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“At Convergys, we are fully committed to playing our part in the preservation of natural resources and in preventing environmental pollution. Our policy is to carry out our business fully taking into account the needs of the environment.”

As a global leader in customer management, Convergys has a responsibility to invest our talent and resources by supporting our communities’ capacity to build a stable, skilled and healthy society. Our multinational footprint provides an incredible opportunity to reach out to the communities in which we operate. Through our social responsibility program, we address issues that are specific to local needs and relevant to our business. We build lasting community partnerships with groups that support the following:

- ▶ **Workforce preparedness** — providing education to help individuals develop a successful career.
- ▶ **Health and wellness** — supporting our communities’ access to healthy living.
- ▶ **Stability** — creating opportunity for our communities to live well by addressing the challenges of daily living: child care, shelter, hunger, transportation and financial literacy.

To further demonstrate our commitment to social responsibility, Convergys voluntarily sought and achieved Verego Social Responsibility Standard Certification. Verego, an independent third-party assessor that ensures the effective management of corporate responsibilities initiatives, thoroughly evaluated our operation, physical sites and policies against world-renowned standards to award us enterprisewide certification in Leadership, Ethics, People, Community and Environment, a total of five out of five full certification awards.

At Convergys we have also undertaken a number of initiatives to minimize the impact our operation has on the environment. We are fully committed to playing our part in the preservation of natural resources and in preventing environmental pollution. Our policy is to carry out our business fully taking into account the needs of the environment. This includes actions to reduce energy and water consumption, track and minimize greenhouse gas (GHG) emissions, and ensure that paper is used economically and that recycled paper is used wherever it is practical to do so.

In 2015, Convergys implemented an initiative to track and report our energy usage and GHG emissions based on electrical output; set a target for reduction; and committed to showing year-over-year improvement in reducing, tracking and reporting emissions. This initiative includes our participation in the Carbon Disclosure Project and publically reporting that the 2014 documented scope 1 and scope 2 carbon dioxide emissions for approximately 70 percent of Convergys sites globally were 131,605 metric tons.

The 125,000-strong Convergys team remains committed to social responsibility and sustainability. We are setting goals and continuing to track and report progress.



Andrea Ayers

President and Chief Executive Officer