



Environmental, Social, & Governance Report 2024



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ESG MISSION

At ibex, we recognize the impact we have on the world and embrace our responsibility to make that impact a positive one. We are committed to operating in a way that is ethical, accountable, and beneficial to the communities where we live and work. Our mission is to actively address environmental, social, and governance issues while staying true to the core values that shape our actions and define our future.

Our ESG strategy is grounded in the pillars of philanthropy, a people-first culture, sustainable operations, and responsible data management. These initiatives are thoughtfully designed, actively maintained, and closely aligned with our commitment to doing things the R.I.T.E. Way—Respect. Integrity. Transparency. Excellence.

PLAN OBJECTIVES:



Design and execute a meaningful ESG strategy that drives positive change.



Deliver transparent, consistent ESG reporting on an annual basis.



Implement ethical policies, partner with responsible vendors, and operate with social, economic, and environmental integrity.



Continuously evaluate and report on the measurable impact of our ESG initiatives.



Environmental Plan



Sustainable Operations

Education

At ibex, we remain deeply committed to reducing resource consumption across our global operations. In 2024, we expanded our efforts by not only educating employees but also reinforcing sustainable practices through our global engagement platform. All ibex locations actively participated in Earth Hour and Earth Day, and we continue to strengthen environmental awareness through targeted campaigns and partnerships globally. These initiatives are part of our broader ESG commitment to continuous improvement and measurable environmental impact.

Global Temperature Standards

Since 2022, ibex has consistently implemented standardized temperature controls across all physical office locations, maintaining a range of 70–72°F. This initiative aligns with best practices from global health and energy agencies and is designed to optimize both employee comfort and environmental performance.

Research from the U.S. Department of Energy and the International Energy Agency indicates that maintaining steady, moderate indoor temperatures can reduce HVAC-related energy consumption by up to 10% annually. Given ibex's global footprint, this sustained temperature policy is estimated to have reduced our total energy use by approximately 1.5–2.0 million kWh per year, depending on location size and climate.

This not only translates into meaningful cost savings, but also contributes to a reduction of approximately 1,000–1,400 metric tons of CO₂ emissions per year — the equivalent of removing over 300 gas-powered vehicles from the road annually. This initiative is a key part of our commitment to sustainable operations and our long-term ESG goals.



Transportation Initiatives

Since launching our shared and sustainable transportation initiatives, ibex has continued to expand access to eco-friendly commuting options across our global sites. By encouraging carpooling, shuttle services, and public transit in high-traffic regions, we aim to reduce our environmental footprint while supporting employees' daily travel needs.

Each participating employee who commutes an average of 20 miles round trip using shared transportation helps reduce emissions by an estimated 4,800 lbs. of CO₂ annually. With over 2,000 employees globally participating in shared transportation since program inception, we estimate that ibex has helped prevent the release of more than 9.6 million pounds (4,350 metric tons) of CO₂ emissions over the past three years.

In Davao, our investment in electric buses has further amplified this impact. Compared to diesel buses, our electric fleet has reduced transportation-related greenhouse gas emissions by an estimated 65–70% per vehicle annually, while also lowering noise pollution and fuel costs.

As of 2024, these efforts position transportation as one of ibex's most impactful environmental programs, supporting cleaner air, reduced congestion, and progress toward our ESG sustainability targets.

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LED Light Conversion

As of 2024, ibex has successfully completed the transition to LED lighting across 100% of our global office footprint. This milestone builds on our initial rollout in the Philippines in 2021 and expanded implementation through 2022–2023. Today, every ibex service center and facility operates exclusively with energy-efficient LED lighting.

LED lighting consumes approximately 75% less energy than traditional fluorescent bulbs and can last up to 25 times longer. Based on average commercial usage, this global conversion is estimated to reduce ibex's annual energy consumption by over 2.3 million kilowatt-hours (kWh) — enough to power more than 200 average U.S. homes for a year.

Environmentally, this shift has helped ibex cut greenhouse gas emissions by an estimated 1,600 metric tons of CO₂ annually — the equivalent of removing 350+ passenger vehicles from the road. Additionally, the reduction in bulb replacement frequency has significantly decreased e-waste across our operations.

