amdocs

CSR & ESG Report

2022 - June 2023



Read on

Cover Photo:
Capturing a moment of balance
Celebrating International Yoga Day at our newly launched LEED Gold-certified Israel campus; blending environmental sustainability with employee wellbeing as part of our innovative hybrid/flexible global workplace.

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Letter from our CEO

At Amdocs, we believe in creating sustainable value through our environmental, social and governance (ESG) impact. We are proud of the role we play to make the connected world a reality, enriching billions of lives and progressing society.

This report details how, as an integral part of our business strategy, we address the most important ESG issues for long-term success and better futures for all.

To do so, we:

- Offer our customers valuable, reliable, and sustainable products
- Drive people-centricity, with social impact as our compass
- Ensure our operations are held to the highest ethical standards and are conducted with care for the environment

Our achievements have been recognized year over year. We're proud to have been included in the Dow Jones Sustainability Index (North America) for four consecutive years, as well as listed in the Bloomberg Gender Equality Index, and to have received increasingly growing ratings in CDP and EcoVadis.

Furthermore, we are committed to continue embedding transparency and accountability in an era where generative AI is poised to dramatically change the way we live and work.

As we seek to make a positive impact on the world, we will:

- Maintain a people-centric approach with flexibility at the forefront of our workplace, harnessing diversity, equity and inclusion, promoting employee wellbeing, and enhancing both career growth and a sense of purpose.
- Continue to conserve natural resources in our operations and in our product portfolio. For that, we have set ourselves new long-term climate change goals of reaching carbon neutrality by 2040 for our Scope 1 & 2 business operations, and 100% electricity from renewable sources.
- Keep leveraging Amdocs' spirit and skills to championing digital inclusion, shaping a future where our communities are equipped for sustainable employment.

I want to call out the amazing devotion of our global and diverse base of incredibly talented employees. Thanks to them, I am certain Amdocs will continue to be market and sustainability leader as our industry continues its journey of digital transformation and move to the cloud.

I invite you to explore this report so you can see our advances to date and how we aspire to live up to our brand promise of make it amazing, not only for our customers, employees, and stakeholders, but also for the world around us.

Shuky Sheffer
Amdocs President and CEO



Amdocs at a glance

ESG Highlights



~30,000 employees in **90** countries worldwide

33% of all employees are **women**

31.1% of junior management positions are **women**

20% increase of **women** representation in team-lead roles

Reviewing and measuring **equal pay** worldwide

Focused programs for **minorities**, **people with disabilities**, **LGBTQ+ community**

7 employee networking groups globally

Introduction of **Employee Share Purchase Plan (ESPP)**

Vacation without Limits:
30% more vacation used reaching pre-pandemic rates

Hybrid work model



Back to office

Placed in the top decile **10%** of the OHI global benchmark

McKinsey Health Organizational Index

Marking of products by **contribution to global sustainable issues**

100% of employees successfully completed the business conduct campaign (BCC)

89% of our employees participated in **learning & development programs**

42.1% of our positions were filled by **internal candidates**

Digital Inclusion in focus

2 new Tech for Good projects

2,100 laptops, equipment, and furniture donated



Carbon Neutral by 2040 on our Business Operations (Scope 1 & 2)



53.6% of total renewable energy

100% renewable energy at Amdocs Campus in Israel from January 2024

Amdocs Park in Israel **LEED Gold certified**

35% reduction of Scope 1 & 2 CO^2 emissions

24% reduction in paper consumption

50% of the car fleet are hybrids / plug-in / electric



100% **electricity from renewable sources** by 2040

~30,000 Employees globally

~90 Countries

$4.58b FY22 revenue

10.3%[1,2] Revenue growth

~400 Communications service provider customers

100+ Partner innovation ecosystem

Who are we?

With 40 years of unparalleled industry expertise, Amdocs is a leading provider of software and services to more than 400 customers in both developing and emerging markets. In short, our approximately 30,000 employees around the globe help those who are building the future and providing exciting next-generation communication and media experiences for both individual end-users and enterprise customers.

Our customers

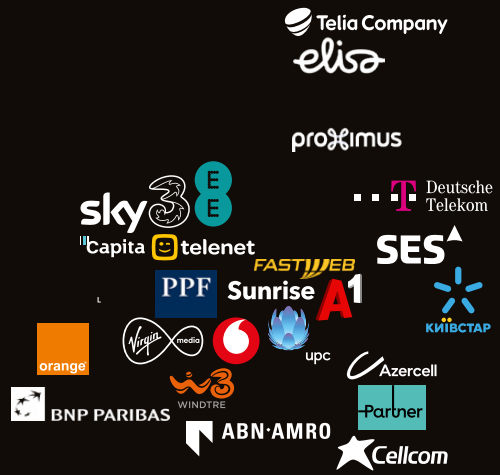
Our customers include some of the largest telecommunications companies in the world, as well as cable and satellite providers, small to mid-sized communications businesses and mobile virtual network enablers/mobile virtual network operators and directory publishers, and other providers of media and other services.

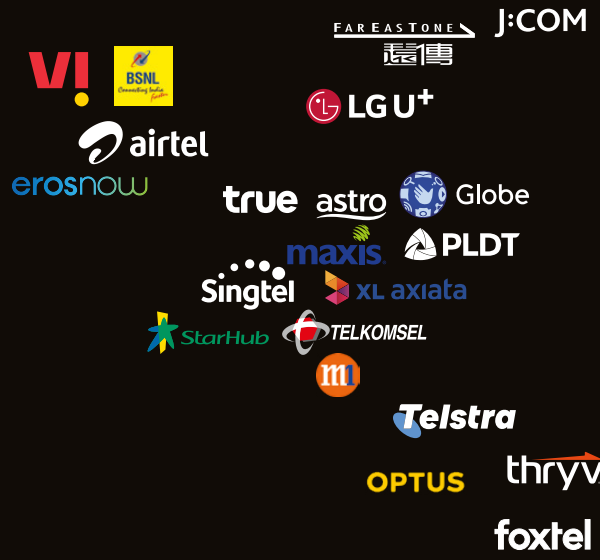
Included on Dow Jones Sustainability Index for North America

(1): Pro forma growth rate excludes the financial impact of OpenMarket (which was divested on December 31, 2020) from fiscal year 2021
(2): Revenue on a constant currency basis assumes exchange rates in the current period were unchanged from the prior period

Select customers











Global delivery, development and support centers

Dozens of customer-facing sites and key competency centers

UK · Canada · USA Champaign · USA Seattle · USA Dallas · USA Atlanta · Netherlands · Ireland · Singapore · Malaysia · Germany · Indonesia · Australia · Chile · Brazil

Regional hubs

Mexico · Cyprus · Philippines

Global delivery centers

Israel · India

Our offerings

Our offerings are based on a mix of product and services that uses technologies and methodologies such as cloud, microservices, DevOps, open-source, bimodal operations, Site Reliability Engineering (SRE), and increasing amounts of automation through standard information technology (IT) tools, open APIs, and artificial intelligence. Our technology, design-led thinking approach, and expertise, are designed to help service providers to:

- Deliver delightful simplified and always-on digital experiences for customers, employees and partners
- Automate the network to deliver more services and better experience
- Take advantage of 5G monetization opportunities
- Accelerate their journey to the cloud
- Operate more efficiently
- Digitalize and automate their operations
- Unlock the full potential of enterprise customers
- Provide their end-users with exciting next-generation communication and media experiences

Market-leading end-to-end product & services portfolio

Product portfolio

Catalog Management

Monetization

Network Rollout & Optimization

IoT

Commerce & Care

Service & Network Automation

Subscription & Content Management

GAI & AI



Technology-driven Services portfolio

Consulting

Delivery

Systems Integration

Content Services

Experience Design

Operations

Quality Engineering

Mobile Network Systems



Strategic cloud partners

Azure aws Google Cloud RED HAT OPENSHIFT

Recognized industry leader

Amdocs India: "The Economic Times – Best Organisations for Women 2023"



Amdocs Recognized as the Winner of 2023 Microsoft Media & Communications Partner of the Year

Israel Brand Award 2022: Employer Brand

Media Excellence Award for Best Delivery Platform

Amdocs certified as a Most Loved Workplace in the US

Great Place to Work® awards in Mexico, Brazil, Philippines, Greece, and Cyprus

Computing's DevOps Project of the Year excellence award (with Vodafone UK)

Amdocs Mexico recognized by NGO Human Rights Campaign as one of Mexico's Best Places to work for LGBTQ+

Most Preferred Workplaces in India IT & ITES sector

Excellence in Human Resources (Israel): in learning, HRTEC, engagement & employee experience, and innovation in HR

Ranked 2nd in LinkedIn Top 25 Companies List to Grow Your Career, Israel

Peruvian government recognized Amdocs commitment to promoting an inclusive society

Asia Communication Awards: Best Crisis Response (with Globe Telecom)

Amdocs India awarded 'Pune Best Employer Brand Award 2022' by World HRD Congress



Light Reading's Leading Light award for Outstanding Systems Integrator

Amdocs Canada awarded with the 2022 Leadership in Corporate Volunteering

ESG performance statement

Member of
Dow Jones Sustainability Indices
Powered by the S&P Global CSA

Amdocs was named by Dow Jones Sustainability Index (North America) for the fourth year running as a sustainability & ESG leader.

GOLD 2022 ecovadis Sustainability Rating

We also received a GOLD Rating standard from EcoVadis for environmental, social, and ethical performance.

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Amdocs continues to fulfill its commitment to the Science Based Target initiative, which independently assesses corporate emissions reduction targets against the latest climate science. Our emission reduction targets are in line with the level of de-carbonization required to keep global temperature increase below 1.5°C, as defined by the Paris Agreement.

CDP SUPPLIER ENGAGEMENT LEADER 2022

Amdocs has been rated 'A' on CDP's Supplier Engagement Leaderboard.

CDP
DISCLOSURE INSIGHT ACTION

We have been consistently reporting and improving our disclosure at the Carbon Disclosure Project for both GHG emissions management and supply-chain engagement for sustainability. Amdocs scored A- on the Climate Change program in 2022.

Bloomberg Gender-Equality Index 2023

Included in 2023 Bloomberg Gender-Equality Index.

1. Our approach to sustainability

1.1. Our corporate responsibility commitments

- We care and strive to **act for our people**, our communities, and our environment
- We **develop and support digital-inclusion initiatives** that seek to give communities the opportunities, skills and knowledge to actively join today's connected world
- We **champion diversity & inclusion**, and are committed to leveling the playing field inside and outside Amdocs
- We are **a leader in sustainability**, working through reducing our industry's environmental footprint through our advanced operations & technologies
- We look after our employees' wellbeing, and **we are dedicated to providing a nurturing environment** that encourages them to thrive
- We **endeavor to conduct business in an ethical way** throughout our operations and supply chain



Amdocs' sustainability pledge:

We're living in an age where incredible, digitally-driven progress is reshaping every aspect of our lives.

But this progress doesn't just happen.

It depends on the work of visionary companies and entire ecosystems, who take responsibility for their impact on the planet, on people, and on society.

We are here to unlock the positive potential of our industry:

So we can help billions of people connect digitally and ensure no one is left behind.

So we can contribute to building a sustainable world, fit for future generations.

So we can push society forward, without looking back with regret.

Behind the experiences that make the world say wow, you'll find us:

Committed to...

Leaving only footprints of amazing

1.2. Our contribution to the UN's Sustainable Development Goals

We align our CSR strategy and business practices with the UN's Sustainable Development Goals (SDGs) and use our knowledge, creativity, and technology to maximize our impact and contribute to the international efforts of achieving them. The following SDGs are strategic priorities for us. Here you can read a few words about our contribution to each SDG.

For further areas on how we contribute, please read Annex 2.

SDG 2: Zero Hunger

The world produces enough food to feed everyone on the planet, but inefficient practices and food wastage have led to massive inequities in the way global resources are distributed.

We believe that the scope of these challenges can be effectively addressed using digital solutions – as a technological leader, Amdocs strives to develop innovative approaches to serve the needs of our communities and tackle both food insecurity and waste, and contribute to sustainable agriculture. Examples of our digital solutions include **developing an application that has connected 500,000 people in Mexico in need of food with places and people with food surpluses, via their mobile phones**. We have also played a key role in a groundbreaking agritech collaboration between 5G Open Innovation Lab partners which enables growers to increase productivity and adopt sustainable agricultural practices using drone-to-cloud data-gathering and analysis. We have also developed a community marketplace application that creates a digitalized supply and demand ecosystem to help Philippine farmers and cooperatives to produce and sell food more effectively and to enable consumers to access better-priced food.



SDG 3: Good Health and Wellbeing

The pandemic has severely disrupted essential health services, shortened life-expectancy and exacerbated inequalities in accessing basic health services between countries and people, threatening to undo years of progress in some health areas. Since the start, extraordinary pressure has been placed on healthcare institutions, workers, and their digital systems.

Amdocs works with the healthcare industry, helping companies to upgrade and modernize their technology. We are working with customers including Canada-based TELUS Healthcare to **improve information-sharing among doctors and health-practitioners with patients and their families**. Amdocs' technological solutions enable our customers to improve the overall reliability and stability of their applications.



SDG 4: Quality Education

As part of the overall people-centric approach, learning programs and development have high significance. As such, we apply continuous efforts and improvements, and strive to provide the best quality of education to our employees. Within the various topics and subjects of the trainings, sustainable development topics are included of the aim of increasing awareness and knowledge, the integration of these matters in our employees' way of thinking and their overall participation in the implementation of Amdocs' sustainability strategy.

At the same time, Amdocs **prepares youth for the future by teaching students about the digital world and through participation in financial, digital, and English literacy courses**. Education is a key element in our CSR strategy. As such, various partnerships have been established with NGOs and industry associations, and we are members of national education coalitions. While implementing numerous educational initiatives, we worked with university students, teachers, school principals and local organizations. We share our knowledge through mentoring and providing necessary equipment to schools to help improve the quality of education.



SDG 5: Gender Equality

Closing the gender gap is a key focus area for Amdocs, and we continue to run and launch an extensive range of successful programs and activities, both internal and external. A few examples include **using real-time gender data in all our people-related processes as part of our strategic effort to grow women representation**; our Executive-sponsored groundbreaking Inspire program based on the UN's "He-for-She" movement; unconscious-bias training for managers, and many more.

External initiatives for promoting gender equality in our community include: leading and partnering in dozens of programs worldwide for encouraging girls' STEAM education, designed to overcome gender barriers as early as junior high; mentoring and training female tech students each year; our unique "Start Early" online educational toolkit to attract girls to careers in tech which is available in multiple languages; our corporate-readiness program for underprivileged women-engineering students in India, and many other projects.

Amdocs is also a founding member of industry association TM Forum's Diversity & Inclusion Council – a global collaboration project focused on making the telecommunications industry the most diverse and inclusive industry in the world. Council members are working collaboratively toward delivering tools, frameworks, knowledge, and research aimed at improving awareness of the business value of diversity and inclusion.



SDG 8: Decent Work and Economic Growth

Amdocs, as a people centric organization, is not only an employer that provides our employees with excellent working conditions and opportunities for growth and development, but it is important to us to also **expand our efforts to the communities in which we work and live**. We are guided by our Human Rights and Labor Practices Statement, which outlines our policy with respect to child labor avoidance, freely chosen employment, non-discrimination, employee privacy, a violence and harassment free workplace with healthy working hours, decent wages and benefits, and more. Through our Supplier code of conduct, we share these principles with our vendors in order to apply them as well.

Amdocs strives to develop the skills and knowledge of all women and men, especially from underprivileged groups, and offer them the possibility of full and productive employment and decent work. Our future employability projects include mentorship programs that cover topics such as math and science, life skills, digital literacy, technology programs for girls, scholarships for underprivileged students, and many more.



SDG 9: Industry, Innovation and Infrastructure

In Amdocs, through innovation in our products, services and processes, we are contributing to the development of our industry and supporting the development of other sectors subsequently. Via partnerships with customers and the talent of our people, we design and develop the solutions that are required to power an increasingly connected society.

Digital infrastructure has spread rapidly and is allowing communities living in previously unconnected areas to join the global information society. However, in developing countries, digital infrastructure is more susceptible to man-made and natural disasters that can prevent communication and isolate communities. Due to climate change, the frequency and severity of these events are increasing, leading to a higher incidence of damage to mobile and broadband connectivity.

Amdocs not only provides our communities with the technological capabilities to improve business operations but also **supports industries in developing countries which are undergoing natural disasters**. During a super-typhoon in the Philippines, Amdocs together with Globe Telecom managed to successfully restore essential mobile and data services in under 8 hours, giving back critical connectivity at a time when it was needed the most. Amdocs' solutions for Delivery and Managed Services (SmartOps) benefit global communities and ensure even in extreme environmental conditions people can remain connected and able to communicate with their loved ones.



SDG 10: Reduced Inequalities

Around the world, a significant number of people do not have a bank account, not only because of general poverty but also due to fees, travel distances and the paperwork involved. The lack of a bank account perpetuates a lack of equal opportunity.

At Amdocs, we have technological resources and skills to help **reduce inequality and use digital innovation to transform economies and lives across the world**. Amdocs' solutions for financial services allow our customers to help unbanked and underbanked people manage their finances, transfer money, shop, buy and pay bills using just their phones. Solutions like these open up extensive opportunities for previously unbanked or underbanked people who did not have access to financial services.

Amdocs also fights inequality through our extensive number of digital-inclusion projects, where we work to make technology relevant and accessible to everyone. We aim to contribute to building an inclusive digital society where no one is left behind, across all ages and socio-economic groups, from those in rural settings to our growing cities. One example of many is the 11,000 students who benefited from our digital-inclusion project in the Philippines which was developed and delivered by Amdocs volunteers.



SDG 11: Sustainable Cities and Communities

We are committed to helping create a more interconnected, sustainable world, and work towards digital solutions to help tackle urban management of cars' emissions, a well-known contributor to the GHG emissions that destroy our atmosphere and prevent people from breathing clean air. Sustainability is integrated in our products and offers and our products strive to provide opportunities for the development of sustainable cities and communities.

As an example. Amdocs software solutions and products support the provision of key digital business systems and automation technology to enable London's municipality to **monitor highly polluting vehicles and prevent them from entering the new Ultra-Low Emission Zone** in the city.



SDG 12: Responsible Consumption and Production

Decoupling economic growth from resource use is one of the most critical and complex challenges facing our planet today. Society necessitates a blend of social and physical systems alongside technology, which has the potential to bring about a significant revolution in how businesses operate across worldwide value networks.

Amdocs' technological solutions, which include our network orchestration solutions and cloud operations, help our customers monitor and **optimize their use of resources across physical, virtual and cloud networks**. Amdocs supports our customers and service providers in shifting away from more energy-intensive hardware to cloud-based services.

In Amdocs, we also strive to maintain responsible consumption within our own operations and activities, through recycling practices, energy management systems and optimization of our data centers.



SDG 13: Climate Action

2022 was the fifth hottest year since records began, as climate change continues to adversely affect the environment and every other goal related to sustainable development.

We want our people to enjoy a safe and healthy environment, and we support climate action both in our operations, our product portfolio and in our community projects. We undertake many environmental and climate change-related projects every year and integrate environmental thinking in the development of our software solutions.

Our product sustainability principles are designed to support climate action efforts, benefiting both our customers and the broader community. On the perspective of community projects, various initiatives by our Green Teams strive to increase the awareness and knowledge of this topic to both our employees and the communities we are working with.

One example of our support for this SDG is our award-winning crisis-response efforts with Globe Telecom following a devastating super-typhoon in the Philippines.



SDG 16: Peace, Justice and Strong Institutions

As UN goal describes, there is need to promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective accountable and inclusive institutions at all levels.

Amdocs' corporate governance encompasses a comprehensive approach, spanning the allocation of duties and responsibilities throughout the company, the management systems, and the implemented corporate policies. The array of policies and statements established by our company aim to cultivate a corruption-free and bribery-free working environment, ensuring the protection of human rights and a robust commitment to justice.



SDG 17: Partnership for the Goals

At Amdocs, our entire model is based on partnerships (with internal and external parties). Through collaborations and partnerships with our customers, NGOs, units in the company, municipalities, our volunteers and other parties, we strive to achieve impact and contribution to all SDGs.

According to the UN, as of 2022, there remains a connectivity gap between those in the developed and developing world. In the least-developed countries, broadband connectivity remains a privilege of the few, with only 1.4 subscriptions per 100 inhabitants.

Amdocs strives to **close this digital divide** by collaborating with local partners to enable 4G and 5G networks to be rolled out across remote communities. For example, in Brazil, Amdocs has helped to deliver 4G connectivity to more than 600 small municipalities including public schools.

Amdocs is working to **connect people in more rural areas, empowering communities and building digital ecosystems** which then helps to incentivize and encourage further investment opportunities.

1.3. Amdocs ESG/CSR's global governance structure



Oversees ESG matters as a whole and through its committees

Board of Directors

CEO & Executive team

Owns overall Amdocs ESG strategy

ESG strategy core team

Dedicated professionals driving Amdocs long-term ESG strategy

Implement Amdocs ESG strategy through the lens of functional experts

Corporate functions & Business units

ESG champions

Raise visibility & promote bottom-up activities across the company (including community leaders, Employee Networking Groups, green teams, diversity champions etc.)

1.4. Stakeholder engagement

Our company is a people-centric organization and subsequently, our stakeholders' interests are at the center of everything that we do. Our main stakeholders include employees and members of our communities, customers and business partners, suppliers, shareholders, NGOs and community partners, public-sector organizations, and universities. Stakeholder engagement is a core element of our ESG and CSR strategy, and as such, we ensure that it is an important component of our work processes.

Amdocs sees stakeholder engagement as a mutually-beneficial process: we understand the needs of our stakeholders, and in turn, they are privy to our focal points and priorities. The understanding and trust developed during this process strengthens our company and helps us deal more efficiently with non-financial risks.

Stakeholder	Engagement Approach/Method includes for example:	Main Sustainability Topics Mentioned
Employees	• Bi-annual (every two years) Organizational Health Index (OHI) and ongoing sensing surveys • ESG Materiality process • Continuous engagement with Human Resource People Partners • Regular management townhalls • Policies and Procedures • Internal Communications – weekly company-wide communication (The MondayMail) • Amdocs Central (Amdocs' intranet portal) • Social Media • Business Conduct Campaign Training • Community / Environmental Volunteering Programs	Labor Relations and Compliance Human Capital Development Talent Attraction and Retention Ethics and Integrity
Investors & Shareholders	• Amdocs.com • Annual financial reports • Amdocs 2022 ESG investor webinar • Quarterly earnings calls • Quarterly Investor Roadshows & Investor Conferences • Investors' ESG questions • Annual ESG & CSR Reports	Climate change and greenhouse gas (GHG) emissions Corporate governance Diversity, equity and inclusion Energy management Labor relations and compliance Talent attraction and retention

Stakeholder	Engagement Approach/Method includes for example:	Main Sustainability Topics Mentioned
Customers	• Continual communication with the Sales and Services units • Amdocs.com • ESG Materiality Process • Annual customer satisfaction survey • Customers' ESG questions • Annual ESG & CSR Reports • CSR initiatives implemented in partnership with customers • Collaboration on innovation projects	Products value and quality Ethics and integrity Climate change & GHG emissions Energy management Digital inclusion Legal and regulatory management Diversity, equity and inclusion Emergency and occupational health & safety Diversity, equity and inclusion
Supply Chain (Vendors)	• Continuous communication with Procurement teams and relevant teams receiving the services/products • Amdocs.com • ESG materiality process • EcoVadis platform • Policies & Procedures (Supplier Code of Conduct) • Annual ESG & CSR Reports	Responsible supply chain Labor relations and compliance Risk management
Communities/ Public	• Annual ESG & CSR Reports • Social media • Collaborations with NGOs • Communication with CSR community leaders • Communication with the CSR core team	Community engagement and impact
Business Sector Associations	• Annual reports • Participation in studies/surveys • Participation of Amdocs employees in committees • Participation in events and forums	Corporate Governance Climate Change Ethics Diversity equity and inclusion Digital inclusion

1.5. Materiality assessment

At Amdocs, we recognize the profound significance of understanding and addressing the expectations and concerns of our stakeholders. A robust materiality assessment serves as a cornerstone in this endeavor, allowing us to identify and prioritize the environmental, social, and governance (ESG) issues that hold the most relevance to our business operations and stakeholder community. This assessment not only reinforces our commitment to sustainable growth and responsible corporate conduct but also ensures that our strategies align with the global sustainability agenda.

The Three-Step Determination Process

Our materiality assessment has been updated during 2022-2023 in order to determine our ESG strategy and focus areas.

As for our determination process, we followed three steps:

i. Identification of the material issues from our company's context

ii. Evaluation of the impact of these topics on stakeholders

iii. Assessment of the significance of each topic

We regularly evaluate the list of these topics and their impact on Amdocs' business operations based on:

- *Methodologies of ESG ranking agencies, such as S&P, Sustainalytics, ISS, Bloomberg*
- *International reporting standards SASB and GRI*
- *The UN's Sustainable Development Goals (SDGs)*
- *Investor surveys*
- *Customer surveys*
- *Media analysis and corporate events*
- *Benchmarks and sector analysis*
- *Organizational health survey*
- *Amdocs strategy and corporate values*
- *Issues raised on the ethical hotline*
- *Customers' ESG requests*

Based on the findings of the materiality assessment 20 issues were identified and listed in 4 different groups (Environment, Social, Governance, Creating Sustainable Value).

The issues were evaluated based on their respective impacts on the company, the internal and external stakeholders, and their broader contributions to sustainability.

From the two dimensions of materiality, namely the impact on the environment and society, and the impact on Amdocs, we consider as material those nine issues that received consistent priority by our stakeholders. Through the results of this analysis, we ensured that Amdocs sustainability strategy and our focus areas were positioned according to stakeholders' expectations. The issues identified are presented in alphabetical order and the material topics are illustrated in **bold** on the following page.

Results

Environment	Social	Governance	Creating Sustainable Value
Climate Change & GHG Emissions	Community Impact & Engagement	**Business Ethics & Compliance**	Customer Experience & Satisfaction
Energy Management	**Diversity, Equity and Inclusion**	Bribery & Corruption	**Digital Inclusion**
Waste management	Employee Health, Safety & Wellbeing	Competitive behavior	**Product Sustainability & Accessibility**
	Human Rights	Corporate Governance	Responsible Supply Chain
	Labor relations and compliance	**Data Privacy & Cyber Security**	
	Talent Attraction, Retention & Development	Public policy & advocacy	
		Risk Management	

Issues	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
Bribery and Corruption								X			X					X	
Business Ethics and Compliance								X			X					X	
Climate Change and GHG Emissions											X	X	X				X
Community Impact and Engagement				X	X			X	X	X	X						X
Competitive Behavior								X			X					X	
Corporate Governance								X	X	X						X	
Customer Experience and Satisfaction								X									X
Data Privacy and Cyber Security																X	
Digital Inclusion	X	X		X				X	X	X	X	X	X				X
Diversity, Equity and Inclusion				X	X					X							X
Employee Health, Safety and Wellbeing			X					X									
Energy Management							X				X	X	X				
Human Rights								X		X						X	
Labor Relations and Compliance	X							X		X						X	
Product Sustainability and Accessibility			X					X	X	X	X	X	X			X	
Public Policy and Advocacy																X	
Responsible Supply Chain			X		X			X		X			X				
Risk Management								X								X	
Talent Attraction, Retention and Development				X				X	X	X							
Waste Management											X	X	X				

2. Social

A. Our people

Enriching the lives of our employees by providing the best people-centric work environment.

Amdocs people are at the core of everything we do; Our people-centric approach is all about providing a nurturing and inclusive environment that enables employees to thrive, focusing on building leadership capabilities, harnessing diversity and inclusion, promoting employees' wellbeing, and enhancing career growth and sense of purpose.

Amdocs' latest organizational health survey, run in 2022, showed significant improvement in employee engagement positioning us in the top decile of the benchmark for the OHI (Organizational Health Index by McKinsey).

In the last two years we doubled down our investment in leadership capabilities at all levels, introduced flexibility as a cornerstone of our wellbeing philosophy by launching the 'Vacation without Limits' policy as well as formalizing our hybrid work model.

More than ever, we accelerated all career growth engines – reskilling and upskilling programs and internal mobility, as well as introduced ESPP (Employee Share Purchase Plan) to enhance employee-connection to company success and to promote sense of purpose.

With the growing adoption of generative AI, we are also enriching the employee experience by leveraging our amAIz framework (for more information see section 4.3) to build a 'PeopleGPT' application for employee inquiries. This platform allows employees to ask organization and policy-related questions in natural language.

Generative AI then sources, aggregates, and formulates a response based on the employee context – for example, their geographic location, applicable policies, etc. Historically, employees needed to locate policies, guidelines or articles across a variety of internal portals and platforms. This tool removes the need to search and makes information more accessible, creating organization-wide efficiency and improving employee experience.

Looking to the future, we will continue to drive our people-centricity vectors, enabling Amdocs to fulfill its business strategy.



