct (COEBC), and Human Rights Policy, all of which you can read more about on our website.

Governance Policies
These policies emphasize integrity, transparency, and alignment of interests with our stakeholders, including robust stock ownership guidelines for our executive officers. Our COEBC articulates our commitment to legal and ethical business practices in line with Nasdaq and SEC regulations, and we promote global understanding and compliance by translating it into 30+ languages to reach our diverse team of game-changers across the globe. In our commitment to transparency and accountability, any waivers or amendments to our COEBC relating to key executives are promptly communicated on our website. We maintain an anonymous hotline that is accessible 24/7 to enable game-changers to report questions or concerns confidentially and foster a culture of transparency and accountability in addressing potential violations of our COEBC and other misconduct.

Our human rights policy
Our human rights policy, reviewed and approved annually by our board of directors, complements the COEBC by reiterating fundamental human rights outlined in the Universal Declaration of Human Rights. We uphold principles of liberty and freedom in our operations to foster a culture of belonging, respect for individuals and dignity across our organization. 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 and corruption, Concentrix adheres to stringent anti-corruption laws and regulations, including the U.S. Foreign Corrupt Practices Act (FCPA), the Bribery Act 2010 in the United Kingdom, and Sapin II and the Duty of Vigilance law in France. Through our Anti-Bribery and Corruption Policy, we strive to uphold the highest ethical standards and ensure that our game-changers engage in business activities ethically and legally, refraining from actions that could be construed as bribery and promoting business practices with the highest of integrity at all times.

Game-changers in Lublin, Poland

Game-changers in Japan

Senior leaders connecting with game-changers in India

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Building Trust   Building and fostering trust

Sustainable supply

This year, we've made a big move by evaluating our top spend suppliers, around 2k vendors, using D&B Risk Analytics. This game-changing tool helps us spot ESG risks and understand where our suppliers stand in their sustainability journey. With these insights, we can offer the right support to those just getting started. After all, building a sustainable supply chain is crucial not just because we need to manage our ESG risks, but also because it brings us closer to our emissions reduction and net zero commitments. We know that this will only be possible by strengthening partnerships.

But that's just the beginning! We've also kicked off training for our buyers and incorporated ESG goals into their KPIs. In the Philippines, we've introduced a Green Catalog to ensure sustainable vendors and products are easily identifiable, influencing purchase decisions in a positive way. And we are not stopping there, this initiative will be rolled out in phases across our other regions, embedding it in our procurement platform, making responsible sourcing a core part of how we do business.

"This year, we took a significant step by evaluating our top 2,000 suppliers to identify ESG risks and support those on their sustainability journey. Building a sustainable supply chain is essential for managing risks and advancing our Net Zero commitments. By strengthening partnerships and integrating ESG goals into our procurement process, we are embedding responsible sourcing into the core of our business. This is just the beginning; our Green Catalog initiative will pave the way for sustainable purchasing, with plans to expand across regions. Together, we can drive meaningful change."
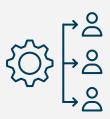
Chris Palmer
Procurement

Supply chain sustainability

Powering progress through ESG integration

In September 2024, we brought together 7 of our clients for a dynamic roundtable discussion on a shared challenge — integrating ESG into the supply chain. It's something we all face, and we all agreed on one thing: embracing ESG compliance isn't just necessary, it's a competitive advantage. It's not just about meeting baseline regulations, it's about exceeding them to stay ahead. Curious about the takeaways? Read more here!

Key Takeaways from our Roundtable

Adopt a bespoke approach tailored to support different supplier segments.

Focus on relevant, high-level metrics rather than overwhelming detail and unnecessary complexity.

Set specific targets that align with your company's capabilities and values.

Lead by example, ensuring your practices match your expectations for suppliers.

Recognize that ESG integration is an ongoing journey.

Cybersecurity & data protection

100% of our sites are certified to ISO 27001:2022 and ISO 22301:2019

100% of our sites are third party attested: ISO 22320:2018, ISO 27032: 2023, ISO 27035-1:2023

Fortifying the future: our stand on privacy and security

We're all about keeping the data in our care safe! We aim for first class standards in privacy management to ensure our data protection systems are among the best in the industry. And thanks to our game-changers' commitment, we meet global privacy regulations that keep both our company and our clients secure. Given the size of our global operations, our info security systems are top tier, aligned with leading standards like ISO 27001:2022 and ISO/IEC 27035. These guidelines help us effectively handle any security incidents, from data breaches to cyberattacks.

Our Cyber Defense Operations Center, which works around the clock to keep our data safe, teams up with groups on the Global Security team to put strong security controls in place. On top of that, we regularly conduct audits and earn any certifications we need, making sure we uphold the highest security levels across every corner of our business.

The role of our game-changers in cybersecurity

Our game-changers complete annual cybersecurity training to stay sharp against potential threats. Designed to build a culture of security awareness, the training covers phishing, password management, and safe online practices — strengthening our defenses and reducing risks. Phishing simulations are also carried out throughout the year, with additional training provided to individuals who fail to identify phishing attempts. We believe an informed workforce is our first line of defense and we're committed to providing ongoing education and resources for continuous learning.

Trust in tech: building reliable generative AI systems

When creating new tech solutions, we always follow NIST AI Risk Management Framework (AI RMF). AI RMF is a vital guide that helps developers and organizations identify and manage AI risks — like bias, privacy issues, or safety failures — via a structured process to assess, mitigate, and monitor challenges. This ensures AI systems are safe, fair, and trustworthy. It achieves this through practical steps like defining clear AI goals, testing for weaknesses, and tracking performance over time, all while staying flexible for different uses. With AI powering everything from healthcare to autonomous cars, this framework is essential to prevent harm, build trust, and maximize benefits responsibly.

Concentrix UK is Cyber Essentials Certified (CE)

HITRUST CSF Version 11.2

System and Organizational Controls

PCI DSS version 4.0.1

ISO 27001:2022, ISO 22301:2019, ISO 22320:2018, ISO 27032:2023, ISO 27035-1:2023

Production floor, Philippines

Physical security team

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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.

UN SDG alignment

| 1 NO POVERTY | 2 ZERO HUNGER | 3 GOOD HEALTH AND WELL-BEING | 4 QUALITY EDUCATION | 5 GENDER EQUALITY | 6 CLEAN WATER AND SANITATION | 7 AFFORDABLE AND CLEAN ENERGY | 8 DECENT WORK AND ECONOMIC GROWTH | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE |

| 10 REDUCED INEQUALITIES | 11 SUSTAINABLE CITIES AND COMMUNITIES | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION | 13 CLIMATE ACTION | 14 LIFE BELOW WATER | 15 LIFE ON LAND | 16 PEACE, JUSTICE AND STRONG INSTITUTIONS | 17 PARTNERSHIPS FOR THE GOALS |

Tech with purpose:
How we harness tech for good

Last year, we highlighted how we harness the innovative minds of our people and cutting-edge technology to deliver exceptional experiences for our clients and game-changers daily. This year, we've continued to grow programs like Carbon Challenge — our tech platform to track carbon usage — and Project Change — where our game-changers bring to life projects that can help solve environmental, social or governance challenges, using our technology to drive broader, even more transformative changes across the business.
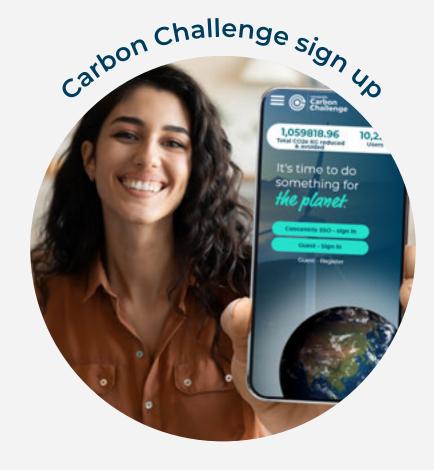
We recognized the opportunity to amplify the impact of Project Change by collaborating with Think Human Fund, further enriching our efforts to create lasting benefits for people everywhere. Together, we're committed to making meaningful changes that resonate within Concentrix and the communities we live and work in.

Similarly, our Carbon Challenge platform is expanding its scope this year by engaging students in the communities where we operate. We're excited about the opportunity to create a more lasting impact together together and grow a future where sustainability is always a focus.

Carbon Challenge sign up

Project Change participants, Philippines

Concentrix at One Young World Montreal, Canada

Sustainability Marketplace, Philippines

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Innovate for impact: our goals for a sustainable future

Since we started our sustainability journey, we've been committed to leveraging our creativity and cutting-edge technology to deliver exceptional experiences for our clients. But it's not just about that, it's also about pushing sustainable solutions that positively impact our game-changers and the world. That's why we actively promote the use of our Carbon Challenge platform across the business, and since last year, we've even released the portal to the public! Additionally, our project change campaigns continue to make a meaningful difference in communities around the globe.

Concentrix at One Young World Montreal, Canada

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

100% of **Project Change initiatives to be rolled out in business** after 1 year of launch.

50%
2025 progress

100%
2030 target

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

200k active users in the Carbon Challenge by 2030.

12.47k
2025 progress

200k
2030 target

Beach cleanup in Puerto Cortés, Costa Rica for the Carbon Challenge

● Met or exceeded   ● On track   ● Need to accelerate

Click here to learn more about the coverage of our 2025 progress

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Check in on our Carbon Challenge!

