Concentrix Water Policy and Commitment

**Document Control**

**Revision/Approval History**

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| Version number | Effective Date | Summary of changes, if any | Author(s) | Reviewer(s) | Approver(s) |
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Document Chang**e** Re**vie**w**ers :**

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Concentrix EVP, Corporate Strategy, Special Projects & Real Estate

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

**Document Review Plan**

This document will be reviewed at least annually, or as necessary to address any new or changed legislation, regulations, or business practices.

**Contact Information**

For further information or queries on this Policy, contact

1. Introduction

Water is perhaps humanity’s most vital natural resource. By the same token, water crises pose some of the most vital sustainable development challenges of our time. SDG 6 (Sustainable Development Goal) aims to ensure the availability and sustainable management of water and sanitation for all. Water and sanitation are essential to the health of people both inside and outside of organizations, as well as the health of the planet. It also talks about the quality and sustainability of water resources worldwide, supporting human rights while also making the business more resilient.

At Concentrix, by practising water stewardship, we focus on identifying and managing our organization's activities that can reduce water withdrawal, consumption, discharge, and associated impacts through efficiency measures, such as water recycling and reuse, as well as through collective actions that extend beyond our operations within the catchment.

This policy identifies the scope, applicability and priorities of Concentrix in water management. As all of Concentrix’s water use is through 3rd party suppliers and landlords, our impact is therefore defined specifically in our consumption within our facilities across the world. As such, ensuring responsible consumption is key to our efforts– as well as supporting initiatives that ensure access to safe water, sanitation and hygiene to all, as well as water restoration efforts where feasible, in the communities where we are located.

1. Scope

All Concentrix facilities and operations are covered under the scope of the policy.

1. Applicability

This policy is applicable to all facility operations managed by Concentrix.

1. Inclusions & Assumptions

* Three important aspects of water are included: withdrawal, consumption, and discharge.
* Water practises involved in operations are the only ones included. For example, drinking, using the restroom, housekeeping and cleaning activities, and heating, ventilation, and air conditioning (HVAC).
* Water available in the organisation comes from a third-party water supplier and is supplied to Concentrix through Land Lord and via metered supply.
* No direct underground or surface water consumption takes place.

1. Concentrix Commitments

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Concentrix will ensure responsible water consumption and management across its operations and will support initiatives that ensure safe water access to all as well as water restoration efforts in the communities where we are located.

Concentrix shall:

* *Identify, measure, track, monitor, and report on water-related practises (water consumption, withdrawal, and discharge) within our operational control.*
* *Maximize recycling and reusing to balance water withdrawal and consumption.*
* *Encourage the use of smart retrofit technologies & strategies during construction and operations to conserve water and reduce consumption.*
* *Ensure that all employees have access to WASH (***WAter, Sanitation and Hygiene**  *) Water, clean and sufficient drinking water, toilets, or other sanitation services), including regular water testing (as required).*
* *Invest in ecological projects to replenish water in the surrounding areas and regulate the catchment area wherever possible.*

1. Monitoring Performance

Targets Development and Review

Targets are reviewed on annual basis (every December).Specifically for water consumption targets, consumption on the basis of portfolio is reviewed and replenishment targets will be adjusted to align with general business changes, such as new site acquisitions and the like.

Goals

Goal #1 - Invest in Recycling or replenishing 10% of the water consumed annually in each region. (via treatment plants that may or may not include runoffs or using rainwater harvesting techniques) so that it can be used in the surrounding community, ecological area, or Concentrix own operations.

Goal #2 Associating with water restoring Non-Governmental Organizations (NGOs) to support water restoration in communities, wetlands, water scarce lands, underground restorations, flood plains etc.

Note: Baseline data will be 2022 water consumption.

Reporting

A monthly report is generated and made visible to the OneEarth Leadership Team, Regional Sustainability Champions and the Senior Executive Team through the monthly ESG Reporting and other internal sustainability reports.

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| **Site Name** | **Country** | | **Does your site fall under water stressed area.( refer to the govt. tools or as mentioned in notes below #3)** | **(A)**  **Total Consumption through Third Party**  **(in Megalitres)** | **(B)**  **Total water consumed through Building metered water system**  **( in Megalitres)** | **(C)=( A+B)**  **Total Water Consumption**  **( in Megalitres)** | | | **Total direct withdrawal –if any from ( in Megalitres)**  **i. Surface water; ii. Groundwater; iii. Seawater;** | **Total Discharged Water**  **(in Megalitres)**  **i. Surface water; ii. Groundwater; iii. Seawater;** | |
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Note -1. This data will be reported in GIP(Green Index tool) tool on monthly basis. We will add the information fields already available in the GIP.

2. Total water discharge to all areas in megalitres, and a breakdown of this total by the following types of destination, if applicable: i. Surface water; ii. Groundwater; iii. Seawater; Third-party water, and the volume of this total sent for use to other organizations, if applicable.

3. Publicly available and credible tools for assessing areas with water stress include the World Resources Institute ‘Aqueduct Water Risk Atlas,' and the World Wide Fund For Nature (also known as World Wildlife Fund/WWF) 'Water Risk Filter’.

4. We will take the total building's water consumption and then proportion it to the square metres of space or area of the floor/s occupied by Concentrix.