



# Footprints of amazing

ESG Investor Webinar  
September 7, 2023

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...

**Leave only Footprints of Amazing**

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# Today's speakers



**Tamar  
Rapaport-Dagim**

CFO & COO



**Anthony  
Goonetilleke**

Group President of  
Technology &  
Head of Strategy



**Idit Duvdevany  
Aronsohn**

Head of Corporate  
Responsibility, Inclusion  
& Wellbeing



**Matthew  
Smith**

Head of  
Investor Relations

# Agenda

**1**  
Amdocs  
at a Glance

**2**  
Our ever-evolving  
ESG journey

**3**  
Environment  
& Climate

**4**  
Portfolio  
Sustainability &  
innovation

**5**  
People &  
Social Impact

**6**  
Key  
takeaways  
Q&A

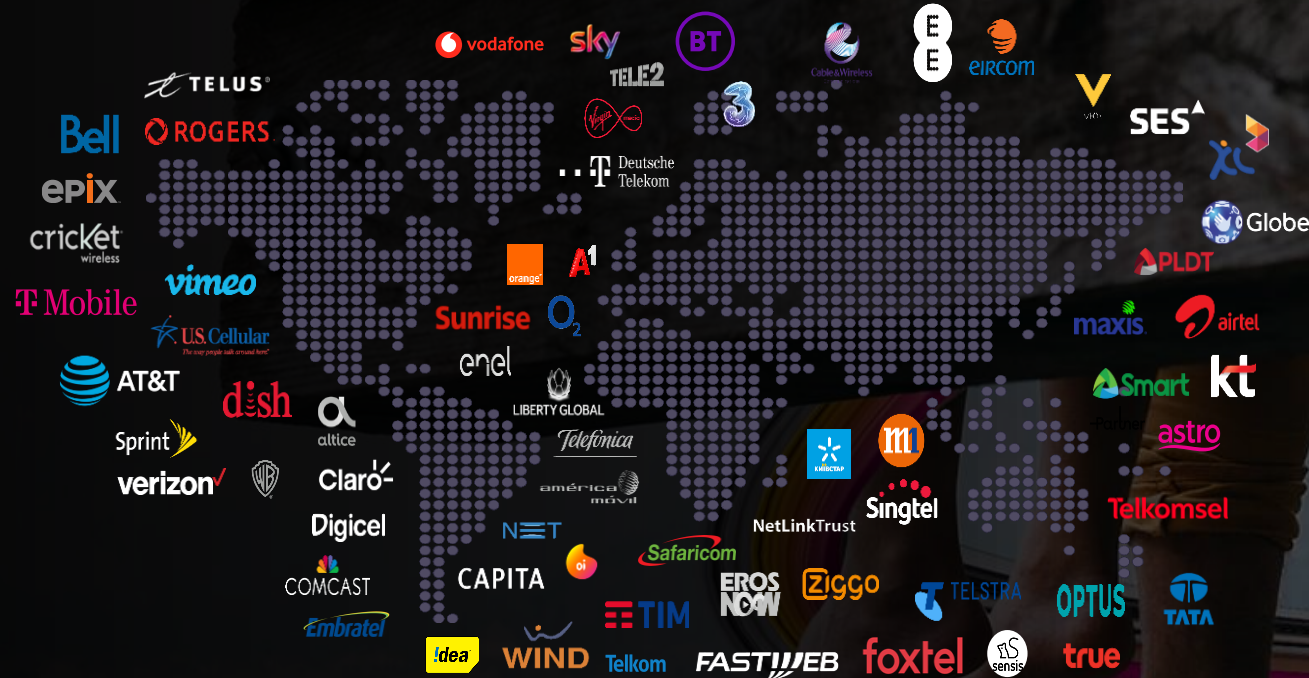
A photograph showing the lower legs and feet of a person sitting in a small, colorful boat. The boat has a vibrant, multi-colored interior (pink, orange, yellow, green, blue). The boat is on a body of water. Above the boat, a large, weathered wooden structure, possibly a dock or part of a building, is visible. A metal ring is attached to the wood. The overall scene is bright and scenic.