Our LED light conversion is a key component of our sustainable operations strategy, supporting cost efficiency, climate responsibility, and a more modern, environmentally conscious workplace.



Environmental Certifications

In 2024, ibex maintained environmental certifications at key facilities and continued to make practical investments in sustainable infrastructure.

Alabang, Philippines – This site remains LEED Certified for Energy and Environmental Design, reflecting our commitment to operational efficiency and environmental stewardship.

Invercasa, Nicaragua – The facility's solar energy system has grown over the past year. With 365 solar panels generating approximately 235,000 kWh annually, the system now supplies more than 21% of the building's average monthly energy consumption. In 2024, additional solar panels were installed above the cafeteria to further reduce reliance on traditional energy sources.

These locations reflect our ongoing efforts to adopt responsible building practices where feasible. We continue to explore opportunities for energy efficiency improvements and renewable energy adoption at other sites across our global footprint.



Waste Reduction

In 2024, ibex continued its commitment to minimizing operational waste through targeted environmental practices. We have installed recycling bins in all locations where service infrastructure allows and are actively expanding participation in local recycling programs across our global footprint.

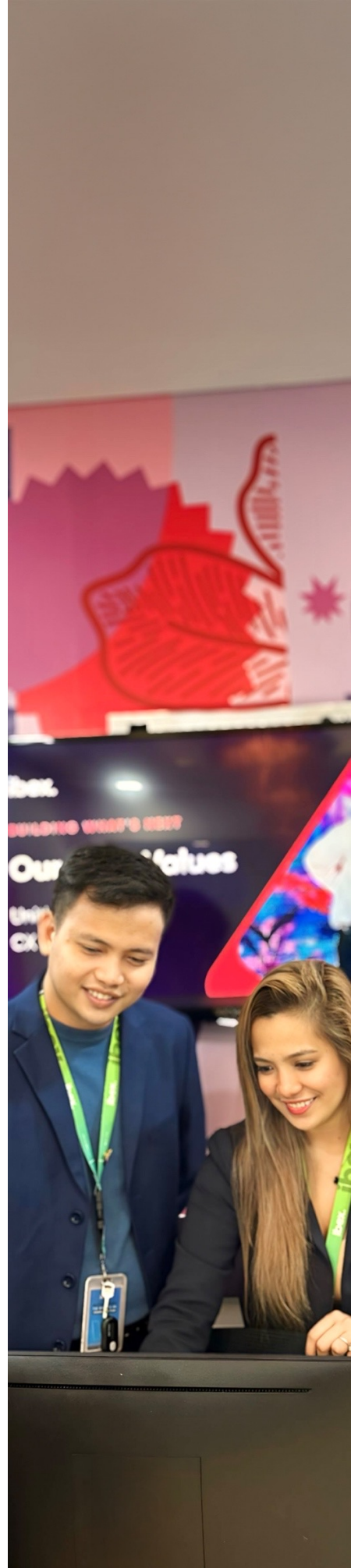
Additionally, ibex maintains a paperless work environment in compliance with our PCI DSS certification. By going paperless, we reduce carbon emissions, conserve forest resources, and limit landfill waste. According to the Environmental Paper Network, eliminating one ton of office paper saves:

- 17 trees
- 7,000 gallons of water
- 4,100 kWh of energy
- 60 pounds of air pollutants

Given the scale of our operations, we estimate that maintaining a paperless workplace has prevented the use of approximately 100 tons of paper annually, resulting in:

- 1,700 trees saved
- 700,000+ gallons of water conserved
- 410,000+ kWh of energy saved
- 6,000 pounds of air pollutants avoided

These results highlight the environmental value of digital processes and support our broader ESG objectives focused on sustainable operations.



Work from Home

Since first transitioning employees to remote work in 2020, ibex has continued to embrace flexible workforce solutions. In 2024, we deepened our commitment to a Work at Home (WAH) model, particularly within the United States, where a significant portion of our workforce now operates virtually. Globally, we aim to maintain a steady remote footprint of 20–30% across all regions.

