

Amdocs Environment, Health and Safety (EHS) 2025



Introduction



Climate and Sustainability

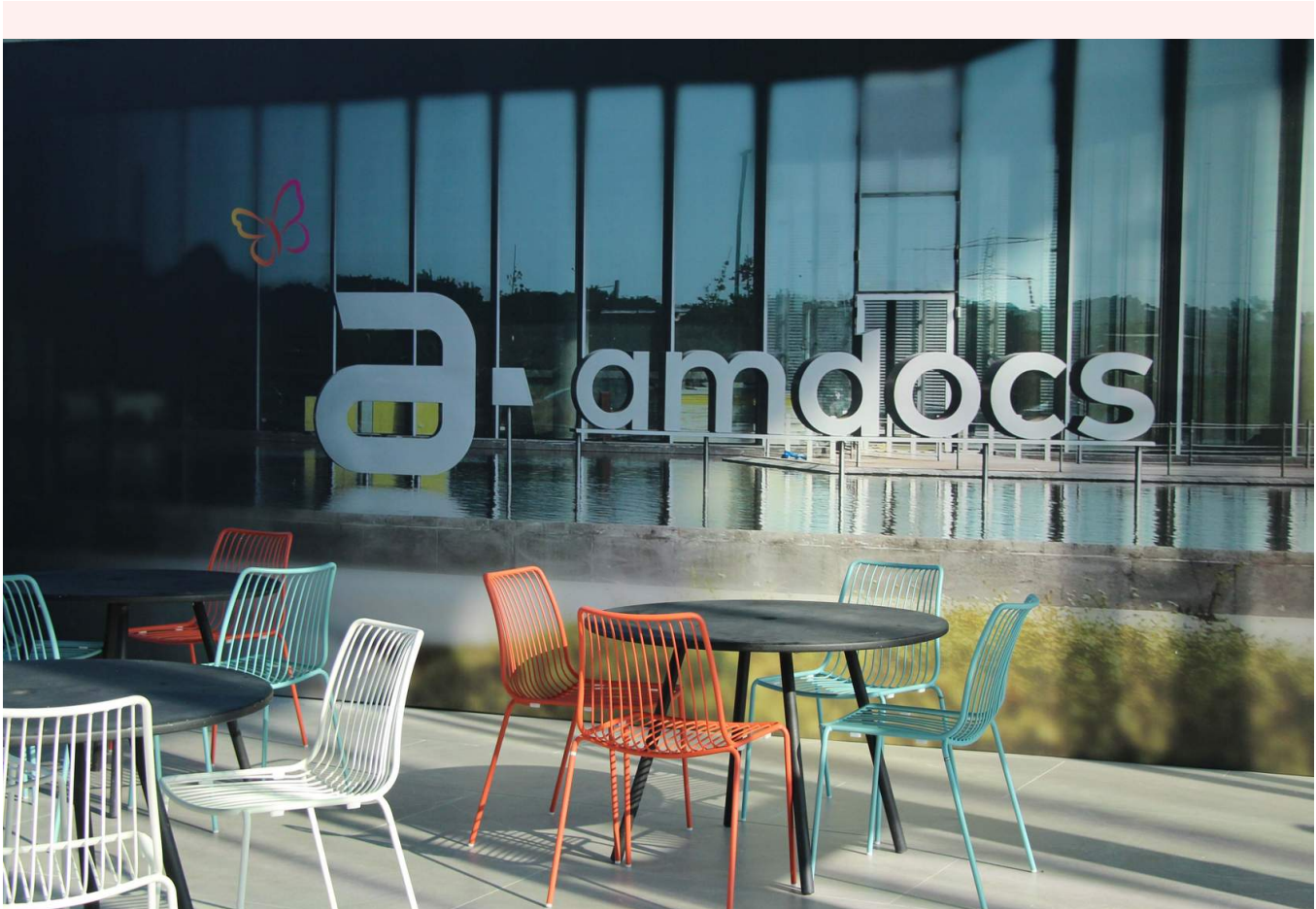


Health and Safety



Policies and Acknowledgement

Introduction



At Amdocs, sustainability isn't just a goal—it's a responsibility intrinsic to everything we do. We are dedicated to minimizing our environmental footprint, operating responsibly, and driving initiatives that contribute to a greener future.

Our efforts have earned us recognition as a sustainability leader in our industry.

We are proud to be listed in the 2024 S&P Dow Jones Sustainability Index (DJSI), to have achieved a B score from the Carbon Disclosure Project (CDP), and to hold the prestigious Gold Standard from Ecovadis –top global benchmarks for Environmental, Social, and Governance (ESG) performance. These achievements are highly valued by our customers and investors.

Our Commitment to Sustainability

Our Environment, Health, and Safety (EHS) Policy outlines our key environmental commitments:



**Conserving
Natural
Resources**

**Reducing energy
consumption, water usage,
and material waste.**



Minimizing Pollution

**Cutting down greenhouse gas
(GHG) emissions and landfill
waste.**



Driving Innovation

**Developing products and
solutions with a lower
negative environmental
impact.**



Encouraging Responsibility

**Inspiring our business
partners to improve their
social and environmental
practices.**



Meeting High Standards

**Complying with and exceeding
industry regulations and
national laws.**



Tracking and Reporting Progress

Measuring our impact and sharing progress with stakeholders.

This training will introduce you to the programs and initiatives we have in place and how you can contribute to making them even better.

Sustainability is a shared mission. Your every action counts and every one of us plays a role in shaping a more sustainable future at Amdocs!



Complete the content above before moving on.