2.1. Diversity, equity and inclusion

2.1.1. Management approach

We are proud of our globally-diverse workplace, which represents a powerful mix of talents, and we believe that diversity and inclusion are core to our success.

We strongly promote a culture of respect and equality because we believe that the ability of our people to be their true selves openly at work is what makes our collaboration, creativity and teamwork possible, and is a crucial factor in their wellbeing.

We believe that an inclusive work environment creates both ethical and competitive value and is key to our success as a global company: diversity helps achieve our business objectives and contributes positively to the community – in short, diverse teams outperform.

Amdocs is committed to leveling the playing field both inside and outside the company. As an equal-opportunity employer, we seek to recruit, develop, and retain the most talented people from a diverse candidate pool. **We see this not only as a business imperative but also as a human one**.

Our comprehensive approach to increasing diversity, equity and inclusion at Amdocs is based on three important aspects that all intertwine in order to ensure our success:

- **Representation:** We're continually working to increase representation through growing our intentionally diverse hiring practices, as well as visibility in our communications and content while involving our communities through various initiatives
- **Inclusion and belonging:** We're constantly expanding our inclusion practices and managers' education, building more awareness campaigns, and growing our Employee Networking Groups (ENGs)
- **Equity:** We strive to ensure this through practicing and building pay-equity mechanisms and gender calibration on all people processes including progressions to senior roles, supported by innovative tools such as Amdocs' unique real-time Gender-Managerial Dashboard, which measures female representation in every Amdocs human-capital process: from progression cycles, salary revisions, to performance management

For our commitment and policy, please read 5.7.3. Commitment to diversity, inclusion and non-discrimination.

2.1.2. Executive sponsorships

Our executive management is fully committed to making Amdocs more diverse and inclusive. Examples of executive sponsorships include:



Sponsor for gender diversity: **Tamar Rapaport-Dagim**



Sponsor for North America diversity and inclusion framework: **Anthony Goonetilleke**



Sponsor for LGBTQ+ inclusion: **Ilan Sade**



Sponsor for Ethnic Diversity in Israel: **Shai Levy**



Sponsor for inclusion of people with disabilities: **Nira Erez**

The executive sponsors oversee our annual plans for each initiative, bring it to the company's leadership, help drive the strategic efforts around it, and promote communication to all employees on relevant occasions.

We have regular discussions dedicated to diversity and inclusion with our Amdocs Executive Management, Corporate Committee and our Board of Directors.

Amdocs is also a founding member of the industry association TM Forum's Diversity & Inclusion Council – this is a global collaboration project focused on making the telecommunications industry the most diverse and inclusive industry in the world. Council members are working collaboratively toward delivering tools, frameworks, knowledge and research aimed at improving awareness of the business value of diversity and inclusion.

2.1.3. Managerial education on inclusive leadership and unconscious bias

Our diversity-equality journey is structured from hundreds of decisions made by our managers across the globe every day. This is why it's so important for us to continually invest in managers' education and make sure they have the knowledge and tools they need to lead equality.

We subsequently conduct diversity training for managers and team leads which focuses on open, mature discussion around unconscious bias, as well as on practical ways to be more inclusive throughout the employee lifecycle.

In FY23, this module was included in the managerial courses of Amdocs Media Network and Technology – our R&D organization – covering 150 managers and team-leads globally.

Additionally, 500 of managers have undergone our Inclusive Leadership training in the past year – this is a unique training initiative that helps managers to identify differences between managers and team members, and how to adopt more inclusive managing practices across different types of gaps (cultural, generational, remote management, gender and ethnic diversity, and more).

We also have additional training modules around fairness and bias-elimination in hiring, which is part of our ongoing hiring-managers education led by our talent acquisition team.

In our FY 2023 business-conduct campaign, we will be introducing a new learning module about unconscious bias, that will be mandatory for all employees and managers in the company.

2.1.4. Promoting diversity from the roots – our recruitment practices

Our people come from many different nationalities and cultures, and we strive to reflect the multicultural society within which we operate. We are committed to creating a culture of diversity and inclusion that celebrates differences and values everyone's unique perspectives. We subsequently promote diversity right from the very beginning of our recruitment process, and in particular, gender and ethnic diversity when it comes to recruiting for technology-related roles.

- Textio is utilized to remove any negative/problematic or biased language from our job descriptions and candidate emails. Gender neutral language increases diversity candidate activity (both gender diversity and across ethnicities) by 33% and 17% respectively
- Anonymization of candidate profiles submitted to hiring managers to reduce bias during the selection phase of the process
- Proactively sourcing diverse candidates to join the Amdocs Talent Network
- Implemented Relaunch Program, a return-to-work program that supports candidates who left the workforce. This demographic is 85% women. The program provides training and support to employees hired and had a gap on their resume for a minimum of 1 year
- Efforts to identify candidates from both genders
- Recruiting from Amdocs diversity bootcamps
- During candidates' identification, parameters such as religion, sex orientation, and ethnicity are not checked

2.1.5. Gender diversity

At Amdocs, we believe gender diversity is crucial to our identity, creativity, and product development. The communications industry has traditionally faced challenges attracting women so we realize that our goal to increase the representation of women is an ambitious one. However, we are already seeing an improvement thanks to our multi-layer approach to achieving gender diversity:

Our multi layer approach

Leadership commitment and **champions**

Targets and **measurements** – making it visible

Strong **calibration** in moments of truth & HR processes

Long term **career development, flexibility** and **role modeling**

Proactive recruiting of women for roles with low representation

Professional development programs, **networking** and **mentorship**

Managerial education on inclusive leadership and unconscious bias

Start early! STEM education for girls

2.1.5.1. Targets for the year 2023

At the beginning of FY20 (September 2020), we adopted the goal of growing the representation of women by 20% from 31% to 37% in three years, until 2023

Covid-19 interrupted positive momentum, but in contrast to market trends, our representation of women did not regress

In FY21 and FY22, we continued to improve women representation overall, and achieved a 20% increase in team-lead roles

2.1.5.2. Female representation in our company

	FY2020	FY2021	FY2022
Women share of total workforce	31%	32%	33%
Women in all management positions, including: junior, middle and senior management (as % of total management workforce), including Team Leaders	23%	25%	25%
Women in junior management positions. i.e. first level of management (as % of total junior management positions)	26%	26%	31%
Women in top management positions, i.e. maximum two levels away from the CEO or comparable positions (as a % of total top management positions)	27%	27%	27%

In total:



in software testing company-wide are women



of product managers and owners are women



of technology roles are held by women

Among new hires:



of new technology roles hires are women



of new software-testing hires are women



of our tech-graduate population are women

2.1.5.3. Women in leadership roles

On top of our overall efforts to increase women's representation at Amdocs, we have a specific focus on increasing women's representation in managerial and leadership roles, and an action plan designed for that purpose. We run multiple programs on a business unit level as well as the regional level to identify, support and expose women to the next level of the organization: from entry level to leading a team, from team lead to becoming a manager and so on. Within this scope we can mention:

- India's flagship leadership program for women: Build Your leadership voice focuses on teamleads on the way to becoming managers
- Women of Amdocs Technology is the leading program for Amdocs' R&D division. The program includes different components: networking sessions for women, leadership connects, and a specific focus on women' progressions
- Business units' HR identifies women with growth potential and provides them with the exposure and opportunities they need to move to the next level

We also utilize gender calibration of people-related processes to ensure performance evaluations and promotion decisions are being done equitably and work to eliminate.

2.1.5.4. Gender Diversity Programs

INSPIRE Program

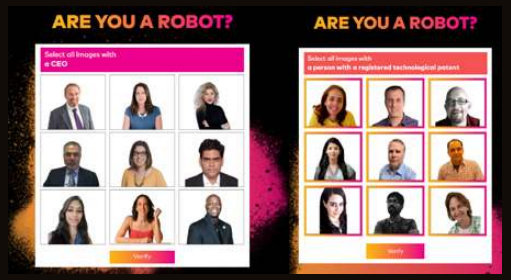
INSPIRE is our long-term organizational leadership program that focuses on closing the gender gap. Established in 2017 and sponsored by Amdocs CFO and COO Tamar Rapaport-Dagim, the INSPIRE program is based on the UN's 'HeForShe' movement, which drives systemic, intentional change. Our unique program is designed to attract, retain, and mobilize women by selecting existing leaders to become agents of change and create a world where everyone has equal opportunities to reach their full potential. Learn more about Inspire here



Amdocs Technology people, celebrate their winning the women in leadership category and the overall achievements category in the W-factor IndAmdocs Indian Gender Equality Contest.

International Women's Day 2023

Amdocs launched multiple initiatives and communications from our business leaders in support of International Women's Day in 2023, including an interactive digital external campaign that we developed to help people recognize and break their own internal unconscious biases. Users were shown images of people and were subsequently asked to select people who they thought fitted specific roles such as CEOs based purely on the images. The activity then prompted the user to think about who they had clicked on first, to encourage them to counteract any internal gender-based biases.



Campaign stats include:

- 14 million impressions on social media for our digital activities for International Women's Day
- 150,000 visits to the game's page, and great responses from both employees and the industry alike
- In-person events: over 1,500 employees took part in dozens of onsite events across the globe

"Relaunch your career with Amdocs"

We recognize that diversity and different life experiences can lead to better R&D development, team collaboration, understanding, and new ideas , and our "Relaunch your Career with Amdocs" program was created in support of this. This program is an opportunity for mid-career professionals who have taken a break and are ready to rejoin the workforce to find their next professional home. The program offers full-time, direct-hire opportunities, with hiring managers dedicated to providing care and support to re-launchers. Amdocs' also provides additional training programs to update employees' skills in technical and professional areas.

So far, in the first cycle, there has been a hiring rate of 90%. The program will continue to have future cycles in the US as well as expanding into APAC, India, Cyprus and Mexico.

Read more here

"BECOME"

Today at Amdocs, we have 20% women in customer-facing roles, and we launched the BECOME program to identify high-potential female talent internally for such roles. Through this initiative, we opened an open call out for all women in the company to interest them in such roles, and host exposure sessions for those nominated on what customer-facing roles entail. After these sessions, we check participants' interest in such roles and offer them upskilling, mentoring and new opportunities at Amdocs.

The "W-Factor"

In FY22. Amdocs India launched "W-Factor" – a unique program to promote gender equality. The program is a contest between different Amdocs units around agreed-upon gender-diversity parameters such as women's hiring rate, promotion rate and more.

Every quarter, a leadership discussion takes place in which leaders view the data from all the different units and the leaders' board, and share best practices and success stories. Each unit is supported by their India diversity and inclusion partner to help them to develop interventions that use their specific data and opportunities to make an impact.

At the end of the year, there is an award ceremony with winners for each contest category as well as a rotating trophy for the unit that outperformed overall.

Donne in Tech (Women in tech)

Donne (Women) in Tech is a joint initiative between Amdocs Italy, Amazon Web Services, SheTech and the Embassy of Israel in Italy to create a coalition of motivated professionals to inspire and motivate girls and women in their career choices, contributing their knowledge and sharing personal stories.

Some achievements to date:

- 30 executive women mentors
- Nine Italian telco operators
- Six high-tech vendors including Deloitte, IBM and Persado
- Supported 23 students through a mentoring project with business leaders
- 10 technology-exposure sessions



Donne in Tech meet-up between women executives and students from the program at the Israeli Ambassador's residence, Italy

Lotus Hub

Amdocs Israel is proud to be a strategic partner of the Lotus Hub, which promotes the employment of Druze women in the tech industry. The Lotus Hub was founded by Maisa Halabi Elshekh, a Druze visionary who was able to tackle the challenges of religion and tradition and offer Druze women a better future.

Traditionally, Druze women work within their villages, which limits their occupational opportunities to education and commerce. The Lotus Center provides them with Full-Stack development training (overseen by the Israeli Innovation Authority) and employment in a dedicated center, enabling them to become part of the Israeli tech industry and develop a successful and fulfilling career without leaving their village. The initiative received the blessing of Sheikh Muafak Trif, the spiritual leader of the Druze community in Israel. Amdocs was one of the first 2 employers to join this initiative and hire women from the very first cohort of training. As of 2022 Amdocs employs 30 women in the Lotus Hub in various roles and business units – from IT, to delivery and R&D.

2.1.5.5. Pay equity

Action Plan

Amdocs strives to be an equal-opportunity employer – and not just in words, but in our actions. Promoting and striving to ensure equal pay is of the utmost importance to us as a company and is one of the cornerstones of our diversity and inclusion strategy.

We have been intensively engaged in reviewing and measuring equal pay across all genders worldwide. While doing so, we take into account factors such as location, role, seniority level, and the relevant business unit. We are aided by innovative tools that we developed specifically for this purpose. This review plays a pivotal role in our commitment to being an equal-opportunity employer with equal pay.

Our focus and efforts in ensuring equal pay include:

- Increasing awareness and training for managers
- Providing internal tools for managers and leaders that support their review and decision-making processes when considering compensation changes or payments to employees
- Real-time gender views in all compensation dashboards
- Gender pay equity guidelines in all C&B policies
- Real-time gender calibration of annual performance and compensation processes

We are committed to continually reviewing our organization and action plan while creating the relevant mechanisms and processes to promote equality wherever we are located. This includes constantly designing additional practices to reassure equality during different "moments of truth" in an employee's lifecycle such as entry offers, promotions, salary revisions, performance evaluations and bonus allocations.

Additionally, since June 1, 2022, we are publishing an annual gender pay equity report for Amdocs Israel, in compliance with Israeli legislation.

2.1.6. Ethnic diversity

Our people come from many different nationalities and cultures, and we strive to reflect the multicultural society within which we operate.

2.1.6.1. Our North America Diversity & Inclusion Framework

In the United States, our diversity & inclusion framework includes:

- A focused effort on diverse hiring and specifically graduate hiring as part of our global #boundless talent-acquisition diverse-hiring initiative, which includes targeting career fairs in historically Black colleges and universities, and Hispanic-serving colleges
- A data-update campaign that enables our employees to choose to identify themselves according to a range of diversity parameters in the Amdocs HR system
- Focusing community relations and volunteering efforts on projects that impact diverse ethnic groups
- Learning journeys for managers around the topic of race at work, as well as a quarterly diversity and inclusion regional educational sessions
- Focused awareness campaigns around Black History Month, Hispanic Heritage Month, and other relevant calendar dates – led by our employee networking groups who also drive both the content and the agenda of these campaigns

2.1.6.2. Honoring Hispanic Heritage Month

Amdocs celebrated Hispanic Heritage Month from September to October 2022. We honored all of the Hispanic-American champions whose achievements and contributions continue to serve as an inspiration to others. Hispanic Heritage Month-related activities included:

- Latin dance class to support Latin America and Caribbean communities
- Virtual cooking class led by one of our own Amdocs leaders
- English enrichment activities to motivate young students in Latin America

2.1.6.3. Asian and Asian-Pacific Islanders Heritage Month

This year we've marked the Asian and Asian-Pacific Islanders Heritage Month with an educational webinar for all our North America employees – a communication with employee testimonies and a webinar open to all employees about Anh-Thu Nguyen, the first Vietnamese American pilot to fly solo around the world. We also shared with all employees the perspectives of employees from Projekt202 – an Amdocs company – who are active in the Leaders of Asia Pacific Employee Networking Group (LoAPAC ENG), on what AAPI Heritage Month means to them.

2.1.6.4. Martin Luther King Day

This year Amdocs joined the US by recognizing Dr. Martin Luther King Day as a company-wide holiday in celebration of his legacy for justice, service and equality. The Amdocs Black Professionals Employee Networking Group (BPENG) strives to uphold Dr. King's commitment to service in the community.

2.1.6.5. Ethnic diversity in Israel

We are proud to be one of Israel's leading tech employers for the Arab society in Israel, graded as Platinum by the Maala organization, and we have been awarded the Dov Lautman Business Diversity Award in recognition of our achievements in increasing this representation and promoting a multicultural work environment. The Arab society is the largest national minority in Israel and its representation in the tech sector is a key economic and social challenge.

We are a member of the "Collective Impact Partnership for Arab Employment" and as part of this effort, we have focused on hiring initiatives for the Arab society in Israel, including bootcamps and training programs, targeted advertising, and inclusive hiring practices.

We also have an office in the city of Nazareth – the biggest Arab city in Israel and a significant center for the northern region where the majority of the Arab population resides – to enable better access for Arab engineers. In 2022, 8.6% of our employees in Israel were Arabs (significantly higher than the tech industry benchmark of 3%), while 13% of new hires in Israel were from the Arab society.

2.1.7. People with disabilities

Amdocs has implemented a specially-designed framework for people with disabilities, across three main components:

- **Awareness:** In order to promote awareness, we conduct regional awareness sessions as well as special training for managers. Each year we mark the International Day for Persons with Disabilities on December 3, with a global awareness campaign that includes internal sessions for our employees
- **Hiring:** We work with specific NGOs focused on sourcing efforts in North America, Brazil and Mexico

In Israel, we also launched CONNECT, a tech bootcamp for people with disabilities, which provides tools and preparation for job interviews to help them to increase their ability to find employment. During 2021, after the first round of bootcamps, 50% of the bootcamp graduates were successfully hired by Amdocs and 50% were hired by other companies (with our assistance). During 2022, we had the second round of bootcamps and 80% of the participants successfully managed to find a job in other companies We are working on launching the next round of bootcamps in the near future.

Aiming to provide the best employee experience and support at the workplace for autistic people, there is a focal point in the HR unit that is collaborating with relevant NGOs. From the hiring stage, the NGOs representatives share their knowledge and recommendations on the specific needs of each individual at the workplace.

- **Community:** Our innovative Tech for Good platform develops and implement innovative digital solutions to solve specific social and environmental issues, including challenges faced by people with disabilities. Our creative solutions include developing an application that promotes employability for people with disabilities, including identifying vacancies in companies that better fit individuals' specific physical needs. We also developed a digital application which creates a safe digital space for people on the autistic spectrum by training them on Internet safety, and preparing them for secure, independent Internet browsing. In addition, we also run local community initiatives which include leading workshops on entrepreneurship and basic computer skills for people with disabilities, and in Israel, we are hosting four-month courses in computer basic skills for people with mental health challenges (JobIT) in order to assist them to find employment. Each student was assigned a mentor from Amdocs and a laptop for future use. For more details please check the Tech for Good section.

2.1.8. LGBTQ+ inclusion

Our LGBTQ+ inclusion global framework was developed in collaboration with a group of employees who belong to the LGBTQ+ community worldwide.

The framework includes:

- Networking groups for LGBTQ+ employees, and allies, by region, with the latest one launched in India this year
- Conducting training on a regional basis for our HR professionals and managers around LGBTQ+ inclusion
- Reviewing the policies of the vendors we work with for employees' benefits to ensure inclusivity
- Developing our community impact and volunteering channels with LGBTQ+ community organizations
- Our inclusive parental-leave policy, which is gender-neutral and also covers adoption and surrogacy

Pride Month 2022

There was widespread participation in Amdocs' Pride Month 2022, led by our employee networking groups:

- **22,000** of our employees read the Pride kick-off mail from our executive sponsor: Division President Ilan Sade
- **1,500** employees watched our Pride talk show
- **200** managers attended inclusive leadership trainings offered during Pride Month
- **1,000** employees attended educational sessions around LGBTQ+ inclusion worldwide
- Group participation and/or sponsorship of parades in Dallas, Washington DC, Guadalajara, London, Cyprus, and Tel Aviv

2.1.9. Employee Networking Groups

Our platform of Employee Networking Groups (ENGs) – also known as Employee Resource Groups (ERGs) – is aimed to create safe spaces in which people can come together based on shared identity, that influence their day-to-day experiences at work. Employee networks provide support, enhance career development, and contribute to personal development in our diverse work environment.

Our ENGs work on 3 levels:

- Planning activities and growth opportunities for the group members;
- Creating visibility and education opportunities for the entire Amdocs population (campaigns, trainings);
- Developing volunteering and community engagement opportunities outside Amdocs, to promote inclusive education and future employability for diverse populations



Our ENGS include:

Black Professionals Employee Networking Group (BPENG), operating in North America, was created to foster the cultural and professional growth of Black and African American employees within Amdocs.

Nexos, also operating in North America, is Amdocs' Hispanic Professional Employee Networking Group.

Amdocs LGBTQ+ Network includes communities for LGBTQ+ employees and allies in Latin America, North America, EMEA and Israel, as well as India and APAC.

Arab employees' community in Israel is focused on promoting cultural awareness within Amdocs as well as future employability within the Arab society in Israel.

Amdocs Women Network operates globally and offers multiple networking, mentoring and professional development opportunities for women throughout the year. Women joining Amdocs will automatically receive information on these activities.

Amdocs Israel's caregivers' community is designed to be a source of support as well as information and rights utilization for employees who are the caregivers of elderly parents, sick family members or children with special needs.

The Young Professionals' Community, currently operating in Israel and soon in North America, was established to create a platform for young professionals at Amdocs to connect with their peers and increase their sense of belonging and wellbeing.

Amdocs Black Professionals Employee Networking Group – The BPENG



Our primary focus is to align with Amdocs' purpose of promoting diversity and inclusion and providing a progressive influence within the company by:

- Enhancing the overall employee experience for Black Professionals
- Bringing Black cultural awareness to our Amdocs colleagues
- Serving the local, underserved Communities

BPENG is committed to serving their local communities to make a difference and help to bridge the gap of the digital divide.

In 2022, the Amdocs Black Professionals ENG theme for Black History Month was 'Honoring Our Roots'. The group spent countless hours preparing events such as creating a historical documentary, fundraisers and digital content and learning about their roots through DNA samples to share with their colleagues at Amdocs.

Furthermore, through the collaboration and meetings of BPENGs members, various CSR activities are designed and implemented, such as DOX(i) corners.

"Starting diversity and inclusion groups is the biggest step a company can take in making their employees feel included... I already love this company but giving us the platform to connect is a spirit booster"

Shelby, BPENG

2.2. Employee engagement and wellbeing

Amdocs is committed to looking after our employees' wellbeing by providing a healthy, respectful and nurturing environment that encourages engagement, resilience, self-fulfillment and a sense of belonging.

We believe that wellbeing in a people-centric organization is a continuous journey that requires us to listen to our employees, be attentive to their needs, and provide the right framework and platforms to allow them to thrive.

During the three years of the pandemic, Amdocs has expanded and adjusted our employee wellbeing program to fit the changing situation in different parts of the world and today we feel we are on track with the new normal. Consequently, it is important for us to have the combination of a global wellbeing framework and strategy combined with a regional wellbeing structure with local wellbeing managers at each Amdocs region. Operating within the regional framework helps us build a more targeted offering with an overall better employee wellbeing experience.

Global presence

Being a global company with employees in approximately 90 countries it is important to us to provide employee wellbeing experience wherever our employees are in a way they can consume it. Our new regional wellbeing structure places regional wellbeing managers at each Amdocs region. Being closer to our employees' locations and operating within the regional framework helps us build targeted offering, maximize resources and an overall better employee wellbeing experience.

Operational excellence

We set a goal to renew our technological and digital infrastructure. This year we launched our new global gifting platform, "I care" – a global team activities tool for managers and we launched a new budget dashboard allowing unit wellbeing leads to manage budget in a better and more efficient way.

2.2.1. Wellbeing focus areas

Employees' wellbeing is a very broad term that includes almost all aspects of work life. In order to maximize our impact on employees' wellbeing and the way we deliver these wellbeing services, we developed our **Focus areas strategy:**

- **Mental & Physical health**
- **Teaming & Belonging**
- **Working @Amdocs**

2.2.1.1. Supporting our employee's mental & physical health

We prioritize our employees' physical and mental health. We take a role in raising awareness of physical and mental health issues, promote healthy lifestyles and make medical and mental health services accessible for all our employees. This is achieved through:

Health insurance – In most of the countries where health insurance is not fully funded by the government, we offer medical, dental and optical insurance for our employees.

Personal counseling – Amdocs E**mployee Assistance Program (EAP)** is available in all our locations, and in more than 50 languages, providing employees with access to affordable and confidential personal support.

Financial wellbeing – We know that financial planning has an important role in employee's peace of mind and wellbeing. Therefore, we provide our employees with financial planning educational session and financial tools that will help them achieve financial security in the future.

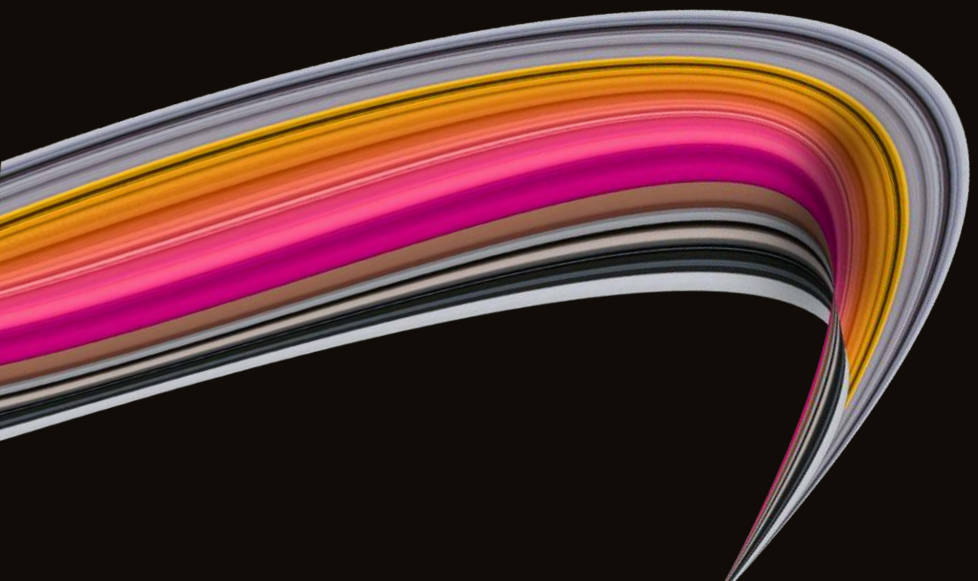
Employee Health – Our BEhealthy dedicated portal is our go-to page for everything regarding our health offerings at Amdocs – health insurance, registration for sports groups, – wherever in the world our employees are located, we are making it easy for them to be healthy.

During FY2022, we conducted several campaigns to raise awareness of our employees, physical and mental health:

- **Mental health day** – During October 2022 we conducted 8 Virtual sessions in 4 different regions of Amdocs, with an amazing turnout of 2,000 employees
- **Breast cancer awareness month** – We held 7 Virtual awareness sessions led by experts and inspiring, first-hand, breast cancer survivors who shared personal stories of coping and recovery. For the first time in Amdocs we heard a unique testimony from a male breast cancer survivor. More than 1,000 participated
- **International Yoga Day** – our three year international yoga day tradition, bring thousands of Amdocs Yoga fans (and the ones that want to try...) together in a global event that unites Amdocs employees while promoting healthy lifestyle
- **Amdocs 21 days Reaction challenge** – During May and June 2023 we launched our first global wellness challenge where we invite our employees to participate in wellness activities. It encouraged employees to complete good habit tasks like meditation, steps, workouts and more; take on challenges set by Amdocs people around the world; join live events; share their progress with the company; and receive points and win prizes while teaming with their friends and competing with other groups in the company. We had an amazing turnout with more than 5,000 employees joining the challenge

2.2.1.2. Teaming and Belonging

We believe that teaming and belonging are key factors in our employees' wellbeing. It is very important for us to cultivate teamwork and a sense of belonging, enable our employees to create new experiences together and connect with colleagues and friends while enjoying and having fun. During the past year and especially after announcing our Flexible work model that brought thousands of employees back to our offices, we renewed the Amdocs tradition of outstanding company events, team activities and employees' gatherings. Our flexible wellbeing operational structure answers the wide range of employees' and unit's needs. Starting with our i-care system that allows managers at all levels to conduct team activities and events for their teams, moving to Groups and divisional events that bring together large groups of employees and allow organizations to develop their social identity and spirit, celebrate success and recognize employees, and up to our large company events that give employees the opportunity to meet and bond with colleagues and friend cross-company.



Here are some examples of our Company events:

India – Over a period of 6 months since we started our back-to-office process, we had 16 in person events, in our offices in Pune and Gurgaon with a record participation of 17,000 employees.

Israel Music Nights – During the summer of 2022 we conducted top of the line music shows in our own Amdocs "Ganei Shefa" Campus. During a period of two weeks more than 4,500 employees and family members enjoyed amazing shows together. That was also an opportunity to say goodbye to our old Campus that served us for more than 20 years, that was a second home for thousands of and holds amazing memories, stories of success and a place where we met friends for life.

Cyprus summer party – Celebrated the beginning of summer with an amazing Amdocs Party. Taking place in one of the biggest open air events venue in Limassol district, more than 600 Amdocs Cyprus employees had the opportunity to once more come together and have a blast like only Amdocs knows how and can do. With the uplifting rhythms of the most famous percussions band on the island making the intro and energetic DJ taking the lead we created memorable moments and connected our people together.