As we touched on earlier in the report, we celebrated the public launch of our Carbon Challenge platform last year, helping us raise global awareness around how simple lifestyle changes can make a significant impact. Throughout Concentrix, we've actively encouraged user participation, and as of May 2025, we're excited to report at least 12.47k users worldwide (people who've logged sustainable actions on the platform at least twice this year). We've also recognized the outstanding efforts of carbon challenge champions across our business, with 26 game-changers being awarded for demonstrating remarkable dedication to reducing their carbon emissions. This year, we look forward to a new phase for this initiative as we launch this in selected campuses to supplement environmental education. Stay tuned for even greater developments in the future!

12.47k active users

67 countries participating

Eco-friendly recycling workshop in Morocco

Volunteers planting trees to celebrate EarthDay

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Empowering change through creativity and tech

PROJECT CHANGE

Project C.A.R.E.
A platform for sharing, Philippines

Project Overview
Project C.A.R.E. is an exciting initiative that encourages game-changers to declutter their lives by donating items they no longer use to those in need. The goal is to build a nationwide community where teams can connect, share resources, and support one another during challenging times.

Our Mission
Create a platform where Concentrix game-changers can share or swap items they no longer need, promoting a circular economy. Our next step is to grow users by creating a calendar of events that promotes repurposing unwanted goods into new items!

Our Highlights
We've already created the exchange. And last year, we launched a platform-exclusive program called Kindness in a Box where our Davao Finance Center-Philippines and Damosa - Philippines sites donated 530 care boxes to our Think Human Fund partner LP4Y, who sent them to people in local communities who needed help.

Project C.A.R.E volunteers helping with donations

Plastic futureniture, Indonesia

Meet Cindy, the visionary Project Change ambassador who's leading an innovative new program to tackle one of the world's most pressing environmental challenges: plastic pollution. With Indonesia ranking second globally in plastic waste production, Cindy recognized the urgent need for action.

Cindy's mission is clear: to not only collect and recycle plastic waste but transform it into functional and stylish furniture for our sites. An impressive 347 kgs of plastic waste has been recycled into benches, lounge furniture, stools and coffee tables for our reception areas.

Table at Yogyakarta, Pakuwon site, Indonesia

Lounge chairs and coffee table at Yogyakarta, Lippo site, Indonesia

Empowering change through creativity and tech

Journey on home: tackling homelessness through tech

In Australia, homelessness is a real challenge for the New South Wales government, and their outdated, paper-based system made accessing support services too tedious and inefficient for people who needed help. To address this challenge, Concentrix set out to digitize their process through the creation of the Journey on Home (JoH) mobile app for iOS.

The platform, designed by and for Assertive Outreach staff, linked people to services when and where they needed them, making the entire process faster and more efficient. By harnessing technologies and frameworks like Swift UI, and building on previously developed middleware and AWS services, Concentrix delivered a robust, scalable and secure computing environment that could help people much better than before.

The result? Overall, support for homeless services drastically improved, ensuring that vulnerable people were able to receive the right services at the right time, without having to repeat their story to different staff members. This reduced overall time spent on reporting by 80%, making it much faster for homeless or vulnerable people to receive support when they need it.

The app was recognized with a Silver award at the 2023 Better Future GOV Design Awards, a testament to its meaningful impact on improving lives.

REPORT

80% reduction on reporting time

GOV DESIGN AWARDS 2023
BETTER FUTURE
SILVER

"We can make a real difference by enabling our Assertive Outreach staff to deliver the best help that they can to the homeless people who need it the most. We give the right service, at the right time; and via the Journey on Home App we've reduced time spent recording data by 80% meaning our staff can focus on providing the best support they can."

Lance Carden
Director Customer Service & Business Improvement, and Housing Connect Homes NSW

Using the Journey on Home (JoH) mobile app

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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
Donate to initiatives that align with our corporate philanthropy initiatives and our game-changers' passions.

Give Time
Create workplaces that reflect the communities we are a part of.
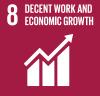
Give Things
Give non-financial donations to communities in need.

UN SDG alignment

1 NO POVERTY

2 ZERO HUNGER

8 DECENT WORK AND ECONOMIC GROWTH

10 REDUCED INEQUALITIES

13 CLIMATE ACTION

17 PARTNERSHIPS FOR THE GOALS

One voice, many changes:
Collective action for impact

The power of one action can create a wave of resilience, compassion and positivity and one person has the power to change the lives of so many others — to create lasting change in our communities. Our game-changers are passionate contributors who invest their time, skills and resources into causes they care about, and there is nothing greater than the Power of One when amplified with the backing of a global organization of our scale.

Through a wide range of global and local programs, we give our game-changers structured opportunities for meaningful engagement, like hands-on volunteering, fundraising campaigns and advocacy efforts. From organizing community-driven events to supporting biodiversity projects and social impact programs, we give our teams the power to take decisive action on their passions. And with Think Human Fund (THF), our game-changers can become THF ambassadors, pitch for funding and run volunteer nonprofit projects close to their heart across our global footprint!

But don't just take our word for it, check out these impactful results: 426.13k of volunteer hours from January to December 2024 dedicated to educational, environmental and social causes; thousands positively impacted by our education initiatives; and amazing climate resilience projects that support communities. Read on to learn about these stories and how far we've come on our community goals since last year!

426.13k volunteer hours

283.43k positively impacted through education initiatives

10 Types of causes supported

250 Donation drives

"In a world where every single action can ignite transformative change, we are reminded of the profound effects achieved when people come together, each leveraging the Power of One – One Team, One Company, One Concentrix – to create a meaningful impact on our planet and the communities around us"

Philip Cassidy
Executive Vice President
Strategic Projects & Corporate Strategy

Community event at Sunnyville, Philippines

Heart care campaign at Sunnyville, Philippines

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One voice, many changes: collective action for impact

We believe in the transformative power of collective action — the power of One! One action can spark a wave of resilience, compassion, and positivity. One person can change lives and drive lasting impact in our communities. Our game-changers are passionate contributors who give their time, skills, and resources to causes they care about. When amplified by a global organization like ours, the Power of One becomes unstoppable.

Through global and local programs, we offer ways to engage — through volunteering, fundraising, and advocacy. From community events to biodiversity and social impact work, we empower teams to act on their passions.

Our Communities

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

Give 500k hours per year for communities (including hours given via our global funded partner, Think Human Fund).

426.13k
2025 progress

500k
2030 target

Support 100 climate resilience projects by 2030 (50 supported via our global funded partner, Think Human Fund).

18
2025 progress

100
2030 target

Give at least $4M a year to support community causes (Including Think Human Fund).

4.59M
2025 progress

4M
2030 target

Enable 380k people access to quality education and increase their skills (80k enabled via our global funded partner, Think Human Fund).

283.43k
2025 progress

380k
2030 target

Helping communities in need in Colombia

Met or exceeded

On track

Need to accelerate

Click here to learn more about the coverage of our 2025 progress

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Serving hope in Brazil: fighting hunger and promoting inclusion

Our amazing Brazilian game-changers held their "Serving Hope with Mesa Solidária" program three times last year, showing their deep commitment to social responsibility and community well-being.

For each campaign, our team came together to cook and serve 300 hot meals to those in need — making a strong impact on food security and social inclusion. We hosted these sessions at Mesa Solidária, a local kitchen that provides a safe, structured space for food prep. Our invaluable partner, AFAGO, played a key role in collecting and coordinating food donations, ensuring each meal was nutritious and balanced. Meanwhile, our dedicated volunteers prepared, served, and connected with those receiving meals, nurturing a sense of dignity and community.

Steps That Matter: UK Game-Changers Walk for a Cure

In a remarkable demonstration of commitment and community spirit, our UK training and quality game-changers, who formed a group known as the Training Trekkers and Quality Striders, united for a significant cause. Together, they walked an impressive 873 collective miles, averaging 62 miles per participant. Their dedication paid off in a big way, raising over £2,562 for Cancer Research UK. This inspiring initiative not only showcased their determination but also highlighted how small steps, when taken together, can lead to a meaningful impact.

Empowering Lives: supporting seniors and children in Peru

In Peru, we continued supporting the silver economy by engaging 15 senior citizens in a vibrant experience promoting social inclusion, well-being, and economic awareness—while celebrating their immense value to society. Seniors actively participated in discussions, activities, and skill-sharing, uncovering insights into economic opportunities for older adults and building intergenerational bonds with game-changers of all ages.

With programs like this, we aim to build a more inclusive society that values the knowledge, experience, and potential of senior citizens. Our commitment goes beyond a single event—it's part of a broader effort to empower older adults, foster financial independence, and promote their active role in economic and social life.

Empowering communities around the world

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Second chances in France: partnering for reintegration

For over 15 years, Concentrix has proudly partnered with Rennes Women's Prison to provide an opportunity for a dozen female prisoners in doing work for one of our clients which involves facilitating customer satisfaction surveys. This initiative also serves as a stepping-stone toward their re-integration in the larger community.

This partnership stands as a model of responsible commitment, rich in meaning and with a promising future. It underscores Concentrix's dedication to empowering individuals and fostering long-term positive change in the community.