This continued shift reduces daily commuting, alleviates the need for additional infrastructure, and cuts down on electricity and utility usage within physical office spaces. Environmentally, the impact is substantial:

Each remote worker avoids roughly **3.6 metric tons of CO₂ emissions per year**, according to Global Workplace Analytics.

With thousands of employees working remotely, we estimate an annual reduction of more than **10,000 metric tons of CO₂** — the equivalent of **removing over 2,000 cars** from the road each year.

The transition also decreases energy demand from buildings and reduces our reliance on office-based IT hardware, which in turn lowers our overall environmental footprint.

By supporting hybrid and remote work, ibex continues to prioritize sustainability alongside employee flexibility and business continuity.

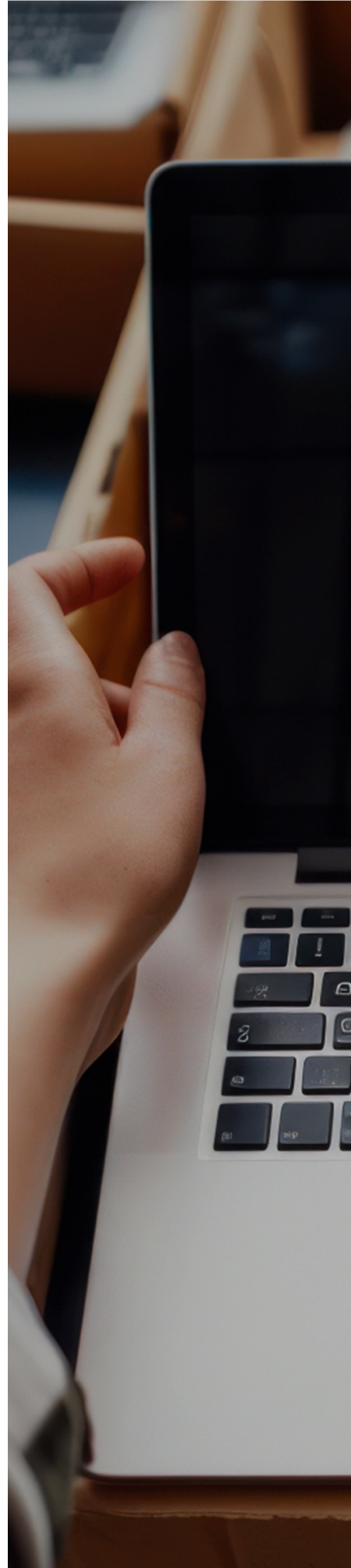


Equipment Donation

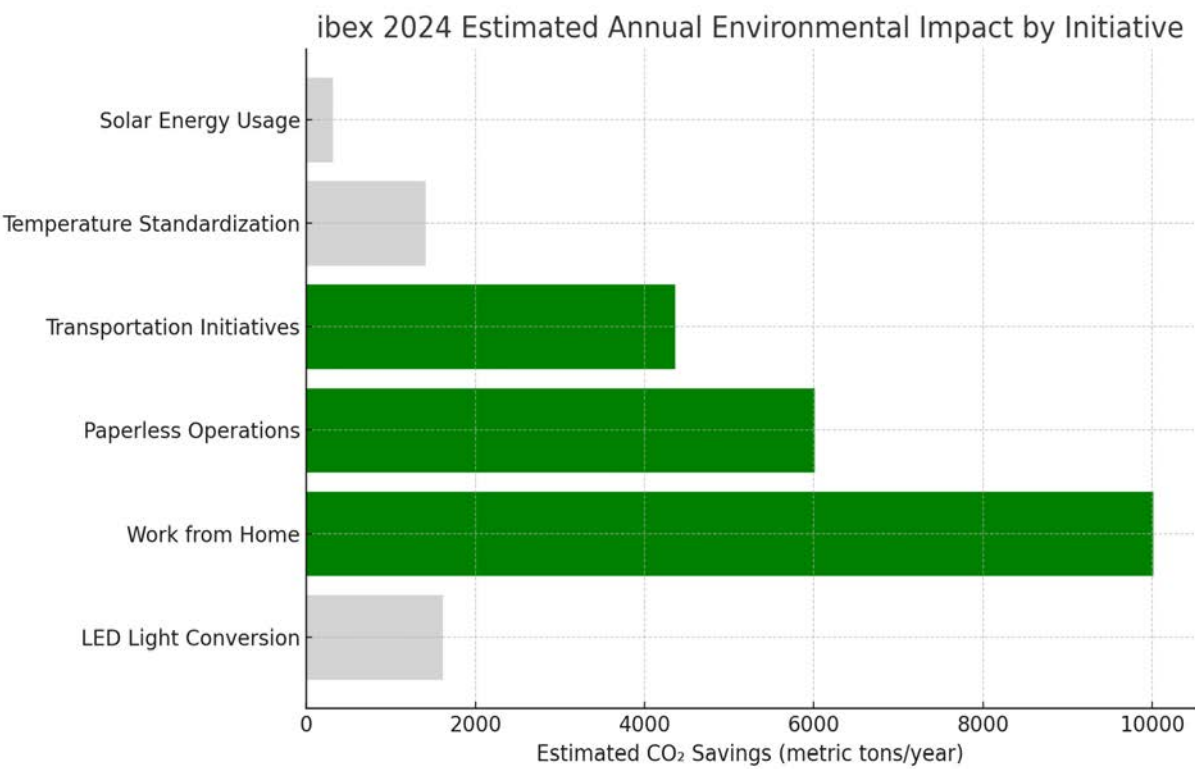
ibex remains committed to reducing electronic waste through responsible reuse and recycling. In 2024, we continued to donate eligible technology equipment—such as computers and peripherals—to local nonprofit organizations and community groups around the world. These donations support digital access and education while extending the useful life of our devices.

For equipment that cannot be repurposed, ibex regularly partners with certified organizations that ensure ethical and secure disposal, in full alignment with global e-waste and data privacy standards. Our partnerships, including work with providers like Iron Mountain, are designed to ensure secure data destruction and environmentally responsible recycling practices.

This dual approach—reuse where possible and proper disposal where necessary—helps minimize our environmental impact, reduces landfill contribution, and supports local development through meaningful tech access.



Impacting Change





Social Plan





At ibex, we believe that the richness of our workforce lies in the cultural, ethnic, and geographic presence of our people. With employees representing dozens of countries and backgrounds, we recognize that bringing together a wide range of perspectives fuels creativity, innovation, and global connection.

