



CORPORATE RESPONSIBILITY REPORT

(ENVIRONMENTAL, HEALTH & SAFETY REPORT)

AMDOCS > CUSTOMER EXPERIENCE SYSTEMS INNOVATION

amdocs

THE PRINCIPLES OF CORPORATE RESPONSIBILITY

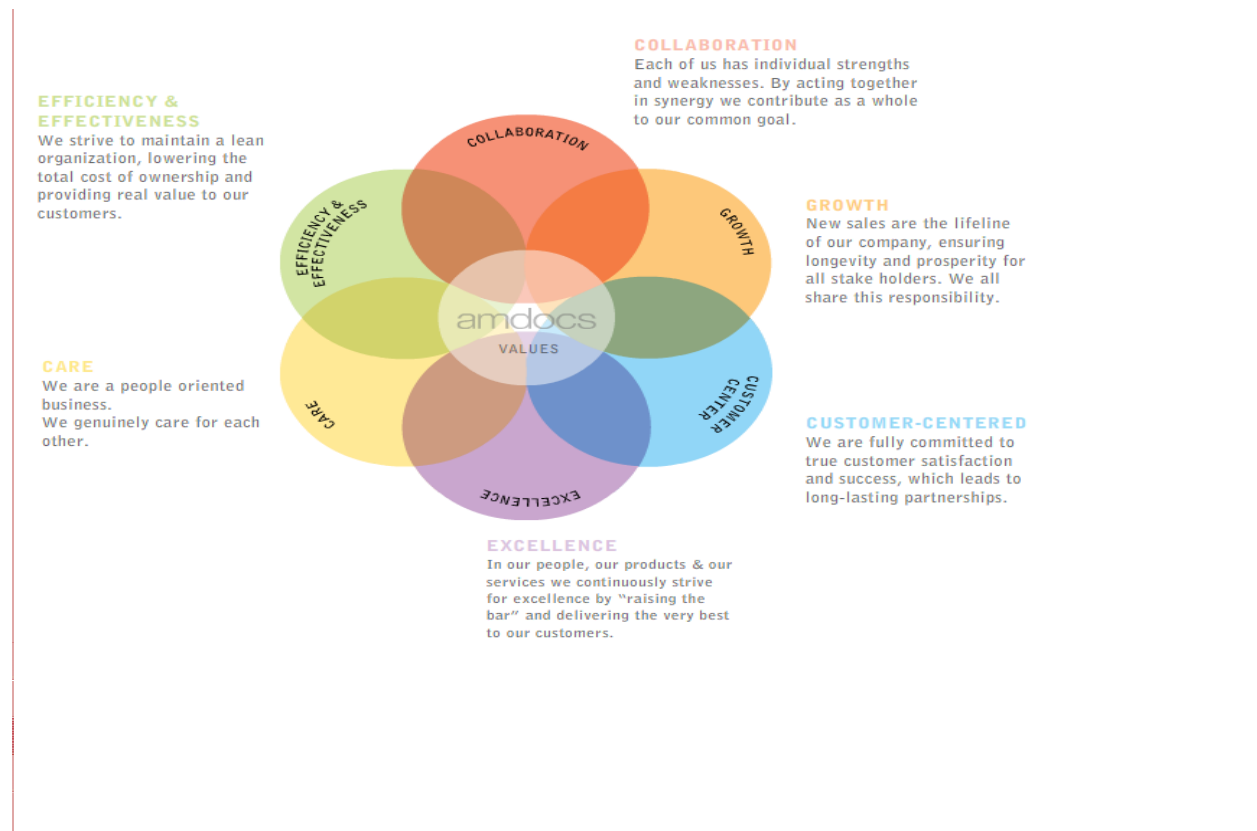
The Global Reporting Initiative (GRI) is an internationally recognized framework that helps Amdocs compile a report that mainstreams its disclosure on environmental and health performance among companies worldwide. GRI promotes a recognized and standardized approach to reporting to stimulate demand for sustainability information – benefitting both Amdocs and its customers. The following report uses the Environmental and Health & Safety aspects of the GRI framework and shows Amdocs' sincere pledge to develop in a sustainable manner while also measuring Amdocs' performance with respect to laws, standards and voluntary initiatives throughout the world.

The activities and emissions detailed in this report are for the financial year 2010 with a reporting boundary of October 2009 to September 2010.