Advancing healthcare in Canada: Supporting specialized hospitals in Oshawa

Through a series of exciting and engaging fundraisers, the Oshawa team raised an impressive $25k to support SickKids Hospital in Canada, recognized in 2024 as one of the World's Best Specialized Hospitals. This initiative showcased the incredible dedication, generosity, and community spirit of our game-changers. From organizing events to rallying donations, every effort reflected how passionate and heartfelt our teams are when they unite for a cause they believe in. Together, they made a meaningful impact on the lives of children and families in need, proving once again that small actions, when multiplied, can create extraordinary change.

Empowering lives in the U.S.: Food bank volunteering in Nebraska

A group of our dedicated work-at-home game-changers in Nebraska, USA, came together last October to volunteer at the food bank, Leavenworth Food Pantry. Our game-changers contributed directly to the 550 families using the food bank on a monthly basis by donating 328 lbs. of food and supplies. It was a heartwarming display of how, regardless of our work locations, we remain deeply connected by a shared commitment to community service. The effort not only helped alleviate immediate needs but also reinforced the importance of collective action in making a lasting difference.

Germany's end-of-year generosity: Halle team's heartfelt contribution

At the close of 2024, our game-changers in Halle, Germany came together in a heartfelt act of generosity, raising €830 for the Arbeiter-Samariter-Bund—an organization dedicated to fulfilling the last wishes of individuals in the city suffering from terminal illnesses. Whether it's a small comfort or a lifelong dream, these wishes bring moments of joy and dignity during life's most difficult chapter. This donation reflects our team's compassionate spirit, sense of solidarity, and commitment to making a meaningful impact on the lives of people facing challenging times.

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Inspiring creativity in El Salvador:
Art workshop for kids with cognitive disabilities

In December, we hosted a special art workshop to celebrate the holiday season with 15 children with cognitive disabilities. Partnering with Centro de Educación Especial San Salvador, we held lots of fun activities to help kids express themselves, explore their imagination, and share meaningful moments with volunteers and local artists.

Art is vital, but especially so for the development of children with disabilities, because it helps build communication skills, emotional expression, and motor skills. In El Salvador, where 463,075 people live with disabilities, 26% are children. Despite progress in inclusion, many still face barriers in accessing education and social programs. Workshops like this help bridge those gaps, fostering creativity, connection, and empowerment.

This event came to life thanks to dedicated volunteers who guided kids in creating holiday-themed artworks. The workshop inspired creativity, promoted social inclusion, and fostered a sense of achievement for all participants.

We're committed to continuing programs that promote inclusion and provide opportunities for children with disabilities, shaping a more inclusive and supportive society through creativity and community engagement.

Empowering children with disabilities through art.

Transforming lives in Colombia:
Client partnership to deliver clean water

In partnership with a North American client, Concentrix and Planet Water Foundation built a water tower at an elementary school outside Bogota, Colombia. Clean drinking water can cost families in this area approximately 20% of their income, and the water tower now provides a thousand liters of drinking water per hour and hand washing facilities for proper hygiene. The coolest part? The water system uses a gravity-based filtration system that can operate without the need for external power. It's easily managed with a simple operation and daily maintenance process.

Installed three more Planet Water towers in the Philippines through Think Human Fund, benefiting hundreds of kids with clean drinking water at Baguio's Alfonso Tabora Elementary, Cebu's Bankal Elementary and Naga city's Mac Mariano Elementary.

Reusable stainless-steel cups provided to students, featuring 10 handwashing steps in graphics.

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Protecting nature in Malaysia: Protecting turtles, coasts, and forests

Our team in Malaysia held a fun beach clean-up, turtle conservation and tree planting event in conjunction with World Oceans Day at Kampung Penyu, Pangkor Island! 68 game-changers joined us and clocked 1.088k volunteer hours, planting 112 tree saplings and collecting 15 kgs of garbage.

Team Concentrix also sponsored a Turtle Infographics Board to help people learn about these amazing creatures. 'the fun and inspiring activities not only impacted the turtles and marine biodiversity ecosystem — they also impacted the 68 game-changers who volunteered!

Back to school, back with smiles: Back to school time in Tunisia

Forty game-changers gave 300 volunteer hours to the nonprofit "Un Sourire Pour Tous" to ensure 80 students were equipped with all they need for back-to-school. How? By buying kids school bags that included supplies relevant to their grade level. They also bought a mule and renovated the cart that transports students in the mountainous area to guarantee their safe and reliable transport to school, making sure that even the most remote students could get there without difficulty. This initiative not only helped provide the basics but also promoted education access for all.

Empowering change in India: Go Clean, Go Green Campaign

In April 2024, India launched the Go Clean, Go Green campaign, a nationwide eco-restoration initiative focused on cleaning up the environment and planting trees. The campaign kicked off with a baton relay race, symbolizing our unwavering commitment to a cleaner, greener environment — never dropping the baton!

The first phase of the campaign took place across multiple locations, where over 2.7k volunteers came together to collect more than 10k kilograms of litter from landfill areas, lakesides, and beaches, making a significant environmental impact.

For phase two, more than 700 game-changers united to plant 32k trees, transforming barren land into a thriving Miyawaki forest. This phase not only boosted biodiversity but also improved air quality and increased green cover, leaving a lasting positive impact on the environment.

Our volunteers planted 95 different species, with plans to introduce 47 more species in the coming months, ensuring the forest continues to thrive and contribute to a greener, healthier planet.

Volunteers cleaned and planted 32k trees, creating a thriving Miyawaki forest.

Empowering communities around the world

Elevating youth in China: Building business skills

Over a six-month journey, our ESG empowerment training reached the Chinese cities of Dalian, Xi'an, Suzhou, Foshan, and Chongqing, encompassing seven universities and 1,000+ students. Boasting a massive 147% completion rate, the program featured captivating courses like "Workplace Business Etiquette" and "Business Writing," fostering engagement and acclaim. This monumental initiative not only elevated our employer brand and campus connections but also integrated the essence of One Team, One Concentrix, leaving an indelible mark by equipping the next generation with vital career tools and nurturing a collective spirit of social responsibility.

2024 Concentrix China Suzhou ESG- Training in Campus 11.1

New Zealand buzzing with sustainability: 55,000 bees and growing

Last year, Concentrix New Zealand proudly established its own beehives as part of its local sustainability goals and commitment to protecting biodiversity. Why? Bees play a crucial role in our entire ecosystem, helping to pollinate many common flowers, plants, and trees so they can flourish and support wider environmental health. Our hives now attract over 55k bees, contributing to a thriving local ecosystem and greener future!

Click here to meet Micky and our NZ Beehive Sanctuary!

Turo guro in the Philippines: Skill-building for public school teachers

Quality education is essential for a country's growth and development, and one of its key pillars is having well-trained, motivated teachers. Public school teachers, in particular, play a crucial role in shaping the future and ensuring effective learning outcomes.

To support this, we created our educational CSR program, Turo Guro, designed to help public school teachers build skills in global English communication, business ethics, and innovation — so students across the Philippines can become globally competitive.

By combining our expertise in technology, training, and development with the local Department of Education's MATATAG Curriculum vision, we believe we can help transform the education sector for the better. This is what our students — the workers of tomorrow — deserve.
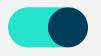
About the MATATAG Curriculum:
The MATATAG vision focuses on four critical components:

- Making the curriculum relevant to produce competent, job-ready, active, and responsible citizens.

- Accelerating the delivery of basic education facilities and services.

- Promoting learner well-being, inclusive education, and a positive learning environment.

- Taking good care of learners to support their holistic development.

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Reading, giving, and caring: Korea's library initiative for families

Our game-changers in Korea recently came together to support families affected by child abuse, showing the power of small actions making a big difference. They donated books to a company library, with each book valued at 3k KRW to help raise funds for the Seoul Northwestern Child Protection Agency. Thanks to their collective efforts, our game-changers successfully raised 500k KRW to donate. These funds were then used to buy winter blankets for five families. By offering season-appropriate bedding, the program helped ease financial burdens and promote emotional stability for the children and their families.

Bringing joy and smiles: Christmas solidarity gifts in Portugal

Our amazing game-changers delivered 100 Christmas gifts to children and teens in shelters from four non-profits, from North to South via our Think Human Fund partner PAJE. We tailored each gift to the children's wishes, so witnessing their happy faces as they received them was truly special.

Indonesia community school drive: strengthening teachers for a brighter future

Last year, 39 of our game-changers in Indonesia generously volunteered their time and resources to support two key community initiatives. One was Sekolah Alam Tunas Mulia in West Java, —a school for disadvantaged children that operates without government support. The other was the PEVITA Free Community Library in the southern region of Yogyakarta. Through multiple donation drives, employees came together to contribute over 400 books and more than 300 packets of milk for the school, as well as book donations for the community library.

Our staff also visited the Nusantara Foundation Orphanage, near our site in Jakarta, which provides education and care for orphans and abandoned children. In support of its mission, our team donated clothing and essential groceries to help meet the daily needs of the children.

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Adopt-a-Community

In its 5th year, our Adopt-a-Community program is still going strong! The program was initially conceptualized to support urban farms in the Philippines in partnership with the local government—equipping families with the skills and opportunities needed for the community to become self-sufficient. This year we're happy to report we've diversified our support to focus on a wider variety of initiatives, like in Sunnyville, where our game-changers delivered a heart care seminar and distributed heart-friendly goods and items. In 2024, we also held a pamper day for all mothers where they could choose from services like haircuts, treatments, manicures and pedicures. On top of that, we included our communities in our Concentrix Family Day celebrations for 2024, and we ended the year with a book and bottle drive and disaster preparedness talk for communities where we gave out go bags filled with emergency supplies.

