

CSG

**Task Force on
Climate-related Financial
Disclosures Report**

2025





Table of Contents

Governance.....3

 Board Oversight3

 Role of Management3

Strategy4

 Short-, Medium-, and Long-Term Climate Risks4

 Business, Strategy and Financial Planning5

Risk Management7

 Identifying and Assessing Climate-related Risks7

 Processes for Managing Climate-related Risks7

 Organizational Integration of Risk Management Practices8

Metrics and Targets9

 Metrics used by the Organization9

 Scope 1 & 2 GHG Emissions10

 Scope 3 GHG Emissions10

 Targets used by the Organization to Manage Climate-related Risks11



Governance

Board Oversight

Board oversight of climate-related risks and opportunities

Our corporate governance practices reflect our core values around doing the right thing for our customers, our shareholders and our team members, while also being responsible stewards of the broader society and environment. As part of this commitment, CSG's Board of Directors and the Sustainability, Social Responsibility, and Governance (SSG) Committee oversee and support CSG's commitment to social, environmental, and public policy initiatives relevant to the company's business objectives and long-term business strategy. The SSG Committee aligns and supports leadership in our proactive approach to assessing and managing climate-related risks and opportunities and integrating sustainability into our daily operations by setting Sustainability goals, monitoring performance, and ensuring transparency in reporting. Furthermore, in partnership with management, it actively identifies prevailing and emerging environmental and social trends that could impact operations or overall performance.

Role of Management

Describe management's role in assessing and managing climate-related risks and opportunities

Assessing and managing environmental, social, and governance-related risks and opportunities is led by CSG's Executive Director of Global Sustainability & ESG Reporting. These matters are overseen by CSG's Executive Leadership Team and directed by the Sustainability Leadership Council, which is comprised of members of the leadership team and subject matter experts from key functional areas across the company. Among other sustainability matters, this team oversees business operations and continuity plans with respect to significant business risks that may occur because of climate-related weather events.

The Sustainability team is responsible for our overall sustainability strategy and collaborates with departments to assess climate-related risks and opportunities. This includes transparent communication on progress with all stakeholders. Regular environmental workstream meetings and monthly sustainability leadership committee meetings provide a platform for the Sustainability team to establish strategies throughout our operations to manage climate-related risks and opportunities that support our goal of achieving carbon neutrality by 2035. The Sustainability Leadership Council is comprised of leaders including the Head of Treasury, FP&A, Investor Relations & Insurance, Associate General Counsel and the Head of Enterprise Risk Management.

In addition, our internal Audit Committee exercises oversight of the company's sustainability processes and practices, including evaluation of climate-related risks and opportunities, monitoring of performance against environmental objectives and review of the accuracy and completeness of sustainability and climate-related disclosures within the overall financial reporting framework.

Strategy

Short-, Medium-, and Long-Term Climate Risks

CSG recognizes it has a responsibility for the environment beyond legal and regulatory requirements. We are committed to reducing our environmental impact as part of our ongoing business strategy and operating methods and working towards specific goals that align with Greenhouse Gas (“GHG”) Protocol and have set a goal to be carbon neutral in our Scope 1 and 2 emissions by 2035. We encourage customers, suppliers, and other stakeholders to do the same.

Climate-related risks and opportunities the organization has identified over the short, medium, and long term

Our approach integrates both operational resilience and business model adaptation across short-, medium-, and long-term climate risks. In the short-term, our focus is on enhancing operational continuity by assessing acute physical risks such as extreme weather events impacting print and mail facilities, data centers and supply chains and implementing energy efficiency, redundancy, and emissions tracking measures across all global operations. In the medium-term, we will address transitional risks driven by evolving climate regulations, carbon pricing and customer expectations by progressing the shift toward low-carbon logistics, renewable energy sourcing, and the continued expansion of digital SaaS offerings. In the long-term, our strategy will focus on achieving climate resilience and investment in sustainable operating methods and innovation that supports our customers' decarbonization goals ensuring our business model remains adaptive, competitive and aligned with a low-carbon global economy.

CSG conducted a Double Materiality Assessment (DMA) in 2024 to evaluate the financial and environmental significance of climate-related risks and opportunities across our operations. The assessment identified key climate-related risks, including physical risks such as flooding and severe weather, and transition risks linked to evolving regulations and carbon pricing. The assessment also revealed opportunities to expand low-carbon digital services, increase renewable energy use, and improve operational efficiency. Findings from the DMA inform the company's climate strategy, planning and risk management processes to enhance long-term resilience and value creation.