Climate and Sustainability

Energy Management

It's another workday,



Complete the content above before moving on.

Energy saved is energy earned.

Efficient energy use is key to achieving our carbon neutrality goals. At Amdocs, we are committed to:

- Improving electricity efficiency in our operations, products, and services.
- Using advanced energy monitoring systems to identify and fix inefficiencies.
- Transitioning to renewable energy sources.



Did you know?

Amdocs is committed to reaching carbon neutrality in our Business Operations by 2040. We also plan to achieve 100% renewable electricity by the same year!

To maintain our positive GHG reduction trend, we are introducing energy efficiency measures at our data centers and purchasing electricity from renewable energy suppliers.

Together, we can create a more sustainable future!

You are the last one to leave the meeting room. Which of the following actions should you do to save energy?

- ☐ Remove office equipment from power sockets (like screens, projector, air conditioner, desk outlets).
- ☐ Turning off non-sensor-based lights and air conditioning when leaving a room.
- ☐ Keeping the AC running so that the room stays cool for the next meeting.
- ☐ Leave the projector and monitor on to save time for the next users.

SUBMIT



Complete the content above before moving on.

Water Management

Water conservation is a crucial part of our sustainability strategy. We prioritize responsible water management by:

- Upgrading office facilities with water-efficient systems to reduce consumption.
- Adopting advanced technologies to prevent water waste and optimize usage.
- Setting and tracking annual targets to ensure continuous improvement in water conservation.

Every drop counts! Let's work together to preserve water and protect our planet.

Which of the following support Amdocs' goal of water conservation? (*Select all that apply*).

- ☐ Upgrading facilities with water-saving fixtures
- ☐ Using advanced technologies to detect leaks

- ☐ Ignoring small water leaks
- ☐ Setting and tracking annual targets for water conservation
- ☐ Using extra water during cleaning

SUBMIT



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Waste Management

"There is no such thing as 'away.' When we throw something away, it must go somewhere."

Annie Leonard

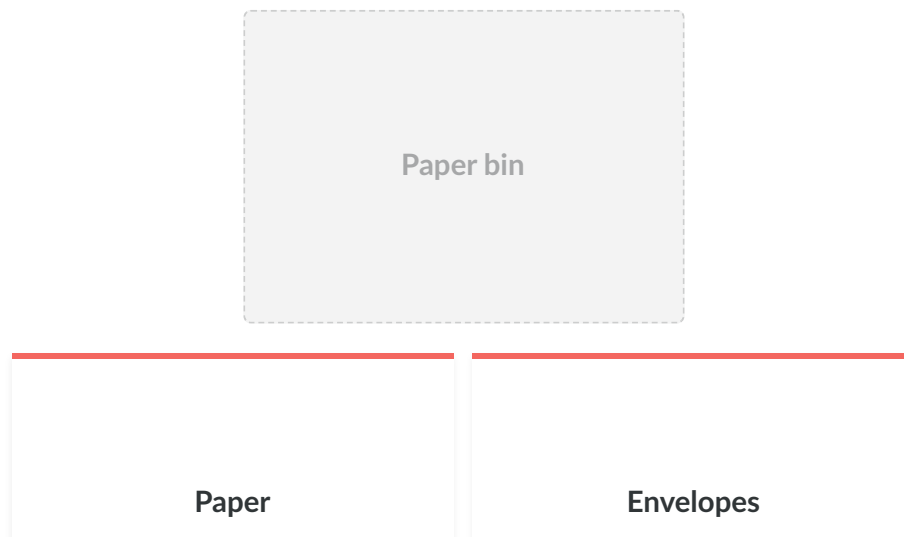
Sustainability starts with smarter waste management. We are committed to minimizing waste and promoting sustainable practices. Our key initiatives include:

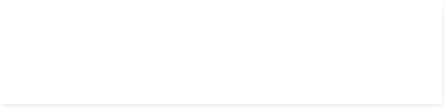
- Eliminating single-use plastics from all Amdocs offices.

- Enhancing recycling programs for electronic waste, paper, and other materials.
- Collaborating with Green Teams to discover new and innovative ways to reduce waste.

All our sites actively recycle electronic waste and paper, but some go the extra mile! Through local initiatives, certain locations have introduced composting programs and even coffee bean recycling, turning everyday waste into sustainable solutions.

Sort different types of waste into the correct recycling options:





E-waste bin or submit to IT

Damaged cables

Old batteries

Recyclable bin (if present at your site)

Plastic bottle

Aluminum cans

General waste bin

Used tissues

Help us reduce waste by using designated recycling bins, handling hazardous waste responsibly, and reaching out to your EHS Coordinator for guidance when in doubt!

