

Climate change and environmental responsibility policy

This policy is an integral part of TTEC's Environmental, Social, and Governance (ESG) commitments and is an overarching guiding principle for TTEC's evolving environmental stewardship practices.

TTEC is committed to running our Company in an environmentally responsible manner, taking the necessary and reasonable steps to safeguard the environment from the impacts of our operations, while meeting our business goals and client expectations. Specifically, TTEC is committed to:



Use

energy and natural resources efficiently



Reduce

waste and emissions



Foster

environmental awareness and environmentalism among TTEC employees



Encourage

environmental commitment among our supply chain partners



Consult

with our stakeholders, including the local communities where we work, on our environmental protection priorities



Monitor

environmental performance in proactive fashion









Report

regularly on TTEC environmental commitments as part of our annual Impact and Sustainability Report

As part of our ESG initiatives, TTEC monitors best practices and takes advice from subject matter experts to continuously inform the sustainable practices that the Company uses in its business to reduce its carbon footprint, help combat climate change, and to optimize how we use resources to create value. TTEC ESG priorities are subject to the oversight and guidance of our Board of Directors.

Our initiatives

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Energy conservation
 TTEC implemented and will continue to evolve and improve various energy conservation initiatives relevant to how we run our business.
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Waste management
 The focus of TTEC's waste management strategy is recycling.
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Climate resiliency through GHG tracking reduction
 TTEC strives to accurately collect and measure our Scope 1 and Scope 2 greenhouse gas (GHG) emissions.
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Employee-driven initiatives
 It is TTEC's policy to encourage and empower our employees to positively impact their communities by participating in environmental sustainability initiatives.
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Corporate transparency and accountability
 It is TTEC's policy to report on ESG initiatives and results each year.
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Continuous improvement
 TTEC is committed to continuous improvement and innovation in how we address and adjust to climate change.