



annex to 2018-19 CSR report

July 2020

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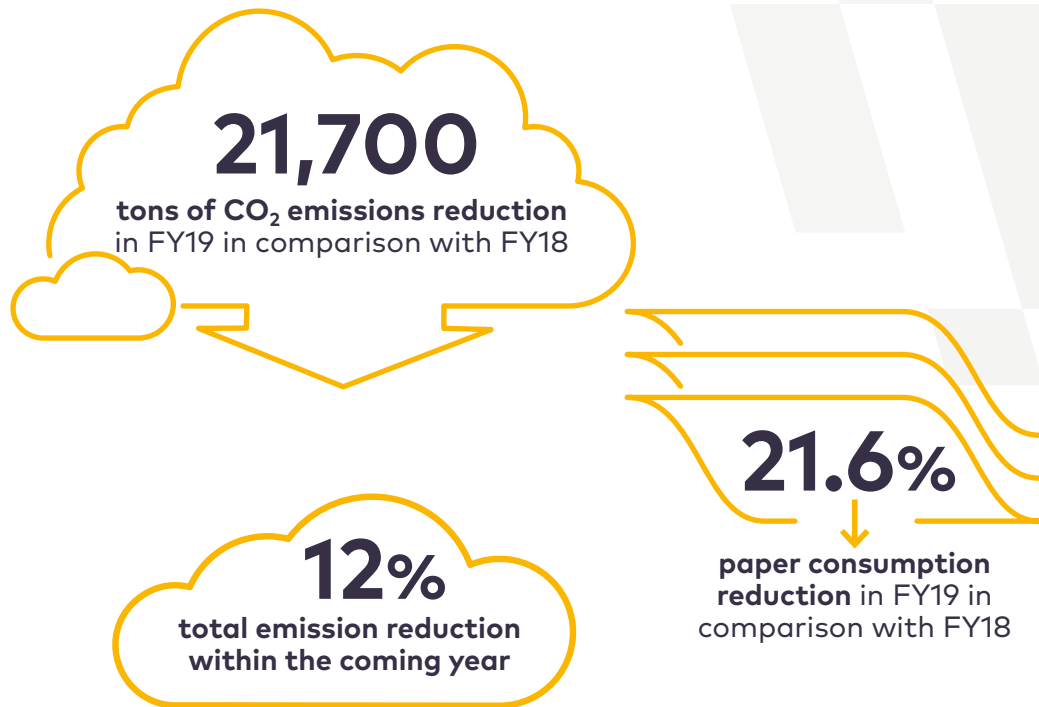
Since publishing our most recent CSR Report for 2019, the reality has changed. Despite the outbreak of the coronavirus pandemic, Amdocs has refined and achieved several of our goals and targets related to environment, health, safety and sustainable procurement. This annex is an addendum to our CSR report, sharing these new achievements, setting new goals and outlining our corporate response to COVID-19 for our employees, our customers and our communities.

27 July, 2020

1. environment, health and safety

Amdocs remains committed to meet and exceed industry standards and national laws and regulations, and strives to continuously improve our global EHS management system and performance.

Our achievements



We have implemented a global Environment, Health and Safety (EHS) management system, according to the international standard **ISO 4001:2015**. In 2020, we concluded an upgrade to our global certification and successfully passed the audit conducted by the Standards Institution of Israel (SII) to be compliant with **ISO 45001:2018**.

1.1 Environment

1.1.1 Setting new goals

As part of our corporate social responsibility strategy, we aim to minimize any negative environmental impact of our operations. Our updated environmental policy sets new focus for Amdocs' environmental commitments:

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

In 2018, Amdocs committed to the **Science Based Target Initiative** and we are now in the process of validating our long-term targets, comprising all scopes. We have set the following targets in line with the level of de-carbonization required to keep a global temperature increase of 1.5° and well below 2 degrees Celsius:

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

1.1.2 Progress against 2019 targets

2019 target:	Improve local recycling programs	Reduce paper consumption per employee	3.4% reduction in Amdocs' global energy consumption per office area
Status:	Amdocs has set clear requirements for waste management for all our operations, including proper disposal of the waste streams. In several locations, Amdocs directives go beyond compliance. In FY19 we finalized the process and ensured all locations have proper waste management and recycling programs in place.	Amdocs has reached a 21.6% paper consumption reduction in FY19 in comparison with FY18. This is mainly achieved by removing personal printers, implementing double-side printing as standard and implementing printing options only with employee cards.	Amdocs had a reduction of 1.1% on kWh/SQM in FY19. Nevertheless, this represented a 7% absolute reduction in electricity consumption and 2.7% reduction in electricity consumption per employee. The normalized KPI does not reflect the overall reduction and is explained through a site downsizing processes that took place in FY19.