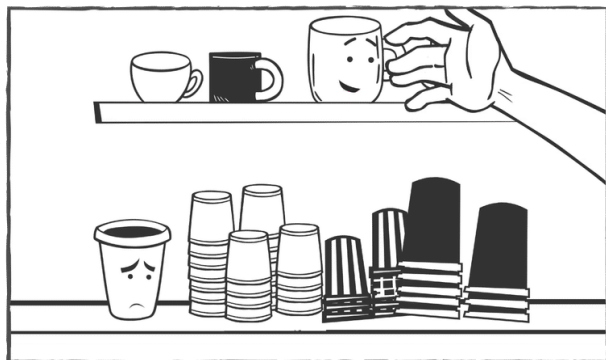
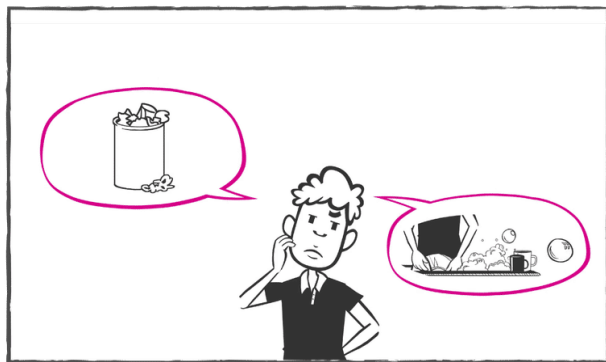
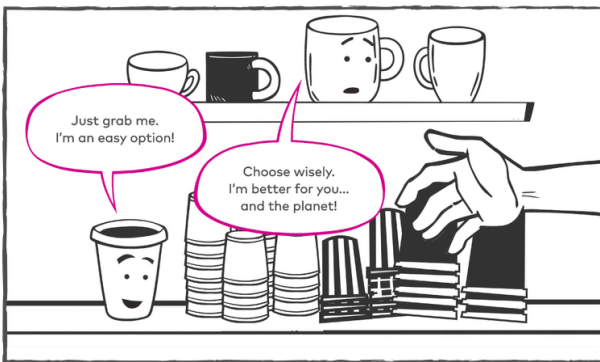
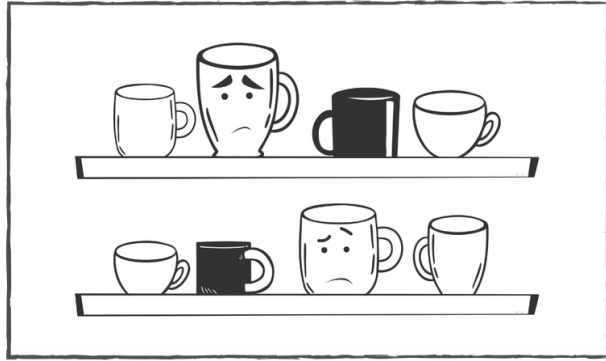
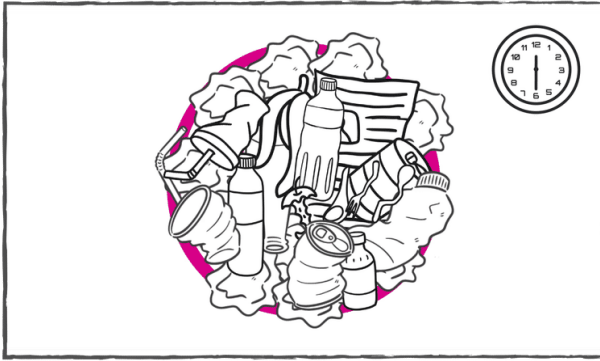


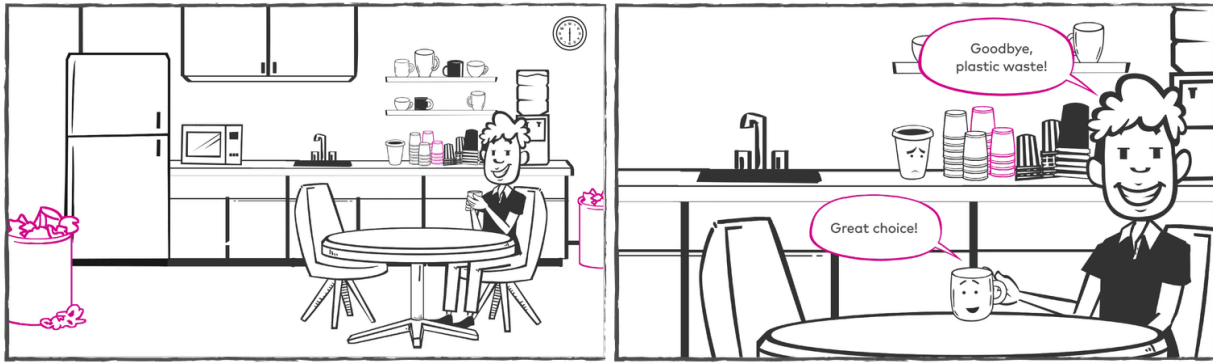
Complete the content above before moving on.

Single-Use Plastic

It's **12:30 PM** and the trash can in the office pantry is already overflowing with plastic cups.







Single-use plastics are convenient, but their long-term impact on the planet is devastating.

We believe in using resources wisely and minimizing waste. Some Amdocs offices still use an average of 7 disposable cups per person daily—we're working to change that, and your support can make a big impact!

Please use reusable cups, mugs and other utensils whenever possible at your site.



Complete the content above before moving on.

Join our Green Teams!

Want to make a difference?

Connect with your local EHS Coordinator and join your Green Team to

contribute to Amdocs' environmental initiatives.

No Green Team at your location?

No problem! Reach out to us, and we'll help you set one up.



Green Teams in Action

Across the globe, our Green Teams are making a real impact through a variety of sustainability initiatives, including:

- Cleaning up beaches, rivers, and parks.

- Planting trees and promoting urban gardening.
- Hosting workshops on recycling, zero waste, and sustainable consumption.
- Engaging with local communities to raise awareness and encourage sustainable practices.
- Adopting and sponsoring beehives and building birdhouses to support biodiversity.
- Awareness campaigns on sites.

And that's just the beginning! Together, we're creating a cleaner, greener world.





Complete the content above before moving on.

Health and Safety

Safety is not just a priority—it's a value that drives everything we do.

We are dedicated to creating a safe, healthy, and sustainable workplace for all employees, visitors, and on-site contractors.