# 1 Amdocs at a Glance

# Amdocs is a leading provider of mission critical software and services to communications and media companies, powering the delivery of customer experiences on a global scale...

**We...**

- digitalize and automate operations
- accelerate migration to the cloud
- create differentiation in the 5G era
- ensure ubiquitous connectivity
- enable monetization



Ticker: **DOX**  
 Market Cap: **\$10.7B**  
 NASDAQ listed, public since 1998



**~30,000**  
Employees



**\$4.58B**  
FY22 Revenues, +10.3% YoY<sup>1</sup>



**350+ customers**  
Industry in society's backbone



**\$1B+ investment**  
In our next-gen cloud platform



**~75%**  
Recurring revenue



**90**  
Countries



**Best technologies**  
Driving a leadership position



**Committed to sustainability**  
 Member of **Dow Jones Sustainability Indices**  
 Powered by the S&P Global CSA



1. Pro forma revenue growth at constant currency excludes the financial impact of OpenMarket (which was divested on December 31, 2020) from fiscal year 2021

# Creating Sustainable value through ESG

Proud of the role we play to **make the connected world a reality**, enriching billions of lives and progressing society

Championing ethical and responsible conduct

Improving the lives of people in our communities

Fostering diversity & inclusion

Prioritizing our employees' wellbeing

Protecting the environment

Promoting sustainability with our technologies





# 2 Our ever evolving ESG journey

# Accountability ensures maximum impact

Oversees ESG matters as a whole and through its committees

**Board of Directors**

**CEO & Executive team**

Owens overall Amdocs ESG strategy

**ESG strategy core team**

Dedicated professionals driving Amdocs long-term ESG strategy

Implement Amdocs ESG strategy through the lens of functional experts

**Corporate functions & Business units**

**ESG champions**

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



**Example:  
Cyber Security**

# Accountability ensures maximum impact

Oversees ESG matters as a whole and through its committees

## Board of Directors

### Example: Cyber Security

- Board of Directors fully engaged in cyber security oversight
- Chief Information Security Officer (CISO) reports directly to me and leads a dedicated organization globally
- Full-time Data Protection Officer (DPO) works with privacy focal points across business units
- 24/7 staffed Cyber Security Center handles suspected data breaches, initiates immediate responses, investigates and reports incidents
- Communication support tools and mechanisms to ensure effective implementation of privacy policy: help desks, focal points, 24/7 hotlines
- Periodic audit to verify privacy and personal data protection compliance
- Continuous privacy and security awareness training programs for all Amdocs employees and contractors

Implement Amdocs ESG strategy through the lens of functional experts

## Corporate functions & Business units

## ESG champions

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



Example:  
Cyber Security

# Engaging with our stakeholders for long-term value

## Employees



## Customers



## Shareholders



## Partners & Suppliers



## Community



Topics of greatest interest to shareholders, as indicated through our consistent shareholder engagement efforts:



