Corporate Responsibility at SYKES

As a global employer, SYKES’ responsibility to our employees, customers and the communities in which we work and live is something we take seriously. SYKES is committed to finding ways in which we can reduce our impact on the natural environment, and be the best supply chain partner possible. Encouraging all of our employees to act as good stewards of the environment, we actively participate in recycling programs, energy conservation measures and employee environmental awareness programs. We’re also committed to finding ways to efficiently use resources to deliver our services.

SYKES strives to be the best supply chain partner possible by continuing to report to the CDP Supply Chain, EcoVadis and Ecodesk as well as continuing to remain focused on our
key sustainability value drivers. SYKES also asks our supply chain partners to participate in our Sustainability efforts through the use of our Supplier Code of Conduct.

To learn more about SYKES’ Corporate Responsibility and Sustainability Program, please send an email to corporateresponsibility@sykes.com.

**Highlights**

In addition to reporting to global standards, associates around the world have taken leadership roles to engage in initiatives that are most meaningful to their location. Below is a list of those efforts:

- **GLOBAL REPORTING: CDP AND ECOVADIS**
- **UNITED STATES: SUSTANY FOUNDATION SUSTAINABLE BUSINESS AWARD**
- **COSTA RICA: CARBON NEUTRAL CERTIFICATION**
- **LATIN AMERICA: COMPROMETERSE AND SYKES ACADEMY**
- **SCOTLAND: EDINBURGH BREAKFAST CLUB**
IF OUR COLLECTIVE COMMUNITY AND CORPORATIONS COULD COME TOGETHER TO MEET EVERY NEED, IT WOULD BE QUITE AN ASPIRATION. THERE IS A LOT OF NEED, BUT THERE ARE A LOT OF GREAT OPPORTUNITIES. IF WE ACTED WITHIN OUR INDIVIDUAL CAPACITIES OR THOSE OF OUR CORPORATIONS, I BELIEVE WE CAN DO IT. – CHUCK SYKES, CEO

People Serving Our Planet

Recycling Programs
How can one person’s recycling efforts help the environment?
Consider this. It is estimated that one person recycling just half of the waste generated by their household can reduce carbon dioxide emissions by 2,400 pounds a year. Now multiply that by SYKES
50,000+ employees and the impact can be significant. That’s why SYKES has provided recycling bins for our employees in our offices worldwide to recycle numerous office supplies from paper to printer ink to plastic. In some offices, we have even provided a recycle center for employees to bring their recyclable products from home.

Energy Conservation
Energy conservation isn’t just good for the earth, it also makes great financial sense. Many of SYKES offices throughout the world have replaced old lighting fixtures for new high efficiency and low energy utilization lighting fixtures. Not only have we reduced carbon emissions and experienced thousands of dollars in energy savings, in many cases, employees reported that the new fixtures actually provided better lighting. SYKES employees are also encouraged to purchase energy efficient equipment, and take simple energy conservation steps such as turning off lights in unoccupied rooms in our facilities.

Environmental Awareness
At SYKES, we believe the first step to environmental responsibility is simply sharing with others how we
can all do our part to preserve the environment for our children and generations to come. Many of our offices have developed awareness programs designed to inform employees of how they can act in an environmentally-friendly manner both at work and at home. Of course, we set the example, utilizing mostly electronic methods of communication to reduce our usage of paper.
Sykes Enterprises, Incorporated is a leading provider of multichannel demand generation and customer engagement services for Global 2000 companies and their end customers. SYKES’ differentiated full lifecycle solutions and services — digital marketing, sales expertise, customer service, technical support and more through multichannel delivery platforms — effectively engage customers at every touchpoint of the customer journey. Our complete service offering helps clients acquire, retain and increase the lifetime value of their customer relationships through cost-effective solutions that enhance the customer service experience, promote stronger brand loyalty, and foster high levels of performance and profitability.