In 2025, one of our Metro Manila sites ran a donate one, get one program which aimed to donate school kits to beneficiaries from the site's adopted community of Don Bosco, Tondo. And then in February, the teams handed out gift baskets to 112 families in the same community, in celebration of Hearts' Day.

All of these campaigns add up to show the real progress we're making to better our communities across the globe!

4 communities adopted

125 families benefited

Heart care seminar

Pamper day for the mothers in the community

Concentrix Family Day celebrations

Disaster preparedness talk

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Pursuing higher education. Winnie Sun Scholarship

Defying societal norms: living your dreams

We introduced you to the Winnie Sun Scholarship program in our very first sustainability report and continue to bring you on the journey of these incredibly inspiring women. It launched in 2020, and is one of our flagship initiatives dedicated to helping ambitious girls from disadvantaged backgrounds with financial assistance for higher education. To date, the program has supported 434 scholars toward pursuing their dreams of a higher education.

Women's month

Concentrix India introduced **Her Dreams,** a social media series bringing the real-world impact of our **Winnie Sun Scholarship** to light. In this series, we spotlight four exceptional young women from different corners of the country who have not only made it into top universities and companies, but have done so with while pushing past social barriers and financial challenges with grit and grace. Their stories are powerful, and we invite you to watch, share, and be part of amplifying their voices.

Meet Neha, Reshma, Tanya and Anshi, and learn how they've shaped their futures through the Winnie Sun program

Click on each picture to hear their stories

Tanya's story

Tanya, a scholarship recipient from 2021, embodies the spirit of resilience and determination. Hailing from a conservative village in Uttar Pradesh, where women are discouraged from pursuing careers, Tanya dared to challenge societal norms and continued her education beyond 10th grade, paving the way for a brighter future. The Winnie Sun Scholarship helped her secure admission to a prestigious college, and today, she interns at a top e-commerce company and earns a remarkable income that surpasses her family's annual earnings.

Tanya's achievement serves as a beacon of hope, inspiring young women in her village to dream bigger and challenge traditional norms. Her story is a testament to the transformative power of education and empowerment.

Winnie Sun Scholarship recipients

Tanya, Winnie Sun Scholarship recipient

Think Human Fund:
Building toward a better tomorrow

Concentrix founded Share Think Human in 2017, then Think Human Foundation in 2019, and now Think Human Fund (THF) in 2024 to support trusted nonprofits who focus on climate resilience or quality educational projects in communities with limited opportunities. Funded and resourced by Concentrix, THF shares our vison of building a more inclusive and sustainable future via our philanthropic principles:, Give Voice, Give Time, Give Money and Give Things.

In 2024 THF collaborated with 48 remarkable nonprofit organizations to support 69 projects across 42 countries positively impacting more than 58k people. In 2025 so far, we have 84 Think Human Fund Concentrix ambassadors, we've trained over 3k individuals, and we've positively impacted more than 400 schools. THF projects provide access to quality education, empower mentors and teachers, strengthen community resilience, restore ecosystems, and more.

Our commitment to learning shines through as well. We provided more than 42k+ hours of training in 2024 to empower individuals and equip them with the skills they need to thrive. Our dedication to environmental protection continues to be evident through our ongoing efforts to restore ecosystems through tree-planting initiatives with our partner organizations. We have already planted 81.67k trees since 2024, contributing to a greener and more sustainable future.

Dignity talks, Malaysia

Tech training for youth in Morocco

Think Human Fund 2030 goals

THF Goals	2025 progress	2030 Target
Number of educational training hours per year	42k	30k
Direct beneficiaries (including 80k accessing education)	58k*	105k
Number of trees planted	81.67k*	300k
Projects funded (50 climate resilience)	69* (7 climate resilience)	100
Number of countries supported	42	40

*Multi-year/cumulative goals
Reporting period is from January 2024-December 2024.

think human fund

2024 numbers

69 Projects

42 countries

84 ambassadors

48 nonprofits supported

Click here to discover THF projects
Unearth our impact in the areas of climate resilience and education.

Building toward a better tomorrow

Just a few of 2024's inspiring Think Human Fund projects

Concentrix Malaysia and Think Human Fund

The Social Emotional Learning for Youth Success project, an initiative with Dignity for Children, gives marginalized and vulnerable youths a comprehensive education and skill-building experience that enhances their academic proficiency, fosters social and emotional growth, and prepares them for success in the job market so they can break out of the cycle of poverty. Through this program students gain life skills, build resilience, and develop the confidence to navigate life's challenges. In 2024, 400 students benefited from this help, giving them the tools to create lasting change in their lives.

Concentrix Korea and Think Human Fund

Chungcheongnam-do province has a high concentration of power plants and major industrial complexes. To support environmental awareness in the area, Think Human Fund helped Econow launch its "Guarding the Earth" program. This initiative educated 650 middle school students about ultra-fine particles, climate change, and energy conservation, with the goal of fostering local environmental leadership and promoting sustainable practices.

Concentrix North America and Think Human Fund

Think Human Fund, in partnership with One Tree Planted, planted 23k trees in Larose Forest, Canada, and 43k in Colorado, USA. Since Larose Forest was established in 1928, it's been primarily degraded and abandoned agricultural land. Now, we're helping restore it to its natural forest composition. Our contribution will reintroduce species like white pine, oak, and red spruce, along with climate-resilient trees. In Colorado, our efforts aid reforestation in wildfire and bark beetle-damaged areas. Together, we're greening the earth for a sustainable future!

Concentrix Egypt and Think Human Fund

The Eat from Street campaign is one of the most significant projects of the Shagrha initiative. Its goal? Plant the seeds of positive change in the hearts and minds of local communities by transforming streets and public spaces to make them greener. In 2024, we planted a staggering 11.6k fruit trees in hospitals, schools, and public gardens, giving more than 30k people the chance to take in some nature.

ESG
Environmental Social Governance
week

We hope our actions — and the stories we've shared —sparked inspiration and showed you the art of the possible: that one action can create a meaningful impact. And when we act together, as One team and One company, we unlock the POWER OF ONE to drive far reaching change toward a more sustainable world.

What better way to close this year's Sustainability Report than by celebrating our collective momentum through our ESG Week—a dynamic, weeklong global event that brought together passionate changemakers from across the world.

Through five global webinars and host of local activations, we rallied around bringing our ESG Impact areas to life. The response was phenomenal with 120+ local events and 1.68k participants across our global webinars and energy radiating from every corner of the globe.

It was a true showcase of the Power of One—reminding us that when we unite in our purpose, our collective impact can spark real, lasting change.

Reporting period for 2025 progress

GRI standard	Goals	Target number 2030	2025 progress	Goal type	Reporting period
Our Planet Climate	Reduce our absolute Scope 1, 2 and 3 emissions by 50% by 2030 from 2019 baseline.	50%	27%	Multi-year/Cumulative	2024 GHG Reporting cycle: December 2023 – November 2024
	50% of our power from renewable energy sources by 2030	50%	34.89%	Multi-year/Cumulative	2024 GHG Reporting cycle: December 2023 – November 2024
	Electrify 100% of our car fleet by 2030 for all company-owned vehicles	100%	0.00%	Multi-year/Cumulative	June 1, 2024 – May 31, 2025
	Sustainable commuting program in all countries by 2030	100%	6.85%	Multi-year/Cumulative	June 1, 2024 – May 31, 2025
Our Planet Waste	Phase out Single Use Plastic at our sites by 2030	100%	37.2%	Annual	June 1, 2024 – May 31, 2025
	Segregate 100% of food waste at our sites by 2030	100%	38.49%	Annual	June 1, 2024 – May 31, 2025
	Donate or recycle 100% of our e-waste by 2030	100%	13.25%	Annual	June 1, 2024 – May 31, 2025
Our Planet Biodiversity	Plant and restore 2M trees by 2030 (including 300k trees planted via our global funded partner, Think Human Fund)	2M	1.11M	Multi-year/Cumulative	Since 2021 to May 31, 2025
	Reduce water use intensity by 50% by 2030	50%	*	Multi-year/Cumulative	2024 is the baseline year. Update will be provided in the next Sustainability Report.
Our Planet Sustainable Buildings	100% of our owned buildings to meet internal Sustainable Buildings Standard by 2030	100%	40%	Multi-year/Cumulative	June 1, 2024 – May 31, 2025
Our Game-changers People and Culture	Achieve a minimum 85% "happy game-changers" in our annual Your Voice survey	85%	79.4%	Annual	June 1, 2024 – May 31, 2025
	Pay a living wage globally for our team members	100%	*	Annual	Baselining ongoing
Our Game-changers Health and Wellbeing	All countries have EAP coverage includes 24/7 crisis counselling with 6 months post exit support for highly sensitive content moderation accounts.	100%	97.30%	Annual	June 1, 2024 – May 31, 2025
Building Trust Ethics and compliance	~100% COEBC training completion	100%	96.68%	Annual	June 1, 2024 – May 31, 2025

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Reporting period for 2025 progress

