amdocs

CSR & ESG REPORT

FY2024 - June 2025

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*Cover image: Acts of Amazing – Uplifting Communities

Cover Photo:
Acts of Amazing: Uplifting Communities
As part of Amdocs' global impact campaign, "Acts of Amazing," volunteers in Philippines provided medical care, essential supplies, and nourishing meals to the Dumagat Indigenous community in Daraitan, bringing vital support and relief to local families and children.

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You can identify these forward-looking statements by words such as "expect," "anticipate," "believe," "seek," "estimate," "project," "forecast," "continue," "potential," "should," "would," "could," "intend" and "may" and other words that convey uncertainty of future events or outcomes. Statements we make in this document that are not statements of historical fact also may be forward- looking statements. The discussion of trends, strategy, plans, assumptions, or intentions and our greenhouse gas emission and sustainability targets also include forward looking statements.

Although we believe the expectations reflected in such forward-looking statements are based upon reasonable assumptions, we can give no assurance that our expectations will be obtained or that any deviations will not be material. There may be events in the future that we are not accurately able to predict, or over which we have no control. You should not place undue reliance on forward-looking statements. Such statements involve risks and uncertainties that may cause future results to differ from those anticipated.

These risks include, but are not limited to, the effects of general macroeconomic conditions, prevailing level of macroeconomic, business and operational uncertainty, including as a result of geopolitical events or other global or regional events such as the COVID-19 pandemic, as well as the current inflationary environment, and the effects of these conditions on the Company's customers' businesses and levels of business activity, including the effect of the current economic uncertainty and industry pressure on the spending decisions of the Company's customers, Amdocs' ability to grow in the business markets that it serves, Amdocs' ability to successfully integrate acquired businesses, adverse effects of market competition, rapid technological shifts that may render the Company's products and services obsolete, potential loss of a major customer, Amdocs ability to develop long-term relationships with our customers, our ability to successfully and effectively implement artificial intelligence and Generative AI in the Company's offerings and operations, the success of our sustainability and GHG emissions reduction strategies, the reaction of Amdocs customers and other stakeholders to our strategies, our assumptions regarding the impact of climate change on our operations and the operations of our customers and any associated regulatory and market responses to climate change, and risks associated with operating businesses in the international market.

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These and other risks are discussed at greater length in Amdocs' filings with the Securities and Exchange Commission, including in our Annual Report on Form 20-F for the fiscal year ended September 30, 2024 filed on December 17, 2024. This report includes non-GAAP financial measures, including revenue on a constant currency basis. These non-GAAP financial measures are not in accordance with, or an alternative for, generally accepted accounting principles and may be different from non-GAAP financial measures used by other companies. In addition, these non-GAAP financial measures are not based on any comprehensive set of accounting rules or principles. In addition, our use of the terms "material," "materiality" and other similar terms in this report topics that reflect the Company's significant economic, social and environmental impacts or that substantially influence the assessments and decisions of a diverse set of stakeholders. We are not using these terms as they are used under the securities or other laws of the United States or any other jurisdiction or as these terms are used in the context of financial statements and financial reporting.

Amdocs believes that non-GAAP financial measures have limitations in that they do not reflect all of the amounts associated with Amdocs' results of operations as determined in accordance with GAAP and that these measures should only be used to evaluate Amdocs' results of operations in conjunction with the corresponding GAAP measures.

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Letter from our CEO

Driven by a strong sense of corporate responsibility, at Amdocs we continue to emphasize sustainability, environmental stewardship and social impact, ensuring our actions create meaningful value not only for our customers and stakeholders, but also positively affect society and our world.

This report, covering our fiscal year 2024 through June 2025, presents an overview of Amdocs' Environmental, Social, and Governance (ESG) strategy, describes the implementation of sustainability initiatives and programs, and details related activities over the reporting period.

Our sustainability efforts and practices have been assessed and globally recognized, as demonstrated by our six-year inclusion in the Dow Jones Sustainability Index (North America) and these positive results are further evidenced by our listing in S&P Global's Corporate Sustainability Assessment (CSA) Yearbook and the strong ratings we've achieved from the Carbon Disclosure Project (CDP), Morningstar Sustainalytics, ISS, and EcoVadis assessments.

I am proud to share that during the report's timeframe, we have:

- Advanced our people-centric approach by enhancing programs that promote wellbeing, career growth and inclusion. Our continuous efforts aim to integrate these priorities more deeply and expand our positive impact within Amdocs and beyond.
- Increased use of renewable electricity sources and continued our efforts to reduce the environmental impact of our operations, in line with our long-term climate objectives.
- Committed significant efforts, through leveraging our resources, engaging our employees and applying our professional expertise, to support the communities in which we operate, championing digital inclusion globally through a range of programs and initiatives in collaboration with many NGOs, partners and customers.

I would like to extend my sincere appreciation to our global team of highly skilled employees. Their dedication enables Amdocs to maintain both its market-leadership position and sustainability commitment as we support our customers' digital transformation, evolution to next-generation networks, adoption of generative AI, and migration to the cloud.

We encourage you to review this report to observe our progress thus far and to understand our ongoing efforts to deliver excellence for our customers, employees, stakeholders, and the broader global community.

Shuky Sheffer
Amdocs President and CEO



Amdocs at a glance

Powering communications service providers to deliver amazing customer experiences

~28,000 employees globally

~90 countries

~400 communications service provider customers

100+ partner innovation ecosystem

Record revenue of $5.00 billion*

Industry-leading portfolio of generative AI-empowered products and services

Strategic focus on key service provider business imperatives: accelerate the journey to the cloud, simplify and accelerate adoption of generative AI and data services, digitalize customer experience for consumer and B2B segments, monetize next-generation network investments and streamline and automate complex network ecosystems

Relatively resilient business model with recurring revenue streams and strong business visibility

* For the financial year 2024.

Who are we?

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 enterprise customers. Our 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.

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.

Global delivery, development and support centers

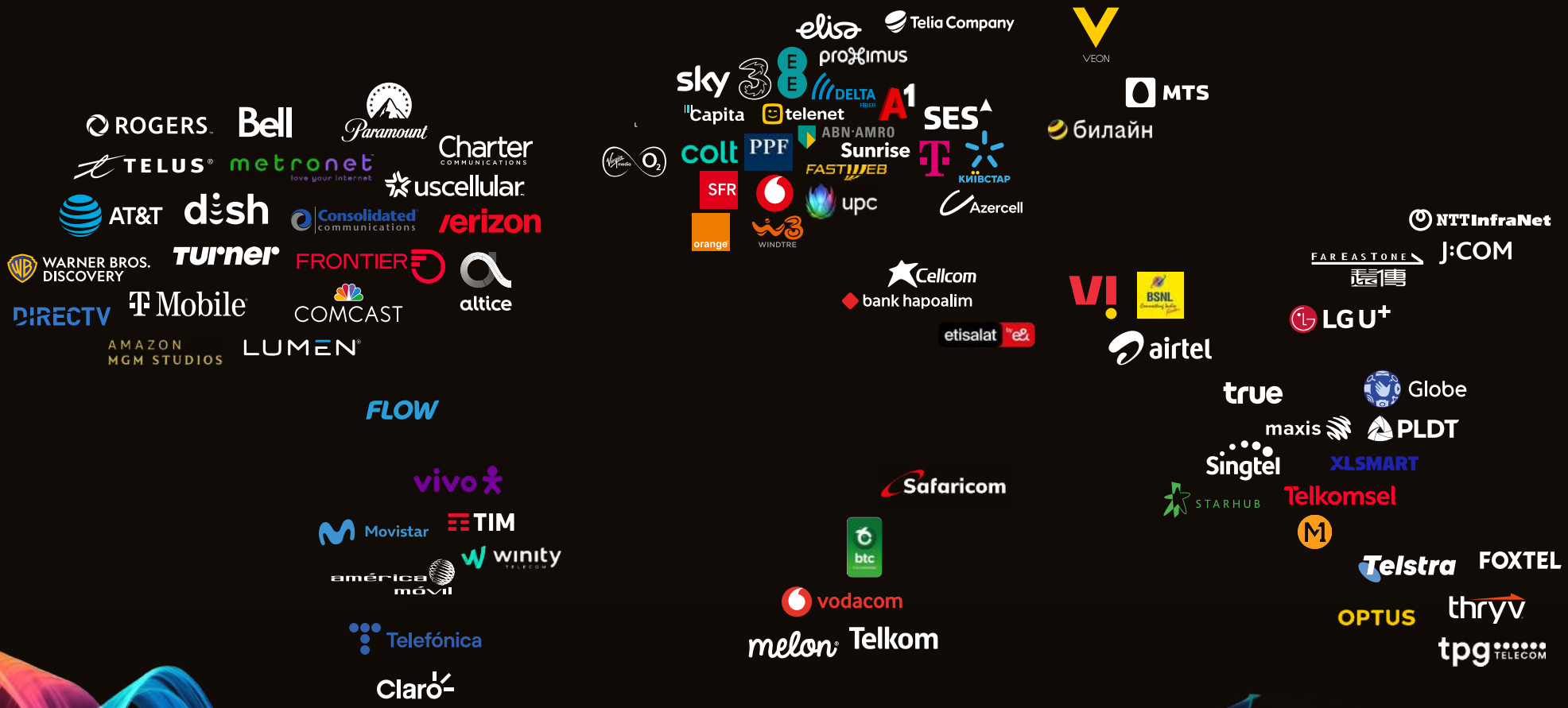
Dozens of customer-facing sites and key competency centers

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

Select customers



ESG Highlights



~28,000 employees in **90** countries worldwide

Reviewing and measuring **equal pay** worldwide

10 employee networking groups globally

Focused programs fostering opportunity and **inclusive workplace for all communities**

49.7%

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

Employee Share Purchase Plan (ESPP)

Vacation without Limits

Hybrid work model



Back to the office

Wellbeing Topic Specific Campaigns

YOUR HEALTH MATTERS

YOUR HEALTH MATTERS

91%

of our employees participated in **learning and development programs**

78% of all employees successfully reached specialized learning modules integrating AI

Career hub, an AI-driven system for career development

100% participation of employees and successful completed the business conduct campaign (BCC)



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

Community Engagement Campaigns

- Environmental Week
- Acts of Amazing
- Blossom Marathon
- Joy of Giving
- YesWeGen

Acts of Amazing campaign:

200
Social action events

9,000+
Hours of volunteering

70,000
Beneficiaries

Digital Inclusion in focus

2 new Tech for Good projects

8 Tech-Labs with: laptops, equipment, and furniture donated

73.4% of total electricity consumption from renewable scources

85% of the car fleet are hybrids / plug-in / electric

Surpassed the target of 80% by FY25

Carbon Neutral

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

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

Successfully reached and exceeded **Science Based Targets for FY2024:**

- Target **21%** reduction of **Scopes 1 & 2** CO_{2e} emissions since FY2019
  Reached actual reduction of 49%
- Target **13%** reduction of **Scope 3** CO_{2e} emissions since FY2019
  Reached actual reduction of 50%

Our offerings

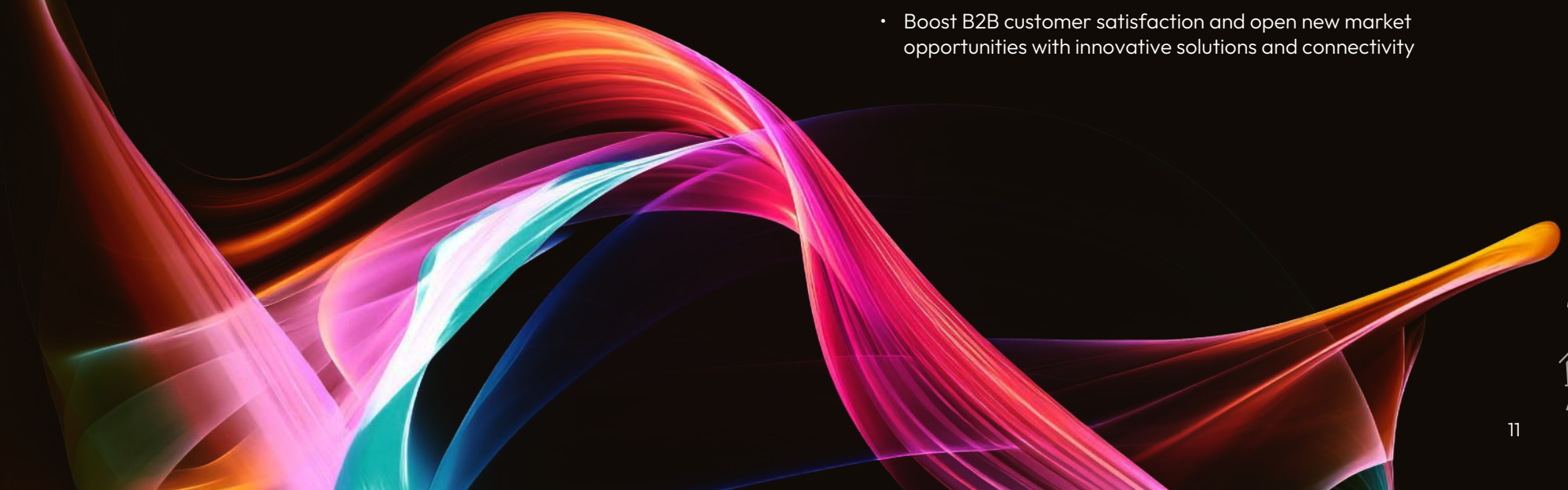
Our offerings integrate products and services powered by cutting-edge technologies such as AI, generative AI (GenAI), DevOps, microservices, and cloud. They are used by service providers in the telecommunications industry as well as other industries, such as utilities and financial services.

Over the past year, Amdocs invested heavily in embedding GenAI capabilities within our products, over our customers' IT and network stacks, and internally throughout the organization.

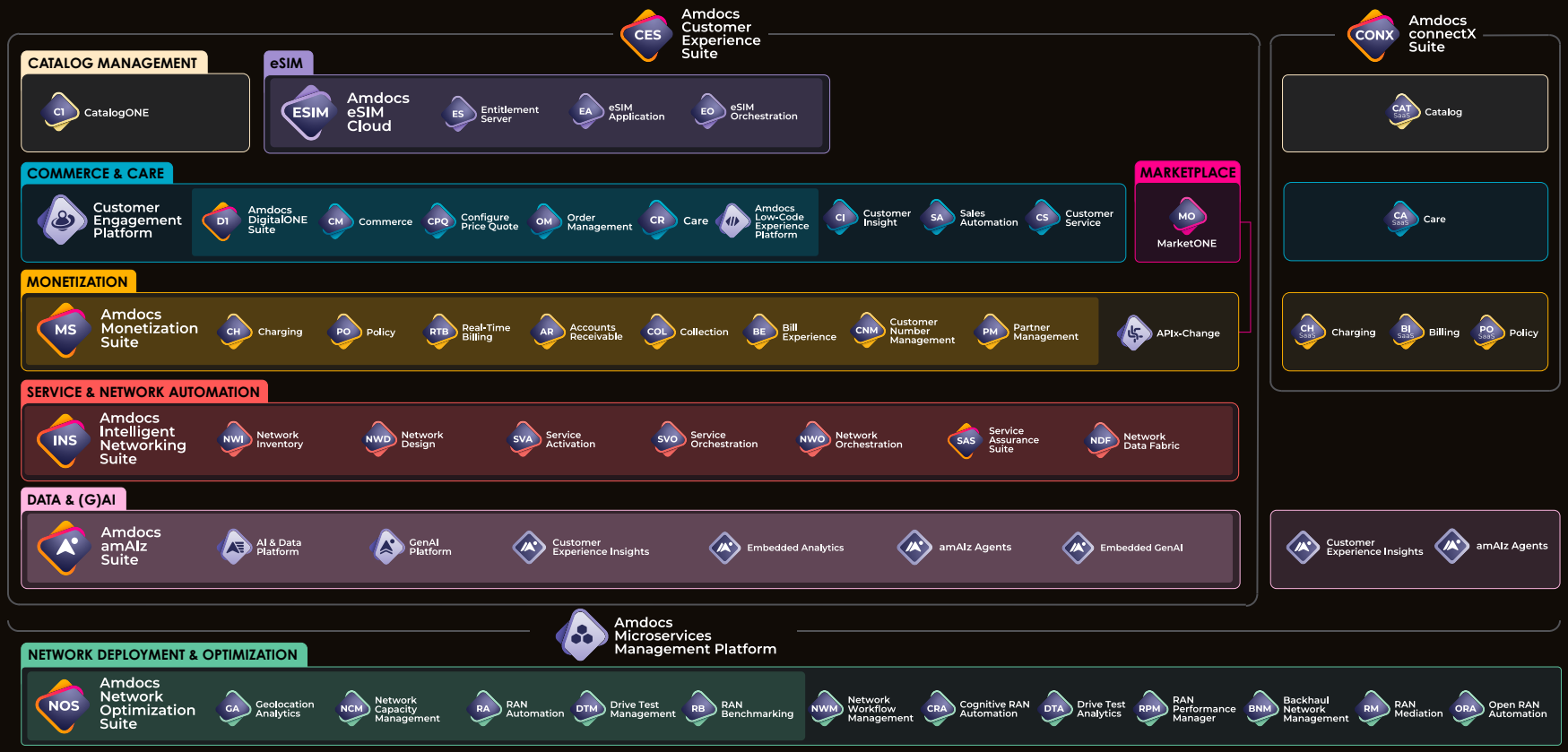
We also introduced the Amdocs amAIz suite to lead the communication industry towards the agentic AI era. amAIz is a modular suite of practical Data & AI platforms and applications, including out-of-the-box telco agents and embedded copilot capabilities, enabling service providers to improve customer experience and efficiency, increase productivity, and shorten time to market.

Our portfolio enables service providers to:

- Create and deliver exceptional, proactive, digital experiences employing AI and GenAI domain-specific agents supporting all across users with more intuitive, efficient, agile and adaptable technology
- Streamline network rollout, significantly reducing costs and unlocking new revenue streams through advanced service automation
- Deploy, operate, and monetize next-gen network technologies (5G, APIs, Satellite, etc.) with groundbreaking strategies
- Accelerate and optimize cloud adoption deployment for enhanced value, efficiency, and resilience
- Harness network ontology and digital twins to unlock the full potential of AI to accelerate the journey toward Level 4/5 autonomous networks
- Boost B2B customer satisfaction and open new market opportunities with innovative solutions and connectivity



Network to Experience Product Portfolio



Services Portfolio



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.

Awards and recognitions

Amdocs India awarded for the "Best Recruitment Strategy"

Certified as Great Place to Work® in Mexico, Brazil, Philippines, Cyprus

Amdocs India awarded by ETNow as Best Workplace to work 2025

Amdocs has been awarded with 6 prizes in various categories for HR programs in HR Excellence Competition 2024

Amdocs certified as a Most Loved Workplace in the US

Ranked 1st in LinkedIn Top 15 best workplaces to grow your career, Israel

Amdocs Cyprus was certified as Best Workplace for Women

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

Most Preferred Workplaces in India IT & ITES sector

Amdocs India included in "Most Preferred Workplace for Women 2024-2025"

Amdocs Israel received Platinum+ ranking for 2024 in Maala ESG Index

Awarded with the "Excellence in Innovation for People & Planet" in 2025 Claro Argentina + Amdocs' innovative AI-driven energy-efficiency approach which significantly improves network and operational performance

Amdocs CYPRUS included in list of "Fortune 100 Best Companies to Work For Europe" in 2024

ESG performance statement

Included in Dow Jones Best-in-Class North America Index for the sixth consecutive year

MORNINGSTAR | SUSTAINALYTICS

Received a Top Industry rating

CDP
DISCLOSURE INSIGHT ACTION

Received B rating for our GHG emissions management by Disclosure Insight Action

Rated B on CDP's Supplier Engagement Leaderboard



Amdocs included in S&P Sustainability Yearbook



Received a BRONZE Rating from EcoVadis



Classified "Prime" according to the ISS ESG Corporate Rating methodology

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 inclusion**, and are committed to leveling the playing field inside and outside Amdocs
- We strive to be **a leader in sustainability**, working through reducing our industry's environmental footprint through our advanced operations & technologies
- We aim to 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

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 briefly about our contribution to each SDG.

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



SDG 2: Zero Hunger

Inefficient practices and food wastage have resulted in significant inequities in global resource distribution. We believe that these challenges can be effectively addressed through the integration of digital solutions. As a technological leader, Amdocs in collaboration with partners strives to develop innovative approaches to serve the needs of our communities, tackle food insecurity and waste, and contribute to sustainable agriculture.

For example, we played a key role in a groundbreaking agritech collaboration among 5G Open Innovation Lab partners, enabling growers to increase productivity and adopt sustainable agricultural practices through drone-to-cloud data-gathering and analysis. Furthermore, as part of our "Tech for Good" program, we developed a community marketplace application in the Philippines that creates a digitalized supply and demand ecosystem, helping farmers and cooperatives produce and sell food more effectively while allowing consumers to access better-priced food.



SDG 3: Good Health and Wellbeing

Aligned with our commitment to Good Health and Wellbeing, Amdocs prioritizes our employees' physical and mental health. We actively raise awareness of health issues, promote healthy lifestyles, and make medical and mental health services accessible to all our employees. This is achieved through comprehensive health insurance, including private health insurance where necessary, medical check-ups and our Employee Assistance Program (EAP), which provides confidential support. We also offer financial wellbeing resources through educational sessions and planning tools. To further support mental health, we encourage positive daily interactions, training, and team activities, fostering a supportive and healthy work environment.

In what has become an annual tradition at Amdocs, we conduct several health awareness campaigns throughout the year. During Mental Health Month, Breast Cancer Awareness Month and International Yoga day, we conducted global and local sessions on topics such as mental resilience and self-awareness, virtual or in-person presentations with experts and survivors sharing their stories or activities that promote relaxation and peer-to peer interaction.

In addition, we support health and wellbeing initiatives in our communities, and we strive to achieve positive impact through our collaborations and technology. In partnership with Intel and the National Cancer Society Malaysia, Amdocs developed the "Housepital" initiative, deploying private 5G networks and GenAI-powered telemedicine to underserved communities. Leveraging the Medpod MobileDoc platform, patients in rural areas receive real-time specialist care, including advanced diagnostics and vital sign monitoring, all from home. This work reduces the need for travel and hospital visits, supports early cancer detection, and empowers patients through education and accessible technology.



SDG 4: Quality Education

As part of our overall people-centric approach, we place high significance on learning programs and development. As such, we apply continuous efforts and improvements, and strive to provide the best quality of educational opportunities to our employees. Sustainable development topics are incorporated into various sessions to increase awareness, integrate these matters into our employees' thinking, and encourage their participation in Amdocs' sustainability strategy.

At the same time, Amdocs seeks to 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 and as such, various partnerships have been established with partners to enhance the efforts for positive impact in the communities. While implementing numerous educational initiatives, we work 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

We strive to achieve an inclusive environment through our practices and policies, for our workplace and our communities.

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



SDG 8: Decent Work and Economic Growth

Following our people-centric approach, at Amdocs we seek to provide our employees with opportunities for growth and development, but at the same time we strive to positively affect our supply chain and communities in which we live and work.

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 and assist in their implementation. Amdocs strives to develop the skills and knowledge of all and offer them the possibility of full and productive employment and decent work.

Our future employability projects include mentorship programs that cover STEAM topics in the domains of digital literacy, technology programs, generative AI and more.



SDG 9: Industry, Innovation and Infrastructure

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

Amdocs is leading digital infrastructure transformation through strategic cloud migration projects. An example of these efforts and collaborations is the collaboration with Vodafone Italy and Google Cloud, Amdocs transitioned Vodafone's entire data ecosystem to the cloud, achieving up to a 45% reduction in data warehouse costs and driving major improvements in operational efficiency and emissions reduction. Similarly, our partnership with AT&T resulted in the retirement of 15 data centers across the U.S. substantially shrinking carbon and resource footprints. We also drive innovation in network design, sustainability, and efficiency through solutions like O-RAN automation and autonomous drone-based site audits, helping our clients achieve scalable, future-ready, and environmentally responsible infrastructures.



SDG 10: Reduced Inequalities

At Amdocs we seek to achieve an inclusive world for all.

Through our policies for our workplace and our vendors in the supply chain, we strive to implement practices and programs that will provide opportunities and access for all.

Furthermore, we recognize that true digital inclusion means ensuring connectivity, accessibility, and opportunity for all. Digital accessibility is supporting other industries to assist in the efforts for reduction of inequalities as well. Our products, purpose-built to extend digital access to underserved and remote populations. Notably, Amdocs has helped broadband providers deliver equitable fiber networks as part of the U.S. BEAD program, while our digital offerings enable easier, more affordable mobile connectivity for diverse demographics worldwide. These initiatives advance our core mission to reduce digital inequalities and foster inclusion in an increasingly connected society.

Amdocs also fights inequality through our extensive number of digital-inclusion projects, where we work to make technology relevant and accessible to everyone. We strive to contribute to building an inclusive digital society where no one is left behind.



SDG 11: Sustainable Cities and Communities

Amdocs strives to lead by example with sustainable operations in our own facilities, including LEED Platinum and Gold certified campuses in Gurgaon, India and Ra'anana, Israel. These modern office spaces are powered by renewable energy, incorporate energy and water conservation features, provide robust green transportation options (bike parking, EV charging, shuttles), and are constructed with environmentally friendly materials.

Moreover, Amdocs software solutions power digital business systems for cities, supporting urban sustainability and better environmental management, including helping city authorities reduce traffic-related emissions and promoting green mobility.

As an example, Amdocs software solutions and products support the provision of key digital business systems and automation technology, enabling 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. 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.

Internally, we also strive to maintain responsible consumption within our own operations and activities, through recycling practices, energy management systems and other practices aiming for responsible consumption and production.



SDG 13: Climate Action

We want our people to enjoy a safe and healthy environment, and we support climate action in our operations, our product portfolio, and in our community projects. We undertake many environmental and climate action-related projects 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. From the perspective of community projects, various initiatives by our Green Teams strive to increase awareness and knowledge about climate actions among both our employees and the communities with which we work.

An example of a collaboration with our customers is the case that Amdocs has partnered with Claro Argentina to optimize network operations and reduce energy use with advanced AI-powered analytics. Through this collaboration, we were able to identify and remove redundant network equipment, resulting in an impressive 35% reduction in energy consumption by baseband units, all while maintaining high standards of network performance. This work not only significantly reduced carbon dioxide emissions but also delivered over $2 million in capital expenditure savings, clearly demonstrating the real-world environmental and economic benefits of digital innovation in the telecommunications sector.



SDG 16: Peace, Justice and Strong Institutions

We are dedicated to promoting peaceful and inclusive societies for sustainable development, providing access to justice for all, and building effective, accountable, and inclusive institutions. Our corporate governance encompasses a comprehensive approach, covering the allocation of duties and responsibilities throughout the company, management systems, and corporate policies. We have established a range of policies and statements aimed at cultivating a corruption-free and bribery-free working environment, ensuring the protection of human rights, and demonstrating a robust commitment to justice.



SDG 17: Partnership for the Goals

At Amdocs, our entire model is based on partnerships with both 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 contribute to all SDGs and create significant impact.

Partnership is at the heart of Amdocs' sustainability impact. We join forces with global technology leaders such as Microsoft, Google Cloud, AWS, and NVIDIA to deliver cutting-edge solutions for our customers and accelerate sustainability progress. These collaborations drive meaningful advances in digital inclusion, cloud transformation, network optimization, carbon reduction, and AI-driven innovation

1.3. Amdocs' ESG/CSR global governance structure



1.4. Stakeholder engagement

Amdocs is dedicated to putting people first, placing the interests of our stakeholders at the heart of all our activities. Our key stakeholders encompass employees, community members, customers, business partners, suppliers, shareholders, NGOs, and community allies, public-sector entities, and academic institutions in the areas we operate. Engaging with our stakeholders is pivotal to our ESG and CSR initiatives, ensuring they remain a crucial part of our operational procedures.

We view stakeholder engagement as a reciprocal relationship: we gain insights into the needs of our stakeholders, while they gain an understanding of our key focuses and objectives. This mutual understanding and trust not only fortifies our company but also enhances our ability to navigate non-financial risks more effectively.

Stakeholder	Engagement Approach/Method	Main Sustainability Topics
Employees	• Employee Engagement Surveys • ESG Materiality Process • Continual engagement with Human Resource People Partners • Regular management town halls • Monthly Vlog by Head of People • Policies and procedures • iCOMMs – weekly company-wide communication (The MondayMail) • Amdocs Central (intranet portal) • Business Conduct Campaign training • Community / environmental volunteering programs	Labor relations and compliance Human capital development Talent attraction and retention Ethics and integrity Inclusion
Investors	• Investor Relations unit • Amdocs.com • Annual financial reports • ESG Investors webinar • Annual financial webinar • Investor business update sessions • Quarterly earnings calls • Investors' ESG RFIs • Annual ESG & CSR reports	Climate change and GHG emissions Corporate governance Inclusion Energy management Labor relations and compliance Talent attraction and retention, risk management

Stakeholder	Engagement Approach/Method	Main Sustainability Topics
Customers	• Continual communication with Sales and Services units • Amdocs.com • ESG Materiality Process • Annual customer satisfaction survey • Customers' ESG RFIs and RFPs • Annual ESG & CSR reports • CSR initiatives implemented in partnership with customers • Collaboration on innovation projects	Product value and quality Ethics and integrity Climate change and GHG emissions Energy management Digital inclusion Legal and regulatory management Inclusion Emergency and occupational health and safety
Supply Chain (Vendors)	• Continual communication with procurement teams and relevant teams receiving services/products • Amdocs.com • ESG Materiality Process • EcoVadis platform • Policies and procedures (Supplier Code of Conduct) • Annual ESG and CSR reports	Responsible supply chain Risk management
Communities/ Public	• Annual ESG and CSR reports • Social media • Collaboration with NGOs • Communication with CSR community leaders • Communication with CSR core team	Community engagement and impact Inclusion
Sector Associations and Standards	• Annual reports • Participation in studies/surveys • Participation of Amdocs employees in committees • Participation in events and forums	Digital inclusion Ethics 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 of 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[1]. 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. Our materiality assessment is reviewed annually.

The Three-Step Determination Process

Our materiality assessment was reviewed in FY2024 to determine our long term ESG strategy and focus areas. Our Materiality Analysis is reviewed annually. The process followed three key steps:

1. Evaluation of Topics

We regularly evaluate the list of ESG topics and their impact on Amdocs' business operations and our stakeholders 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 and customer surveys
- Media analysis and corporate events
- Benchmarks and sector analysis
- Employee Engagement Surveys
- National and International Legislations & Regulations
- Amdocs' strategy and corporate values
- Issues raised on the ethical hotline
- Customer' ESG requests

2. Identification of Issues

Based on the findings of the materiality assessment, 20 issues were identified and categorized into four groups: Environment, Social, Governance, and Creating Sustainable Value. These issues were evaluated based on their respective impacts on the company, internal and external stakeholders, and their broader contributions to sustainability.