In 2024, we have continued to prioritize practices that celebrate our cultural differences and shared values. By embracing a culturally rich global team, we foster cross-cultural understanding, enhance collaboration, and unlock solutions that reflect the communities we serve.

We believe that fostering belonging is not just about representation—it's about creating an environment where every voice is valued and every person can thrive. Our collaborative culture aims to create space for dialogue, education, and appreciation of our differences, while emphasizing the common goals that unite us.

Core Cultural Awareness programs include:

- Annual Cultural Showcase Week
- Global Multicultural Artisan Fairs
- Cultural Dress and Heritage Days
- Comprehensive Language Guides and Webinars
- Global Mentorship Initiative
- RITE Way Training rooted in mutual respect
- Regional storytelling and employee spotlight series

Our commitment to celebrating differences is ongoing. In every market we serve, we strive to create a workplace that respects identity, values culture, and amplifies the unique strengths of our global team.



In 2024, the Women of ibex (WOI) program continued to grow in size, impact, and reach. Originally created to elevate opportunities for women within the organization, WOI has evolved into a global platform that fosters connection, mentorship, and leadership development for women at all levels of the company.

This year, we launched regional WOI events across multiple countries, providing localized support, community-building, and access to resources for women in each of our global offices. These events included interactive workshops, panels, and networking sessions, all aimed at strengthening the voice and visibility of women in the workplace.

We also expanded our mentorship and education tracks, including the participation of female leaders from the clients we support, adding new perspectives and fostering stronger cross-organizational relationships. Through curated learning sessions and real-world leadership stories, we continue to cultivate the next generation of female leaders in our organization.