GRI standard	Goals	Target number 2030	2025 progress	Goal type	Reporting period
Building Trust Ethics and compliance	100% compliance with "Supplier Code of Conduct"	100%	84.87%	Annual	June 1, 2024 – May 31, 2025
	50% of our spend from Suppliers who meet our Advanced Suppliers standard	50%	0.00%	Multi-year/Cumulative	June 1, 2024 – May 31, 2025
Building Trust Cybersecurity and data protection	~100% compliance with Cyber Security Training	100%	95%	Annual	June 1, 2024 – May 31, 2025
Innovation & tech Innovation for impact	100% of Project Change initiatives to be rolled out in the business after 1 year of launch.	100%	50%	Annual	June 1, 2024 – May 31, 2025
Innovation & tech Purpose driven technology	200k active users a year for Carbon Challenge in 2030	200,000	11,295	Multi-year/Cumulative	June 1, 2024 – May 31, 2025
Our Communities	Give 500k hours per year for communities (including hours given via our global funded partner, Think Human Fund)	500,000	426.13k	Annual	January 2024 – December 2024
	Give at least $4M a year to support community causes (Including Think Human Fund)	4M	4.59M	Annual	January 2024 – December 2024
	Support 100 climate resilience projects by 2030 (50 supported via our global funded partner, Think Human Fund)	100	18	Multi-year/Cumulative	June 1, 2024 – May 31, 2025
	Enable 380k people access to quality education and increase their skills (80k enabled via our global funded partner, Think Human Fund)	380,001.50	283.43k	Multi-year/Cumulative	June 1, 2024 – May 31, 2025

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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)
1 NO POVERTY	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.	• Elevating our game-changers' experience	• Pay a living wage globally for our team members.	• Our Game-changers section page 32.	• 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.	• Elevating our game-changers' experience	• Pay a living wage globally for our team members.	• Our Game-changers section page 32.	• 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.	• Empowering and giving back to our communities	• Support 100 climate resilience projects by 2030 (50 supported through our global partner, Think Human Foundation).	• Empowering Communities section pages 62-72.	• Concentrix ESG Policy.

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UN SDG	Description	SDG Targets	Concentrix Impact Area Alignment	Concentrix ESG Goal (Objective)	Contributing Actions (Page reference)	Contributing Policies (Page reference)
2 ZERO HUNGER	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.	• Empowering and giving back to our communities	• Support 100 climate resilience projects by 2030 (50 supported through our global partner, Think Human Fund.	• Empowering Communities section pages 62-72.	• Concentrix ESG Policy.
3 GOOD HEALTH AND WELL-BEING	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.	• Elevating our game-changers' experience	• All countries to have EAP coverage including 24/7 crisis counselling with six months post-exist support for highly sensitive content moderation accounts.	• Our Game-changers section page 32.	• Concentrix ESG Policy.
4 QUALITY EDUCATION	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.	• Empowering and giving back to our communities	• Enable 380k people access to quality education and increase their skills (80k enabled through our global funded partner, Think Human Fund).	• Empowering Communities section pages 62-72.	• 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.	• Empowering and giving back to our communities	• Enable 380k people access to quality education and increase their skills (80k enabled through our global funded partner, Think Human Fund).	• Empowering Communities section pages 62-72.	• 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.	• Empowering and giving back to our communities	• Enable 380k people access to quality education and increase their skills (80k enabled through our global funded partner, Think Human Fund).	• Empowering Communities section pages 62-72.	• Concentrix ESG Policy.

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UN SDG	Description	SDG Targets	Concentrix Impact Area Alignment	Concentrix ESG Goal (Objective)	Contributing Actions (Page reference)	Contributing Policies (Page reference)
5 GENDER EQUALITY	Achieve gender equality and empower all women and girls	**5.1** End all forms of discrimination against all women and girls everywhere.	• Elevating our game-changers' experience	• Achieve a minimum 85% happy game-changers in our annual Your Voice survey.	• Our Game-changers section page 32.	• 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.	• Promoting innovation and tech for good	• Achieve a minimum 85% happy game-changers in our annual Your Voice survey.	• Our Game-changers section page 32.	• Concentrix ESG Policy.
			• Elevating our game-changers' experience	• Achieve a minimum 85% happy game-changers in our annual Your Voice survey.	• Our Game-changers section page 32.	• Concentrix Human Rights Policy. • Code of Ethical Business Conduct.
6 CLEAN WATER AND SANITATION	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.	• Accelerating toward a more sustainable planet	• Reduce water-use intensity by 50% by 2030.	• Our Planet section pages 17-18.	• Concentrix ESG Policy.
				• 100% of our owned buildings to meet internal Sustainable Buildings Standard** by 2030.	• Our Planet section pages 17-18, 27-28.	• Concentrix Human Rights Policy. • Code of Ethical Business Conduct.

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UN SDG	Description	SDG Targets	Concentrix Impact Area Alignment	Concentrix ESG Goal (Objective)	Contributing Actions (Page reference)	Contributing Policies (Page reference)
7 AFFORDABLE AND CLEAN ENERGY	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.	• Accelerating toward a more sustainable planet	• 50% of our power from renewable energy sources by 2030.	• Our Planet section pages 17-18, 20.	• Global Environmental Policy.
8 DECENT WORK AND ECONOMIC GROWTH	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	**8.6** By 2020, substantially reduce the proportion of youth not in employment, education or training.	• Empowering and giving back to our communities	• Enable 380k people access to quality education and increase their skills (80k enabled through our global funded partner, Think Human Found).	• Empowering Communities section pages 62-72.	• Concentrix ESG Policy.
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	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.	• Accelerating toward a more sustainable planet	• 100% of our owned buildings to meet internal Sustainable Buildings Standard** by 2030.	• Our Planet section pages 27-28.	• Global Environmental Policy.
				• Electrify 100% of our car fleet by 2030 for all company-owned vehicles.	• Our Planet section pages 17-18.	• Concentrix ESG Policy.
			• Promoting innovation and tech for good	• 100% of Project Change initiatives to be rolled out in business after 1 year of launch.	• Innovation and Tech section pages 56 and 58.	• Concentrix ESG Policy.

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UN SDG	Description	SDG Targets	Concentrix Impact Area Alignment	Concentrix ESG Goal (Objective)	Contributing Actions (Page reference)	Contributing Policies (Page reference)
10 REDUCED INEQUALITIES	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.	• Elevating our game-changers' experience	• Pay a living wage globally for our team members	• Our Game-changers section page 32.	• 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.	• Building and fostering trust	• ~100% COEBC (Code of Ethical Business Conduct) game-changers training completion.	• Building Trust section page 48.	• Concentrix Human Rights Policy. • Code of Ethical Business Conduct.
11 SUSTAINABLE CITIES AND COMMUNITIES	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.	• Accelerating toward a more sustainable planet	• All countries to have a sustainable commuting program in place by 2030.	• Our Planet section pages 17-18, 21.	• 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.	• Accelerating toward a more sustainable planet	• Phase out single-use plastics at our sites by 2030.	• Our Planet section pages 17-18, 22-23	• Global Waste Policy.
				• Donate or recycle 100% of our e-waste by 2030.	• Our Planet section pages 17-18, 22-23.	• Global Waste Policy.
				• Segregate 100% of our food waste at our sites by 2030.	• Our Planet section pages 17-18, 22-23.	• 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.	• Building and fostering trust	• 100% compliance with the Supplier Code of Conduct.	• Building Trust section page 48.	• Global Supplier Code of Conduct.
				• 50% of our spend from suppliers who meet our Advanced Suppliers standards.	• Building Trust section pages 48 and 52	• Concentrix ESG Policy.
		12.7 Promote public procurement practices that are sustainable, in accordance with national policies and priorities.	• Building and fostering trust	• 100% compliance with the Supplier Code of Conduct.	• Building Trust section page 48.	• 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.	• Empowering and giving back to our communities	• Support 100 climate resilience projects by 2030 (50 supported through our global partner, Think Human Found).	• Empowering Communities section pages 62-72.	• Concentrix ESG Policy.
		13.2 Integrate climate change measures into national policies, strategies and planning.	• Accelerating toward a more sustainable planet	• Reduce our absolute scope 1, 2 and 3* emissions by 50% by 2030 (2019 baseline).	• Our Planet section pages 17-19.	• Global Environmental Policy.
		13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.	• Empowering and giving back to our communities	• Give 500k hours per year for communities (including hours given via our global funded partner THF).	• Empowering Communities section pages 62-72.	• Concentrix ESG Policy.

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UN SDG	Description	SDG Targets	Concentrix Impact Area Alignment	Concentrix ESG Goal (Objective)	Contributing Actions (Page reference)	Contributing Policies (Page reference)
14 LIFE BELOW WATER	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.	• Accelerating toward a more sustainable planet	• Phase out single-use plastics at our sites by 2030.	• Our Planet section pages 17-18, 22-23.	• 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.	• Accelerating toward a more sustainable planet	• Plant and restore 2M trees by 2030 (since 2021-including 300k trees planted through our global funded partner, THF).	• Our Planet section pages 13, 20-23.	• Global Environmental Policy.
15 LIFE ON LAND	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt bio 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.	• Accelerating toward a more sustainable planet	• Plant and restore 2M trees by 2030 (since 2021-including 300k trees planted through our global funded partner, THF).	• Our Planet section pages 17-18, 25-26.	• 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.	• Accelerating toward a more sustainable planet	• Plant and restore 2M trees by 2030 (since 2021-including 300k trees planted through our global funded partner, THF).	• Our Planet section pages 17-18.	• Global Environmental Policy.