1.1.3 Reduction of GHG emissions

Greenhouse gas emissions are our most significant source of environmental impact. We manage, calculate and report these emissions using the Greenhouse Gas Protocol Corporate Standard. Our carbon footprint is mainly composed of the energy use in our buildings and data centers (purchased electricity – Scope 2), as well

as from air travel and employee commuting (Scope 3). Amdocs environmental reports cover over 95% of our business operations, including Scope 1, Scope 2 and Scope 3 emissions, and are verified by a third-party independent auditor in accordance to ISO14064-3.

In FY2019, we are delighted that we managed to reduce our relative emissions (per employee) by 10.7%.

	Scope 1	Scope 2	Scope 3	All Scopes	All scopes per employee
FY2017	1,607	66,087	117,003	184,697	8.31
FY2018	1,087	58,270	119,339	178,696	8.01
FY2019	1,929	54,996	100,004	156,929	7.15

Amdocs has been reporting to the Carbon Disclosure Project since 2010, and we are proud to share that our score for the 2019 report was awarded a B grade. We believe that by reporting to the CDP, we can provide a transparent overview of our environmental activities, strategy, risks and opportunities to all our main stakeholders, as well as continuously measure and improve our carbon management performance.



GHG emissions reductions through energy efficiency

	FY 2016	FY 2017	FY 2018	FY 2019
Total electricity consumption (MWh)	107,045.83	115,931.05	108,607.56	103,874.18
Total renewable energy (MWh)	–	4,067.07	3,848.51	10,477.81
Fuel consumption (gasoline for cars)* in million liters	4.67	3.69	3.14	2.62
Fuel consumption (diesel for cars)* in million liters	1.16	1.33	1.37	1.18
Data center energy usage (MWh)	72,316.06	58,507.85	58,780.50	54,626.04
Percentage of renewable energy on DCs	17%	13%	11%	12%

*Data only for Israel

Our Data Center efficiency is constantly monitored, by Power Usage Effectiveness (PUE), as in the table below. Additional ways to monitor and measure efficiency at our DCs are:

- Frequently monitoring the level of service required to minimize over-provisioning
- Frequently monitoring the usage of servers to identify and eliminate unused (“comatose”) servers
- Maximizing the deployment of virtual machines to send servers excess to requirements into deep-sleep states
- Monitoring average CPU utilization or similar metric to ensure 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 utilizations

	FY 2016	FY 2017	FY 2018	FY 2019	FY 2019 target
Average PUE	1.85	1.73	1.76	1.74	2.0

This metric covers 100% of the ICT population.

1.1.4 Waste and water management

Despite Amdocs sites being mostly rented, and therefore not completely in control of water and waste management, Amdocs is always seeking to minimize pollution by reducing landfill waste and conserve natural resources by reducing the use of energy, consumables and water.

In India, for example, to reduce water consumption and the related emissions, aerators were installed on the water taps on all washbasins. In many other sites, we standardize sensors at taps and half flush in the toilets.



Water use across all Amdocs sites

Water consumption	Unit	FY 2016	FY 2017	FY 2018	FY 2019
Total water use	Million cubic meters	0.169	0.159	0.158	0.204

1.1.5 Waste

Since FY 2018, we have considerably improved data collection for our waste (especially paper), e-waste, batteries, and landfill waste; and in 2018 for the first time, we reported on our recycling figures for solid waste (paper, electronic waste (WEEE) and batteries).