With its core mission to Inspire, Interact, and Inform, WOI remains a vital part of our People-First Culture strategy — and an increasingly valued network of support, inspiration, and empowerment for women across ibex worldwide.





At ibex, we take pride in providing welcoming environments that reflects the communities we serve around the world. In 2024, we continued our efforts to recognize and celebrate all gender identities of our teams—particularly in the Philippines, where gender expression is deeply woven into the cultural fabric of our operations.

We deeply respect the perspectives, identities, and traditions present in each of the regions where we operate, and we are committed to cultivating a workplace culture where everyone feels seen, valued, and respected.

Our ongoing collaboration with the Rainbow Project Movement in Manila has allowed us to create meaningful and culturally grounded celebrations of our LGBTQIA+ team members through festivals, educational sessions, and community events. One signature event, the Siren Showcase, honors the creativity and individuality of our LGBTQIA+ colleagues in a celebratory and affirming way.

Through these initiatives and more, we remain dedicated to fostering belonging, acceptance, and uniformity in all that we do.



Philanthropy

Community Outreach

At ibex, we believe that being a responsible corporate citizen means showing up for the communities where we live and work. Through our copyrighted ibex Cares™ program, we support charitable organizations and community initiatives chosen by our own employees. This grassroots approach allows our teams to contribute meaningfully to causes that matter most to them—whether local, regional, or global.

In 2024, ibex Cares continued to expand its impact. We contributed over \$52,000 USD in direct support to a wide range of initiatives across our global footprint, with participation from nearly every region. Employee-led fundraising, donations, and volunteer events supported everything from natural disaster relief to education, elderly care, youth development, and health-focused organizations.

Notable efforts in 2024 included:

- Food and household drives in West Virginia
- Sponsorship of youth athletics in Texas
- Participation in the American Cancer Society's Relay for Life and the Special Olympics
- Support for the Sagicor Sigma Run and local children's organizations across Jamaica and the Philippines
- Aid for natural disaster recovery in the U.S. and Caribbean
- Support for elder care and wellness centers across the Philippines
- Contributions to the Al-Khidmat Foundation and Centro Infantil Acahualinca

ibex Cares now supports more than 30 charitable organizations globally and continues to grow through new partnerships and employee engagement.

Looking ahead, our 2025 goal is to surpass \$100,000 USD in total charitable impact across our regions. We will continue to encourage employee-led giving and local partnerships that drive





Internal Outreach

At ibex, we believe that taking care of our people means standing beside them in both triumph and adversity. In 2024, our commitment to employee well-being remained strong—especially in times of personal hardship, natural disasters, and crisis.

Whether through direct support, company-matched fundraising, or employee-led relief efforts, ibex continues to show up for its workforce. When disaster strikes, our teams rally together—offering resources, aid, and solidarity to help colleagues recover and rebuild. From medical support to housing assistance, our approach is rooted in compassion and action.

We don't just talk about a people-first culture—we live it. Through the ibex Cares™ platform, internal emergency relief campaigns, and the unwavering generosity of our employees, we continue to foster a workplace where empathy and resilience are part of who we are.

No matter the challenge, ibex is committed to taking care of our own—because being there for each other is what truly defines our culture.



Employee Engagement

At ibex, employee experience is more than a buzzword—it's a cornerstone of how we operate. In 2024, we continued to make intentional, meaningful investments in our people, reinforcing our commitment to a culture rooted in Respect, Integrity, Transparency, and Excellence.

This commitment has not gone unnoticed. We are proud to have received recognition from Newsweek, Forbes, and other trusted organizations for our employee engagement strategies and workplace culture. These honors reflect the hard work of our teams and our consistent effort to build an environment where employees feel valued, supported, and empowered to grow.

We value loyalty and recognize that our people are the reason for our continued success. Whether through recognition programs, wellness initiatives, career development, or transparent communication, ibex is committed to creating a workplace where employees thrive—both personally and professionally.

