

CCD Contact Centers: ESG Policy Overview

Introduction: CCD Contact Centers is committed to leading with purpose and responsibility by integrating Environmental, Social, and Governance (ESG) principles into our core operations. Our ESG initiatives focus on enhancing environmental sustainability and enhancing mental health and well-being within our workforce. This one-pager outlines our primary goals and initiatives to achieve these objectives.

Environmental Impact Goals and Initiatives:

1. Reforestation:

- **Goal:** Have 1 tree planted for every active CCD employee.
- **Initiatives:**
 - Identify and prioritize deforested or degraded areas for planting, ensuring that chosen sites are suitable for tree growth and ecological restoration
 - Have 1 Reforestation activity every year in different approved locations.

2. Coastal Cleaning:

- **Goals:**
 - Aim to reduce pollution and improve the health of marine ecosystems.
 - Engaging local communities, raise awareness, and promote volunteerism within our workforce.
 - **Initiatives:**
 - Organize Cleanups: Schedule 1 Annual cleanup event, ensuring safety protocols and proper waste disposal methods are in place.
 - Volunteer Programs: Encourage employee and community participation through volunteer programs and partnerships.
 - Educational Campaigns: Conduct workshops and awareness programs about the importance of coastal health and waste reduction.
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Mental Health and Well-Being Goals and Initiatives:

1. Employee Support Programs:

- **Goal:** Enhance mental health support for all employees.
- **Initiatives:**
 - Provide free access to confidential counseling and mental health resources.
 - Implement regular mental health awareness workshops and training sessions.

2. Work-Life Balance:

- **Goal:** Foster a healthy work-life balance for all employees.
- **Initiatives:**
 - Introduce flexible work schedules and remote work options for all non operational staff employees allowing 2 days of remote work.
 - Promote regular breaks and time-off to prevent burnout.
 - Encourage a culture of open communication about mental health and workload management.

3. **Mentally Inclusive Work Environment:**

- **Goal:** Create a supportive and inclusive work environment that prioritizes mental well-being.
- **Initiatives:**
 - Train managers and team leaders on recognizing and addressing mental health issues.
 - Establish a dedicated mental health task force to oversee and improve initiatives.
 - Promote inclusivity and diversity within the workplace to support overall mental health.

4. **Physically Inclusive Work Environment:**

- **Goal:** To support social equity within our culture, and foster a diverse and inclusive workplace, supporting inclusion of individuals with physical disabilities.
- **Initiatives:**
 - **Conduct a Needs Assessment:** Perform an audit of our current facilities to identify physical barriers and assess compliance with relevant regulations.
 - **Develop a Strategic Plan:** Define the areas of focus, such as office layout, workplace facilities, and digital accessibility.
 - **Budget:** Allocate resources for modifications, assistive technologies, and other necessary changes.
 - **Foster an Inclusive Culture:** Offer training for all employees on accessibility awareness and inclusivity.
 - **Awareness Campaigns:** Promote awareness of accessibility issues and encourage a culture of inclusion.
 - **Timeline:** Complete site adequation by end of Q1 2025 .

Monitoring and Reporting: CCD Contact Centers is committed to transparency and accountability. We will regularly review our ESG initiatives, measure progress against our goals, and report our performance to stakeholders. Continuous feedback from employees and stakeholders will guide our ongoing efforts and improvements.

Conclusion: Through these strategic goals and initiatives, CCD Contact Centers aims to make a positive impact on both the environment and our employees' mental health. Our commitment to ESG principles reflects our dedication to fostering a sustainable and supportive workplace.