

2017 Annual Corporate Social Responsibility Statement



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Introduction

At Convergys it is our mission to ensure Corporate Social Responsibility covers all aspects of corporate governance. Social Responsibility is the framework for the principles and standards by which we conduct our business in an ethical way, taking accountability for our impact economically, socially, environmentally, and in our commitment to foster the human rights inherent to all human beings.

Convergys recognises that we must integrate our business values and operations to meet the expectations of our stakeholders. They include employees, customers, suppliers, the community and the environment.

- We recognise that our social, economic and environmental responsibilities to these stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and / or within our corporate policies.
- We shall be open and honest in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development.
- The Convergys Sr. Director of Compliance is responsible for ensuring the implementation of this statement and will make the necessary resources available to realise our corporate responsibilities. The responsibility for our performance to this policy rests with all employees throughout the company.

Convergys will continue to integrate social and environmental responsibility with our everyday business practices today and in the future. The 130,000-strong Convergys team, in multiple geographic regions, including North America, EMEA, Asia and Latin America, remains committed to social responsibility and sustainability. We are setting goals and continuing to track and report progress.



Andrea Ayers

President and CEO

Convergys Corporation

1. Our Responsibilities

Our commitment to Social Responsibility is closely integrated with our culture and business and falls into six categories:

Our Communities:

Convergys values the communities in which our employees and their families live, and we commit to be a good corporate citizen. We support localised giving programs in countries in which we operate.

Our Environment:

Our working environments are designed to optimize performance and efficiency while reducing energy consumption, waste and pollution. We shall strive to manage and continuously improve our environmental performance over the next 5 years by the implementation of ongoing sustainable development, using ENERGY STAR® products and continuously improving our environmental policies.

Our Stakeholders:

Our trusted relationships and our business are built on uncompromised integrity and dedication to the highest ethical standards. For Convergys, responsible leadership is grounded in a strong ownership mentality, good governance, and accountability for our actions, financial discipline, and fair disclosure and transparency. Our core values and Code of Conduct guide our behaviour and commitment to professionalism.

Our People:

As a global company, our relationships with our people are built on trust and a sincere respect for the individual. We strive to create a positive workplace that empowers our people through opportunities for continuous development and learning. We promote open communication with our people and maintain a healthy, safe, and secure working environment for our employees

Our Clients:

We seek to provide our clients with a service hallmarked by integrity, quality and care. We view clients' information as a strategic asset and work to safeguard that information. Through our interactive client events, we seek strategic client engagement to gain business insights and innovative thinking around our products and services.

Our Business Partners:

We regard suppliers as our partners. Setting out clear expectations, we work with them to help us achieve our Corporate Social Responsibility aspirations in the delivery of our solutions and services.

2. Our Communities

As a global leader in customer management, we have a responsibility to invest our talent and resources by supporting our communities' capacity to build a stable, skilled, and healthy society. Our multinational footprint provides an incredible opportunity to reach out to the communities in which we operate. Through our Social Responsibility program, we address issues that are specific to local needs and relevant to our business. We build lasting community partnerships with organizations that support the following:

- Workforce Preparedness – providing education and training to help individuals develop a successful career
- Health & Wellness - supporting our communities' access to healthy living
- Stability – creating opportunity for our communities to live well by addressing the challenges of daily living: child care, shelter, hunger, transportation and financial literacy

These issues connect our Social Responsibility strategy to the United Nations Global Goals by supporting Goal 4: Quality Education and Goal 8: Decent Work and Economic Growth. By using the Global Goals as a guide when selecting our community partners, we are able to demonstrate how the outcomes of volunteer activities at each of our sites contribute toward greater global good.



Social Responsibility at Convergys connects our company's capabilities with the talents and skills of our colleagues in ways that enhance the quality of life in the communities where we live and work. We encourage and provide opportunities for volunteerism at all levels of the organization and have resources dedicated to community outreach through programming supported by both Convergys Connects and the Community Action Network (CAN):

- Convergys Connects is our signature philanthropy targeting advanced skills training and career readiness in the Philippines and the Latin America region. Since our pilot in 2016, we have supported the education for more than 200 students and provided more than 7,500 volunteer hours of mentoring and curriculum instruction.
- CAN supports localized, ongoing volunteer programs in every country in which we operate. In 2016, 79 locations participated, donating 4,000 hours of service.