3. Prioritization and Alignment

From the two dimensions of materiality – impact on the environment and society, and impact on Amdocs – we consider those nine issues that received consistent priority from our stakeholders as material. This analysis ensures that Amdocs' sustainability strategy and focus areas are positioned according to stakeholders' expectations. The identified issues are presented in alphabetical order, with the material topics illustrated in bold on the following page.

1. Our use of the terms "material," "materiality" and other similar terms in this context refers to topics that reflect our significant economic, social and environmental impacts or that substantially influence the assessments and decisions of a diverse set of stakeholders. We are not using these terms as they are used under the securities or other laws of the United States or any other jurisdiction, or as these terms are used in the context of financial statements and financial reporting.

Results

Environment	Social	Governance	Creating sustainable value
Climate change and GHG emissions	Community impact and engagement	**Business ethics and compliance**	Customer experience and satisfaction
Energy management	**Inclusion**	Bribery and corruption	**Digital inclusion**
Waste management	Employee health, safety and wellbeing	Competitive behavior	**Product sustainability and accessibility**
	Human rights	Corporate governance	Responsible supply chain
	Labor relations and compliance	**Data privacy and cybersecurity**	
	Talent attraction, retention and development	Public policy and advocacy	
		Risk management	

Issues	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
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 Cybersecurity																X	
Digital Inclusion	X	X		X				X	X	X	X	X	X				X
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 striving to provide a people-centric work environment.

At Amdocs, our employees are central to every aspect of our operations. Our people-centric approach prioritizes a nurturing and welcoming atmosphere that empowers our team members to excel. We focus on developing leadership skills, embracing an inclusive workplace, fostering the wellbeing of our employees, and boosting their career development and sense of fulfillment.

Over the last few years, we increased our investment in leadership capabilities at all levels, and introduced flexibility as a cornerstone of our wellbeing philosophy by launching the 'Vacation without Limits' policy as well as formalizing our hybrid work model. In addition, we have accelerated all career growth engines, focusing on reskilling and upskilling programs and internal mobility, and introduced the ESPP (Employee Share Purchase Plan) to enhance employee-connection to company success and to promote a sense of purpose.

With the growing adoption of GenAI, we are also enriching the employee experience by leveraging our amAIz framework and we developed a 'PeopleGPT', the PING application for employee inquiries. While historically, employees needed to locate policies, guidelines, or articles across a variety of internal portals and platforms, this new platform will allow employees to ask organization and policy-related questions in natural language.

Transformation Journey

Employer Brand

Our Employer Brand and Employee Experience strategy are pivotal in retaining our invaluable talent and attracting the finest individuals to Amdocs.

Since the launch of our Employer Brand, we've continued to evolve how we bring it to life across the employee experience. Grounded in insights from our people, it reflects what makes Amdocs a unique and rewarding place to work. This ongoing journey is anchored in four core pillars that shape how our brand comes to life every day:



Be a part of an organization that connects billions of people worldwide, helping advance society, and creating a more inclusive and connected world.



Constantly reinvent yourself and follow your passions. We are committed to creating an environment in which you can thrive, explore new options, and advance your career.



We are committed to flexibility – in how you learn, how you develop yourself, how and when you take time off to recharge, and how you balance your work and life.



Together, we are stronger: Regardless of who you are or where you come from, you belong here. We are dedicated not only to achieving our goals but also to supporting one another every step of the way.

Employee Experience

Our Vision
Create an amazing Amdocs experience for all of our people, no matter who or where they are.

Digital Experience and Automation: Enjoying top-notch digital experience with a human touch feeling allowing seamless and easy navigation.

Operational Excellence: Systematic implementation of principles and tools designed to enhance organizational performance and create a culture focused on continuous improvement.



People Centricity: Being heard, seen, connected & supported everywhere and creating sense of belonging.

Enhanced Employee Experience: Seamless and consistent support across the employee journey.

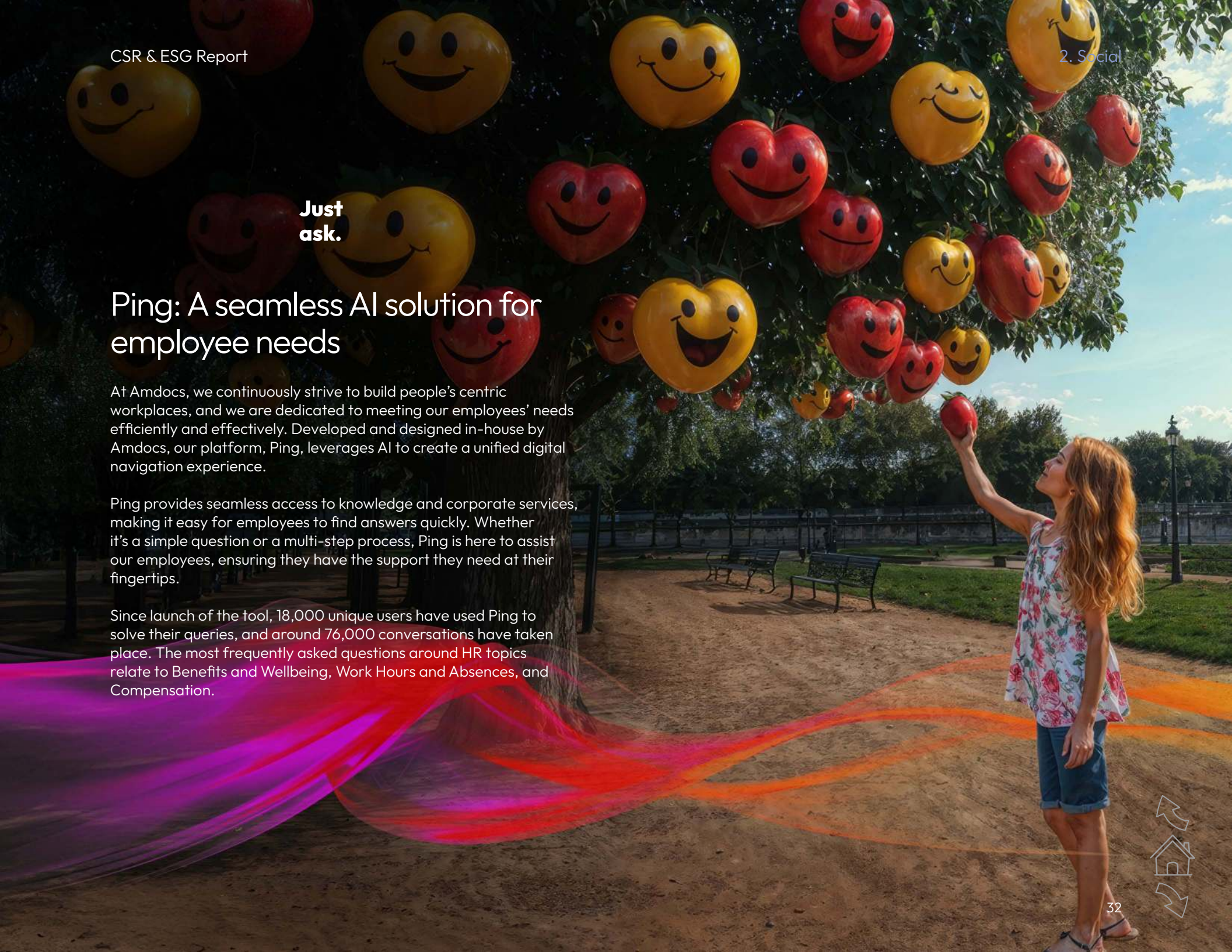
HR4U is our ongoing commitment to enhancing employee experience and bolstering our business operations to provide timely and reliable access to HR services for our global workforce.

Utilizing advanced technologies and AI, we have enhanced operational efficiency and prepared for the future of work. Our goal is to revolutionize HR services, ensuring global efficiency and delivering innovative solutions that elevate service delivery and employee experience.

In FY2024, we launched the Amdocs HR4U portal, a centralized service platform designed to offer accessible content and support to every employee. Since then, the portal has had more than 26,500 unique visitors and more than 10,000 employee queries.

HR4U Support Key Highlights:

- Employee Stock Purchase Plan (ESPP)
- Performance Management Program (PMP)
- One Compensation Cycle
- Global Hybrid Work Policy
- Unlimited Vacation Policy
- Wellbeing Activities



Ping: A seamless AI solution for employee needs

At Amdocs, we continuously strive to build people's centric workplaces, and we are dedicated to meeting our employees' needs efficiently and effectively. Developed and designed in-house by Amdocs, our platform, Ping, leverages AI to create a unified digital navigation experience.

Ping provides seamless access to knowledge and corporate services, making it easy for employees to find answers quickly. Whether it's a simple question or a multi-step process, Ping is here to assist our employees, ensuring they have the support they need at their fingertips.

Since launch of the tool, 18,000 unique users have used Ping to solve their queries, and around 76,000 conversations have taken place. The most frequently asked questions around HR topics relate to Benefits and Wellbeing, Work Hours and Absences, and Compensation.

2.1. Inclusivity



2.1.1. Our approach

We take pride in our globally diverse workplace, a powerful mix of talents that underscores the importance of inclusion as a pillar of our success.

We are a PEOPLE CENTRIC company; we take care of our people. This makes us a place that brings out the best of our employees.

We advocate for a culture of respect and equality, believing that empowering our employees to express their authentic selves is essential for fostering collaboration, creativity, and teamwork. This openness is vital for their wellbeing and plays a pivotal role in our achievements.

At Amdocs, inclusion is integral to creating a workplace where all employees feel safe and empowered. We believe psychological safety fosters collaboration, drives innovation, and leads to business success.

CONNECT WITH PEOPLE

Together, we are stronger: Regardless of who you are or where you come from, you belong here. We are dedicated not only to achieving our goals but also to supporting one another every step of the way.

Amdocs is dedicated to creating equal opportunities both within and beyond our organization. As an equal-opportunity employer, we are committed to recruiting, developing, and retaining the most talented individuals from a varied pool of candidates. We view this not just as a critical business strategy but also as a commitment to human dignity and progress.

Our comprehensive approach to increasing inclusion at Amdocs is based on important aspects that all intertwine to ensure our success:

- **Representation:** We are continuously working to enhance representation of experiences and backgrounds by expanding our hiring practices and increasing visibility in our communications and content. We also engage our communities through various initiatives to foster a more inclusive environment
- **Inclusion and Belonging:** We are consistently advancing our inclusion practices and the education of our managers. This includes launching more awareness campaigns and expanding our Employee Networking Groups (ENGs) to create a sense of belonging and support for all employees. We use a holistic approach, closely aligning and integrating CSR and Wellbeing with our strategy design and implementation

And this approach can be seen through multi-layered strives to foster an inclusive workplace:

Leadership commitment and **champions**

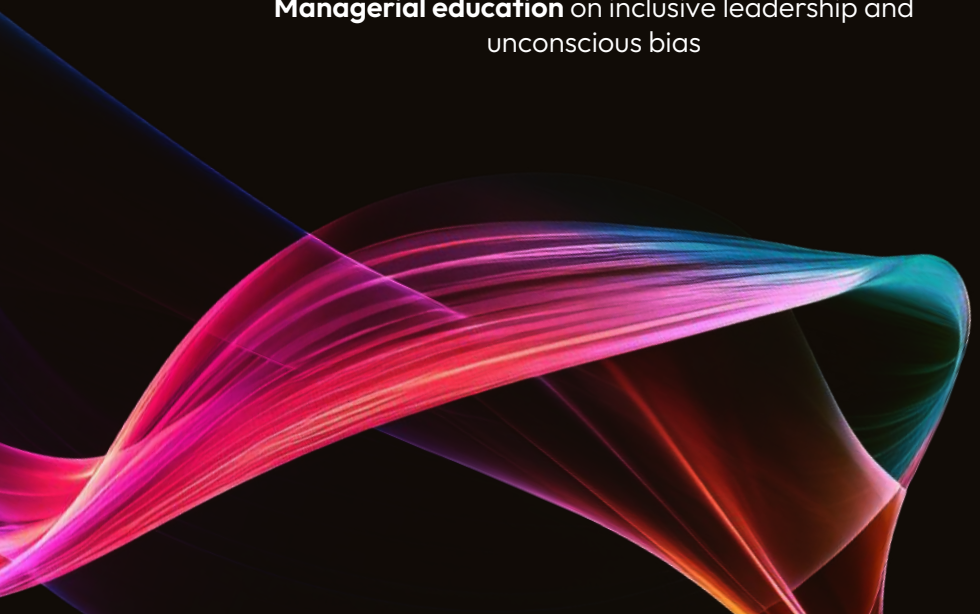
Measurements Transparency – making it visible

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

Recruiting according to candidates' skill and experience only

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

Managerial education on inclusive leadership and unconscious bias



At Amdocs we foster an inclusive workplace by embedding opportunities for all into our recruitment processes, using bias-reducing tools and partnerships. For our commitment and policy, please read 5.7.3. Commitment to diversity, inclusion and non-discrimination.

In addition to its ongoing internal initiatives, Amdocs strategically aligns its programs with community engagement and corporate social responsibility (CSR) efforts. This integrated approach ensures that the commitment to fostering an inclusive workplace is reflected in broader support for the communities where Amdocs operates. For detailed information on our CSR activities and their impact on society, please consult section B. Our Communities of this chapter.

2.1.2. Executive sponsorships

Our executive management is fully committed to fostering an inclusive culture at Amdocs.

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 with all employees on relevant occasions.

We have regular discussions dedicated to topics in relation to our efforts on inclusivity matters with our Amdocs Executive Management, Corporate Committee and our Board of Directors.

2.1.3. Managerial education on inclusive leadership and unconscious bias

Our efforts towards an inclusive workplace is also reflected in our investment in managerial education. We provide training for managers and team leaders, focusing on unconscious bias and practical inclusive strategies. In FY2024, this training was integrated into managerial courses globally and managers from the different units underwent inclusive leadership training. Additionally, we provide training focused on promoting fairness and eliminating bias in recruitment processes.

Furthermore, since FY2023, we introduced an annual mandatory learning module on unconscious bias for all employees. Read more in section 5.10. Business conduct campaign training.

2.1.4. Programs

Amdocs' commitment to fostering opportunities for all and inclusion has involved initiatives that support talent development both internally and externally.

A. Talent acquisition:

Talent Magnet and W-Connect (India)

This thought leadership series fosters innovation and opportunity by engaging talent in discussions about emerging technologies.

These sessions nurture professional growth, enhance brand visibility, and contribute to the tech industry's evolution.

Internship Program (CALA, Israel, India)

Our internship initiatives support early-career professionals in technical roles. These participants will eventually be eligible to join Amdocs, with current employees mentoring them. The initiative exposes participants to technical activities, supports them in decision-making, and provides role models, following the principle "you cannot be what you do not see".

Relaunch Your Career with Amdocs (U.S.)

Recognizing that varied life experiences enhance R&D, team collaboration, understanding, and innovation, the "Relaunch Your Career with Amdocs" program supports mid-career professionals rejoining the workforce after a break. It offers full-time, direct-hire opportunities with supportive hiring managers and additional training to improve technical and professional skills.

Lotus Hub (Israel)

Amdocs is proud to partner with Lotus Hub to promote Druze employees in tech. Lotus Hub addresses traditional challenges, offering Female members of the Druze community full-stack development training and employment within the villages in which they live. This initiative enables participants to join the Israeli tech industry without leaving home. Amdocs was one of the first employers to support and hire from the initial cohort.

Talent Acquisition Campaigns (Cyprus)

In FY2024, in Cyprus, our Talent Acquisition team implemented hands-on training and launched campaigns to encourage employee referrals of talent.

B. Employee development

The W-Factor (India)

This initiative involves a contest among various Amdocs units, focusing on key talent development metrics such as hiring and promotion rates. Quarterly leadership discussions are held where leaders review data from all units and share best practices and success stories. Each unit is supported by their India partner to develop interventions tailored to their specific needs and opportunities. At the end of the year, an award ceremony recognizes winners in each contest category, along with a rotating trophy for the unit with the overall best performance.

WCT Canada Partnership (Canada)

Amdocs Canada partnered with Women in Communications and Technology (WCT) to establish a focused development program for women across Amdocs Canada. This partnership, a steppingstone for the "Boundless – Amdocs Women Community," involved 45 participants in enriching sessions on self-branding, critical thinking, executive presence, and tech-savvy career advancement. Additionally, 8 top-performing women participated in career accelerator programs like Pinnacle, Opening Doors, Change Agents, and the PODS mentorship program, providing tailored development at every career stage.

C. Community Impact on inclusive matters

Through a mix of targeted programs, and collaborations with NGOs, and through this approach, we strive to contribute positively to this topic. For more about our initiatives, read section 2.8 Promoting inclusion in STEAM.



2.1.5. International Women's Day Campaign 2025

In March 2025, Amdocs celebrated International Women's Day through a series of impactful, global initiatives under the theme **ImaGEN It, Achieve It**. Our focus was on inspiring women and future leaders to visualize bold dreams using generative AI tools and take actionable steps toward achieving them.

Internal Workshops: Led by female leaders at Amdocs, these sessions focused on promoting inclusivity in technology, building confidence to lead in AI-driven environments, and exploring how generative AI can be used as a tool to envision and achieve future career and personal goals.

Café Connect: This virtual series, led by women executive leaders, created a supported space for open discussions with the participants.

AI Art Competition: This art competition invited Amdocs' next generation of talented young artists from around the globe to explore the creative potential of generative AI.

GenAI Toolkit: Designed for children and NGOs, this toolkit incorporated a variety of educational materials and activities to introduce young students to GenAI, encouraging them to explore technology tools and careers in the future. Participants and volunteers both used the toolkit: participants gained access to our public site, while volunteers, through CSR initiatives, used the toolkit to offer sessions to children worldwide.

The sessions were available in multiple languages, including English, Spanish, Portuguese, Greek, Filipino, Hebrew, and Arabic. These sessions not only promoted GenAI as a transformative technology but also emphasized the importance of inclusivity within the field. By doing so, we aim to inspire and educate the next generation, fostering a more inclusive and equitable technological landscape.



2.1.6. Employee networking groups

At Amdocs, we recognize the increasing impact of Employee Networking Groups (ENGs) in providing support on our efforts to inclusivity. These groups foster a sense of belonging across our global workforce.

Our ENGs work on 3 levels:

- Planning activities for group members
- Creating education opportunities through campaigns and training
- Developing community engagement opportunities



An overview of our active Employee Networking Groups:

BPENG
Black Professionals Employee Networking Group

Nexos
Hispanic Professional Employee Networking Group

ConstellASIAN
Community of Asian employees in North America

Amdocs LGBTQ+ Network

Arab Employees' Community in Israel

SHEroes

Amdocs Women Network

Amdocs Israel's Caregivers' Community

Young Professionals' Community

Amdocs Hand-in-Hand
Parents of children with disabilities

During FY2024, a training program was contacted for community leaders. Each ENG leader was required to develop an annual plan. These plans were presented to the regional professional cabinets and executive sponsors for each topic. The work plans reflect a wealth of professional knowledge in our colleagues' work, the community building and collaboration with partners.











2.1.7. Pay equity

Action Plan

We have been engaged in reviewing and measuring equal pay across 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
- Monitor compensation dashboards
- Gender pay equity guidelines in all C&B policies

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.

The pay equity report is being published for all countries, in compliance with local regulatory requirements.

2.1.8. Multicultural workplace

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

Amdocs strives to cultivate an inclusive workplace that offers equal opportunities and an empowering environment for individuals of all ethnic backgrounds. Across the Americas, we have the recognition of cultural milestones such as Martin Luther King Day, Black History Month, and Hispanic Heritage Month. These occasions are marked by educational programs, awareness campaigns, and active community engagement that promote understanding and connection.

In Israel, Amdocs implements programs and initiatives striving for an inclusive workplace for underrepresented minorities, such as members of the Arab community. These programs are designed to foster equal opportunity and integration, contributing to a more equitable workforce. At our Cyprus site, over 25 nationalities work together, in an environment with opportunities and activities for all.

By embracing a wide range of backgrounds across all regions, Amdocs continues to foster an atmosphere where every employee feels valued, empowered, and able to thrive.

2.1.9. People with disabilities

In today's interconnected world, technology serves as a powerful enabler of inclusivity and empowerment.

At Amdocs, we believe in harnessing technology to create positive change. Our dedication to fostering an inclusive environment and supporting individuals with disabilities is a continuous journey.

Amdocs has implemented a specially designed framework for people with disabilities encompassing the following main components:

- **Awareness:** To promote awareness, we conduct regional sessions and special training for managers throughout the year. Additionally, each year, we mark the International Day for Persons with Disabilities with a global awareness campaign that includes internal sessions, a range of internal events and activities aiming to raise awareness and strengthen employee engagement around accessibility and inclusion
- **Talent Management:** We collaborate with specific NGOs focused on inclusiveness practices of people with disabilities in specific locations
- **Community Impact:** Digital solutions have the potential to eliminate barriers and create significant opportunities for inclusiveness. Through our Corporate Social Responsibility activities and Tech for Good program, we continue to develop innovative initiatives and applications designed to address specific needs and empower individuals with disabilities. Find more in 2.7. Digital inclusion CSR initiatives

We also understand the importance of providing people with disabilities with a platform for their voices to be heard and for their experiences to shape our approach to inclusivity. Encouraging employees to participate is vital to shaping a more inclusive workplace. Whether they have a disability or wish to contribute as an ally, their presence and input are highly valued.

We formed a **People with Disabilities Community**, a platform designed to create a supportive space for sharing experiences, insights, and knowledge, and shape our inclusive initiatives. It is an effort to unite in action and build a community where everyone feels empowered and celebrated.

Furthermore, in Israel, we have implemented several initiatives that have significantly contributed to creating a more diverse and inclusive workforce:

1. **Parental support ENG:** For the third year, we hosted an Employee Networking Group (ENG) for parents of children with disabilities, our Hand in Hand Community. This initiative involved about 30 employees who participated in a unique workshop designed to provide them with tools to enhance their well-being, foster a sense of community, and facilitate the sharing of knowledge and experiences.
2. **Community volunteering:** Our teams engage in volunteering activities at Kfar Idud, a village in Israel for residents with disabilities. This setting offers an excellent opportunity for team-building exercises. Kfar Idud provides various employment options for its residents, including sheltered employment. Our volunteers contribute by assisting in tasks like product packaging or working in the plant nursery alongside the residents. Additionally, we support the village economically by purchasing plants from their nursery for our employees. In Cyprus, for over 15 years we have been supporting the Theodokos Foundation, a safe place for people with mental disabilities. Thanks to Amdocs' efforts and support, the foundation's facilities have been significantly improved to a widely accepted standard. From providing furniture and clothing to painting the walls, we have helped enhance the environment for the residents.
3. **Tech4all Recruitment Program:** The Tech4All program is a groundbreaking initiative aimed at integrating people with disabilities into the high-tech industry, in collaboration with the Innovation Authority. This program is designed to remove entry barriers to the tech sector for individuals with disabilities by providing them with knowledge and work experience. It is an innovative and pioneering program in Israel, offering participants hands-on experience working within technological teams at Amdocs.

   The inaugural cohort in 2023 welcomed 23 participants into the six-month program. Our second cohort in 2024 had 19 participants, 16 of whom were successfully hired at Amdocs.



2.1.10. LGBTQ+ inclusion

Our LGBTQ+ inclusion global framework was developed in collaboration with LGBTQ+ employees worldwide. It includes:

- Networking groups for LGBTQ+ employees and allies by region
- Regional training for HR professionals and managers on LGBTQ+ inclusion
- Reviewing vendor policies for employee benefits to ensure inclusiveness
- Developing community impact and volunteering channels with LGBTQ+ organizations
- Implementing a gender-neutral parental leave policy that also covers adoption and surrogacy

Pride Month at Amdocs center around inclusion, a principle deeply embedded in our corporate ethos. This is demonstrated through our support of LGBTQ+ NGOs, conducting inclusion training sessions for managers and HR, and offering platforms for our LGBTQ+ employees to unite and effect change within our company and in society at large.

During Amdocs' Pride Month 2024, global LGBTQ+ inclusion sessions engaged over 3,000 employees, with local CSR teams organizing community impact activities. The LGBTQ+ ENG communities helped plan and execute the campaign and events. An internal Pride talk show was held again this year, and employees participated in pride parades worldwide.





2.2. Employee engagement and wellbeing

Amdocs is committed to looking after our employees' wellbeing by investing in relationships that cultivate a healthy, respectful, and nurturing environment, offering flexibility, and foster teaming and 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. We also actively promote mental and physical health through a variety of programs and initiatives designed to help our people lead healthier lives.

Amdocs has expanded and adjusted our employee wellbeing program to fit the changing landscape in different parts of the world. 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 in each Amdocs region. Operating within the regional framework helps us build a model with more targeted offerings striving for an overall better employee wellbeing experience.



Global presence

As a global company with employees in approximately 90 countries, providing consistent employee wellbeing experience is crucial. Our global wellbeing team, supported by regional wellbeing managers in each Amdocs region, ensures we stay close to our employees' locations and operate within regional frameworks to maintain this consistency. This approach allows us to build targeted offerings, maximize resources, and enhance the overall employee wellbeing experience.

Additionally, as a unified global team, which enables us to have a comprehensive global view, we can create and implement global programs, such as the cross Peer-to-Peer Recognition Program, and conduct international days like Mental Health Month, Men's Health Awareness Month, Breast Cancer Awareness Month, and International Yoga Day. By fostering alignment between regions and leveraging best practices from various locations, we can ensure a consistent and high-quality wellbeing experience for all our employees.

Our approach to wellbeing

We understand wellbeing is fundamentally rooted in relationships, and our innovative framework identifies the crucial relationships in the workplace. This framework guides us in enhancing physical health, mental health, addressing burnout, and fostering a sense of team and belonging. We are committed to nurturing people-centric relationships to create a healthy, respectful, and supportive environment. By offering flexibility and promoting a culture of teamwork and inclusion, we are setting new standards in workplace wellbeing.

Amazing relationships foster exceptional wellbeing & employee experience

We have developed our strategy, taking into consideration 6 main wellbeing relationship streams. Within this framework, managers act as a catalyst, helping the company to foster a culture of care, connection, and accountability in employee wellbeing.

1. **Direct manager and employee:** Recognized as the most critical factor influencing an employee's wellbeing, managers directly impact employee development, satisfaction, appreciation and recognition, psychological safety, and sense of belonging. Our goal is to enhance the way managers interact with their employees. We have clearly defined the manager's role in supporting employee well-being and developed a set of tools to help managers succeed in this vital role. In FY2023, we began "Lead with Wellbeing" training for our managers, and this past year we introduced our innovative **'Wellbeing4U Managers' Portal**. This Portal is a one-stop-shop of resources designed to help managers promote team activities, encourage recognition, and support both the physical and mental health of their teams and themselves.

2. **Location and employee:** This connection highlights the cultural dimensions of our work environment, from local to global levels, and plays a crucial role in fostering a sense of belonging, pride, and identity. The presence of regional wellbeing managers supports this by ensuring that these aspects are taken into consideration as part of regional plans.

3. **Unit and employee:** This connection aligns employees with Amdocs' broader objectives, business success, and professional development. It promotes recognition and fosters a collective sense of purpose within the organization. Activities within the unit focus on creating a sense of belonging and pride, fostering teamwork, celebrating business successes, and recognizing individual and team achievements.

4. **Account and employee:** Providing a unique viewpoint within Amdocs' structure, this connection is for employees from different business units whose main organizational affiliation is the customer account, such as AT&T, T-Mobile, and Vodafone, to which they are assigned. This relationship offers unique insights into well-being initiatives at the account level.

5. **Peers and employee:** Essential for creating a supportive workplace, this interaction enhances interpersonal relationships, empowerment, and psychological safety among peers. It also creates opportunities for employees to connect as individuals, bringing their whole selves to work and boosting their sense of belonging. Additionally, our Peer-to-Peer recognition program and the Employee Network Groups (ENGs) for young professionals, caregivers, and working parents provide valuable platforms for support and connection within the organization. These initiatives further foster a sense of community and inclusivity at Amdocs.

6. **Employee and self:** Though not a two-way relationship, we emphasize the choice and opportunity for employees to join and benefit from our well-being offerings, products, and services. This relationship encourages individuals to actively engage in their own well-being, highlighting the role of personal choices in maintaining health and wellness.



Amazing relationships foster exceptional wellbeing & employee experience

We have 6 main wellbeing relationship streams, with an emphasis on Managers as catalysts:

Mental health		Physical health		Teaming & belonging	
Direct Manager & Employee	**Location & Employee**	**Unit & Employee**	**Account & Employee**	**Peers & Employee**	**Employees & Self**
A single factor that impacts employees wellbeing the most – on the **personal and team level**	Provides the main **cultural aspect** of the country, community, site and offices and company. Key factor for **sense of belonging, pride and identity**	Provides the **connection to the company's goals, recognition and sense of belonging**	Provides the units aspects of wellbeing on an **additional view in the Amdocs matrix**	Foster **interpersonal connections**, employee **empowerment, recognition** and **psycholgical safety**	Represents the individual choices for **a proactive approach to one's wellbeing**

2.2.1. Wellbeing focus areas

CONNECT WITH PEOPLE

Together we are stronger: Regardless of who you are or where you come from you belong here. We are dedicated not only to achieving our goals but also to supporting one another every step of the way.

To maximize our impact on employee wellbeing and the way we deliver these services, we also developed our Focus Areas Strategy, which includes:

- **Mental health**
- **Physical health**
- **Teaming & belonging**

These focus areas allow us to concentrate our efforts on the aspects that matter most. We also employ the 'Relationships Streams approach,' which targets the focus areas that have the greatest impact on our employees' wellbeing.

2.2.1.1. Amdocs Global Wellbeing Programs

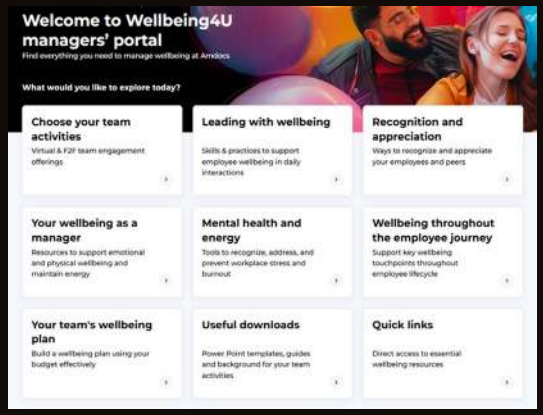
Wellbeing4U Managers' Portal

From Working @Amdocs to Leading with Wellbeing: Working @Amdocs our existing wellbeing approach and program, offers an integrative approach to employees work wellbeing, it combines many aspects of our people-centric approach, including the introduction of managerial practices and combining them with 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. With the evolution of our well-being strategy into the Relationships Stream approach, we have transformed **"Working @Amdocs" into "Leading with Wellbeing"**. This major component places a special emphasis on managers in shaping their employees' well-being. We have integrated the Leading with Wellbeing tools into the Employee-Manager relationship stream, providing managers with the necessary resources through training and the Virtual Wellbeing Store.