Our Environment, Health, and Safety (EHS) Policy outlines our key commitments:



**Safe &
Healthy
Workspaces**

**Maintain a safe and healthy
environment to prevent accidents
and work-related illnesses.**



Safety Awareness

**Promote a strong safety culture
by increasing awareness of
occupational health among
employees.**



Emergency Preparedness

**Plan and respond effectively
to emergencies to safeguard
people and property.**



Continuous Improvement

Continuously improve our EHS management system for long-term sustainability.



Regular Audits

Conduct regular audits and self-assessments to uphold the highest safety standards.



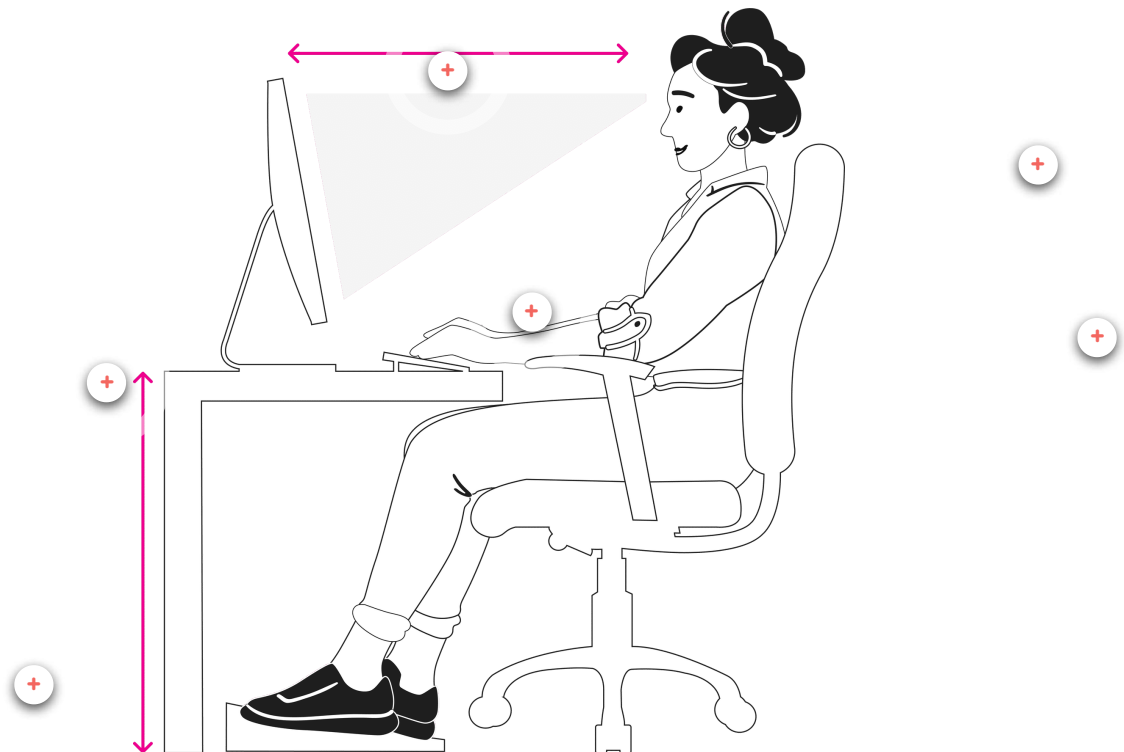
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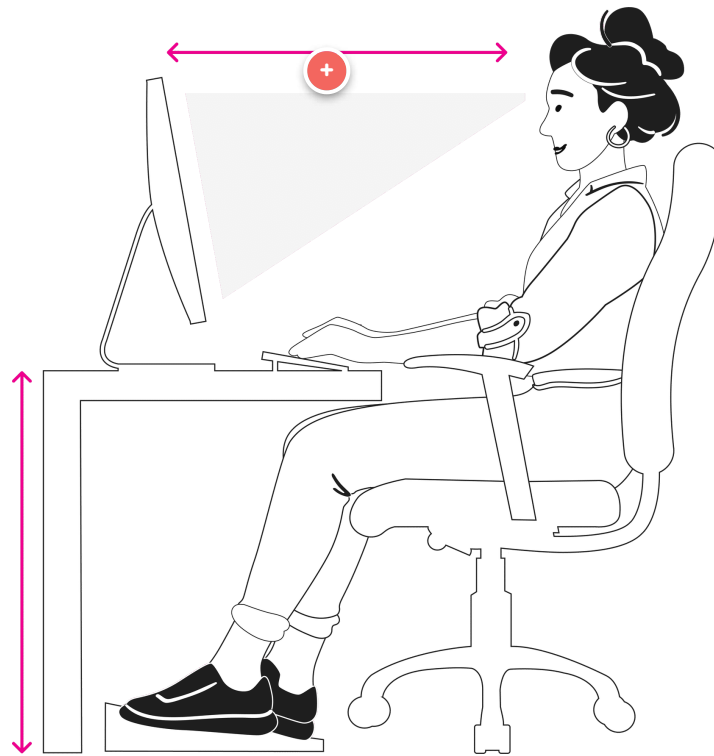
Ergonomics

Imagine spending hours at your desk, only to end the day with a stiff neck and aching back.

From office desks to remote setups, ergonomics plays a crucial role in reducing strain, preventing injuries, and improving performance.

Small ergonomic adjustments can make a big difference!





Monitor/ Laptop – Distance & Height

Your screen should be at or slightly below eye level and about an arm's length away.
Set your laptop on a stand if needed.



