



Future-Ready, Together

2025 Global Impact Report



Table of Contents

3	Message from the CEO
4	About CSG
8	Employee Experience
22	Inclusion & Impact
40	Environmental Stewardship
48	Global Security
53	Reporting & Partnerships

This year's CSG Global Impact Report is about the future we're building together. Inside, explore how we're strengthening partnerships, advancing innovation and creating lasting impact across every dimension of our business.

Message from the CEO

Reflecting on 2025, I am inspired by our teams' integrity, passion and purpose across every aspect of our business. This year marked a defining moment in our transformation journey, as we continued to build on a growth mindset—embracing change, innovation and shared accountability for a sustainable future. At CSG, doing what is right is the foundation of our success, and it's how we earn the trust of our customers, partners, communities and investors.

Our strategy remains centered on delivering exceptional value to our customers while preparing for what's next. Across our business, we've expanded global capabilities, enhanced automation and introduced new platform features that enable smarter, faster and more secure customer and employee experiences. These advancements not only strengthened our market position but also demonstrated how technology and purpose can intersect to drive meaningful impact.

At the same time, our design and delivery operations achieved new levels of efficiency, reliability and environmental performance. Through process optimization, material reduction initiatives and increased use of renewable energy, we delivered tangible results for our clients and measurable progress toward our sustainability goals.

This year, team CSG experienced remarkable growth in volunteerism across our global teams, with thousands of hours dedicated to community service, mentorship and local impact initiatives. These efforts created lasting benefits for the communities where we live and work while strengthening team connection and employee well-being. We have seen firsthand how giving back inspires connection and purpose, builds empathy and contributes to a more engaged and fulfilled workforce.

Our success this year was grounded in collaboration between our teams, our partners and our customers. We invested in our people, fostering curiosity, agility and continuous learning across a truly global workforce. This collective commitment to improvement allows us to adapt quickly and innovate responsibly, ensuring that we remain resilient and relevant in a rapidly evolving world.

Our external constituents took notice of our progress and success as we maintained our ISS Prime rating for the third consecutive year, earned an AA rating from MSCI and increased our Ecovadis score nearly 3x in 2025. We are honored to receive such prestigious ratings from the most admired raters in the sustainability space.

Building on a strong foundation, we step into the future with optimism, resilience and a renewed commitment to growth and impact. We will continue to expand our capabilities, strengthen our data-driven operations and accelerate our sustainability initiatives across every part of the business. Above all, we remain focused on creating long-term value for our customers, our employees, our communities and our planet.

Together, we're shaping a future driven by purpose, powered by innovation and grounded in the belief that our best achievements are still ahead.



Brian Shepherd
President & Chief Executive Officer



Future-Ready, Together

At CSG, we're building tomorrow's solutions with our customers today. As the digital landscape evolves, we're evolving with it, but we're not doing it alone. Our approach is collaborative and forward-thinking, and we adapt alongside the businesses we serve, the teams we empower and the communities we impact.

As a high-growth SaaS platform company, CSG partners with some of the world's most recognizable brands to navigate their most complex challenges. We equip global companies with the tools and insights they need to lead in the digital economy, delivering exceptional customer experiences while building a more sustainable, resilient future for all.



Mission and Guiding Principles

By uniting our collective strengths and aligning behind our principles, we turn today's experiences into tomorrow's competitive advantages. Our Mission and Guiding Principles continue to be the foundation for how we do business, how we make decisions and how we interact with our partners, customers and team members.

INTEGRITY



Be Authentic

Value, support and respect each individual's true self. Speak truth with courage and humility.



Be a Trusted Team Player

Focus on team success over sub-unit success. Seek out input and experience through cross-functional collaboration to enrich debates and reach the best decision. Honestly share input, respectfully challenge and disagree and then wholly commit once a decision is reached.



Be Supportive

Empower individuals to contribute fully and authentically to deliver exceptional results. Foster belonging by treating all with respect and provide access to career growth.

INSPIRATION



Be Bold

Think and dream bigger. Ambitiously extend the limits of what is possible. Create an environment where employees are supported in taking calculated risks, failing fast and evolving.



Be Inventive

Find innovative ways to solve both CSG and our customers' toughest business problems. Bring future-ready solutions into existence by being curious and challenging the status quo.



Be Agile

Move quickly and iterate with a focus on future market and customer needs. Apply a continuous learning and ecosystem mindset to drive ongoing improvement into everything we do, every day.

IMPACT



Be Customer Obsessed

Put customers at the center of everything we do by focusing first on the value we bring them. Solve our customers' toughest business problems and always deliver on our commitments.



Be a Game Changer

Consistently and tenaciously raise the bar for ourselves and others. Empower others while holding ourselves and each other accountable to meet our goals. Provide regular feedback, coaching, mentoring and development opportunities for all.



Be a Driver of Growth

Bring a growth mindset to everything we do. Anticipate and adapt to changing market needs. Dream big and never give up. Constantly accelerate our organic growth, partnerships and acquisitions.

Advancing an Inclusive World Through Our United Nations Global Compact Commitment

CSG joined the United Nations Global Compact, the world’s largest corporate sustainability initiative, in 2022. The Compact’s Ten Principles on human rights, labor, the environment and anti-corruption continue to anchor how we operate. By aligning our strategy with nine of the UN Sustainable Development Goals, we are embedding responsibility to people and the planet into how we innovate, invest and grow—reflecting our core sustainability values.

We also partner with community-based organizations around the world to advance inclusive economic opportunity and social progress for all.