Amdocs revolutionized employee wellbeing with the launch of our innovative **Wellbeing4U Managers' Portal** in April 2025. This groundbreaking Portal is a one-stop shop designed to support managers in fostering team connection and employee wellbeing. It offers a wide range of resources and activities, including virtual team games, volunteering activities, wellness challenges, and tools for celebrating personal and team milestones.

In addition, the portal includes practical resources such as wellbeing tips, learning modules, additional learnings from keynote speeches, podcasts, and other curated content – all centered around the three key Wellbeing Focus Areas: Physical Health, Mental Health, and Teaming & Belonging.



TeamUp4Good

During FY2025, we launched the “TeamUp4Good”, an initiative aiming to improve employee wellbeing while positively impacting the communities in the areas we operate. It strives to foster team building through volunteering activities, enhancing a sense of belonging while benefiting the community.

Managers are encouraged to lead their teams in volunteering, creating meaningful impacts and shared experiences beyond work. The program is accessible via the Wellbeing4U portal; thus, it adds a new level of our efforts of enhancing workplace wellbeing. A catalog available to managers according to their location offers various NGO and community activities for each region and major sites.

A-gift: Global awards and recognition platform

Amdocs introduced a new approach to our award and recognition programs. Under this new initiative, employees celebrating lifetime events or holidays are given the option to either receive a gift voucher from a curated selection of options or contribute the equivalent value to digital inclusion initiatives, promoting broader societal impact.

We also launched “lifetime gifts”, offering special recognition where employees earn points for major life milestones such as weddings or the birth of a child. These points can be redeemed for personalized gifts, allowing employees to celebrate meaningful moments in ways that are personal and memorable.

To create a seamless experience, we consolidated all milestone awards into one centralized digital wallet, offering employees the flexibility to manage their rewards easily. Key features of the platform include:

- Consolidated Milestone Awards: All awards are stored in a single wallet
- Flexible Spending: Employees can spend their points (monetary value) however and whenever they choose
- Global Wallet with Local Redemption: Employees have access to a broad selection of brands and gift cards, tailored to local options
- Flexible Redemption Options: Points can be redeemed immediately, banked for future use, or donated to social causes

Our global awards and recognition platform, a-gift, is designed to celebrate employee achievements and foster a culture of appreciation.

In 2024, we enhanced the a-gift platform by introducing personalized greeting cards, enabling colleagues to acknowledge and celebrate each other's milestones with customized messages.



Recognition and appreciation

Our Peer-to-Peer Recognition Program is a significant change for fostering a culture of appreciation and acknowledgment at Amdocs. With a vision of creating a vibrant culture where voices are valued, contributions are celebrated, and employees feel appreciated, this unified cross-company program enables immediate, unlimited, transparent, and simple recognition processes, promoting a culture of recognition and appreciation as part of everyday interactions.

Key program highlights:

- **Aligned with Amdocs' Employer Brand and Capabilities Model:** Our program embodies Amdocs' "Live Amazing, Do Amazing" ethos. It creates a sense of belonging, fosters collaboration, promotes growth and excellence, and establishes an inclusive and supportive workplace through every interaction and recognition
- **One program, one platform:** Our unified recognition platform ensures seamless recognition across Amdocs, promoting collaboration and a sense of unity among teams
- **On-the-spot recognition:** Enables recognition of team members in real-time for their outstanding contributions, fostering a culture of appreciation in every interaction
- **Unlimited acknowledgments:** There are no limits to how many times you can recognize your colleagues, allowing you to celebrate success freely
- **Transparent processes:** All recognitions are visible to everyone on the platform, encouraging likes and comments and promoting transparency in our acknowledgment processes
- **Quarterly lottery:** Employees recognized during the quarter have a chance to win exciting rewards

Every recognition is sent via email to the recognized employee and their manager, ensuring that everyone feels valued and appreciated. By recognizing colleagues from various locations, the program fosters collaboration and strengthens relationships across teams.

The program received positive feedback from employees. In the initial implementation phase, more than 40,000 recognitions were recorded during FY2024.

Appreciation Week 3.0

In an effort to foster a positive culture and acknowledge the value of work and relationships, SmartOps, a unit within Amdocs, has held the "Appreciation Week" campaign over the past few years. In FY2024, the campaign was transformed into the "Appreciation Week 3.0" and it was carried out over three separate weeks.

Appreciation Week 3.0 was aimed at providing a platform for appreciating and acknowledging our colleagues and humanizing our working relationships a little more as we are back at work and meeting our colleagues face-to-face. It was launched with the Strategic Intent and Purpose to call out a strong work culture around Recognition & Appreciation in the current times of Hybrid way of working,

During the campaign, SmartOps employees and managers were encouraged to creatively and personally express their appreciation on our internal communication platform and "appreciation walls" in our premises. This year's 3.0 model also encouraged **100% of SmartOps employees to give it back to societ**y by putting a spotlight & **appreciating our CSR volunteers globally** who are contributing with a positive impact in making this world more beautiful.

The feedback from employees was positive, with many expressing gratitude towards their teams, peers, managers, leaders, and cross-functional colleagues, acknowledging their invaluable contributions. Like last year (FY2023), during FY2024, over 6,000 employees engaged in this initiative. However, we had a strong increase in the engagement while more than 7,000 posts were generated and garnered 12,500 reactions and comments. Additionally, more than 1,200 handwritten notes were displayed on "appreciation walls" in various offices worldwide.

2.2.1.2. 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, promoting healthy lifestyles and making medical and mental health services accessible for all our employees. This is achieved through:

- In most countries where health insurance is not fully funded by the government, we offer medical, dental, and optical insurance for our employees. In countries where health insurance is government-funded, we go beyond by providing our employees with additional private health insurance. Additionally, as a preventative measure against potential health issues, we offer medical check-ups to the majority of our workforce with dedicated programs in each region.
- Personal counseling – Amdocs Employee 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 plays an important role in our employees' peace of mind and wellbeing. We provide financial planning educational sessions and financial tools to help our employees achieve financial security.
- Wellness rooms/corners – We create quiet spaces to provide employees with a place to relieve stress, allowing employees to take breaks and recharge throughout the day. These wellness rooms are equipped with elements such as natural lighting, calming colors, and relevant equipment to create a soothing atmosphere that promotes overall wellbeing. In the larger spaces, we also conduct activities such as yoga, Zumba, Pilates, and more, enhancing energy levels and concentration.
- Day-to-day practices and routines – We support our managers' and employees' mental health by incorporating positive interactions into their daily practices and relationships. These actions are reinforced through training, team activities, and opportunities to connect and build meaningful relationships at work. By integrating well-being practices into everyday life, we aim to make well-being a way of life.
- We encourage our employees to participate in sport activities and events. Through their participation in different organized events, we aim to promote the importance of physical practice and physical health. We also conduct in- person and virtual sessions for physical and mental health globally.
- We continue to expand our "Re-energy, Mental Health, and Resilience" practice across the organization. This includes the development of burnout assessment tools and the customization of well-being initiatives based on the specific needs of each business unit.
- In the Wellbeing4U Managers portal we are providing managers with tools to support the mental and physical health of their employees related to stress and burnout, psychological safety, creating healthy boundaries and ways to re-energize the team with team activities, wellness challenges, volunteering team activities, recognition and more.

Promoting employee wellbeing through campaigns and events

During FY2024, we implemented several campaigns to raise awareness of our employees' physical and mental health, which have already become annual traditions:

- **Mental Health Month:** Recent global events have underscored the vital importance of prioritizing mental health. The ability to thrive, both personally and professionally, centers on our mental resilience and self-awareness. Amdocs is dedicated to supporting employee wellbeing by offering the resources needed to recharge and thrive. This includes flexibility in our working model, the Vacation Without Limits Program, and our mental health programs, which provide support and guidance whenever needed.

  During Mental Health Month in FY2024, Amdocs raised awareness about the importance of mental health in the workplace. We emphasized the significance of mental health and why it matters, highlighting simple, everyday actions employees can take to prioritize their well-being. To support this, we spotlighted key resources like the Employee Assistance Program (EAP), rest areas, and counseling services. Additionally, we addressed common misconceptions to destigmatize mental health and foster a culture of acceptance and support. We shared tips for coping with stress and building resilience, aiming to make mental health support more accessible and relatable for all employees. Globally, during 2024 Mental Health Month, we conducted more than 40 sessions and activities, with approximately 4,500 participants.

  In 2025, we are excited to continue our commitment to mental health with the "Make Space to Recharge" initiative. The core concept of this initiative is that taking care of your mental health creates a positive ripple effect. This continuation of our theme underscores the importance of mental health and the collective benefits of a supportive and proactive approach.

- **Breast Cancer Awareness Month:** We held virtual sessions led by experts and inspiring breast cancer survivors who shared their personal stories. In selected locations, we also arranged in-house visits by physicians who led educational sessions and provided on-site physical examinations, raising awareness and encouraging proactive health practices.
- **Men's Health Month (Movember):** In November 2024, Amdocs marked Men's Health Month with a series of initiatives to raise awareness about men's physical and mental health. In the APAC region, virtual workshops were conducted to promote emotional well-being, featuring sessions such as "Connecting Mind and Body for Healthy Living" and "Managing Worry and Anxiety." In the Philippines, our employees participated in a scenic hike and the "Miles for Movember" marathon, which raised awareness about critical men's health issues while encouraging physical fitness. The India team facilitated a virtual session on prostate health, focusing on early detection and prevention strategies. Meanwhile, in the Americas, several initiatives were organized, including an expert-led session on cardiovascular health, a virtual talk titled "The Barefoot Dutchman – Brave Men Talk," which challenged stereotypes around emotional expression, and a "Movember Mustache Competition" where participants competed with unique mustache styles, earning prizes for the longest and funniest ones. In the EMEA region, a similar "Movember Mustache Competition" was held, fostering community participation and raising awareness in a fun and inclusive manner.

- **International Yoga Day:** For the fifth consecutive year, we celebrated International Yoga Day at Amdocs as a global campaign. This event provided an excellent opportunity to pause our daily routines, practice yoga, relax, connect with colleagues in a calming and refreshing manner. As part of this, we hosted company-wide sports events across various location sites and some virtual sessions in June. The events offered a diverse range of activities such as 22 yoga sessions. Activities were held in Cyprus, Mexico, the U.S., India, Israel, and other locations.

2.2.1.3. Teaming and Belonging

We believe that teaming and belonging are key factors in our employees' wellbeing. It is particularly 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 themselves 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 continued the Amdocs tradition of special company events, team activities and employees' gatherings.

Teaming and belonging play a significant role in building our culture, personal relationships, and team spirit. Putting words into action, we launched our new & innovative Wellbeing4U Managers' Portal which provides managers with practical, easy-to-implement tools and content to enable them to lead with wellbeing. The portal offers resources such as suggestions for team-building activities including pre-paid virtual games, in-person team gatherings, volunteering team days, and wellness challenges. In addition to activity planning, the portal provides guidance on promoting a culture of recognition and offers tools to help managers support both the physical and mental health of their teams and themselves.

Our regional wellbeing framework includes dedicated Regional Wellbeing Managers who collaborate with a global network of Wellbeing Champions – employees who act as role models and advocates for a culture of wellbeing, belonging, and inclusion.
In FY2024, we formalized a set of best practices for working with the Wellbeing Champions. These include clearly defined roles and responsibilities, structured training, opportunities for peer connection, and formal mechanisms for recognizing their contributions. With Amdocs operating across sites worldwide, the Wellbeing Champions support our culture by organizing meaningful activities and supporting local initiatives that bring our people together.

Our flexible wellbeing operational structure addresses the diverse needs of our employees and units. Managers at all levels can organize team activities and events, extending to group and divisional events that bring together large groups of employees. These initiatives allow teams and units to develop their social identity and spirit, celebrate successes, and recognize employees. Our large company events provide employees with opportunities to meet and bond with colleagues and friends across the company.

Regional activities are supported by the global Wellbeing Team, who take ownership of all cultural-related matters at their sites.







Regional and company events highlights:

India

Our local well-being program in India offers numerous opportunities for employees to connect and enhance their mental, physical, and social wellbeing.

In October 2024, to celebrate the festive season, we hosted two virtual, festival-themed sessions that engaged approximately 400 employees. Complementing these, we continued our monthly Employee Well-being Assistance Program (EWAP), which included sessions such as "Unlock Deeper Connections", drawing 200 to 250 virtual participants and fostering mental wellbeing and interpersonal connection.

In November 2024, we celebrated Men's Health Month and conducted a session on raising awareness about prostate cancer. In response to heightened air pollution levels in Gurgaon, we also conducted a targeted session on Pollution and Lung Health, attended by around 200 employees, aimed at promoting respiratory health and preventive care.

To celebrate the year-end, we organized a Cake & Cookies Baking Workshop and a Candle Making Workshop, with 150 to 200 employees joining virtually.

In January 2025, we celebrated Republic Day through in-person creative workshops in Pune and Gurgaon, featuring Resin Art and Paper Quilling. These sessions had approximately 350 employees in attendance.

The annual flagship event, Vibrance, serves as a vibrant celebration uniting employees and their families in Pune and Gurgaon. In FY2024, both locations witnessed remarkable success. In February 2025, Vibrance Pune achieved record participation, with over 11,000 colleagues and their family members gathering for an unforgettable experience. In March 2025, Vibrance Gurgaon brought together more than 2,500 colleagues and their families, creating an equally engaging and inclusive occasion. Live performances, theme booths, kids' activities, and entertainment ensured a dynamic and wholesome experience for everyone involved in both events.

Our Pune and Gurgaon offices also offer a variety of in-office hobby and wellness classes, including dance, music, singing, art, and painting, as well as regular yoga and Zumba sessions. These programs have gained strong traction, with 100 to 150 employees participating regularly. Many participants have demonstrated exceptional commitment, earning certifications in disciplines such as Kathak dance and vocal singing.

Looking ahead, we are preparing to observe Mental Health Month with a dedicated session titled “Mental Health & Well-being for All.”



Israel

The Wellbeing program in Israel focuses on addressing the need to be together, feel part of a larger community, contribute, and make an impact. It aims to instill pride in the workplace and bring families closer. Alongside these goals, the program emphasizes maintaining the mental and physical health of employees.

Throughout the year, we ran a comprehensive enrichment program that featured monthly lectures, movie screenings for both families and adults, plays for all ages, family trips, and more. These activities engaged hundreds of employees and their families, strengthening their bond with the company, fostering a sense of community, and offering a refreshing break from daily work routines.

Family-friendly events help instill pride and a sense of belonging among employees while connecting their families to Amdocs. During summer vacation, we hosted seven major events that brought together over 1,400 employees' children for live workshops, games, and performances. Additionally, we opened Kids' Days at all branches, offering enrichment classes in art, sports, robotics, and AI to more than 1,000 children.

We also celebrated Family Day in February by inviting employees to submit photos with their families or loved ones. We received nearly 1,500 photos, which were printed on wooden blocks and given back to the employees as gifts at the various branches.

Holiday celebrations play a vital role in promoting inclusion, unity, and community spirit at Amdocs. For Hanukkah and Christmas, we held inclusive celebrations across all sites, including a flagship Christmas event at our Nazareth branch. Thousands of employees participated, and as part of our commitment to social impact, we sourced donuts from businesses affected by the war. We also hosted a special Iftar dinner at our Nazareth branch, bringing together over 300 employees from our Muslim community to mark the end of the fast during Ramadan. A highlight of the year was our large-scale spring celebration in April 2025, where thousands of employees from Sderot, Nazareth, and Ra'anana came together to mark the holiday season in Israel. And for Purim in 2025, we had a large Purim carnival at all three branches, complete with costume contests, sweet stalls, and a live comedy show, attracting over 1,500 employees.

In the spirit of giving and connection, we held several sales fairs during holidays and special occasions to support small businesses, social NGOs, and employee-recommended vendors. A particularly impactful event was the "Amdocs Market" held during Rosh Hashanah in 2024. This traveling market across our three branches showcased goods pre-purchased by Amdocs from small businesses located in conflict zones. Over 3,000 employees received baskets filled with items from the market, offering support to small vendors while celebrating the holiday season with a personal touch.

In FY2024, we launched a sports and health program at our three branches offering activities including yoga, Pilates, Tabata, and running groups. These sessions were well-received, with hundreds of employees participating. We also provided annual medical checkups and continued offering access to psychological services, reinforcing our commitment to holistic employee wellbeing.

Americas

Given our extensive presence throughout the region, characterized by multiple smaller sites rather than a single central location, we place significant emphasis on various virtual events. These events are essential for cultivating a sense of belonging and inclusion among our employees, ensuring that everyone feels connected and valued irrespective of their physical location.

Each month, we organize at least one "Friday Funday" event to give employees a break from routine and encourage creative, social engagement. Activities range from bingo and trivia to comedy sessions, gardening, arts and crafts, and cooking demonstrations.

In addition, Amdocs offers virtual well-being sessions 3–4 times a week, focusing on meditation, breathing, yoga, and Zumba. These sessions help staff relax, recharge, and maintain both mental and physical health.

We also celebrated special events such as the Olympics in celebration of the Olympics, in-person events were held at various sites, fostering excitement and a shared sense of community.

Over the past year, a range of well-being initiatives were introduced across the Americas to further support employee health and engagement. We offered well-being sessions in Spanish for employees, while onsite vendor markets allowed staff to shop locally and support small businesses. The Walkingspree App promoted physical activity, resulting in a collective total of 428,625 steps taken by employees. Additionally, our commitment to sustainability was highlighted through the distribution of Fill It Forward water bottle stickers, which led to over 10,000 recorded reuses and further supported green initiatives.

EMEA

To foster a strong sense of community and belonging, our EMEA offices host a diverse range of events throughout the year. These include festive celebrations such as Christmas, Easter, and Diwali, as well as family gatherings and end-of-summer parties. Additionally, employees can participate in club activities and various sports, providing opportunities to connect, bond, and stay physically active.

At some of our sites, employees organize monthly on-site club activities. Some of our club activities include creating art/painting sessions, pottery, crafts etc. These types of activities bring everyone together, allowing them to be creative and away from their desk. This is one of the key elements of recharging and connecting.

To support our focus on promoting both physical and mental well-being through a variety of initiatives we had weekly or monthly activities such as football, padel, badminton, beach volley and cricket games. The introduction of sports has quickly become the most popular among our people, benefiting employees by enhancing team cohesion, building stronger interpersonal relationships and teamwork, improving physical health, and reducing stress levels. In addition, 15-minute in-office massages have emerged as one of the most valued wellness offerings, consistently receiving 100% participation where available. Employees regard them as one of the most effective forms of quick stress relief.

Besides our global EAP program, we offer focused monthly sessions online that are all open to all EMEA employees. These sessions cover a wide spectrum of health topics, including mental health awareness, cancer education and screenings, healthy eating, exercise, sleep optimization, and overall lifestyle management. Specific mental health topics such as burnout prevention, mindfulness, stress management, and work-life balance are central to our programming.

We have also established a "Working parents" monthly forum, which provides a platform for parents to share their personal experiences and challenges. Each session focuses on different topics, like 'Preventing Parental Burnout', 'Letting go of Parental Guilt', 'Time Management for Working Parents', 'Family Finances', among others. The overall goal is to support working parents and address their unique needs.

We recognize the value of in-person connection. Therefore, we have made it a priority to bring our employees together through face-to-face gatherings where they can meet and spend quality time together doing activities. In May-June 2024, our employees in Bulgaria travelled to Halkidiki, Greece for a weekend retreat focused on connection. Similarly, in September 2024, our Spain-based teams met in Madrid for a wine tasting experience and shared lunch. These events have been met with overwhelming enthusiasm, especially from employees who typically work remotely. Participation exceeded expectations, reflecting a strong desire among employees to connect face-to-face.

These examples underscore Amdocs' commitment to our employees' wellbeing. By prioritizing face-to-face interactions, fostering human connections, and encouraging bonding, reconnection, and recharging, we significantly enhance our employees' mental health.

APAC

In FY2024, our commitment to employee well-being, engagement, and cultural inclusivity in APAC reached new heights through impactful initiatives that nurtured health, strengthened connections, and fostered personal and professional growth.

As part of our continued commitment to employee well-being, we launched Wellness Wednesday, a weekly initiative that promotes holistic wellness through engaging activities and experiences. Each Wednesday, employees can participate in wellness-focused sessions, physical activities, and other health-related engagements. In collaboration with our Facilities team, we also provide healthy meals and snacks, encouraging mindful, nutritious choices throughout the day.

Embracing cultural inclusivity, we celebrated key milestones across the region, including the "GenAIration" Year-End Celebration in the Philippines, where over 900 employees embraced a futuristic GenAI theme, and festive year-end events across APAC, bringing teams together to reflect on shared successes. We also honored traditions through Chinese New Year, Ramadan, and Christmas celebrations, fostering unity, gratitude, and cultural appreciation. Adding a touch of fun and family engagement, our Halloween celebration brought together 400+ kids dressed in creative Hotel Transylvania-themed costumes, while 900+ employees joined in the festivities, making it a truly spooktacular event.

Strengthening our focus on family inclusion, we hosted a Movie Night in Indonesia to provide employees and their families with a memorable evening of togetherness.

The *APAC Week of Love & Appreciation* was a region-wide initiative designed to celebrate gratitude, connection, and unity. Rooted in the spirit of Valentine's Day, it encouraged employees to recognize one another's contributions, share acts of kindness, and strengthen cross-functional bonds. With over **2,000 recognitions exchanged in just one week**, the campaign highlighted our commitment to fostering a culture where appreciation thrives and every voice feels valued.

Showcasing exceptional dedication and athleticism, Amdocs Sports Club Community participated in a national triathlon event, securing an impressive 3rd place in both the men's and women's relay categories out of 3,000+ participants. The Amdocs Club Community expanded beyond physical activities to CSR efforts, supporting and making a meaningful impact.

Finally, we catered to the younger workforce's passion for gaming with the highly anticipated E-Sports Tournament, featuring 160 gamers and the most-played mobile games.

Through these efforts, we continue to cultivate a workplace where employees feel valued, connected, and inspired to thrive.

2.2.1.4. Employees Benefits

Employee Share Purchase Plan (ESPP)

Since 2023, we have introduced the Employee Stock Purchase Plan (ESPP) to foster a sense of ownership among employees, align their interests with our shareholders, and enable them to share in the company's future success.

Through this program, employees can purchase company shares via their salary at a discounted price in six-month cycles. The ESPP was launched gradually and now covers 98% of our employees, with good enrollment rates.

Vacation without limits

As part of our unlimited vacation program – "Vacation without Limits," our employees can take as much time off as they choose, as long as it is fully coordinated with their manager and subject to applicable local law. This policy is available in every country where Amdocs employees are based and where regulations allow it. After more than 3 years since implementation this benefit is utilized and showing stable vacation utilization across the globe.

Flexibility @ Work

At Amdocs, we offer a hybrid work model where employees are expected to work from the office at least three days a week, with the flexibility to work remotely on the remaining days. This model provides our employees with the ability to manage their time efficiently and achieve a work-life balance. This policy was launched in January 2023 and is still in place with current emphasis on enhancing employee experiences in the different sites across the world.

As part of this framework, we provide managers and units with resources, tools, and flexible guidelines to empower them to address issues and meet employees' needs. We are currently focusing on enhancing and automating this tool as well as providing clearer guidelines for managing temporary exception requests from employees. Office attendance latest data shows that 85% of our employees have been attending the office 2-3 or more times a week, and we are giving a lot of attention to maintain this high rate of in office attendance and to continue fostering our unique culture of connection, collaboration, and flexibility.

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 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 mandated by the different countries in which we work.

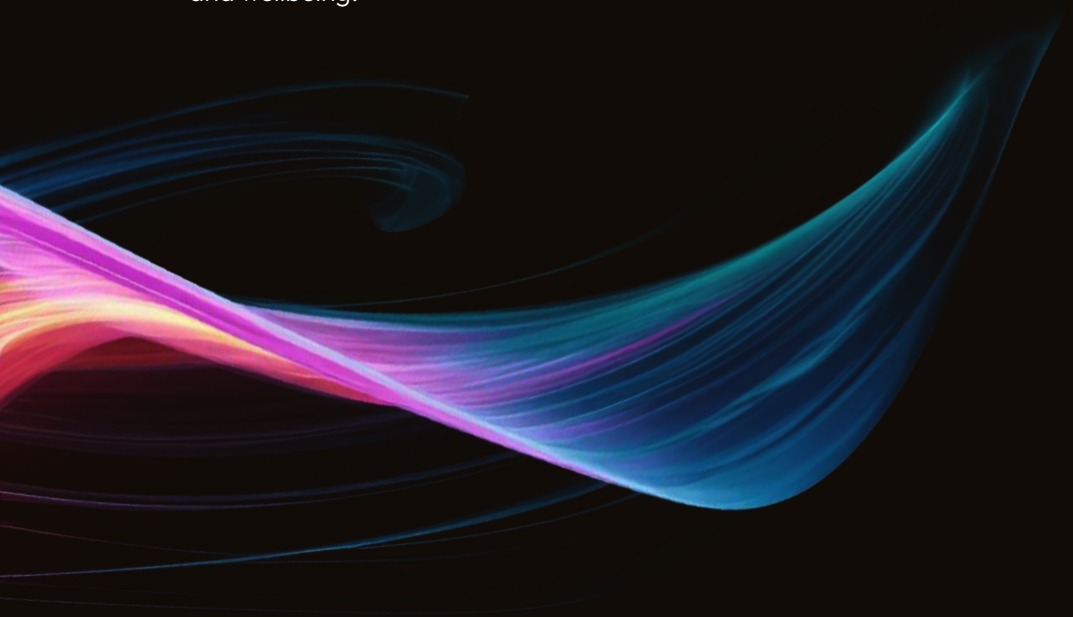
Furthermore, we offer one week of paid parental leave for primary and non-primary caregivers above the legal requirement to the majority of our employees. With their return to work, we offer breastfeeding/lactation facilities at all our major sites, which cover over 90% of our total workforce.

2.2.2. Employee engagement

We listen to your feedback and act on it! We are constantly evolving our work environment to meet your needs and aspirations. We empower you with innovative, user-friendly tools and services that will help you succeed.

In FY2025, as part of our commitment to fostering a thriving workplace culture, Amdocs conducted a cross-company Employee Experience survey using Qualtrics EX25, a leading platform in experience management. This initiative provided a comprehensive snapshot of employee sentiment across diverse teams and geographies.

The EX25 framework is designed to measure the most critical aspects of employee experience – capturing both emotional and functional drivers that influence engagement, retention, inclusion, and wellbeing.



Key Highlights:

- Amdocs scored above industry benchmarks in core outcomes (KPIs), including Employee Engagement (**76%**), Intent to Stay (**74%**), Inclusion (**74%**) & Well-being (**77%**)
- Excellence in Experience Drivers: Amdocs outperformed benchmarks in most employee experience drivers, with particularly high scores in: Ethics, Customer focus, and Work Processes.

Employee metrics:

- **Job satisfaction: 79%** would recommend Amdocs to people they know as a great place to work.
- **Motivation**: **74%** stated that Amdocs inspires them to do their best work
- **Happiness: 71%** feel energized at work, **79%** feel positive about themselves at work, **82%** have trusting relationships at work
- **Health/stress: 78%** have adequate resources in their workplace that support their health and well-being, **76%** can manage their job responsibilities in a way that enables a healthy work-life balance

Key Insights from Open Comments: Employees emphasized Amdocs's commitment to growth and skill development, a positive and inclusive culture, adoption of emerging technologies like Generative AI, and a strong customer-centric focus aligned with business performance.

The survey was completed by **61%** of our employees.

2.2.3. Using people analytics to make informed decisions

Amdocs recognize the significance of using data when making talent- and people-related decisions. Our Strategic Workforce Planning unit 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.

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.

Within the Strategic Planning unit is the People Analytics team, which enables and encourages hiring teams to make informed people-related decisions by relying on data, analytics, and evidence, while monitoring workforce health, attraction, and retention of our talents globally.

The People Analytics team 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. In addition to our existing development opportunities, we have introduced special programs focused on GenAI. These programs aim to equip our employees with cutting-edge tools and capabilities, ensuring they are future-ready. By investing in our employees' development, we foster a culture of continuous learning, innovation, and personalized development pathways, ultimately enhancing employee engagement and satisfaction.

2.3.1. Our learning and development framework

In FY2024, Amdocs continued to refine our learning and development approach, aligning it closely with our vision of becoming a people-centric company.

Our goal is to create an environment where employees and managers not only achieve business objectives but also thrive in their personal growth journey. As part of our mission as a skills-based organization, Amdocs actively shapes learning experiences. We have established an adaptive learning ecosystem that caters to the dynamic demands of the ever-changing world of work.

Following the overall strategy of AI integration, we embed AI technology into our learning and development overall framework with the use of AI solutions into our platforms but also in the content of training that we offer to our employees.

Our internal training programs are offered to all our full time, part time and contractor employees.

Our comprehensive learning and development framework focuses on enhancing talent development efficiency and strategically aligning employee potential with Amdocs' business goals through a series of key initiatives:

- **Innovation in learning:** Led by the Learning R&D team, Amdocs is embracing innovative learning methods and content to prepare employees for the future, ensuring alignment with the company's evolving needs
- **Integrated learning practices:** "In the Flow of Work" learning embeds development in daily activities, leveraging peer-to-peer and community-driven approaches to build a culture of knowledge sharing and collective intelligence
- **Centre of Excellence (CoE):** With teams in India, Israel, and Mexico, the CoE fosters a customer-focused, result-oriented performance culture, underpinned by strong leadership and teamwork, within a nurturing learning environment
- **Exceptional learning experiences:** The Learning & Development Team is dedicated to delivering effective L&D communications, maximizing employee engagement and ensuring the benefits of learning initiatives are fully realized
- **Personalized learning journeys:** Utilizing AI and data analytics, Amdocs tailors learning paths to individual needs, optimizing outcomes and addressing the unique requirements of each learner
- **Social learning:** Amdocs promotes the creation of collaborative communities, enriching the learning ecosystem with opportunities for collective growth

2.3.2. Our learning and development programs

We use our skills, experience, and passion to bridge the digital divide, by promoting equitable access to information communication.

Be a part of an organization that connects billions of people worldwide, helping advance society, and creating a more inclusive and connected world.

2.3.2.1. Generative AI

We have launched a series of initiatives focused on increasing the understanding and adoption of GenAI throughout the organization. By integrating GenAI into our team learning culture, we have successfully reached **78% of our global workforce with specialized learning modules**. By allowing teams to adopt the tools at their own pace, we have fostered a more inclusive and effective environment for embracing innovative technologies. Our aim for FY2025 is to continue deepening our collective knowledge and skills in this area, ensuring our workforce stays ahead in the rapidly evolving digital landscape.

On average, each employee at Amdocs Global is engaging with six learning offerings specifically focused on Generative AI.