3. Our Environment

At Convergys we recognize the increasing concern regarding the environment and our natural resources and have undertaken a number of initiatives to minimize the risk our operation has on the environment and the habitat in the regions where we perform activities and our employees reside. We are fully committed to playing our part in the preservation of natural resources and in preventing environmental and habitat pollution. Our policy is to carry out our business so that we take full account of the needs of the environment, and includes action to reduce energy and water consumption, ensure paper is used economically and that recycled paper is used wherever it is practical and economic to do so.

Examples of our activity in this area are:

- Promote 3-R Model: reduce, reuse, recycle;
- Assess, monitor and report the environmental effects of the organization's activities;
- Train employees in environmental issues;
- Minimize the production of waste;
- Minimize material wastage (Recycling paper products);
- Minimize energy wastage;
- Minimize GHG emissions;
- Promote the use of recyclable and renewable materials;
- Reduce and/or limit the production of pollutants to water, land and air (car sharing policy);
- Control noise emissions from operations;
- Minimize the risk to the general public and employees from operations and activities undertaken by Convergys.
- Minimize the risk to the natural resources and habitat in the regions where Convergys undertakes activities and our employees reside.

We recognise that our business activities have direct and indirect impacts on the societies in which we operate. We endeavour to manage these in a responsible manner, believing that sound and demonstrable performance in relation to corporate social responsibility policies and practices is a fundamental part of business success.

We currently track and report our energy usage and GHG emissions based on electrical output and are committed to showing year over year improvement in the tracking and reporting of our emissions usage and reductions.

In 2017, Convergys participated in the Carbon Disclosure Project and publically reported that the 2016 documented scope 1 Carbon Dioxide emissions for approximately 72% and scope 2 Carbon Dioxide emissions for approximately 91% of Convergys sites globally was a combined 143,045 Metric Tons.

4. Our Stakeholders

At Convergys, we believe that ethical and responsible business conduct is the backbone of our success in the global marketplace. This means more than just obeying the laws of the many states and nations where we operate; it means upholding an ethical footprint and acting with honesty and integrity in all decisions and relationships.

The Code of Business Conduct provides a framework for the principles and standards by which each of us should conduct our daily activities and interactions. It also serves as a public statement of our commitment to conduct our business relationships with the highest level of professionalism, ethics, and honesty.

Our Code of Business Conduct sets forth our expectation regarding business and professional conduct and is intended to help employees recognize and deal with both ethical and legal issues.

Our Values



Put your customer first

- Listen to understand
- Take ownership
- Go the extra mile



Grow as a team

- Develop our future leaders today (including you!)
- Make work fun



Do the right thing

- Be curious and ask questions
- See an opportunity, take action
- Respect differences



Serve the community

- Make where we work and live a better place
- Share your time
- and talents with others

5. Our People

Living Our Values and Code of Business Conduct

Below are the guiding principles behind our Code of Business Conduct:

- We comply with applicable laws governing the Company's operations
- We create and maintain a safe and healthy workplace that respects individuals and is free from discrimination and exploitation
- We base our business decisions and supplier selections on business merit and value, not on personal or family influence
- We safeguard confidential and proprietary information
- We properly and efficiently use Company funds and property
- We comply with proper accounting and financial reporting rules, regulations, and procedures
- We compete aggressively, and we earn our clients' business by providing outstanding service and products and by representing our products, services, and people honestly
- We do not tolerate unethical business conduct or illegal acts, and other violations of the Code of Business Conduct.

We respect the International Labor Organization & Universal Declaration of Human Rights and the UK Modern Slavery Act 2015. At Convergys a working environment is provided which is both safe and fit for the intended purpose and ensures that health and safety issues are a priority for all business operations. Convergys is guided by our aim to be the employer of choice in all locations in which we operate. We encourage an open, honest, positive, respectful and safe atmosphere.

Convergys is committed to ensuring our employees are free from forced labor and have the time off required by applicable laws. Our employees should not work more than the maximum hours of daily labor set by local and national laws or regulations. We ensure overtime is voluntary and paid in accordance with local and national laws or regulations. A workweek should not be more than 60 hours a week, including overtime, except in emergency or unusual situations. Workers should be allowed at least one day off per seven-day week.