**SUSTAINABLE  
PRODUCT  
INNOVATION**



**PRIVACY  
& CYBER  
SECURITY**



**DIVERSITY,  
EQUITY &  
INCLUSION**



**TALENT  
ATTRACTION &  
ENGAGEMENT**

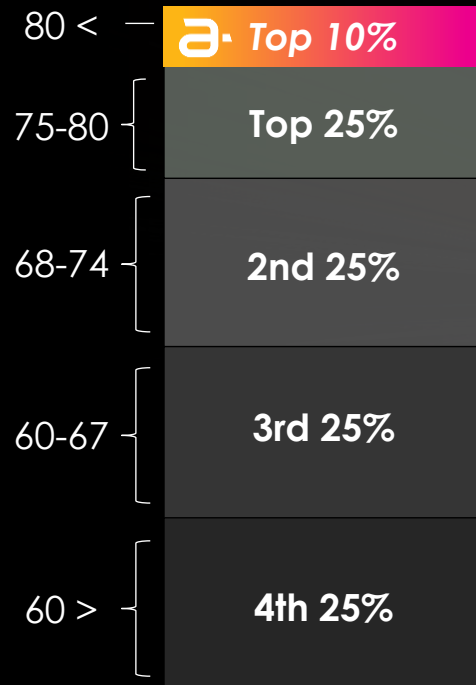


**CLIMATE  
ACTION**

# Organizational Health Index

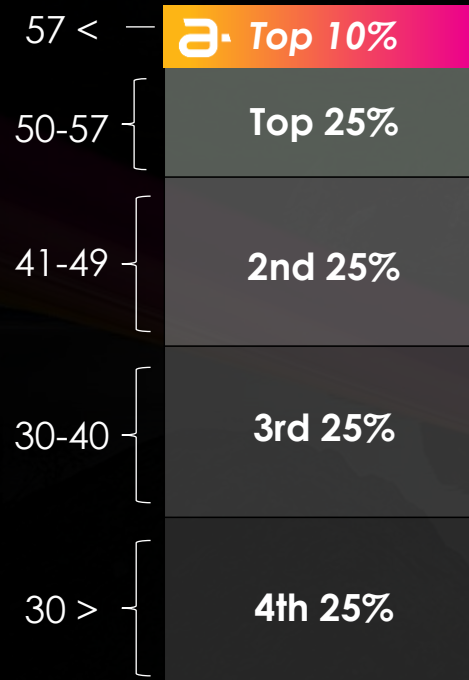
## OVERALL HEALTH SCORE

McKinsey  
global scale



## ENGAGEMENT SCORE

McKinsey  
global scale



# Impacting sustainability in our business – MWC 2023



Globe



uscellular

Singtel



T-Mobile



vodafone

unconnected.org

# Engaging with our stakeholders for long-term value

## Employees



## Customers



## Shareholders



## Partners & Suppliers



## Community



Topics of greatest interest to shareholders, as indicated through our consistent shareholder engagement efforts:



**SUSTAINABLE  
PRODUCT  
INNOVATION**



**PRIVACY  
& CYBER  
SECURITY**



**CLIMATE  
ACTION**



**DIVERSITY,  
EQUITY &  
INCLUSION**



**TALENT  
ATTRACTION &  
ENGAGEMENT**

# Materiality Assessment

Reinforcing our commitment to sustainable growth and responsible corporate conduct



Top issues that hold the most relevance to our business and stakeholder community

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



# CSR & ESG Report 2022/23

- Disclosure and impact-driven approach
- **One-stop shop for all ESG**, with detailed annex for Material Topics and:



United Nations  
Global Compact



SUSTAINABLE  
DEVELOPMENT GOALS



TASK FORCE ON  
CLIMATE-RELATED  
FINANCIAL  
DISCLOSURES

- **Main chapters include:**
  - Our approach to sustainability
  - Social: Our people, Our communities
  - Environment & Climate
  - Creating Sustainable Value
  - Governance



## Capturing a moment of balance

Celebrating International Yoga Day at our newly launched LEED Gold-certified Israel campus; blending environmental sustainability with employee wellbeing as part of our innovative hybrid/flexible global workplace

# Recognized as global and local ESG leader

## Top Global Ratings

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

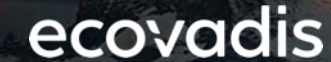
2019, 2020, 2021, 2022 included in the North America Index



Top rated Industry & region



Rated A-



Gold EcoVadis Medal



## External Recognitions



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



USA: certified as a Most Loved Workplace by Best Practice Institute (BPI) + marked as Newsweek's Top 100 Global Most Loved Workplaces.



**Human Rights Campaign Equidad Mexico: Programa Global de Equidad Laboral**, recognized Amdocs as a top employer for our inclusive policies and practices for 3<sup>rd</sup> year.



**Best Workplace for Women in India 2023**, as recognized by **The Economic Times**, for consistent efforts towards building a diverse and inclusive workplace for women.



**The Dov Lautman Business Diversity Award**, recognized Amdocs for achievements in increasing the representation of employees from the Arab society and for promoting a multicultural work environment.



One of the **'Most preferred workplaces'** in the IT and ITES sector in India at the prestigious Marksmen Daily awards.

The background is a close-up of a sandy beach with several footprints. A large, colorful, swirling graphic element, resembling a rainbow or a stylized 'a', is positioned on the right side of the slide, partially overlapping the text.