In 2024, ibex proudly launched ibexU, our new global learning and development platform designed to support the personal and professional growth of every employee. Whether advancing technical skills, exploring leadership development, or engaging in personal enrichment, ibexU offers curated courses, certifications, and learning paths tailored to each career stage.

This initiative reflects our ongoing investment in workforce empowerment and continuous learning. With a blend of self-paced modules, live sessions, and leadership resources, ibexU is helping employees around the world unlock new opportunities, build confidence, and shape their futures at ibex and beyond.



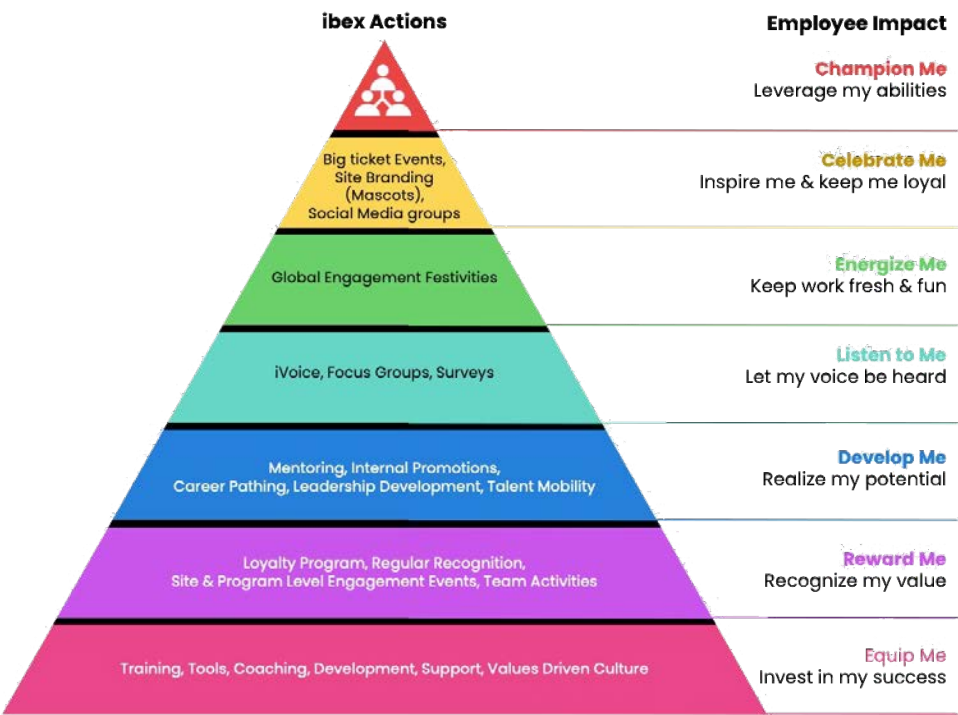
ibexology - A People-First Engagement Model

At ibex, we understand that employee engagement is the result of a complete and fulfilling work experience—one that supports every stage of the employee lifecycle. This experience is shaped by relationships with peers, meaningful work, recognition, growth opportunities, wellness resources, and a culture that values respect and representation.

To guide this experience, we use the ibexology model, a tiered framework built on the foundation of Maslow’s Hierarchy of Needs. It represents how we support and elevate our people—starting with essential tools and resources, and progressing toward empowerment, leadership, and purpose.

Each level of the ibexology pyramid reflects an intentional layer of our engagement strategy: This structure ensures that we meet employees where they are—investing in their success, recognizing their contributions, and giving them a voice and a platform to grow.

In 2024, we enhanced this framework with the launch of ibexU, new recognition programs, and a continued focus on culturally rich engagement events around the world. Together, these efforts continue to make ibex a place where people thrive—personally and professionally.