UK – Meeting the challenge of multiple geographical locations and the spread of accounts and with the aim to bring together employees from various locations and those working remotely, we conducted a first time all UK company gathering that hosted a total of 235 attendees at the Neverland venue, located near the picturesque river Thames. That was a great opportunity to show our gratitude and appreciation to our employees emphasizing the importance of spending time together and creating new experiences together.

2.2.1.3. Working @Amdocs

Working @Amdocs is a new addition to our wellbeing approach and program that combines many aspects of our people centric approach together with managerial practices and traditional wellbeing offerings. We believe and understand that the way we work and the relationships between our employees and their managers, organization and company impact their wellbeing. Working @Amdocs is an integrative approach to employees work wellbeing.

During the past year, we offered units and organizations a framework based on the areas of work-life model that has enabled us to gain a holistic understanding of **burnout**, identify places where it accrues, and ways to reduce and cope with it.

We emphasize the importance of recognition and appreciation to employee wellbeing as a routine practice and a key component in the relationship between employees and their managers and the company.

Employee Share Purchase Plan (ESPP)

In May 2023 we introduced the ESPP with our employees. The plan aims to create ownership and alignment with shareholders and share future success of the company with our employees. Through this program, the employees are allowed to purchase company shares via their salary, at a discounted price in 6-month cycles. ESPP launched gradually in India, US, Canada and Israel in the first cycle (80% of our employees) while during FY24 we plan to expand eligibility to 95% of our employees.

Vacation without limits

2022 saw a brand-new reality at Amdocs, as we rolled out our unlimited vacation program – "Vacation without Limits". Our employees are free to take as much time off as they choose, as long as it's fully coordinated with their manager. After starting on March 2022 in the US, Cyprus, the Philippines, Australia, Spain, Israel and India, this policy is available to every country that Amdocs employees are based (where regulations allow). Now that we are one year into the plan the results are amazing. Our employees are taking 30% more vacation reaching pre-pandemic rates.



Flexibility @ Work

At Amdocs, we offer a hybrid work model that provides flexibility to our employees, allowing them to manage their time efficiently and achieve a work-life balance. In January 2023, we launched a leadership-led back-to-office campaign to communicate the benefits of this flexible work model to employees and managers. To address the challenges involved, we established a global framework and task force, maintaining our people-centric approach and our core values. As part of the framework, we provided managers and units with resources, tools, and flexible guidelines that empowered them to solve issues and provide solutions to employees' needs.

In a period of 6 months, we transformed our organization from a mostly remote work to mainly office work with great flexibility options. Latest data shows that over 90% of our employees have been attending the offices (at least one day per week) since January 15, 2023. We strongly believe and get consistence feedback that our work model allows employees to connect, and collaborate and is a key component in our unique culture.

Parental leave

Our global parental leave policy is aimed at providing parents with additional flexibility and time to care for, and bond with, a newborn or newly- adopted child, and adjust to their new family situation. Since April 1, 2020, Amdocs enabled eligible employees to enjoy additional paid parental leave, following the birth or placement of a child with an employee in connection with adoption or surrogacy. This paid parental leave is on top of statutory parental leave given by the different countries in which we work. Furthermore, we offer 1 week of paid parental leave for the primary and non-primary caregivers above the legal requirement to the majority of our employees.

With the return to work, we offer breast-feeding/lactation facilities at all of our major facilities which cover over 90% of our total workforce.

Birthday program

Starting in 2023, Amdocs has launched a new approach to our global birthday program. Under this initiative, employees on their birthday are given the choice to either receive a gift voucher from a selection of options or contribute to digital inclusion initiatives and donate the monetary equivalent.

For this program, we established a partnership with Unconnected.org and there is an offering of a unique project at each region, such as funding six months of mobile connectivity and internet learning software for a child in India or enabling connectivity for a training center in Mexico.

Unit-led initiative – Appreciation week @SmartOps

In an effort to foster a positive culture and acknowledge the value of work and relationships, SmartOps, one of Amdocs' largest units, celebrated "Appreciation Week". Over this five-day campaign, both SmartOps employees and management were encouraged to express their appreciation on the internal communication platform, Yammer, in both creative and personal ways.

Over 6,000 employees engaged in this initiative, generating 4,800 posts that garnered 7,000 reactions and comments. Additionally, 800 handwritten notes were displayed on "Appreciation Walls" in various offices worldwide. The feedback from employees was resoundingly positive, with many expressing gratitude towards their teams, peers, managers, leaders, and cross-functional colleagues, acknowledging their invaluable contributions.

Unit-led initiative – Amdocs Technology Peer2peer recognition program

Amdocs Technologies' innovative Peer-to-Peer recognition program allows employees within the organization to commend others for their collaboration, achievements, and exemplary performance. Throughout the year, any member of the Amdocs Technologies team can extend recognition to their colleagues, accompanying them with a personal greeting and a token of appreciation, typically in the form of a voucher. This Peer-to-Peer approach not only boosts team morale and satisfaction but also fosters stronger collaborations and nurtures what we affectionately term "friends at work".

In FY22, 700 employees received recognition from their peers. By FY23 (starting from October), this number surged to over 1,000 recognitions.
In May 2023, we took the employee recognition journey a step further by introducing a digitized process. Its immediate impact was evident, with over 337 recognitions recorded in less than a month.

2.2.2. Employee engagement

In 2022, Amdocs completed the McKinsey Organizational Health Index (OHI). The OHI is a leading indicator of companies' organizational effectiveness and management practices. At Amdocs, we believe the best predictor of excellence is listening to our employees and acting on results.

Amdocs has improved its organizational health and engagement and we are now in the top decile of the OHI global benchmark. Our OHI is significantly above the medium of our peers in the Tech-Media-Telecom and High-tech industry.

Amdocs has improved across all 9 health outcomes, most substantially in Motivation, Leadership, Work environment & Direction.



Amdocs results are all in the top quartile, with 6 indicators being in the top decile, denoting an element of distinctiveness when compared to the McKinsey global database. Learning from our 2020 results, Amdocs selected 'Direction', 'Leadership' and 'Motivation' as focus areas. We are proud that we improved by an average of 7 points across these areas.

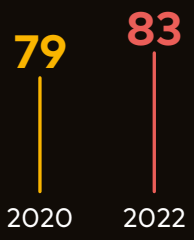
According to our latest organizational health survey:

- Overall improvement in organizational health & engagement placing Amdocs in the top decile of the OHI global benchmark
- 83 overall Health score
- 60 overall engagement score

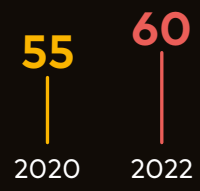
Amdocs score in 2022:
Overall improvement in organizational health & engagement, placing Amdocs in the top decile (10%) of the global benchmark. Significant improvement across all health outcomes and practices, most substantially in the areas prioritized post 2020 survey (Motivation, Leadership, Direction).

More specifically, the scores for the Amdocs profile are:

Element	Score	Difference from the 2020 survey
Direction	82	+4
Accountability	82	+4
Coordination & Control	82	+5
External Orientation	90	+3
Leadership	85	+7
Innovation & Learning	82	+3
Capabilities	90	+1
Motivation	75	+9
Work environment	83	+6



OHI Score



Engagement Score

The results of the OHI and engagement surveys are shared with Amdocs' employees at Townhall meetings.

The OHI survey we conducted at the end of 2022 was completed by 53% of our employees.

2.2.3. Using people analytics to make informed decisions

Amdocs recognizes the significance of using data when making talent- and people-related decisions. We have a Strategic Workforce Planning unit that focuses on implementing what we believe to be the appropriate talent strategy to support the effective execution of our business strategy: making sure we have the right talent, at the right time and in the right place.

The Strategic Planning unit also includes a People Analytics team, which enables and encourages our hiring teams to make informed people-related decisions by relying on data, analytics, and evidence, and also monitors workforce health, attraction, and retention of our talents globally. In the long-term, the Strategic Workforce Planning unit focuses on creating and implementing Amdocs' talent strategy (including skills management), optimizing site-specific strategies, and achieving an effective organizational managerial structure.

The People Analytics team, within the Strategic Workforce Planning Unit, has four key focuses:

- Operational support through the creation of real-time dashboards, tools and reports that allow users to extract insights
- Research and consultation for ad-hoc advanced analytics
- Establishing a culture of data-driven human resources (HR) by encouraging HR professionals to use data, analytics and evidence in their ongoing work
- Enforcing the practice of data privacy in HR to ensure ethical and fair use of personal data to protect both our employees and the company while complying with applicable legislation



2.3. Employee development



Employee development is a key priority for Amdocs, and we recognize the importance of investing in our workforce. We offer a range of development opportunities for our employees, including training programs and mentoring, as well as leadership and career development initiatives. By investing in our employees' development, we aim to foster a culture of continuous learning and innovation, while also promoting employee engagement and satisfaction. In FY2022, we spent in total approximately 332 USD per full-time employee on training and development and invested over 4.89 million USD in learning and development.

2.3.1. Opportunities to learn and develop

Amdocs' learning and development initiatives are designed to support our employees' career growth and advancement.

In FY 2022:

- 89% of employees participated in learning and development programs
- 4,280 employees participated in courses advancing their business skills, and 3,500 learned more than one skill
- 13% of employees participated in upskilling programs

Our target for FY23 is to increase these numbers so that:

- 90-95% of Amdocs employees will choose to participate in learning and development programs
- 25% of our employees will choose to take part in personalized voluntary upskilling programs

ASPIRE

During 2022, we continued developing and providing our Aspire upskilling offerings in order to prepare Amdocs and our people for current and future business challenges and is open to all Amdocs employees. Aspire is a relevant, innovative program to develop and retain our employees through the development of power skills.

We identify power skills as skills that we consider to be essential for the current and future employability of all employees – regardless of their role, seniority level and region – in the changing world of work.

Our unique platform allows every employee to evaluate themselves and strengthen their skills through a learning journey that involves three steps:

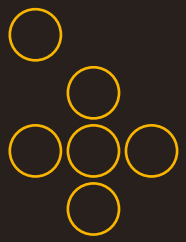
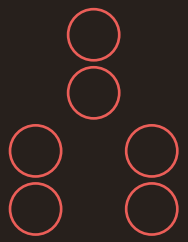
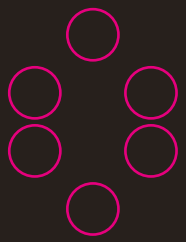
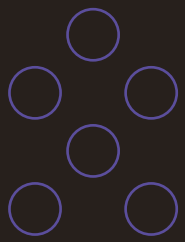
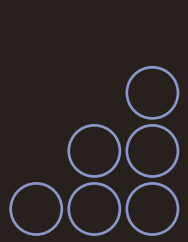
1. Completing a personal assessment
2. Receiving feedback through an individualized report and personal or group sessions for debriefing by an internal professional team
3. Learning and developing through blended offerings, including workshops, short self-learning modules, masterclasses, podcasts, sync sessions and more

2.3.2. Leadership development

We continue to place special emphasis on leadership excellence in a people-centric organization and building capabilities that are needed for the demands of the rapidly evolving, technology-driven business environment. Our work in this space included the launch of focused efforts to augment our leaders.

Our actions in this space included custom designed leadership development journeys weaved in with just in time executive coaching for our leadership and executive layer. Through these learning programs we were able to engage more than 200 First Executive Level/ VPs (FELs) and 30 General Managers in the organization with a very positive response and repeat ratio.

Amdocs' leadership framework provides a standardized approach to developing optimal leadership capabilities across Amdocs. Based on all the factors we identified and believe contribute to successful leadership, this framework is used to focus our efforts on programs that would develop our people into better leaders.

North Star	Professional TM	Market Shaper	People Centric	Level-up	Engager
Leading with strategic vision	Expertly delivering on promises	Co-creating customer success	Putting people first	Managing complexity & scale	Creating meaningful connections
					
Connect to purpose Inspire & act strategically Courageously transform	Take ownership, be accountable Always deliver results Build extraordinary teams	Nurture customer partnerships Design market & technology context Distrupt & scale the business	Growth mindset Care for people Show empathy Attract and empower	Act as 'One Amdocs' Navigate with resilience Think & act globally	Build engaging partnerships Become the communicator Promote diversity & inclusion

2.3.3. 360° – Just in Time Process

During 2023, we implemented 360° – Just in Time (JIT) for the First Executive Level (VPs) to offer a personalized approach to executive development, which provided the basis for the critical Leadership milestones of the leaders. These milestones could be Progression, Internal Mobility, Role Enhancement, major Organization restructuring or external hiring – in each of these milestones, the stakeholders of the leaders change. The 360° JIT is a quarterly process and is offered to the leaders after they have spent 6-months in the role.

The benefits of this process are multifold, both for the leader as well as for the organization:

- The leaders get just in time feedback about their performance and perception in the organization. Based on the feedback, they identify their strengths and areas of improvement. At the same time, they also get the opportunity to utilize these inputs for their development discussions.
- The organization gets a real-time view of the capabilities and the gaps of the senior executive cohort. The information gets enriched and updated as the process moves forward. This helps in the Talent strategy and Business plans of the organization. Further to this, the load on the organization reduces since the process is run for a select eligible population each quarter. The managers get ample time and bandwidth to have a more meaningful development discussion with each VP. In addition to this, the HR gets an opportunity to make the process more intimate and high touch.

The first cycle of the 360° JIT process is in progress during 2023, where around 45 VPs participated in the process. Other VPs will undergo the process in the subsequent quarterly cycles.

The previous round of 360° Process was done for the entire cohort of Group Presidents, General Managers and about 200 Vice Presidents in FY21. The opportunity was extended and about 700 Directors participated in FY22.

2.3.4. Managing @ Amdocs Academy for Team Leads & Managers

In FY22, for our new managers and new team leads we designed a new development program to strengthen their managerial challenges (better understanding their role perception, motivating their people, building & in engaging their teams, matrix management, etc.). Through this, we conducted 50 programs with more than 800 participants (managers and team leads). The program aimed to create a development journey process for our managers with synchronic live sessions led by an expert facilitator and business leader from Amdocs.

The main challenge was to balance managers' daily workload and their personal development. An important outcome was that the program is valuable and important not only for new managers but also for veteran managers and team leads as well.

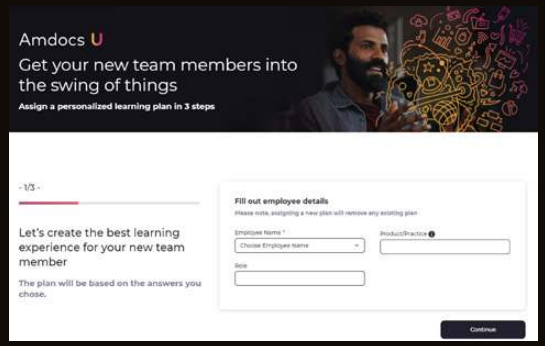
In order to increase the amount of active participants in FY23 – we decided to focus on face-to-face programs led by the field units. We have forecast more than 75 programs with more than 1,100 participants (at least 50% are face to face programs). The overall feedback for the program is very high, with more than 99% positive recommendations from the participants.

Turning Point is an Amdocs community for management training. It provides a mixture of development and management sessions every month dealing with day-to-day management. The sessions are tailored to the lifecycle at Amdocs and in 2022 introduced discussions on the updated hybrid work policy and how best to deliver feedback to team members.

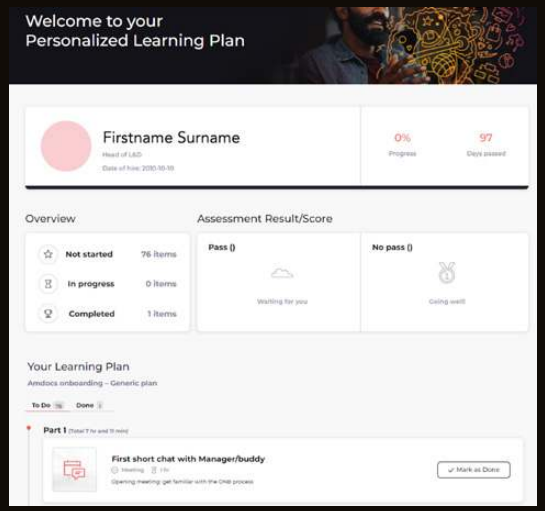
2.3.5. Our Learning and Development Programs

As of 2022, we have developed an extensive onboarding platform to provide every new employee with a personalized need-based learning program, designed to address their needs when joining Amdocs. The training covers information on how Amdocs is run but also about each employee's specific role. Every time a new employee joins Amdocs, the employee and their manager customize the training to the employee's needs.

Amdocs U enables managers to choose the best learning plan and customize it for their new employees. Hence give the new joiner the best personalized learning experience.



After a discussion between the new joiner and the manager, the employee gets the personal learning plan. The plan includes self-learning, mentoring meetings, checkpoints with the manager etc. This provides the new joiners with a holistic plan that addresses all their needs.



For our existing employees, we have introduced a career hub portal for each employee to plan out their career at Amdocs. Once an employee has defined their goals, they are provided with learning opportunities to support their career growth. Amdocs has partnered with learning vendors including Udemy & O'Reilly, providing our employees with a varied selection of relevant material.

A major, recent learning & development focus is on generative AI. This learning program is available to all employees and offers training on topics including prompt engineering, building AI-based applications, a series of live webinars and workshops, and a learning community. This program was created in order to help employees grow their skills as the next generation of artificial intelligence evolves, ensuring they can focus on the highest value efforts while leveraging generative AI to do more traditional work.

2.3.6. Performance management process

PMP is Amdocs' annual review and assessment process conducted by each individual employee together with their manager. In the last year, we have redesigned it to make it an even more efficient assessment tool by:

- Improving how we identify our talent segments
- Better connecting employees' day-to-day activities against the company's strategy
- Improving the process' potential to engage our people

The performance review starts with the employee preparing a self-evaluation which focuses on setting and/or assessing the achievement of the employee's annual goals, as well as the development of the employee's capabilities (the "how").

This evaluation is reviewed, and feedback given by the manager and is then followed by a discussion between each employee and their manager. The objective behind PMP is to encourage a culture of open dialogue to help develop our employees' current (and future) capabilities, talents, and achievements.

Our most recent performance management process shows improved results compared to previous years, including:

- Employees were more active in self-assessment and setting goals
- More personal goals were set (from 70% in FY21 to 81% in FY22)
- Personal goals were measured (52% in FY21 and FY22)
- A high rate of managers prepared feedback on goal achievements and employee capabilities (91%)
- High performers to be clearly identified (15.6%)

Apart from these annual discussions, we also implemented "check-in" touchpoints between our managers and their team members. These take place at least twice a year in order to complement the annual PMP, set new goals, ensure that there is a personal development conversation, and also provide ongoing feedback and care.



2.3.7. Internal mobility & career development

We have strengthened our internal career opportunities processes, encouraging employees to enhance their "brand" by offering different workshops to prepare them for internal interviews and selection processes and urging hiring units and managers to consider potential talent from within Amdocs and then work with HR leads to open up internal opportunities for internal candidates.

There is transparency about open positions available to employees through various platforms such as our Intranet site, our Applicant Tracking System (ATS) and our weekly internal newsletter sent to every region. These include information about open opportunities according to region, as well as global relocation opportunities. Employees apply directly on the ATS system, and their CVs are tracked and submitted to the relevant hiring managers.

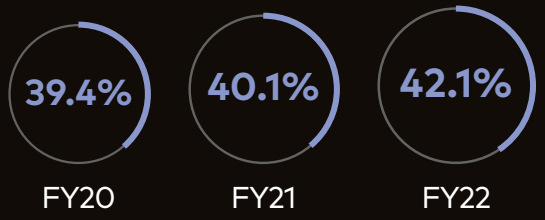
In April 2023, we launched phase 1 of the Harmony program, launching the Career Hub an artificial intelligence-based platform for all opportunities available to employees based on their aspirations, skills, and suitable job opportunities (according to AI).

By creating a profile, the AI identifies the employee's skills and recommends open positions for them-based on their skills, sometimes recommending positions that an employee may have not considered before. It is an entirely new experience, no more searching for jobs based on titles and long job descriptions. As part of the roll out, certain aspects of the mobility process were improved as well, ensuring an employee has transparency to where they are in the process as well as defining the time for which an employee will get answers, and even be released from their current role.

Phase 2 will roll out additional features to the Career Hub, including career coaching (which already exists but at a lower scale) networking, projects, career navigation as well as learning opportunities to help an employee to close their skill gaps and plan and achieve their career aspirations. Employees will also be given the opportunity (and the training) to become career coaches for others.

In addition, in order to allow people to mobilize and progress their careers more effectively and quickly, we have changed our policy so that employees can now apply for a new role within the company after just one year (as opposed to two), and the organization can offer jobs to employees without formal applications.

Percentage of our positions filled internally



Employee Career Center

The Employee Career Center, a pivotal addition to our holistic employee journey, was developed to offer Career Coaching. Through this initiative, we aim to equip our employees with invaluable career insights from certified coaches. In the program's initial phase, 155 employees spanning various seniority levels benefited from this tailored coaching. Consequently, 30% of these participants achieved internal career mobility, with 62% excelling in their new roles. Notably, all our career coaches are in-house Amdocs employees. Their participation not only benefits those they coach but also enriches their own professional skills and experiences. The program is built upon a comprehensive ecosystem encompassing internal communications, training, and more. Its operational framework is standardized, following precise processes and methodologies. Serving as a global resource, this service engages employees from all regions.

Podcast for Career Coaching

2.4. Health and safety



Amdocs strives to ensure that every employee, visitor and on-site contractor enjoys a safe and healthy work environment. We believe this is achieved by adopting, implementing and continuously improving our occupational health and safety program. According to the Amdocs Environment, Health & Safety (EHS) Policy, our main focus and commitments in this area are to:

- Provide a safe and healthful workplace to prevent accidents and work-related illnesses by implementing controls in order to mitigate hazards
- Increase employee awareness of safety and occupational health
- Prepare and respond to emergencies for the protection of our people and property
- Promote employee engagement and consultation in order to improve our overall EHS performance

Our global EHS management system, accredited by the international ISO 45001:2018 standard, is designed to support and manage Amdocs' significant EHS aspects, allowing us to adjust our tools and methodologies accordingly. Our ISO 45001 accreditation covers approximately 80% of our operational facilities and 99% of Amdocs employees at our business operations.

To maximize performance, we conduct:

- Performance self-assessments
- Hazard identification and risk assessments
- Environmental reviews
- Compliance assessments on environment, health and safety regulations
- Operational control checklists
- Emergency drills
- Internal audits, training and awareness programs

We also continuously monitor changes in EHS policy around the world.

Amdocs is proud of our strong health and safety performance in FY2021 and FY2022, especially in comparison with our industry peers. In FY2023, we continue to strive to improve and reduce our health and safety incidents.

Indicators	Unit	FY2019 actual	FY2020 actual	FY2021 actual	FY2022 actual	FY2023 goals
SIF (Serious Incident or Fatality)	#	0	0	0	0	0
DART Rate[1] (Total number of lost time injury events x200,000/ total hours worked)	Rate	0.034	0.012	0.035	0.024	Max 0.015
OHSA Severity Rate (Total number of lost days / total number of recordable incidents)	Rate	6.8	8.5	12	3	Max 8

1. The DART Rate was developed by OSHA to give a better idea of the impact of an employee-involved incident. The acronym stands for "Days Away, Restricted or Transferred" and we calculate it by: Total number of lost time injury events x 200,000/total hours worked.

2.4.1. Our Health and safety goals for FY 2023

Amdocs has set the following targets for FY 2023:

1. Achieve zero SIF (Serious Incident / Fatality)

2. Reduce work-related lost time accidents

- Reduce work-related lost time accidents – maximum 0.026 DART Rate[1]
- Reduce lost days due to work-related accidents – maximum 8 OHSA Severity Rate[2]
- Improve accident and incident classification and reporting

Besides Amdocs' quantitative H&S targets, we also set annual qualitative targets to increase ergonomic awareness and growth in ergonomic adjustments. Our employees are mostly office-based, working in front of their computers. We provide our employees with ergonomic equipment, such as chairs and standing desks, however we understand the importance of an awareness and knowledge of ergonomic principles.

As such, we provide our employees with individual consultations with an ergonomic specialist, to help them reduce the risk of repetitive strain injuries and improve their day-to-day workstation comfort.

2.4.2. Road safety

To help keep our employees safe on the road, we run a road safety project currently available in Israel and India, which includes practical driving instructions, road safety lectures, cautious driver contests, and educational materials. Since 2018, 100% of Amdocs' Israel fleet has also been equipped with a Mobileye vision technology system for advanced driver assistance and safety. In FY22 we held 5 practical-driving training sessions, with 110 employees in Israel participating. This training focuses on improving driving behavior, including how to avoid becoming distracted.

Road Safety*	Unit	FY 2019	FY 2020	FY 2021	FY 2022
% of vehicle fleet that caused accidents with damage over $350	%	26.60%	26.80%	22.30%	23.1%

* As of FY22, the numbers reported in the table above have been updated in comparison with Amdocs previous reports. This is due to the way accidents are reported in our system. The table has been retrospectively updated for previous years.
1. The DART Rate was developed by OSHA to give a better idea of the impact of an employee-involved incident. The acronym stands for "Days Away, Restricted or Transferred" and we calculate it by: Total number of lost time injury events x 200,000/total hours worked.
2. OHSA Severity Rate is a metric that measure how critical or serious the injuries and illnesses sustained in a period of time were by using the number of lost days per accident.

B. Our communities

2.5. Digital inclusion



As we are living in the era of digitalization, the concept of digital inclusion has a significant position in Amdocs as a sustainable topic. It is a vital technological consideration for our products and at the same time a focus pillar in our corporate social responsibility strategy. We recognize digital inclusion is a material topic and thus is embedded at the heart of our strategy.

The digital divide exists in different levels and forms in the community. In Amdocs, we strive to bridge the digital divide and make the benefits of digital transformation accessible to everyone, regardless of geographical location, socio-economic status, or technological proficiency. Digital Inclusion has been integrated into our philosophy, and we believe that the opportunities of technology should serve as a catalyst for the progress and collective empowerment of society.

At Amdocs, we foster digital inclusion in our operations on a holistic approach, through our products portfolio, customer engagement and community (CSR) activities that we implement. Through a comprehensive strategy, that includes both internal and external initiatives, we aim to achieve a positive impact and contribute to global and local issues around this topic.



2.5.1. Digital inclusion as a practice

Vision:

To use our skills, experience, and passion to bridge the digital divide, by promoting equitable access to information communication technologies all over the globe, and inclusion of everyone in the new opportunities of the digital era.

Digital Inclusion Committee:

A significant milestone towards our digital inclusion strategy was the establishment of the Digital Inclusion Committee in 2023. This committee comprises representatives from all units within the company, ensuring diverse perspectives and expertise are brought to the table. The committee's primary role is to oversee the Digital Inclusion strategy, initiate various programs and initiatives, provide suggestions for future activities, and promote the digital inclusion as a principle in our operations.

The Digital Inclusion Committee has a pivotal role as well for all employees by the involvement and execution of these critical initiatives. The executives' ownership and responsibility for this topic, demonstrates the significance of this topic among its people and ensures a more profound and sustainable impact on the efforts of Digital Inclusion Practice. All programs and initiatives designed are in alignment with Amdocs' overarching vision and mission.

Executive sponsorship for the Digital Inclusion initiatives is:



Harel Givon
Division President, EMEA, India & Vodafone Global

Digital Inclusion Pillars:

Digital Inclusion stands as a cornerstone of our sustainability endeavors. To guarantee the efficacy and alignment of our initiatives, specific focus pillars have been established.
Each of our programs intersects with at least one of these pillars, aiming to drive meaningful positive change.
The primary pillars include:

- Connectivity
- Accessibility
- Digital Literacy
- Future Employability
- Digital offerings

The different initiatives are implemented either through CSR programs or via the integration of this topic into our Products and Services principles.

2.5.2. Integrated into CSR initiatives

In line with Amdocs digital inclusion focus areas, various community programs and projects have been designed and implemented worldwide. These initiatives strive to bridge the digital divide and provide opportunities to underserved communities with access to vital digital tools and services. Through partnership with our customers, non-profit organizations, educational institutions, municipalities, national coalitions and other parties, Amdocs ensures that its efforts address the unique needs of each region.

Digital literacy workshops in rural areas, supporting internet connectivity programs in remote locations, mentorship for young girls and women in STEAM fields, or developing digital solutions for social and environmental issues via our "Tech for Good" platform, Amdocs' initiatives aim to empower individuals and communities to actively participate and enjoy the benefits of the digital era.

2.5.3. Products and services that help to promote digital inclusion

For Amdocs, digital inclusion goes beyond philanthropic and CSR activities – it is intrinsic to our business and a key principle in our product and service design. Our industry plays a critical role in promoting digital inclusion worldwide with its direct impact on connectivity and accessibility. It is also in a position to change the availability and affordability of digital technologies, including for those who may otherwise be excluded due to economic, geographic or social barriers.