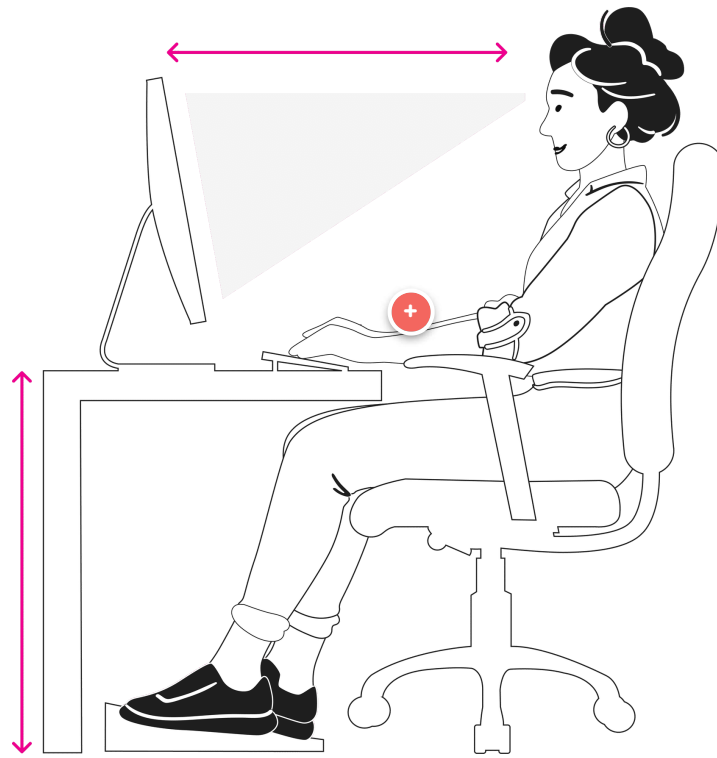
Neck

Keep your neck straight and relaxed.



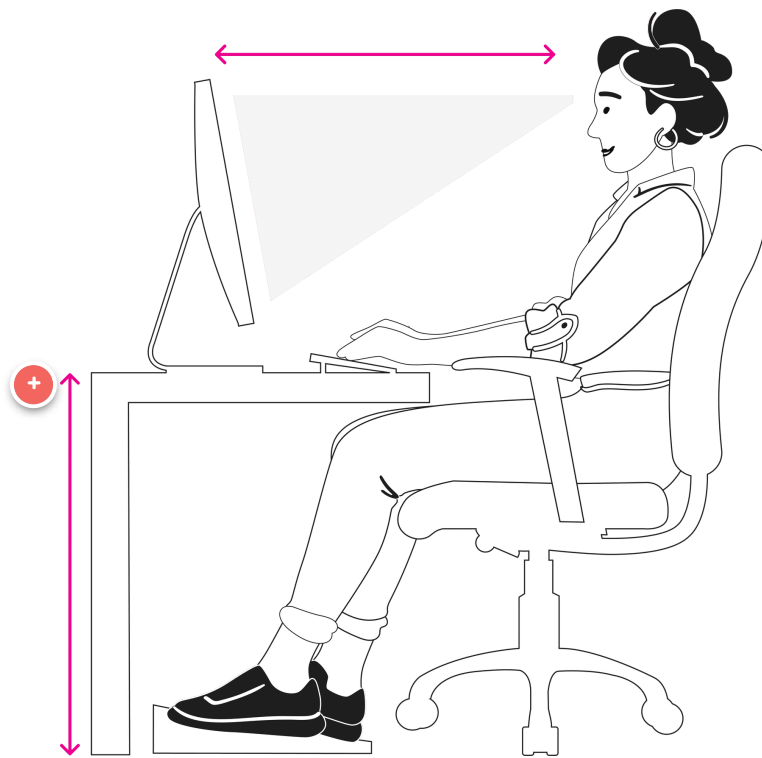
Back Support

Use a chair with good lumbar support. Sit all the way back in the chair with your back fully supported.



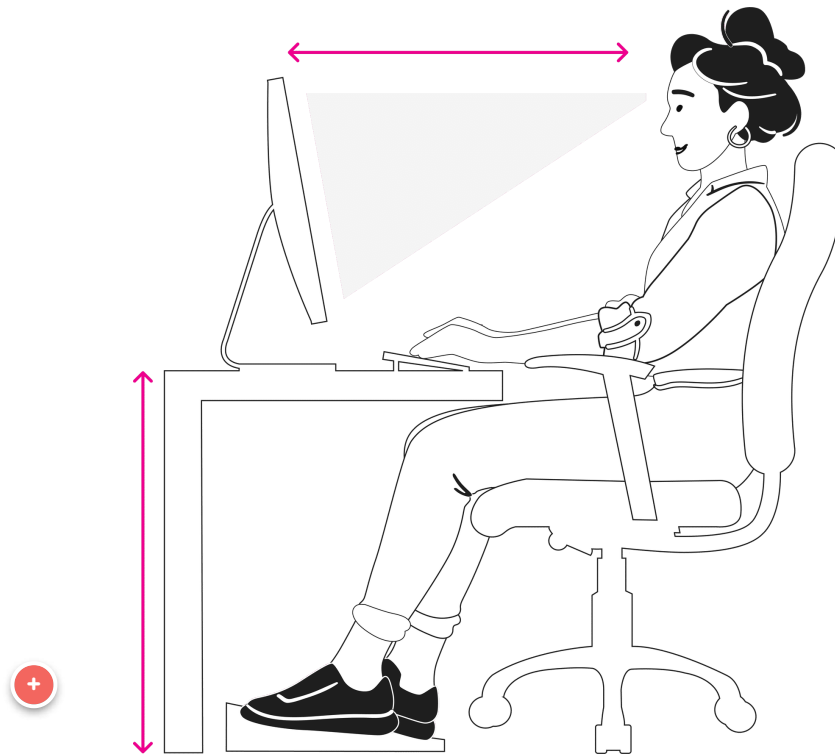
Hands & Wrists

Keep your wrists straight and relaxed and your elbows close to your body, forming about a 90-degree angle.