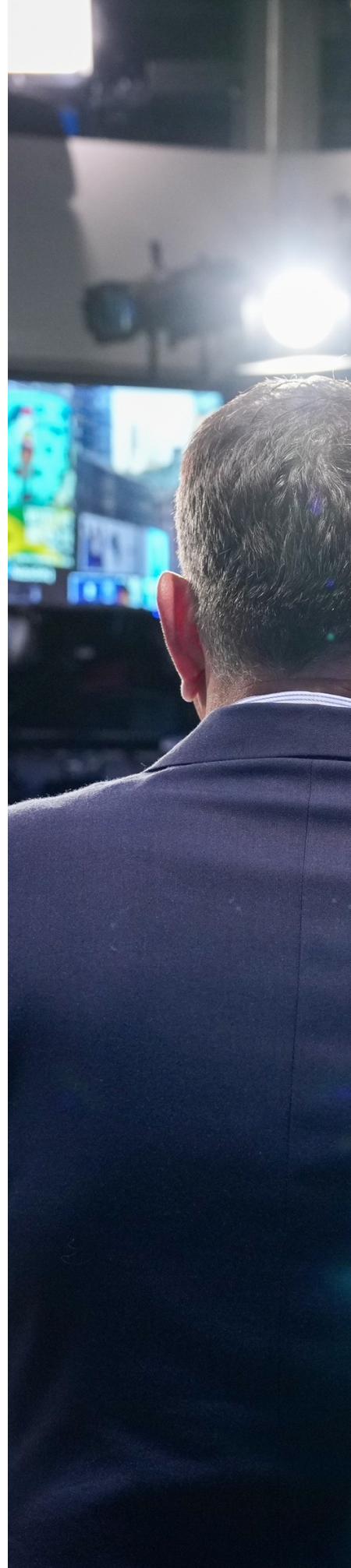


Leadership Focus

We believe leading through service—prioritizing people-first leadership that supports not just productivity, but personal well-being. In 2024, we continued to focus on work-life balance, meaningful engagement, and development for every team member.

Our engagement efforts are designed to spark connection, build trust, and create lasting relationships. We provide consistent support for both new and emerging leaders, ensuring they have the resources and guidance needed to thrive.

We also remain committed to transparent, merit-based advancement, recognizing performance and potential at every level. By understanding our people holistically and removing obstacles to success, we help employees stay focused, empowered, and equipped with the right tools to succeed.



Global Engagement Calendar

In 2024, ibex continued to deliver a first-class employee experience through intentional, thoughtfully designed programming. We recognize that effective engagement doesn't happen by accident—it requires planning, investment, and dedicated execution.

Our engagement framework is brought to life by cross-functional teams around the globe who oversee everything from site-level initiatives to company-wide campaigns. These programs are built to be relevant and impactful, reflecting the needs of our workforce while staying aligned with our core values.

Whether through wellness events, recognition programs, or cultural celebrations, we are committed to creating experiences that strengthen connection, celebrate our people, and reinforce what it means to be part of ibex.





In 2024, the ibex Service Awards Program continued to reflect our People First culture by recognizing the dedication, passion, and long-term commitment of our employees. We understand that our team members have choices—and we're grateful for those who choose to grow their careers with ibex.

This program provides a standardized, globally consistent way to honor tenure and service milestones across all regions. From early anniversaries to major career landmarks, each recognition is a celebration of loyalty, impact, and the relationships that make ibex what it is.

By valuing and acknowledging the journey of our people, the Service Awards Program reinforces our commitment to building a workplace where careers are nurtured, and contributions are never overlooked.



In 2024, the Country Manager Awards (CMA) continued to serve as one of our highest honors—recognizing individuals who have made a significant and lasting impact on the success of the business in their region. Each quarter, country and site leaders nominate standout employees who exemplify ibex's core values and consistently deliver excellence.

These awardees set the standard for performance, leadership, and teamwork. Through their actions, they inspire peers, elevate team morale, and contribute meaningfully to ibex's continued growth and culture.

The CMA program reinforces our belief that when we recognize exceptional effort, we motivate even greater achievement.



In 2024, iVoice remained a vital part of how we listen to, learn from, and respond to our employees. This annual Employee Satisfaction Survey gives team members across all regions a direct platform to share their experiences, insights, and suggestions for improvement.

More than just a survey, iVoice is a collaborative tool—one that helps us identify what's working, uncover areas for growth, and co-create plans for progress. It's a way to celebrate our cultural strengths while holding ourselves accountable to the values we stand for.