Amdocs Values

We have identified six principles that define our company's character and guide the way we conduct our business and interact with others. We call these principles "Amdocs Values."

Our values outline the quality of experience we endeavor to provide for customers and influence our philosophy of corporate responsibility. With offices in more than 60 countries, Amdocs' global workplace demands that we uphold high standards of corporate responsibility with regard to our environmental impact, product quality and human rights.



ENVIRONMENTAL, HEALTH & SAFETY VISION AND MISSION

As part of our vision, we strive to be perceived as an international company that cares for the security, environment, health and safety of our employees and others with whom we come in contact. We are committed to achieving a safe and secure environment in conjunction with a zero tolerance philosophy towards our impact on the environment.

Our mission is to:

- *Provide a safe and healthy workplace by promoting the highest levels of physical and mental well-being and preventing occupational illnesses, accidents and incidents on our premises.*
- *Reduce our impact on the environment and minimize our carbon footprint.*

The following specific objectives will help us accomplish our mission:

- *Implement and maintain a globally recognized environmental, health and safety management system.*
- *Develop and maintain a system to measure and publicly disclose our goals for reducing our carbon footprint and establish a mechanism for independent verification.*
- *Lower our energy and paper consumption, while increasing our recycling efforts.*

MANAGEMENT SYSTEMS

As part of Amdocs' sincere commitment to the environment, and the health and safety of our employees, we have established a framework to ensure that all Amdocs sites comply with the local and federal laws and legislation in their respective countries.

All of Amdocs sites are compliant with key environmental and safety guidelines, as defined by the International Standards Organization (ISO) and Occupational Health & Safety Assessment Series (OHSAS) – namely ISO 14001 and OHSAS 18001 certifications.

ISO 14001 is an internationally-accepted standard that sets a framework for putting an effective environmental management system (EMS) in place. The standard is designed to address the vital balance between maintaining profitability and reducing environmental impact.

OHSAS 18001 promotes a safe and healthy working environment by providing a framework that allows companies to consistently identify and control their health and safety risks, reduce the potential for accidents, aid legislative compliance and improve overall performance. Currently all Amdocs sites worldwide have ISO 14001 and OHSAS 18001 certification.



Amdocs receives Global certification for ISO14001 and OHSAS18001

RISK AND OPPORTUNITIES

Amdocs is a global company. Our major sites are located in Israel, India, China, Cyprus, the United States (US) and the United Kingdom (UK). Software development comprises the majority of our business activity and is supported by a large administrative base. Due to the nature of our business, Amdocs is continually challenged by the ever-increasing costs of power consumption and international travel.

Regulatory Risks

Amdocs does not face any regulatory risks arising from current/expected regulatory or governmental policy on climate change from any of our sites across the globe. At our larger sites, the amount of power we consume is within the acceptable limits of emissions/energy efficiency standards (or less than the minimum standard). At our smaller sites we do not face any risks because the amount of power that we consume is negligible.

Physical Risks

Amdocs, like the other global companies in our industry, is exposed to physical risks from potential climate change. These risks may impact the cost of energy, power supply and reduced productivity (through missed work days).

Adverse weather has impacted our daily work patterns in some countries. In Greece, for example, temperatures soared to 40 degrees Celsius (104 degrees Fahrenheit) during the summer of 2009, with no rainfall for months. This weather pattern resulted in severe drought conditions, which required the shipment of water from mainland Greece. These adverse weather conditions placed a heavy demand on our required server and office air conditioning and cooling systems.

Conversely, in recent years the UK and the US have experienced extremely low winter temperatures which have resulted in dangerous driving conditions that prevented staff from getting to work. Amdocs' major operations in India, Israel and Cyprus are particularly affected by climate shifts. The risks in these countries are assessed as part of our business continuity management (BCM) plan, including both business continuity planning (BCP) and disaster recovery planning (DRP).

Our company is exposed to other common physical risks (natural disasters, etc.).

Opportunities

The physical risks described in the previous section provide Amdocs with the opportunity to improve our company's environmental initiatives. Specifically, we are working to reduce our:

- *Consumption of power - mainly electricity usage at our sites.*
- *Carbon emissions from air travel.*

In addition, Amdocs has minimized greenhouse gas (GHG) emissions by encouraging the use of public transport, as opposed to the provision of company cars for business travel. Travel to work through "cycle schemes" is encouraged at several of our UK locations.