Convergys is committed to providing a work environment that is free from discrimination. We specifically prohibit discrimination or harassment because of race, color, creed, religion, national origin, citizenship, gender, gender identity, age, physical or mental disability, political belief, sexual orientation, marital or family status, pregnancy, military or veteran status, economic status, or other legally protected status in any employment decision or in the administration of policy. We are committed to doing business with suppliers and business partners who will commit to these standards.

Convergys forbids, and does not expect our employees to tolerate harassment in their employment. If an employee has a complaint of discrimination, sexual or other harassment, or other forms of offensive conduct, they should report it to a Human Resources representative or a senior manager or director in their business unit or in accordance with specific reporting practices at their facility. Complaints of offensive or improper conduct are taken seriously and investigated thoroughly, without retaliation. We ask that all employees familiarize themselves with our Equal Employment Opportunity and Sexual Harassment policies, which can be viewed on the Company Portal, intranet sites or employee handbooks. Convergys seeks to provide a safe and healthy workplace for its employees. It is the responsibility and duty of all employees to share in this responsibility by acting in a safe manner, participating in safety drills and training, and promptly reporting any perceived dangerous conditions, hazards, or workplace accidents to their supervisor, Human Resources, or Facilities personnel.

Convergys prohibits behavior that may create an unsafe work environment, such as: threatening or violent behavior, possessing weapons or other contraband on Company property or on Company business, or damaging Company or another employee's property. Such behavior should be reported promptly to the Company's Security Department.

All of our employees are trained in the company code of conduct and ethics, which includes equality, freedom from discrimination and freedom from harassment. We train our Recruiting teams in the legal and regulatory recruitment requirements of the geographies in which we operate and in our company's recruitment policies. We train our Human Resource teams in the legal and regulatory employment requirements of the geographies in which we operate and in our company's policies.

The Company complies with International Labor Organization, Universal Declaration of Human Rights, and local applicable laws restricting the employment of children and minors. The Company's practice is to employ persons who are at least 18 years old.

6. Our Clients

We register and resolve customer complaints in accordance with our standards of service. Convergys operates in a way that safeguards against unfair business practices and protects confidentiality in relation to personal information. A high level of business performance is maintained whilst minimizing and effectively managing risk.

7. Our Supply Chain

Convergys performs due diligence via a selection process, to ensure we are working with carefully chosen Suppliers. Convergys encourages Suppliers, Consultants (including Provider subcontractors) to adopt values and guidelines in connection with its business operations with respect to the fundamental rights of human beings in the workplace that are consistent with the Convergys Social Responsibility Statement and those set forth in the International Labor Organization (ILO) Conventions, which can be viewed on the ILO website at:

<http://ilo.org/global/standards/introduction-to-international-labour-standards/conventions-and-recommendations/lang--en/index.htm>

We are committed to continuous improvement in our Corporate Social Responsibility program and encourage our business partners to strive for similar performance. Their performance will be periodically reviewed based on the contractual provisions set forth in the Supplier Professional Services Agreement that sets the terms and conditions for doing business with Convergys.

8. Certifications

To further demonstrate our commitment to Social Responsibility, Convergys voluntarily sought and achieved *Verego Social Responsibility Standard Certification*. Verego, an independent third party assessor that ensures the effective management of corporate responsibilities initiatives, thoroughly evaluated our operations, physical sites and policies against world renowned standards to award us enterprise wide certification in Leadership, Ethics, People, Community and Environment, a total of 5 out of 5 full certification awards.



9. Feedback

As mentioned, Convergys is committed to continuing to improve our Corporate Social Responsibility program. As we look to find ways to improve the monitoring, tracking and reporting of our Social Responsibility initiatives and Suppliers, we would appreciate your feedback on the below questions.

Once answered if you would copy the questions and answers below, send an email to: corporate.compliance@convergys.com and paste your feedback into the email, it would be greatly appreciated.

1. Did this report address all your questions pertaining to Convergys' commitment to Social Responsibility issues? If not, please describe what issues you would like to see addressed?

2. On a scale of 1-6, 1 being the most important to you, please rate in order the below categories:

Environment
Human Rights
Supply Chain

Community
Ethics
Stakeholder Transparency

3. Did the content of the report address the areas you feel are most important? If not, please advise in what areas Convergys can improve their Social Responsibility initiatives?