

# TTEC CLIMATE CHANGE STEWARDSHIP 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



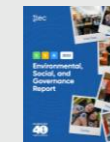
Encourage environmental commitments among members of our supply chain



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



Proactively monitor environmental performance



Report regularly on TTEC environmental commitments as part of our annual ESG Report.

## Our initiatives:

- ✓ **Energy Conservation:** TTEC implemented and will continue to evolve and improve various energy conservation initiatives relevant to how we run our business
- ✓ **Waste Management:** The focus of TTEC's waste management strategy is recycling
- ✓ **Climate Resiliency through GHG Tracking Reduction:** TTEC strives to accurately collect and measure our Scope 1 and Scope 2 greenhouse gas (GHG) emissions
- ✓ **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
- ✓ **Corporate Transparency/Accountability:** It is TTEC's policy to issue an annual ESG Report
- ✓ **Continuous Improvement:** TTEC is committed to continuous improvement and innovation in how we address and adjust to climate change

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.