2.3.2.2. Power skills & Aspire

At Amdocs, our commitment to feedback and continuous improvement is at the core of our learning and development strategy. Annually, we conduct a detailed training needs analysis, engaging directly with each unit head to identify the precise needs of their teams. This collaborative approach is designed to ensure that our programs are not only relevant but also related to the needs of each business unit.

For the last two years, we focused on cultivating a team learning culture across Amdocs, enabling team leaders to directly manage their team's learning needs. This approach has been deployed across multiple business units, which we believe significantly impacts the development of hundreds of employees. Central to this initiative is aiming to develop an environment where employees can engage in learning without fear of failure, emphasizing mental health and the integration of learning into everyday routines.

During FY2024, we continued the advancement of our Aspire upskilling program, designed to equip our workforce for present and future business demands. Aspire stands out as a forward-thinking initiative aimed at nurturing and retaining talent through the cultivation of critical 'power skills.' These skills are deemed vital for enduring employability across all roles, seniority levels, and regions, adapting to the evolving work landscape.

This year we will focus on developing Aspire to be more GenAI oriented. We are developing multiple learning offerings that integrate GenAI into the power skills. The integration of GenAI into Aspire is two-fold:

1. Enhancing GenAI to strengthen power skills
2. Strengthening our employees' power skills to encourage their adaptability to the GenAI era



2.3.2.3. Learning Zone

Our Learning Zone platform serves as a unified learning destination, streamlining access to a comprehensive array of resources including historical data, curated learning campaigns, and materials from top external educational vendors like Udemy and O'Reilly. This platform, supported by our partnership with these vendors, enhances the employee training and development experience by offering extensive content on GenAI, such as prompt engineering and AI-based application development, alongside live webinars and workshops.

Designed to function seamlessly across both mobile and desktop devices, the platform acts as the primary gateway for educational content, further enriched by a robust search engine and integration with other Amdocs learning platforms such as Freestyle Learning, Aspire, Switch Academy, and Amdocs U, ensuring a holistic and uniform learning experience for all employees.

2.3.2.4. Amdocs U

Amdocs U, an internal learning platform used for both onboarding and upskilling, was designed to provide new employees with a tailored, need-based learning program. This platform allows for a customizable training experience that covers essential information about Amdocs as well as specific role-related requirements. Adjustments to the program are facilitated through interactive discussions between the employee and their manager, culminating in a personalized learning plan featured on Amdocs U.

For veteran employees, the platform provides tailored learning journeys that allows them to upskill or reskill based on their role or project needs, gain proficiency in new technologies or products, and address soft skills gaps such as developing critical thinking skills essential for the GenAI era.

This plan includes a mix of self-learning modules, mentoring sessions, and managerial reviews, ensuring a comprehensive and individualized introduction for each new employee. A standout feature of this platform is its functionality that allows managers to effortlessly set up a structured training path for new hires as soon as they join Amdocs or for existing employees who need to gain new skills.

425 domain experts (160 of them new in FY2024) creating dedicated learning plans covering more than **95%** of the company business units and roles.

829 learning plans have been existing in total (334 of them created in FY2024).

Employees with learning paths:

19,788 employees learned via Amdocs U in FY2024

2.3 learning plans completed per each employee on average

12,673 employees have active plans now (currently learning via the platform)

2.3.2.5. Tailored learning programs

In FY2024, our learning and development team worked with cross-company programs; but also, collaborated closely with specific business units to customize offerings according to each unit's unique requirements. Amdocs is dedicated to ensuring continuous improvement of our learning and development programs. This process underscores our unwavering dedication to fostering a culture of perpetual learning and development across Amdocs.

Growth Month

In May-June 2024, a program was launched to create and promote a culture and ecosystem for employee growth. Over 7,000 employees participated in more than 60 sessions over 4 weeks. The campaign included sessions and workshops that provided practical ways to build careers at Amdocs and aimed to help employees discover new skills and opportunities within the company.

2.3.3. Learning and development achievements

Amdocs' learning and development initiatives are designed to support our employees' career growth and advancement. In FY2024:

- 91.5% of employees participated in learning and development programs
- 4,525 employees consumed Power Skills learning
- 24% of employees participated in upskilling programs in hot spotted tech topics (GenAI, Cloud, DevOps, Microservices, full stack, etc.)
- 53 hours of average hours per FTE of training and development

Constantly reinvent yourself and follow your passions. We are committed to creating an environment in which you can thrive, explore new options, and advance your career. Our tools and services are designed to make your work more convenient, while ensuring seamless access, navigation, and usability.

2.3.4. Leadership development

We have continued to emphasize leadership excellence within our people-centric framework, focusing on building the necessary capabilities to navigate the rapidly changing, tech-driven business landscape.

Our efforts to enhance leadership included launching targeted initiatives aimed at strengthening our leaders, with the ultimate goal of fostering a culture where leadership is not just practiced, but ingrained, shaping the leaders of tomorrow.

Our approach consists of:

A. Custom-designed leadership journeys:

We design leadership development experiences that are tailored to our organizational context, integrating just-in-time executive coaching to drive real-world impact.

B. Timely leadership content:

- Recognizing the importance of continuous learning, we introduced a leadership learning series that delivers "just-in-time" content for directors, blending leadership principles with our unique organizational context
- Senior Vice Presidents actively contributed to this series, paying it forward by sharing their expertise and insights to cultivate the next generation of leaders. This collaborative effort has positively impacted more than 400 directors globally, strengthening Amdocs' leadership capacity with high levels of engagement and enthusiasm

C. Executive coaching on demand:

- Recognizing the importance of personalized and immersive learning, we leverage a robust, AI-enabled coaching platform that connects our directors with seasoned industry coaches for tailored development journeys. This highly impactful intervention is designed in close collaboration with business units to thoughtfully identify leaders who will benefit most from the experience
- Furthermore, we strategically invest in executive coaching for our senior leadership by partnering with a select group of expert coaches who undertake comprehensive developmental and consulting assignments for our top leaders

Our regional focus

While we address the development needs of our global workforce, we also pay close attention to the unique requirements of our regional teams.

- In FY2024, we launched and successfully completed “Growth Gurus,” a leader-led mentoring program for mid-level managers in one of our largest regional centers in India. This unique intervention is inspired by the philosophy of “paying it forward,” where senior leaders voluntarily mentor mid-level managers, offering mentorship, insights, and practical solutions to help them navigate leadership challenges. Over 50 senior leaders volunteered as mentors, reflecting the program’s strong impact. Based on its success, the program will begin again in FY2025

Leadership summit

After several years without in-person gatherings, we brought together our entire senior leadership team for a two-day summit in Athens. The event featured inspiring sessions on strategy, leadership, and the company’s future direction. Through interactive workshops, leaders generated a range of promising business initiatives to help propel the organization forward. It was a powerful opportunity to reconnect, collaborate, and harness the collective energy of our leadership community.



2.3.5. Tech Path program

As part of our commitment to employee development and innovation, Amdocs continued to invest in the Tech Path program – a strategic career development initiative designed to empower tech talent. The program provides a clear, non-managerial growth path through skill-building, cross-functional collaboration, and innovation leadership opportunities.

Tech Path focused on strengthening business acumen, Leadership and Tech skills. The initiative includes ongoing learning and development activities, hands-on Innovation Ambassadors programs, Crowd Wisdom Meetups where employees tackle real business challenges together, and the annual Tech Path Conference.

2.3.6. Offerings for teams leads and managers

Managing @ Amdocs Academy

Our Managing @ Amdocs Academy spearheads the enhancement of leadership skills of new managers and team leads. With a focus on role clarity, team motivation, and effective engagement, the initiative included 50 programs attracting over 800 participants. It included live sessions led by Amdocs' expert leaders to seamlessly blend professional growth with daily tasks. Feedback from the participants was exceptionally high and positive.

Communication skills development

Furthermore, we have an active community for people managers, where members share and comment on posts, fostering a collaborative learning environment. Our ICOMM team develops innovative communication tools specifically for managers to enhance their communication skills.

Managerial power skills

In addition to these initiatives, Amdocs runs managerial power skills, a management training community that provides monthly sessions on development and management tailored to Amdocs' lifecycle. Topics include working in disruptive times, mastering leadership polarities and navigating through change, reflecting our commitment to developing leadership at all levels.



2.3.7. Performance Management Process (PMP)

Performance Management Process (PMP) is Amdocs' annual review and assessment process conducted by each individual employee together with their manager. The objective is to encourage a culture of open dialogue to help develop our employees' current (and future) capabilities, talents, and achievements. It also enables Amdocs to have comprehensive talent visibility, assisting in the identification of high performers, as well as employees who may benefit from focused development plans. This process is linked with our total rewards strategy, enabling a pay-for-performance methodology.

Over the past year, we have made changes in PMP to enhance its efficiency:

- Improving how we identify our talent segments
- Better aligning employees' day-to-day activities with Amdocs' strategic priorities
- Integrating skill assessments to support employee development and future readiness

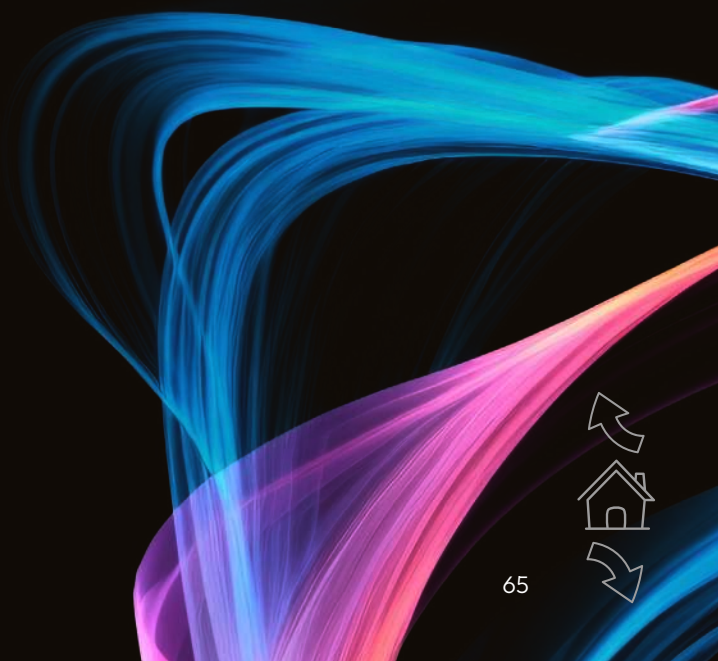
The performance review cycle begins with each employee preparing a self-evaluation, focused on setting and/or assessing progress toward annual goals, along with evaluating role-specific skills. These insights serve as the foundation for personal development plans. Managers review the self-evaluations, provide structured feedback, and engage in a dialogue with their employees to finalize the reviews.

Our most recent Performance Management Process shows measurable improvements compared to previous years, including:

- Employees demonstrated increased engagement in self-assessment and setting personal goals
- A notable 44% of personal goals were systematically measured in FY2024
- 69% of managers consistently provided feedback regarding goal achievements and skills assessment
- High performers were distinctly recognized, comprising 15.4% of the workforce

In addition to our annual discussions, we have a scheduled "check-in" touchpoint once a year between managers and their team members. These conversations augment the annual Performance Management Process. The goal of "check-in" is to realign objectives, assess skills, discuss development plans, and provide ongoing feedback and support.

Beyond the two formal processes during the year, feedback and development conversations are encouraged year-round, promoting a culture of excellence and growth.



2.3.8. Internal mobility & career development

Harmony Program & Career Hub

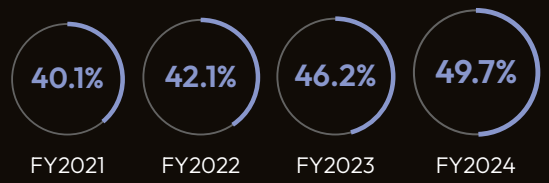
Harmony serves as Amdocs' flagship skills powered career transformation program, with Career Hub as its central AI driven platform. Introduced in April 2023, Harmony weaves together internal mobility, transparent skill development, and agile workforce planning into one cohesive solution powered by Eightfold's Talent Intelligence Suite.

During FY2024, Phase 1 of Harmony launched Career Hub – an intelligent, self service portal that maps each employee's existing skills, aspirations, and potential. By creating a profile, employees receive AI powered recommendations for open roles, projects, learning paths, and mentorship opportunities, often uncovering career options they may never have considered. This fresh approach eliminated title based searches and lengthy job descriptions, making career exploration intuitive and personalized.

Key Phase 1 Outcomes

- **Internal Placement Rate** rose from 46% (FY 2023) to **49.7% (FY 2024)**, driven by greater role visibility and precise AI matching
- **Time to Fill** internal positions fell by 23%, reducing disruptions and accelerating talent deployment
- **Mobility Transparency** was enhanced through improvements in our ATS, intranet, and weekly newsletter – giving employees clear insight into application status, decision timeframes, and release logistics

Percentage of our positions filled internally



Phase 2 & FY 2025 Enhancements

Throughout FY2025, Harmony accelerated hands on development, enriched career intelligence, and embedded AI across the talent lifecycle:

- **Projects & Hands On Skill Development:** Real assignments and stretch projects that build in demand competencies
- **Learning Marketplace & Career Goals:** An AI recommended catalog of courses and certifications, aligned to each individual's career aspirations
- **Career Navigator:** Aspiration driven discovery of roles, projects, and mentors – helping employees' chart "what if" career roadmaps
- **Advanced Development Plans:** Transitioning from "Train to Hire" to "Train to Perform," with dynamic plans that evolve as skills grow
- **Assessment Integration:** Competency evaluations embedded into our Performance Management Process, creating clear development benchmarks
- **GenAI Enhanced Intelligence:** Early visibility into GenAI proficiency levels and AI powered development plans tailored to emerging business priorities
- **Real Time Skill Detection:** Automated analysis of work outputs (code commits, project contributions, customer feedback) to keep skill profiles up to date without manual input
- **Resource Management Capabilities:** From simple and bench search through complex queries and near match talent alerts, managers gain AI driven tools to find and mobilize the right people at the right time

Looking Ahead

By the close of FY2025, Harmony will have matured into a fully integrated talent intelligence engine – seamlessly connecting skills, roles, rewards, and workforce planning. As we refine our AI models and user experience, we remain committed to fostering a culture of continuous learning, transparent mobility, and skills driven agility that keeps Amdocs and our people ready for whatever comes next.

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 and management system. According to the Amdocs Environment, Health & Safety (EHS) Policy, applicable to Amdocs' entire operations, employees and contractors under the company's supervision, our main focus and commitments in this area are to:

- Provide a safe and healthy workplace to prevent accidents and work-related illnesses by implementing controls in order to mitigate hazards to acceptable risk levels
- Increase awareness among our people to 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 continually improve our overall EHS performance

In 2024, we updated our EHS Policy to more closely align with Amdocs' broader ESG strategy. As part of this update, oversight of EHS-related risks and initiatives are now formally integrated into Amdocs' ESG governance framework, with accountability embedded at the Board level. Additionally, the updated policy expands its scope to explicitly include our external business partners, such as suppliers and contractors, reflecting a holistic approach to health, safety, and environmental responsibility across our entire value chain.

Our global EHS management system, certified by the international ISO 45001:2018 standard, is designed to support and manage Amdocs' key environmental, health, and safety aspects, allowing us to adjust our tools and methodologies accordingly. Our ISO 45001 certification covers 81% of our operational facilities, representing approximately 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, inspections, training, and awareness programs
- Set targets, prioritization, and action plans

Indicators	Unit	FY2020 actual	FY2021 actual	FY2022 actual	FY2023 actual	FY2024 actual	FY2025 goals
SIF (Serious Incident or Fatality)	#	0	0	0	0	0	0
DART Rate[1]	Rate	0.012	0.036	0.021	0.044	0.01	Max 0.02
Severity Rate (Total number of lost days / total number of recordable incidents)	Rate	8.5	12	3	27	31	Max 10

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.

In FY2024, Amdocs set ambitious health and safety targets, including a maximum DART (Days Away, Restricted, or Transferred) rate of 0.035 and a maximum Severity Rate of 8. We are pleased to report a DART rate of 0.01, which is below our target, reflecting our proactive efforts to prevent workplace injuries that result in lost or restricted workdays. While we made strong progress on DART, we faced challenges in meeting our Severity Rate target. The primary contributing factor was the official opening of our new site in Israel, where the high volume of employees on-site required extensive safety-related adjustments. In response, we conducted a root cause analysis of the health and safety issues and engaged relevant teams to identify mitigation and corrective actions. These include the introduction of new safety protocols, infrastructure enhancements, and improved management of logistical challenges to continue our support of a safe and resilient work environment.



2.4.1. Our health and safety goals for FY2025

Amdocs has set the following targets for FY2025:

1. Achieve zero SIF (Serious Incident / Fatality)

2. Reduce work-related lost time accidents

- Lost Days Due to Work-Related Accidents – maximum 0.020 DART
- Reduce lost days due to work-related accidents – maximum 10 Severity Rate

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. While we provide ergonomic equipment, such as chairs and standing desks, we understand the importance of awareness and knowledge of ergonomic principles. Since FY2023, we have been working on ergonomic e-learning and simplified ways that our employees worldwide can reach out to obtain ergonomic equipment and support.

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

In addition to our qualitative and quantitative targets, from FY2024 onwards, we are implementing further actions on the following Occupational Health and Safety programs in place:

- Continuously expand health, safety, and medical support to all Amdocs employees
- Partner with our suppliers and contractors to improve safety, offering training, guidelines, and collaborating to integrate action plans to reduce OHS risks. For example, our focus on slip, trip, and fall prevention
- Enhance event safety by standardizing processes, guidance and approval across all regions and sites

2.4.2. Emergency preparedness and response

In FY2024, Amdocs appointed a new Global EHS & Emergency Manager, directly responding to Global EHS and Security Director, with the purpose of centralizing emergency preparedness and response across all global sites in its Global EHS Structure. This strategic shift enables us to improve coordination, consistency in protocols, and decision-making in emergency scenarios.

A key development was the launch of the Amdocs Emergency Center, a centralized hub that oversees and supports emergency response planning and execution across all locations. Our employees' safety is of utmost importance, which is why we developed a proprietary emergency notification app that allows the Emergency Center to send real-time, location-specific alerts directly to employees, enhancing communication and response during critical situations. Additionally, Amdocs' employees have access to support for every emergency by reporting to the Amdocs Emergency Service Center by telephone.

These enhancements build on the solid groundwork laid in FY2023, when we focused on achieving compliance in emergency preparedness across all sites, and continuously maintaining as part of our Global Security and EHS Management System. This included refreshment of all emergency procedures, standardizing templates and materials to ensure alignment, and providing updated training for our global Emergency Response Teams (ERTs) in first aid and fire safety. Strengthening emergency readiness and resilience will be carried forward as one of Amdocs' main objectives in 2025.

Amdocs aims to expand the emergency center roles and responsibilities in 2025 to respond and assist in EHS matters.

Together, these efforts reflect our commitment to continuous improvement in health and safety.

2.4.3. Road safety

To help keep our employees safe on the road, we run a road safety project currently available in Israel and India. This initiative includes road safety lectures, cautious driver contests, educational materials, and practical driving guidance to encourage safer driving practices across our workforce.

In Israel, we have implemented additional road safety measures. Since 2012, we have conducted monthly practical driving training sessions focused on improving driver behavior and reducing distractions. Towards the end of 2025, we will expand the program to include a new e-learning module on safe driving. This new, virtual training will be mandatory for all employees who drive company vehicles and will be available to all employees, so they can benefit from this potentially lifesaving safety knowledge.

Additionally, since 2013, 100% of Amdocs' company fleet in Israel has been equipped with Mobileye advanced driver-assistance systems (ADAS), providing real-time alerts to support safer driving and prevent collisions.



B. Our communities

Our vision:

To empower positive social transformation, leveraging our expertise and influence, to create a more sustainable and inclusive world.

Our mission:

To foster a more equitable society through collaboration, unwavering commitment and the use of our skills, knowledge, expertise, and passion.



2.5. Our CSR model

At Amdocs, enriching lives and progressing society for a better-connected world is our mission statement and guiding principle. We view CSR as a core philosophy deeply embedded in our ethos, not merely a mandatory directive. Our goal is to make this a natural aspect of our way of life, integrating ESG principles into our CSR activities.

The objective of our CSR initiatives is to create meaningful impact and empower the communities we serve. By thoroughly assessing the needs of our beneficiaries, we strive to optimize the positive results of our efforts. Our CSR strategy primarily centers on programs and initiatives that advance digital inclusion, all while maintaining a strong commitment to supporting our communities.

Our revamped strategy addresses the digital divide, emphasizing four main pillars of digital inclusion: Accessibility and Connectivity, Digital Literacy, Future Employability, and Sustainability through Technology.

Amdocs CSR strategy generates a significant impact through four primary vehicles: **volunteer activities, technology development for social matters, customer partnerships, and resource investment.** Together, these "vehicles" form the backbone of Amdocs' approach to making a lasting, positive impact in the world.

Our **volunteer teams** harness the passion and commitment of our employees, engaging them in activities that directly benefit the communities we serve.

In the realm of **technology development**, our employees apply their expertise to create innovative solutions that address social challenges, demonstrating our belief in the power of technology for good.

Through **customer partnerships**, we collaborate to tackle global issues, understanding that collective efforts are essential for meaningful change.

Lastly, our **resource investment strategy**, involving both CSR initiatives and support for various organizations, reflects our commitment to contribute not just our time and skills, but also financial resources to support worthy causes.

Our commitment to Corporate Social Responsibility involves methodically designing and implementing initiatives that align with our core pillars of sustainability. We place significant emphasis on engaging the Amdocs volunteer community in these endeavors.

Unified effect on CSR, Inclusion, and Wellbeing

Amdocs' CSR initiatives are thoughtfully designed to weave together the principles of inclusion with a holistic focus on employee wellbeing. By ensuring that projects address the needs of all of our employees, we strive to create an environment where every voice is valued and every perspective counts.

A standout example of this integration is the TeamUp4Good program, which brings employees together from across the globe to participate in volunteer efforts. This initiative not only promotes participation in initiatives that provide positive impact on society, but also supports our employees' sense of purpose, teamwork, and personal wellbeing by encouraging meaningful engagement and collaboration outside the traditional workplace setting. For more check 2.2.1.1. Amdocs Global Wellbeing Programs.

2.6. Corporate citizenship and community engagement projects

At Amdocs, we prioritize community engagement by encouraging employee participation in activities organized worldwide by our local ESG and CSR champions in collaboration with the regional CSR team.

Among our numerous CSR initiatives and programs, our focus pillars are digital inclusion, community support, and environmental stewardship. While these pillars have a global scope, our regional and local teams adapt each initiative to fit their unique community needs.

The following sections, outline selected programs and initiatives implemented by our teams.



2.7. Digital inclusion CSR initiatives

2.7.1.1 Accessibility & connectivity

amdocs TECH Labs

Amdocs Tech Labs: Building Sustainable Digital Access

Global

In FY2024, the global program of "Amdocs Tech Labs" was launched focused on long-term strategic partnerships to enhance digital accessibility and connectivity in underserved communities.

By prioritizing scalable solutions, the program aims to create lasting impact and align with our broader commitments. As a core element of this global program, our CSR teams identify targeted opportunities to generate meaningful impact. Through collaboration with local NGOs and partners, we establish "Amdocs Tech Labs".



Examples of such Tech Labs, but are not limited to, are:

- In Mexico, Amdocs volunteer established a technology lab at Hogar Casa Cabañas, a facility for children without families, to enhance technological resources for 330 children. The project provided computers, TVs, couches, and desks for daily technology classes. These additions increased access to educational technology tools, allowing the children to engage with various subjects and develop digital skills relevant for future opportunities
- In Thailand in collaboration with Rajvithi Home for Girls, this Amdocs Tech lab focuses on empowering young girl's minds through technology. Amdocs donated computers and expanded internet access with Wi-Fi installations across key areas. As part of the ongoing collaboration, volunteers ran basic computer and AI workshops to spark curiosity and build digital confidence among students. Following these activities, the Amdocs team provided school supplies, daily essentials, and gift sets, fostering smiles and connection with the beneficiaries
- In Cyprus, one Amdocs Tech Lab was set in Apostolos Loucas center, a facility dedicated to adults with mental disabilities. This initiative aimed to provide a safe and supportive space where residents could engage with the digital world, fostering digital inclusion and providing opportunities for interaction and learning through technology for this group of individuals. Focus on people with disabilities, at this facility, the residents and visitors of this facility can expand their activities around digital interaction in this lap with their educators
- In Atlanta, through a partnership with Let's Grow STEAMx, Amdocs established a computer Tech Lab in Muscogee County, aimed to expand the educational opportunities for students. With the set of workstations and the provision of essential technological resources, we strive to help propel students into the future
- In Brazil, our team undertook a comprehensive renovation and modernization of the IT Lab at the Madre Cabrini Educational Institution in São Carlos, which supports over 300 children from vulnerable communities. The project included new flooring, paint, air conditioning, and an electrified security fence, along with laptops, monitors, and printer, providing full access to computer classes for students aged 8 and older, many for the first time. Furthermore, the school's IT teachers and representatives from three additional educational institutions were trained by Amdocs volunteers topics around AI, aiming to create a ripple effect of impact and thus to reach hundreds more children







"TechAway – The Lab for Connecting Worlds"

Israel

Amdocs created "TechAway – The Lab for Connecting Worlds," an educational gamification tool for visiting children at our offices. Volunteers use it to showcase Amdocs' technologies and demonstrate how integrated solutions can improve lives, engaging over 4,000 students and visitors. The program encourages participation, inspires interest in technology careers, and supports Amdocs' commitment to quality education and preparing youth for the digital future.

Equipment Donations

Global

At Amdocs, we regard accessibility as a key objective. In pursuit of this goal, we focus on equipment donations. In FY2024, we donated 2,041 laptops and various essential electronic devices and equipment. These contributions have supported schools, non-profit organizations, and individuals, enabling them to utilize technology more effectively.

2.7.1.2. Digital Literacy

Robotics Initiatives

Global

Continuing from previous years' activities with robotics training globally, during FY2024 we engaged with projects in Mexico, Dallas, Atlanta, Ontario, Cyprus, Israel, Philippines, and Brazil. The project's outcomes are supported by collaboration with local non-profit organizations and the implementation of established approaches such as the Lego Education Programs, which involve children in hands-on STEAM learning through robotics, in partnership with First Robotics communities internationally. With support from Amdocs, children from different backgrounds participated in robotics education, with efforts to promote inclusion in this domain.

Additionally, events are hosted at company offices where students are involved in robotics projects, alongside employees' children.

Let's Go Digital – Social Media Marketing Training

India

In partnership with the Mann Deshi Foundation, we launched the Let's Go Digital program for rural women entrepreneurs lacking marketing resources. Amdocs volunteers delivered over five training sessions on digital marketing, helping 30 women learn to use social media for business promotion. The program offered real-time support, enabling participants to set up online profiles and market their products. As a result, these women improved their digital skills, gained broader market access, and advanced toward economic empowerment.

Introducing AI in communities

Global

Launched in March 2024 in recognition of International Women's Day, this project aims to provide employees with tools to educate various communities about AI. Amdocs created the "Yes, We GEN Toolkit" as part of a global effort to introduce AI concepts to children, seniors, and individuals in underprivileged circumstances worldwide. The toolkit is accessible to both Amdocs employees and external users. In 2024, the toolkit was used in several countries, and through partnerships with NGOs and schools, it reached over 2,000 children in EMEA, about 300 children in the Americas, and more than 500 children in the Philippines, increasing its geographic scope and audience.

In 2025, Amdocs created a second version of the AI Toolkit "Prompt your future" to keep motivating the adoption of AI in our communities. In the dynamic world of GenAI, women and girls are essential architects of change. Engaging with GenAI tools empower them to shape their development, ensure responsiveness to their distinct perspectives, and foster better outcomes.

2.7.1.3. Future employability

Digital Woman

CALA region

Amdocs contributed to the Digital Woman Program, an initiative by Junior Achievement in CALA, delivering technology training to over 7,000 women. Amdocs employees participated as mentors, supporting trainees in their job search efforts and directly facilitating successful employment outcomes for mentees.

Empowering Youth - Unistream

Israel

In partnership with Unistream, Amdocs is engaged in a three-year initiative to establish an innovation center in Sderot, aimed at empowering youth from social and geographic peripheries through entrepreneurship education. At the Unistream Center of Innovation, participants form startup teams and progress from ideation to business development, gaining essential skills and tools for future success in the business and entrepreneurship sectors.

In 2025, around 70 students participated in year-round entrepreneurship sessions at the center, building practical experience and preparing for integration into senior roles in the business world.

Participants acquire invaluable skills that will serve them well in their future careers. In the program, five groups of youth create startups, progressing from the initial idea stage to full business development. They gain essential knowledge and tools needed for success and integration into senior positions in the business and entrepreneurship sectors.

In December 2024, the new entrepreneurship center opened and started its activities officially in Shderot and the surrounding area.

Women for the Future

Mexico

Amdocs supported throughout the year "Women for the Future" a student-led initiative empowering the next generation of female engineering talent. Amdocs participated in the different forums including the annual Bootcamp for women engineers where students from different universities participated and during this edition Amdocs expert shared knowledge about Cloud computing.

2.7.1.4. Sustainability through technologies

A. Tech for Good platform

Amdocs strive 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. Our Tech for Good platform was established to address social and environmental challenges through technology and digital inclusion. Uniquely, we look for pressing social issues relevant to Amdocs' sustainability strategy and then work with partners, including communications service providers (CSPs), NGOs, local government, academia, etc., to develop and implement new technological solutions that address these issues with maximum possible impact.

Framework
Amdocs encourages employees, local non-profit organizations, and CSPs to propose social and environmental issues that we could address. To complete the partnership triangle, Amdocs seeks suitable external stakeholders, such as CSPs, local NGOs, and government bodies, who have expert knowledge about the issue. These stakeholders help explain the project's requirements, identify the target population or beneficiaries, and propose practical solutions.

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

Case studies:

ERAN Nonprofit Learning Portal

Israel

Amdocs Israel volunteers developed a specialized learning portal for ERAN, a non-profit organization dedicated to mental health first aid. This professional knowledge system provides ERAN's team with educational information, a professional guide, and access to internal knowledge, specifically tailored for their volunteers' needs. Developed with the help of four dedicated volunteers, this platform demonstrates Amdocs' unique application of technological expertise to address social challenges in the mental health space.

AI App for Employment – APPlied

CALA

The APPlied AI application was developed as a specific "Tech for Good" project within CALA. This innovative AI application is designed to aid employment, demonstrating a practical use of technology for social good. Its development is linked to the Digital Woman Program, further emphasizing Amdocs' commitment to future employability and advancing community impact through technology.

A customized chat platform based on the GPT-4 architecture, specifically tailored to assist people in vulnerable situations in transitioning their careers into the tech industry.