Amdocs proactively reviewed our global energy consumption a few years ago and opted for a greener direction by decreasing work travel. In October 2009, Amdocs management put more stringent air travel measures in place and encouraged video conferencing throughout the company. We believe this has contributed to a considerable reduction in emissions and reduced our physical risks.

SUPPLY CHAIN PROGRAM

Amdocs is committed to doing business with socially and environmentally-responsible suppliers. We work together with our suppliers to encourage compliance with the following principles:

1. **Legal and regulatory compliance:** Suppliers must ensure that operations, products and services supplied to Amdocs comply with all local, national and other relevant laws and regulations.
2. **Environmental performance improvement:** Recognizing and reducing the environmental impact of operations, products and services suppliers provide to Amdocs is imperative. This includes minimizing the use of hazardous materials, promoting reuse and recycling, and reducing emissions to air, soil and water. It also includes programs that encourage efficient use of energy and other resources.
3. **Management systems:** Suppliers must maintain effective management systems that incorporate environmental, occupational health and safety, human rights and labor policies, and ethics into their business and decision-making processes. This includes appropriate objectives and goals, regular measurement and assessment of performance, and continual improvement.
4. **Information access:** Suppliers must provide clear, timely, accurate and appropriate reporting to Amdocs upon request.

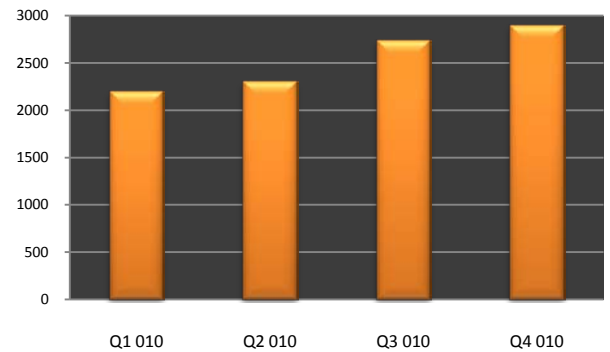
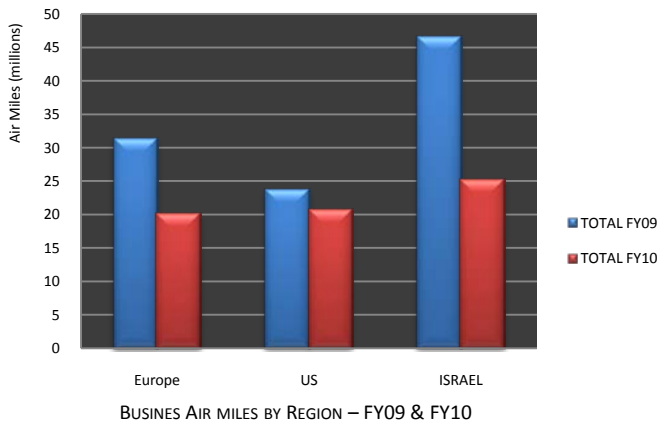
In selecting and retaining qualified suppliers, Amdocs will show preference to suppliers that meet the abovementioned requirements.

AMDOCS GREEN PROGRAM

Our Green Program was designed to improve our environmental and sustainability performance, both of which are key components of our corporate ethics. It satisfies Amdocs' needs and IT industry standards.

Goals for fiscal year 2010 (FY10) include:

- Establishing an active, ongoing global environmental and sustainability program.
- Reducing Amdocs' environmental impact.
Providing a timely response to interested parties (customers, investors and employees) on environmental and sustainability issues.
- Developing, maintaining and reporting on greenhouse gas emissions for Amdocs globally
- Maintaining global certifications ISO 14001 and OHSAS 18001.



HEALTH & SAFETY

Amdocs has a bi-monthly health and safety meeting with the regional heads of each global division. Upcoming health, safety and environmental initiatives are reviewed and critiqued during these meetings. We also discuss best practices and identify strengths and weaknesses within our environment, health and safety (EHS) system. Amdocs is currently developing a system to collect meaningful data on occupational illnesses, with a view to becoming ISO 14001 and OSHAS 18001 compliant.