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UN SDG	Description	SDG Targets	Concentrix Impact Area Alignment	Concentrix ESG Goal (Objective)	Contributing Actions (Page reference)	Contributing Policies (Page reference)
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	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.	• Building and fostering trust	• ~100% COEBC (Code of Ethical Business Conduct) game-changers training completion.	• Building Trust section page 48.	• <u>Code of Ethical Business Conduct.</u>
		16.6 Develop effective, accountable and transparent institutions at all levels.	• Building and fostering trust	• ~100% COEBC (Code of Ethical Business Conduct) game-changers training completion.	• Building Trust section page 48.	• <u>Code of Ethical Business Conduct.</u>
17 PARTNERSHIPS FOR THE GOALS	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.	• Promoting innovation and tech for good	• 100% of project change initiatives to be rolled out in the business after 1 year of launch	• Our Game-changers section page 45. • Innovation and Tech section pages 56-59.	• <u>Concentrix ESG Policy.</u>
			• Empowering and giving back to our communities	• Enable 380k people access to quality education and increase their skills (80k enabled through our global funded partner, Think Human Found).	• Empowering Communities section pages 62-72.	• <u>Concentrix ESG Policy.</u>
			• Empowering and giving back to our communities	• Give at least $4M a year to support community causes (including THF endowment fund).	• Empowering Communities section pages 62-72.	• <u>Concentrix ESG Policy.</u>

Climate risks and opportunities

Climate change presents both significant risks and opportunities for our global operations. To safeguard our business and align with our sustainability commitments, we've conducted a comprehensive analysis of climate-related risks and established mechanisms we can use to thrive as a business despite climate change challenges.

For our risk scenario planning, we use RCP 4.5 and SSP2 pathways, which reflects both our projection that emissions could peak around mid-century before steadily declining and a moderate path for social and economic growth. The INFORM Risk Index guides our understanding of the physical climate risks that might affect us, and we use a tailored scoring system that considers the severity of the effect of these climate risks on our operations based on our headcount or footprint for the countries where we operate.

We mapped climate vulnerabilities across our global locations, identifying the top 60-70% of our workforce exposed to climate risks using INFORM Climate Change data. This assessment helps us anticipate both current and long-term threats in different geographies, so we can have a proactive risk management approach.
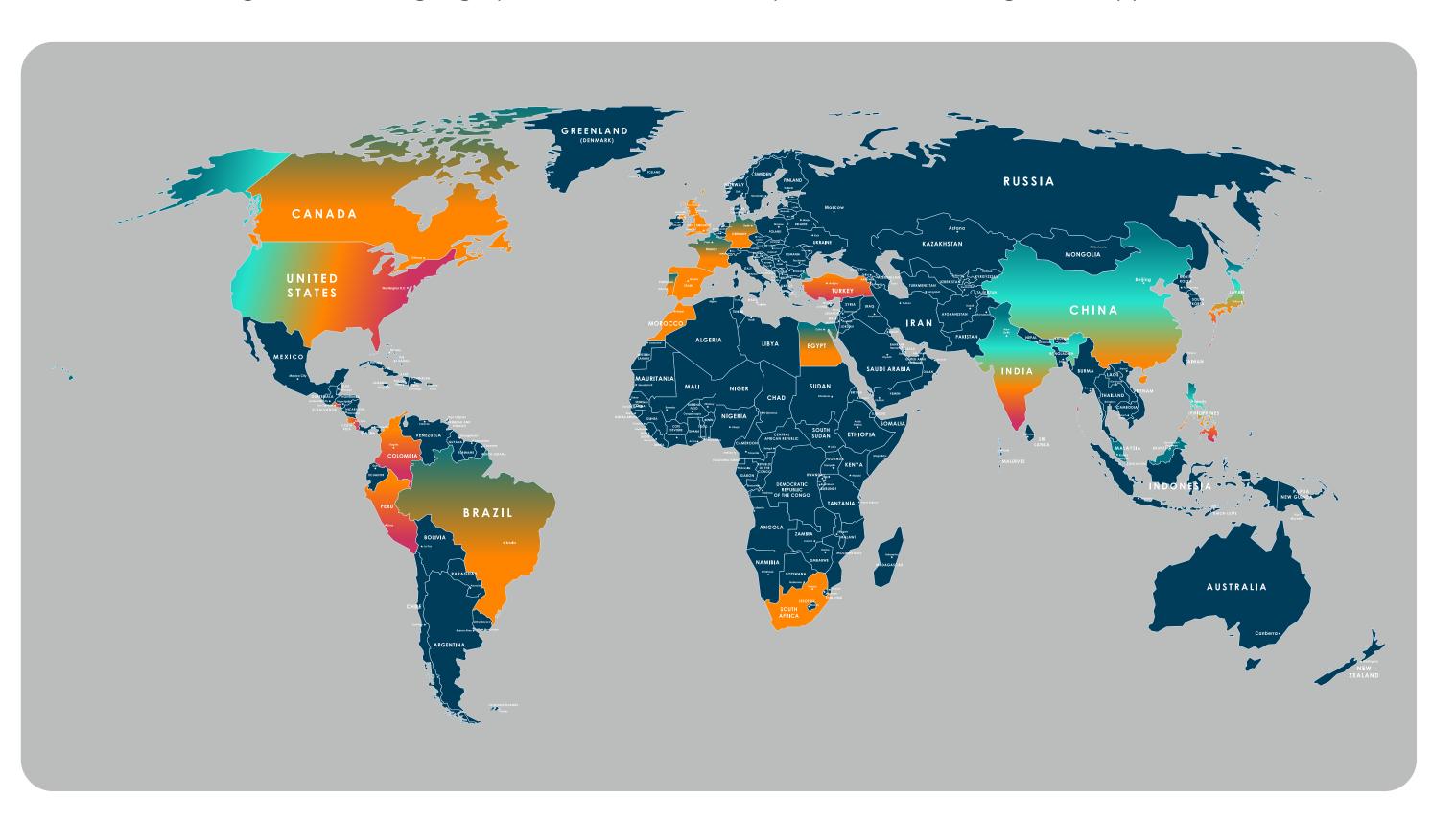
See our physical climate risk exposure here:

Storms, typhoons, flooding: India, Philippines, China, Egypt, Japan, Brazil, Malaysia, USA, Canada, France, Germany, Portugal.

Tropical cyclones: Philippines, Japan, India, China, USA.

Drought: India, Egypt, Türkiye, Morocco, Spain, USA, Brazil, China, South Africa, Philippines, France, Peru, Germany, Canada, United Kingdom, Portugal, Colombia, El Salvador, Japan, Costa Rica.

Earthquake: Philippines, India, Japan, Peru, Türkiye, Costa Rica, Colombia, El Salvador, USA.

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Climate risks and opportunities

Risk type	Climate-related risk definition	Potential financial impact reference	Mitigation/fulfillment strategy reference)
Acute physical climate risk	Disrupted operations from extreme weather	Extreme weather such as storms and typhoons, to which more than 60% of our population is exposed, could lead to business disruption in the form of shutdowns and delayed operations that contribute to loss of revenue. Damage to infrastructure, facilities and supply chains are also likely effects, which will have an impact on our operational costs.	Concentrix has a business continuity plan (BCP) in place, coupled with crisis management and disaster recovery strategies, to ensure that our business thrives and is able to recover from the effects of extreme weather. We review it annually to ensure we update our processes, systems and infrastructure to address risks more effectively.
Acute physical climate risk	Game-changer safety and welfare	Extreme weather has the potential to affect our people in different ways: 1. Heat stress due to rising temperatures and prolonged exposure. 2. Injury risks and exposure to home loss and possible displacement because of the effects of typhoons and storms, like flooding. Both these scenarios will also have a corresponding impact on increasing healthcare spend.	We outline in our BCP support for our people to ensure their safety and welfare. Likewise, we offer medical insurance and support in our facilities or through third-party providers to ensure the health and safety of our game-changers.
Transition risk	Market demand	Clients and investors are looking for firm commitments to address climate change issues and reduce emissions. As we decarbonize our operations, we'll need to make significant investments into a greener energy supply, support for supply chain programs, and sustainable commuting programs across our operations.	We've implemented our emissions reduction plan and rolled it out to the business. This, along with our 2030 environmental goals, serves as the guidepost toward our goal to achieve net zero by 2050. We communicate these plans to our clients and investors alike via this annual sustainability report and our CDP disclosure, which is a testament to our transparency on environmental progress.
Transition risk	Increased complexity in climate-related regulations and reporting	As a global business, we operate across diverse regulatory environments. With our continued growth in Europe, for example, we've anticipated the need to comply with the Corporate Sustainability Reporting Directive (CSRD) and its upcoming reporting requirements. This, along with emerging regulations, is expected to have a financial impact moving forward.	We continue to stay updated on changing legal regulations around climate-related disclosures in the markets where we operate.

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GRI content index

Statement of use	Concentrix has reported the information cited in this GRI content index for the period of June 1, 2024 until May 30, 2025 with reference to the GRI Standards.