Desk Height

Desk should be at a height where your forearms are parallel to the floor when typing.



Feet

Feet should rest flat on the floor or on a footrest.

Now, let's evaluate our workstations—do they meet ergonomic standards?

Use this checklist to find out!



Is the chair at the correct height?

Your feet should be flat on the floor or on a footrest.

☐

Is the monitor correctly positioned at eye level?

The top of the screen should be at or just below eye level to reduce neck strain.

☐

Are your arms at a 90-degree angle when typing?

Your elbows should be relaxed and close to your body.

☐

Is your chair's backrest properly supporting your lower back?

The backrest should provide support to the natural curve of your spine.

☐

Is the keyboard at a comfortable height?

It should be positioned so that your forearms remain parallel to the ground, and your wrists should not be bent while typing.

☐

Is the lighting adequate?

Avoid glare on the screen and ensure you have sufficient lighting to reduce eye strain.

☐

Are your wrists properly aligned with the keyboard?

Avoid excessive bending of your wrists by keeping them straight while typing.



Complete the content above before moving on.

Emergency Preparedness and Response

In case of other emergencies (earthquakes, storms alerts, etc.) – please follow your floor marshals' instructions.

Join the local emergency response team by approaching your site's EHS coordinator.



Complete the content above before moving on.

Identifying and Preventing Workplace Hazards

Follow these guidelines to ensure a safer work environment for yourself and others:

ELECTRICAL SAFETY

PREVENTING SLIPS, TRIPS, AND FALLS

PREVENTING BURNS

PERSONAL APPLIANCE RESTRICTIONS

- Inspect outlets, extension cords, and appliances for damage or overheating.
- Report faulty wiring or malfunctioning equipment immediately.

ELECTRICAL SAFETY

PREVENTING SLIPS, TRIPS, AND FALLS

PREVENTING BURNS

PERSONAL APPLIANCE RESTRICTIONS

- Be cautious of wet floors, broken tiles, uneven stairs, and snow-covered sidewalks.

- Report unsafe conditions to facilities or safety personnel.

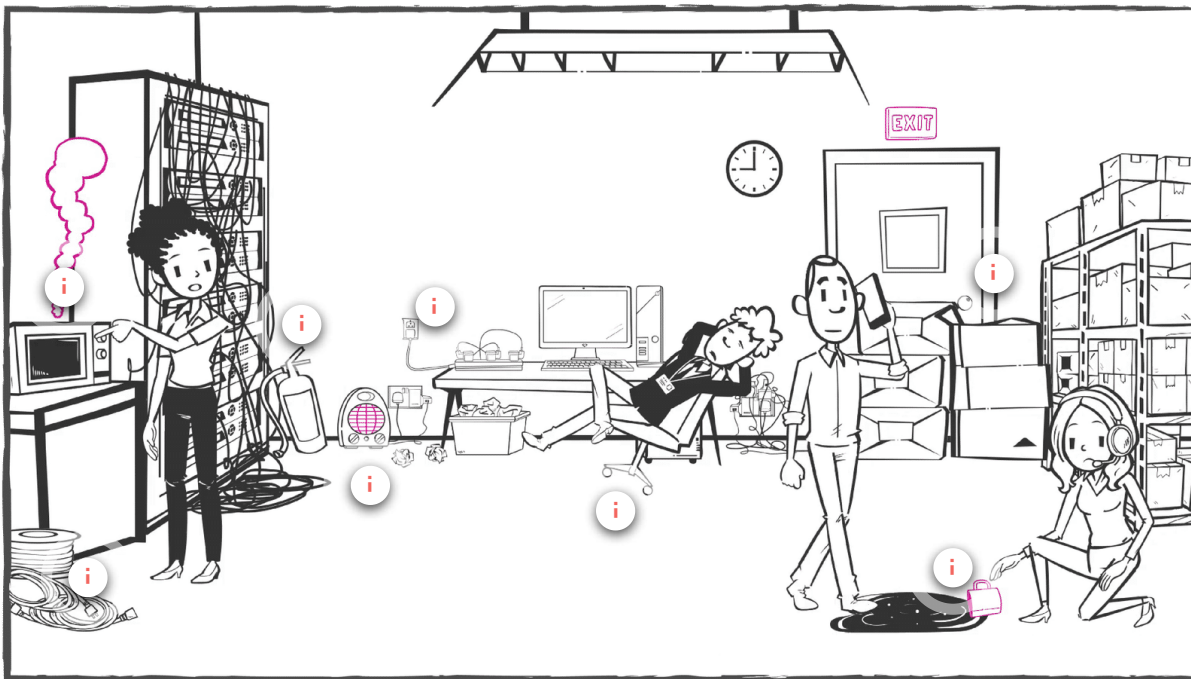
ELECTRICAL SAFETY	PREVENTING SLIPS, TRIPS, AND FALLS	PREVENTING BURNS	PERSONAL APPLIANCE RESTRICTIONS
<ul style="list-style-type: none"> • Handle appliances, hot surfaces, and beverages with care. • Don't overfill reusable hot beverage mugs and if you must use a disposable cup, be sure to put a lid on it. 			