Every accident and near-miss at all Amdocs sites is recorded and analyzed for emerging patterns. Amdocs provides internal audit training for our ISO 14001 and OSHAS 18001 programs. Our comprehensive fire marshal and first aid training system provides additional support.

In addition, Amdocs is developing a global training program to instruct every regional EHS coordinator on how to perform ergonomic workstation assessments. As our work is mainly desk-based, this vital training will enable us to help our employees maintain correct posture and ensure that back pain and other related ailments are kept to a minimum.

The risk factors associated with software development are very low. Most of the tasks performed are administrative and accident rates are quite low. No worker fatalities occurred during the current reporting period as a result of occupational injuries, and no diseases were incurred on the job.



Training drill at Amdocs site St. Louis

GREENHOUSE GAS (GHG) EMISSIONS ACCOUNTING, EMISSIONS INTENSITY, ENERGY AND TRADING

The activities and emissions detailed in this report are for the financial year 2010, for the reporting period of October 9 – September 10. Amdocs continues to report online on the carbon disclosure program. We now have a fully functioning management system to collate and report on GHG emissions. The report encompasses the category that describes the company, entities, or group for which Scope 1, Scope 2 and Scope 3 GHG emissions are reported (see below for more information on these scopes). These are entities over which Amdocs exercises financial control – per consolidated, audited financial statements.

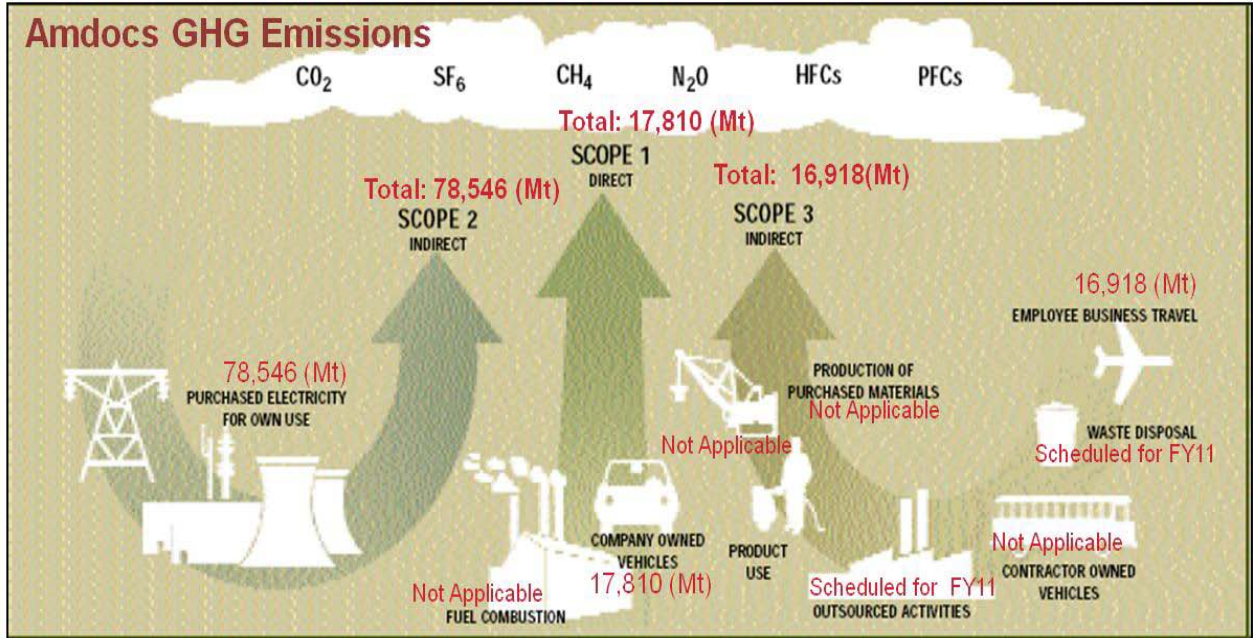
Methodology

The criteria by which Amdocs calculates Scope 1 (direct GHG emissions), Scope 2 (indirect GHG emissions) and Scope 3 (other GHG emissions) are:

- Data for electricity consumption, which is derived from electricity bills or meter readings in kilowatt hours (kWh) for each location.
- Data for air travel obtained from actual booked flights, which is derived from the databases of the relevant travel agencies.
- Data for car miles traveled, which is obtained from expense claims and annual mileage recordings.