In addition to the above, CSG also continuously monitors risks from regulatory changes, stakeholder expectations, operational disruptions, market expansion, supply-chain and others as part of CSG's Enterprise Risk Management (ERM) process to determine impact on CSG and its overall objectives and strategy.



Business, Strategy and Financial Planning

Impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning

At CSG, addressing climate-related risks and opportunities is aligned with our strategy, critical to our brand, and important to our key constituents, including our customers, vendors, employees and investors.

We remain committed to our carbon commitment pledge to achieve Scope 1 and 2 carbon emission neutrality by 2035. To that end, we are focused on opportunistically reducing our carbon footprint by transitioning to renewable energy sources and minimizing physical space. As we leverage our Flexible First workplace philosophy, we aim to consolidate facilities to ensure that we uphold our goal of putting our employees first and reducing our carbon footprint. CSG consistently evaluates the climate and geographic features of where our existing business locations are located, such as whether an existing asset or company is located at sea-level or in an area where there are frequent extreme weather patterns including natural weather disasters (earthquakes, tornadoes, etc.) and / or extreme heat.

In 2025, CSG completed the closure of a large production facility located in a high flood-risk zone, contributing to operational efficiency and increased resilience to climate-related risks. The consolidation reduced overall exposure to physical climate risks, including flooding and severe weather-related disruptions. By transitioning work to two existing facilities with lower risk profiles and available production capacity, CSG improved resilience to operational disruptions. This strategic move contributed to a measurable reduction in our carbon footprint through decreased energy consumption, lower facility emissions and improved logistics efficiency, while enable the remaining locations to operate at full capacity with enhanced productivity and reduced environmental impact.

CSG also achieved significant progress toward its decarbonization goals by offsetting 100% of the electricity use at one of its largest print and mail facilities through the purchase of Green-e certified Renewable Energy Certificates (RECs). This transition to verified renewable electricity contributed to more than 45% reduction in total Scope 2 greenhouse gas (GHG) emissions. The use of high-quality RECs forms part of the CSG's broader strategy to reduce operational carbon intensity, manage energy-related transition risks, and advance its long-term target of sourcing 100% renewable electricity across the company's print and mail facilities.

Importantly, CSG has made it a priority to lower energy consumption, working with our data center providers to invest in energy efficiencies including data center usage modernization. One of CSG's primary data center providers has enhanced their sustainability efforts to include advanced heating and cooling systems and leading energy savings technologies including advanced lighting and motion capabilities. Our customers expect "around the clock" availability for these data centers and we continue to invest as a part of our strategy to ensure protection of these assets while also improving our ability to impact on a cleaner, healthier environment. Further, over the past decade, CSG has been moving more of our operations to the "cloud" leveraging a shared approach to reducing the data center footprint globally with other large and small organizations. Finally, CSG has a comprehensive business continuity planning strategy that prepares our business to respond



to climate-related natural and human-caused events around the globe that could adversely impact our business operations.

Climate related risks and opportunities are monitored within the Financial Planning and ERM functions, which review potential impacts as needed in support of business planning and investment decisions. Financial planning is an ongoing process at CSG with high rigor and attention from CSG leadership. Our process has resulted in several climate related benefits including improved business continuity preparedness, more energy efficient investments for our operational footprint, real estate optimization across our facilities globally, and assessments of renewable energy pricing and sourcing.

Our customers, vendors, employees, and other stakeholders expect us to be environmentally responsible and respond appropriately to minimize the impact of our operations on the environment. To that end, our brand is essential to the maintenance and growth of our business, attracting and retaining employees, and important to our shareholders. A loss of reputable brand recognition could cause our customers, vendors and employees to switch to competitors while investors may move their investment dollars to other companies or alternatives. As a result, CSG is committed to opportunities for ongoing investment in climate-related initiatives while staying aligned with our strategic mission and commitments to our stakeholders.

Risk Management

Identifying and Assessing Climate-related Risks

Climate-related risks associated with climate change, including the growing frequency and intensity of extreme weather events and the challenges of transitioning to a low-carbon economy are captured and monitored within our overall ERM process.

As part of CSG's Enterprise Risk Management (ERM) process and Business Continuity Planning (BCP) for facilities, risks are identified using local resources and teams in each location. Local emergency management organizations have completed a Threat and Hazard Identification and Risk Assessment (THIRA) to identify climate-related risks within local communities. Additional threats and hazards are identified in workshops with operations personnel. Additionally, the enterprise risk management (ERM) function evaluates climate-related risks as part of the broader risk identification and monitoring process, incorporating insights from business continuity planning activities and operational risk assessments.