GRI 1 used	GRI 1: Foundation 2021

GRI standard	Disclosure	Location
GRI 2: General Disclosures 2021	2-1 Organizational details	
	Legal name	Concentrix Corporation
	Nature of ownership and legal form	2024 Annual Business Report-Item 1 Business.
	Headquarters	2024 Annual Business Report page 5.
	Countries of operation	2024 Annual Business Report page 8; 2025 Sustainability Report page 8.
	2-2 Entities included in the organization's sustainability reporting	
	2-3 Reporting period, frequency and contact point	
	Financial Reporting period	December 1 - November 30
	Sustainability Reporting period	June 1 - May 30
	Publication Date	25 - Jun
	Contact point for questions	Beth Pamatmat (maria.pamatmat@concentrix.com)

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GRI content index

GRI standard	Disclosure	Location
GRI 2: General Disclosures 2021	2-4 Restatement of Information	Our greenhouse gas reporting period has been aligned with our fiscal year period and has now changed from **January 1 to December 31 to December 1 to November 30.** Our 2019 baseline year GHG data has been restated and has been re-validated under a limited assurance engagement.
	2-5 External assurance	External assurance is conducted for our greenhouse gas data under a limited assurance engagement. 2025 Sustainability Report pages 99-105.
	2-6 Activities, value chain and other business relationships	Page 4 - Annual Business Report 2024; 2025 Sustainability Report page 11.
	2-7,2-8 Employees	As of may 2025

As of may 2025

Region	Men	Women
East Asia	5,386	8,082
EMEA	56,499	67,955
ISA	67,395	41,296
Latam	29,608	30,734
North America	7,876	13,430
Philippines	45,751	56,438
Totals	**212,515**	**217,935**

Region	Employment Type			
	Part-time	New Hires	Temporary	Permanent
East Asia	329	1,368	4,489	11,934
EMEA	10,001	5,750	14,774	100,942
ISA	753	5,927	5,507	102,564
Latam	1,185	5,093	177	62,316
North America	645	1,198	630	20,842
Philippines	176	4,491	88	102,589
Totals	**13,089**	**23,827**	**25,665**	**401,187**

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GRI content index

GRI standard	Disclosure	Location
GRI 2: General Disclosures 2021	2-9 Governance structure and composition	Proxy Statement 2024 page 11; 2025 Sustainability Report page 12.
	2-10 Nomination and selection of the highest governance body	Proxy Statement 2024 page 15.
	2-11 Chair of the highest governance body	Proxy Statement 2024 page 14.
	2-12 Role of the highest governance body in overseeing the management of impacts	2025 Sustainability Report page 12.
	2-13 Delegation of responsibility for managing impacts	2025 Sustainability Report page 12.
	2-14 Role of the highest governance body in sustainability reporting	2025 Sustainability Report page 12.
	2-15 Conflicts of interest	Code of Ethical Business Conduct page 26.
	2-16 Communication of critical concerns	2025 Sustainability Report page 50; Code of Ethical Business Conduct page 43.
	2-17 Collective knowledge of the highest governance body	2025 Sustainability Report page 49.
	2-18 Evaluation of the performance of the highest governance body	Corporate Governance Guidelines page 6.

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GRI content index

GRI standard	Disclosure	Location
GRI 2: General Disclosures 2021	2-19 Remuneration policies	Proxy Statement 2024 page 39.
	2-20 Process to determine remuneration	Proxy Statement 2024 page 39.
	2-21 Annual total compensation ratio	Proxy Statement 2024 page 58.
	2-22 Statement on sustainable development strategy	2025 Sustainability Report page 9.
	2-23 Policy commitments	2025 Sustainability Report page 14.
	2-24 Embedding policy commitments	2025 Sustainability Report page 11.
	2-25 Processes to remediate negative impacts	The company maintains an integrated risk management framework through which a risk management committee comprised of a cross-functional team of leaders evaluates and analyzes risks to the company. The committee gathers insight from across the company for different risk categories, including input from external stakeholders, to ensure that proper practices and processes are in place to identify, understand and mitigate significant risks.
	2-26 Mechanisms for seeking advice and raising concerns	2025 Sustainability Report page 51.
	2-27 Compliance with laws and regulations	2025 Sustainability Report page 51.
	2-29 Approach to stakeholder engagement	2025 Sustainability Report page 9.
	2-30 Collective bargaining agreements	2024 Form-10K page 10.

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GRI content index

GRI standard	Disclosure	Location
GRI 3: Material Topics 2021	3-1 Process to determine material topics	2025 Sustainability Report page 9.
	3-2 List of material topics	2025 Sustainability Report page 9.
	3-3 Management of material topics	2025 Sustainability Report page 9.
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	2024 Annual Report pages 30-47.
	201-2 Financial implications and other risks and opportunities due to climate change	2024 Annual Report pages 14-1.5
	201-3 Defined benefit plan obligations and other retirement plans	2024 Annual Report Note 11, pages 88-92.
	201-4 Financial assistance received from government	None
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	We are currently undertaking a comprehensive review and rebaselining of our living wage framework to ensure it reflects updated economic realities, evolving benchmarks, and region-specific standards. This process involves re-evaluating our wage data across different geographies, aligning with credible external references (such as the Global Living Wage Coalition and national wage indicators), and engaging with relevant internal and external stakeholders.
	202-2 Proportion of senior management hired from the local community	We are currently defining a formal framework for senior management representation from local communities in regions where we operate. This involves establishing a clear, context-specific definition of "local community"—considering factors such as geographic proximity, cultural affiliation, and national origin. We are reviewing our workforce data and leadership demographics, and aligning with local labor market insights to set measurable, regionally relevant targets.

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GRI content index

GRI standard	Disclosure	Location
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	2025 Sustainability Report pages 62-72.
	203-2 Significant indirect economic impacts	2025 Sustainability Report pages 62-72.
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	2024 Annual Report pages 30-47.
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Concentrix conducts a global risk mapping for anti-bribery and corruption risk on a regular basis.
	205-2 Communication and training about anti-corruption policies and procedures	2025 Sustainability Report page 48.
	205-3 Confirmed incidents of corruption and actions taken	None
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	None
GRI 207: Tax 2019	207-1 Approach to tax	2024 Form 10-K page 96.
	207-2 Tax governance, control, and risk management	2024 Form 10-K page 96.

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GRI content index

GRI standard	Disclosure	Location
GRI 207: Tax 2019	207-3 Stakeholder engagement and management of concerns related to tax	We engage with shareholders and other stakeholders regularly on topics of interest, including questions or concerns related to tax.
	207-4 Country-by-country reporting	None
GRI 302: Energy 2016	302-1 Energy consumption within the organization	2025 Sustainability Report pages 17-20.
	302-2 Energy consumption outside of the organization	Not applicable.
	302-3 Energy intensity	2025 Sustainability Report pages 17-20.
	302-4 Reduction of energy consumption	2025 Sustainability Report pages 17-20.
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Concentrix ensure that sites leased or owned are not in areas of high biodiversity value and that the land use pattern is primarily commercial. As per our Biodiversity Framework Concentrix commits not to develop or engage in any operations or lease in nationally protected areas in all applicable categories: a. strict nature reserves; b. wilderness area; c. national park; d. natural monument or feature; e. habitat or species management area; f. protected landscape or seascape; g. protected area with sustainable use of natural resources.
	304-2 Significant impacts of activities, products and services on biodiversity	2025 Sustainability Report page 25.
	304-3 Habitats protected or restored	2025 Sustainability Report pages 18,25-26.

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GRI standard	Disclosure	Location
GRI 304: Biodiversity 2016	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	None
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	2025 Sustainability Report page 17-20.
	305-2 Energy indirect (Scope 2) GHG emissions	2025 Sustainability Report page 17-20.
	305-3 Other indirect (Scope 3) GHG emissions	2025 Sustainability Report page 17-20.
	305-4 GHG emissions intensity	2025 Sustainability Report page 17-20.
	305-5 Reduction of GHG emissions	2025 Sustainability Report page 17-20.
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	2025 Sustainability Report pages 17-20, 22-23.
	306-2 Management of significant waste-related impacts	2025 Sustainability Report pages 22-23; Global E-Waste Policy
	306-3 Waste generated	2025 Sustainability Report pages 17-20, 22-23.
	306-4 Waste diverted from disposal	2025 Sustainability Report page 22.
	306-5 Waste directed to disposal	2025 Sustainability Report page 22.