Examples of products and services which help to promote digital inclusion include:

- **Promoting connectivity:** by helping our customers accelerate the launch of new services, like 5G FWA, increasing wireless network reach and capacity, with **Amdocs Network Orchestration**
- **Promoting accessibility:** by helping our customers design customer-centric and segment-specific user interfaces to comply with accessibility regulations such as ADA, with **Amdocs Guided User Interface** experience-led service
- **Promoting digital literacy:** by enabling our customers to offer users a consistent onboarding experience and single sign-on across subscription partner services (one onboarding screen and one login screen), with **Amdocs Subscription Marketplace**
- **Promoting future employability:** by allowing our customers to enable points of sale agents to sell online from home with, **Amdocs Payments Suite**
- **Promoting digital offerings:** by enabling our customers to easily onboard new eSIM equipment manufacturers and to easily activate new eSIM devices, with the **Amdocs eSIM Cloud Platform**
- **Accessible UI:** Amdocs follows UI implementation design principles across it Apps and products as well as its Low-code Experience Platform that enables building UI/UX. That includes a color palette, fonts, contrasts, and indications, defined by Amdocs UX experts to meets accessibility guidelines. Amdocs continuously improves accessibility for the benefit of all users as part of its product evolution roadmap

The cloud offers additional advantages on top of the digital inclusion benefits enabled by product and service functionality and is a key investment area for us. With more than **60 cloud products and services**, we help our customers move systems and data to public-cloud data centers and operate there. As a result, they are also improving their ability to promote digital inclusion with the **increased availability, scalability and TTM advantages** enabled by cloud technologies.

Earlier this year, **Amdocs and Microsoft** joined forces to introduce a new Customer Engagement Platform that combines best-in-class cloud, AI and telco technologies for a seamless consumer and enterprise experience.

The new platform will empower communications service providers to improve their engagement and end-user experiences and journeys across all channels and applications, streamline business processes, monetize innovative 5G use cases and accelerate the move to the cloud while leveraging the world's leading AI capabilities.

2.5.4. Digital inclusion case studies

Case Study: Connectivity
Digital Disaster Relief

Amdocs not only provides our communities with the technological capabilities to improve business operations but also supports industries in developing countries that are undergoing natural disasters. During a super-typhoon in the Philippines, torrential rains, flooding, landslides, and 160mph winds led to severe physical damage to Globe's charging site in Vizmin, resulting in 23 million people being suddenly cut off from communications.

Amdocs managed to successfully restore essential mobile and data services in under 8 hours, giving back critical connectivity at a time when it was needed the most. Globe was able to respond so effectively thanks to their comprehensive disaster recovery plan that had been designed and operationalized with Amdocs solutions for Delivery and Managed Services (SmartOps).

Case Study: Connectivity
Connecting the under-connected in Brazil

Together with Winity Telecom in Brazil, Amdocs provides its Network Design Services in order to accelerate the progress of public services in the country. It is accomplished by optimizing rural mobile networks and connecting over 600 small municipalities, public schools, and 35,000 kilometers of highways with 4G and 5G services. Amdocs services are working to close the digital divide between urban and rural areas in Brazil. Amdocs' 4G and 5G technology will bring continued benefits to rural communities, allowing for state-of-the-art infrastructure to bring more opportunities for all members.

Case Study: Promote sustainability through technologies
Supporting South Africa

Amdocs Digital Brands Suite as a Service is working with Melon Digital, a new digitally-led mobile virtual network enabler (MVNE) based in South Africa, to provide customer care and monetization capabilities in a SaaS-based solution powered by Amazon Web Services (AWS). The partnership will work to build Africa's first truly digital MVNE and will disrupt the South African market and enable the launch of innovative new operators around the world.

2.6. Tech for Good platform



Amdocs strives to use its knowledge, creativity and technology not only in our products but also in our social projects that enrich lives and advance society and communities.

Tech for Good platform was established to address social and environmental challenges through technology and digital inclusion. Uniquely, rather than limiting ourselves to trying to find projects to fit existing Amdocs commercial offerings, we instead first look for pressing social issues relevant to Amdocs' sustainability strategy and then work with partners (communications service providers (CSPs), NGOs, local-government, academia, etc) to develop and implement new technological solutions that address these issues with maximum-possible impact.

2.6.1. Framework

Amdocs employees, local non-profit organizations or CSPs propose social and environmental issues that they think we could focus on. To complete the partnership triangle, Amdocs searches for suitable external stakeholders to collaborate with (CSP, local NGOs, government bodies etc) who have expert knowledge about the issue to explain the project's IT and non-IT requirements, identify target population/beneficiaries, possible solutions etc.

The solution is a technological tool that ideally enables the community itself to contribute to resolving the issue. In order to achieve that, a technical team of volunteers is established to develop the solution based on the inputs and local knowledge contributed by our partners.

2.6.2. Case studies

Sin Barreras

Amdocs is involved in an inspiring project in Peru, helping people with disabilities find work opportunities with the help of technology. For this project, we established a partnership with Telefonica Foundation and the Peruvian Government's CONADIS (National Council for the Equality of Disabilities). Amdocs' innovative application promotes employability for people with disabilities, including identifying vacancies in companies that better fit individuals' specific needs (e.g.: elevators, accessibility ramps, etc.).

Lifting the fog

In the Philippines, with Globe Telecom and Ayala Foundation Amdocs developed a solution for the local community. This solution aims to digitalize the local supply-and-demand ecosystem to help farmers and cooperatives produce and sell food more effectively, plan yields effectively to prevent waste, and consumers to access food at better prices. The solution developed by the volunteering team is a Community Marketplace App, data-driven with automated order-processing.

Safe Internet

Amdocs' digital app 'CTRL' creates a safe digital space for people with disabilities. CTRL trains people on the autistic spectrum on Internet safety and prepares them for secure, independent Internet browsing. Safer internet access and greater digital inclusion help open doors to opportunities including future employability. Our app has been successfully launched in Kfar Idud in Israel (Kfar Idud is a sheltered housing designed for people with learning, functioning, and adaptation difficulties due to brain damage), and has hundreds of users. We are now planning to roll out the App on a larger scale, including additional languages, and adapting to different use cases and target populations including children.



2.7. Corporate citizenship and community projects

At Amdocs, our mission is to enrich lives and progress society for a better-connected world. This mission serves both as our statement and our guiding principle. Our commitment to Corporate Social Responsibility (CSR) involves methodically designing and implementing initiatives that align with our material pillars of sustainability. We place significant emphasis on engaging the Amdocs volunteer community in these endeavors. Central to our strategy are the pillars of Digital Inclusion, Employability, and Environmental Stewardship. We are dedicated to making a positive impact on diverse groups, including ethnic and racial minorities, women and girls, individuals with disabilities, refugees and migrants, and economically disadvantaged communities.

2.7.1. Community engagement projects

Digital Inclusion Programs

Amdocs' dedication to societal well-being has inspired us to launch and fostering various initiatives that positively influence diverse communities across multiple regions. We recognize the challenges posed by the digital divide, which often leaves many with limited opportunities. To address this disparity, we focus a majority of our efforts on bridging this digital gap through a range of initiatives implemented across these regions. Some of these initiatives are:

Connectivity

Dox(i) corner

In 2021, our Black Professionals ENG (BPENG) launched a project aimed at equipping those in need with essential tools and integrating them into the digital realm. Initially, the focus was on establishing workstations in temporary housing for Atlanta's homeless population. The impressive outcomes prompted BPENG to enhance the program this year, culminating in the establishment of a computer lab within the aforementioned non-profit's facilities, granting beneficiaries comprehensive access to the digital sphere. Additionally, the initiative expanded to Dallas, with the installation of eight workstations designed to foster digital inclusivity for low-income families and the elderly community.

Connectivity

Mobile World Congress (MWC) campaign

During MWC23 at Barcelona, Amdocs led a campaign and in partnership with **Unconnected**.org, for every visitor in our booth, Amdocs donated internet connectivity for girls and their families in India. As a result, in total **60,000** days of connectivity were achieved, impacting over **8,000** people.

Accessibility
Be Without Limits

Gaby Israel, an Amdocs Canada employee started a personal project to climb at Everest base camp. This project became a corporate campaign and funds were collected by Amdocs employees to support this campaign. Following a partnership with reBOOT Canada, they raised the funds and provided indigenous youth across Turtle Island with a reBOOT Canada refurbished laptop. Gabriel's ingenuity and commitment drove the "Be Without Limits" campaign to achieve a target of $35,000 and 100 laptops were donated to various NGOs for support.

"Thanks so much for providing the laptop made available for distribution to indigenous youth through the Be Without Limits program. I was able to give it to an indigenous youth who would otherwise not have been able to afford it. The new laptop will enable them to be more on top of the many tasks they are hoping to accomplish including applying for a SIN number and job seeking. The laptop was very much appreciated by this youth, who had not had a lot of things go their way in life, as a small advantage gained towards reaching their goals."

Graham Petty, Youth Programs Coordinator – John Howard Society of Peterborough

Digital Literacy
STEAM education for kids and youth

At Amdocs, we are deeply invested in the future of the next generation. Over recent years, we've consistently prioritized offering inclusive STEAM education globally. We have established partnerships with NGOs worldwide, specialists in imparting STEAM education to children and youth from vulnerable demographics. Our collaboration spanned sponsorship, mentorship, training, and the exchange of expertise with these young learners.

In the Philippines, we joined the efforts of the PH Edutech Caravan program and partnered with PLDT (one of our customers) to provide internet connectivity in the countryside during events. During our involvement, over 11,000 attendees come from 10 Universities across the country and as a result, more than 50,000 learning hours and 250 volunteer hours were achieved. The students and faculty members were provided with insights on new skills (Metaverse, 5G, ITIL) needed for them to be successful in the corporate world.

In Israel, we are leading and partnering – with local municipalities and NGOs – on various programs focused on girls' STEAM education – reaching over 300 girls each year. The programs we are involved in range from confidence building for younger girls, through exposure to tech for girls before choosing their high school majors, and to supporting students and helping them envision their career paths. All of our programs include a focus on Israel's social and geographical periphery involve Amdocs employees as mentors and speakers, and include ongoing activities throughout the schoolyear, visits to our offices, and unique hackathons. Our flagship program in Israel – the "Agam Program" – is a unique two-year program for tech exposure for girls in middle school. The program was started in memory of Agam Levy and has made a tremendous impact over the years, with 60% of the girls in the program choosing a STEM related major and specifically computer science in high school, compared to 30% among girls in the same schools who did not participate in the program.

In Cyprus, Amdocs actively supported and participated in the "BridgeSTEAM" program, implemented by the NGO, Girls in STEAM Academy. This program was tailored for displaced Ukrainian girls aged 14-17 and women aged 18 and above. Through workshops, participants were trained in coding and received insights into career opportunities in the STEAM sectors. They were also given a chance to connect with inspiring female role models in these fields, including volunteers from Amdocs. Additionally, a certified trainer provided a career counseling workshop. Moreover, to underscore the importance of sustainability, a special workshop focusing on the UN Sustainable Development Goals was conducted for the participants.

In Ireland, Amdocs participated in THE B!G iDEA program, a social enterprise organization providing advice, coaching and mentoring to young people to develop the skills and knowledge they need to succeed in business. Amdocs volunteers mentor role was to help guide and support students, aged between 15-18, over 12 weeks, whilst these students undertook an end-to-end project, for the first time.

In India, Volunteers conducted practical science experiments with students to understand and demonstrate basic concepts of physics and chemistry via practical application. More than 200 volunteers were involved in this program with 3 schools in Pune and Gurugram. Assembling these kits enabled the students to grasp the concepts faster and make STEM education accessible for over 1,000 students.

Future Employability

Through these opportunities, the primary aim was to present experiences of occupation in the tech industry, share information on the soft skills needed to navigate in the sector and share knowledge on skills and tools in STEAM. The approach in such campaigns is to motivate the young generation to increase their digital knowledge and at the same time to increase their possibilities of future employability in the tech industry or in other industries through the implementation of IT projects/tasks.

In India, the focus was on two groups for Digital Literacy aiding future employability: Young women graduates and women entrepreneurs running small-scale businesses. 150 Women entrepreneurs from Mann Deshi Foundation were imparted sessions on digital marketing, product photography, cybersecurity and awareness regarding digital fraud by 50 volunteers Furthermore, women graduates between the ages of 18-22 pursuing their studies in the field of engineering and technology were actively guided and supported by volunteers across the year. Through the Corporate Employability Program, 90 girls had the opportunity to spend two days in the Amdocs office and go through a detailed employability-focused program. During International women's day, 40+ female graduates attended a session on women's leadership in the corporate environment.

In Israel, Amdocs is the sponsor of 5 youth groups from Sderot in the "Start Up Now" program run by UniStream, a longtime community partner of Amdocs. "Start Up Now" is a one-year program that prepares 2,000 youth per year for the world of business entrepreneurship and provides them with financial literacy skills. Our focus is on the groups in Sderot, a city in the southern periphery of Israel, where Amdocs is one of the biggest employers. The groups that Amdocs sponsored in 2022, made it to the semi-finals of the annual entrepreneurship competition, in which 100 groups participate from all over Israel. Out of those 3 made the cut to the final, and one won the 2nd place. The groups enjoyed close guidance and mentoring from Amdocs volunteers throughout the year, including go/no-go sessions for their projects and the opportunity to talk at eye level with inspiring tech industry executives and draw from both their professional and personal knowledge.

In Africa, through a collaboration with Telkom – Amdocs and Unistream, the SATNAC cyber-Hackathon was organized. As part of this, the students were exposed to solve a business challenge in the Cyber Security domain. The purpose was to encourage technology enthusiasts and aspiring entrepreneurs within the student communities in South Africa to transform their tech ideas into reality.

Other community programs

Giving Week
North America

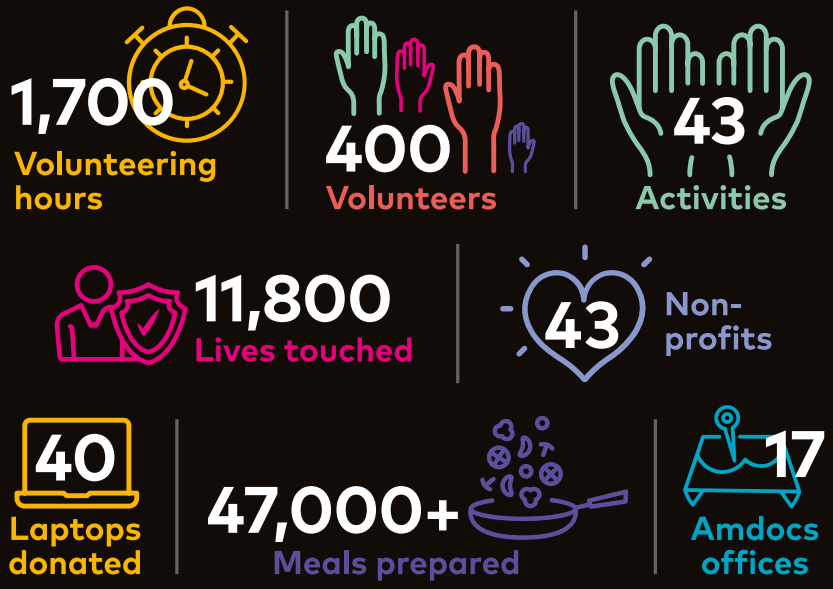
A core belief at Amdocs has always been to foster volunteerism by giving time and energy to those who are less fortunate. Together, we believe in promoting wellbeing and sustainability in our very own communities.

In the spirit of the global movement of "Giving Tuesday", Amdocs held our first-annual "North America Giving Week" from November 28 to December 2, 2022 which in only 5 days, brought hundreds of employees together from Canada, the United States and Mexico, making an impact on thousands of people. Volunteerism is a value that is deeply entrenched in Amdocs' culture. Giving week was a great way for employees to come together and share in the personal rewards that can only be experienced through acts of generosity.

Amdocs employees volunteered for impacts including:

- Promoting STEAM for kids and young students
- Food banks and food insecurity by collecting, arranging, preparing and delivering food
- Donation and sorting of goods
- Giving back to our parks & urban forest
- Spending quality time with aging people

Amazing doesn't just happen, it's made by you!



















Joy of Giving
India

CSR volunteers in India comes together every year in October to celebrate the spirit of giving back to society. This year under "Joy of Giving 2023" the focus was on improving the quality of education and infrastructure in Amdocs' 5 partner schools. During a 2-week campaign, 10 different events were organized to encourage maximum people to come forward and connect towards a common goal of improving education. More than 2,200 employees and their families participated across Pune & Gurugram. The fundraising campaign focused on inclusive education which raised 16,000 USD from the participants. These funds were used to develop 3 libraries, 3 computer labs and 1 science lab at 5 schools. The 10 events were designed and curated to encourage maximum people to come forward and connect towards a common goal of improving education.

Through these events, 2,200 employees and families volunteered, 16,000 USD were raised in 2 weeks:

1. Employee managed unique fundraisers such as Art Auction, Eat2Educate and Sports for a cause
2. 3 libraries, 3 computer labs, 1 science lab and a dedicated sports program developed across 5 schools

ELEM
Israel / Supporting youth in Risk

With ten years of partnership that continues to expand our hearts, this year Amdocs Israel donated two friendship digital vans aimed at supporting youth in the periphery – one digital van in Ofakim-Sderot and one in Nazareth. With these digital vans, for the first time, we will expose at-risk youth to the world of technology and high-tech and influence their future.

Blossom Marathon
India / Accelerate for Impact

Run2Educate – During FY22, the annual Blossom Marathon was conducted virtually due to Covid restrictions. The event this time had the topic of "Run 2 Educate" and it was organized in partnership with the Seva Sahayog Foundation. More than 2,000 employees with their families participated and as a result of this program, digital devices were distributed from the funds raised for children's education.

Accelerate 4 Impact – In FY23 the focus of the marathon was on providing students from underprivileged background to develop an interest in sports and fitness and 1,450 pairs of running shoes were distributed across Amdocs partner NGOs and schools. 3,500 employees, family members and students; came together to make an impact and raised 23,000 USD. This annual event was back in full strength after 2 years of Covid-19 lockdowns and allowed Amdocs to touch lives in a unique manner.

Sanctuary Housing
Australia

In Sydney, Australia, Amdocs has formed a partnership over the last 2 years with Sanctuary Housing, an NGO that supports women in crisis accommodation who are escaping domestic violence. The partnership began with Amdocs donating furniture and appliances for the apartments. Amdocs also organized the Christmas gift wrapping donation drive for the Sanctuary Housing and donated laptops to the shelter. The plan for next year is to provide training on job seeking, interviews and LinkedIn for the residents, with Amdocs professionals.

Youth Village
Israel

Amdocs has supported Hadassim Youth Village for over 15 years. Every year hundreds of Amdocs Israel employees are proud to take part in many activities that are done with the Hadassim boarding school in Even Yehuda. Our main activities empower the youth like having running and cycling groups that take care every week with Amdocs employees, having a DJ course, and celebrating holidays together. As part of our gender equality journey, in 2022 we launched the Agam project aiming to expose the girls to tech and give them the opportunity to engage with mentors from Amdocs volunteers.

2.7.2. Our CSR portal

Our Amdocs CSR portal is our dedicated management platform for the whole community relations program. It's an electronic tool that provides capabilities and functionalities for the CSR Management team, the volunteering community and the overall governance of the practice.

Data that can be found on the platform includes invitations and registration to volunteering activities, impact achieved and sustainability strategic pillars relevant to each initiative.



2.7.3. Philanthropic contribution

Our philanthropic contributions are directed towards pivotal cases where we recognize both the profound nature of the need and the urgency to respond.

In 2022, Amdocs' corporate citizenship and charitable donations totaled **$975,051**, and we extended our support by donating over **2,000** laptops to individuals in need.

Aid during the crisis in Ukraine

One of the most significant and influential events at the global level was Russia's invasion of Ukraine in February 2022. Although Amdocs business exposure to Russia and Ukraine is considered immaterial, the company is fully compliant with the applicable sanctions and export controls. Additionally, the company ensured the wellbeing of our employees and contractors in the region, and supported those who wanted to leave with their family.

Among the steps taken by Amdocs:

- We donated **100,000 USD** to UNICEF and **50,000 USD** to a hospital in Ukraine
- We awarded **300 USD** to each Amdocs employee who adopted a family that came from Ukraine in order to help with the associated expenses
- Hundreds of our employees hosted refugees
- We donated computers to children and teenagers who came to Israel so that they could continue to study remotely
- We donated a fun day to refugee children at a reception center in Jerusalem
- We held an operation to collect clothes, toys and blankets that were transferred to the reception center in Netanya, Israel

Earthquake Recovery in Turkey

At Amdocs, our employee's health and safety are always at the center of our concerns. We contacted all impacted employees and contractors in the affected areas, and where possible, provided help and essential services. As we have in the past, Amdocs acted quickly in order to best support recovery efforts and provide humanitarian aid. We worked closely with UNICEF, our long-term partner. We initiated a global employee donation drive to acquire urgently needed supplies, such as clothing, blankets and other basics. Amdocs is proud to have donated a total of **100,000 USD** to UNICEF for the relief efforts.

Dinagat Islands Disaster Relief

Typhoon Odette hit the Philippines in the middle of December 2021, causing significant losses and damage in at least 7 provinces and displacing more than 16 million people. Amdocs donated 30 boat engines in partnership with PLDT-Smart to support local fishermen with their livelihoods, enhance food security for the local community, and strengthen education and other public services. The engines were handed over alongside a medical mission that included doctor checks and vitamin supplies.



3. Our environment

Environmental sustainability is a critical component of Amdocs' corporate responsibility strategy. We recognize the importance of protecting the environment and minimizing our impact on the planet. We are committed to meeting our environmental targets and continually improving our sustainability performance.



3.1. Environmental management

Amdocs is committed to conserving natural resources in our operations by striving to reduce the use of energy, consumables and water, and minimizing pollution by reducing greenhouse gas (GHG) emissions and reducing landfill waste.

Our Global Environmental, Health, and Safety management system is designed to support and manage Amdocs' significant EHS aspects, allowing us to adjust our tools and methodologies accordingly. Amdocs is accredited to **ISO 14001:2015** environmental management system worldwide, under which the company measures and reports key metrics such as GHG emissions, energy and water consumption. Our ISO 14001 accreditation covers approximately 80% of our operational facilities and 99% of Amdocs employees at our business operations.

The EHS objectives and roadmap are presented, reviewed and guided by the Chief Operating Officer and Chief Financial Officer.

To maximize performance, we conduct:

- Performance of self-assessments
- Governance, strategy, risks and opportunities assessments and management
- Environmental reviews
- Compliance assessments on environment, health and safety regulations (as well as continuously monitoring changes in policy around the world)
- Set targets and objectives to reduce environmental impacts
- Emergency drills
- Internal audits, trainings and awareness programs
- Commit to continuous improvement of environmental performance

3.1.1. EHS policy

Our Global EHS policy includes the following commitments:

Environment

- Conserve natural resources by reducing the use of energy, consumables and water
- Minimize pollution by reducing greenhouse gas (GHG) emissions and reducing landfill waste
- Engage in the innovation of products and solutions with a reduced environmental impact

Business Partners

- Positively influence our business partners towards improved social and environmental responsibility performance
- Engage and consult with our main business partners to promote social and environmental responsibility

EHS Management Practices

- Meet or exceed industry standards and national laws and regulations
- Strive to continuously improve our global EHS management system and performance
- Conduct rigorous audits and self-assessments of our compliance with this policy
- Define goals and measure the progress of Amdocs' performance and report periodically to its management
- Promote employee engagement and consultation in order to improve our overall EHS performance

3.1.2. Educating our employees on environmental topics

Amdocs has a mandatory EHS training module for all our employees as part of the Business Conduct Program, led by our global CSR team. Amdocs aims for a 100% completion rate from every employee, every year. The training helps educate our employees on Amdocs' Global EHS Policy and our wider ESG strategy. The training module covers all actions that Amdocs is doing to improve its environmental performance and practical ways our employees can support Amdocs' green operations with tips including:

- Turn off lights and air-conditioning when leaving your workspace
- Use public transportation or cycle to work
- Pay special attention to batteries and Electrical and Electronic Equipment waste, which are hazardous and should be properly disposed of
- Bring your reusable bottles and cups to the office



3.2. Green office operations

The New Amdocs Campus in Israel

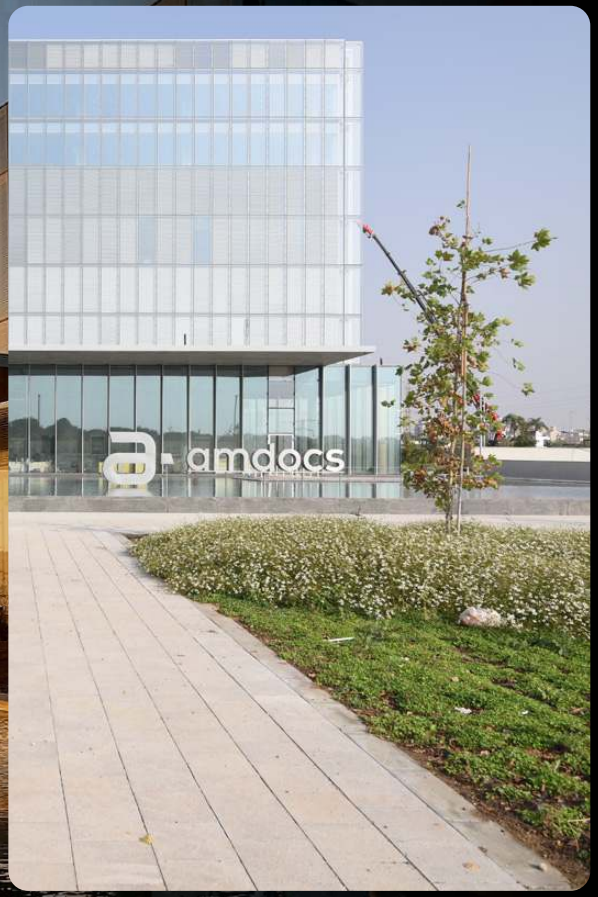
Our new campus in Ra'anana, Israel, is a pioneering environmental project. The campus is LEED Gold certified and is energy efficient with respect to campus maintenance and operations. We had two goals in mind when designing the new campus: **sustainability and employee well-being**.

We created a green and innovative campus, considering energy and water efficiency at every planning and design decision. The campus features:

- DSF (Double-skin I) curtain walls, which help reduce heat absorption in the building and thus optimize the energy consumption required to cool the campus
- A cutting-edge air conditioning system that provides thermal comfort even close to the curtain walls
- Use of presence sensors in neighborhoods and meeting rooms to control lighting and save energy
- The workstation's location allows for natural light exposure
- Water conditioner circulation for irrigation
- Planting hundreds of trees on campus and in the surrounding area, which contribute to the creation of a microclimate and the reduction of environmental temperature







In addition to energy efficiency, we **adopted an environmental policy** when designing the campus that will make it greener with the help of regular, small-scale actions from the employees. Dishwashers have been installed in every kitchenette in order to drastically reduce the use of disposable utensils. Additionally, all floors will have complete waste separation, including organic, paper, packaging, glass, and electronic waste.

To **make it easy for employees to commute to work by bicycle**, the new campus has about 300 bicycle parking spaces and is surrounded by bicycle paths that were pre-planned in collaboration with the municipalities of Ra'anana and Kfar Saba.

Along with promoting cycling, Amdocs is transitioning its fleet of vehicles to hybrid and, soon, electric vehicles. To that end, the new campus has 200 electric vehicle charging stations, with the capacity growing as needed over time.

Together with the Ministry of Transportation, the National Roads Company of Israel, and the local municipalities near the campus, **we continue to advocate for better transportation options for employees** in an effort to cut down on carbon emissions from vehicle fuel and time spent stuck in traffic jams. We are promoting a number of plans, including the implementation of shuttles from Herzliya train station and the construction of a nearby pedestrian bridge.

3.3. Employee and community environmental impact

Green Teams

The "Green Teams" at Amdocs represent a global assembly of volunteers dedicated to spearheading eco-friendly initiatives both within Amdocs and the broader community. Serving as a platform, the Green Teams empower employees to conceptualize and champion progressive environmental projects. Owing to their tangible impact, membership in this community has been expanding annually.

As part of the various Green Teams, some examples are:

Ireland

Dublin's Green Team members visited the Cherry Orchard Community Gardens. A social enterprise, relying on volunteers, aimed at bringing the community together whilst adopting the ethics of sustainability and organically grown food. Amdocs volunteers worked for the maintenance of seating benches and wooden raised plant beds, and weeding of the outdoor school area.





Amdocs Family hives

In Bulgaria, UK & Ireland, our local Green Teams, have undertaken the commendable act of adopting beehives. This endeavor has resulted in the rescue of thousands of bees, and the teams are keen on expanding this program to amplify its impact. As a tangible outcome of this project, jars of pure honey – sourced directly from our adopted hive – are delivered to the Amdocs office monthly.

We anticipate further initiatives aligned with this project and more countries will join this important initiative by adding three new beehives in the following months.