ELECTRICAL SAFETY	PREVENTING SLIPS, TRIPS, AND FALLS	PREVENTING BURNS	PERSONAL APPLIANCE RESTRICTIONS
<ul style="list-style-type: none"> • Personal heaters and other unauthorized appliances are not allowed in the office. They pose risks of fire, electrical shocks, and system overloads. 			

Recognizing Workplace Hazards

The image below highlights various office hazards that can pose safety risks.

Click the hotspots to learn more about each hazard and prevent workplace accidents.

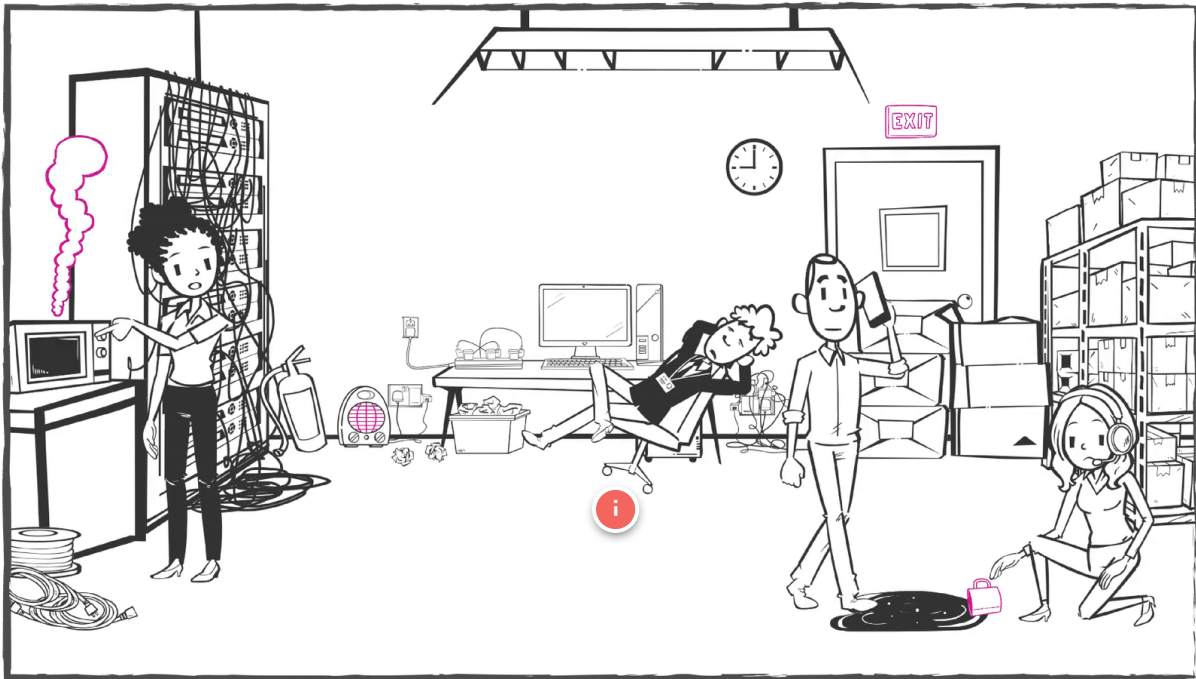




Wet floors are a major slipping hazard. Always stay attentive around spills and make sure they are cleaned up right away.



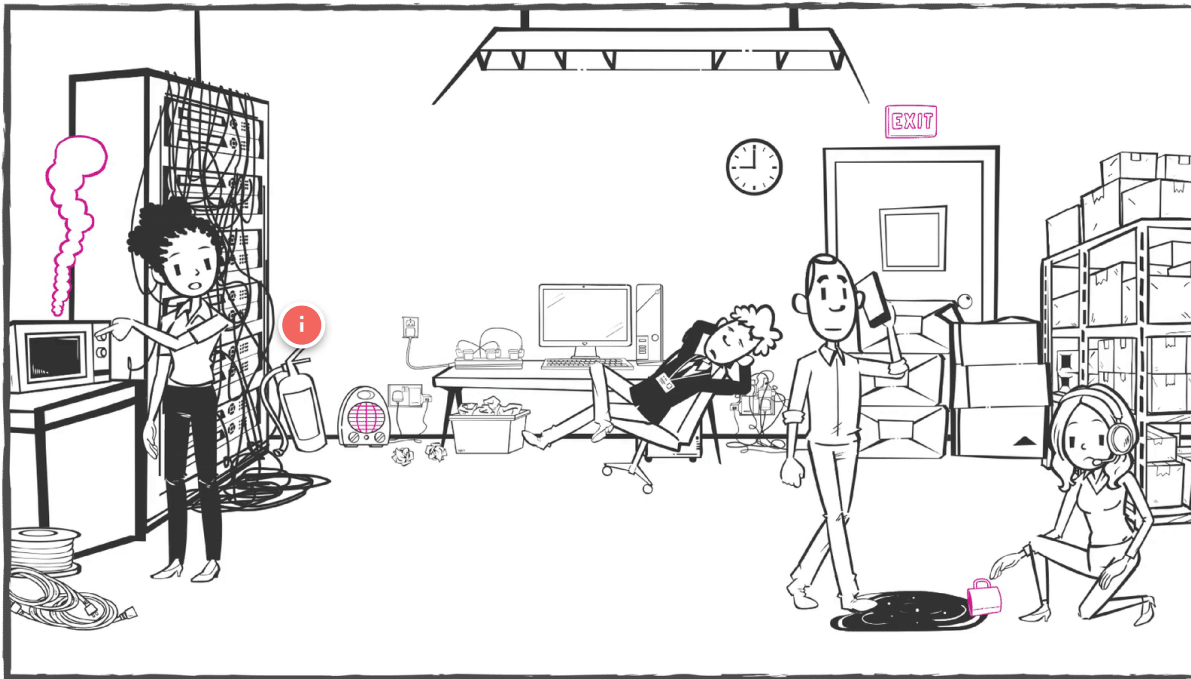
Emergency exits should be clear at all times. Never place boxes or any obstacles that block escape routes.