# 3 Environment & Climate

# Creating value across our chain – Climate action



Designing **OFFERINGS** that promote sustainability



Putting **PEOPLE** first promoting community-based initiatives

## Doing the above while doing the below...

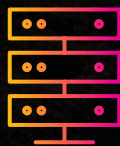
We're evolving our **OPERATIONS** to make them more sustainable



Increasing share of renewable energy



Reducing electricity consumption



Data center optimization



Reducing travel



Switching to hybrid/electric car fleet



Recycling & reuse



Influencing the supply chain



Campus built on 10 acres with lots of green space & outdoor workstations



LEED GOLD-certified ecofriendly campus



Carpooling and green fleet



Electric car and bicycle charging



Natural light indoors



Optimized climate control



Wireless office



Irrigation using recycled A/C water



300 trees planted



# AMDOCS' NEW ISRAEL CAMPUS

THE FUTURE IS WAITING FOR US

As of January 2024 – will be fully powered by renewable energy

# Environmental

to keep our   
**amazing!**

# Forward-looking

## Our new Climate Action Commitment

### Carbon Neutral

By **2040** on our  
Business Operations  
(Scope 1 & 2)

### 100% Electricity from Renewable sources

By **2040** Amdocs operations  
will be powered with 100%  
Renewable Energy

# Our path to Carbon Neutrality

Over **20%**  
electricity from  
renewable  
sources  
*Starting Point*

Reach over  
**50%** including  
renewable  
energy  
transformation in  
Amdocs Park  
(Israel)

Reach over  
**70%** including  
direct purchase  
in India

Cover all our  
sites by  
gradually  
expanding the  
renewable  
electricity  
supply by 2040

**100%**  
by  
**2040**



# 4

## Portfolio Sustainability & Innovation



The background of the slide is a futuristic, dimly lit interior space. The floor is a dark grid pattern. In the background, there are people interacting with a large digital display or wall. The lighting is a mix of purple, blue, and red, creating a high-tech atmosphere.

# We are...

Accelerating Sustainability with  
**Portfolio Innovation**

# Why We Do What We Do

Our customers are modernizing and transforming to **better connect the world** through technology.

As they strive to meet ever-evolving customer expectations, we are investing in our portfolio to **help them deliver on their visions** in the most sustainable, secure ways possible.

Across our portfolio, we are:

Reducing the use of **resources** and **limiting pollution**

Focused on fostering **accessibility and inclusiveness**

Working with our customers to bridge the **digital divide**

# Reducing the Use of Resources & Limiting Pollution



**Amdocs  
Customer  
Experience  
Suite**

A central design principle of CES is reduced TCO, which is achieved with cloud-native architecture.

At one of our leading **North American Tier 1 customers**

**20%**

reduction in operating costs



**Amdocs  
eSIM  
Cloud**

Our eSIM platform removes the need for physical SIM cards in favor of embedded SIMs.



...one eSIM emits 46% less CO2 throughout its product lifecycle than a single SIM card...<sup>1</sup>



**Amdocs  
Cloud  
Services**

Cloud strategy, migration, security and operations services help service providers operate more efficiently.

At one of our leading **APAC Tier 1 customers**

**30%**

reduction in cloud resource costs



**Bill  
Experience**

Enables service providers to deliver digital-first bills, eliminating the need for paper production & waste.

**1B+**

digital bills produced each month

# Fostering Accessibility and Inclusiveness



Amdocs  
Digital  
Brands  
Suite



Customer  
Engagement  
Platform



Amdocs  
Mobile Network  
Services



Amdocs  
Vubiquity  
Content Cloud

We've embraced a set of design principles that comply with many of the standards set out in WCAG guidelines. This is particularly true in our digital applications, where the UIs are accessible and we enable capabilities like screen reader and speech-to-text.

Enabling school districts to deliver equitable access to education for all students, regardless of ability.

Powering the streaming service HERFLIX focused on 'Films for, about and by Women'

Companies without accessible sites are losing

**\$6.9B**

per year to competitors with accessible sites<sup>1</sup>

**4,000+**

students covered by district private network deployment

“Representation matters, and by championing female-led narratives, this partnership allows Amdocs to contribute to a more inclusive and representative media landscape that reflects the diversity of our society.”