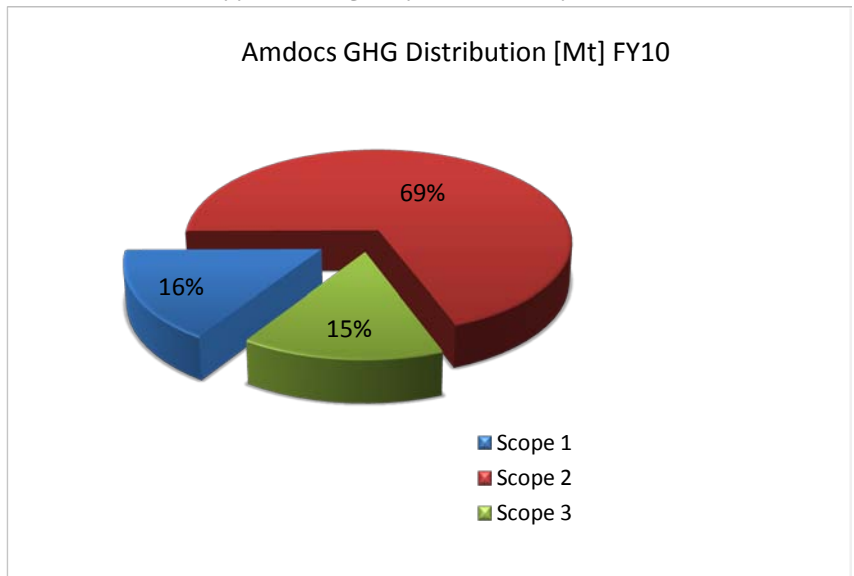
The standards, protocols, methodologies and values Amdocs uses to collect activity data and calculate Scope 1, Scope 2 and Scope 3 GHG emissions are from "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (revised edition)". The gas reported is mainly carbon dioxide (CO₂).

TOTAL AMDOCS GHG EMISSIONS



Scope 1: Direct GHG Emissions

Approximately 99 percent of all company cars worldwide are used by employees in Israel. We have management systems in place to monitor mileage in Israel, which accounts for approximately 90 percent of Scope 1 emissions in this category. We will soon be able to account for the remaining 10 percent in this category – company miles traveled by employees worldwide using their own cars for business purposes. The current system derives its GHG emissions from mileage. The amount of carbon emissions resulting from employees around the globe using their own cars for business purposes is insignificant compared to that produced by the company cars in Israel.



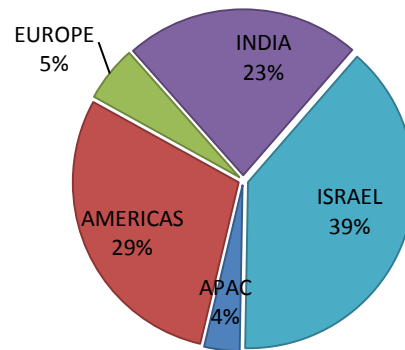
Scope 2: Indirect GHG Emissions

Unlike manufacturing and other industrial businesses, Amdocs' business division is integrated into our facilities. Since July 2008, we have been actively developing and implementing internal management systems in order to collate emission information. Collating and verifying information for a global company (approximately 80 major sites) is a formidable task.

Amdocs endeavors to provide the most reliable and accurate information. When this is not possible, Amdocs utilizes average values to prevent misrepresentation.

The average values in some locations are based on the values reported on bills and based on estimated readings (some electric companies charge based on average reading values until a meter reading is taken).

Amdocs Global Scope 2 Emissions (Mt)
FY10

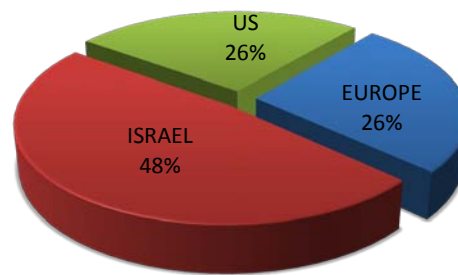


Scope 3: Other Indirect GHG Emissions

The main source of employee travel disclosed in Scope 3 is air miles. We calculated Scope 3 emissions by utilizing data from our travel database as well as tools and data from the GHG protocol. Most of our travel has occurred in Europe, the US and Asia Pacific. We have therefore utilized the data for long haul domestic flights and the air miles traveled using the "unknown value" index given by the earlier GHG protocol tool. In the future, we will utilize the "economy" value that is part of the new version of the GHG protocol tool.