Each risk is assessed by likelihood and severity of impact with key business functions and operational stakeholders. Each key business function identifies impact areas, controls or safeguards in place, and additional human and material resources that would be impacted over pre-determined time periods.

At the enterprise level, each critical product, service and infrastructure owner are responsible for managing their BCP documentation in compliance with CSG's business continuity strategy and standards. Additionally, Customer Delivery Managers (CDMs) are responsible for managing BCP documentation for CSG's design and delivery operations. The annual process requires submission to the BCP Manager from Communication Design and Delivery. This team is required to complete the annual required testing attestation form stored in CSG's BCM document repository. Testing projects are in the same files. Additional details reside with the CDMs, if testing is contractual. Business impact analysis (BIA) for CSG's global office locations is completed annually, and analysis includes a review of regional weather patterns and climate-related risks.

Processes for Managing Climate-related Risks

At a facility-level, internal stakeholders (e.g., Environmental, Health, and Safety, Risk, Business Continuity, Workplace Management, etc.) regularly host climate-related emergency tabletop exercises to test the efficacy of CSG's physical infrastructure, communications channels, response equipment, operational flexibility, and other pertinent tools to ensure viability of operations through high-risk environmental events. These stakeholder teams perform after-action/lessons-learned reports on both exercised and realized events to identify opportunities for continuous improvement and preventive actions that better prepare CSG operational teams for continuity of business functions. CSG's Business Continuity teams also receive real-time, location-based notifications of emergent high-risk/impact situations, including environmental conditions, from third-party risk management software. Such notifications are evaluated for potential business and operational impacts and escalated to relevant internal teams for further action and response/preparation as appropriate. CSG's Business Continuity team also performs a daily global weather review looking for and tracking potential or existing cyclones, hurricanes and other extreme weather situations.



Plans are reviewed annually or more often if substantial changes occur to the infrastructure or resources needed to support the plan.

Business Continuity Plans are stored in two different areas:

- Department Management/Key Personnel must keep a hard/soft copy of their supported plans at their work area and off-site.
- CSG Business Continuity Management Platform—a copy of all plans are maintained electronically on a SaaS providers cloud-based repository. The Corporate Business Continuity group is responsible for the coordination and scheduling of all plan updates.

Organizational Integration of Risk Management Practices

As a part of CSG's ERM program, climate-related risks are identified through regular engagements with the Sustainability team and relevant internal stakeholders, BCP activities and operational insights for consideration of any external factors (regulatory changes, climate events etc.) The Sustainability team monitors the latest developments in climate change and associated enterprise risks. These risks are categorized and assessed as needed within the existing risk taxonomy of CSG's ERM program. Once risks are identified and assessed, the Sustainability and ERM teams facilitate development of appropriate response and mitigation strategies and monitor their effectiveness.

Finance oversee Environmental Health & Safety policies and are key internal stakeholders within CSG's broader operational processes. These internal stakeholders work closely with CSG'S Global Quality Management System or Policy Hub to ensure processes are updated and are focused on mitigating risk through our standard Policy Hub Process owner Document Administration Procedure to ensure company-wide integration.

Metrics and Targets

Metrics used by the Organization

Metrics used by the organization to assess climate-related risks and opportunities:

CSG monitors sustainability and climate-related metrics throughout our operations. A more detailed summary of our environmental metrics and carbon accounting methodology can be found in our annual Carbon Footprint Report. These metrics are used to manage performance against our goals and to inform our strategy and will be used in the future to obtain limited assurance. CSG partners with an international leader in third-party certification, validation, and verification for carbon accounting and tracking.

The Greenhouse Gas quantification model was implemented by combining activity data (data sourced from CSG personnel and records) with emissions factors (value that relates to the amount of greenhouse gas emitted with any given activity data). Estimation of uncertainty arising from parameter establishment is present but not quantified. The model was rigorous and comprehensive based on the activity data provided by CSG with an elevated level of reproducibility assuming assumptions and exclusions are aligned.