Cyprus

Over the past several years, quarterly, Amdocs volunteers have made dedicated visits to nearby schools. Collaborating with educators and students, our Green Team members have planted trees and cultivated botanical gardens. These endeavors aim to heighten awareness and foster education on environmental topics.




Additionally, in Cyprus the Green Team is organizing beach cleaning activities throughout the year. In September 2022, the team organized an initiative for beach and seabed cleaning in partnership with some diving clubs in the local area. At the beginning of the 2023 summer period, Amdocs organized the 10th annual Beach Cleaning campaign for local schools. 250 students from the surrounding area together with Amdocs volunteers joined forces and cleaned a beach in Limassol city.




India

The Green Team in India completed their 1 year anniversary on June 5, 2023 and consists of 400+ employees who regularly come together to ideate on sustainability, zero waste and making a real impact on the ground. Green leaders come up with and roll out ideas in collaboration with the CSR and EHS teams.

Major events – Cleanliness drives, tree plantation and nurturing, reducing usage of plastics, tree walks and raising awareness towards sustainable practices at home.




Highlights

- E-waste project in Pune and Gurugram – 485 kgs of E-waste were collected by employees and disposed of for safe recycling and disposal. This offsets approx 0.7 tons of CO^2 emissions in the atmosphere
- Promoting car pooling – Considering the traffic situation in dense urban areas, volunteers have come up with a solution to tackle this by promoting car and bike pooling amongst Amdocs employees
- Water Shed Management Activity – Pune is surrounded by areas that face severe water scarcity. To tackle this problem in a sustainable and long-term duration 200 volunteers travelled to a village in Maharashtra and created 80 cubic meters of strategically placed trenches in areas that will receive rainfall in the monsoon. This tackles the problem of ground water availability for villages to cater for their water needs for agriculture, daily usage and storage for winters. A fundraiser was held to raise funds supporting the construction of a check dam which will have a recharge potential of 10 million liters of water. This initiative was celebrated and recognized by the villagers as a testament of Amdocs' commitment to sustainability and water neutrality

Indonesia

In Indonesia, volunteers from the local Green Team participated in an event that focused on planting Mangroves while others joined a Plastics Pollution awareness campaign. On June 21, 2023, Amdocs Indonesia visited the Oyster Mushroom Cultivation Center. The mushroom agriculture follows the idea of organic farming, productivity, and sustainability. By embracing the circular economy and zero waste principles, it contributes to the economy while minimizing environmental impact. They not only produce a high amount of mushrooms in less area of land, but also promote healthier food options with zero chemicals involved.









Environment Week

In FY22, we launched the 1st Amdocs' global "Environment Week" campaign. Spearheaded by the Amdocs Environment, Health & Safety team in collaboration with Green Teams worldwide, the campaign's objective was to raise awareness about environmental challenges and inspire employee action. Throughout the week, 2,000 employees actively participated in diverse initiatives. Notably, 200 "Green Champions" from the Green Team community took leadership roles in coordinating these events. A significant achievement of the campaign was the planting of 1,000 trees across the globe. Additionally, our official communications on the topic garnered attention from 21,500 employees, reflecting a heightened engagement with environmental concerns.





3.4. Our climate-related commitments

SCIENCE BASED TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

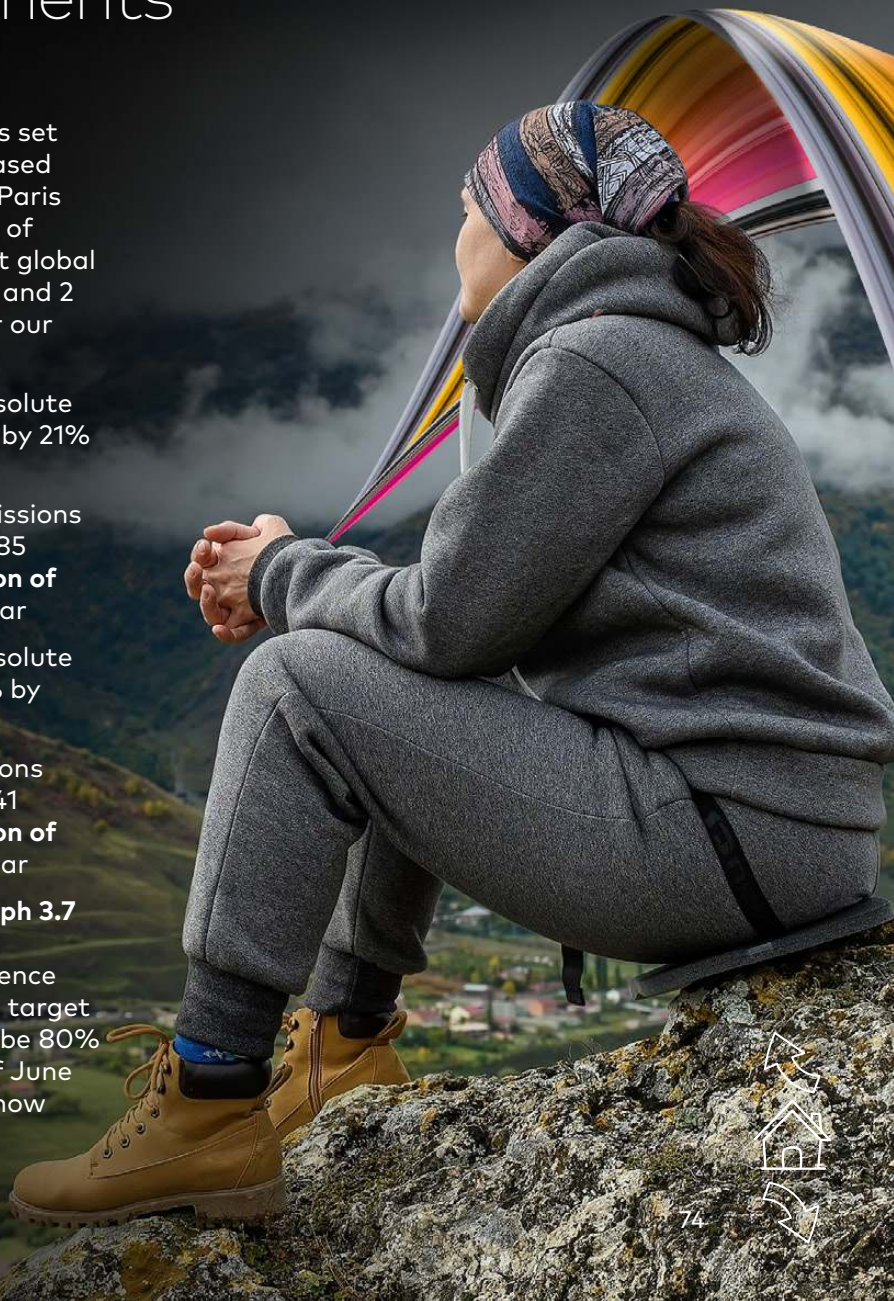
We are constantly and consistently improving our environmental performance at all spheres, that is why we took a step forward and have set the following targets:

1. Reach carbon neutrality on our Business Operations (Scope 1 & 2) by 2040
2. Reach 100% Electricity from Renewable sources by 2040

As mid-term targets, Amdocs has set goals approved by the Science Based Targets Initiative in line with the Paris Climate Agreement and the level of de-carbonization required to limit global warming to 1.5°C for our Scope 1 and 2 emissions, and well below 2°C for our Scope 3 emissions:

- Amdocs commits to reduce absolute Scopes 1 and 2 GHG emissions by 21% by 2024 from a 2019 base year
  - In **FY2022** our scope 1+2* emissions accounted for a total of 26,385 tCO2e – an **absolute reduction of 53.6%** from our 2019 base year
- Amdocs commits to reduce absolute Scope 3 GHG emissions by 13% by 2024 from a 2019 base year
  - In **FY2022** our scope 3 emissions accounted for a total of 41,441 tCO2e – an **absolute reduction of 58.6%** from our 2019 base year
- **For more details check paragraph 3.7**

Further to Amdocs targets in Science Based Targets; Amdocs has set a target that by FY25, our vehicle fleet to be 80% hybrid/plug-in/electric cars. As of June 2023, 50% of our vehicle fleet is now hybrid/plug-in/electric cars.



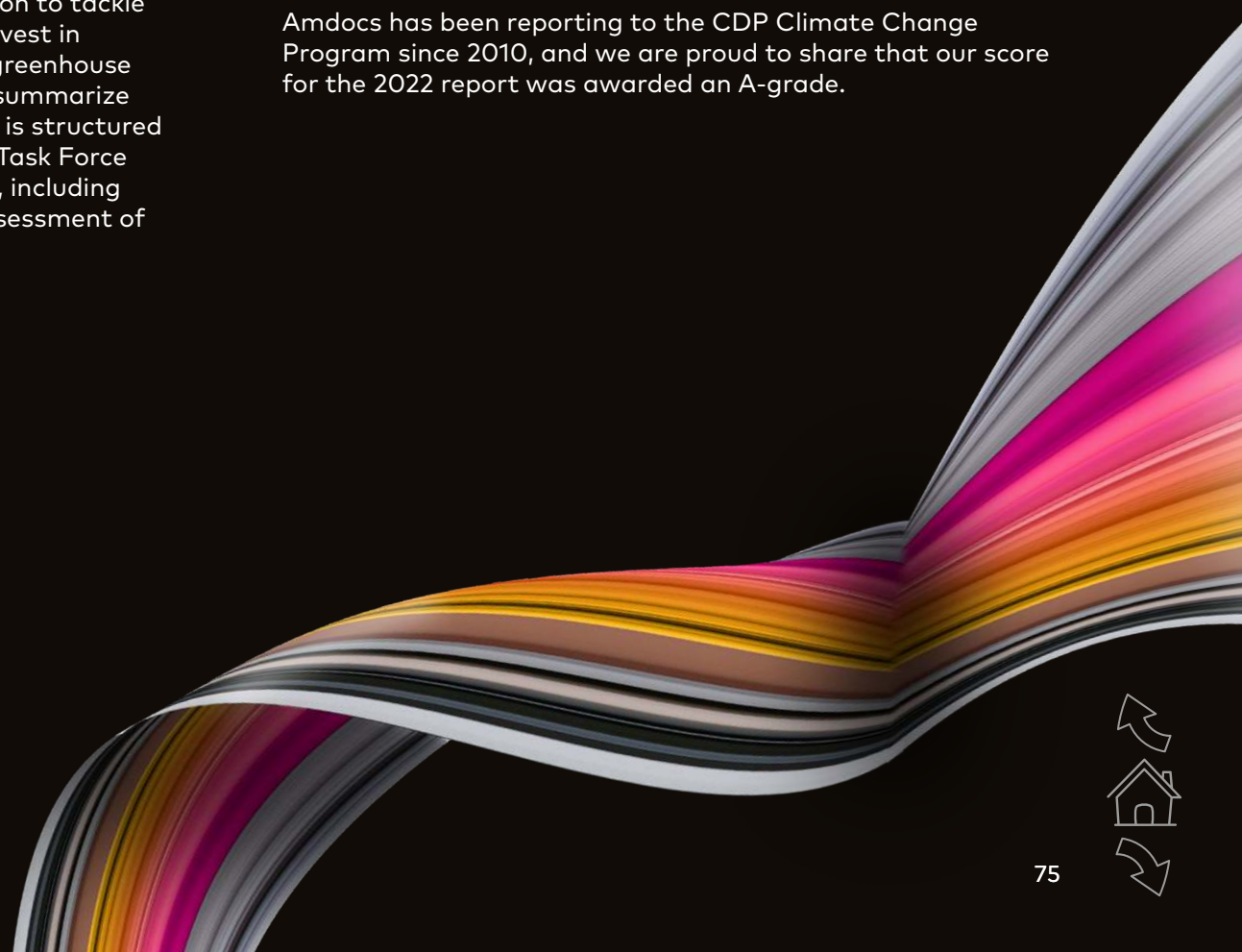
3.5. Amdocs climate disclosure according to TCFD

We recognize that climate change poses risks to current business models, therefore Amdocs is taking action to tackle climate change at the source. We continuously invest in projects and programs that reduce and remove greenhouse gas (GHG) emissions. On our TCFD annex 4, we summarize Amdocs' efforts on all climate related issues and is structured in accordance with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), including Governance, Strategy, Risk Management and Assessment of metrics and targets.

3.6. Core memberships

Amdocs is a member of multiple influential sustainability organizations, including the Disclosure Insight Action (CDP) and The Science-Based Targets Initiative.

Amdocs has been reporting to the CDP Climate Change Program since 2010, and we are proud to share that our score for the 2022 report was awarded an A-grade.



3.7. Calculating our GHG emissions



Greenhouse gas emissions are our most significant source of environmental impact. We manage our carbon footprint using the Greenhouse Gas Protocol Corporate Standard. Our carbon footprint is mainly composed of the energy used in our buildings and data centers (purchased electricity – Scope 2), as well as from Scope 3 (Air travel, Employee Commuting, Energy-Related Activities, Purchased Goods and Services, Waste Management and Home-working). Amdocs strives to increase the share of renewable energy from our overall electricity consumption.

Amdocs environmental reporting cover approximately 95% of our business operations, including Scope 1, Scope 2 and Scope 3 emissions, and are verified by a third-party independent auditor in accordance with ISO 14064-3.

GHG Emissions	Scope 1	Scope 2*	Scope 3	All Scopes**	All scopes per employee**	% of relative emissions reduction (per employee)**
FY2019	1,929	54,996	100,004	156,929	7.15	10.7
FY2020	2,026	46,812	50,611	99,450	4.6	35.6
FY2021	2,175	38,555	28,414	69,145	3.28	28.7
FY2022	1,327	25,057	41,441	67,825	2.82	13.9

In FY2022, we managed to reduce our normalized emissions per employee by 0.46 tCO2e (FY2021 market-based emissions) or by 14% from FY2021. Moreover, in FY2022 we managed to reduce our overall (scope 1, 2 and 3) absolute emissions by 1,320 tCO2e (FY2021 market-based emissions) or by 2% from FY2021.

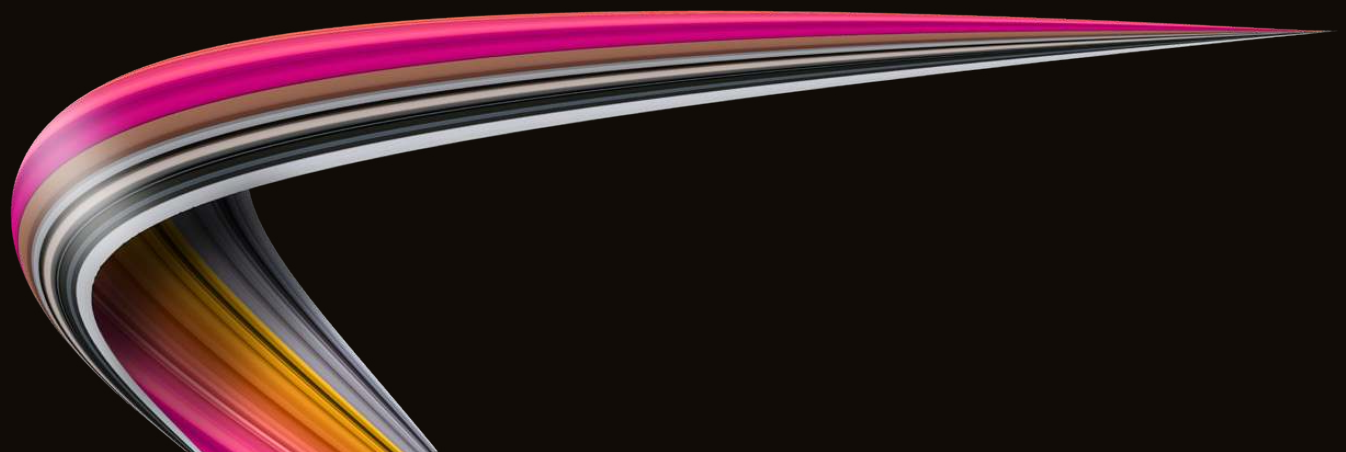
*Since FY21 Scope 2 was calculated according to the market-based method.
**Market-based emissions.

3.8. Energy management

3.8.1. Energy efficiency

Amdocs is making several efforts to improve the efficiency of our electricity consumption and transportation methods.

Energy consumption	Total electricity consumption (MWh)	Total renewable energy (MWh)	Percentage of Total renewable energy	Fuel consumption (gasoline for cars)* in million liters	Fuel consumption (diesel for cars)* in million liters	Data center energy usage (MWh	Percentage of renewable energy on DCs
FY2019	103,874	10,478	10.1%	2.62	1.18	54,626	12%
FY2020	94,557	9,597	10.1%	0.54	0.29	56,021	10%
FY2021	84,480	16,389	19.4%	1.50	0.96	53,385	19%
FY2022	86,982	46,611	53.6%	1.54	0.89	49,103	62%



3.8.2. Reducing energy usage in data centers

Considering that data centers are a major source of emissions for Amdocs, energy efficiency is reflected in the targets and goals of all data-centers' managers and is at the core of our annual incentive programs. We ensure energy efficiency through:

- Monitoring Power Usage Effectiveness (PUE) of our data center, as in the table opposite
- Tracking the level of service required to minimize overprovisioning
- Controlling the usage of servers to identify and eliminate unused ("comatose") servers
- Maximizing the deployment of virtual machines to send servers excess to requirements into deep-sleep states
- Monitoring average CPU utilization or similar metrics to ensure that as many servers as possible are operating at their "sweet-spot" of efficiency and service while minimizing the number of servers at very high or low utilization

In addition, we have introduced new innovative cooling technologies at our data centers that are located in areas with extremely hot weather conditions in the summer. We constantly decommission equipment reaching its end of life and seek ways to either replace it with energy-efficient equipment or consolidate it with other existing equipment.

Efficiency projects on data center refrigeration efficiency are being implemented at our major operation centers where we have identified potential for extremely hot days, such as in our facilities in North America and India.

	FY2019	FY2020	FY2021	FY2022
Average PUE	1.74	1.63	1.56	1.54

3.8.3. Renewable energy

Amdocs strives to increase the share of renewable energy from our overall electricity consumption at our operations worldwide as part of our strategy to reduce our scope 2 emissions, and are constantly looking for further opportunities in this area. In FY22 we improved our data collection and calculations of our electricity consumption from low-carbon and renewable sources worldwide. In Israel, we have purchased IREC (renewable energy certificates), representing a total of 33,333 MWh almost covering all our operations in the country, and by that we reached 53.6% of our global electricity consumption from renewable sources, a significant increase from 19.4% in FY21.

As part of our strategy to reach carbon neutrality on our Business Operations (scope 1 and 2) and 100% renewable electricity, we are working on alternatives at our main sites to increase the purchase renewable energy directly with the suppliers through Power Purchase Agreements (PPAs). In FY23 we have signed the agreement with a company in Israel that will provide 100% renewable energy to our main site starting from January 2024 keeping our renewable electricity percentage at approximately 50%. As our next step, we aim to increase the renewable electricity rate changing our electricity supply to 100% renewable energy at India sites reaching close to 70% globally. And finally covering all our smaller sites by gradually expanding the renewable electricity supply at all our operations worldwide by 2040.

3.9. Offsetting carbon

To advance our carbon reduction program, for several years, Amdocs has been investing in a Wind Based Power Generation Project in Pune, India. The project activity involves the installation and maintenance of Wind Turbines, with 40 units of individual capacity 2 MW each, and additional 57 turbines of individual capacity 2.1 MW each in Maharashtra state of India. The power produced displaces fossil fuel fired power plants locally leading to Greenhouse Gas (GHG) emissions reductions. The expected reductions equals 364,217 tons of CO2 per year.

This project relates to Amdocs Business and its main environmental impact since it is located at the same location as our main operations, and focuses on renewable energy (to be accountable for the main responsibility for Amdocs GHG emissions). In FY22 Amdocs has offset additional an 1,215 tCO2 at this project.

3.10. Resources management

Amdocs is constantly seeking to minimize its environmental footprint by reducing landfill waste, and its use of energy, consumables and water. However, Amdocs rents most of our sites and therefore does not completely control its water and waste management.

By adopting the 3Rs approach – reduce, reuse, and recycle – we continuously work towards lowering the amount of waste we send to landfills. In our efforts to implement the 3R approach in Amdocs' main sites, we recycle all electric and electronic waste, paper and batteries, and promote solid waste recycling according to the local available solutions. Moreover, Amdocs purchases only recycled paper and try to reduce its consumption. In FY2022, we consumed 8,998 tons of paper across our sites with more than 20 employees, compared to 11,856 tons consumed in FY2021, achieving a reduction rate of 24%.

Water consumption	Unit	FY2019	FY2020	FY2021	FY2022
Total water use	Million Cubic Meters	0.204	0.09	0.045	0.064

Waste	Unit	FY2019	FY2020	FY2021	FY2022
Total waste disposed (including waste recycled, organic materials and landfilled waste)	Metric tons	4,789	2,988	2,569	2,505
Total waste recycled (solid waste only)	Metric tons	160	133	185	131

3.11. Environmental principles in products sustainability

Sustainability performance has become a common topic in the discussions of our sector and presents a growth of interest among our customers. As part of our efforts and investments, we strive to achieve continuous improvements and provide new solutions that will contribute to our customers' environmental targets. In many cases, our projects are implemented in collaboration with customers and partners to leverage these technologies and applications that will provide better opportunities for everyone's strategic targets.

Product and service sustainability – offerings that help reduce carbon emission

Amdocs solutions are designed to modernize, automate, and digitize our customers' businesses, making them more efficient, less reliant on physical hardware and able to scale supporting system environments up and down in real-time to prevent wasting resources.

Our efforts in creating sustainable products and services are reflected in multiple investment areas, including in the rich functionality they offer, their ability to help our customers move operations to the public cloud, and the ongoing optimization of our software in terms of how it uses the physical hardware it's installed on.

With the rich functionality offered by our products and services, we believe our customers can be better positioned to subsequently reduce their carbon emissions in several ways:

1. Reducing electricity consumption:

- With network power saving functions and the ability to orchestrate energy saving mode switching, with **Amdocs Network Orchestration**
- By retiring old hardware and systems, for instance, by consolidating separate subscription solutions and services, saving separate processing and API build for each partnership, with **Amdocs Subscription Marketplace**
- By reducing real-estate electricity requirements, for instance, by enabling online commerce and thereby reducing the number of physical shops, with **Amdocs Commerce & Care Suite**

2. Reducing pollution:

- By reducing manufacturing, shipping and transport, rollout, replacement and disposal of physical components, for instance, by eliminating the need for plastic SIM cards with **Amdocs eSIM Cloud Platform**
- By reducing car and truck pollution, for instance, by optimizing truck rolls, avoiding unnecessary field visits and efficiently managing service order dependencies, with **Amdocs Network Inventory**
- By enabling testers to work from home/crowd testing, with **Amdocs Quality Engineering**

3. Conserving natural resources:

- By enabling paperless billing, for instance, with **Amdocs Monetization Suite**, which also enables to collapse the number of bill pages with improved bill design
- By enabling paperless contracting, for instance, with **Amdocs Configure Price Quote**
- By enabling cloud storage, for instance, of customer and financial data, with **Amdocs Payments Suite**

The additional advantages of cloud technologies

The ability to move operations to the public cloud can offer our customers additional advantages on top of the emissions savings enabled by product and service functionality and is a key investment area for us. With more than **60 cloud products and services**, we help our customers move systems and data to public-cloud data centers and operate there. As a result, they can:

- Reduce emissions from on-prem data centers
- Achieve higher energy efficiency and further reduce emissions by utilizing cloud capabilities, such as on-demand capacity consumption and multi availability zone deployments
- Leverage the environmental economies of scale offered by public cloud providers and their net zero commitments and ongoing and considerable investments in energy-efficient processors, cooling and power systems, and renewable energy source

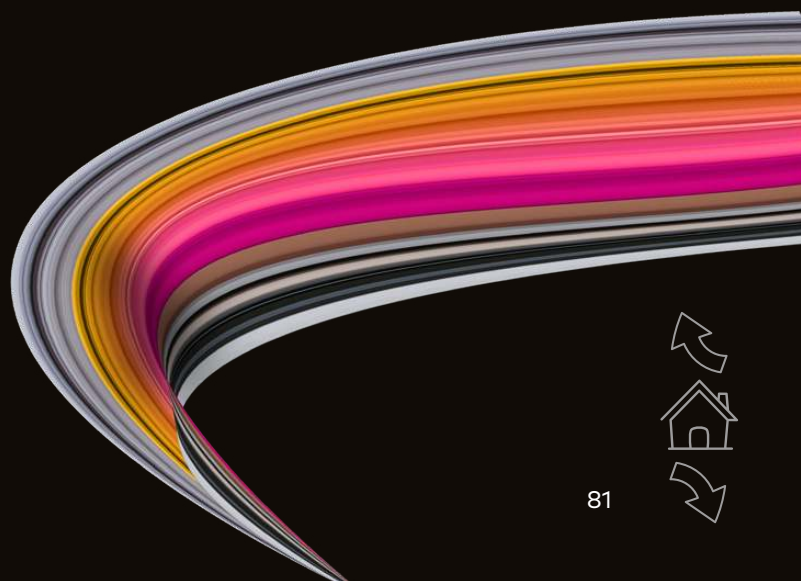
Case study: Moving systems and data to the cloud

Amdocs has worked with high profile Customers to migrate operations to public cloud data centers. A recent example is when Amdocs partnered with AT&T to retire 15 data centers across the U.S. by moving workloads to the cloud. As a result, 36,000 tonnes of greenhouse gas emissions per year were reduced, which is equivalent to removing over 30,000 cars from the road.

Case study: Reducing truck roll pollution

In support of Smart Communications' vision of transitioning to AIOps (artificial intelligence for operations) and autonomous network operations, Amdocs has completed a proof of concept (PoC) to provide the Philippines-based service provider with an advanced, safe, sustainable way for managing and maintaining its network towers. Leveraging digital twin technology from Amdocs partner vHive, Amdocs' Drone-Aided Site and Inventory Audits solution powers autonomous drone flights, simplifying data capturing and, effectively creating a digital replication of their network towers more quickly than enabled by manual inspections.

Typically, multiple teams such as network planning, optimization, engineering and operation send tower-climbing teams for site inspection, leading to duplication of effort and unnecessary truck rolls. Working with Amdocs, Smart was able to demonstrate improved operational efficiency and data accuracy and analysis, leading to a dramatic reduction in truck rolls. With fewer truck rolls and related vehicle pollution, Smart will be able to lower its carbon footprint.



Case study: Offering end customers reduced carbon emissions offers

We're always looking for innovative ways to embody our ESG strategy in the design and deployment of our products. Amdocs in partnership with Amazon Web Services, Vodafone, Snowflake and Carbon Footprint Ltd., has developed a proof-of-concept project for co-creating an innovative solution to enable CSPs build greener options for their products by leveraging real-time carbon footprint data per each component of the offer so they can optimize the overall offer energy efficiency and reflect this data in the different engagement channels thus empower the end-users to make 'greener' choices that reduce the overall carbon footprint generated by our industry.

The catalyst project seeks to demonstrate how business users can leverage real-time carbon footprint data to reduce scope 3 carbon emissions to help in achieving Net Zero CO_2 emission targets. Providing carbon footprint information for the products, will increase customers' awareness of environmental sustainability and play an important role in influencing the customer to purchase greener alternatives. As part of our ongoing sustainable by design efforts, we aim to embed the calculator in our Amdocs Catalog.

Eliminating the need for plastic

Payments
Amdocs' payments suite enables our customers to move from physical, usually plastic, payment cards to electronic vouchers for top-ups, merchants' services and promotions.

eSIM cards
Amdocs technology has eliminated the need for plastic SIM cards. Amdocs enabled Drei Austria, as well as dozens of other telcos, to launch an innovative eSIM solution allowing the Austrian operator's customers to enjoy the benefits of digital eSIM technology in a purely app-based experience. Drei Austria customers who use the up app can now manage their eSIM on devices produced by Apple, Google, Samsung and more reducing the amount of plastic waste from switching sim cards between devices.

Working towards a paperless future

Paperless billing as part of our Digital Brands Suite allows our customers to save on expenses related to paper, printing and mailing costs. Digital billing is more secure and allows our customers to send personal information directly to their customers without the risk of the communication getting lost along the way. Amdocs is collaborating with SITA, a leading specialist in IT for the global air transport industry, to modernize SITA's billing and payments infrastructure.

Implementing Amdocs' cloud-native digital monetization platform, which uses open-source technologies, will offer greater scalability and flexibility while enabling SITA to achieve operational efficiencies through the ability to manage customer accounts in multiple countries through a single product.

Our carbon emissions savings calculator

Measuring and reducing carbon footprints is one of the top sustainability focus areas for our customers worldwide. We have several products and services that can **help our customers reduce carbon emissions across their businesses**.