Rooted in our core value of Transparency, the iVoice process continues to guide how we shape our culture, strengthen leadership, and ensure every employee feels heard, respected, and valued.



At ibex, well-being isn't a checkbox—it's part of how we take care of our people every day. Our Health & Wellness program is designed to support the full spectrum of employee needs, with resources focused on mental, physical, emotional, and financial health.

This past year, we introduced new wellness campaigns, opened more conversations around mental health, and encouraged better daily habits—whether through fitness challenges, mindfulness sessions, or financial planning tools. These efforts help our people feel stronger, more balanced, and better supported—both in and out of the workplace.

We know that when our teams feel good, they do good work. That's why we'll keep evolving this program to meet the real needs of the people who power ibex.



In October, ibex went “Above & Beyond” for Customer Service Week (CSW) 2024, recognizing the incredible contributions of our global support teams. From October 7–11, teams around the world leaned into kindness, uniformity, creativity, and connection—with a packed schedule of fun, heartfelt, and community-focused events.

This year’s celebration included everything from costume contests and toy drives to our first-ever global mystery game. Teams came together for school visits, games, appreciation card exchanges, and ibex swag upcycle-and-recycle days. We saw friendship bracelet stations, prize giveaways, and pledge walls filled with positivity and pride. Whether in-person or remote, every site had opportunities to celebrate and connect.

CSW 2024 was about more than recognition—it was a reminder that when we care for each other and our customers, we all go further. That spirit of going “Above & Beyond” is what sets ibex apart.



What started as a regional singing competition has grown into one of the most anticipated cultural celebrations at ibex. ibex Idol 2024 brought together incredible talent from across the globe—giving employees from all levels a chance to showcase their voices, their confidence, and their creativity.

This year, the excitement reached new heights as regional champions from every ibex market came together for the global finals in the Philippines, hosted live during our VIP event. The energy was electric, the talent was unmatched, and the sense of unity was unforgettable.

ibex Idol is more than a contest—it’s a platform for self-expression, celebration, and cross-cultural connection. It reminds us that when we make space for people to shine, they do.



ibex VIP is our ultimate way of saying thank you to the employees who consistently go above and beyond. This larger-than-life experience brings together top performers from across the globe for an unforgettable weekend of celebration, connection, and well-earned fun.

In 2024, ibex VIP continued to grow—not just in size, but in reach. This year marked the start of our global expansion, with more regions represented than ever before. Employees from all markets were invited to a destination resort where they were treated to world-class entertainment, luxury accommodations, and nonstop celebrations.

VIP is about more than perks—it's about recognizing excellence and creating memories that last. It's one of the most meaningful ways we honor the people who make ibex exceptional.





Governance Plan



Government Affairs Unit

The Government Affairs Unit (GAU) at ibex plays a critical role in protecting our business, our clients, and our employees. This cross-functional team of compliance, legal, healthcare, financial services, and IT leaders is responsible for keeping our operations aligned with regulatory standards, industry trends, and emerging risks.

In 2024, the GAU continued to refine how we prevent fraud, monitor global compliance changes, and ensure uptime and data security. The team also provides real-time support and model frameworks to our CX operations—ensuring that every program runs within scope, ethically and efficiently.

We now actively monitor over 200 regulatory requirements and operational processes across our markets. Supporting the GAU is a suite of specialized units:

Compliance & Process Team: Oversees training, procedures, and real-time agent interactions to flag any inconsistencies or process risks.

Behavioral Risk Team: Studies employee habits, actions, and routines to identify red flags that could compromise integrity or client trust.

Fraud Prevention Team: Leverages advanced fraud detection technology to identify unusual patterns and investigate threats across every interaction.

Quality Assurance: Ensures program performance is maintained at the highest levels, aligning with both client requirements and ibex standards.

ibex maintains top-tier industry certifications including (insert: PCI DSS, HIPAA, ISO 27001, SOC 2, etc.) to ensure we stay ahead of evolving regulations and data security expectations. These credentials reflect our commitment to being a trusted, responsible partner for clients in all industries.



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