Due to the nature of our business activity, there is virtually no movement of materials or finished products so emission from logistics is not an applicable category.

Amdocs Scope 3 Air Travel [Mt]
FY10



Carbon Dioxide Emissions from Biologically Sequestered Carbon

Considering the amount of electricity we purchase and the providers we purchase from, it is relatively complex to distinguish GHG emissions from electricity consumption. Variables, such as the source of fuel utilized by the power station prevent us from accurately disclosing if our carbon dioxide emissions are from biologically sequestered carbon.

DATA ACCURACY

For the purpose of GHG accounting, we have included only Amdocs sites with at least 20 employees. We have not included sites where our power consumption is part of the rent (mainly sites with fewer than 20 employees).

Development and implementation of systems to collate meaningful and reliable data can be extremely complex and requires a considerable investment of time and resources. In order to report accurately, we have included notes that are applicable to each presentation throughout the various forms of information reported, such as graphs, etc. These notes clearly specify information that has been excluded or that requires further explanation, as well as estimations based on average values where utilized.

The suppliers for the unreported regions do not have the processes in place to report data accurately at this time, although a new global system is anticipated this year. The system will make collecting the global air travel data easier and more accurate for all regions.

We have been careful to avoid misrepresentations of our data. Therefore, where applicable we have disclosed:

- *Areas or regions where information is unavailable*
- *Periods for which information is unavailable*
- *Assumptions*

ELECTRICITY

The source for our calculations is based on "CO₂ Emissions from Fuel Combustion (2007 edition)" by the International Energy Agency Data Services. (All data is from the International Energy Agency Data Services, 2007). We have based our report on these assumptions.

CARS

The assumptions made in accounting for GHG emissions are that all mileage claims are genuine and reflect the true travel by the claimants. An average value was utilized for all cars (irrelevant of their engine size) and petrol was used as the only source of fuel (as opposed to diesel; no electric or hybrid cars, or cars utilizing liquefied petroleum gas {LPG}, were included).

AIR TRAVEL

The assumptions made in accounting for GHG emissions are that all flights were booked via the travel management system and that miles reported from the travel agency database are accurate. Long haul flight data was utilized in all calculations. We used the calculation tools found on the [GHG Protocol website](#).

In addition, data and methodology from the following were used to calculate GHG emissions:

- *GHG Protocol - CO₂ emissions from transport or mobile sources 1.3, January 2005*
- *GHG Protocol - Indirect CO₂ emissions from purchased electricity 3.0, March 2008*

We determined global warming potential (GWP) by using the GHG Protocol, which defines GWP as "a factor describing the radioactive impact (degree of harm to the atmosphere) of one unit of a given GHG relative to one unit of CO₂." By using GWP, GHG emissions are standardized to a carbon dioxide equivalent (CO₂-e). The abovementioned tools utilize this concept in their calculations, thereby only accounting for CO₂ emissions.

The emission factors applied and their origin vary by the type of fuel used/combusted and the type of technology used. Amdocs has utilized the data and factors in the GHG Protocol calculation tools supplied on the [GHG Protocol website](#) (which provides default values that can be used).

GREEN EVENTS WITHIN AMDOCS



Earth Hour 2010 took place on Saturday, March 27, 2010 at 8:30 p.m. Amdocs sites, including Asia Pacific, Europe, Africa and the Americas, joined with millions of citizens around the world by switching off non-essential lights and mechanical systems in an effort to take a stand against climate change. A record 128 countries and territories joined the global movement. Amdocs employees were also urged to do the same at their homes.

Amdocs India observed Earth Week last year. On each day of the week, a different activity was organized with the sole aim of raising awareness of how we can help save the environment. The week started off with Pollution under Control (PuC) check-up camps set-up at the Amdocs premises where employees had their cars checked by monitoring exhaust emissions.

The second day was "No Plastic Day." Plastic cups were removed from all pantries. Employees were requested to use ceramic mugs/water bottles instead.

The third day was "Paperless Day." Only one printer was available on each floor. Employees realized that the organization can operate with less paper.