Anthony Goonetilleke

# Working to Bridge the Digital Divide



Amdocs  
Network  
Optimization  
Suite

Products that help service providers automate and optimize the deployment of network resources.



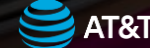
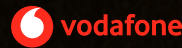
Amdocs  
Mobile Network  
Services

Network Design services that assist service providers in designing networks to operate efficiently and best serve target populations, including rural contingents.



Digital  
Wallet

The Amdocs Payments suite facilitates access and financial literacy in un- and under-banked populations.



Delivering power savings of more than

**10%**

while accelerating coverage and capacity

At one customer in Brazil, coverage for more than

**35,000** **600**

kilometers of federal highways

small and rural municipalities

Mitigation of technician risk with reduction of in-field time by

**62%**

our drone-aided inventory audits

Extending reach to

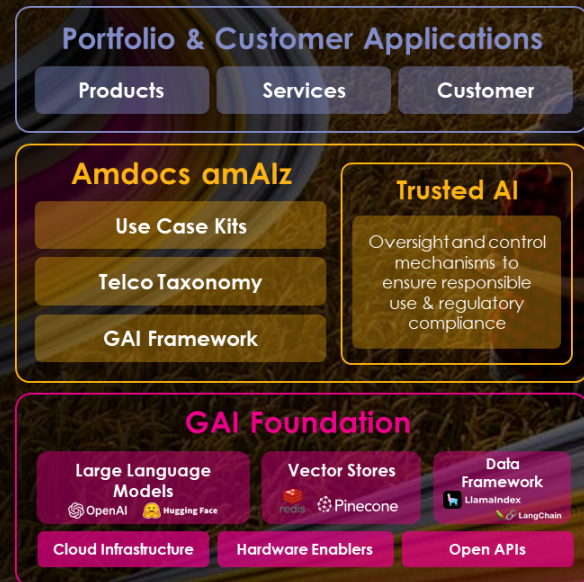
**100m**

citizens in Kenya in need of financial services

# Embracing Responsible, Secure Generative AI

Generative AI has tremendous potential. As it relates to ESG, we are chiefly concerned with the responsible adoption and ethical use, but also considerations for the environmental impact of generative AI at scale.

- Generative AI for good (i.e. energy-optimized network design)
- Augmenting employee capabilities (i.e. co-pilot and assistant)
- Improving security and data protection (i.e. enhancing SDLC scanning)
- Robust governance mechanisms to eliminate data bias, create guardrails
- Injection of end-to-end observability
- Education and upskilling for employees



# Helping Our Customers Achieve Carbon Emissions Targets

Measuring and reducing carbon footprints is one of the top sustainability focus areas for our customers worldwide.

We have several products and services that can **help our customers reduce carbon emissions across their business**. To provide our customers with a better understanding of how much carbon they can save with our products and services in strategic areas, we built the **Amdocs Carbon Emissions Savings Calculator**.

Calculations are based on modeling of energy consumption and savings at the data center, driven by unique product and service functionality and by move to cloud.

**Footprints of amazing**

### Amdocs Carbon Emissions Savings Calculator

Calculate carbon emissions savings you can achieve with a selection of Amdocs products and services in strategic areas. Calculations focus on the emissions savings at the data center, driven by rich product functionality and move to cloud. Savings outside of the data center are not included, but listed below for reference.

**Step 1.**

Your selection

Tonnes of CO<sub>2</sub>e saved annually:

0 0 0 0 . 0 0

Start over

amdocs | make it amazing



# The Road Ahead



Continuing our focus on helping service providers accelerate the deployment of global connectivity, while ensuring equity in access



Developing the next generation of governance capabilities in line with disruptive technology such as generative AI



Reducing the carbon footprint and resource consumption of our products and services



Improving the sustainability of our portfolio by reducing the amount of waste generated

# 5 People & Social Impact



# We're on a people-centric journey

...with **flexibility**

Our enduring commitment to a flexible work environment positively impacts our employees' development and the ways in which they live and work.