Waste use across all Amdocs sites

Waste disposed	Unit	FY 2017	FY 2018	FY 2019
Total waste generated (including organic materials and landfilled waste)	Metric tons	4,485	4,414	4,789
Total waste recycled (solid waste only)	Metric tons	–	172	160

1.1.6 Environmental projects

- For the fourth year running, in 2019 Amdocs was the main sponsor of the Green Dot environmental and recycling festival in Limassol, one of Cyprus' biggest environmental festivals. The event educates the citizens of Limassol, especially children, about the importance of recycling.
- "Plastic free" and "Go Green" campaigns were held at several sites, providing reusable utensils and bottles to our employees as a way to replace single-use at our offices and increase employee awareness regarding plastic use and personal engagement. In Australia, India and Israel (Negev site), our EHS coordinators have added reusable cups to replace plastic cups on site.
- Our sites in Cyprus and Santiago have removed personal waste bins from the office as an example of the site's efforts to raise awareness of waste reduction and increase recycling rates at the sites.
- Sites in CALA inaugurated new recycling bins for every waste stream during Earth Day.
- Amdocs sites in North America and Israel ran recycling campaigns for personal electronic appliances. In two weeks across all North American sites, we collected a total of 2,200 pounds of electronic equipment and 700 pounds of batteries that were then recycled through local recycling companies.

1.2 Health and Safety

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

- Provide a safe and healthy workplace to prevent accidents and work-related illnesses by implementing controls in order to mitigate hazards to acceptable 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 improve our overall EHS performance



Plastic free July is here. Are you in?

Join **#PlasticFreeJuly** campaign and **#BeTheChange**

Just trade in any wasted plastic and get this reusable bottle.

*exchange to your site admin (plastic bag, straw, spoon, etc.) By end of this month we will donate your plastic wasted to Jakarta's Bank Trash.

#startnow



1.2.1 Setting new goals for FY 2021

1 Reduce lost-time work-related accidents:

- Work-related lost time accidents – maximum 0.03 DART rate^{1*}
- Lost days due to work-related accidents – maximum 10 OSHA severity rate^{2*}
- Improve accident and incident classification and reporting

2 Anticipating stability on ergonomic interventions and growth on ergonomic adjustments.



1.2.2 Progress against 2019 targets

Goal	Reduce lost-time work-related accidents (accidents in which employees take 1 or more days of leave) – goal of maximum 0.04 DART rate*.	Growth in ergonomic interventions and awareness.	Increase H&S awareness among employees.
Status	We were below, with a total 0.034 DART rate*.	We had exactly the same number of ergonomic interventions in FY19 as we did in FY18, which was already a considerable improvement in comparison to previous years.	We improved our emergency preparedness procedures, operational control processes and training for all employees. We established a global process to evaluate risks and support employees while planning company events on EHS matters.

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

²*OSHA severity rate is a metric to measure how critical or serious the injuries and illnesses sustained in a period of time were by using the number of lost days per accident.

We also implemented, as planned for 2019, a joint health and safety committee at all sites with more than 100 employees.

1.2.3 Improving comfort in the workplace

Due to the nature of our work, most of our employees are office-based and spend hours in front of their computers. Providing our employees with ergonomic equipment

for their daily activities, as well as awareness and knowledge on ergonomic principles and how to adjust their workstation are standard activities in terms of our global ergonomic support for employees. We strive to prevent repetitive strain injuries by constantly assessing how people work and providing training and individual consultations at all our sites, which shed light on common and self-correctable practices to improve workstation comfort. We also make this information available for our employees through our EHS portal and ergonomics e-learning.

2. sustainable procurement

Amdocs continued its efforts to build a sustainable supply chain as part of our commitment to provide safe and healthy work environments, ensure sustainable operations, and positively influence our business partners to improve their social and environmental performance.



2.1 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: ethics, corruption, fraud and money laundering, wages and benefits, working hours, prevention of involuntary or underage labor, nondiscrimination, violence-free, anti-harassment and abuse, freedom of association, data privacy, conflict minerals, and EHS, including encouragement to adopt management systems such as ISO 14001, ISO 45001.

Suppliers are responsible for collecting and providing accurate information and data to Amdocs to demonstrate compliance with the code, while Amdocs reserves the right to monitor and conduct audits of the suppliers.

2.2 Assessment and mitigation of the ESG risks in the supply chain

In 2019, Amdocs concluded an analysis of the EHS risks in the supply chain. We mapped the supply chain with the relevant EHS risks and their severity for each category of the suppliers. In order to integrate risk management into the procurement process, Amdocs developed clear guidelines and EHS requirements for all high-risk supplier categories. As a result, any procurement that falls under this category must adhere to these requirements.

Amdocs is looking to further integrate non-financial risk categories into its procurement process.