GRI content index

GRI standard	Disclosure	Location
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	All new suppliers are required to undergo an accreditation process, which includes an agreement to comply with our Supplier Code of Conduct—covering key ESG criteria such as labor practices, environmental performance, and ethical standards.
	308-2 Negative environmental impacts in the supply chain and actions taken	We have assessed over 2,000 suppliers—representing 50% of our total spend—using D&B Risk Analytics. The results show that approximately 63% of these suppliers will need to build their ESG capabilities and commitments. We plan to actively engage these suppliers through targeted capacity-building initiatives and collaborative support, with the goal of helping them establish and implement meaningful environmental commitments.
	401-1 New employee hires and employee turnover	Benefits provided to full time employees vary across our geographic locations in compliance with local labor laws and regulatory requirements.
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	
	401-3 Parental leave	
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	We observe notice periods as legally required by local regulations and labor laws or as contractually stipulated. This varies greatly per country.
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	2025 Sustainability Report page 40.
	403-2 Hazard identification, risk assessment, and incident investigation	Concentrix ensures that all operations globally implement a structured occupational health and safety (OHS) management system aligned with local regulatory requirements. In each country where we operate, hazard identification, risk assessment, and incident investigation are conducted in accordance with applicable national laws and workplace regulations. These procedures are integrated into our broader health and safety strategy to proactively identify and manage workplace risks. Concentrix remains fully compliant with the labor and occupational health and safety laws of every geography in which we operate, reinforcing our commitment to providing safe and healthy working conditions for all employees.
	403-3 Occupational health services	

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GRI standard	Disclosure	Location
GRI 403: Occupational Health and Safety 2018	403-4 Worker participation, consultation, and communication on occupational health and safety	Concentrix promotes active worker participation, consultation and open communication in all matters related to occupational health and safety. Our people are regularly engaged through trainings and feedback channels to identify risks, propose improvements and contribute to the development of OHS policies and procedures.
	403-5 Worker training on occupational health and safety	All Concentrix workers are required to undergo an occupational safety and health training annually. This is tracked by country.
	403-6 Promotion of worker health	2025 Sustainability Report pages 40-43.
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Concentrix expects its suppliers to comply with all applicable health and safety policies and with all applicable laws to ensure safe, secure and healthy work surroundings. When relevant, we require evidence of safety protocols, safety programs and incident reporting mechanisms. For any risks identified, we work with the partner to implement corrective action.
	403-8 Workers covered by an occupational health and safety management system	All workers are covered by an occupational health and safety management system
	403-9 Work-related injuries	We maintain an incident reporting tracking system for reporting and analyzing work-related incidents and injuries across our operations, in accordance with local regulatory requirements.
	403-10 Work-related ill health	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	2025 Sustainability Report page 33.

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GRI standard	Disclosure	Location
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	2025 Sustainability Report pages 32-39.
	404-3 Percentage of employees receiving regular performance and career development reviews	2025 Sustainability Report pages 32-39.
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Proxy Statement 2024 pages 11-17.
	405-2 Ratio of basic salary and remuneration of women to men	We are committed to pay equity across our organization and presently, the ratio of basic salary and remuneration of women to men varies greatly across regions because of differences in local labor laws and markets and regulatory frameworks. We are currently refining our internal framework to ensure a comparable and context-sensitive method of assessing gender pay ratios globally.
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	None
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	None
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	None
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	None

GRI content index

GRI standard	Disclosure	Location
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	We are in the process of integrating human rights modules — aligned with the UN Guiding Principles on Business and Human Rights — into mandatory training for our contracted security personnel.
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	2025 Sustainability report pages 62-72.
	413-2 Operations with significant actual and potential negative impacts on local communities	None
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	All new suppliers are required to undergo an accreditation process, which includes an agreement to comply with our Supplier Code of Conduct—covering key ESG criteria such as labor practices, environmental performance, and ethical standards
	414-2 Negative social impacts in the supply chain and actions taken	We have assessed over 2,000 suppliers—representing 50% of our total spend—using D&B Risk Analytics. The results show that approximately 63% of these suppliers will need to build their ESG capabilities and commitments. We plan to actively engage these suppliers through targeted capacity-building initiatives and collaborative support, with the goal of helping them establish and implement meaningful environmental commitments.
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	None

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Independent Limited Assurance Statement to Concentrix Corporation on their Greenhouse Gas Statement and Inventory Management Plan Report for the Reporting Period December 2023 to November 2024

Issued To

Concentrix Corporation

Issued By :

TÜV SÜD South Asia Pvt. Ltd

Date: 14th May 2025

Independent Limited Assurance Statement to Concentrix Corporation on their Greenhouse Gas Statement and Inventory Management Plan Report for the Reporting Period December 2023 to November 2024 [1/6]

To,

Concentrix Corporation

39899 Balentine Dr. Suite 235 Newark, CA USA 94560

Introduction and Engagement

Concentrix Corporation (Concentrix) (hereinafter referred to as "Client') has entrusted TÜV SÜD South Asia Pvt. Ltd. (hereinafter referred to as "TÜV SÜD") to conduct the "Independent Limited assurance on its "Greenhouse Gas (Scope 1, 2, and 3) Inventory Management Plan 2024" (the "GHG inventory")" presented in their report on GHG Inventory for the period December 1st 2023 to November 30th 2024, 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.

Scope:

Our assurance engagement covers the aspects of the GHG Emissions Inventory (Scope 1, 2 & 3) for the period December 1st , 2023 to November 30th , 2024 which are as follows:

Independent Limited Assurance Statement to Concentrix Corporation on their Greenhouse Gas Statement and Inventory Management Plan Report for the Reporting Period December 2023 to November 2024 [2/6]

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 536 sites across 75 countries where the delivery of tech-enabled, end-to-end solutions are carried out.

Independent Limited Assurance Statement to Concentrix Corporation on their Greenhouse Gas Statement and Inventory Management Plan Report for the Reporting Period December 2023 to November 2024 [3/6]

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.

Our evidence gathering procedures were designed to ascertain that the Concentrix GHG statement and GHG Inventory are presented in the Report in all material respects with the requirements of International Standard on Assurance Engagements 3410 and the "WRI/WBCSD GHG Protocol (Greenhouse Gas Protocol)."

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 period December 1st ,2023 to November 30th, 2024, 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 Greenhouse Gas Statement and Inventory Management Plan Report for the Reporting Period December 2023 to November 2024 [4/6]

Data Verified [1/3]

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 period December 1st 2023 to November 30th 2024, are:

Scope	Category	Activity Data	Actuals	Units	Total MTCO$_2$e
Scope 1	Stationary Combustion-Gensets	Fuel used	59,707.16	Liters	180.03
	Mobile Combustion	Fuel used	801,902.28	Liters	1,971.07
		kWh	9,766,973.00	kWh	1,786.38
	Stationary Combustion-Natural gas	Cubic Meters	298,176.81	Cubic meters	609.9
	Fugitive Emissions	Refrigerant Amount	806.24	Kg	1,789.19
Scope 2	Purchased Electricity - Location-based	kWh	379,873,313.90	kWh	204,407.18
	Purchased Electricity - Market-based	kWh	379,873,313.90	kWh	123,932.87
	Category 1-Purchased Goods and Services	Spend in USD using Supplier specific emission factors	224,265,671.82	USD	9,074.34

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Independent Limited Assurance Statement to Concentrix Corporation on their Greenhouse Gas Statement and Inventory Management Plan Report for the Reporting Period December 2023 to November 2024 [5/6]

Data Verified [2/3]

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 period December 1st 2023 to November 30th 2024, are:

Scope	Category	Activity Data	Actuals	Units	Total MTCO$_2$e
Scope 3	Category 1-Purchased Goods and Services	Spend in USD	1152434821.74	USD	137,868.64
	Category 2-Capital Goods	Spend in USD using Supplier specific emission factors	9,507,921.72	USD	2,346.69
	Category 2-Capital Goods	Spend in USD	143,984,419.51	USD	20,953.37
	Category 3-Fuel and Energy-Related Activities				
		Fuel used	861,609.44	Liters	523.37
	Upstream Emissions of Purchased Fuels	Natural Gas – kWh	9,766,973.00	kWh	386.67
		Natural Gas - Cubic Meters	298,176.81	Cubic meters	113.27
	Upstream Emissions of Purchased Electricity	kWh	379,873,313.90	kWh	23,255.49
	Transmission and Distribution Losses	kWh	379,873,313.90	kWh	24,910.19
	Category 5- Waste Generated in Operations				
	E-Waste	Pounds	120,398.14	Kg	1785.81
	Other Mixed Waste	Pounds	186,973,941.05	Lbs	26225.54
	Category 6-Business Travel				
	Air Travel	Distance	73,583,391.60	Air Kilometers	10,813.67
	Air Travel	Spend in USD	39,745.15	USD	34.98

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Independent Limited Assurance Statement to Concentrix Corporation on their Greenhouse Gas Statement and Inventory Management Plan Report for the Reporting Period December 2023 to November 2024 [6/6]
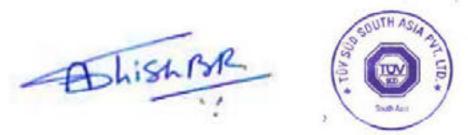
Data Verified [3/3]

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 period December 1st 2023 to November 30th 2024, are:

Scope	Category	Activity Data	Actuals	Units	Total MTCO$_2$e
Scope 3	Category 6-Business Travel				
	Car Rentals/Land Transportation	Distance	94,810.59	miles	253.12
	Car Rentals/Land Transportation	Spend in USD	1,581,830.66	USD	651.71
	Hotel	Room Nights	56,601.00	Qty	1640.98
	Hotel	Spend in USD	603,916.23	USD	102.67
	Train	Distance	1,809,299.40	KM	1,978.99
	Category 7-Employee Commuting	Distance	2,440,129,461.51	KM	181,959.63
	Category 13 Downstream Leased Assets				
	Fuel Used	Fuel used	12,098.58	Liters	30.4
	Natural Gas	Natural Gas	1,824,103.74	kWh	405
		Natural Gas	-	Cubic meters	-
	Purchased Electricity	kWh	9,551,008.33	kWh	2,708.69
Total					**578,292.66**

Attestation,

Dr. Ashish Rawat, Technical Reviewer
Head-Environment & Sustainability Services
TÜV SÜD South Asia Pvt. Ltd, Gurugram – 122016
Haryana, India

Date: 14th May ,2025

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