To provide our customers with a better understanding of how much carbon they can save with our products and services in strategic areas, we built the **Amdocs Carbon Emissions Savings Calculator**. Calculations are based on modeling of energy consumption and savings at the data center, driven by unique product and service functionality and by a move to the cloud.

AI as an environmental innovator

High-volume use of generative AI, like many cutting-edge technologies, can have real energy and climate implications.

Training the large language models used to power services like OpenAI's ChatGPT4 can produce hundreds of thousands of pounds of CO2. At Amdocs, part of our generative AI responsible use methodology is the optimization of technology utilization. In our amAIz framework, we leverage the capabilities of OpenAI, Microsoft and others instead of training our own large language models. Additionally, we implemented a company-wide management dashboard that – like our cloud services dashboard – monitors utilization and cost.

4. Creating sustainable value

A significant element in our sustainability approach is that we strive to create sustainable value for our stakeholders. As these groups are part of our society, we consider that we can contribute to the creation of value in a sustainable way. Through the implementation of processes and practices that will provide the platform for our stakeholders to get improved in sustainability, or to give them the opportunity to contribute to our efforts towards further improvement.



4.1. Product sustainability and accessibility



By offering valuable and reliable products, we seek to provide a solid foundation for our customers to better serve their customers. **Our solutions are designed to modernize, automate, and digitize our customers' businesses, making them more efficient, less reliant on physical hardware and able to scale supporting system environments.**

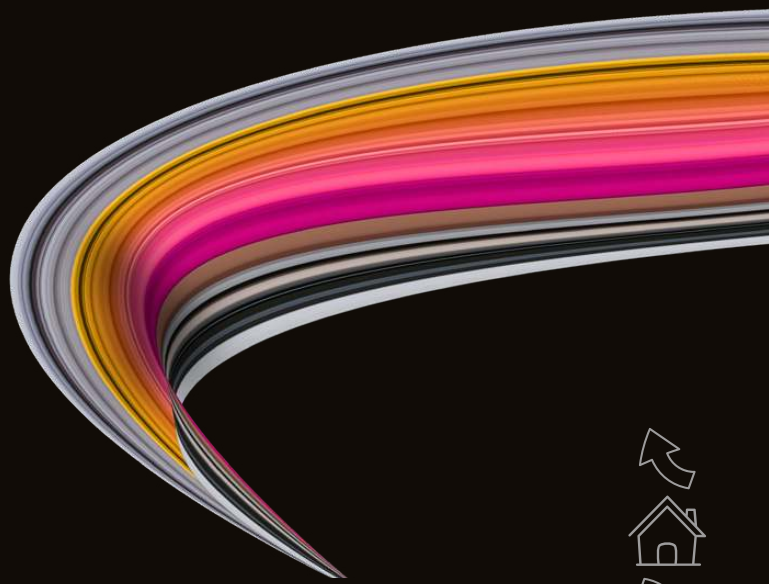
Our efforts to create sustainable products and services are reflected in multiple investment areas, particularly our investment in cloud-based products and cloud services. Our cloud services are designed to help our customers move systems and data to public-cloud data centers, and our cloud-based products are designed to enable them to operate in the cloud. We believe that by leveraging the economies of scale offered by the public cloud and the attributes of our cloud offerings, our customers should be better positioned to subsequently reduce their carbon emissions.

Product sustainability and accessibility are embedded in our Research and Development approach and products development. Starting from environmental benefits, providing governance improvement opportunities, and leading to digital inclusion touch points are some of the case studies in this field.

For more info on the specific impact areas, please read:

2.5.3. Product and services that help to promote digital inclusion

3.11. Environmental principles in products sustainability



4.2. Accelerating innovation

Amdocs innovates to design products and services that make an impact on the connected world.

We invest in creating a workplace and culture that fosters employee development and growth, fueling innovation in our products, services and processes. We take a future-first approach to our investments, constantly partnering with customers and forward-thinking talent to anticipate, design and develop the solutions that are required to power an increasingly connected society.

Our investment is driven by five principles:

- **Rapid experimentation:** This involves applying innovative methodologies, nurturing a culture of agile experimentation cycles, and encouraging openness
- **Democratizing innovation:** Amdocs works to include all stakeholders in its efforts, knowing that innovation often improves with broader collaboration
- **Ensuring relevance:** Innovation can help guarantee that our company remains relevant as it necessitates keeping abreast of new technologies and cross-industry trends
- **Celebrating failure:** Amdocs encourages "leap of faith," "fail fast" and daring mindsets and believes in leveraging failure for a learning curve
- **Business focus:** Business growth is instilled through innovation and flexibility combined with a solid business model

Based on these principles, Amdocs has been able to successfully implement innovative new programs in diverse fields including:

Driving growth beyond connectivity?

Our customer Experience Suite provides enhanced B2B capabilities for a streamlined business customer experience across sales, ordering, service consumption and monetization, as well as operations, and enables the rapid introduction of advanced digital services and new business models aligned with partner-based economy needs for all types of B2B segments and services. CES23 also reinvents the world of monetization, optimizing customer experience with total flexibility of personalized service monetization and AI-driven digital bill presentment.

Similarly, Amdocs Network Services streamline the design, deployment and operation of mobile private networks. Mobile Private Networks are increasingly in demand to meet the needs of mission-critical, industry 4.0 use cases such as schools, cities, farms, manufacturing, and more. As enterprise connectivity demands grow and mature, Amdocs is innovating to simplify the end-to-end connectivity process.

eHealth as a Service

The Amdocs 5G Experience Lab has demonstrated how doctors can virtually scrub in from any location to teach and collaborate with other medical professionals. When healthcare professionals need to diagnose or treat medical conditions, having the right expertise on hand is critical. But specialists can't be everywhere at once. Enabling the experts to contribute in real-time is critical to reducing variation in healthcare and ensuring every patient receives the best care.

Smart Cities

To address the unique needs of cities and municipalities, Amdocs has worked with its partner Juganu to develop an end-to-end smart city offering. The offering, built on Microsoft Azure's private MEC (multi-access edge compute) and Azure Private 5G Core, is designed to help cities add intelligent, efficient lighting, combined with municipality-wide connectivity, as required by their use case. This innovative solution creates safer public spaces while operating more efficiently than standalone solutions.

Capacity on Demand

Capacity challenges can be faced when the need to expand the network infrastructure results in additional network investment and deployment delays. Service providers should be able to validate if investment is really required or if network configuration can be optimized to deliver the required capacity. Amdocs Network Capacity Management automates the complex task of prioritizing and selecting the right network capacity investments to maximize customer impact and ROI, while also delaying CAPEX through optimization. Closing the 'wastage gap' between capacity and usage means our customers only pay for what they use, with no additional maintenance fees. The innovative solution has led to a 40% drop in OPEX and uses 1/10th the amount of resources compared to legacy software.

AR Maintenance and Training

Field work across industries can be complex. From fixing damaged energy infrastructure, to operating defense equipment, to improving pilot safety, each industry has its own set of unique expertise and technical complexities to address. With Amdocs' AR Maintenance and Training offering, technicians and field workers can access expert support and guided interactions in real time to improve both efficiency and safety.

Service Assurance

As announced in May 2023, Amdocs has acquired the service assurance capabilities of TEOCO. Service Assurance allows operators to predict, identify and quickly resolve service-impacting problems and network outages. Integrated with our broader OSS portfolio, connected experiences can be dynamically optimized when congestion increases, a weather event occurs, emergency services need to be prioritized, and more. This ensures that service providers build and allocate network resources as required, versus over-building for unmanaged peak capacity events.

4.3. Responsible AI

We are mindful of both the immediate and long-term use of our AI systems to ensure they not only benefit Amdocs but also the wider community. We are committed to continually monitoring and refining the performance of our AI technology and considering the broader societal implications of its integrations. Furthermore, Amdocs is dedicated to following ethical practices throughout the lifecycle of AI development and deployment and having protocols in place to ensure our AI systems are designed without inherent biases and safeguard user data privacy.

We created the Amdocs amAIz generative AI framework which:

- Serves our customers, products, services and support (corporate) functions with generative AI capabilities – safely and securely
- Includes a robust governance layer that addresses data privacy, security and compliance considerations of generative AI adoption

The Amdocs amAIz framework is designed to simplify and optimize access to generative AI for our customers through:

- a generative AI framework with industry-tailored prompts
- a detailed telco taxonomy tuned to the needs of service providers
- a set of use case kits that address a common set of themes (i.e., search, recommend, etc.)

The development of generative AI models relies on tremendous quantities of data to create outputs that come from a variety of sources to provide balanced results. To provide these balanced results, Amdocs' amAIz model includes a governance layer with guardrails to account for things like data bias and model hallucination. The development and design of our amAIz model incorporates our long-standing commitment to data security for our customers, partners and employees. We consider the treatment of the data being used for the training of our generative AI model, and the regulatory obligations as tablestakes elements.

We are leveraging generative AI technology across our portfolio to improve the efficiency of product deployments and ongoing operations, and to improve the customer experience. These enhancements often eliminate the need for manual work and ensure employees can focus on higher-value activities.

For example:

- **Amdocs Smart Operations** – augmentation of expert capabilities with access to real-time experience data to accelerate decision-making, and achieve zero-touch network operations
- **Amdocs Cloud Services** – rapid design and commissioning of cloud environments and optimization of consumption FinOps models
- **Amdocs Network Planning** – designing network topologies that optimize coverage and energy utilization based on required ecosystem components

Through our use of generative AI, significant improvements are being made to the software development lifecycle (SDLC) and support processes. For example, in the SDLC process an architect works with a customer and a developer to create inputs for a high-level solution. Using generative AI during this part of the process improves solution development efficiency, accuracy and detail-levels. Another example use case is when a developer creates unit tests, which is only done with some level of automation. Adding generative AI to this task leads to the decrease in time to create the unit test deliverables and allows the developer to focus on higher value activities.

4.4. Customer satisfaction

The Amdocs Voice of the Customer (VOC) program measures customers' satisfaction and loyalty, surveying the top 65 accounts, as a stand-alone process throughout the year.

Step 1: Preparation

- Scheduling and planning customer surveys

Step 2: Collection of Feedback and Analysis

- Discussions, surveys, analysis and reporting results internally and externally

Step 3: Action

- Improvement planning and implementation

Step 4: Follow-Up

- Periodic checkpoints to ensure action continues and measure improvement

This program utilizes face-to-face/or online 1:1 interviews and web-based surveys in 11 languages to gather in-depth feedback. The key metric, loyalty, is based on Dick and Basu's framework. Customer feedback and key metrics are extremely important to Amdocs senior management and have a direct impact on executives' goal sheets. Results are presented back to customers in a timely manner to confirm priorities, respond to the feedback and complete the loop.

In the past year, customers from a range of different positions, organizations, geographies and backgrounds gave us both quantitative and qualitative input about their overall experience. We obtained feedback from hundreds of CxOs of our strategic customers, and this feedback resulted in over 60 account Improvement plans, shared with customers and monitored on a quarterly basis. Our VoC program was acknowledged by Forrester, CRM Magazine and CustomerGauge.

"The experience is very different from what I have seen in the customer survey field. First, a face-to-face interview. Second, within 24 hours, an executive leader in the area of question emailed me, with a verification that they will take care of my concern. Third, they fixed it. Fourth, they came back to close the loop and verified in the next year's survey."

Anonymous feedback by a CTO of a Tier 1 Customer in Europe

In FY2022, 1,595 customers provided their feedback, with 67% of them qualifying as "Truly Loyal".

Our program covers more than 85% of Amdocs customers, by revenue.

Customer satisfaction	FY2019	FY2020	FY2021	FY2022
% of Truly Loyal Respondents in the reporting year	67	67	72	67

4.5. Responsible supply chain



Amdocs recognizes the significance of our supply chain in regard to the quality of our services and their impact. We expect them to meet our high ethical, social and environmental standards. We aim to ensure our supply chain is inclusive and socially responsible by building long-term relationships with our suppliers, deepening our engagement with them and promoting greater transparency and traceability.

To best develop communication channels with suppliers and partners, we organize annual events during which we discuss important changes, inform about Amdocs' direction and needs, and receive supplier feedback. Each strategic supplier has a personal manager within Amdocs.

4.5.1. Our supplier portal

As part of our commitment to our suppliers, during 2021, we have developed an online Portal that grants them independence in all actions relating to Purchase Orders, invoicing, and billing. Amdocs has provided custom 'FAQs' along with 24/7 support to ensure our suppliers can maximize the benefits of the platform. As part of ongoing upgrades, Amdocs is working on a chat function to provide further support. As of June 2022, we are proud to report that 90% of our vendors have now been onboarded. Through this portal, we started tracking vendors that are considered as diversified companies, planning to make strong efforts to continually increase the collaboration with such vendors.

During the onboarding process of new vendors in our systems, a Due diligence process is followed for identification of any potential risks or non-compliance points.

90% of our vendors have now been onboarded to our supplier portal

4.5.2. Our suppliers code of conduct

Amdocs Suppliers Code of Conduct aims to assure that all our suppliers adhere to and implement standards parallel to our own across their business and within their own supply chain. The code sets principles and requirements in the fields of climate change, ethics, corruption, fraud and money laundering, wages and benefits, working hours, prevention of involuntary or underage labor, nondiscrimination, violence-free, anti-harassment and abuse, freedom of association, data privacy, conflict minerals, and EHS. It also includes encouragement to adopt internationally recognized management systems such as ISO 14001 and ISO 45001.

The Code applies to Amdocs suppliers and any of their employees, agents, officers, contractors, subcontractors, or other representatives of the companies or other entities that provide goods and services to Amdocs. Compliance with our Supplier Code of Conduct is subject to an audit at the discretion of Amdocs. Failure to comply may result in discontinuing our current relationship and/or prevent future business relationships with Amdocs.

4.5.3. Managing the environmental and social impact of our supply chain

To further diversify our supply chain, our vendor platform allows the categorization by gender, Minority Business Enterprise (MBE) and Disabled Veteran Business Enterprises (DVBE). The vendors obtain certification as "diverse" suppliers from a third-party certifying organization. We also work hard to promote small businesses within our supply chain, flagging them on our vendor platform during the onboarding process and sharing information about these vendors with our employees and business units to promote advance purchasing.



To build a sustainable supply chain, Amdocs has evaluated the EHS risks of our suppliers. In 2020, Amdocs concluded an analysis of EHS risks in the supply chain. We mapped the supply chain with the relevant EHS risks and their severity for each category of the suppliers. In order to integrate risk management into the procurement process, Amdocs developed clear guidelines and EHS contract requirements for IT hardware maintenance and supply, catering, janitorial/cleaning, pest control, physical security, premises maintenance, transportation, event production, and waste vendors services, identified as high-risk supplier categories. As a result, any procurement that falls under this category must adhere to these guidelines.

In addition, Amdocs participates in the CDP Supply Chain survey, engaging our suppliers on their GHG emissions and climate change strategies. We have approached over 130 key vendors and service providers to report on their climate change activities on the CDP platform. We included suppliers´ categories with high environmental impact, such as landlords, catering companies and data center management, with over 500,000 USD spent in FY21. This criterion was applied to our suppliers worldwide, and identified that overall, 30% of our global procurement spend is at a higher risk. In 2022 we obtained a leading score of an 'A' rating on our Supply Chain Program, with over 50% response from our suppliers. This is an improvement over our 2021 rating of a 'B' and is a result of our commitment to our suppliers ESG. In addition, we collect yearly information on products and services provided by our suppliers to constitute our Amdocs GHG emissions report.

4.6. Sector-specific ESG forum

As we understand the fast developments and significant ESG interest of stakeholders in the ICT sector, in June 2023, Amdocs kicked off a new ESG program with the title "**Executive Women ESG Forum**". For this program, we invited female executives across diverse companies in our industry. The program is centered on the pivotal aspects of ESG (Environmental, Social, and Governance). Its primary objective is to enable discussions and potential partnerships of Service Providers on ESG topics across the telecommunications industry.

Cross-sector partnerships are of paramount importance, especially in aligning with the sustainability goals as set by the UN SDGs. This forum is designed as a platform where future initiatives and collaborations will be deliberated, all in pursuit of driving substantial forward momentum.



5. Our governance



5.1. Board of Directors

Our corporate governance systems seek to ensure that Amdocs is managed with the interest of all stakeholders in mind. These systems include checks and balances, which we believe enable the Board of Directors to have appropriate oversight responsibilities, while also providing incentives designed to align management interests with those of our stakeholders.

The Board of Directors monitors the integration of ESG into decision-making processes, encourages sustainable business strategies and oversees engagement with critical stakeholders.

To maintain a nonpartisan business approach, no governmental institutions own more than 5% of total company voting, nor do founding family members own more than 5% of total company voting rights. The shareholder structure consists of one class of ordinary shares, each with one vote. There are no preference shares outstanding or other vote restrictions on the company's shares.

We ensure that our Board of Directors is effective and aligned with the long-term interests of shareholders. The board meeting attendance rate is at least 75% in each fiscal year and board member elections are held on an annual basis. Compensation of our Board of Directors includes variable portions such as equity incentives and performance bonuses which are designed to reward the accomplishment of both short- and long-term corporate objectives. Amdocs has adopted Corporate Governance Guidelines to assist our Board of Directors and its committees in carrying out their duties and responsibilities in the best interests of the company. For more information, see Amdocs Corporate Governance Guidelines.

As described in the Corporate Governance Guidelines, due to the global and versatile nature of the Company's business, the Board believes it is important to consider diversity of race, ethnicity, gender, age, education, cultural background and professional experiences in evaluating board candidates in order to provide practical insights and diverse perspectives.

Our Board Members

Name	Age	Position	Independence
Robert A. Minicucci	70	Chairman of the Board, Member of the Audit Committee, Management Resources and Compensation Committee, Nominating and Corporate Governance Committee	Independent Director
Adrian Gardner	60	Director, Chairman of the Audit Committee	Independent Director
Richard T.C. LeFave	71	Director, Member of the Audit Committee, Management Resources and Compensation Committee, Nominating and Corporate Governance Committee	Independent Director
Rafael de la Vega	71	Director, Chairman of the Management Resources and Compensation Committee	Independent Director
Eli Gelman	64	Director, Member of the Technology and Innovation Committee	Independent Director
John A. MacDonald	69	Director, Member of the Management Resources and Compensation Committee; Technology and Innovation Committee	Independent Director
Yvette Kanouff	57	Director, Member of the Technology and Innovation Committee	Independent Director
Sarah Ruth Davis	55	Director, Member of the Audit Committee	Independent Director
Amos Genish	62	Director, Member of Technology and Innovation Committee	Independent Director
Shuky Sheffer	62	Director, President and Chief Executive Officer	

Ten (10) individuals currently serve on the Amdocs Board of Directors, all of whom were elected at our annual meeting of shareholders on January 27, 2023. All directors hold office until the next annual meeting of our shareholders, which generally takes place in January or February of each calendar year, or until their respective successors are duly elected and qualified or they vacate their positions by resignation or otherwise.

Our Board of Directors is a "one-tier" system comprised of 1 executive director and 9 independent directors. The chair of the Board of Directors is non-executive, and the Board of Directors' independence statement is publicly available. The statement includes an explicit definition of board member independence, as per NASDAQ Independence Rules and, where applicable to a director, SEC rules.

Our Board of Directors established a mandatory retirement age, apart from exceptional cases where it is waived by the Chairman of the Board of Directors, who has a separate role from the CEO and President. Once the waiver is granted, it must be renewed annually for it to stay in effect.

Amdocs ensures that our board members are financially literate, have extensive managerial experience at public and private companies, and have expertise in understanding our evolving industries.

5.2. Board committees

Our Board of Directors maintains four standing committees, as described below. Members of each committee are appointed by the Board of Directors.

The **Audit Committee** reviews, acts on and reports to the Board of Directors with respect to various auditing and accounting matters, including the selection of our independently registered public accounting firm, the scope of the annual audits, fees to be paid to and the performance of this public accounting firm.

The Audit Committee also assists with the Board of Directors' oversight of our accounting practices, financial statement integrity and compliance with legal and regulatory requirements, including establishing and maintaining adequate internal control over financial reporting, risk assessment and risk management.

The **Nominating and Corporate Governance Committee** identifies individuals qualified to become board members, recommends nominees for election as directors at the annual general meeting of shareholders, develops and makes recommendations to the Board of Directors regarding our corporate governance principles and oversees the evaluations of our directors.

The **Management Resources and Compensation Committee** discharges the responsibilities of our Board of Directors relating to the compensation of the Chief Executive Officer of Amdocs Management Limited, makes recommendations to our Board of Directors with respect to the compensation of our other executive officers and oversees management succession planning for the executive officers of the company.

The **Technology and Innovation Committee** was established to assist the Board of Directors in reviewing our technological development, opportunities and innovation, in connection with current and future business and markets.

During the fiscal year 2022, the Board of Directors held eight meetings. In addition, the Audit Committee held six meetings, the Nominating and Corporate Governance Committee held four meetings and the Management Resources and Compensation Committee and the Technology and Innovation Committee each held three meetings.

5.3. ESG at the highest levels

ESG at Board of Directors

During FY22 quarterly meetings of the Board of Directors, the members received an update and discussed company's ESG matters. Among the topics presented and discussed were:

- Results of the company's key ESG assessments
- ESG & CSR Report
- ESG Investors Webinar
- Products sustainability
- Trends on sustainable issues that affect our sector
- Digital Equity and Inclusion strategy, programs and campaigns
- Equal Pay in Amdocs
- Community impact initiatives
- Amdocs response to disaster relief cases
- Tech for Good platform
- Partnerships with customers and the ESG sector

Investors webinar

In FY22, Amdocs held our first-ever ESG webinar for our investors, where we reported on our ESG journey to date, our future roadmap and the role of our people, products and services in helping us achieve our commitments. The initiative was accepted positively, and questions followed and addressed during that event.





5.4. Risk management

Risk assessment and management are integrated into all our business processes and operations to ensure that we achieve our long-term goals in a sustainable way.

Our comprehensive risk assessment begins by identifying the risk and its place along the value chain. Risks are then described in full detail, including how they relate to the company. We believe these steps enable us to assess the likelihood of the risk, the appropriate management approach, and the necessary cost to be designated for each risk. Mitigation plans are presented to the relevant management, who decide on an appropriate plan of action.

Amdocs Risk Management Team gathers inputs from top management on a yearly basis to conduct the overall risk assessment for Amdocs business worldwide. Main risks are analyzed based on their respective magnitude and likelihood, presented to the Board of Directors and to additional key stakeholders, and reported to main global reports, such as our annual report on Form 20-F that we file with the SEC. The ESG risks are an integral part of our general risk overview.

The process is led by the Enterprise Risk Management Team – the team is led by the Head of Accounting, it is an independent unit and reports directly to the CFO & COO of the company, which consults with all business units and corporate general managers (GM) on key risks for the business, including operational, financial, compliance and strategic risks. Some of the topics covers environmental, social and governance risks related to the company. Risks are ranked by every GM according to their impact and likelihood, with an overview of the following 3 years.

In addition, business continuity risks are identified and managed by the BCM team (Business Continuity Management) considering the following steps:

1. Threat assessments are conducted according to ISO 31000 guidelines and certified by ISO 22301 standard of business continuity management
2. Major sites are classified by their vulnerability and importance to Amdocs, the number of employees, location, whether they have a data center (DC), services provided/ customers attended, and related revenue
3. The Business Continuity Plan Team lists 20 threats that could have a direct impact on Amdocs' physical assets and business, among them climate-related threats, such as floods, hurricanes and extreme hot and cold weather
4. Together with other Amdocs teams: facilities, HR, security, EHS, IT and information security, the threats considered are analyzed according to the expected likelihood and potential business impact
5. For every case, the impact on the site is defined, as well as the risk and control measures



Amdocs promotes an effective risk culture by operating a hotline and information security unit where employees can proactively identify and report potential risks.

We are proud that our brand and reputation are also associated with our public commitments to a multitude of ESG initiatives, including our goals for sustainability, inclusion and diversity. Our disclosures on these matters and any failure to achieve our commitments, could harm our reputation and adversely affect our customer relationships or our recruitment and retention efforts. As a result, one of our core values is to remain transparent and consistent both with our reporting of ESG data as well as our commitment to constantly improving our position and remaining a market leader.

As of 2022, Amdocs' Risk Management team was engaged to review all our ESG (Environmental, Social, and Governance) data disclosure processes. The initiate reason and primary goal for this initiative is to enhance the accuracy and consistency of our reporting disclosures. Through this process, we follow our commitment to transparency and accountability and strive to ensure that we provide ESG disclosures in a responsible and trustworthy approach.

Generative AI presents new risks for enterprises including Amdocs. In addition to our approach to IP protection and policy training referenced previously, we carefully monitor the rapidly evolving technology, legal and competitive landscape in this domain to ensure effective risk management.

Risk Management Oversight

Our management is responsible for assessing and managing risk, and periodically reviews areas of material risk within our organization in order to evaluate and enhance risk identification and mitigation strategies. Our Board of Directors oversees and reviews these risk management efforts as they relate to strategic and business risks. Our audit committee oversees and reviews the Company's policies and processes with respect to enterprise risk management, discusses these efforts as they relate to operational and financial risks, and periodically reports and makes recommendations to our Board of Directors regarding these matters.



5.5. Tax compliance



Amdocs aspires to follow laws and regulations relating to its tax activities, so as to maintain an open and transparent relationship with the tax authorities based on collaboration and integrity, monitor tax governance and manage tax risks.

Our Global Tax Strategy is a publicly available document, approved by the Chief Financial Officer and periodically reviewed. It sets out:

- Tax strategy statement
- Approach to governance, risk management and compliance
- Approach to tax planning
- Approach towards dealings with tax authorities
- The level of tax risk we are prepared to accept

Amdocs has established and maintains robust policies and compliance processes that are designed to ensure the integrity of our tax returns, and timely and accurate tax payments to applicable tax authorities.

We publicly report revenues for the main geographic regions in which we operate. The following table describes our Earnings before Tax (income statement), reported taxes and cash taxes paid (cash flow statement) over the last three financial years.

Financial Reporting	FY2020	FY2021	FY2022
Earnings before tax (thousands of $)	583,322	814,306	648,406
Reported taxes (thousands of $)	85,482	125,932	98,905
Cash taxes paid (thousands of $)	45,398	146,442	80,419

5.6. Ethics

High professional and ethical standards of conduct comprise the moral fabric and strong foundation of our company. The trust and confidence of our employees, customers, shareholders and suppliers are one of our greatest assets, and our success depends on maintaining our culture and reputation for excellence and integrity in everything we do.

We go above and beyond legal requirements and implement our own initiatives to ensure ethical conduct in addition to meeting all of our ethics-related obligations as a NASDAQ-traded company. Indeed, we see ethical standards as strategic opportunities, crucial to creating a positive working environment that will not only help our employees thrive but will benefit all those impacted by our business.

For details about relevant policies, please check paragraphs 5.7 Our corporate policies.



5.7. Our corporate policies

To reach the thousands of employees working in our offices across the globe, and many others connected to our company through our supply chain, we have developed strong corporate values to inspire ethical behavior. We have also established clear rules to guide personal interactions and decision-making. Our values and core principles are set out in our core policy documents which are made publicly available to all employees and contractors worldwide, which include:

- Corporate Governance Guidelines
- Code of Ethics and Business Conduct
- Amdocs Human Rights and Labor Practices Statement
- Global Anti-Bribery and Corruption Policy
- Gifts and Hospitality Policy
- Information Security Policy and IP Protection Guidelines
- Insider Trading Policy
- Third-Party Anti-Bribery and Corruption Procedure
- Amdocs Global Tax Strategy
- Supplier Code of Conduct
- Statement of Significant Corporate Governance Differences

5.7.1. Code of Ethics and Business Conduct

Amdocs Code of Ethics and Business Conduct applies to all employees and service providers and is the embodiment of Amdocs' shared commitment to the highest standards of integrity. The Code is published in our internal portal and external website, and is organized into easily navigated sections:

- Employment principles, including diversity, anti-discrimination and anti-harassment principles
- Employee health and safety
- Personal data protection and privacy
- Conflicts of interests
- Anti-bribery and corruption
- Gifts, hospitality payments and contributions
- Protecting Amdocs assets
- Respect for the marketplace
- Business conduct

The Code sets forth heightened responsibilities inherent to certain positions (e.g., a manager's unique responsibility to set an example and promote ethics campaigns). The Code also provides example scenarios with practical questions and answers, which are accompanied by flow charts to assist with decision-making.

Amdocs builds a culture of ethical behavior by encouraging our people to refer to the Code of Conduct when unsure of what to do and to always raise concerns without fear of reprisal. We constantly encourage our people to report all instances of potentially unethical behavior. For this purpose, we maintain an anonymous ethics hotline, available over the phone and online in local languages twenty-four hours a day, that is operated by an independent third-party provider. We guarantee that concerns that are raised will be treated with the greatest respect, seriousness and confidentiality. Our policy requires every report submitted to be screened by Amdocs Internal Audit and examined accordingly. A summary of all misconduct cases, including reports from our ethics hotline and other sources (HR, Information Security, etc.), is presented to our CEO and Audit Committee on a quarterly basis, while the anonymity of the sources is preserved.