# Our Diversity, Equity & Inclusion ecosystem

Pay Equity



Women's representation

women in tech

Belonging

Diversity, Equity and Inclusion

B E Y O N D B O U N D A R I E S



Diverse hiring

Wellbeing

SHINE IN ALL COLORS

Employee communities and campaigns

CONNECT  
software bootcamp

Inclusive practices

Inclusion trainings

Executive Sponsors

AMDOCS BPENG PRESENTS

VISION VOICE LEGACY

POWER of ONE

Dr. Phillip Wade

A Documentary Film

**BLACK HISTORY MONTH**

**FEBRUARY 22ND**

12:30 PM CST/1:30 PM EST

— INTERNATIONAL DAY —

for People with Disabilities

— INTERNATIONAL DAY —

for the Elimination of Violence Against Women

DIVERSITY & INCLUSION

**WORLD MENTAL HEALTH DAY**

October 10, 2022 | Special Sessions



Breast Cancer Awareness Month

**YOU ARE NOT ALONE**

The care and support I had within the company gave me strength and was essential for my recovery process. I'm very thankful for everything!

Reach out. Share it. We are here for you.

amdocs | make.it amazing



**ARE YOU A ROBOT?**

Select all images with a CEO

VERIFY

**BREAK THE BIAS**

Exposure of 14m on social, 150k page views

SHINE IN ALL COLORS

AMDOCS SHINES IN ALL COLORS



MENTAL & PHYSICAL HEALTH

# Our commitment in action: advancing gender equity in India – W Factor



## Kick-off FY22

### Concept

To accelerate the increase in women representation



## Principles

- Leadership buy-in and involvement in the gender diversity journey
- Units to achieve their Gender parity goals



## Efforts

- Talent Acquisition consciously improving women in pipeline
- Diversity focused initiatives in Business Units
- Leadership effort towards women attraction and retention



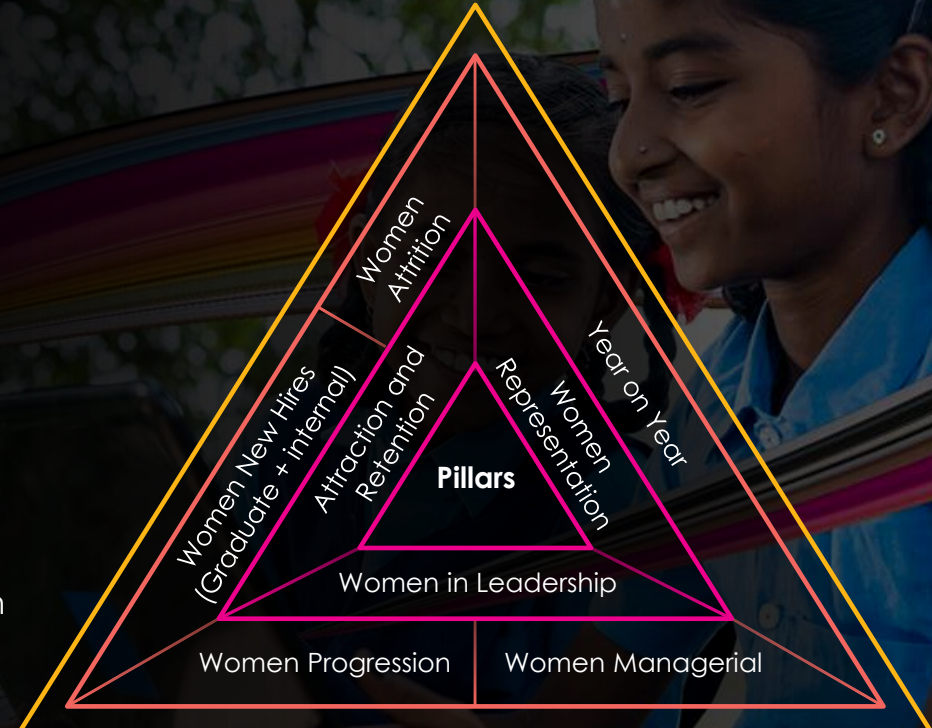
## Impact

- Improved awareness and recognition YOY
- New initiatives from units + Region
- Enhancing the competitive spirit in the units
- Concrete part of management agenda and annual plans