3. amdocs response to COVID-19

updated in July 2020

The coronavirus pandemic has had a high and unprecedented impact worldwide. As a global company, Amdocs quickly realized the potential impacts to employees and business as usual. From the start of the crisis, we began monitoring and acting to protect our employees' health and safety as the company's top priority, while ensuring business continuity to support our customers.

Amdocs gathered a global, cross-corporate A-Team, composed of senior managers from Human Resources, Global Operations, Information Technology and Information Security. The "Amdocs Coronavirus Business Continuity Team" has taken a proactive approach to managing the operational and personal implications for our employees of the global coronavirus crisis.

The Amdocs coronavirus business continuity team ensured our people-centric approach by securing employees' safety, wellbeing and providing effective communication while maintaining Amdocs' business continuity around the globe.

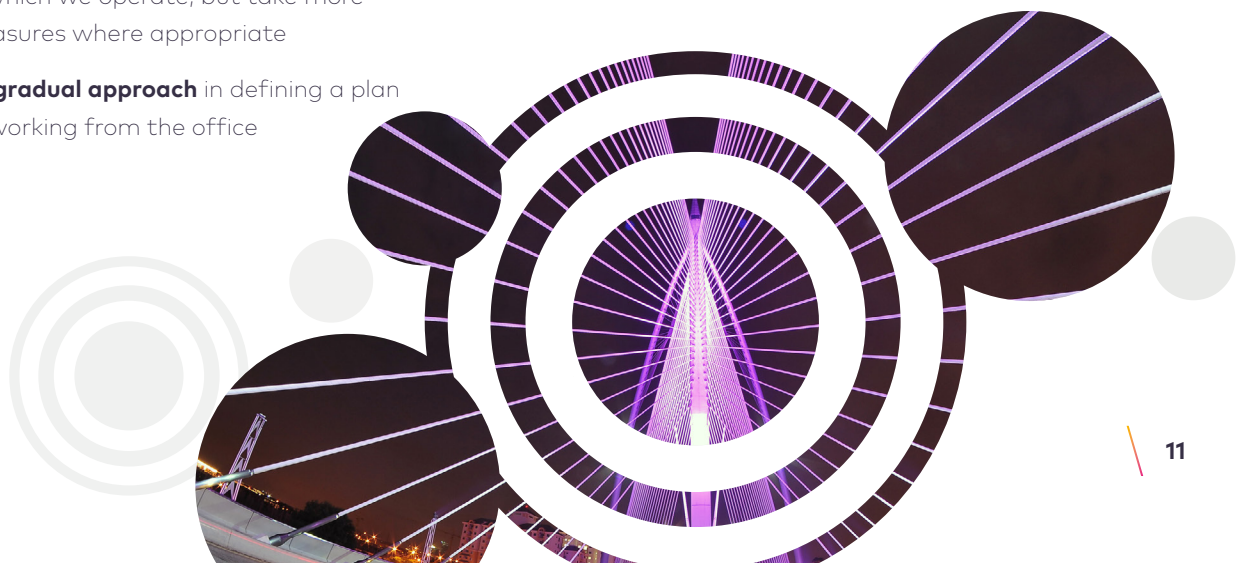
The guiding principles established to handle COVID-19 were:

- Our employees' health and safety are top priority
- **Our business continuity** and support for **our customers' business continuity** is critical
- We adhere to **local Health Ministry guidelines** in each country in which we operate, but take more conservative measures where appropriate
- We are taking a **gradual approach** in defining a plan for returning to working from the office




















- We can't rule out **"second wave" COVID-19** deteriorations in countries/areas that seemed to have controlled the outbreak
- Throughout the outbreak, the coronavirus business continuity team and Amdocs' entire leadership team have been working in close collaboration

Amdocs decided to take a cautious approach to the pandemic, adhering to every country's Ministry of Health guidelines for social distancing, cleaning, sanitization, etc. At the beginning of February, the company established a plan to safely bring back all work travelers, and canceled almost all business travel as well as participation in industry events such as Mobile World Congress. Amdocs established a 14-day quarantine for all employees returning from work or personal travel and started preparing work-from-home flows on a global level. On March 12, we launched the "[Virtually Together](#)" platform, providing our employees, customers and community comprehensive solutions and tools for connectivity and network support, wellbeing and family activities. A few days later all Amdocs employees worldwide were sent to work from home, and Amdocs provided innovative alternatives to continue supporting our customers with local teams and remote support.