Its design integrates technical and practical knowledge with a special focus on overcoming the unique challenges women face in the tech job market. This development aims to support by making and analysis and a comparison between the CV and Job position and it also has an interview simulator. This platform is meant to share with the different employment programs to support the communities where Amdocs' volunteers are working.

B. Collaboration with partners

Empowering Communities with Remote Patient Monitoring: The “Housepital” Initiative

Malaysia

Amdocs, in partnership with Intel Corporation and the National Cancer Society Malaysia, is advancing cancer screening and care in underserved communities by deploying private 5G networks and GenAI-powered telemedicine.

Central to this initiative is the Medpod MobileDoc platform, which integrates advanced diagnostics hardware with intuitive software. Through this powerful solution, remote specialists can conduct thorough examinations, including listening to patients’ heart and lung sounds, observing the mouth and ears with medical scopes, and monitoring vital signs. All measurements and live audio/video feeds are automatically shared via the platform, allowing for seamless and immediate review.

The “Housepital” initiative enables early detection, timely intervention, and consistent support for cancer patients, significantly reducing the need for travel and hospital visits. By educating patients on device usage, facilitating self-monitoring, and providing real-time feedback, the project empowers individuals in rural and hard-to-reach areas to receive high-quality care from their homes.

This project is a demonstration of Amdocs’ commitment to leveraging advanced technology for responsible, inclusive, and sustainable health solutions.

2.8. Promoting inclusion in STEAM

Over the past few years, Amdocs has partnered with various non-profit organizations worldwide to champion inclusion in science, technology, engineering, arts and mathematics (STEAM).

CSR activities:
Our dedicated employees actively participate as volunteers, mentors, judges, and speakers. inspiring and motivating participants to pursue STEAM education and careers.

Technovation

Mexico

Technovation is an annual competition focused on empowering girls in technology, where students from various schools learn to develop tech-based solutions for social problems and turn them into social business models. Amdocs has partnered with the Mexico chapter of this global initiative for five years, mentoring and supporting innovation and entrepreneurship among 500 participants.

Future Holders

Israel

Amdocs partnered with Future Holders, and through this program brought together 90 Jewish and Arab girls to learn AI and apply it to environmental innovation. Through regular meetings, these participants – supported by Amdocs mentors – are developing tech-driven environmental solutions, and participating in hackathons.

NTech Project

Israel

The NTech Program was launched to promote digital education in peripheral regions, with "N" standing for both Negev and Nazareth. In Nazareth, the program creates a continuous educational journey starting from elementary school and progressing through middle school, in collaboration with the "A Computer for Every Student" organization and the Moona association, both dedicated to advancing digital learning. Currently active in about nine schools, the program offers an innovative learning portal, training for students and teachers, personalized mentoring, enrichment workshops, and special showcase days to present student projects. Looking ahead, the initiative is set to expand next year to approximately thirteen schools, reaching more than 8,000 students throughout the city of Nazareth.

Corporate Employability Program (CEP)

India

In collaboration with the Lila Poonawalla Foundation (LPF), Amdocs India CSR conducted two batches of the Corporate Employability Program. Expert trainers from various business units mentored 180+ engineering girls in each batch. The program focused on building in-demand technical skills such as Artificial Intelligence, Machine Learning, and DevOps. It also covered essential soft skills, including resume writing, professional communication, and interview preparation through mock interviews and group discussions.

Inclusion the Pretas Program

Brazil

Amdocs implemented the "Inclusion the Pretas Program" to advance the inclusion of Black Brazilian women in technology. This initiative provided participants with essential tools to enter the technology sector, spanning November and December. The program saw 281 enrollments, with 80% of participants feeling more encouraged to achieve their professional objectives, and 100% reporting increased confidence.

SHAVOT project

Israel

By partnering with Shavot, an Israeli non-profit, we are empowering girls in peripheral areas through leadership training. In 2024 and 2025, Amdocs volunteers delivered an AI-powered “Train the Trainer” session to enhance Shavot’s team skills and enable them to share this knowledge with groups across Israel. Furthermore, our volunteers also participated in the “Israeli Girls Week” where our women volunteers met with 1,800 high school students to share their career journeys and inspire the young generation.

Students STEAM Education Enhancement

India

In India, our STEAM programs in partner schools are structured to foster scientific thinking and promote engagement with science in an accessible manner. Through the use of science kits and hands-on experiments, our volunteers reached over 1,000 students during FY2024, thereby enhancing their interest in and comprehension of scientific concepts.

Breaking the Glass Ceiling

Israel

Through our active engagement with around 60 female students, Amdocs employees introduced these young girls to the high-tech world. These interactions are designed to inspire and empower them to pursue careers in technology, providing crucial insights and tools necessary for their success.

The sessions of the program included practical skills that the students can apply in real-world scenarios, enhancing their understanding of effective project management.

2.9. United in Action: Volunteering for Community Impact

Acts of Amazing

Global

During FY2024, we celebrated "Acts of Amazing" – a two-week, global volunteer initiative that embodied our commitment to giving back and building a compassionate and sustainable world. Across more than 200 events, thousands of Amdocs employees joined hands to make a world of difference, contributing over 9,000 hours of volunteering and positively impacting the lives of more than 7,000 people.

These acts of kindness took many forms, including:

- Providing nourishing food to individuals in need
- Conducting training programs in low-income areas
- Inspiring young minds through STEAM education and computer labs
- Promoting environmental stewardship through hands-on conservation effort
- Delivering medical care to underserved communities
- Donating blood

As part of our Acts of Amazing, the annual campaign of Joy of Giving in India was included. Every October, CSR volunteers across India come together to celebrate the "Joy of Giving" initiative – an annual effort that embodies the spirit of generosity and community engagement. The success of this initiative is fueled by enthusiastic employee participation, vibrant energy, and the invaluable support of their families, all working together to drive meaningful social impact. In FY2024, the initiative focused on supporting education in partner NGO schools by providing digital infrastructure and internet connectivity.









Employees and their families were encouraged to register and contribute to this cause, reaffirming their commitment to inclusive and quality education. During this period, our Indian colleagues achieved:

- A series of events were conducted across Pune and Gurugram, engaging over 300 volunteers
- More than 6,000 employees and their family members participated in various activities
- The initiative collectively raised over $14,000 to support education
- A two-week series of fundraising activities included sports competitions, interactive games, and a vibrant food mela

This initiative not only strengthened our community impact but also fostered a culture of empathy, collaboration, and active citizenship among our employees and their families.

Blossom Marathon – Promoting Teamwork, and Community Engagement

India

In FY2024, Amdocs organized the Blossom Marathon to foster community spirit and promote physical well-being among students. The initiative aimed to encourage youth participation in sports, enhancing their health, focus, confidence, teamwork, and leadership skills. Amdocs employees actively supported the cause by registering themselves and their family members for the run. Through this initiative, we achieved:

- Shoe Donation: 2,100 pairs of sports shoes were donated to students across 10 schools
- Fundraising: $21,000 was raised for the Run4Sports initiative through the registration of 2,900 employees and their family members
- Student Participation: Over 250 students and teachers from 8 partner schools took part in the Blossom Marathon events held in Pune and Gurgaon



2.9.1. 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 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. We are introducing enhancements throughout the year aiming to support future CSR programs and better volunteers experience.

2.9.2. 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 FY2024, Amdocs' corporate citizenship and charitable donations totaled $902,067 and we extended our support by donating over 2,041 laptops, IT equipment and furniture to individuals in need.

2.9.3. Natural and disaster relief contributions

Conflict in Israel

During the past two years of conflict in Israel, Amdocs demonstrated a strong commitment to supporting both its employees and the wider community. The company quickly provided emergency housing and essential services for affected families, established support hotlines, and trained managers to address the complex needs of staff during the crisis. Furthermore, Amdocs organized numerous volunteer efforts, coordinated donations of technology and supplies, and facilitated mental health and community support initiatives. Additionally, the company fostered local economic resilience by supporting farmers and suppliers from impacted areas, showcasing a holistic approach to corporate responsibility in times of crisis.

Through Amdocs contribution and support with Amdocs employees' donations, almost 7,000 families were impacted during this conflict.

Myanmar Earthquake in Malaysia

Following the Myanmar earthquake and significant flooding on Malaysia's east coast, Amdocs responded promptly to help impacted communities.

The Amdocs team in Thailand visited disaster zones to assess urgent needs, providing vital supplies – including food and energy drinks – to local rescue teams and volunteers.

In Malaysia, Amdocs partnered with the Than Hsiang Buddhist Welfare Association, delivering sponsored aid to the hardest-hit regions of Terengganu, Kelantan, and Pahang. This coordinated effort brought relief to over 800 families in Terengganu alone.

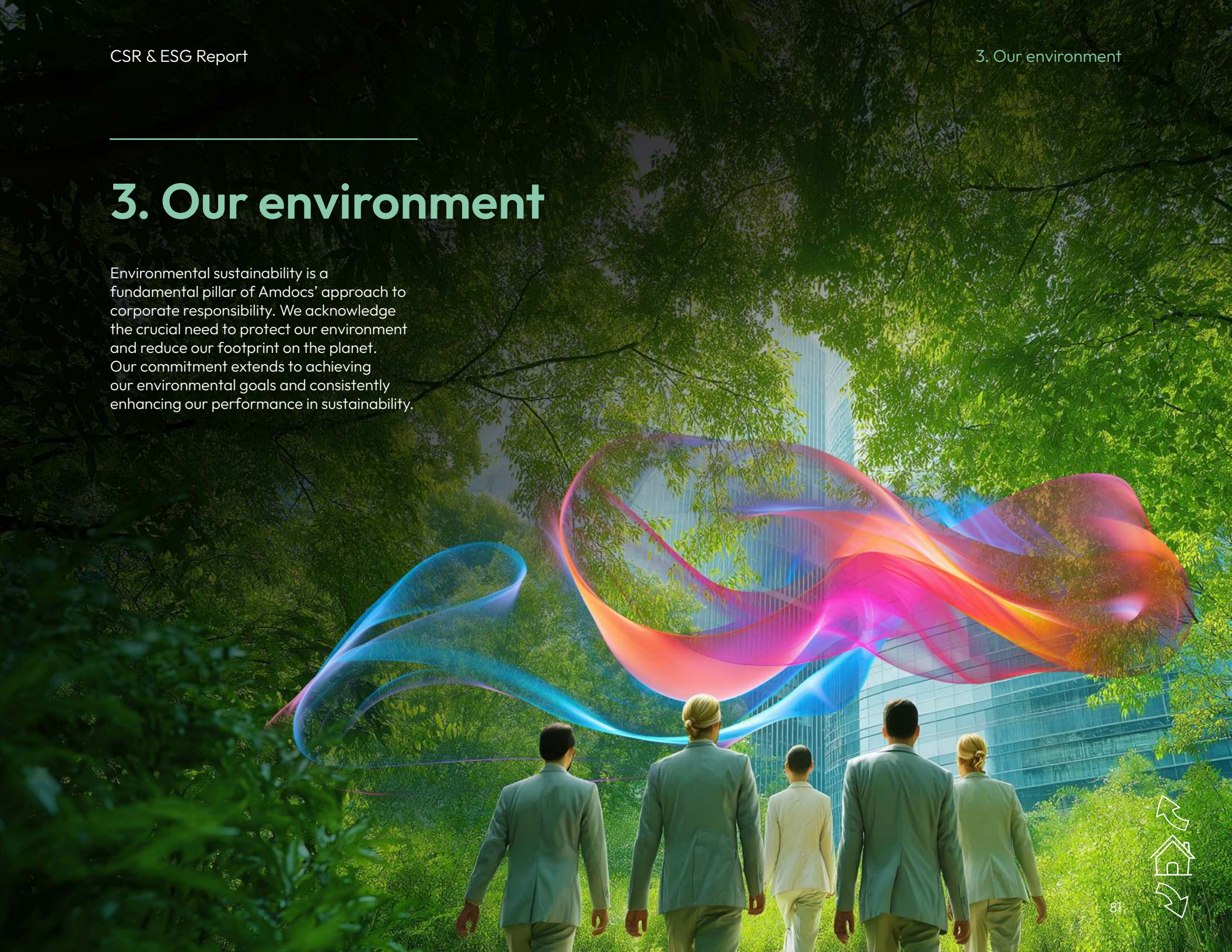
Monsoon rains in Philippines

In a heartfelt outreach to the Dumagat Indigenous community in Daraitan, a dedicated team from Amdocs organized a comprehensive medical mission paired with a donation and feeding program. Over the course of a day, more than 100 families received much-needed vitamins, medicines, and basic grocery essentials, while a volunteer doctor and nurses conducted vital health checkups for individuals facing illness.

The initiative extended beyond medical assistance, as over 100 children were treated to nourishing meals, creating moments of joy and relief. This impactful endeavor was made possible through the enthusiastic participation of 20 Amdocs volunteers, whose collective spirit of service left a lasting mark on the community.

3. Our environment

Environmental sustainability is a fundamental pillar of Amdocs' approach to corporate responsibility. We acknowledge the crucial need to protect our environment and reduce our footprint on the planet. Our commitment extends to achieving our environmental goals and consistently enhancing our performance in sustainability.



3.1. Environmental management



Amdocs is dedicated to preserving natural resources in our operations by aiming to reduce our consumption of energy, materials, and water, and by minimizing pollution through the reduction of greenhouse gas emissions and landfill waste.

Starting December 2024, the Environment Health Safety (EHS) and the Climate Strategy & Sustainability (CSS) domain have split to have their own dedicated leadership. This strategic change is allowing Amdocs to better align with our global objectives and strengthen Amdocs' position as a responsible and forward-thinking organization committed to making a meaningful impact on environmental, health, safety and sustainability aspects.

Our Global EHS management system seeks to aid and oversee Amdocs' significant EHS risks and opportunities, enabling us to refine our tools and methods as needed. We are certified under the ISO 14001:2015 environmental management system certification across our global operations, a testament to our commitment to environmental stewardship. Under this certification, Amdocs diligently measures and reports on critical metrics such as greenhouse gas emissions, and the consumption of energy and water.

Our ISO 14001 certification encompasses around 81% of our operational sites and includes 99% of Amdocs employees involved in our business activities.

The establishment, review, and guidance of our EHS objectives and strategy are led by Amdocs' Global EHS and Security Director, and include the following environmental areas of strategic focus:

- Governance, strategy, risk, and opportunity assessments and management
- Environmental reviews
- Compliance assessments on environment, health, and safety regulations (as well as continuously monitoring changes in policies around the world)
- Emergency preparedness and response
- Key performance indicators collection, monitoring and reporting
- Global and local projects to improve our environmental performance
- Internal audits, training, and awareness programs
- Continuous improvements of our environmental performance

Amdocs management is committed to maintaining an effective EHS management system within its global operations that complies with the ISO14001 and ISO45001 requirements, therefore, allocating the required resources (budget, human resources and technology) for central management operations, and site activities that are required to manifest the company's EHS policy.

Our Global EHS organizational structure includes Regional and Local EHS Coordinators at all Amdocs main operational sites, with detailed roles and responsibilities related to EHS.

Our CSS objectives and strategies are led by Amdocs' Global CSS Director, and focus on:

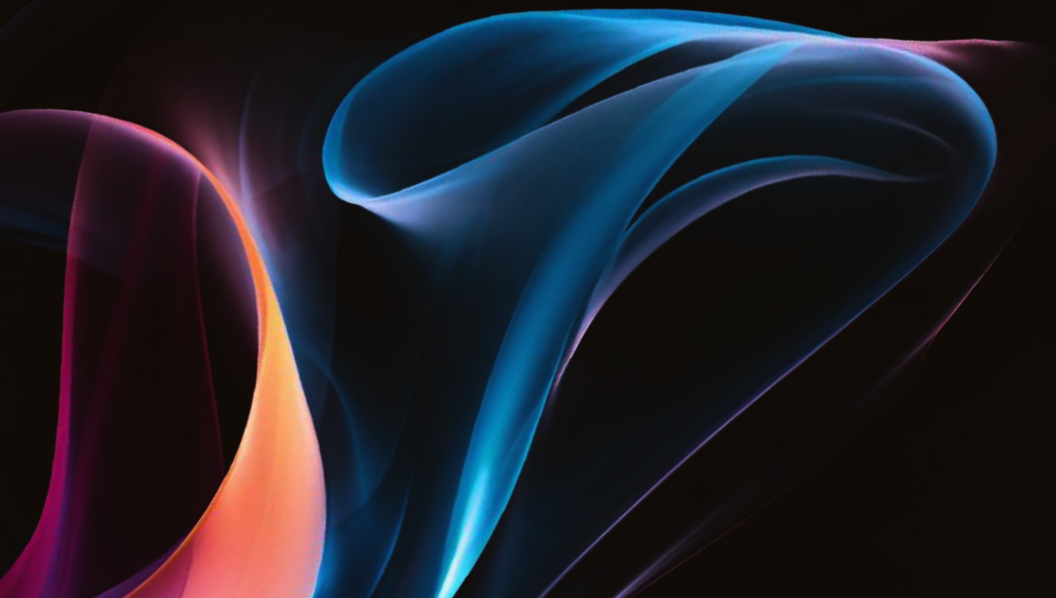
- CSR-ESG reports
- Renewable energy & Climate Targets to reduce environmental impacts
- International Compliance (SEC, CSRD, etc.)
- Supply Chain Management and Programs
- Product Sustainability
- Other environmental issues such as Biodiversity, Water, and Plastics
- Employee & Community Impact thorough our Green Teams

3.1.1. EHS policy

Amdocs EHS and CSS are part of our ESG global governance structure, led by our Board of Directors, which oversees ESG matters through its committees. Our CEO & Executive team has ownership over the overall Amdocs ESG strategy.

Our EHS management system is structured as follows:

- **PLAN:** Identify environmental aspects, health and safety hazards, and regulatory requirements. Establish objectives, targets, and programs
- **DO:** Assign responsibilities, conduct training, manage communications, implement control procedures and activities, and prepare for emergencies
- **CHECK:** Monitor key performance indicators (KPIs), evaluate compliance, address failures or incidents, maintain records, and conduct internal audits
- **ACT:** Review findings and report to management



During 2024, we reviewed and updated our Global EHS policy, applicable to the company's entire operations and employees, as well as contractors and other business partners under the company's supervision. The Policy is signed by Amdocs General Manager of Global Operations, and includes the following commitments:

- **Conserve Natural Resources:** Reduce the use of energy, consumables and water
- **Minimize Pollution and Climate Impacts:** Reduce greenhouse gases (GHG) emissions and landfill waste. Amdocs aims to become carbon neutral in its business operations (Scope 1 and 2 GHG emissions) by 2040
- **Innovate:** Develop products and solutions with reduced environmental impact
- **Goals and Governance:** Define goals, set priorities and action plans, measure progress, and report periodically to management
- **Safe Workplace:** Provide a safe and healthy workplace to prevent accidents and work-related illnesses by implementing controls to mitigate hazards to acceptable risk levels
- **Increase Awareness:** Raise awareness among our people about safety, occupational health, environmental and biodiversity issues
- **Emergency Preparedness:** Prepare and respond to emergencies to protect our people and property
- **Compliance:** Meet or exceed industry standards, national laws and regulations
- **Continuous Improvement:** Strive to continuously improve our global EHS management system and performance
- **Audits and Assessments:** Conduct audits and self-assessments of Amdocs' compliance with this policy
- **Employee Engagement:** Promote employee engagement and consultation to improve our overall EHS performance
- **Partner Engagement:** Engage and consult with our main business partners to promote social and environmental responsibility

3.1.2. Educating our employees on environmental topics

Amdocs incorporates a mandatory Environmental, Health, and Safety training module for all employees within our Business Conduct Program, spearheaded by our global Corporate Social Responsibility team. In FY2024, we achieved a 100% annual completion rate for this training across our entire workforce.

The training is pivotal in educating our employees about Amdocs' Global EHS Policy and our broader ESG strategy. It provides a detailed overview of Amdocs' initiatives to improve environmental sustainability and offers concrete ways for employees to contribute to and understand the impact of their work on the company's green efforts.

Among the guidance offered are actionable tips for supporting sustainable operations at Amdocs including:

- Turning off lights and air-conditioning when leaving your workspace
- Using public transportation or cycling to work
- Paying special attention to batteries and electrical and electronic equipment waste, which are hazardous and should be properly disposed of
- Reducing waste and promoting recycling in accordance with local guidelines to minimize landfill contributions
- Bringing your reusable bottles and cups to the office

In addition to the above, all Amdocs' new employees receive an onboarding kit, which includes information on Amdocs Environmental Management Systems and ongoing activities, as well as directions on how to reach the local, Regional and Global EHS teams, and Green Teams at the employee's worksite.

Moreover, EHS awareness, competence and training programs are required for all Amdocs sites within the scope of the Global EHS management system. Our local EHS Coordinators undergo quarterly training to improve their knowledge of EHS related issues, coordinate the EHS Management System implementation on site and report to Global EHS.



3.2. Our climate-related commitments



We are steadfast in our commitment to enhance our environmental performance across all areas. As a step forward in this direction, we have established the following targets compared to the 2019 base year:

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

For our mid-term goals, Amdocs has established objectives endorsed by the Science Based Targets Initiative (SBTi), aligning with the Paris Climate Agreement and the necessary decarbonization aligned with a 1.5°C increase in global temperatures for our Scope 1 and 2 emissions, and to keep our Scope 3 emissions consistent with a less than 2°C increase (WB2D).

We are extremely proud to announce that Amdocs has successfully reached and exceeded Science Based Targets for FY2024*:

- Amdocs committed to reducing absolute Scopes 1 and 2 GHG emissions by 21% by FY2024 compared to the 2019 base year
- In FY2024 our Scope 1+2** emissions accounted for a total of 29,013.6 tCO2e – an absolute reduction of 49% compared to the 2019 base year
- Amdocs commits to reducing absolute Scope 3 GHG emissions by 13% by FY2024 compared to the 2019 base year
- In FY2024, our Scope 3 emissions accounted for a total of 50,193.4 tCO2e – an absolute reduction of approximately 50% compared to the 2019 base year

For more details on our GHG performance see 3.6. Calculating our GHG emissions.

Building on our commitments to Science Based Targets, Amdocs established a goal for 80% of its vehicle fleet to consist of hybrid, plug-in, and electric cars by FY2025. We are proud to report that we surpassed this goal, and as of June 2025, 85% of our vehicle fleet consists of hybrid, plug-in, and electric cars.

* This CSR & ESG report discusses the accomplishments and performance for FY2024. Therefore, disclosures related to Amdocs' FY2024 target are included to provide a complete and transparent view of that reporting period

** Scope 2 – market-based GHG emissions

3.3. Amdocs' climate disclosure in accordance with the TCFD framework

We recognize the risks that climate change pose to our current business models, which is why we are acting to address climate change by continuously investing in projects and programs aimed at reducing and removing greenhouse gas (GHG) emissions.

In our Task Force on Climate-related Financial Disclosures (TCFD) Annex, we summarize our efforts on all climate related issues, we have structured our Annex in accordance with the recommendations of the TCFD disclosure framework, including governance, strategy, risk management, and the assessment of metrics and targets.

3.4. Core memberships



Amdocs is an active member of several influential sustainability organizations, including the Carbon Disclosure Project (CDP), which operates under the tagline "Disclosure Insight Action". Since 2010, Amdocs has consistently reported to the CDP Climate Change Program. We are proud to announce that our 2024 report received a B grade, reflecting our ongoing commitment to sustainability. In the upcoming years we are committed to addressing and seeking improvement in target areas, aiming to enhance our performance.

3.5. Energy management



Our environmental policy and commitment primarily focus on conserving natural resources through energy reduction. Amdocs strive to improve electricity efficiency in our operations, products and services.

3.5.1. Operational energy efficiency measures

Amdocs is continuously seeking to reduce energy consumption on our facilities, including Data Centers, by introducing several projects and incentives to reduce energy consumption in our operations. Some examples from previous years are:

1. Facility Optimization: Decreasing electricity usage through chiller replacements, AC temperature adjustments, and LED lighting upgrades
2. Energy-Efficient Technology: Purchasing energy-efficient computers and promoting energy-saving practices for PCs and laptops, including:
   - Enhanced shutdown/sleep mode procedures
   - Extended hibernation times
   - Increased use of virtual PCs
3. Video Conferencing: Expanding VC meeting rooms and sessions to reduce travel
4. E-Waste Management: Collecting and recycling Waste Electric & Electronic Equipment (WEEE)

We encourage employee participation in reducing energy consumption and carbon footprint through:

- Promoting PC hibernation when not in use
- Encouraging use of natural light and powering down equipment when leaving
- Minimizing printing
- Switching to energy-efficient lighting
- Promoting sustainable commuting options (public transport, bicycles, carpooling)
- Prioritizing video conferencing over air travel

3.5.2. Energy surveys, audits, and reports

We conduct energy surveys and audits in compliance with regulations in Israel, the UK (ESOS), Ireland (EAS), Hungary, and Cyprus. These audits help identify energy performance improvement opportunities and have led to enhanced energy management practices across our facilities.

Amdocs regularly submits reports to local environmental authorities and undergoes third-party audits to ensure compliance. We maintain open communication with local authorities on energy consumption issues. In 2024, energy reports were completed in Cyprus, the UK, and Ireland, and an action plan was submitted to the UK government.

In FY2024, Amdocs experienced a 1.3% year-over-year decrease in total electricity consumption. Moreover, due to our commitment to increase the overall consumption of renewable energy, we managed to significantly increase the share of electricity purchased from renewable sources and keep lower CO2e emissions (Scope 2 – market-based), as further detailed in section 3.5.4. Renewable energy.

Energy consumption Scope 1 & 2	Total energy consumption – Scope 1* and Scope 2 market-based (MWh)	Total non-renewable energy consumption – Scope 1* and Scope 2 market-based (MWh)	Total electricity consumption – Scope 2 market-based (MWh)	Total renewable electricity consumption – Scope 2 market-based (MWh)	Percentage of total renewable electricity consumption – Scope 2 market-based (%)	Data center electricity consumption (MWh)	Percentage of renewable electricity on DCs (%)
FY2019	106,046	95,568	103,874	10,478	10.1	54,626	12%
FY2020	95,686	86,089	94,557	9,597	10.1	56,021	10%
FY2021	85,383	68,994	84,480	16,389	19.4	53,385	19%
FY2022	95,565	48,954	86,982	46,611	53.6	49,103	62%
FY2023	94,465	39,232	93,767	55,233	58.9	48,337	58%
FY2024	98,726	30,760	92,590	67,966	73.4	48,927	69%

* Energy consumption for Scope 1 includes diesel consumption from Amdocs emergency generators and natural gas consumption for heating at some Amdocs sites.

3.5.3. Energy usage in data centers

Given that data centers represent a significant source of emissions for Amdocs, energy efficiency is a critical component of the targets and goals for all our data center managers and is therefore central to our annual incentive programs.

We promote energy efficiency through various measures, including:

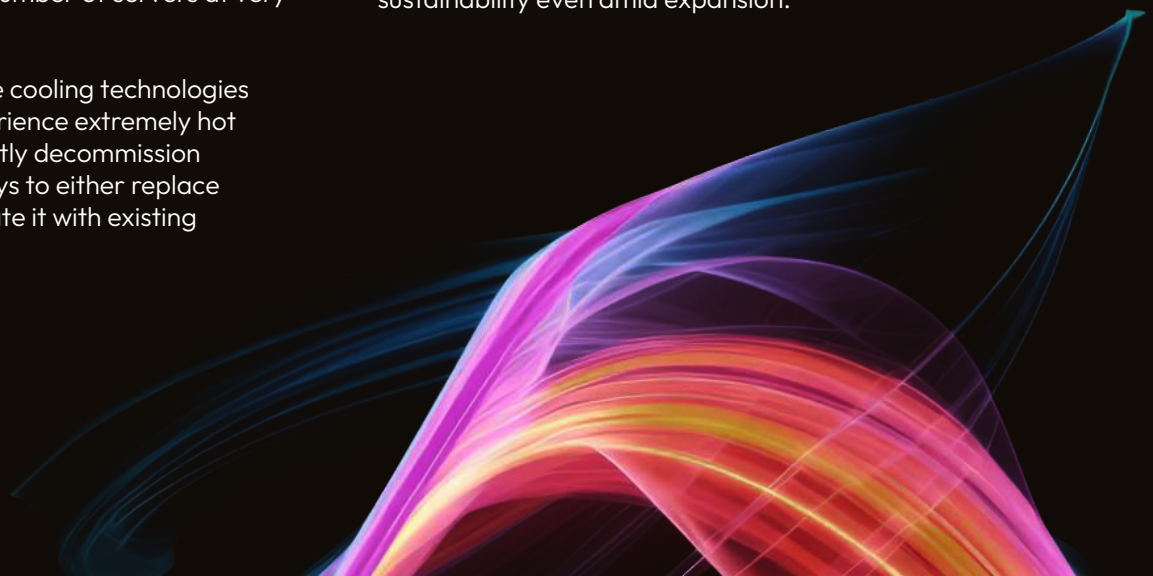
- Monitoring Power Usage Effectiveness (PUE) of our data center
- Tracking the level of service required to minimize overprovisioning
- Controlling the usage of servers to identify and eliminate unused ("comatose") servers
- Decommissioning old hardware, resulting in decommission of hundreds and more servers reducing a lot of KW power use across the globe
- Maximizing the deployment of virtual machines to put servers that are 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 in areas that experience 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 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 our facilities in North America and India.

	FY2020	FY2021	FY2022	FY2023	FY2024
Average PUE	1.63	1.56	1.54	1.59	1.59

In FY2024, Amdocs saw a slight increase in data center electricity consumption. Amdocs is having a significant business growth, which reflects on the companies' needs on DC services. Despite this, we remained focused on improving energy efficiency in the DC infrastructure, deep decommission and deep efficiencies. This reflects on how we only see a minor growth on electricity consumption increase and also were successfully able to maintain our global Power Usage Effectiveness (PUE) average at 1.59, consistent with FY2023. This reflects our commitment to operational sustainability even amid expansion.



3.5.4. Renewable energy

To achieve carbon neutrality in our Business Operations (Scope 1 and Scope 2) and 100% electricity from renewable sources by FY2040, Amdocs is committed to increasing the share of renewable energy in our global electricity consumption, and continuously exploring new opportunities in this area.

Since January 2024, we have secured a financial power purchase agreement (PPA) with an Israeli company, including energy attribute certificates (EACs), to supply our main site with 100% renewable energy. This agreement allows us to maintain at least 50% renewable electricity as a share of our total annual global energy consumption.

We are also exploring additional options at our main sites to increase the purchase of renewable energy directly from suppliers through retail supply contracts, a model already implemented at several of our European locations. In 2024, we initiated the process to source 100% renewable electricity at our main campus in India. Similarly, in Champaign, Illinois, we reached an agreement with our existing energy supplier to provide approximately 40% of our total electricity needs through Green-e Energy Certificates, certified by the Center for Resource Solutions to meet the highest renewable energy standards in North America.