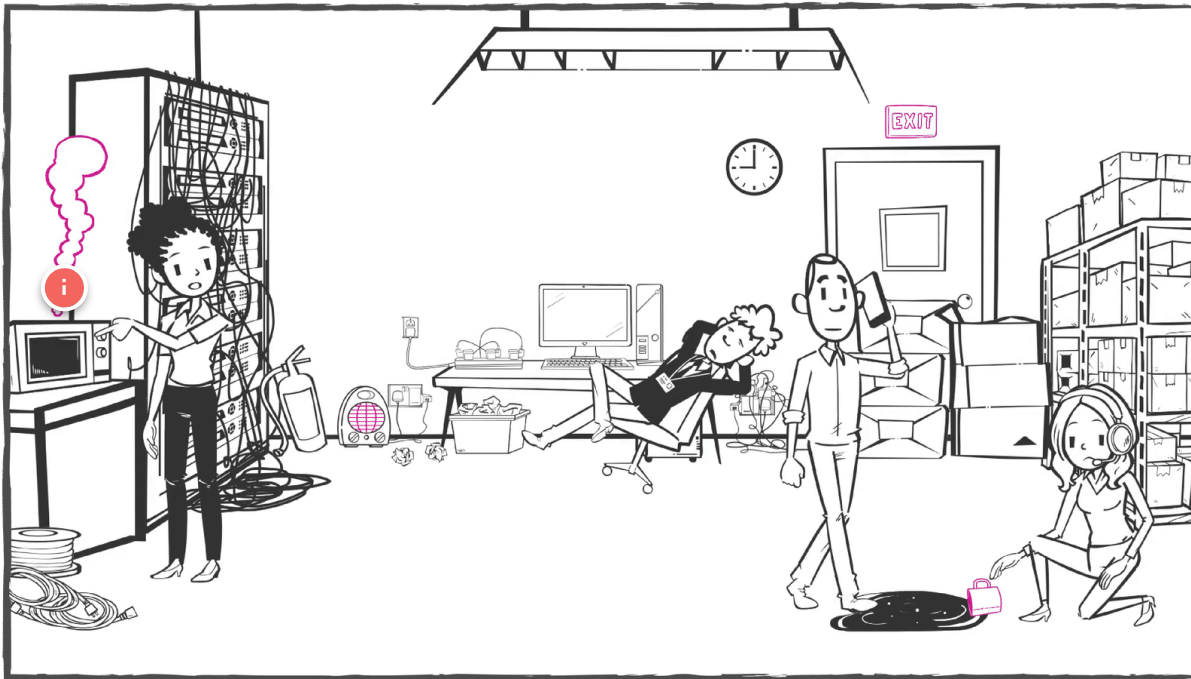
Leaning back on chairs can lead to tipping over. Always sit properly with all chair wheels/ legs on the floor.



Plugging too many devices into one outlet can lead to overheating or fire. Use outlets responsibly and avoid overloading.



Never remove emergency equipment like fire extinguishers from their wall mounts. Inaccessibility during emergencies can lead to serious consequences.



Be cautious and attentive around hot appliances like microwaves and other heated surfaces. These can cause burns, so stay alert and avoid direct contact without checking.



Flammable materials should never be kept near heaters or any other hot appliances. Always maintain a safe, clutter-free area around heat sources to prevent fire hazards.



Loose, tangled, or exposed wires are a serious tripping hazard. Do not run cables across walkways. If you notice any such issue, report it immediately to the site facilities/ admin/ manager.



Complete the content above before moving on.

Awareness and Reporting

A safe workplace starts with awareness
and action.

Safety is a collective effort, and your vigilance plays a key role in preventing incidents. If you witness an accident, near-miss, or potential hazard:

- Report it immediately through the designated communication channels.
- Notify your direct manager, local HR, and the site's EHS Coordinator.
- Log a ticket in Ping if additional action or resolution is required.
- Stay alert and proactive—identifying risks early helps prevent accidents.

At Amdocs, we prioritize safety by working together. Your actions today can prevent incidents tomorrow!



Complete the content above before moving on.

Policies and Acknowledgement

You have now learned about Environment, Health, and Safety (EHS) at Amdocs. To ensure continued awareness and compliance, here you can download essential policies, guidelines, and key contacts for reference.



Please ensure that your guests and vendors follow EHS guidelines to help maintain a safe and responsible workplace.

Policies

Here, you can access the essential EHS guidelines and policies for all employees.

Download them for easy reference and quick access whenever needed.



EHS Signed Policy.pdf

311 KB



Amdocs General EHS Guidelines for Employees.pdf

529.1 KB



EHS Coordinator List

For any safety concerns or clarifications, refer to the [EHS Coordinator contact list](#) to know who to reach out to when needed.



Complete the content above before moving on.

Acknowledgment

☐

By marking the checkbox, you confirm that:

"I have reviewed and fully understand the guidelines related to Amdocs Environment, Health and Safety

Policy, and I am committed to fully complying with them."



Mark the checkbox above before moving on.

COMPLETE AND CLOSE