5.7.2. Corruption and bribery

Our Global Anti-Bribery and Corruption Policy reflects our commitment to compliance with anti-corruption laws. This policy serves as our roadmap for such compliance and is implemented through a number of procedures and practices that seek to ensure anti-corruption compliance in our business.

The company has in place a comprehensive program for recording, approval and monitoring all gifts and entertainment activities. In addition, Amdocs has implemented an end-to-end third-party risk management and due diligence program, which covers all of our third-party engagements globally. In the context of our mergers and acquisitions activity, we continue to focus on pre-acquisition anti-corruption due diligence and the swift implementation of anti-corruption policies and procedures post-closing. Once acquisitions are complete, we integrate our compliance measures into the acquired company and conduct a range of anti-corruption and ethics-related training sessions for our new employees.

5.7.3. Commitment to diversity, inclusion and non-discrimination

Amdocs is committed to creating and fostering a diverse and inclusive workforce.

We provide equal employment opportunities to all employees and applicants and prohibit discrimination and harassment of any type without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, gender expression, marital status, disability, veteran status or other status that is protected by law, or at all. The policy applies to applicable employment opportunities, including the hiring and promotion of our employees as well as to the applicability of various benefits and determination of compensation. All of these are decided based on an individual's competence, performance, experience, job suitability, and benchmark and in accordance with the company's business needs.

Amdocs Non-discrimination statement can be found here.

5.7.4. Human rights and labor practices statement

As a people-oriented organization, Amdocs stands for human rights. In our business, we practice zero-tolerance of child labor, freely chosen employment, nondiscrimination, balanced working hours, proper wages and benefits. We have a non-acceptance of any kind of harassment and, violence, and threats to the protection of the environment, Health and Safety and Employee Privacy.

Amdocs Human Rights and Labor Practices statement can be found here.

5.7.5. Artificial Intelligence policy

With the advent of generative AI, there are important considerations for protecting Amdocs IP. Generally, any proprietary information that is exposed to public generative AI tools like ChatGPT, Bard, etc. becomes less defensible under current IP protections. Amdocs has developed a clear set of policies that are made available to all employees on the generative AI policy portal that articulate the type of data and information that can be utilized without risk. Employees are required to review these policies, and the policies are also part of our annual business conduct training.



5.8. Data protection

Amdocs is committed to ensuring personal data protection. As part of this commitment, we have established, and continue to maintain, a comprehensive global Data Protection Program, with executive sponsorship, aimed at monitoring and ensuring compliance with applicable privacy and data protection laws. The program is monitored by our global Data Protection Officer, with local DPOs appointed in the relevant regions, as well as privacy representatives assigned to each of our company departments responsible for the specific implementation of the Program within each of our units worldwide. We comply with international cyber security standards ISO 27001 and ISO 27032, and use the European General Data Protection Regulations (GDPR) as our privacy standard under the Program.

As part of our Data Protection Program, we have implemented related procedures, processes and controls and put in place specific policies related to data collection and transparency, information security measures, and data subject access rights – all supported by company-wide training and awareness campaigns. We also have a vendor management process that includes thorough onboarding procedures and a due-diligence process to ensure our suppliers' compliance with privacy laws and contractual obligations.

Amdocs is fully transparent with its customers regarding personal data collection use and storing. As a data processor, we implement and monitor our customers' requirements related to data collection as part of customer engagements and projects. We invest time and resources to identify and address cybersecurity risks, including risks that our customers face when using our systems, products or services. Data subjects are made fully aware as to how their information is captured, used and retained.

5.9. Cyber security

The information security and cyber security policies and procedures apply to all our employees and contractors, especially employees with access to critical information. The cybersecurity domain is sponsored and ongoing governed by two executive members, the CFO & COO and the Amdocs Technology Lead. Within the Board of Directors, we have a dedicated Director who is overseeing the Cyber Security Domain and the overall Board of Directors is fully engaged in the cyber security oversight. Furthermore, the audit committee is receiving updates for the cybersecurity strategy and implementation.

An information security and cyber security policy is internally available to all employees, vendors and customers. Information security and cybersecurity awareness training is provided and includes a mandatory annual Code of Conduct training, monthly newsletters, phishing and social engineering simulations, employee performance dashboard and a cyber awareness week. In addition to the procedures mentioned above, a clear escalation process in the case of a potential security breach is provided to all employees. This includes multiple internal incident reporting channels such as by phone, the employee portal and email reporting. All reports are handled by our 24/7 global cyber security center.

Amdocs conduct an ongoing 3rd party vulnerability scan across all devices, as well as recurring external hacking Amdocs to critical assets to assure Amdocs is protected. Amdocs also conduct technical and managerial table top exercise annually, to simulate and access incident response process followed in the organization. We are also certified with ISO 27001 and ongoing audit of IT infrastructure and information security management systems have been conducted during FY22.

5.10. Business conduct campaign training

All Amdocs employees undergo mandatory business conduct training once a year, a thorough e-learning activity that teaches the principles of Amdocs Code of Conduct and tests the employees' knowledge of the Code. The training includes core modules of:

- Amdocs Code of Ethics and Business Conduct
- Cybersecurity and IP Protection
- Environment, Health and Safety
- Prevention of Sexual Harassment

In FY22, we achieved an employee completion rate of 100% in our business conduct campaign [BCC].

In the training of FY23, we're introducing a new mandatory module: Inclusive Behaviors and Unconscious Bias in the Workplace.

Employees carrying out certain functions, including sales, pre-sales, procurement, legal and finance, are required to take additional courses focused on anti-corruption. To pass each course, employees must complete the full e-learning session and sign a declaration of compliance. In addition, all new employees are required to certify their acceptance of the Code of Conduct, as part of their onboarding.

5.11. Collective bargaining agreements

Amdocs employs people who are represented by independent trade unions in Canada, Brazil and Chile. In the Netherlands and Germany, we have a works council body that represents the employees, along with bodies in France and Finland.

5.12. Policy influence

Amdocs prohibits any political contributions activity. In 2022, we did not contribute as an organization to political campaigns, political organizations, lobbyists or lobbying organizations, trade associations and other tax-exempt political groups. We follow this policy in order to ensure that there is no potential for ranked contributions, expenditures, or favoritism from Customers and political figures.

About this report

This report contains an overview of Amdocs environmental, social and governance (ESG) projects and activities of FY2022 until June 2023 and ESG performance indicators in FY2022, which runs from October 1 to September 30. It's a global report detailing activities relating to our ESG material issues at all Amdocs sites (covers 100% of our business operations).

Amdocs environmental report covers approximately 95% of our business operations, including Scope 1, Scope 2 and Scope 3 emissions, and are verified by a third-party independent auditor in accordance with ISO 14064-3. The calculation of GHG emissions was conducted according to the GHG Protocol.

The report consists on 3 scopes: Scope 1 (direct emissions) – emissions from activities owned or controlled by our organization; Scope 2 (energy indirect) – emissions associated with our consumption of purchased electricity; and Scope 3 (other indirect) – additional indirect emissions that occur at sources not owned or controlled by our organization.

This is our seventh ESG report that continually presents our annual performance, providing clear and easily comparable data. Since our last report, we have provided an update to our **Road Safety data**. This is due to the time lag between the end of the year and the review of the full set of data. We also **added a UN Global Compact Index and an UN SDGs Index**.

This report is written in accordance with the Global Reporting Initiative (GRI) Universal Standard and the Sustainable Accounting Standards Board (SASB) Standards.

The report was written with the assistance of Good Vision – a CSR Consulting Firm, part of the Fahn Kanne & Co. Grant Thornton Group.

We wish to thank all the people and entities involved in the collection of data, writing and production of this report.

If you have any questions or comments about this report, please contact:

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Annex 1. ESG Data

Environment

	Indicator	Units	FY2019	FY2020	FY2021	FY2022
Emissions	Scope 1 – location based	tCO2e	1,929	2,026	2,175	1,327
	Scope 2 – location based	tCO2e	54,996	46,812	39,442	40,093
	Scope 2 – market based	tCO2e			38,555	25,057
	Scope 3 – location based	tCO2e	100,004	50,611	28,414	41,441
	All scopes per employee – location based	tCO2e/employee	7.15	4.6	3.32	3.45
	All scopes per employee – market based	tCO2e/employee			3.28	2.82
	% of relative emissions reduction (per employee)	%	10.7	35.6	28.7	13.9
	All scopes – location based	tCO2e	156,929	99,450	70,031	82,861
	All scopes – market based	tCO2e			69,145	67,825
	Offsets	tCO2e	1,819	3,337	2,400	1,215

	Indicator	Units	FY2019	FY2020	FY2021	FY2022
Energy	Total electricity consumption	MWh	103,874.18	94,557.43	84,480.37	86,982.09
	Fuel consumption (gasoline for cars)*	Million liters	2.62	0.54	1.50	1.54
	Fuel consumption (diesel for cars)*	Million liters	1.18	0.29	0.958	0.886
	Data center energy usage	MWh	54,626.04	56,021.27	53,385.46	49,103.43
	Total non-renewable energy (fuel and electricity consumption)	MWh	94,902.11	85,682.04	68,994.59	64,198.42
	Total renewable energy	MWh	10,477.81	9,597.13	16,388.73	46,611.40
	Percentage of total renewable energy	%	10.09	10.15	19.40	53.6
	Percentage of renewable energy on DCs	%	12	10	19	62
	Average PUE	PUE	1.74	1.63	1.56	1.54
	% of absolute reduction in electricity consumption	%	4.4	9.0	11	(3)
Water	Total water consumption	Million cubic meters	0.204	0.090	0.045	0.064
Waste	Total waste disposed (including waste recycled, organic materials and landfilled waste)	Metric tons	4,789	2,988	2,569	2,505
	Total waste landfilled	Metric tons	4,629	2,855	2,384	2,374
	Total waste recycled (solid waste only)	Metric tons	160	133.3	185.03	130.53
	Paper consumption in sites with more than 20 employees	Metric tons	29,742.5	18,852.5	11,856.3	8,997.5
	% of reduction in paper consumption	%	21.6	36.6	37.1	24.1

*Data only for Israel

Social

	Indicator	Units	FY2019	FY2020	FY2021	FY2022
Workforce	Total number of employees	People	24,516	25,875	28,552	31,855
	Senior Management	People	208	209	212	209
	Managers	People	3,000	3,000	3,151	3,670
	Employees (permanent and temporary)	People	22,000	23,200	22,027	24,073
	Interns (*unpaid)	People		22		29
	Graduates	People		2,400	3,162	3,874
	Number of full-time employees	People	24,516	25,875	28,552	31,855
	Number of external employees absorbed as employees of the company	People	401	28	411	393
Employee engagement and development	% of employees working for at least 3 years	%	60.5	58	49.6	55.0
	Average tenure at Amdocs	Years	6.3	6.17	5.75	5.31
	Amount spent per full-time employee on training and development	USD	457	388	359	332
	% of positions filled internally	%		39.4	40.1	42.1
	% of full-time employees received multi-source appraisals	%		97		91
	% of employees who chose to take part in personalized voluntary upskilling programs	%		17	13	13
	Employees who participated in courses advancing their business skills	# employees			3,513	4,280
	Learned (employees who learned more than one future skill)	# employees			1,205	3,500
	% of employees who chose to participate in learning and development programs	%		82	88	89

	Indicator	Units	FY2019	FY2020	FY2021	FY2022
Employee engagement and development	Feedback questionnaires distributed as part of 360-degree review process	# questionnaires			over 7,000	over 10,000
	% of feedback questionnaires completed as part of 360-degree review process	%			over 75	over 85%
	% of leaders who participated in development discussions and had plans created for them as part of 360-degree review process	%			over 90	
	Participation in 360-degree review	% of leadership cohort who participated			95	75
	Number of employees who took part in Aspire activities	# employees			over 10,000	10,500
	Number of employees who completed the self-assessment as part of Aspire	# employees			over 1,500	2000
	Number of employees who participated in Aspire workshop or unique learning offerings	# employees			over 1,500	6,000
	Organizational Health Index	%		79		83
Diversity	% of female share of total workforce	%	30.7	30.8	32	32.7
	Females in all management positions, including: junior, middle and senior management	% of total management workforce	24	23	25	25.4
	Females in junior management positions. i.e. first level of management	% of total top management positions	26.1	26.4	26	31.1
	Females in top management positions, i.e. maximum two levels away from the CEO or comparable positions	% of total top management positions	27.1	27	27	27
	% of women among the new hires in software engineering	%	29	25.8	27	28.88

	Indicator	Units	FY2019	FY2020	FY2021	FY2022
Diversity	% of women in software testing company-wide	%	37	40	43**	45
	% of women among the new hires in software testing	%	42	41.7	47	47
	% of women product managers and owners	%			33	34.7
	% tech roles held by women	%			29	29.4
	% women in tech graduate population	%			38	35
	Share of women in management positions in revenue-generating functions (e.g. sales) as % of all such managers (i.e. excluding support functions such as HR, IT, Legal, etc.)	%		22	23	23
	Share of women in STEM-related positions (as % of total STEM positions)	%		27.4	28.3	28.3
	% of Arabs working at Amdocs Israel	% out of employees in Israel	5	5	More than 10%	8.6
	% of new hires in Israel from Arab society	%		11	11	13
	Baby boomers generation in Amdocs global workforce*	% of total workforce		4.1	4	3.1
	Generation X in Amdocs global workforce	% of total workforce		28.3	26	22.5
	Generation Y in Amdocs global workforce	% of total workforce		54.3	50	46.5
	Generation Z in Amdocs global workforce	% of total workforce		13.3	20	27.9
	American Indian or Alaska Native (Not Hispanic or Latino)*	% of total workforce in the U.S.			0.17	0.17
	Asian (not Hispanic or Latino)*	% of total workforce in the U.S.			23.53	24.56
	Black or African American (Not Hispanic or Latino)*	% of total workforce in the U.S.			3.05	3.67
	Hispanic or Latino*	% of total workforce in the U.S.			3.60	4

*If an employee's ethnicity is not reported (self declared information), then white is the default
**Correction from the previous year's report

	Indicator	Units	FY2019	FY2020	FY2021	FY2022
Diversity	Native Hawaiian/Other Pacific Islander (Not Hispanic or Latino)*	% of total workforce in the U.S.			0.22	0.19
	White*	% of total workforce in the U.S.			68.83	66.79
	Two or More Races*	% of total workforce in the U.S.			0.60	0.62
	American Indian or Alaska Native (Not Hispanic or Latino)*	% of total management workforce in the U.S.			0	0
	Asian (not Hispanic or Latino)*	% of total management workforce in the U.S.			29.35	28.85
	Black or African American (Not Hispanic or Latino)*	% of total management workforce in the U.S.			2.26	3.08
	Hispanic or Latino*	% of total management workforce in the U.S.			2.66	3.08
	Native Hawaiian/Other Pacific Islander (Not Hispanic or Latino)*	% of total management workforce in the U.S.			0.13	0.25
	White*	% of total management workforce in the U.S.			65.60	64.36
	Two or More Races*	% of total management workforce in the U.S.			0	0.37

*If an employee's ethnicity is not reported (self declared information), then white is the default

	Indicator	Units	FY2019	FY2020	FY2021	FY2022
Health and Safety	% of vehicle fleet that caused accidents with damage over $350	%	26.6	26.8	22.3	23.1
	DART Rate	Rate	0.034	0.012	0.035	0.024
	OHSA Severity Rate	Rate	6.8	8.5	12	3
	SIF (Serious Incident or Fatality)	#	0	0	0	0
Community	Total monetary value of our corporate citizenship and philanthropic contributions	USD		804,945	769,145	975,051
	Equipment donated	Computers, Equipment, Furniture		2,000+	2,000	2,100
	Volunteering hours by Amdocs Employees	Hours		5,000	5,000	15,000

Governance

	Indicator	Units	FY2019	FY2020	FY2021	FY2022
Corporate governance	Number of executive directors		2	2	1	1
	Number of independent directors		9	7	10	9
	Target share of independent directors on the board		9 out of 11	7 out of 9	10 out of 11	9 out of 10
	Amdocs board meeting attendance per fiscal year	%	75% at least	75% at least	75% at least	75% at least
Ethics	% of employees that complete the ethical training	%	100	100	100	100
Tax	Earnings before tax	(thousands of $)	567,887	583,322	814,306	648,406
	Reported taxes	(thousands of $)	88,441	85,482	125,932	98,905
	Cash taxes paid	(thousands of $)	75,790	45,398	146,442	80,419
Customer satisfaction	Number of customers that Amdocs surveyed along the year		60	59	72	71
	Number of respondents for Amdocs surveys			1,669	1,517	1,595
	% of surveyed costumers that were surveyed face-to-face or through phone	%	55	57	61	52
	% of Truly Loyal Respondents in the reporting year	%	67	67	72	67

Annex 2. UN Sustainable Development Goals Index

UN SDGs	Linking SDGs and SDG targets with Amdocs focus areas	Reference on how Amdocs supports this SDG
	2.1 – End hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round. 2.3 – Double the agricultural productivity and incomes of small-scale food producers, in particular women, indigenous peoples, family farmers, pastoralists and fishers, including through secure and equal access to land, other productive resources and inputs, knowledge, financial services, markets and opportunities for value addition and non-farm employment.	• Digital Inclusion • Tech for Good platform
	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.	• Supporting our employee's mental & physical health • Health and safety • Digital Inclusion: Connecting the under-connected in Brazil
	4.4 – Substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship. 4.6 – Ensure that all youth and a substantial proportion of adults, both men and women, achieve literacy and numeracy. 4.7 – Ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.	• Diversity, Equity and Inclusion • Employee Development • Community Engagement Projects • Digital Inclusion

UN SDGs	Linking SDGs and SDG targets with Amdocs focus areas	Reference on how Amdocs supports this SDG
	5.1 – End all forms of discrimination against all women and girls everywhere. 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.	• Gender Diversity Programs • Community Engagement Projects
	8.2 – Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labor-intensive sectors. 8.4 – Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation. 8.5 – Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value. 8.6 – Substantially reduce the proportion of youth not in employment, education or training.	• Our Learning and Development Programs • Community Engagement Projects • Digital Inclusion • Corporate Governance • Corruption and Bribery • Ethics
	9.1 – Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all. 9.a – Facilitate sustainable and resilient infrastructure development in developing countries through enhanced financial, technological and technical support to African countries, least developed countries, landlocked developing countries and small island developing States. 9.b – Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries. 9.4 – Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.	• Product sustainability and accessibility • Environmental Principles in Products Sustainability • Accelerating Innovation • Products and services that help to promote digital inclusion

UN SDGs	Linking SDGs and SDG targets with Amdocs focus areas	Reference on how Amdocs supports this SDG
	10.2 – 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. 10.6 – Ensure enhanced representation and voice for developing countries in decision-making in global international economic and financial institutions in order to deliver more effective, credible, accountable and legitimate institutions.	• Gender Diversity • Ethnic Diversity • Products and services that help to promote digital inclusion
	11.2 – 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, persons with disabilities and older persons. 11.6 – Reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.	• Products and services that help to promote digital inclusion • Product sustainability and accessibility • Environmental Principles in Products Sustainability
	12.2 – Sustainable management and efficient use of natural resources. 12.a – Support developing countries to strengthen their scientific and technological capacity to move towards more sustainable patterns of consumption and production. 12.5 – Substantial waste generation reduction through prevention, recycling and reuse. 12.6 – Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	• Calculating our GHG Emissions • Resources Management • Tech for Good platform
	13.1 – Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries. 13.3 – Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.	• Calculating our GHG Emissions • Resources Management • Product sustainability and accessibility • Environmental Principles in Products Sustainability

UN SDGs	Linking SDGs and SDG targets with Amdocs focus areas	Reference on how Amdocs supports this SDG
	16.5 – Substantially reduce corruption and bribery in all their forms.	• Ethics • Our corporate policies • Corruption and Bribery
	17.3 – Mobilize additional financial resources for developing countries from multiple sources. 17.8 – Fully operationalize the technology bank and science, technology and innovation capacity-building mechanism for least developed countries by 2017 and enhance the use of enabling technology, in particular information and communications technology. 17.17 – Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnership.	• Products and services that help to promote digital inclusion • Tech for Good platform • Environmental Principles in Products Sustainability • Sustainable Supply Chain • Sector-specific ESG Forum • Community Engagement Projects

Annex 3. UN Global Compact Index

Pillar	Principle	Linking Global Compact principles with Amdocs focus areas
Human Rights	**Principle 1** Businesses should support and respect the protection of internationally proclaimed human rights.	• Amdocs Human Rights and Labor Practices Statement
	Principle 2 Make sure that they are not complicit in human rights abuses.	• Amdocs Human Rights and Labor Practices Statement • Code of Ethics and Business Conduct
Labor	**Principle 3** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	• Our Corporate Policies • Collective Bargaining Agreements • Supplier Code of Conduct
	Principle 4 Businesses should uphold the elimination of all forms of forced and compulsory labor.	• Amdocs Human Rights and Labor Practices Statement • Code of Ethics and Business Conduct • Supplier Code of Conduct
	Principle 5 Businesses should uphold the effective abolition of child labor.	• Amdocs Human Rights and Labor Practices Statement • Code of Ethics and Business Conduct • Supplier Code of Conduct
	Principle 6 Businesses should uphold the elimination of discrimination in respect of employment and occupation.	• Diversity and Inclusion • Amdocs Human Rights and Labor Practices Statement • Code of Ethics and Business Conduct

Pillar	Principle	Linking Global Compact principles with Amdocs focus areas
Environment	**Principle 7** Businesses should support a precautionary approach to environmental challenges.	• Sustainable Supply Chain • ESG at the Highest Levels
	Principle 8 Businesses should undertake initiatives to promote greater environmental responsibility.	• Calculating our GHG Emissions • Resources Management
	Principle 9 Businesses should encourage the development and diffusion of environmentally friendly technologies.	• Products and services that help to promote digital inclusion • Product sustainability and accessibility • Environmental Principles in Products Sustainability
Anti-Corruption	**Principle 10** Businesses should work against corruption in all its forms, including extortion and bribery.	• Third-Party Anti-Bribery and Corruption Procedure

Annex 4. Amdocs Climate Disclosure according to TCFD

This 2022 update on how Amdocs' addresses our climate related issues is structured in accordance with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).

ESG global governance

At Amdocs, our global Environmental, Social, and Governance (ESG) Strategy is directed from the top. Our Board of Directors oversees ESG matters both as a comprehensive whole and through its individual committees.

Our CEO and the Executive Team are actively involved. They oversee the overall ESG strategy, reviewing compliance, risk assessment, and evaluating how we effectively implement the strategy throughout the company.
The realization and propulsion of Amdocs' long-term ESG strategy are managed by the ESG strategy core team, which includes the CSR, and Environment, Health & Safety teams. This team consists of dedicated professionals focused on the pertinent topics of sustainability.

The application of our ESG strategy across all corporate functions and business units is carried out by the domain-specific experts within each team.

Ideas and proposals for projects or initiatives also emerge from our ESG champions. Through these contributions, we foster the promotion and initiation of bottom-up activities throughout the company.

In recent years, via direct communication and collaboration with the ESG core team and Amdocs' CFO and COO, we have been working on expanding our low-carbon transition plan. Amdocs' CFO and COO oversee our performance in relation to Science-Based Targets.

During the quarterly meetings of Amdocs' Board of Directors, ESG is consistently on the agenda. These topics, especially those intertwined with climate-related risks and opportunities, and Amdocs efforts on those regards, are discussed as part of our business strategy. Foremost, in 2022, both our CEO and COO headed Amdocs first ESG Webinar, detailing our ESG journey to date, our future roadmap and the role of our people, products and services.

For more details, check section 1.3 Amdocs ESG/CSR global governance structure and section 5.3 ESG at the highest levels.

Strategy

As part of our risk assessment we define the following time horizons when considering the impact of climate related issues on our operations:

- Short term is 0-1 years
- Medium term is 1-3 years
- Long term is 3-5 years – In line with our Science Based Target time-frame

As part of our climate risk assessment we have identified our risk profile against each of the time horizons above. Amdocs has conducted a scenario analysis to assess the resilience of our strategy against our identified climate-related risks and opportunities. As part of this process, we used transitional and physical scenarios. We chose to use different pathways to understand how different climate-related scenarios could impact Amdocs over various time horizons. The table on the following page shows the main results of our analysis.

Additionally, Amdocs has been reporting climate-related information to at the CDP Climate Change Program for over 10 years, and adjusted the disclosure of our risk management to show our adoption of the TCFD guidelines. We are in process of moving our climate disclosure agenda forward by disclosing comprehensive, comparable environmental data in our formal public reports and elevating climate-related risk management as a matter for the board of directors consideration.

Climate risk	Scenario analysis used	Impacts (assuming no mitigation)	Business Strategy (mitigation and response)
Transitional Risks	**2ºC or below 2ºC** We evaluated the following transitional scenarios from IEA: Stated Policies Scenario (STEPS), Sustainable Development Scenario (SDS), Net Zero Emissions by 2050 Scenario (NZE2050) and Delayed Recovery Scenario (DRS). **The scenarios are modelled out to 2050 to align to the Paris agreement and other net zero 2050 targets.**	• **Regulatory changes** – Updated energy efficiency regulatory standards might be applicable to buildings and service sectors and shall be expected in a short term to promote rapid energy savings. This might impact energy costs and may require further investments in energy efficiency measures for our key energy consuming systems (DCs, AC systems). In addition, radical regulatory change or over regulation (climate/carbon related) may impact our ability to do business – Amdocs shall assume that CO2e pricing will increase at developed economies from 2025 onwards. • **Market changes and Environmental Reporting (Reputation)** – Shifts in environmental, social and governance (ESG) preferences of our key stakeholder's expectations may impact on our ability to do business (customers, investors, reporting indexes, such as Dow Jones Sustainability Index, Sustainalytics, CDP, EcoVadis). Increased pressure to set Net Zero targets (by customers) could reflect increased costs and/or difficulties on attaining renewable energy and carbon offsetting (limitations due market offer and/or higher pricing). On the other hand, probable shifts on energy supply increasing renewables percentage are assumed under all scenarios evaluated. Together with technological advances, the anticipated result is more popular and accessible renewable energy options, for instance, solar energy, which is the most probable option for the locations where we have higher energy consumption operations (Israel, USA and India).	• **Regulatory changes** – Amdocs manages an extensive list of local regulation considering environmental aspects for every site, and reviews global regulatory trends on emerging regulations on a regular basis. Our process consists of reviewing yearly the regulation, determining its applicability and compliance status, and in case there is non-compliance we strive to immediately develop a plan to cover the gaps found. By mapping emerging regulation, we aim to identify and prepare to possible market shifts in advance. • **Market changes and Environmental Reporting (Reputation)** – By extensive participation in voluntary ESG reporting platforms, Amdocs believes that it has the know-how and experience in preparation for future regulatory reporting requirements. Amdocs strives to take action that corresponds to our customers' expectations, for example by designing low-emission products and innovations (an example is Amdocs migration to cloud) and supply chain engagement. In addition, we have already started increasing renewable energy supply to our operations, and constantly looking for further opportunities in this area. Other mitigation measures in place are our constant efforts on replacing business travel by video conferencing and improving efficiency in buildings (insulation, low-carbon building materials, energy efficient appliances and energy-saving behavior). Amdocs has decided to go a step further and has set emissions reduction targets through the Science Based Targets initiative, with Scope 1 and Scope 2 emissions reductions consistent with levels required to meet the goals of the Paris Agreement for all GHG emissions scopes until FY24, with a base year of FY19. Recently, Amdocs has approved additional goals to: 1. Reach carbon neutrality on our Business Operations (Scope 1 & 2) by 2040 2. Reach 100% Electricity from Renewable sources by 2040

Climate risk	Scenario analysis used	Impacts (assuming no mitigation)	Business Strategy (mitigation and response)
Physical Risks	**Below 2°C, 2°C and above 2°C** We used physical scenarios under IPCC Special Report: Global Warming of 1.5°C, which include RCP2.6, RCP4.5, RCP6.0 and RCP8.5. **The scenarios are modelled out to 2050 to align to the Paris agreement and other net zero 2050 targets.**	• **Business Continuity/Disaster Recovery Planning** – The highest levels of warming for extreme hot days are expected to occur in central and eastern North America, central and southern Europe, the Mediterranean, on which we have key operations. Some of the impacts we foresee are an increase on electricity consumption and need for AC systems redundancy.	• **Business Continuity/Disaster Recovery Planning** – Our evaluation of priorities takes into consideration the potential impact on our business, from an operational commercial and financial point of view. Risks that have the highest financial impact, and/or adverse impact on our ability to conduct our operations are given the highest priority and are planned to be done in a short timeline – up to one year, within the Global EHS plan and AOP. Business Continuity risks resulted by extreme temperatures are mitigated by our BCP and Data Center teams (infrastructure adaptation and redundancy).