Additionally, we have purchased International Renewable Energy Certificates (IRECs) totaling 30,000 MWh in Israel and India, enabling us to cover 100% of our electricity consumption from operations in Israel.

Overall, in FY2024, we increased our use of renewable and low-carbon electricity worldwide, raising our global share of renewable electricity to 73.4%, a substantial increase from 19.4% in FY2021. Looking ahead, we intend to expand these efforts and gradually transition all smaller sites to renewable energy with the aim of achieving 100% renewable electricity for our global operations by FY2040.

Types of renewable energy instruments purchased	Total kWh	Renewable energy percentage from total
Unbundled procurement of energy attribute certificates	30,000,000	32.40%
Financial Power purchase agreement + EAC	13,283,390	14.35%
Retail supply contract with electricity supplier	8,560,942	8.94%
Default delivered renewable electricity from the grid - Residual mix percentage	1,530,603	0.28%
Default delivered renewable electricity from the grid - local data on renewable electricity generation	39,215,420	17.43%
		73.40%

3.6. Calculating our GHG emissions



We are focused on the environmental impact of our GHG emissions.

To measure our carbon footprint, we utilize the Greenhouse Gas Protocol Corporate Standard. Our carbon footprint primarily stems from the energy consumption in our buildings and data centers (purchased electricity, categorized as Scope 2), as well as Scope 3 emissions, which include air travel, employee commuting, energy-related activities, purchased goods and services, waste management, and home-working.

We are committed to increasing the proportion of renewable energy within our overall electricity usage. Our environmental reporting encompasses approximately 99% of our business operations, covering Scope 1, Scope 2, and Scope 3 emissions. These reports are independently verified by a third-party auditor in accordance with ISO 14064-3, ensuring our data's integrity and accuracy.

In FY2024, our total absolute emissions (Scopes 1, 2, and 3) increased by 1,480 tCO2e, representing a 1.9% rise compared to FY2023. The primary driver of this increase was the inclusion of a newly reported Scope 2 activity: water cooling for air conditioning systems at our site in Manila, Philippines, which had not been accounted for in previous years.

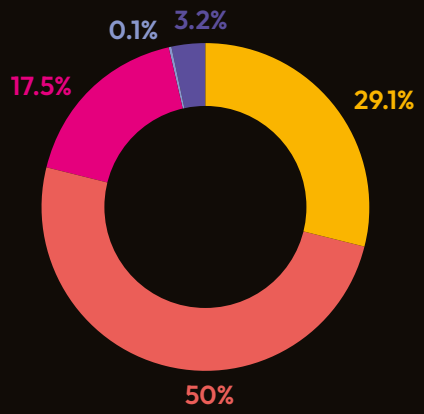
GHG emissions	Scope 1 tCO2e	Scope 2* tCO2e	Scope 3 tCO2e	All Scopes** tCO2e	All scopes per employee** tCO2e/ employee
FY2019	1,929	54,996	100,004	156,929	7.15
FY2020	2,026	46,812	50,611	99,450	4.6
FY2021	2,175	38,555	28,414	69,145	3.28
FY2022	1,327	25,057	41,441	67,825	2.82
FY2023	1,142	24,556	52,030	77,727	3.05
FY2024	1,455	27,558	50,193	79,207	3.21

* Since FY2021 Scope 2 was calculated according to the market-based method.
** Market-based emissions.

3.6.1. Scope 3 emissions analysis

Amdocs indirect emissions (Scope 3) represent the majority of GHG emissions in the previous years. They are composed of 5 main categories, according to the GHG Protocol. We calculate and manage them as follows:

FY2023 – Scope 3 GHG emissions (tCO2e) breakdown



Fuel-and-energy-related activities
Business travel
Employee commuting
Purchased goods and services
Waste generated in operations

	Scope 3 Category				
GHG emissions (tCO2e)	Fuel-and-energy-related activities	Business travel	Employee commuting	Purchased goods and services	Waste generated in operations
FY2019	15,467	68,772	13,044	194	2,528
FY2020	12,602	32,378	3,781	108	1,744
FY2021	15,421	662	10,880	33	1,418
FY2022	13,658	14,708	11,613	36	1,427
FY2023	14,162	25,010	10,855	93	1,909
FY2024	14,581	25,109	8,808	64	1,631



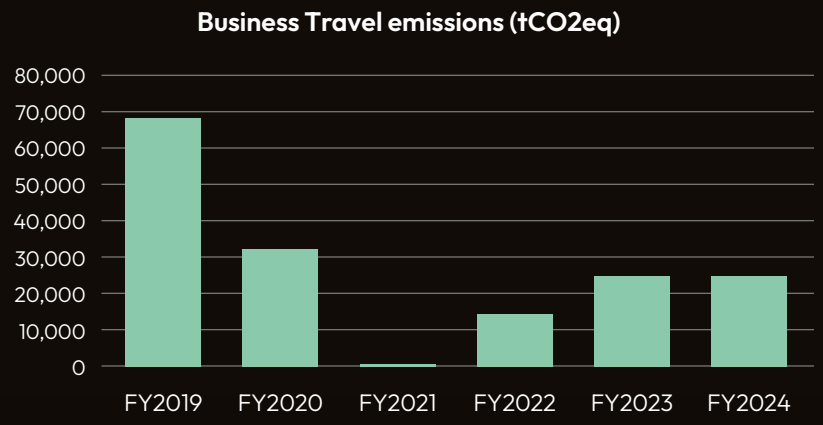
3.6.1.1. Fuel and energy related activities

Transmission and distribution (T&D) and well-to-tank (WTT) emissions are associated with grid losses, which are the energy losses that occur when getting electricity from the power plant to the organization. All information on electricity consumption is provided by our electricity supplier for every facility where we operate. These emissions are directly influenced by the total amount and source of electricity purchased at each of our operational facilities and data centers. We manage those emissions as in our section on energy, please see section 3.5. Energy management.

3.6.1.2. Business travels

Emissions related to business flights are calculated based on air miles, haul, and class. We obtain yearly reports from our travel agencies, detailing mileage per leg and per trip. Since 2018, Amdocs has established the Travel Wise Program to reduce business travel, which was the major greenhouse gas emission factor before COVID-19, across all business units worldwide. The implementation and performance of this program's objectives are monitored by a strategic committee headed by Amdocs' COO and CFO. The program encourages managers and employees to re-evaluate the necessity of travel and avoid it if possible. The committee also reviews and guides the strategy and major action plans of this program.

Emissions from business travel represent half of scope 3 emissions and were the primary reason for the overall increase in Amdocs' GHG emissions since FY21. This increase reflects our business growth and the increased travel of employees for business purposes after the COVID-19 outbreak. However, Amdocs has decided not to return to pre-COVID-19 "business as usual". We have implemented an even stricter travel policy, a hybrid work model allowing employees to work from home and in our offices, and enhanced efforts to install and use advanced IT solutions such as video conferencing and virtual meetings to minimize the required travel. As a result, GHG emissions from business travel were 63.5% lower in FY2024 compared to FY2019.



3.6.1.3. Employee commuting

This scope covers public transport and leased cars for employee commuting and personal use in Israel. While vehicles are not owned by the company, we pay for fuel consumption, and therefore, it is accounted for as Scope 3 emissions. Since the COVID-19 outbreak, we have started accounting for home working emissions as part of this category, as defined under the GHG Protocol.

Amdocs is gradually evolving its approach to employee commuting options. The former "Car Department" has been rebranded as the "Transportation Department" to promote alternative transportation solutions. Amdocs encourages employees to use alternatives such as carpooling (with reserved parking), shuttles from train stations, optimized bus lines and shuttles in India, and bicycles/scooters, with supporting infrastructure like parking spaces, compressors, chargers, and showers at Amdocs sites.

In addition, Amdocs had committed to having 80% of its Israeli vehicle fleet be hybrid by FY2025, plug-in, or electric cars. As of June 2025, we have already achieved approximately 85% of our car fleet to be hybrid, plug-in, and electric, marking significant progress toward our sustainability objectives.

During the FY24 GHG emissions calculations, we were able to report for the first time the electricity consumption associated with electric vehicles in Israel. This includes both leased vehicles and employees' personal cars that are charged at Amdocs sites. As Israel has achieved 100% renewable electricity consumption at our locations, and the charging of electric vehicles is included in the buildings' overall energy use, we can confirm that in FY24, the emissions attributable to employees' electric vehicles were zero tCO2e.

Fuel consumption in Israel	Fuel consumption (gasoline for cars) in million liters	Fuel consumption (diesel for cars) in million liters
FY2019	2.62	1.18
FY2020	0.54	0.29
FY2021	1.50	0.96
FY2022	1.54	0.89
FY2023	1.68	0.70
FY2024	1.60	0.26

3.6.1.4. Purchased goods and services

This information was calculated from the consumption of procured materials based on their origin: plastic and paper from primary material and recycled materials and water supply.

Amdocs is dedicated to minimizing its environmental impact by reducing the consumption of resources, including water usage. Amdocs obtains all its water from local public water departments, tap sources, or purchased bottled water from local suppliers. Furthermore, Amdocs strives to purchase only recycled paper and actively seeks ways to lessen its usage.

3.6.1.5. Water and waste generated in operations

This section covers the disposal of waste generated in our operations including wastewater, recyclable waste, and municipal waste sent to landfills. By adopting the 3Rs approach – reduce, reuse, and recycle – we strive to continually decrease the amount of waste sent to landfills. At our main sites, in line with the 3Rs strategy, seek to ensure the recycling of all electronic waste, paper, and batteries, and advocate for solid waste recycling through locally available solutions. However, since we rent most of our facilities, we do not have full control over water or waste management practices.

Since FY2023, we have observed an increase in both water consumption and total waste disposal, primarily due to the return of employees to the office following the COVID-19 outbreak. In FY24, water consumption rose further as a result of a major water leak at one of our large sites, and also due to the initiation of operations at Amdocs Park in Ra'anana. The new campus in Israel features a garden, unlike our previous facilities, which has also contributed to the increase in water usage observed during the year.

Water consumption	Unit	FY2020	FY2021	FY2022	FY2023	FY2024
Total water use	Million Cubic Meters	0.09	0.045	0.064	0.141	0.154

Waste	Unit	FY2020	FY2021	FY2022	FY2023	FY2024
Total waste disposed (including waste recycled, organic materials and landfilled waste)	Metric tons	2,988	2,569	2,505	2,985	2,553
Total waste recycled (solid waste only)	Metric tons	133	185	131	161	145





3.7. Environmental principles of our products and services

Sustainability performance is increasingly becoming a focal point within our sector, sparking significant interest among our customers. In our pursuit of continuous improvement and innovation, we at Amdocs are dedicated to developing solutions that not only meet our business objectives but also seek to support our customers in achieving their environmental goals. We undertake projects in collaboration with our customers and partners, utilizing advanced technologies and applications to enhance strategic outcomes for all involved.

Our commitment to sustainability is evident in our product and service offerings, which are aimed at reducing carbon emissions. Amdocs' solutions are designed to modernize, automate, and digitize customer operations, thereby enhancing efficiency, reducing dependence on physical hardware, and enabling real-time scaling of support system environments.

We invest in creating sustainable products and services across several dimensions, including their rich functionality, their capacity to facilitate the transition of operations to the public cloud, and the continuous optimization of our software to minimize its impact on physical hardware.

Through the advanced features of our products and services, we are confident in empowering our customers to reduce their carbon emissions in the following ways:

1. Reducing electricity consumption

- **Amdocs Intelligent Networking Suite:**
  - Amdocs Network Orchestration enables network power saving functions and the orchestration of energy-saving mode transitions, contributing to significant energy conservation
  - Amdocs Network Operations helps reduce the energy footprint of the provider through optimization of network hardware, reducing redundant and older (i.e., less efficient) hardware from the network
  - With Amdocs Inventory solution and the introduction of Network Generative AI-based agents Amdocs enables our customers to embark on a journey towards autonomous networks, helping our customers to optimize Network design, roll-out and operations, and to identify potential network failures and prevent them ahead of them occurring. This enables our customers to not only reduce electricity consumption, but also reduce technical workforce workloads and emissions related to transportation and physical work done when rolling out and maintaining physical network assets
- **Amdocs MarketONE** facilitates the retirement of outdated hardware and systems by consolidating disparate subscription services, thereby saving on processing requirements and API development for each partnership
- **Amdocs Commerce & Care Suite** digitalizes the commerce experience, ensuring that anyone with connectivity can participate in the global economy and access connectivity services. Additionally, reduces the need for physical real estate, reducing the resources required to build and operate physical locations, as well as reducing emissions related to transportation to and from the physical stores

- **Amdocs amAIz Suite** optimizes the use of expensive and compute-demanding GenAI requests by enriching it with contextual and telco-specific taxonomy, therefore dramatically reducing compute resources and saving resource-heavy repetitive requests
- As all Amdocs products are cloud-native and support multi-cloud deployment we provide our customers with the flexibility to deploy their IT and Network stacks over public clouds of their choice, enabling them to retire physical Data Center servers and related equipment
- Amdocs also offers some of its solutions in a SaaS-mode, where the software in installed once on Amdocs serves, and serves many customers. By that we are eliminating the need for physical serves to be installed at each of the customer premises

2. Reducing pollution

- **Amdocs eSIM Cloud Platform** cuts down on the manufacturing, shipping, rollout, replacement, and disposal of physical components by eliminating the need for plastic SIM cards, addressing issues related to production and waste management
- **Amdocs FiberONE** reduces the environmental impact of planning and deploying new fiber networks, optimizing the design of the network, and reducing the required trenching activities. Leveraging AI and GenAI as part of the process allows network operators to more efficiently manage next generation networks, from the initial design to the ultimate deployment
- **Amdocs Network Optimization** helps reduce pollution by eliminating costly and resource-intensive network drive tests, replacing them with automation-enabled root cause analyses and network issue resolution techniques
- **Amdocs Drone-Aided Site and Inventory Audit Solution** reduces pollution through the use of autonomous drones to perform site audits on cell towers, reducing unnecessary truck rolls
- **Amdocs Quality Engineering** facilitates remote work opportunities, including home-based testing and crowd testing, thereby reducing the environmental impact associated with commuting and office space utilization

3. Conserving natural resources

- **Amdocs Monetization Suite** promotes paperless billing, reducing the need for physical bill printing and mailing. It also offers improved bill design options that can reduce the number of pages required for each bill
- **Amdocs Configure Price Quote** supports paperless contracting processes, decreasing the reliance on paper and contributing to the reduction of waste
- **Amdocs Cognitive RAN Automation** uses data analytics and AI to understand the full service provider RAN ecosystem and automate operations based on the required outcomes. By predicting future network trend and understanding the full environmental context of the user, Cognitive RAN is designed to optimize the resource usage of the network, improving coverage and service quality while reducing resource consumption

Additional advantages of cloud technologies

We believe that the ability to move operations to the public cloud has the potential to 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 them. As a result, we believe they can:

- Reduce emissions from on-premises data centers
- Achieve higher energy efficiency and further potentially 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, as well as their considerable, ongoing investments in energy-efficient processors, cooling and power systems, and renewable energy sources

3.7.1. Projects case studies

Case study: Moving systems and data to the cloud

Amdocs has worked with high profile customers to migrate their operations to public cloud data centers. An example is when Amdocs partnered with AT&T to retire 15 data centers across the U.S. by moving workloads to the cloud.

Case study: Driving efficiency with data on the cloud

Amdocs collaborated with Vodafone Italy and Google Cloud to successfully transition the Vodafone Italy data ecosystem to the cloud, moving away from their hybrid on-prem & cloud implementation. The goal was to provide real-time, AI-driven insights to their customers, and in the process, to improve the efficiency of their operations, reducing their data warehouse costs by as much as 45%.

Case study: Reducing truck roll pollution

Amdocs completed a proof of concept (PoC) for Philippines operator Smart Communications to support their vision of transitioning to AIOps (artificial intelligence for operations) and autonomous network operations. The PoC provides Smart Communications with an advanced, safe, and sustainable way to manage and maintain its network towers.

Previously, multiple teams such as network planning, optimization, engineering, and operations would need to send tower-climbing teams for site inspection, leading to duplication of effort and unnecessary truck rolls.

Leveraging digital twin technology from Amdocs partner vHive, Amdocs' Drone-Aided Site and Inventory Audits solution was employed to power autonomous drone flights, simplifying data capture, and effectively creating a digital replication of their network towers.

Working with Amdocs, Smart was able to demonstrate improved operational efficiency and data accuracy and analysis. In addition, it enabled a dramatic reduction in truck rolls and related vehicle pollution, thereby successfully lowering their carbon footprint.

Case study: Offering end-customers reduced carbon emissions offers

We are always looking for innovative ways to embody our ESG strategy in the design and deployment of our products. In collaboration with Amazon Web Services, Vodafone, Snowflake, and Carbon Footprint Ltd., we created a proof- of-concept to help communications service providers offer lower emissions product options. By using real-time carbon footprint data for each product component, the initiative optimizes energy efficiency and enables customers to make eco-friendly choices through various engagement channels.

The project also demonstrates how business users can leverage real-time carbon footprint data to reduce Scope 3 carbon emissions to help achieve Net Zero CO2 emission targets. By providing carbon footprint information for the company's products, the solution will increase customer awareness of environmental sustainability and play an important role in influencing them to purchase greener alternatives. As part of our ongoing sustainability by design efforts, we also aim to embed the calculator in our Amdocs Catalog.

Case study: AI-driven energy efficiency

Amdocs, in partnership with Claro Argentina, pioneered an innovative approach to optimizing network operations and energy reduction through advanced AI-driven analytics. By intelligently identifying and removing redundant network equipment, the project achieved a remarkable 35% decrease in energy usage specifically by baseband units, all while maintaining high standards of network performance. These efforts not only contributed to a significant reduction in carbon dioxide emissions but also generated over $2 million in capital expenditure savings, demonstrating the tangible benefits of automation and sustainable practices in the telecommunications sector.

In recognition of these achievements, the initiative was honored with the TM Forum Award in "Innovation in People and Planet".

3.7.2. Generative AI as an environmental innovator

While it's broadly acknowledged that the current iteration of generative AI technology is energy intense, we believe that over the long term generative AI in the telecom industry can also significantly enhance the operating efficiency of telecom providers, from the network to the customer experiences they provide. To start, by analyzing vast amounts of data, generative AI can predict and manage customer patterns, leading to more efficient use of network and IT resources. We believe that as generative AI technology becomes more efficient, this has the potential to reduce the energy required to maintain networks and data centers, thereby lowering the carbon footprint of key telecom processes. Additionally, AI-driven predictive maintenance can minimize downtime and extend the lifespan of equipment, further contributing to sustainability efforts in the telecom sector.



With Amdocs amAIz' generative AI platform, we are investing in developing AI-powered applications and agents to make telecom processes more efficient. For example, leveraging our amAIz Care Agent, customers can digitally and in real time address billing issues and payment problems without interacting with a human agent or visiting a retail location. These capabilities will enhance the productivity of human agents and reduce the need for large customer care centers. Additionally, amAIz includes a number of pre-defined workflows supporting agentic experiences, mitigating the need to run reasoning activities, and therefore reducing resource use.

Similarly, the amAIz network agent can quickly detect, diagnose, and resolve network outages, congestion, and more. In many cases, utilizing AI to rapidly analyze network issues mitigates the need for physical network inspections, visits to customer homes, and more.

Through our collaboration with NVIDIA, we leverage a set of resource optimization technologies, including NVIDIA's latest GPUs, which are designed to perform AI workload activities faster, and with lower energy consumption, than traditional hardware. Similarly, amAIz is fully integrated with NVIDIA's AI Enterprise platform, which provides a suite of tools that optimize performance, security and scalability for AI workloads.

Finally, we utilize the capabilities of OpenAI, Microsoft, and others instead of training our own large language model – a process that generates substantial CO2. As technology evolves, we continue to adopt the most efficient methods of operating, including the adoption of small language models (SLMs) that optimize resource consumption. Finally, to manage usage efficiently, we have implemented a company-wide management dashboard, similar to our cloud services dashboard, which monitors both utilization and cost.

3.8. Green office operations

We have expanded our green offices operations to a New Amdocs Campus in India

The Amdocs campus in Gurgaon, Haryana, India, has been developed with a focus on sustainability and employee well-being. The building has achieved LEED Platinum certification, reflecting its high environmental standards. Interior fit-out began in January 2025, with the campus opened in July 2025. Covering 334,064 square feet, the facility is designed to accommodate over 2,500 employees.

Key features include:

- All interior materials, finishes, furnishing, and cladding are selected for their reduced ecological footprints
- Integration of natural elements and green spaces is intended to enhance the physical and mental well-being of building occupants
- The campus is situated near well-developed public transportation and local amenities, supporting sustainable commuting and accessibility for employees
- Installation of water-efficient faucets, toilets and urinals projected to reduce water consumption by approximately 45% compared to conventional buildings
- Lighting controls with perimeter daylight areas continuous dimming controls, and the HVAC system engineered with efficient air-side design and advanced controls to significantly reduce annual energy consumption and improve energy efficiency
- Use of low-VOC materials, high-performance HVAC filtration, increased fresh air supply, and comprehensive flush-out procedures before and after occupancy contribute to improved indoor air quality

The project's design principles are consistent with those implemented at the Amdocs campus in Israel.

Our Amdocs Campus in Ra'anana, Israel, which opened in 2023, sets a benchmark for environmental and employee-friendly design, with LEED Gold certification for its energy-efficient maintenance and operations. Our vision encompassed two key aspects: sustainability and employee well-being, leading to the creation of a green, innovative space. Since January 2024, we have powered the campus entirely with renewable energy sources. To encourage eco-friendly commuting, we offer 300 bicycle parking spaces, supported by surrounding bike paths, and have installed 200 electric vehicle charging stations, with plans to expand this further.

Collaborating with local and national entities, Amdocs promotes improved transportation solutions to decrease carbon emissions and traffic congestion, including 8 shuttle lines and infrastructure enhancements like a new pedestrian bridge.



3.9. Employee and community environmental impact



Green Teams

Amdocs' "Green Teams" are a worldwide network of volunteer employees committed to leading and promoting eco-friendly initiatives within Amdocs and the larger community. These teams provide a supportive platform for employees to develop and advocate for innovative environmental projects.

All initiatives are driven by our employees, who are deeply committed to nurturing a sense of community engagement. Team participants wholeheartedly embrace their responsibility for these projects' success, steering them from inception through to action across India, UK, Israel, Ireland, Malaysia, Indonesia, Mexico and Cyprus with great dedication and enthusiasm.

Our green teams foster a sense of environmental and community awareness amongst all employees through engagement mechanisms such as site newsletters, Teams communication channels and SharePoint sites.

We strive to create a sense of connection and engagement, making our employees' lives at Amdocs more enjoyable and fulfilling.

As of 2024 we have 10 Green Teams, which:

- Promote green activities
- Bring innovative ideas
- Lead and participate in green activities
- Reach out to other Amdocs employees who are willing to help
- Engage with local communities

Green Teams implemented various projects, such as:

Global Environment Week

For the last 4 years, Amdocs built on its environmental commitment by conducting its Global Environment Week, a broad campaign led by the Climate Strategy and Sustainability (CSS) team and amplified by the Green Teams' global network.

In FY2024, the campaign expanded its reach, orchestrating 30 ecological activities around the globe, including tree planting and beach cleanups. A remarkable 7,000 Amdocs employees participated in these initiatives, contributing to the planting of 3,500 plants and trees and involving collaborations on environmental activities in partnership with local communities.

Green Programs

Amdocs Family Hives: Supporting bees and environmental awareness
As part of "Amdocs Family Hives" program, which was initiated in FY2022 in Israel, Bulgaria, the UK, Ireland, and Cyprus our local Green Teams adopt beehives, rescuing thousands of bees and contributing to the preservation of these vital pollinators.

Beyond hive adoption, the Green Teams are implementing additional bee-related initiatives to raise environmental awareness and underscore the crucial role bees play in our ecosystem and biodiversity. As a tangible outcome, jars of pure honey, sourced directly from our adopted hives, are delivered to the Amdocs office monthly.

Motivated by this success, the Green Teams are expanding the program and adding more hives. Looking ahead, we anticipate further initiatives aligned with this project. By fostering bee health and promoting environmental consciousness, we continue to support biodiversity and sustainable practices.













Rooting for a greener tomorrow: Amdocs' tree planting initiatives

At Amdocs green teams, tree planting is a regular activity undertaken as part of environmental efforts. Volunteers participate in tree planting projects across several countries. These activities are intended to support the environment and encourage engagement with nature.

Tree planting initiatives aim to improve air quality, soil health, and biodiversity. At the same time, the involved volunteers recognize the practical benefits each tree provides to the ecosystem and see these projects as examples of collective environmental action.

Some tree planting initiatives involve partnerships with schools, NGOs, and local communities, broadening the scope of these efforts. Through collaboration, participants work to promote a healthier environment for future generations.





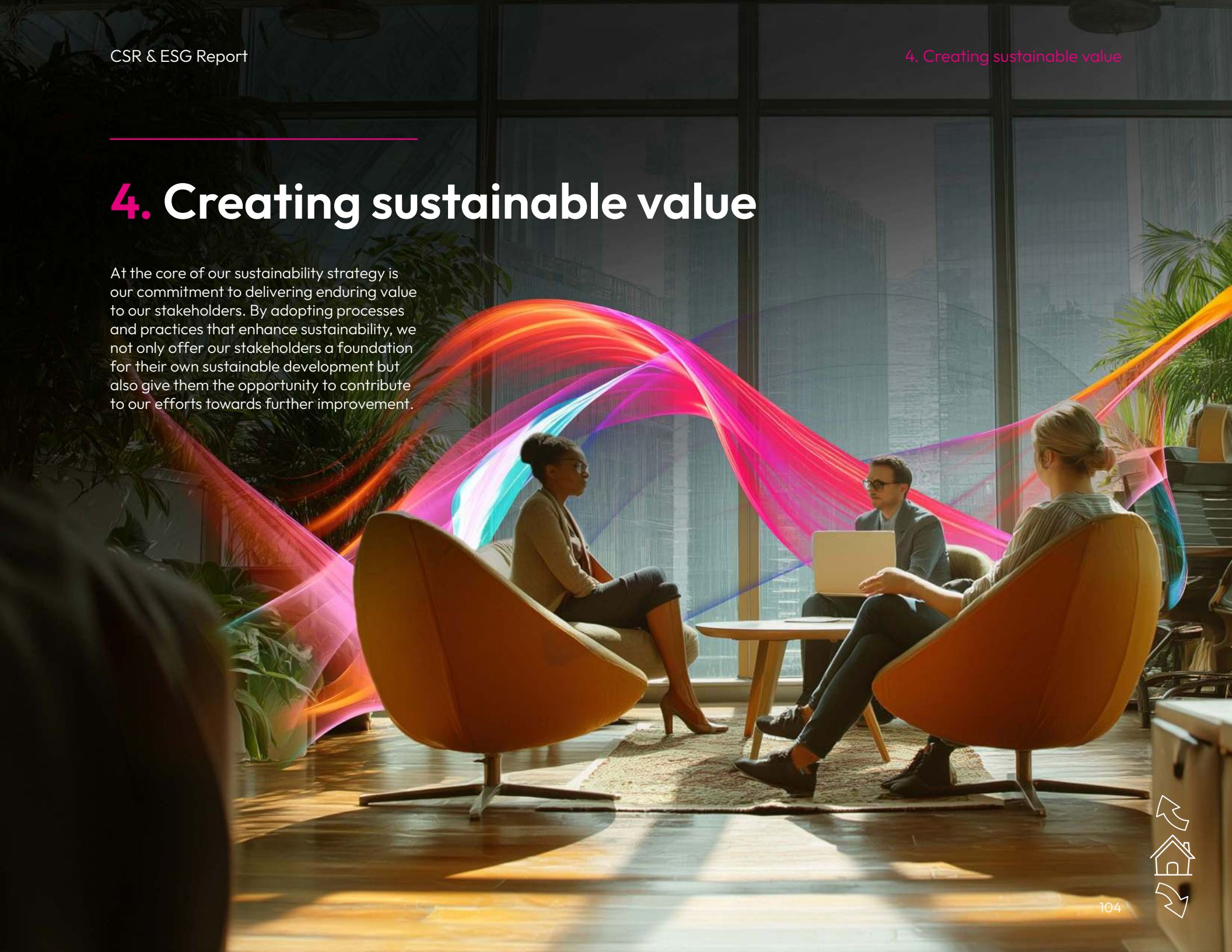


Watershed drive

The Watershed Drive and Campaign at Udaichiwadi (India) centered on watershed management through two main drives in the village. The initiative involved over 420 Amdocs employees, contributing more than 1600 total volunteering hours. Activities included constructing a bund dam and check dam for groundwater capture and recharge, as well as excavating contour trenches with a total volume of 80 cubic meters. These actions are intended to improve local groundwater availability.

4. Creating sustainable value

At the core of our sustainability strategy is our commitment to delivering enduring value to our stakeholders. By adopting processes and practices that enhance sustainability, we not only offer our stakeholders a foundation for their own sustainable development but also give them the opportunity to contribute to our efforts towards further improvement.



4.1. Digital inclusion



MAKE AN IMPACT
Be a part of an organization that connects billions of people worldwide, helping advance society, and creating a more inclusive and connected world.

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.

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 activities that we implement. Through a comprehensive strategy, which includes both internal and external initiatives, we aim to achieve a positive impact and contribute to global and local issues around this topic.

4.1.1. 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 widespread inclusion in the new opportunities of the digital era.

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 changes. The primary pillars are:

- Accessibility & connectivity
- Digital literacy
- Future employability
- Sustainability through technologies

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

4.1.2. Products and services that 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 Intelligent Networking Suite
- **Accelerating access:** by enabling our customers to simplify and streamline the design and deployment of complex fiber rollouts with Amdocs FiberONE
- **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
- **Simplifying network management:** by helping our customers adopt multi-vendor network ecosystems, reducing costs and injecting intelligence with Amdocs Cognitive RAN
- **Promoting future employability:** by allowing our customers to enable points of sale agents to sell online from home with, Amdocs Payments Suite
- **Enabling offer economics:** by supporting our customers in the introduction of digital-native MVNOs, catering to the needs of diverse demographics and communities, with Amdocs connectX
- **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 its applications and products as well as its Low-code Experience Platform that enables building user experiences. That includes a color palette, fonts, contrasts, and indications, defined by Amdocs UX experts to meet accessibility guidelines. With the Introduction of Generative AI, Amdocs is adding copilot capabilities and automatic resolutions to its applications, and that as well makes the experience much simpler and accessible. 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.

Several years ago, Amdocs and Microsoft joined forces to introduce a new Customer Engagement Platform that combined best-in-class cloud, AI and telco technologies for a seamless consumer and enterprise experience. The platform empowers 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.

4.2. 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 support system environments.

Our commitment to sustainability is evident across numerous investment areas. Our cloud-based products and services are strategically designed to facilitate our customers' transition to public-cloud data centers and to support their operations within the cloud environment. By harnessing the public cloud's economies of scale and the distinctive features of our cloud solutions, we aim to empower our customers to significantly reduce their carbon emissions.