The fourth day was "Zero Waste Day." Messages like "Waste is a human invention" and "Nature makes no waste" were disseminated. On the final day, a special tree planting program in Magarpatta City was organized to mark "World Environment Day," which was observed globally with the slogan "Your planet needs you! Unite to combat climate change." In the evening, an Eco Fair was organized, with stalls of paper bags, seed and saplings, arts and crafts, and eco products. In addition, a best slogan competition was organized.

Amdocs Israel held a Green Fair in the courtyard of the Ra'anana branch to raise awareness of environmental conservation among Amdocs employees. An impressive range of green and organic products were on sale. Organic food products were on sale, alongside organic cosmetics and fashion items made from organic cotton. There were also stalls selling water filters and a greenhouse display of natural gardening products. Recycled products made by people with emotional difficulties were also on offer. For those looking for gifts for children, a range of high quality wooden toys were on sale.



PERFORMANCE

Amdocs' strategy is to implement a continuous improvement program to reduce GHG emissions. We aim to reduce energy consumption globally by three percent by 2011 and engage our suppliers in a health and environmental survey to ensure that they are compliant with all regulations in their respective countries. Our supply chain management program with our suppliers will verify and ensure this compliance.

Twelve sites consume 88 percent of our total power, which provides an ideal opportunity for us to focus on utilities reduction programs. We hope to achieve GHG reduction by introducing energy saving devices for lighting. Lights will be turned on only when buildings are occupied and ambient light levels are insufficient. Other areas under review include updating of air conditioning systems. Unfortunately, we can only implement these measures in Amdocs-owned/leased sites (mainly our larger sites).

Information gathered for FY10 showed an increase in video conferencing sessions globally within the year. (No data was available for FY09.)

The information gathered shows a 22 percent reduction in air miles traveled globally between FY09 and FY10. Please note that we have no data for air miles for India and Asia Pacific for FY09 and FY10. We aim to further decrease our Scope 3 emissions by increasing video conferencing, thereby reducing the need to fly. We also aim to reduce our Scope 1 emissions from car travel by encouraging the use of bicycles when traveling from site to site by participating in government plans such as those we have in place in the UK.

There has been an increase in power consumption (2.3 percent), staffing and work area at our major sites in India and North America. However, there has been a dramatic decrease in air travel that has enabled the reduction of GHG.

In conclusion, all the data shows an overall decrease in GHG emissions by Amdocs globally between FY9 and FY10.

Goal Evaluation

The benchmark and key performance indicator utilized in the measurement and consequent reduction of our power consumption is the metric ton carbon produced per employee. The reason we utilize this factor is that it shows the reduction through efficiency as opposed to fluctuation in population. The target Amdocs has set is to reduce our consumption of power by three percent by the end of 2011. We are unable at this point to set a target on metric ton carbon produced per employee as we are still establishing a baseline.

Goal Achievement

Amdocs successfully developed and maintained a global management system to measure our CO₂ emissions. The data we collected enables us to establish a baseline and set targets for the future. We hope to show a 3 percent reduction in our power consumption globally by next year.

ABOUT AMDOCS

Amdocs is the market leader in customer experience systems innovation. The company combines business and operational support systems, service delivery platforms, proven services, and deep industry expertise to enable service providers and their customers to do more in the connected world. Amdocs' offerings help service providers explore new business models, differentiate through personalized customer experiences, and streamline operations. A global company with revenue of \$3 billion in fiscal 2010, Amdocs has approximately 19,000 employees and serves customers in more than 60 countries worldwide. For more information, visit Amdocs at www.amdocs.com.

Amdocs has offices, development and support centers worldwide, including sites in:

THE AMERICAS:	ASIA PACIFIC:	EUROPE, MIDDLE EAST & AFRICA:		
BRAZIL	AUSTRALIA	CYPRUS	ISRAEL	SPAIN
CANADA	CHINA	CZECH REPUBLIC	ITALY	SWEDEN
COSTA RICA	INDIA	FRANCE	THE NETHERLANDS	TURKEY
MEXICO	JAPAN	GERMANY	POLAND	UNITED KINGDOM
UNITED STATES	SINGAPORE	HUNGARY	RUSSIA	
	THAILAND	IRELAND	SOUTH AFRICA	
	VIETNAM			

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