After working from home for about two months, in those countries where businesses resumed office work, we began a cautious and gradual return to the office while providing infrastructure and detailed guidelines to protect our employees' health.



Guidelines to protect your health while working from the office

<p>Entering the site</p>	 <p>You will receive an email notification that you are scheduled to work from the office</p>	 <p>Please sign a digital health declaration form before arriving at the office</p>	 <p>Your temperature will be measured before entering the site</p>	 <p>You will get a bracelet allowing you to move freely without a need for repeated temperature checks</p>			
<p>Your workspace</p>	 <p>Please follow and comply with the offices occupancy signs showing the permitted number of employees per office</p>	 <p>Please keep your standard mask on in your room unless you share it with one other person on an on-going basis keeping 2M apart – or have partitions in your room</p>	 <p>In open space seating, people keep a distance of one seat in between and across people</p>				
<p>Please protect yourself and your colleagues</p>	 <p>If you, or one of your family members, feel the slightest fever or sickness, please don't arrive to the office</p>	 <p>Please wear a standard mask in all public areas, including in meetings</p>	 <p>Please use the sanitizing wipes in meeting rooms and at the entrance of each floor to clean your personal equipment and other surfaces (chair, desk)</p>	 <p>Please use hand sanitizers and paper wipes with alcohol to clean your hands regularly</p>	 <p>Please use your own IT equipment (mouse, keyboard and laptop)</p>	 <p>Please refrain from inviting visitors to the office. Inviting visitors require GM approval</p>	 <p>Please refrain from bringing children to the office</p>
<p>Please keep a social distance of two meters from your colleagues</p>	 <p>Please avoid gathering in all public areas and please eat in your workstation</p>	 <p>Please keep a maximum number of 8 people in one meeting room. Please maintain a distance of at least two seats in between and across people</p>	 <p>Only up to two people can ride together in an elevator</p>	 <p>Please adhere to the required distance marked by floor stickers in public areas, lobbies, kitchenettes, etc</p>	 <p>Please keep a social distance of two meters in the dining rooms and use sanitizing wipes to clean your dining area</p>		

We will continue to follow the developments as we go: collecting feedback, reevaluating our approach, making changes where necessary, and finding the balance between maintaining employee health and safety while expanding the number of employees working in the office.

Despite the constraints of working remotely, we continue to deliver for our customers. From the beginning of

March until the end of July, we completed approximately 100 deployments – a testament to our ability to deliver complex projects in difficult situations. We are sure that our resilience and commitment to our customers will leave us in good stead with them in the future. The communications and media industry is proving its value to society now more than ever and we are proud to be at the heart of making this happen.

3.1 Small businesses initiative

During the COVID-19 pandemic Amdocs began efforts to diversify our supply chain and support small businesses. On top of working with existing small vendors we launched a small business initiative aiming to give them a platform and a partner.

We announced an open call for small businesses to showcase their service, simplified the buying procedure for them and purchased certain goods. The majority of the participating businesses offered welfare and hospitality services, gifts and graphic design. In addition, we shared information about these vendors with our employees and business units to promote advance purchasing.

3.2 Supporting our communities

We are also extremely proud and touched by our volunteers around the world, who have stepped up their activities to help their communities in these challenging times. Among other activities, our volunteers are mentoring students while the schools are closed in India, providing remote technical support to the elderly in Israel and 3D printing protective masks for healthcare workers in Europe. At the corporate level we made significant donations of medical equipment, masks, computers and hot meals at different locations worldwide.

By maintaining existing communications and media projects and building new ones, and our ongoing contribution to the wider community, we believe we are living up to our company's purpose of enriching lives, progressing society and building a better-connected world.

By the numbers



about amdocs

Amdocs' purpose is to enrich lives and progress society, using creativity and technology to build a better connected world. Amdocs and its 25,000 employees partner with the leading players in the communications and media industry, enabling next-generation experiences in 85 countries. Our cloud-native, open and dynamic portfolio of digital solutions, platforms and services brings greater choice, faster time to market and flexibility, to better meet the evolving needs of our customers as they drive growth, transform and take their business to the cloud. Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.1 billion in fiscal 2019. For more information, visit Amdocs at www.amdocs.com.