4.3. Accelerating innovation



We invest in the creation of products and services that better connect the world.

We also strive 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:

4.3.1. Driving growth beyond connectivity?

Amdocs Customer Experience Suite (CES) holistic B2B portfolio offers exceptional business customer experience, faster time-to-cash, and drives business growth, enabling service providers to cater to various segments, including SMBs, enterprise, and government customers. A key component of this comprehensive B2B portfolio is CES25's CPQ Pro, a next-generation Configure Price Quote application crafted specifically for communication service providers.

Enhanced with GenAI capabilities, CPQ Pro boosts deal-closure rates, streamlines automation, and accelerates revenue generation.

In addition to CPQ Pro, CES25 features a robust lineup of solutions: Customer Engagement Platform, Catalog, 5G-native Policy, Convergent Charging, Freestyle Billing, Partner Management, B2B Marketplace, and the Intelligent Networking Suite. Together, these tools offer a fully digital and automated end-to-end lead-to-care process, encompassing marketing, sales, ordering, activation and customer service. This empowers service providers to introduce innovative business and billing models, and swiftly launch rich, customized digital and IoT solutions across hybrid networks, edge, and cloud environments.

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.

O-RAN

Leveraging Open RAN automation, Amdocs stands as a leader in promoting energy efficiency and minimizing the carbon footprint of mobile networks. Our role as a supplier for a testing and R&D facility supports the industry-wide shift towards O-RAN adoption, enhancing the development of multi-vendor O-RAN capabilities. In partnership with Dell Technologies and Vodafone, we have crafted an advanced service management & orchestration (SMO) platform.

This platform optimizes O-RAN adoption by dynamically adjusting network configurations and resource allocations, guided by real-time analytics to lower energy usage. These efforts not only advance us towards a more sustainable telecommunications infrastructure but also mark significant progress in the evolution of energy-efficient, next-generation network technologies.

Fiber

Through our Fiber Rollout Services, we empower broadband internet providers to meet the objectives of the U.S. Broadband Equity, Access, and Deployment Program (BEAD). Our advanced fiber software and service solutions emphasize automation, strategic foresight, and compliance with regulatory standards, supporting the development and expansion of equitable, high-efficiency fiber networks. This strategy not only ensures cost-effectiveness and extensive service coverage but also plays a crucial role in narrowing the digital divide, highlighting our dedication to promoting digital inclusivity across diverse communities.



MPN

Mobile Private Networks (MPNs), utilizing private LTE/5G technologies, are leading the transformation in various industries by offering unmatched security, reliability, and operational efficiency. Amdocs Private Network solutions cover a wide range of industries and sectors, including government and municipalities, manufacturing and logistics, healthcare, and retail. In healthcare, MPNs are essential for securely managing data and enhancing patient care by integrating IT infrastructures with cutting-edge wireless networks. In the manufacturing sector, MPNs support remote operations, increase efficiency, and reduce waste through the strategic use of IoT and AI technologies. Furthermore, MPNs play a key role in expanding educational access, making learning opportunities widely available and reinforcing our commitment to social responsibility and environmental stewardship.

Service Assurance

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.

4.3.2. GenAI Hackathon

In 2024, we hosted a 24-hour Global GenAI Hackathon aimed at harnessing generative AI to develop solutions with meaningful business impact. The parameters for idea submissions included cost-effectiveness, cross-organizational relevance, inclusivity, and the potential to bring significant value to the company. Teams from our global sites, including India, Cyprus, the United States, Israel, and beyond, participated across units to develop minimum viable solutions that pushed the boundaries of the technology's capabilities.

During the Finale Event, teams showcased their incredible work to a panel of company management members for evaluation. From there, the top ideas were chosen and prioritized for further development by the respective business units. The winning solutions covered multiple domains, including high-quality data generation, universal UI language translation, proactive operations performance management, and code-to-content generation, among other things. The hackathon highlighted our ability to innovate and demonstrated our commitment to leveraging GenAI for immediate and transformative business impact.

4.4. Responsible AI



At Amdocs, we are dedicated to ensuring our AI systems deliver both immediate and long-term benefits to our organization and the broader community. We continuously monitor and refine the performance of our AI technology, mindful of its societal implications. Our GenAI adoption policy within the Software Development Life Cycle (SDLC) enhances development efficiency, upholds ethical standards, reduces inherent biases, and prioritizes data security and user privacy throughout all stages of software creation. Our robust policies guide the use of generative AI internally and in software development and services.

Key guidelines include:

- The use of commercial third-party AI software must adhere to existing commercial software approval processes, with particular attention to AI-specific risks
- The use of free and open-source (FOSS) AI software must comply with existing FOSS policies and corporate guidelines
- The use of AI software with customer data requires pre-approval and must comply with customer approval and contractual obligations
- For internal purposes or as part of our products and services, the use of AI software must consider specific legal implications, potential IP infringement risks, maintenance of IP boundaries, and the exposure of AI outputs to downstream systems or end users

The development of generative AI models relies on extensive data from various sources to ensure balanced results. To achieve this, Amdocs' amAIz platform includes a governance layer with safeguards against data bias and model hallucination. Specifically, amAIz includes guardrails to ensure responses are in line with the design of the service provider, rather than allowing the AI response to address any customer request. These mechanisms ensure that resource utilization is limited to only the relevant activities. Our commitment to data security for our customers, partners, and employees is deeply embedded in the design of our amAIz platform. Data handling and regulatory compliance are fundamental to our approach.

We also designed the amAIz platform to simplify and optimize access to generative AI for our customers through:

- A generative AI platform with industry-tailored prompts
- A detailed telco taxonomy tuned to the needs of service providers
- A robust end-to-end data to GenAI pipeline that supports aggregation and enrichment of diverse data sources for use in generative AI applications

The result of this industry-tailored platform is improved accuracy in the outputs, including considerations for fairness, bias, and more.

Additionally, we are adopting generative AI in the form of organically developed capabilities, as well as industry-leading tools from Microsoft and others, that are improving the software development lifecycle (SDLC) and support processes. For example, in the SDLC process, an architect spends considerable time drafting designs and adjusting blueprints based on customer feedback.

With generative AI, the architect inputs project parameters and preferences into an AI tool that quickly generates, and updates detailed designs, significantly reducing manual labor, and speeding up the iteration process.

Another example of this is when a developer creates unit tests, which is typically done with some level of automation. Adding generative AI to this task allows the developer to largely automatically generate test cases based on the code's functionality and specifications, significantly decreasing the time required to create unit test deliverables and allowing the developer to focus on higher-value activities.

4.5. Customer satisfaction

The Amdocs Voice of the Customer (VOC) program continuously measures customer satisfaction and loyalty by surveying the top 65 accounts using a structured, year-round process:

Process Steps:

1. **Preparation:** Schedule and plan customer surveys.
2. **Feedback Collection and Analysis:** Conduct discussions, distribute surveys, and analyze and report the results both internally and externally.
3. **Action:** Develop and implement improvement plans.
4. **Follow-Up:** Conduct periodic reviews to ensure ongoing actions and assess improvements.

Methodology:

- The program employs face-to-face and online interviews, along with web-based surveys available in 11 languages, to collect comprehensive feedback
- Loyalty, the key metric, is measured using Dick and Basu's framework

Impact and Recognition:

- Feedback influences the strategic decisions of Amdocs' senior management and directly affects executive goals
- In the past year, feedback from diverse customer groups has led to over 60 account improvement plans, regularly reviewed quarterly
- The VOC program has been recognized by Forrester, CRM Magazine, and CustomerGauge for its effectiveness
- This year Amdocs VoC program won the Customer Centricity World awards

Feedback Cycle:

- Results are promptly shared with customers to verify priorities and address concerns, ensuring a closed feedback loop

Achievements:

- In FY2024, 1,587 responses were received, with 71% categorized as "Truly Loyal," covering over 85% of Amdocs' customer base by revenue

This streamlined approach not only ensures high levels of customer engagement but also reinforces our commitment to continuous improvement and customer-centric innovation.

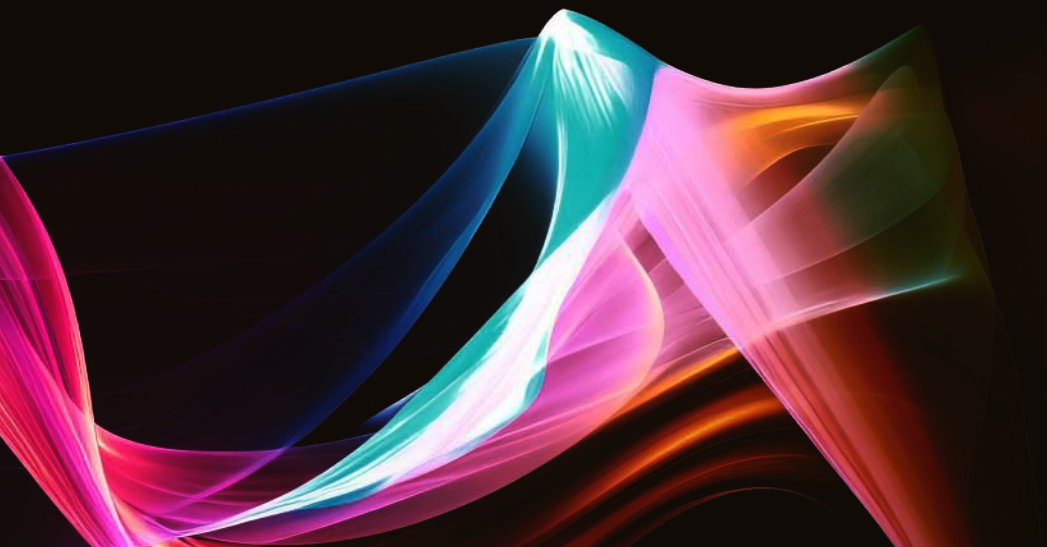
4.6. Responsible supply chain



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.

As part of our procurement process, we assess our suppliers through a comprehensive benchmarking approach. We utilize specialist tools that allow us to review our prospective supplier's financial status and ESG and supply chain risk to enhance the quality of our products and services and to meet the needs of our customers.

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.



4.6.1. Our supplier portal

As part of our commitment to our suppliers we set an online Portal that grants our suppliers independence in all actions relating to Purchase Orders and invoicing. 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 introducing a chat function to provide further support (see paragraph 4.7. Purchasing and finance support chat).

From 2023, Amdocs took enhanced actions to encourage our suppliers to achieve compliance with ISO standards, reinforcing our commitment to quality and sustainability. Additionally, we have updated our onboarding process with more stringent conflict of interest assessments. During the onboarding process of new vendors in our systems, a due diligence process is followed for identification of any potential risks or noncompliance points.

Reflecting our commitment to uphold strict data privacy practices, we seek to adhere to GDPR, safeguarding personal customer information from disclosure to our vendors in regions including the EU, Singapore, the US, and India. Where vendor services necessitate handling Amdocs or customer data, we enter into legally binding data processing agreements and perform due diligence assessments on an as needed basis.

4.6.2. 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, 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 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.

As part of our commitment to ESG, we strive to promote and spread the ESG methodology and approach our small vendors, ensuring that our commitment to environmental, social, and governance standards is echoed throughout our supply chain in order to ensure that we provide products and services that meet the needs of our customers.

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

At Amdocs, we recognize the significance of fostering environmentally and socially responsible practices throughout our supply chain.

As part of analysis on EHS risks in the supply chain and in order to integrate risk management into the procurement process, Amdocs developed clear guidelines and EHS contract requirements for high-risk supplier categories including IT hardware maintenance and supply, physical security, premises maintenance, transportation, event production, and waste vendors services. As a result, any procurement that falls under these categories is required to adhere to strict guidelines.

As per our commitment to continuous improvement, we have on site vendors at our main sites undergoing reviews under our EHS Management System, for example at our internal audits. We are in the process of streamlining EHS training and reporting with those vendors across Amdocs operational sites.

In addition, Amdocs participates in the CDP Supply Chain program, engaging our suppliers on their GHG emissions and climate change strategies. We have approached our 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 FY2023.

In 2024 we obtained a score of B rating on our Supply Chain Program - Supplier Engagement Assessment (SEA) for the 2024 disclosure cycle. In addition, we collect yearly information on products and services provided by our suppliers to constitute our Amdocs GHG emissions report.

4.6.4. Inclusion in our supply chain

At Amdocs, through the management of our suppliers via our vendors platform, the system allows the identification and classification of any diverse supplier through our qualification process, like Women Owned businesses, Minority Business Enterprise (MBE) and Disabled Veteran Business Enterprises (DVBE), LGBT Business Enterprise and more.

We also work hard to promote small businesses within our supply chain, flagging them on our vendor's platform during the onboarding process and sharing information about these vendors with our employees and business units to promote advance purchasing.



4.7. Purchasing and finance support chat



In FY2024, we launched the Purchasing and Finance Support Chat to enhance stakeholder support through efficient and transparent communication channels. This tool, developed to streamline finance-related communications, serves both employees and suppliers/vendors by providing timely and accurate responses to queries using advanced AI technology, thus supporting prompt issue resolution and improving the overall experience with finance topics.

Our dedication to leveraging innovative solutions for improved stakeholder communication and satisfaction includes ongoing updates. In early FY2025, we upgraded the chatbot for internal stakeholders with GenAI technology, enabling employees to receive faster and more comprehensive assistance from the online support tool. Plans are underway to extend these enhancements to our external vendors as well.

Technology is being integrated into our services, and support continues to be provided by the team. If the chatbot does not resolve vendor or employee inquiries, regional agents are available to offer additional assistance.

During implementation, we observed that this initiative improved our support quality. The chatbot resolves a significant number of issues more quickly, allowing the team to focus on cases needing human assistance.

5. Our governance

5.1. Board of Directors

Our corporate governance systems seek to ensure that Amdocs is managed with the interests 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 non-partisan business approach, no governmental institutions or founding family members own more than 5% of total company voting rights, nor do founding family members. The shareholder structure consists of one class of ordinary shares, each with one vote. There are no preference shares outstanding or other voting restrictions on the company's shares.

We seek to ensure that our Board of Directors is effective and aligned with the long-term interests of shareholders. The board meeting attendance rate was at least 75% during fiscal year 2024 and board member elections are held annually. Compensation of our Board of Directors includes variable portions such as equity incentives and performance bonuses, 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 to provide practical insights and diverse perspectives.

The Amdocs Board of Directors includes three female members and two members from underrepresented individuals pursuant to Nasdaq rules, reflecting our commitment to diversity and inclusion at the highest levels of leadership.



Our Board members*

Name	Age	Position	Independence
Eli Gelman	66	Chairman of the Board Director and Member of the Technology and Innovation Committee	Chairman of the Board Independent Director
Robert A. Minicucci	72	Director and Chairman of the Nominating and Corporate Governance Committee; Member of the Management Resources and Compensation Committee; Member of the Audit Committee	Independent Director
Adrian Gardner	62	Director, Chairman of the Audit Committee	Independent Director
Rafael de la Vega	73	Director and Chairman of the Management Resources and Compensation Committee	Independent Director
John A. MacDonald	71	Director and Member of the Management Resources and Compensation Committee; Member of the Nominating and Corporate Governance Committee; Technology and Innovation Committee	Independent Director
Yvette Kanouff	59	Director and Member of the Technology and Innovation Committee	Independent Director
Sarah Ruth Davis	57	Director and Member of the Audit Committee	Independent Director
Amos Genish	64	Director and Member of Technology and Innovation Committee	Independent Director
Véronique Morali	66	Director	Independent Director
Shuky Sheffer	64	Director and President and Chief Executive Officer	

* Per the Proxy Statement filed on 6K Form, dated December 23, 2024.

Ten (10) Directors serve on our Board of Directors, nine (9) of whom were elected at our annual meeting of shareholders on January 31, 2025 and one (1) Véronique Morali was appointed to the Company's board of directors, effective May 5, 2025, and subject to re-election at Amdocs' next annual general meeting. All directors hold office until the next annual meeting of our shareholders, which generally is in January or February of each calendar year, or until their respective successors are duly elected and qualified, or their positions are earlier vacated by resignation or otherwise.

In August 2017, the Board of Directors established a mandatory retirement age of 73 for directors. No person of or over the age of 73 years shall be nominated or elected to start a new term as director, unless the Chairman of the Board of Directors recommends to the Board of Directors, and the Board of Directors determines, to waive the retirement age for a specific director in exceptional circumstances. Once the waiver is granted, it must be renewed annually for it to stay in effect. In November 2024, Mr. Ralph de la Vega was granted a one-year waiver to continue as director past the age of 73 years and until the annual general meeting in 2026 in light of the circumstances presented to the Board of Directors, including his exceptional industry experience and value to the Board, as well as the current global business and market environment.

Other than the employment agreement between us and our President and Chief Executive Officer, which provides for immediate cash severance upon termination of employment, there are currently no service contracts in effect between us and any of our directors providing for immediate cash severance upon termination of their employment.

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 Committee shall be responsible for reviewing the Company's actions in furtherance of its corporate social responsibility, including environmental, social and governance matters and the consideration of the impact of related policies and processes on employees, citizens and communities.

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 fiscal year 2024, the Board of Directors held five meetings. In addition, the Audit Committee held five meetings, the Nominating and Corporate Governance Committee held four meetings, and the Management Resources and Compensation Committee held four meetings and the Technology and Innovation Committee each held three meetings.

Our compensation structure philosophy

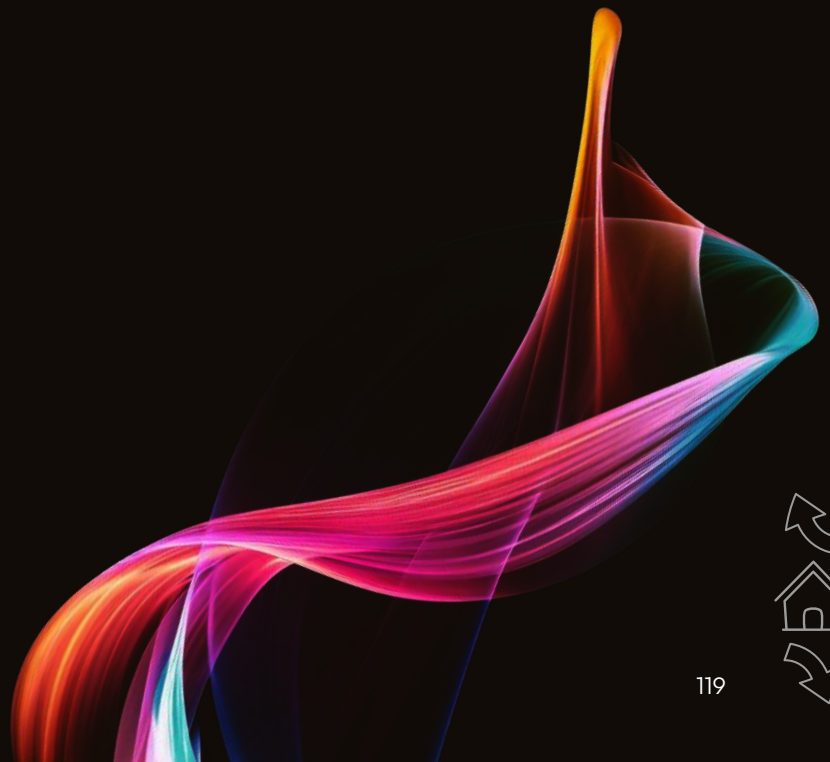
The following summarizes our compensation philosophy for our directors and executive management – "What we do?" and "What we do not do?":

What we do?

- We seek to provide an appropriate mix of short and long-term incentives
- We target at least 50-70% of executive management compensation to be performance-contingent
- We strive to align executive management compensation with shareholder return through equity incentive awards
- We set performance objectives, which we believe will drive shareholder returns
- We use a combination of performance metrics, such as total shareholder return (TSR), earnings per share (EPS), and revenue growth, to ensure that no single measure affects compensation disproportionately
- We generally subject equity grants to vesting periods of three to four years to motivate long-term performance, align the interests of executive management and shareholders, and provide an incentive for retention
- We established stock ownership requirements for executive management and non-employee directors
- We include a clawback policy for cash and equity incentive awards beyond those required under SEC and Nasdaq rules

What we do not do?

- No minimum guaranteed vesting for performance-based equity awards
- No guaranteed performance bonuses
- No executive contracts with multi-year guaranteed salary increases or nonperformance bonus arrangements
- No loans to executives or directors



5.3. ESG at the highest levels

ESG oversight by the Board of Directors

During FY2024, at the quarterly meetings of the Board of Directors, the members received updates and discussed ESG-related company matters. This included, among other topics discussed, the impact achieved, which is associated with our public commitments to various ESG initiatives, including our goals and targets. Among the topics presented and discussed were:

- Results of the company's key ESG assessments
- ESG & CSR Report
- ESG Investors Webinar
- Product sustainability
- Trends on sustainable issues that affect our sector
- Digital Equity and Inclusion strategy, programs and campaigns
- Inclusion
- Community Impact initiatives
- Amdocs' response to disaster relief cases
- Partnerships with customers and the ESG sector
- Climate & Environment



5.4. Risk management

Risk assessment and management are integrated into 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. The 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 additional key stakeholders, and are publicly reported by the Company, most significantly our annual report on Form 20-F, which we file with the SEC. The ESG-related risks are an integral part of the general risk overview.

The process is managed by the Enterprise Risk Management Team. Led by the Head of Accounting, the team acts as an independent unit and reports directly to the CFO & COO, who consults with our business units and corporate general managers (GMs) on key risks for the business, including operational, financial, cyber, compliance and strategic risks.

Among the topics covered are environmental, social and governance risks related to the company. Risks are ranked by our general manager in accordance with their impact and likelihood, including forecasts of impact of those risks over the next three years. In addition, business continuity risks are identified and managed by the Business Continuity Management (BCM) team including via the following processes:

1. Threat assessments are conducted according to ISO 31000 guidelines and certified by ISO 22301 standards 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 several 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 their expected likelihood and potential business impact
5. In every case, the impact on the site is defined, as well as risk and control measures in place



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 associated with our public commitments to a multitude of ESG initiatives, including our goals for sustainability, inclusion and diversity. Yet this also means that 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 improve our performance and remain a market leader in this domain.

Amdocs' Risk Management team is engaged to review our ESG data disclosure processes, with the initial reason and primary goal of enhancing the accuracy and consistency of reporting disclosures. Through this process, we follow our commitment to transparency and accountability, striving to ensure that we provide ESG disclosures in a responsible and trustworthy manner.

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.

During FY2024, we conducted an internal review of our ERM practices, methodologies and the results were presented and approved by the Board's Audit committee and implemented in our FY2024 ERM annual process.

Risk management oversight

Our management is responsible for assessing and managing risk, periodically reviewing areas of material risk within our organization to evaluate and enhance risk identification and mitigation strategies. Our Board of Directors oversees and reviews these 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 activities, to maintain an open and transparent relationship with the tax authorities based on collaboration and integrity. We monitor tax governance and manage tax risks carefully. Our Global Tax Strategy, a publicly available document that is approved by the Chief Financial Officer, and which is reviewed periodically, sets out our:

- Tax strategy statement
- Approach to governance, risk management, and compliance
- Approach to tax planning
- Approach towards dealings with tax authorities

Amdocs is prepared to accept a certain level of tax risk and has established and maintains robust policies and compliance processes to ensure the integrity of our tax returns and the timely and accurate payment of taxes to relevant 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 fiscal years.

Financial Reporting	FY2022	FY2023	FY2024
Earnings before tax (thousands of $)	648,406	636,361	591,071
Reported taxes (thousands of $)	98,905	93,399	94,750
Cash taxes paid (thousands of $)	80,419	156,386	187,513

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 among our greatest assets, and our success depends on maintaining our culture and reputation for excellence and integrity in what we do. We go above and beyond legal requirements and implement our own initiatives to ensure ethical conduct in addition to meeting our ethics-related obligations as a Nasdaq traded company.

We see ethical standards as strategic opportunities, crucial to creating a positive working environment that will not only help our employees thrive but benefit all those impacted by our business. For details about relevant policies, please refer to section 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 that 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. These 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 on 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 interest
- 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, accompanied by flow charts to assist with decision-making.

Amdocs strives to build a culture of ethical behavior by encouraging our people to refer to the Code when unsure of what to do and to always raise concerns without fear of reprisal. We 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 24 hours a day, operated by an independent third-party provider. All concerns that are raised are expected to be treated with the greatest respect, seriousness, and confidentiality.

Reports submitted are screened by Amdocs Internal Audit and a summary of misconduct cases, including reports from our ethics hotline and other sources (HR, Information Security, etc.), are presented to our CEO and Audit Committee on a quarterly basis, preserving the anonymity of the sources.

5.7.2. Corruption and bribery

Amdocs has implemented a comprehensive, end-to-end anti-bribery and corruption compliance program, designed in accordance with best practices, regulatory guidance, and our ongoing and dynamic assessment of our anti-bribery and corruption risks. A cornerstone of this program is our Global Anti-Bribery and Corruption Policy (the "ABAC Policy") which reflects our unwavering commitment to ethical business conduct, integrity and compliance with all applicable anti-corruption laws. The ABAC Policy serves as our internal compliance roadmap and is implemented through a number of processes and controls aimed at (a) preventing and detecting potential anti-bribery and corruption risks, and (b) instilling a strong culture of compliance through all operational and sales functions within the company.



Specifically, Amdocs has implemented a robust and structured process to manage anti-bribery and corruption risks associated with third parties, including risk assessment, scrutiny of the business case, due diligence, and risk-based approvals for such engagements. In addition, the company has in place a comprehensive, digital process for recording, approving, and monitoring all gifts and entertainment related to our sales and marketing activities. Finally, Amdocs continues to refine its monitoring and testing mechanisms on an ongoing basis and engages stakeholders across all relevant functions to support with these monitoring efforts and take ownership of anti-corruption and bribery risks.

In the context of our mergers and acquisitions activity, we continue to focus on both pragmatic, effective pre-acquisition due diligence, and then the rapid integration of the acquired company into our compliance framework and culture. In the M&A context and elsewhere, we continually strive to foster awareness and risk ownership through meaningful training and the ongoing active engagement of stakeholders.

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.

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.

5.7.4. Human rights and labor practices statement

Amdocs is firmly committed to upholding the highest standards of human rights and ethical labor practices across all aspects of our operations and supply chains. We maintain a strict zero-tolerance policy toward modern slavery, human trafficking, and child labor. Our business practices are guided by principles that ensure all employment is freely chosen, child labor is strictly prohibited, and all individuals are treated with dignity and respect.

We are dedicated to fostering a workplace that is free from discrimination, harassment, and violence. We ensure that our employees benefit from fair wages, reasonable working hours, and comprehensive benefits, while also prioritizing their health, safety, and privacy. Environmental protection is also a core value, and we do not tolerate any actions that threaten the well-being of our people or the planet.

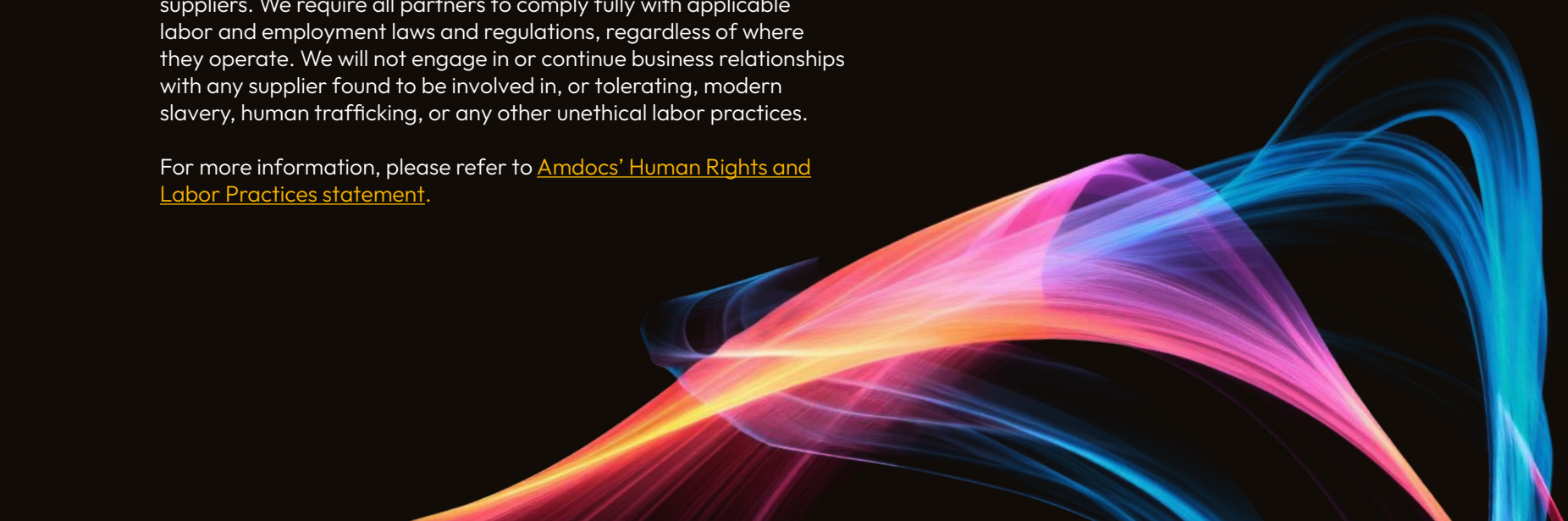
Amdocs expects the same unwavering commitment from our suppliers. We require all partners to comply fully with applicable labor and employment laws and regulations, regardless of where they operate. We will not engage in or continue business relationships with any supplier found to be involved in, or tolerating, modern slavery, human trafficking, or any other unethical labor practices.

For more information, please refer to Amdocs' Human Rights and Labor Practices statement.

5.7.5. Artificial Intelligence policy

The last couple of years have seen remarkable global growth in artificial intelligence (AI) adoption, driven by the increasing availability and awareness of generative AI (GAI). To support the rapid adoption of GAI, Amdocs has created policies and procedures to ensure the technology is adopted while mitigating potential risks associated with intellectual property rights, privacy laws and ensuring ethical and responsible use of the technology.

Amdocs has developed an internal AI Policy made available to all employees on the GAI portal along with on-going training and awareness sessions. Amdocs has also established an AI steering committee and Center of Excellence, to address specific issues that are raised with regards to the adoption of the technology. Employees are required to review Amdocs AI policies and procedures, and the policies are also part of Amdocs Business Conduct and Code of Ethics annual training. Amdocs has also implemented security measures to monitor and ensure compliance with the AI policies.



5.8. Data protection

At Amdocs, protecting personal data is a core priority. We have established a comprehensive, global Data Protection Program – backed by executive sponsorship – to ensure ongoing compliance with applicable privacy and data protection laws.

Our program is overseen by a Global Data Protection Officer (DPO) and supported by local DPOs in relevant regions. In addition, privacy representatives are appointed within each department to ensure effective implementation across all business units worldwide.