## Achievement

FY'22 focused on Pillar of Leadership and Amdocs Technology topped both the leadership criteria with an increase of 33% YOY. Few other units were awarded where conscious efforts were put in to move the needle on any of the mentioned pillars



# Our global approach to gender pay equity

DATA TOOLS; PREVENTION; CLOSING EXISTING GAPS; TRAININGS & EDUCATION; COMPLIANCE

Amdocs has been analyzing gender pay equity for several years based on location, role & seniority. The importance of equal pay is also manifested in a comprehensive periodical review and discussions in various management and Board of Directors forums.



## Understand the facts

- Build **data tools**
- **Units ownership** over annual analysis process and pay adjustments



## Structure and infrastructure

- **Awareness and trainings**
- Build **tools for prevention**



## Sustain and extend

- **Calibration** – built-in to all relevant people process
- Connecting to **diversity strategy**

# Digital inclusion & Social impact



# Digital Inclusion at the focus

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



**Connectivity & Accessibility**



**Digital literacy**



**Future employability**



**Promoting sustainability through technologies**



**Digital Inclusion Impact**

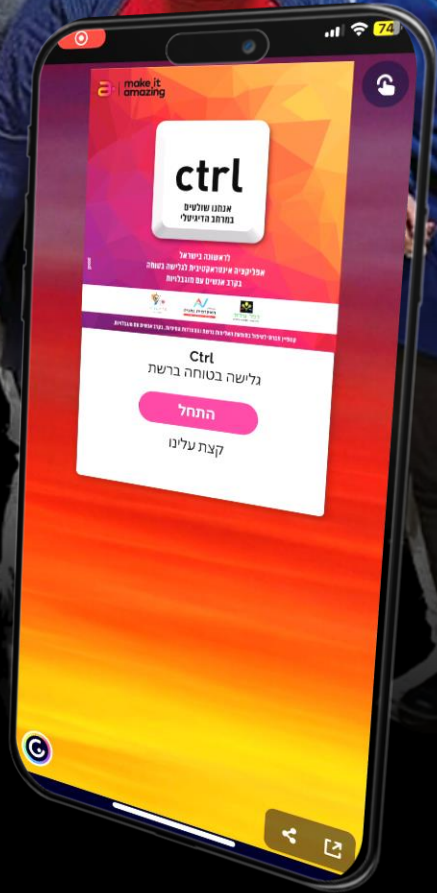


# amazing safety

Keeping people with disabilities safe in the virtual world

Digital application that trains people with disabilities on internet safety, and prepares them for secure and independent internet browsing

What did Amdocs provide: Tech for Good app development



amdocs  
make it  
amazing



# amazing farming

Helping farmers sell their produce  
and reduce food waste

Digital marketplace developed to connect rural farmers with end customers in the Philippines, enabling farmers to sell their harvested produce quickly and at a better price, while improving produce affordability for end customers.

**What did Amdocs provide:** Tech for Good app development



Globe

amdocs

make it  
amazing

# Sustainable impact at the core of our business



# Forward-looking



Maintain a people-centric approach with flexibility at the forefront of our workplace, harnessing diversity, equity and inclusion, promoting employee wellbeing, and enhancing both career growth and a sense of purpose.



Keep leveraging Amdocs' spirit and skills to championing digital inclusion, shaping a future where our communities are equipped for sustainable employment.



# 6 Key takeaways & Q&A

# Committed to Long-term sustainable value

We envision a **connected world** where **every individual** thrives, and **sustainability** is paramount.

Empowered by our **technological leadership** and committed to **people centricity**:

- ✓ We conduct our business in an ethical way throughout our operations and supply chain
- ✓ We look after our employees' wellbeing, and we are dedicated to providing a nurturing environment that encourages them to thrive
- ✓ 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 are working to reducing our industry's environmental footprint through our advanced operations & technologies
- ✓ We champion diversity, equity & inclusion, and are committed to leveling the playing field inside and outside Amdocs

# Q&A



# Thank You

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amazing