The Global Climate Change impact category addresses the emissions of Greenhouse Gases that are responsible for radiative forcing (i.e., warming effects) from interactions in the Earth's atmosphere. All emissions are characterized using Global Warming Potentials (GWPs). Global Warming Potentials values describe the radiative forcing impact of one unit of a given climate pollutant relative to one unit of CO₂. Global Warming Potentials values convert climate pollutant emissions data for non-CO₂ gases into units of CO₂ equivalents (CO₂e). Total CO₂ equivalents represent emissions of all Greenhouse Gases, aggregated and converted to units of CO₂e, using Global Warming Potentials values over a 100-year time horizon. All Greenhouse Gases included in the Kyoto Protocol were quantified in the GHG assessment. Emissions for NF₃, SF₆ and other appropriate Greenhouse Gases groups (HFCs, PFCs, etc.) have been excluded from the Greenhouse Gas inventory due to a lack of materiality.

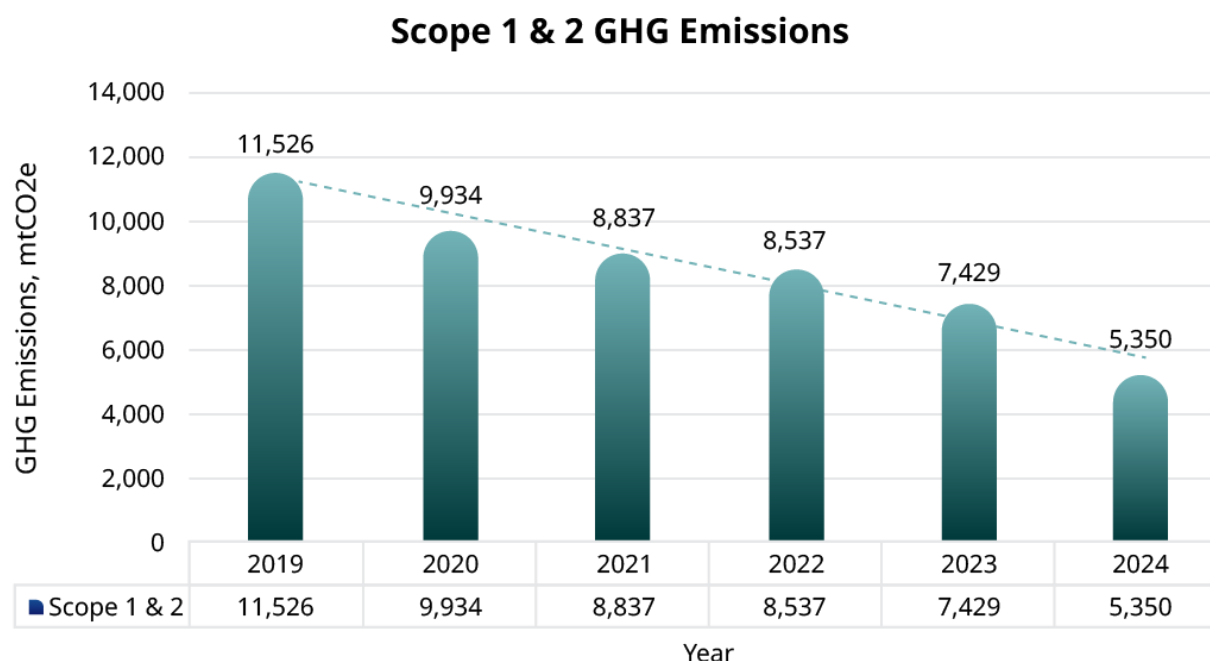
Primary and spend data were obtained by CSG:

- Electricity usage (kWh) billed for all facilities for which data was available;
- Stationary fuel usage (natural gas and diesel) for all relevant facilities;
- Mobile fuel usage (Gasoline) for all relevant facilities;
- Refrigerant purchases for all facilities inventory for which data was available;
- Spend amounts for Purchased Goods and Services for all facilities;
- Spend amounts for Capital Goods for all relevant facilities;
- Spend amounts for Business Travel for all relevant facilities;
- Employee commuting distance for each employee per facility;
- Mass of waste generated, and disposal method combined with spend amounts for waste; management for all facilities for which data was available;
- Spend amounts for Downstream Transportation for all relevant facilities;
- Secondary data was selected from various sources depending on the type of data (spend vs. physical unit), the availability of regionality data, and the quality of data.

Scope 1 & 2 GHG Emissions

Scope 1 and 2 Greenhouse Gas Emissions

During 2024, greenhouse gas emissions, tCO₂e, decreased by 47% from the 2019 baseline year. Scope 1 and 2 emissions were 5,347 in total. Below is an overview of the last six years for CSG's GHG Emissions Scope 1 and 2 demonstrating progress towards our GHG reduction plan of becoming Carbon Neutral by 2035.