How Amdocs climate-related risks and opportunities are influencing our financial planning

Climate-related risks and opportunities have influenced our financial planning in different areas:

- The development of new products and services have allowed Amdocs to increase our revenues through access to new and emerging markets and/or expansion of low emission goods and services, seeking solutions to adaptation needs. After realizing the potential, Amdocs decided to invest in the development and market intelligence allowing us to continue seeking additional opportunities.

- Our operations: Amdocs is continuously seeking to reduce the energy consumption of our facilities, including Data Centers, by introducing measures such as energy efficient cooling and heating systems, installing motion detectors and by switching to LED lighting. Our data centers are a fundamental component of our ability to provide our customers with the service level and 24/7 availability they expect. We have introduced new innovative cooling technologies at our data centers that are located in areas with extremely hot weather conditions in the summer. By upgrading features like our chillers and hot air corridors, in data center buildings, Amdocs is able to create more resilient, energy efficient data centers.

- Currently, predicting market signals is handled by the finance department at Amdocs. Based on standard estimations, they have calculated the potential financial impact of increased energy costs or an increment of taxation on energy or fuel as being between 5% and 10%. Climate change, the introduction of a carbon tax, new regulations or reporting requirements may require an annual increase in cost of carbon emission management in order to be compliant.

- Amdocs is gradually changing the approach for employee commuting options. The previous "Car department" is now "Transportation Department". This was a conceptual change to promote alternative transportation solutions. Since FY18 Amdocs started to encourage our employees to use and promote alternative transportation solutions, such as: carpooling (provide reserved parking), shuttles from train stations, optimization of bus lines and shuttles in India and bicycles/scooters. To support the uptake of sustainable transport we provide infrastructure such as parking spaces, compressors, charges and showers at Amdocs sites. Those efforts continue to be expanded until today. In addition, Amdocs has set a target that by FY25, our vehicle fleet to be 80% hybrid/plug-in/electric cars. As of June 2023, 50% of our vehicle fleet is now hybrid/plug-in/electric cars.

- Furthermore, since 2018, Amdocs established a Travel Wise Program to reduce business travel (being prior to COVID-19 the major greenhouse gas emission source) from all business units worldwide. The implementation and performance of objectives of this program was monitored by a strategic committee headed by Amdocs COO & CFO, and encourages managers and employees to re-evaluate the need for the travel. The committee also reviews and guides the strategy and major plans of action of this program. Amdocs has implemented a stricter travel policy and improved efforts to install and use advanced IT solutions such as virtual meetings and collaboration tools in order to minimize international travel. In FY22 we observed an increase at our travel emissions compared to our pandemic levels, yet thanks to our efforts we are still over 50% below our pre-pandemic emissions.

- The main physical risks related to climate change identified for our operations are extreme weather conditions, such as increasing intensity of monsoon cycles in APAC and India, where Amdocs has a significant presence, there are risks that serious rains and consequential floods may damage the facilities and have an adverse impact on our ability to operate in these areas. And also the case of extreme changes in precipitation in North America, relating to severe weather systems, there is a risk of damage to property and to our ability to operate under these conditions. We ensure that all our facilities are maintained under the highest standards and ensure readiness and adequate preparations. In addition, we have a detailed Business Continuity Plan (BCP), able to respond in the case of natural calamities, such as extreme weather conditions, floods, earthquakes, fires, etc. There is no incremental cost for the management of this risk.

- Amdocs has decided to take a step further and has set emissions reduction targets through the Science Based Targets initiative, with levels required to meet the goals of the Paris Agreement.

Amdocs commits to reduce absolute scope 1 and 2 GHG emissions by 21% by FY2024 from a FY2019 base year. Amdocs also commits to reduce absolute scope 3 GHG emissions by 13% over the same period.

The targets were approved by SBTi in August 2020, and cover greenhouse gas emissions from Amdocs' operations (Scopes 1 & 2). Our targets are consistent with reductions required to keep warming to 1.5°C, which is the most ambitious goal of the Paris Agreement and is what the latest climate science has told us is needed to prevent the most damaging effects of climate change.

Moreover, Amdocs has approved additional goals to:

1. Reach carbon neutrality on our Business Operations (Scope 1 & 2) by 2040

2. Reach 100% Electricity from Renewable sources by 2040

As previously mentioned, those commitments are completely aligned with our strategy and have influenced our current and future financial planning to attain the goals.

As part of our strategy to reach carbon neutrality on our Business Operations (scope 1 and 2) and 100% renewable electricity, we are working on alternatives at our main sites to increase the purchase renewable energy directly with the suppliers through Power Purchase Agreements (PPAs). In FY23 we have signed the agreement with a company in Israel that will provide 100% renewable energy to our main site starting from January 2024 keeping our renewable electricity percentage at approximately 50%. As our next step, we aim to increase the renewable electricity rate changing our electricity supply to 100% renewable energy at India sites reaching close to 70% globally. And finally covering all our smaller sites by gradually expanding the renewable electricity supply at all our operations worldwide by 2040.

Risk Management

Amdocs has a thorough process for identifying and assessing climate-related risks.

Climate change has the potential to impact our business and our value chain. To mitigate this, we carry out risk assessments on our direct operations, supply and value chains. We also conduct climate change scenario analysis to assess the resilience of our strategies against warming scenarios to simulate the future impacts that we could experience as a business. As more data and insights become available we plan to continue to refine our approach and assessment methodologies.

Our risk management framework is supported by various processes that are designed to identify, assess and mitigate climate-related risks, to minimize their potential impact.

During our annual company-wide risk management process, our key risks, including environmental risks, are presented to senior managers (General Managers, Board of Directors and Business Units leaders) for their review and evaluation. The top 10 risks identified as critical are addressed with a detailed management and mitigation plan, presented and approved by the board.

Amdocs' **BCM team (Business Continuity Management) conducts a process of risk identification and management, which identifies threats that could have a direct impact on Amdocs' physical and operational assets and business**. Threat assessments are conducted according to ISO 31000 guidelines and certified by ISO 22301 standards of business continuity management. Mitigation plans, including for climate-related risks, are presented to management, who take the decision to invest in technologies, system duplication, infrastructure, depending on the risk. In addition, the BCM team conducts yearly drills to practice the response of the local team and management under specific scenarios of acute physical risks, such as hurricanes or floods.

Legal and upstream risks are managed by the EHS Team with the support of other related areas. Amdocs manages an extensive list of local regulation for every site under the Global EHS Management System considering significant regulation with respect to EHS matters. Our process consists of reviewing each regulation yearly and determining if it is applicable to Amdocs and to the specific site, reviewing local status of compliance, and in case there is non-compliance our plan is to immediately develop a plan to cover gaps found. Risks that have the highest financial impact, and/or adverse impact on our ability to conduct our operations are given the highest priority and are planned to be done in a short timeline – up to one year, within the Global EHS plan and Annual Operations Planning (AOP).

Our strategy has been influenced by climate-related risks and opportunities in several ways as described in our report:

Amdocs has identified a growing demand by its customers for solutions that can support their sustainability objectives, such as low-carbon products and innovations. We see an opportunity to further offer solutions and services that continue to improve the environmental performance of our customers. Amdocs offers and will continue to develop a range of innovative products and services (please see Products sustainability & accessibility). Amdocs continues its efforts to build a sustainable supply chain as part of our commitment to provide safe and healthy work environments, ensure sustainable operations, and positively influence our business partners to improve their social and environmental performance.

Metrics and Targets

Amdocs is accredited to ISO 14001:2015 Environmental Management system, which promotes the company to measure and report on key metrics such as energy and water consumption and GHG emissions. We introduced methods and processes for collecting information relevant to achieving our sustainability goals:

1. Reach carbon neutrality on our Business Operations (Scope 1 & 2) by 2040
2. Reach 100% Electricity from Renewable sources by 2040

As mid-term targets, Amdocs has set goals approved by the Science Based Targets Initiative in line with the Paris Climate Agreement and the level of de-carbonization required to limit global warming to 1.5°C for our Scope 1 and 2 emissions, and well below 2°C for our Scope 3 emissions:

- Amdocs commits to reduce absolute Scopes 1 and 2 GHG emissions by 21% by 2024 from a 2019 base year
- Amdocs commits to reduce absolute Scope 3 GHG emissions by 13% by 2024 from a 2019 base year

We are working on expanding our low-carbon transition plan to a business model compatible with a net-zero carbon economy in the near future.

Our strategy on how to address those targets, and key metrics and performace are detailed at the Environmental chapter.

Annex 5. GRI Disclosures Index

GRI Standards

GRI Chapter	GRI Standard Title	GRI Disclosure Number	GRI Disclosure Title	Indicator Measurement	Disclosed / Not Disclosed	Location in the Report
General Disclosure 2 (Required)	The organization and its reporting practices	2-1	Organizational details		Disclosed	Who are we?
		2-2	Entities included in the organization's sustainability reporting		Disclosed	About this Report
		2-3	Reporting period, frequency and contact point	Reporting Period	Disclosed	About this Report
		2-4	Restatements of information		Disclosed	About this Report Health & Safety
		2-5	External assurance		Disclosed	About this Report
	Activities and workers	2-6	Activities, value chain and other business relationships		Disclosed	Who are we?
		2-7	Employees	Full-time Employees	Disclosed	Our People
		2-7		Part-time Employees	Disclosed	Our People
		2-8	Workers who are not employees		Disclosed	20F

GRI Chapter	GRI Standard Title	GRI Disclosure Number	GRI Disclosure Title	Indicator Measurement	Disclosed / Not Disclosed	Location in the Report
General Disclosure 2 (Required)	Governance	2-9	Governance structure and composition	# of Board Members	Disclosed	Corporate Governance
				Board Independence Rate (%)	Disclosed	Corporate Governance
		2-10	Nomination and selection of the highest governance body		Disclosed	Amdocs Corporate Governance Guidelines
		2-11	Chair of the highest governance body	Chair Independence (Yes/No)	Disclosed	Corporate Governance
		2-12	Role of the highest governance body in overseeing the management of impacts		Disclosed	Amdocs Corporate Governance Guidelines
		2-13	Delegation of responsibility for managing impacts		Disclosed	Amdocs Corporate Governance Guidelines
		2-14	Role of the highest governance body in sustainability reporting		Disclosed	Corporate Governance
		2-15	Conflicts of interest		Disclosed	Ethics
		2-16	Communication of critical concerns		Disclosed	Amdocs Code of Ethics and Business Conduct
		2-17	Collective knowledge of the highest governance body		Disclosed	Corporate Governance
		2-18	Evaluation of the performance of the highest governance body		Disclosed	20F
		2-19	Remuneration policies		Disclosed	20F
		2-20	Process to determine remuneration		Disclosed	Amdocs Corporate Governance Guidelines
		2-21	Annual total compensation ratio		Disclosed	20F

GRI Chapter	GRI Standard Title	GRI Disclosure Number	GRI Disclosure Title	Indicator Measurement	Disclosed / Not Disclosed	Location in the Report
General Disclosure 2 (Required)	**Strategy, policies and practices**	**2-22**	**Statement on sustainable development strategy**		Disclosed	Letter from our CEO
		2-23	**Embedding policy commitments**		Disclosed	Ethics
		2-24	**Embedding policy commitments**		Disclosed	Ethics
		2-25	**Processes to remediate negative impacts**		Disclosed	Corporate Governance
		2-26	**Mechanisms for seeking advice and raising concerns**	Grievances	Disclosed	Amdocs Code of Ethics and Business Conduct
		2-27	**Compliance with laws and regulations**		Disclosed	Tax Compliance, Corporate Policies
		2-28	**Membership associations**		Disclosed	Amdocs at a Glance
	Stakeholder engagement	**2-29**	**Approach to stakeholder engagement**		Disclosed	Stakeholder Engagement
		2-30	**Collective bargaining agreements**		Disclosed	Collective Bargaining Agreements
Material Topics 3 (required)	**Disclosures on material topics**	**3-1**	**Explanation of the material topic and its Boundary**		Disclosed	Materiality assessment
		3-2	**List of material topics**		Disclosed	Materiality assessment
		3-3	**Management of material topics**		Disclosed	Materiality assessment

GRI Chapter	GRI Standard Title	GRI Disclosure Number	GRI Disclosure Title	Indicator Measurement	Disclosed / Not Disclosed	Location in the Report
Economic 200	Economic performance	201-1	Direct economic value generated and distributed		Disclosed	20F
		201-2	Financial implications and other risks and opportunities due to climate change		Disclosed	Annex 4
	Indirect Economic Impacts	203-2	Significant indirect economic impacts		Disclosed	Amdocs at a Glance
	Anti-corruption	205-2	Communication and training about anti-corruption policies and procedures		Disclosed	Ethical Training, Corruption and Bribery
		205-3	Confirmed incidents of corruption and actions taken		Not disclosed and relevant	
	Anti-competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		Not disclosed and relevant	
Tax 207	Tax	207-1	Approach to tax		Disclosed	Amdocs Global Tax Strategy
		207-2	Tax governance, control, and risk management		Disclosed	Amdocs Global Tax Strategy

GRI Chapter	GRI Standard Title	GRI Disclosure Number	GRI Disclosure Title	Indicator Measurement	Disclosed / Not Disclosed	Location in the Report
Environ-mental (300)	Energy	302-1	Energy consumption within the organization	MWh	Disclosed	Energy efficiency
		302-3	Energy intensity	MWh/m$ revenue	Disclosed	Energy efficiency
		302-4	Reduction of energy consumption		Disclosed	Energy efficiency
		302-5	Reductions in energy requirements of products and services		Disclosed	Reducing energy usage in data centers, Reducing electricity consumption, Reducing Customer Energy Consumption through our Cloud Technology
	Water	303-1	Total volume of water used		Disclosed	Waste and Water Management
		303-3	Water recycled and reused		Not Disclosed	
	Emissions	305-1	Direct (Scope 1) GHG emissions		Disclosed	Calculating our GHG Emissions
		305-2	Energy indirect (Scope 2) GHG emissions		Disclosed	Calculating our GHG Emissions
		305-3	Other indirect (Scope 3) GHG emissions		Disclosed	Calculating our GHG Emissions
		305-4	GHG emissions intensity	GHG emissions intensity for Scope 1 & 2 per revenue	Disclosed	Calculating our GHG Emissions
		305-5	Reduction of GHG emissions		Disclosed	Calculating our GHG Emissions

GRI Chapter	GRI Standard Title	GRI Disclosure Number	GRI Disclosure Title	Indicator Measurement	Disclosed / Not Disclosed	Location in the Report
Environ-mental (300)	Waste	306-1	Waste generation and significant waste-related impacts		Disclosed	Resources Management
		306-2	Management of significant waste-related impacts		Disclosed	Resources Management
		306-3	Waste generated		Disclosed	Resources Management
		306-4	Waste diverted from disposal		Not Disclosed	
		306-5	Waste directed to disposal		Not Disclosed	
Social (400)	Employment	401-1	New employee hires and employee turnover		Not Disclosed and Relevant	
		401-3	Parental leave		Disclosed	Wellbeing Focus Areas
	Training and Education	404-1	Average hours of training per year per employee		Not Disclosed and Relevant	
		404-2	Programs for upgrading employee skills and transition assistance programs		Disclosed	Employee Development
		404-3	Percentage of employees receiving regular performance and career development reviews		Disclosed	Employee Development

GRI Chapter	GRI Standard Title	GRI Disclosure Number	GRI Disclosure Title	Indicator Measurement	Disclosed / Not Disclosed	Location in the Report
Social (400)	Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees		Disclosed	Diversity Equity and Inclusion
		405-2	Ratio of basic salary and remuneration of women to men		Disclosed	Pay Equity
	Non-discrimination	406-1	Incidents of discrimination and corrective actions taken		Not Disclosed and Relevant	
	Human Rights	412-2	Employee training on human rights policies or procedures		Disclosed	Business Conduct Campaign Training
	Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs		Disclosed	Our Communities
	Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		Not disclosed	
	Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area		Disclosed	20F

Annex 6. SASB Disclosures Index

Table 1. Sustainability Disclosure Topics & Accounting Metrics

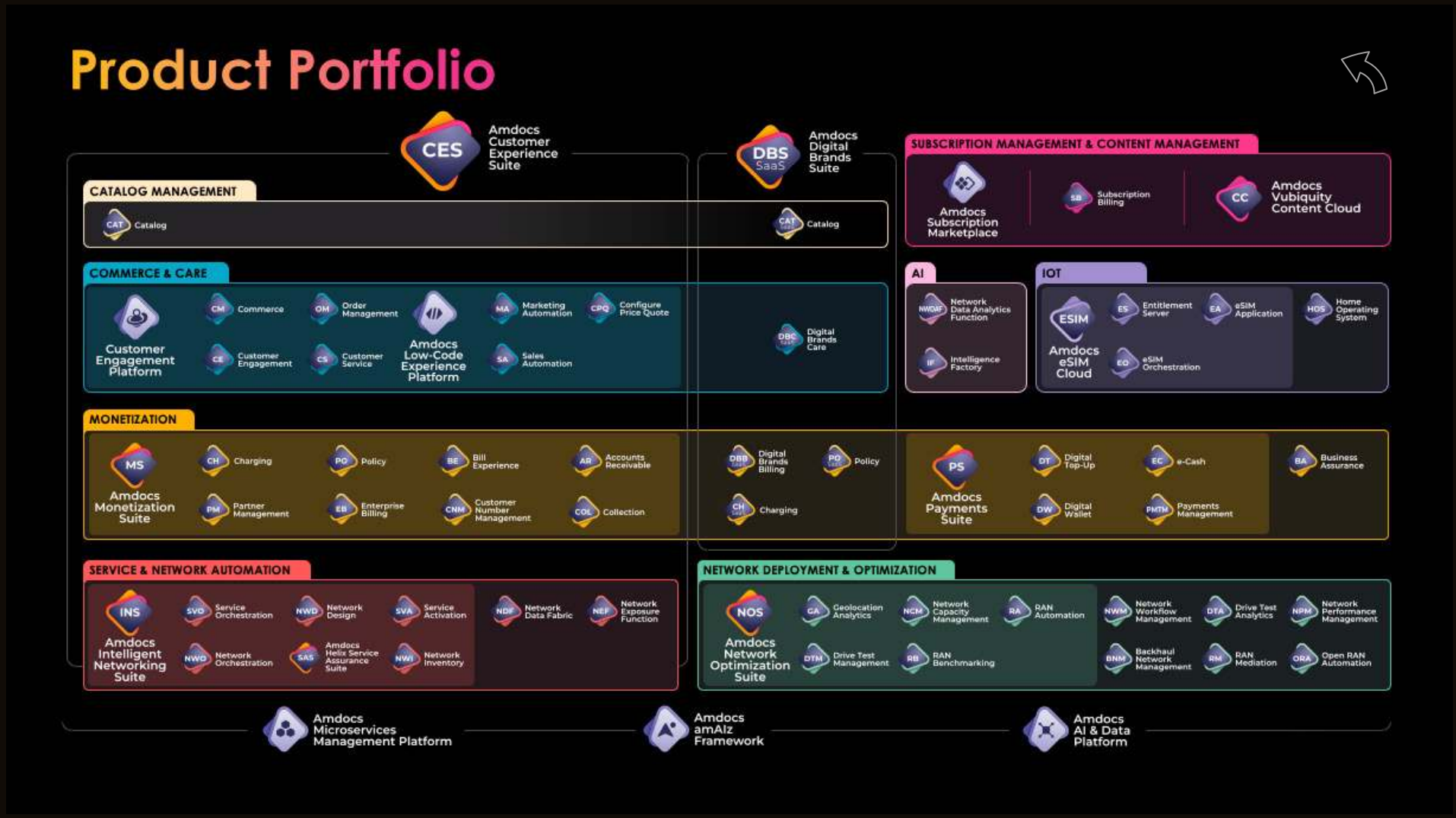
Topic	Accounting Metric	Category	Unit of Measure	Disclosed / Not Disclosed	Location of Disclosure	Code
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed (2) percentage grid electricity (3) percentage renewable	Quantitative	Gigajoules (GJ), Percentage (%)	Partially Disclosed	Energy efficiency	TC-SI-130a.1
	(1) Total water withdrawn (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	Quantitative	Thousand cubic meters (m^3), Percentage (%)	Partially Disclosed	Resources Management	TC-SI-130a.2
	Discussion of the integration of environmental considerations into strategic planning for data center needs	Discussion and Analysis	n/a	Disclosed	Reducing energy usage in data centers	TC-SI-130a.3

Topic	Accounting Metric	Category	Unit of Measure	Disclosed / Not Disclosed	Location of Disclosure	Code
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	Discussion and Analysis	n/a	Disclosed	Ethics	TC-SI-220a.1
	Number of users whose information is used for secondary purposes	Quantitative	Number	Not Disclosed		TC-SI-220a.2
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Quantitative	Reporting currency	Not Disclosed		TC-SI-220a.3
	(1) Number of law enforcement requests for user information (2) Number of users whose information was requested (3) Percentage resulting in disclosure	Quantitative	Number, Percentage (%)	Not Disclosed		TC-SI-220a.4
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Discussion and Analysis	n/a	Not relevant to Amdocs		TC-SI-220a.5
Data Security	(1) Number of data breaches (2) Percentage involving personally identifiable information (PII) (3) Number of users affected	Quantitative	Number, Percentage (%)	Not Disclosed		TC-SI-230a.1
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and Analysis	n/a	Disclosed	Cyber Security	TC-SI-230a.2

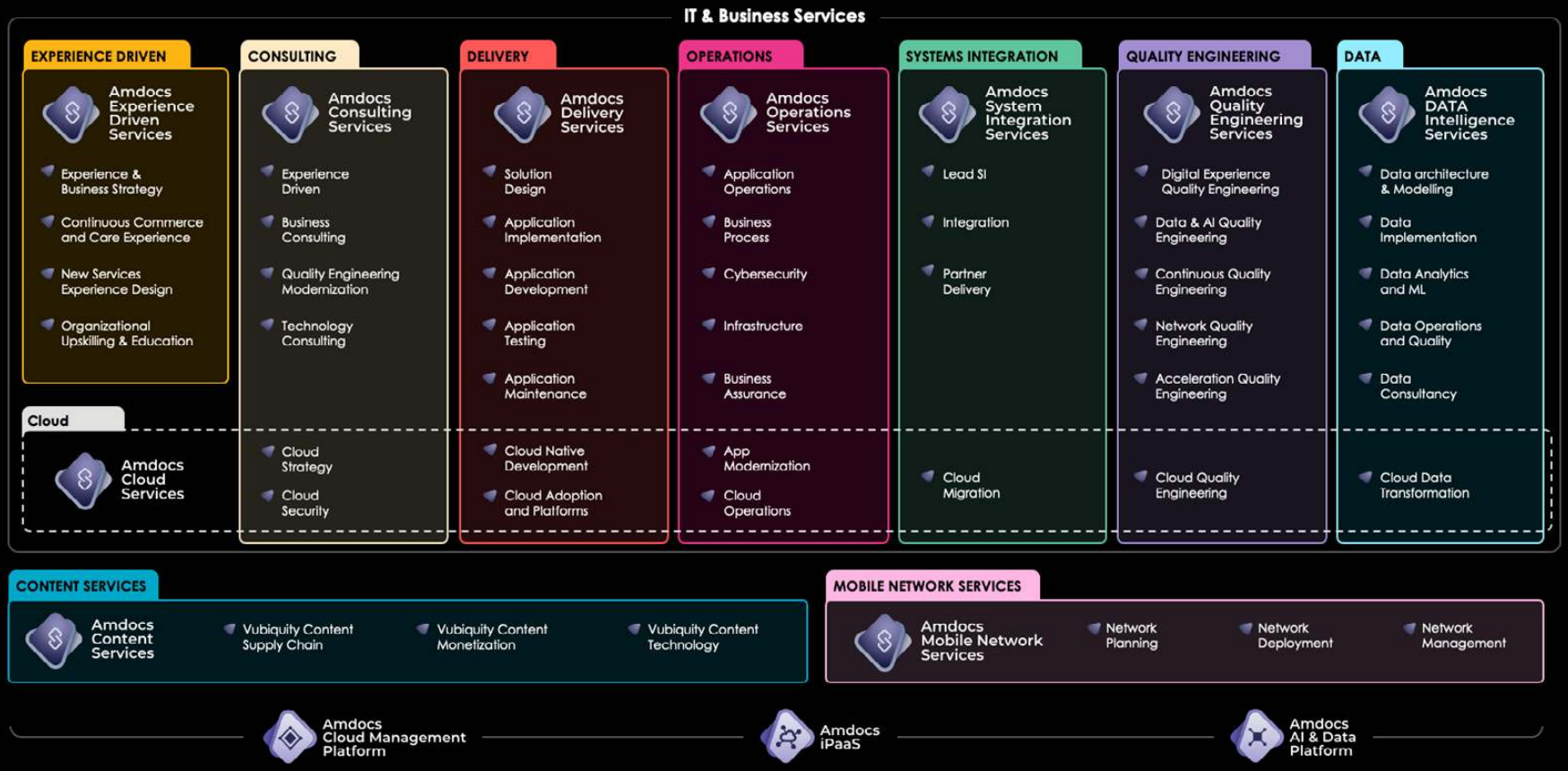
Topic	Accounting Metric	Category	Unit of Measure	Disclosed / Not Disclosed	Location of Disclosure	Code
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore	Quantitative	Percentage (%)	Not relevant to Amdocs		TC-SI-330a.1
	Employee engagement as a percentage	Quantitative	Percentage (%)	Disclosed	Employee Development	TC-SI-330a.2
	Percentage of gender and racial/ethnic group representation for; (1) Management (2) Technical staff, and (3) All other employees	Quantitative	Percentage (%)	Disclosed for Arab community	Annex 1/Social	TC-SI-330a.3
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Quantitative	Reporting	Not Disclosed		TC-SI-520a.1
Managing Systemic Risks from Technology Disruptions	Number of; (1) Performance issues and (2) Service disruptions; (3) Total customer downtime	Quantitative	Number, Days	Not Disclosed and Relevant		TC-SI-550a.1
	Description of business continuity risks related to disruptions of operations	Discussion and Analysis	n/a	Not Disclosed		TC-SI-550a.2

Table 2. Activity Metrics

Activity Metric	Category	Unit of Measure	Disclosed / Not Disclosed	Location of Disclosure	Code
(1) Number of licenses or subscriptions, (2) Percentage cloud based	Quantitative	Number, Percentage (%)	Not Disclosed		TC-SI-000.A
(1) Data processing capacity, (2) Percentage outsourced	Quantitative	See note	Not Disclosed		TC-SI-000.B
(1) Amount of data storage, (2) Percentage outsourced	Quantitative	Petabytes, Percentage (%)	Not Disclosed		TC-SI-000.C


Product Portfolio
CES
Amdocs Customer Experience Suite
DBS SaaS
Amdocs Digital Brands Suite
SUBSCRIPTION MANAGEMENT & CONTENT MANAGEMENT
Amdocs Subscription Marketplace
SB Subscription Billing
CC Amdocs Vubiquity Content Cloud
CATALOG MANAGEMENT
CAT Catalog
CAT Catalog
COMMERCE & CARE
Customer Engagement Platform
CM Commerce
OM Order Management
Amdocs Low-Code Experience Platform
MA Marketing Automation
CPQ Configure Price Quote
CE Customer Engagement
CS Customer Service
SA Sales Automation
DBC Digital Brands Care
AI
NWDF Network Data Analytics Function
IF Intelligence Factory
IOT
ESIM Amdocs eSIM Cloud
ES Entitlement Server
EA eSIM Application
HOS Home Operating System
EO eSIM Orchestration
MONETIZATION
MS Amdocs Monetization Suite
CH Charging
PO Policy
BE Bill Experience
AR Accounts Receivable
PM Partner Management
EB Enterprise Billing
CNM Customer Number Management
COL Collection
DBB Digital Brands Billing
PO Policy
CH Charging
PS Amdocs Payments Suite
DT Digital Top-Up
EC e-Cash
DW Digital Wallet
PMTM Payments Management
BA Business Assurance
SERVICE & NETWORK AUTOMATION
INS Amdocs Intelligent Networking Suite
SVO Service Orchestration
NWD Network Design
SVA Service Activation
NDF Network Data Fabric
NEF Network Exposure Function
NWO Network Orchestration
SAS Amdocs Helix Service Assurance Suite
NWI Network Inventory
NETWORK DEPLOYMENT & OPTIMIZATION
NOS Amdocs Network Optimization Suite
GA Geolocation Analytics
NCM Network Capacity Management
RA RAN Automation
NWM Network Workflow Management
DTA Drive Test Analytics
NPM Network Performance Management
DTM Drive Test Management
RB RAN Benchmarking
BNM Backhaul Network Management
RM RAN Mediation
ORA Open RAN Automation
Amdocs Microservices Management Platform
Amdocs amAIz Framework
Amdocs AI & Data Platform

Services Portfolio



Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software products and services, we unlock our customers' innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and large enterprise customers. Our approximately 30,000 employees around the globe are here to accelerate service providers' migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations.

Listed on the NASDAQ Global Select Market, Amdocs had revenue of $4.58 billion in fiscal 2022.

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