We align our practices with international cybersecurity standards, including ISO/IEC 27001 and ISO/IEC 27032, and use the European Union's General Data Protection Regulation (GDPR) as the baseline privacy standard across our operations. To support this framework, we have implemented robust policies, procedures, and controls that govern data collection, transparency, information security, and data subject rights. These are reinforced through regular, company-wide training and awareness initiatives.

Our vendor management process includes rigorous onboarding and due diligence procedures to ensure that all third-party suppliers comply with privacy laws and contractual obligations.

We are committed to maintaining transparency with our customers about how personal data is collected, used, and stored. As a data processor, we follow our customers' data handling requirements as part of all engagements and projects. We also invest significant time and resources to identify and mitigate cybersecurity risks – both within our systems and those that could impact our customers' use of our products and services.

Finally, we ensure that all data subjects are clearly informed about how their personal information is collected, processed, and retained.



5.9. Cybersecurity risk management and strategy

Our cybersecurity risk management process is aligned with our enterprise risk management program and utilizes a cybersecurity risk management framework developed to protect the confidentiality, integrity, and availability of our critical systems and information and our customers' data.

Our cybersecurity risk management framework methodology is designed using industry best practices issued by the International Organization for Standardization and the National Institute of Standards and Technology. This framework, covering all in-house and third-party information systems we use and all activities of the employees and third parties we rely on, helps us assess, identify, and manage cybersecurity risks, including how we implement cybersecurity controls and how we measure the effectiveness of such controls to mitigate and remediate identified risks.

Key elements of our cybersecurity risk management framework include:

- A dedicated Governance, Risk and Compliance team within the cybersecurity unit, responsible for identifying potential business risks related to cybersecurity threats, managing cybersecurity risk assessment processes, assessing the effectiveness of cybersecurity controls, and following up on risk mitigation and remediation activities;
- A cross-functional approach that includes reporting to and coordinating with other key stakeholders in our business, including our information technology, business continuity management, legal and compliance teams and others, to keep them informed and involved as appropriate;
- An Information Security Risk Management Policy that applies to employees and other third parties we rely on and is reviewed and updated annually;
- Recurring internal and third-party risk assessments for certain of our business unit teams, processes, and systems designed to identify potentially material cybersecurity risks;
- A third-party risk management program which addresses supply chain and third-party risks, including those arising throughout the lifecycle of a third-party vendor, from engaging in vendor due diligence prior to onboarding to ongoing vendor monitoring and cyber intelligence services, to vendor termination rights and other contractual protections with our third-party vendors;
- Use of third-party service providers, where appropriate, to assess, test, or otherwise assist with aspects of our cybersecurity controls;
- A cybersecurity incident response plan that includes a 24/7 manned security operation center and procedures for responding to cybersecurity incidents and is reviewed and updated annually; and
- Cybersecurity awareness practices to mitigate risk from human errors, including employee training during employee onboarding and on a regular and ad-hoc basis thereafter.

Although we employ third-party due diligence, onboarding, and other procedures designed to assess the cybersecurity practices of third-party vendors and service providers (including risk assessments and contractual protections), our ability to monitor or control the cybersecurity practices of third parties is limited and there can be no assurance that we can prevent, detect, mitigate, or remediate the risk of any weakness, compromise, or failure in cybersecurity infrastructure owned or controlled by our third-party vendors and service providers. When we do become aware that a third-party vendor or service provider has experienced any weakness, compromise, or failure, we attempt to mitigate our risk, including by terminating such third party's connection to our systems and information where appropriate. For more information on risks related to third parties we rely on, please see "Risk Factors* – We rely on third-party vendor relationships to deliver our business, may expose us to supply disruptions, cost increases, security vulnerabilities and cyberattacks."

We face ongoing and increasing cybersecurity risks, including from bad actors that are becoming more sophisticated and effective over time. For more information on risks related to cybersecurity, please see "Risk Factors* – If our security measures for our software, hardware, services or cloud offerings are compromised and as a result, our data, our customers' data, our IT systems, or our customers' IT systems are accessed improperly, made unavailable, or improperly modified, our products and services may be perceived as vulnerable and it may materially affect our business and result in potential legal liability."

Governance – Board Oversight

Our Board of Directors conducts periodic reviews of our cybersecurity program, including cybersecurity risks, incidents, and mitigation strategies, based on reports and updates on status provided to our Audit Committee, Technology and Innovation Committee, and full Board of Directors by our Chief Information Security Officer ("CISO") and other members of our cybersecurity teams and other relevant executives on a regular and ad-hoc basis. Our Board of Directors has overall oversight responsibility for our enterprise risk management, and delegates cybersecurity risk management oversight to the Audit Committee as part of the Company's enterprise risk management program and to the Technology and Innovation Committee as part of such committee's oversight of our technologies and systems. The committees ensure that our management has processes and programs in place designed to identify and assess cybersecurity risks to which we are exposed and implements processes and programs designed to manage cybersecurity risks and mitigate and remediate cybersecurity incidents. The committees also report material cybersecurity risks to our full Board of Directors.

* In the 20F

Governance – Role of Management

Management is responsible for assessing, identifying, and managing material cybersecurity risks on an ongoing basis, establishing processes to ensure that such cybersecurity risk exposures are monitored, putting in place appropriate prevention, detection, mitigation, and remediation controls and maintaining cybersecurity processes and programs.

Our CISO is a senior manager reporting to our Chief Financial Officer & Chief Operating Officer ("CFO & COO"). Our CISO leads our cybersecurity program and supervises teams operating across different geographies supporting our cybersecurity functions designed to prevent, detect, mitigate, and remediate cybersecurity incidents. Our cybersecurity teams monitor the prevention, detection, mitigation, and remediation of cybersecurity incidents through a variety of technical, administrative, and operational measures, and regularly report to our CISO. On an annual basis, our CISO provides reports and updates on the status of our cybersecurity program to our Board of Directors' committees, including reports and updates on material cybersecurity risks, based on our management's assessment of such risks, and all members of our Board of Directors are invited to join these sessions. Our CISO also provides such reports and updates to our Board of Directors on a periodic and ad-hoc basis.

Our senior management has delegated the responsibility for ongoing governance of cybersecurity activities to a steering committee led by our CFO & COO and our Group President of Technology. Based on reports provided by our CISO to our senior management on a quarterly and ad-hoc basis, the steering committee is gathered at least quarterly to review and track cybersecurity activities, risks, incidents, and projects.

Our CISO has more than three decades of experience in various cybersecurity, product management, and other technology-related roles, and has extensive experience in assessing, identifying, and managing cybersecurity-related risks and implementing cybersecurity-related policies and strategies. Our CISO has also served in several leadership roles and has held his current position since 2018.

Our CFO & COO has more than three decades of experience in finance and risk management related roles and has also served in several leadership roles. Our CFO & COO has held her position as Chief Financial Officer since 2007 and her additional role as Chief Operating Officer since 2018.

Our Group President of Technology has more than two decades of experience in various technology, engineering and research and development roles. He has served in several leadership roles in the Company and has held the Group President position since 2018.

5.10. Business conduct campaign training

All Amdocs employees undergo mandatory business conduct training once a year via a comprehensive e-learning activity that teaches the principles of Amdocs Code of Conduct and tests employees' knowledge of the Code. Core modules include:

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

In FY2024, we proudly reached a 100% employee completion rate in our Business Conduct Campaign. Amdocs employees are required to complete a curriculum of 7 courses, which cover topics such as the Code of Ethics, gifts and hospitality, anti-bribery and anti-corruption, cybersecurity, IP&SW compliance & data privacy, sanctions, inclusive behaviors and unconscious bias in the workplace. Employees in specific roles, including those in sales, pre-sales, procurement, legal, and finance, must undertake additional training focused on anti-corruption measures.

To successfully pass each course, participants are required to complete the entire e-learning session and sign a declaration of compliance. Moreover, all new hires at Amdocs are obligated to certify their acceptance of the Code of Conduct as a key part of their onboarding process.

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. Similar bodies exist in France and Finland.

5.12. Policy influence

Amdocs prohibits any organizationally-sponsored political contribution activity. In 2024, we did not contribute financially as an organization to political campaigns, political organizations or other tax-exempt political groups. We follow this policy to reduce the potential for expenditures to, or favoritism from, political figures. We do not, however, restrict the personal freedom of our employees to engage in the political process and to support the political campaign, organization or group of their choice.

5.13. Human rights

Amdocs is deeply committed to upholding and advancing human rights throughout its global operations, as reflected in our comprehensive Human Rights and Labor Practices Statement. Operating in more than 85 countries, we set rigorous standards for corporate social responsibility, guided by the principles of the Universal Declaration of Human Rights. We recognize that our employees are our most valuable asset, and we are dedicated to ensuring that every individual is treated with dignity and respect, in full compliance with all applicable laws and regulations.

Our core values emphasize the creation of a healthy, safe, and inspiring workplace where employees can thrive. We are committed to fostering an inclusive environment that promotes career development and growth, while strictly prohibiting discrimination, harassment, and any form of forced or child labor. These principles are integral to our culture and are embedded in every aspect of our business.

This commitment to human rights and ethical conduct extends to our entire supply chain. We actively encourage our suppliers to uphold the same high standards, reinforcing our dedication to responsible business practices and respect for human rights at every level of our operations. Furthermore, Amdocs supports the wellbeing of its employees and the broader community by adhering to international Environment, Health, and Safety (EHS) management standards. Through these efforts, we demonstrate our role as a responsible corporate citizen, committed to the welfare of our people and the communities in which we operate.

About this report

This report is written in accordance with the Global Reporting Initiative (GRI) Universal Standard, the Sustainable Accounting Standards Board (SASB) Standards, the Task Force on Climate-Related Financial Disclosures (TCFD) and the Sustainable Development Goals (SDGs).

It provides a comprehensive overview of our environmental, social, and governance (ESG) projects and activities for FY2024 until June 2025, and ESG key metrics and indicators of FY2024 (which runs from October 1 to September 30) relevant to our stakeholders.

The scope of the data included, covers the reporting period from October 1, 2023, to June 2025. The data is collected at the end of the financial year, encompassing all operations and activities of Amdocs, including all Amdocs sites, covering 100% of our business operations.

Amdocs environmental report covers approximately 99% 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 of 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 ninth ESG report that continually presents our annual performance, providing clear and easily comparable data.

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

We want 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	FY2023	FY2024
Emissions	Scope 1	tCO2e	1,929	2,026	2,175	1,327	1,142*	1,455
	Scope 2 – location based	tCO2e	54,996	46,812*	39,442	40,093	41,493	42,491
	Scope 2 – market based	tCO2e			38,555	25,057	24,556	27,558
	Scope 3 – location based	tCO2e	100,004	50,611	28,414	41,441	52,030	50,193
	All scopes per employee – market based	tCO2e/employee	7.15	4.6	3.28	2.82	3.05	3.21
	% of relative emissions reduction (per employee)	%	10.7	35.6	28.7	13.9	(8.0)	(5.2)
	All scopes – location based	tCO2e	156,929	99,450*	70,031	82,861	94,665	94,140
	All scopes – market based	tCO2e			69,145	67,825	77,727	79,207

* Correction from the previous year's report

	Indicator	Units	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024
Energy	Total electricity consumption	MWh	103,874.18	94,557.43	84,480.37	86,982.09	93,766.95	92,590.36
	Fuel consumption (gasoline for cars)*	Million liters	2.62	0.54	1.50	1.54	1.68	1.60
	Fuel consumption (diesel for cars)*	Million liters	1.18	0.29	0.958	0.886	0.70	0.26
	Data center energy usage	MWh	54,626.04	56,021.27	53,385.46	49,103.43	48,336.68	48,926.88
	Total non-renewable energy (Scope 1** and Scope 2 market-based)	MWh	95,568.58	86,089.25	68,994.59	48,953.52	39,232.19	30,759.96
	Total renewable energy	MWh	10,477.81	9,597.13	16,388.73	46,611.40	55,233.02	67,965.60
	Total energy (Scope 1** and Scope 2 market-based)	MWh	106,046.39	95,686.38	85,383.32	95,564.92	94,465.21	98,725.56
	Percentage of total renewable energy	%	10.09	10.15	19.40	53.6	58.9	73.4
	Percentage of renewable energy on DCs	%	12	10	19	62	58	69
	Average PUE	PUE	1.74	1.63	1.56	1.54	1.59	1.59
	% of absolute reduction in electricity consumption	%	4.4	9.0	11	(3)	(7.8)	1.3
Water	Total water consumption	Million cubic meters	0.204	0.090	0.045	0.064	0.141	0.154
Waste	Total waste disposed (including waste recycled, organic materials and landfilled waste)	Metric tons	4,789	2,988	2,569	2,505	2,985	2,553
	Total waste landfilled	Metric tons	4,629	2,855	2,384	2,374	2,823	2,408
	Total waste recycled (solid waste only)	Metric tons	160	133.3	185.03	130.53	160.60	145

* Data only for Israel

** Energy consumption from Scope 1 are from Diesel consumption from Amdocs emergency generators and Natural gas consumption for heating at some of Amdocs sites.

Social

	Indicator	Units	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024
Workforce	Total number of employees	People	24,516	25,875	28,552	31,855	29,593	28,161
	Senior Management	People	208	209	212	209	233	203
	Managers	People	3,000	3,000	3,151	3,670	3,561	3,464
	Employees (permanent and temporary)	People	22,000	23,200	22,027	24,073	23,384	22,740
	Interns (*unpaid)	People		22		29	38	47
	Graduates	People		2,400	3,162	3,874	2,377	1,921
	Number of full-time employees	People	24,516	25,875	28,552	31,855	29,593	28,161
	Number of external employees absorbed as employees of the company	People	401	28	411	393	177	194
Employee engagement and development	% of employees working for at least 3 years	%	60.5	58	49.6	55.0	51.1	56.57
	Average tenure at Amdocs	Years	6.3	6.17	5.75	5.31	6.31	6.29
	Amount spent per full-time employee on training and development	USD	457	388	359	332	339	340
	% of positions filled internally	%		39.4	40.1	42.1	46.2	49.7
	% of employees who chose to take part in personalized voluntary upskilling programs	%		17	13	13	34*	24
	Employees who participated in courses advancing their business skills	# employees			3,513	4,280	6,000	4,525
	% of employees who chose to participate in learning and development programs	%		82	88	89	92	91.5

* Correction from the previous year's report

	Indicator	Units	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024
Employee engagement and development	Employee Engagement Survey	%		79	No survey	83	No survey	Available data of FY25 survey in section 2.2.2.
Diversity	% of female share of total workforce	%	30.7	30.8	32	32.7	32.6	32.1
	Females in all management positions, including: junior, middle and senior management	% of total management workforce	24	23	25	25.4	25	24.9
	Females in junior management positions. i.e. first level of management	% of total top management positions	26.1	26.4	26	31.1	31.8	31.3
	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	27	27
	% of women among the new hires in software engineering	%	29	25.8	27	28.88	22	26.3
	% of women in software testing company-wide	%	37	40	43	45	45.8	44.5
	% of women among the new hires in software testing	%	42	41.7	47	47	49.4	40.7
	% of women product managers and owners	%			33	34.7	34	33.8
	% tech roles held by women	%			29	29.4	29.5	29.3
	% women in tech graduate population	%			38	35	31	36.2
	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	23	24

	Indicator	Units	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024
Diversity	Share of women in STEM-related positions (as % of total STEM positions)	%		27.4	28.3	29.3**	29.1	29
	% of Arabs working at Amdocs Israel	% out of employees in Israel	5	5	More than 10%	8.6	8.6	8.6
	% of new hires in Israel from Arab society	%		11	11	13	12	10
	Baby boomers generation in Amdocs global workforce*	% of total workforce		4.1	4	3.1	2.9	3
	Generation X in Amdocs global workforce	% of total workforce		28.3	26	22.5	22.7	21.2
	Generation Y in Amdocs global workforce	% of total workforce		54.3	50	46.5	45.9	44.4
	Generation Z in Amdocs global workforce	% of total workforce		13.3	20	27.9	28.5	31.5
	American Indian or Alaska Native (Not Hispanic or Latino)*	% of total workforce in the U.S.			0.17	0.17	0.23	0.29
	Asian (not Hispanic or Latino)*	% of total workforce in the U.S.			23.53	24.56	25.38	26.90
	Black or African American (Not Hispanic or Latino)*	% of total workforce in the U.S.			3.05	3.67	3.44	4.30
	Hispanic or Latino*	% of total workforce in the U.S.			3.60	4	4.33	6.51
	Native Hawaiian/Other Pacific Islander (Not Hispanic or Latino)*	% of total workforce in the U.S.			0.22	0.19	0.16	0.12

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

	Indicator	Units	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024
Diversity	White*	% of total workforce in the U.S.			68.83	66.79	65.83	61.27
	Two or More Races*	% of total workforce in the U.S.			0.60	0.62	0.63	0.62
	American Indian or Alaska Native (Not Hispanic or Latino)*	% of total management workforce in the U.S.			0	0	0.13	0.38
	Asian (not Hispanic or Latino)*	% of total management workforce in the U.S.			29.35	28.85	30.53	26.35
	Black or African American (Not Hispanic or Latino)*	% of total management workforce in the U.S.			2.26	3.08	2.54	2.74
	Hispanic or Latino*	% of total management workforce in the U.S.			2.66	3.08	3.05	3.50
	Native Hawaiian/Other Pacific Islander (Not Hispanic or Latino)*	% of total management workforce in the U.S.			0.13	0.25	0.13	0.19
	White*	% of total management workforce in the U.S.			65.60	64.36	63.49	66.10
	Two or More Races*	% of total management workforce in the U.S.			0	0.37	0.13	0.75

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

	Indicator	Units	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024
Health and Safety	% of vehicle fleet that caused accidents with damage over $800	%	26.7	21.2	22.5	26.9	26.6	27.8
	DART Rate	Rate	0.034	0.012	0.036	0.021	0.044	0.01
	Severity Rate	Rate	6.8	8.5	12	3	27	31
	SIF (Serious Incident or Fatality)	#	0	0	0	0	0	0
Community	Total monetary value of our corporate citizenship and philanthropic contributions	USD		804,945	769,145	975,051	1,463,061	902,067
	Equipment donated	Computers, Equipment, Furniture		2,000+	2,000	2,100	11,229**	2,041
	Volunteering hours by Amdocs Employees	Hours		5,000	5,000	15,000	30,000	26,000

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

** There is a significant increase because of the movement to the new campus. All furniture from the old campus in Israel were donated during FY2023

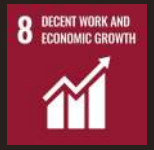
Governance

	Indicator	Units	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024
Corporate governance	Number of executive directors		2	2	1	1	1	1
	Number of independent directors		9	7	10	9	9	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	9 out of 10	9 out of 10
	Amdocs board meeting attendance per fiscal year	%	75% at least	75% at least	75% at least	75% at least	75% at least	75% at least
Ethics	% of employees that complete the ethical training	%	100	100	100	100	100	100
Tax	Earnings before tax	(thousands of $)	567,887	583,322	814,306	648,406	636,361*	591,071
	Reported taxes	(thousands of $)	88,441	85,482	125,932	98,905	93,399*	94,750
	Cash taxes paid	(thousands of $)	75,790	45,398	146,442	80,419	156,386*	187,513
Customer satisfaction	Number of customers that Amdocs surveyed along the year		60	59	72	71	73*	76
	Number of respondents for Amdocs surveys			1,669	1,517	1,595	1,457*	1,587
	% of surveyed costumers that were surveyed face-to-face or through phone	%	55	57	61	52	57*	44
	% of Truly Loyal Respondents in the reporting year	%	67	67	72	67	65*	71

* Correction from the previous year's report

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 fisherfolk, 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.	• Corporate citizenship and community projects
	3.8 – Achieve universal health coverage, including financial risk protection, access to quality essential healthcare services and access to safe, effective, quality and affordable essential medicines and vaccines for all	• Supporting our employee's mental and physical health • Health and safety • Responsible supply chain • Digital inclusion CSR initiatives
	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. 4.5 – Ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples, and children in vulnerable situations. 4.7 – Ensure all learners acquire 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.	• Inclusivity • Employee development • Corporate citizenship and community projects • Digital inclusion • Tech for Good platform

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.	• Inclusivity • Corporate citizenship and community projects • Inclusion in our supply chain
	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 • Corporate citizenship and community projects • Digital inclusion • Our governance • Corruption and bribery • Ethics • Responsible supply chain • Environmental management • Our climate-related commitments • Core membership • Product sustainability and accessibility • Accelerating innovation • Responsible AI
	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 of our products and services • Accelerating innovation • Products and services that promote digital inclusion • Tech for Good platform • Corporate citizenship and community projects • Accelerating innovation • Responsible AI

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.	• Inclusivity • Products and services that promote digital inclusion • Corporate citizenship and community projects • Responsible supply chain
	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 promote digital inclusion • Product sustainability and accessibility • Environmental principles of our products and services • Corporate citizenship and community projects • Environmental management • Our climate-related commitments • Core Membership • Energy management • Calculating our GHG emissions • Employee and community environmental impact • Accelerating innovation • Responsible AI
	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 • Tech for Good platform • Product sustainability and accessibility • Environmental management • Our climate-related commitments • Energy management • Environmental principles of our products and services • Employee and community environmental impact • Responsible AI

UN SDGs	Linking SDGs and SDG targets with Amdocs focus areas	Reference on how Amdocs supports this SDG
	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 • Scope 3 emissions • Product sustainability and accessibility • Environmental principles of our products and services • Tech for Good platform • Environmental management • Our climate-related commitments • Core membership • Energy management • Employee and community environmental impact • Responsible AI • Responsible supply chain
	16.5 – Substantially reduce corruption and bribery in all their forms.	• Ethics • Our corporate policies • Corruption and bribery • Responsible AI • Purchasing and finance support chat • Risk management
	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 promote digital inclusion • Tech for Good platform • Environmental principles of our products and services • Responsible supply chain • Corporate citizenship and community projects • Our climate-related commitments • Employee and community environmental impact • Product sustainability and accessibility • Customer satisfaction

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.	• Human Rights and Labor Practices Statement
	Principle 2 Make sure that they are not complicit in human rights abuses.	• 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.	• 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.	• 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.	• Inclusivity • 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 • Scope 3 emissions
	Principle 9 Businesses should encourage the development and diffusion of environmentally friendly technologies.	• Products and services that promote digital inclusion • Product sustainability and accessibility • Environmental principles of our products and services
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 2024 update is built upon our previously published Climate Disclosure and outlines how Amdocs' addresses our climate related issues. Our disclosure is structured in accordance with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).

ESG global governance

At Amdocs, our global ESG Strategy is directed from the top. Our Board of Directors oversee ESG matters both as a comprehensive whole and through their 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, CSS and Environment, Health & Safety teams. This team consists of dedicated professionals focused on specific 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 in 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. Building on this momentum, we held another ESG investors webinar in FY2023. It was presented by Tamar Rapaport-Dagim (Amdocs CFO & COO), Anthony Goonetilleke (Group President of Technology & Head of Strategy), Idit Duvdevany Aronsohn (Head of Corporate Responsibility, Inclusion and Wellbeing - ESG) and Mathew Smith (Head of Investor Relations). This session provided an in-depth look into Amdocs' ever-evolving ESG journey, offering insights into our accomplishments to date, our strategic roadmap for the future, and the crucial role our people-centric approach plays in achieving our commitments.

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, and to understand how different climate-related scenarios could impact Amdocs over various time horizons we used transitional and physical scenarios.

The table on the following page shows the main results of our analysis. Currently Amdocs is broadening the physical risk assessment to include additional risk scenarios for every Amdocs operation worldwide. This review is being led by the EHS and CSS departments and shall be aligned with Amdocs Business Continuity and Risk Management teams. Moreover, as part of the process of identifying physical climate related risks, we are evaluating the mitigations and emergency preparedness status at our sites, to cover any gaps and ensure proper responses.

Additionally, Amdocs has been reporting climate-related information to the CDP Climate Change Program for over 12 years, and has adjusted the disclosure of our risk management to reflect our adoption of the TCFD guidelines.

We are advancing our climate disclosure agenda 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	**2°C or below 2°C** 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 should be expected in a short term to promote rapid energy savings. This might impact energy costs and may require investment in energy efficiency measures for key energy-consuming systems (e.g., DCs, AC systems). In addition, radical regulatory change or over regulation (climate/carbon related) may impact the ability to do business – Amdocs shall assume that CO2e pricing will increase in developed economies from 2025 onwards. • **Market changes and Environmental Reporting (Reputation)** – Shifts in ESG preferences of our key stakeholders may impact our ability to do business (customers, investors, reporting indices such as Dow Jones Sustainability Index, Sustainalytics, CDP, EcoVadis). Increased pressure to set Net Zero targets will lead to increased costs and/or difficulties in obtaining renewable energy and carbon offsetting (limitations due to market demand and/or higher pricing). On the other hand, probable shifts in energy supply are assumed under all scenarios evaluated. Together with ongoing technological advances, the anticipated result is more rapid adoption and wider renewable energy options, most notably solar energy, which is the most probable option for the relevant regions where we have higher energy consumption operations (Israel, USA and India).	• **Regulatory changes** – Amdocs manages an extensive list of local regulations considering environmental aspects for every site, and reviews global regulatory trends on emerging regulations on a regular basis. Our process consists of reviewing the regulations on a yearly basis, determining their applicability and our compliance status, and in case there is non-compliance we strive to immediately develop a plan to cover the gaps found. By mapping emerging regulations, we aim to identify and prepare for 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 (as 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 commitments in levels required to meet the goals of the Paris Agreement. Recently, the board 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 the 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 in electricity consumption and the 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 resulting from 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.

- Moreover, Amdocs has lately invested in operations at new Amdocs Campuses in Israel and India with LEED certifications and design principles focused on sustainability and employee well-being. The offices projects bring several elements of energy and water efficiency, as well as alternative transportation solutions to decrease carbon emissions and traffic congestion.

- 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 increase 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 previously named “Car department” is now the “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 will be 80% hybrid/plug-in/electric cars. As of June 2025, we have already achieved approximately 85% of our car fleet to be hybrid, plug-in, and electric, marking considerable progress towards our sustainability objectives.

- 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 is 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. After COVID-19 outbreak, Amdocs has decided not to return to "business as usual". We have implemented an even 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. As a result, overall emissions from business travel alone have seen a 63.5% reduction compared to FY2019 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 in 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 to1.5°C, which is the most ambitious goal of the Paris Agreement and is what we understand based on climate science is needed to prevent the most damaging effects of climate change.

We are extremely proud to announce that Amdocs has successfully reached and exceeded their Science Based Targets for FY2024.

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, these commitments are completely aligned with our strategy. In order to achieve these goals, we adapted our current and future financial planning.

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 of renewable energy directly with the suppliers. In FY23, we signed an 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%. Several sites in Europe already follow this model. In 2024, we started the process at our main tower in India to purchase 100% renewable electricity. This has led us to over 70% of Amdocs overall electricity consumption from renewable sources worldwide. As our next step, we aim to increase the renewable electricity share by expanding to other sites in India. 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 regulations for every site under the Global EHS Management System considered to be 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 4.2 Product sustainability and accessibility). Amdocs continues its efforts to build a responsible 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 certified with ISO 14001:2015 Environmental Management system, which requires 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 extremely proud to announce that Amdocs has successfully reached and exceeded Science Based Targets for FY2024.

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 performance are detailed in 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 and 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	Our governance
				Board Independence Rate (%)	Disclosed	Our 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	Our 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	Our 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	Our 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	Our 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	Business conduct campaign 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
		207-3	Stakeholder engagement and management of concerns related to tax		Disclosed	Tax compliance

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 management
		302-3	Energy intensity	MWh/m$ revenue	Disclosed	Energy management
		302-4	Reduction of energy consumption		Disclosed	Energy management
		302-5	Reductions in energy requirements of products and services		Disclosed	Energy surveys, audits, and reports
	Water	303-1	Total volume of water used		Disclosed	Water and waste generated in operations
		303-3	Water recycled and reused		Not Disclosed	
		303-5	Water consumption		Disclosed	Water and waste generated in operations
	Biodiversity	304-3	Habitats protected or restored		Disclosed	Employee and community biodiversity environmental impact
	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	Water and waste generated in operations
		306-2	Management of significant waste-related impacts		Disclosed	Water and waste generated in operations
		306-3	Waste generated		Disclosed	Water and waste generated in operations
		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	Employees Benefits
	Occupational health and safety	403-1	Occupational health and safety management system		Disclosed	Our contribution to the UN's SDGs, health and safety, employee engagement and wellbeing
		403-2	Hazard identification, risk assessment, and incident investigation		Disclosed	Health and safety
		403-3	Occupational health services		Disclosed	Business conduct campaign training
		403-5	Occupational health and safety management system		Disclosed	Business conduct campaign training

GRI Chapter	GRI Standard Title	GRI Disclosure Number	GRI Disclosure Title	Indicator Measurement	Disclosed / Not Disclosed	Location in the Report
Social (400)	Occupational health and safety	403-8	Workers covered by an occupational health and safety management system		Disclosed	Health and safety
		403-9	Work-related injuries		Disclosed	Health and safety
		403-10	Work-related ill health		Disclosed	Health and safety
	Training and Education	404-1	Average hours of training per year per employee		Disclosed	Learning and development achievements
		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	Performance Management Process (PMP)

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	Inclusivity, Board of Directors, Annex 1
		405-2	Ratio of basic salary and remuneration of women to men		Disclosed	Pay Equity Report on Amdocs.com
	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 management	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	Water and waste generated in operations	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

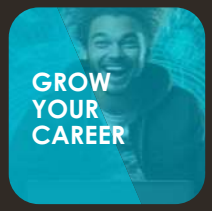
Topic	Accounting Metric	Category	Unit of Measure	Disclosed / Not Disclosed	Location of Disclosure	Code
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	Discussion and Analysis	n/a	Disclosed	Ethics	TC-SI-220a.1
	Number of users 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	Cybersecurity	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 engagement	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

Annex 7. Employer Brand Index

Employer Brand Pillars	Pillar description	References to each Pillar
	Be a part of an organization that connects billions of people worldwide, helping advance society, and creating a more inclusive and connected world.	• Inclusivity • Digital inclusion • Tech for Good platform • Corporate citizenship and community projects • Employee and community environmental impact
	Constantly reinvent yourself and follow your passions. We are committed to creating an environment in which you can thrive, explore new options, and advance your career.	• Digital inclusion • Employee engagement and wellbeing • Employee development • Accelerating innovation • Employee and community environmental impact
	We are committed to flexibility – in how you learn, how you develop yourself, how and when you take time off to recharge, and how you balance your work and life.	• Employee engagement and wellbeing • Employee development • Generative AI as an environmental innovator
	Together, we are stronger: Regardless of who you are or where you come from, you belong here. We are dedicated not only to achieving our goals but also to supporting one another every step of the way.	• Inclusivity • Digital inclusion • Green office operations • Employee and community environmental impact • Corporate citizenship and community projects

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