Discuss Scope 1 and Scope 2 greenhouse gas (GHG) related risks:

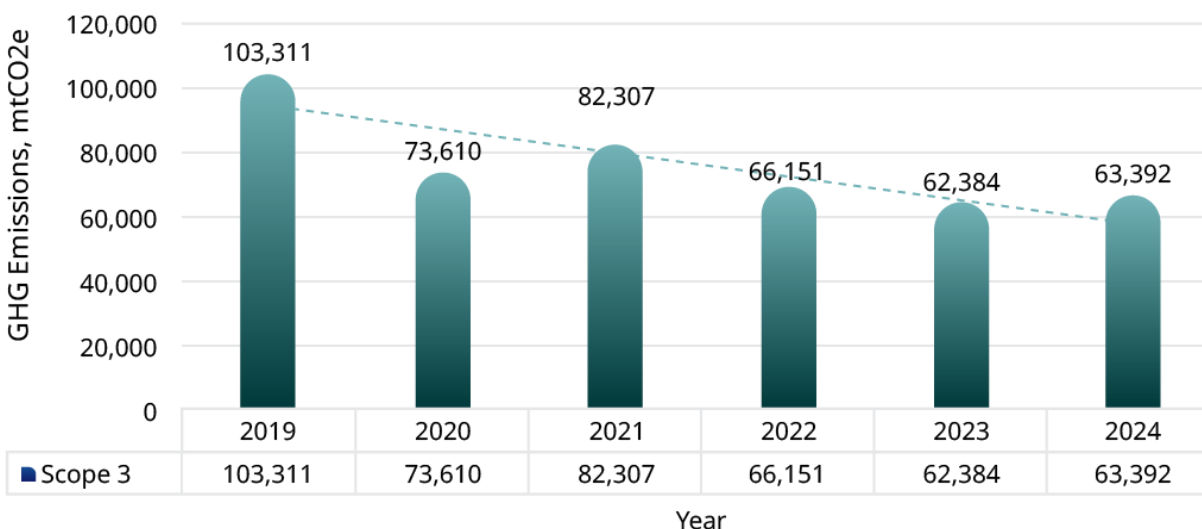
CSG partnered with an international leader in third-party certification, validation, and verification in the development of the reporting and estimation approach. Scope 1 emissions mainly come from the combustion of fuels such as diesel and natural gas and the recharge of refrigerants. Altogether, these emissions sources for Scope 1 resulted in only 1% of the overall footprint.

Scope 2 emissions, those coming from purchased electricity, contributed 21% to CSG's overall carbon footprint.

Scope 3 GHG Emissions

CSG's estimated GHG emissions are associated with the value chain (Scope 3) from 2019 through 2024. Scope 3 GHG emissions are calculated from sources up and down the value chain. In 2024, CSG's estimated Scope 3 GHG emissions were up marginally due to a slight increase in Categories 1 and 7. Additionally, CSG is engaged with the Science Based Targets initiative (SBTi) to develop and validate science-based targets that align its greenhouse gas (GHG) emissions reduction goals with the latest climate science.

Scope 3 GHG Emissions



Scope 3 emissions estimates are based on a range of assumptions and estimation methodologies due to limitations in available data. Acceptable variations in these methodologies can lead to materially different outcomes. Given these inherent uncertainties and the lack of standardization across the industry, we advise readers not to place undue reliance on our reported Scope 3 emissions figures.

Targets used by the Organization to Manage Climate-related Risks

Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets:

CSG has a commitment to drive environmental change and work toward reducing our carbon footprint by achieving carbon neutrality in Scope 1 and 2 emissions by 2035. This target signifies a pivotal step in our unwavering dedication to driving positive change for the planet by embracing environmental sustainability as a fundamental value.

Our pledge demonstrates dedication to curbing greenhouse gas emissions directly originating from our operations and energy consumption. It forms a pivotal part of our comprehensive sustainability strategy, including investments in renewable energy, energy efficiency enhancements, flexible work options and the adoption of innovative technologies that reduce our carbon footprint across our operations.

CSG recognizes that achieving carbon neutrality requires collaborative efforts that start internally and extend to our stakeholders, industry partners, and experts. We have already begun to implement robust initiatives that foster sustainability and environmental resilience and currently carry a Prime rating from ISS and AA from MSCI. As we embark on this transformative journey, CSG remains steadfast in our commitment to transparency, accountability, and tracking our progress.

For additional information on our carbon neutral goal and progress, see our Carbon Footprint Report and our Global Impact Report.