Global Goals for People & Planet



2025 Awards & Recognition

Advancing Sustainability

Newsweek

America's Greenest Companies

TIME

America's Best Midsize Companies

Prioritizing Employees

Great Place to Work

Certified - India

India's Best Workplaces

For IT & IT-BPM

India's Best Workplaces

For Women

U.S. News & World Report

Best Companies to Work For

Driving Inclusion

2025 Disability Index

Best Place to Work for Disability Inclusion

Human Rights Campaign Corporate Equality Index

100 score for 2025

Seramount - EmERGE

2025 ERG Impact Awards

The WICT Network

PAR Initiative: Top Companies for Women to Work

Leading the Industry

CMSWire

IMPACT Award

CRM Magazine

CRM Top 100

FinTech Futures

Banking Tech Award



Building Tomorrow's Workforce, Together

At CSG, being future-ready means investing in the people who make it all possible. Employee Experience at CSG is about how we empower every step of the employee journey, from comprehensive career development programs to AI upskilling initiatives that prepare our workforce for tomorrow's challenges. By creating pathways for growth, fostering continuous learning and building a sustainable workforce, we're ensuring every CSGer has what they need to succeed today and lead tomorrow.

Leadership Development

CSG defines leadership by the ability to elevate others. When leaders inspire, empower and build confidence in the people around them, they create a ripple effect that strengthens teams, culture and performance. To expand that impact across the organization, we offer development opportunities designed for leaders at every level.



Breakthrough Leadership

This strategic development series is for all people leaders focused on expanding influence, elevating leadership capability and building confidence in a rapidly changing environment.

This series is centered on professional growth, featuring three sessions led by experts on:

- Leading with a Growth Mindset
- Making Better Decisions
- Leading AI Transformation with a Growth Mindset

The program engaged **458** leaders worldwide in live sessions and **752** recordings views, delivering outstanding results:

- NPS: **85**
- Facilitator Effectiveness & Engagement: **4.9**
- Relevant Learning: **4.8**

“Continue with this series, it is fantastic and worth the investment.”

- Participant

Leadership Communities

A peer-based development system, Leadership Communities help leaders reflect, connect and grow together.

The program is built on two core components to reinforce habits, deepen capability and build community across CSG:

- **Growth Café:** An open Microsoft Teams space that promotes ongoing leadership dialogue and practical idea-sharing
- **Coffee Chats:** Optional, 30-minute peer conversations by leadership level, focused on real challenges, reflection and collective learning

The Coffee Chats were joined by **289** leaders with positive feedback:

- NPS: **57**
- Relevance to Work & Leadership Skills: **4.5**
- Key to Role Success: **4.6**

“I like the open, no-judgment dialog and learning from other team members.”

- Participant

Leadership Essentials

This webinar series is designed for all people leaders to strengthen the operational and tactical capabilities required for effective day-to-day leadership.

The series focused on strengthening core people-leadership capabilities across three areas:

- Performance & Growth
- Compensation & Rewards
- Culture & Engagement

The series engaged **843** leaders worldwide in live sessions and **3,318** recording views, delivering strong results:

- NPS: **75**
- Facilitator Effectiveness & Engagement: **4.7**
- Relevant Learning: **4.5**

“I am always looking for these sessions as they motivate me to be better every day.”

- Participant

Emerging Leaders

Our Emerging Leaders program accelerates leadership growth through exclusive senior leader access, personalized coaching, strengths-based development, cross-functional projects and career advancement opportunities like Growth & Development planning and priority consideration for director-level roles.

- 2025-2026 Cohort: **62** Emerging leaders
- Emerging leaders represent **11** countries across all 4 regions, which brings a truly global perspective to every discussion and activity.
- Retention Rate: **97.8%**
- Participation in Dedicated Coaching: **59%**



Frontline Leadership

A six-week blended learning experience equips new leaders with the foundational skills to inspire, guide and grow their teams.

Grounded in **CSG's 5 Leadership Keystones**, the program builds capability, confidence and consistency through:

- Self-paced learning
- Interactive workshops
- Real-world practice scenarios

A total of **46** leaders graduated in 2025. Participant feedback reflects strong relevance and impact across key learning indicators:

- NPS: **49**
- Key to Role Success: **4.3**
- Relevance to Work & Leadership Skills: **4.5**



Emerging leaders represent **11** countries across all 4 regions, which brings a truly global perspective

V

E

C

T

R

VISION

CSG leaders provide strategic Vision and direction

ENERGY

CSG leaders create inspiring Energy



CULTURE

CSG leaders strengthen our Culture

5 LEADERSHIP KEYSTONES

TEAMS

CSG leaders develop talented, diverse Teams

RESULTS

CSG leaders deliver big Results in a constrained world

Talent Enablement



Foundation Series

The Foundation Series provides skill-building webinars for all CSGers, equipping employees with the tools, insights and inspiration to take ownership of their development and drive individual impact.

Highest rated topics:

- Growth Mindset & Decision Making
- Exploring AI with a Growth Mindset
- Navigating Growth & Career Conversations

3,523 unique participants, with an average of **941** participants for each topic:

- All geographic regions participating
- Attendees from all job levels
- NPS: **60**

3,523

unique participants, with an average of **941** participants for each topic

Growth and Development Plan

All CSGers are encouraged and empowered to create a Growth & Development Plan to identify strengths, opportunities and action steps to achieve their development goals. The GDP was a resource used during the launched Check-Ins this year and will be used to support succession and talent conversations in the future.



At CSG, **talent enablement** isn't a program, it's a promise. We're investing in skills, experiences and growth opportunities today, so our people are ready for the technologies, customers and challenges of tomorrow. Preparing the **future workforce** starts with empowering the team we have right now to learn, adapt and lead the change.



Liz Bauer
Executive Vice President and
Chief Experience Officer

Future-Ready Workforce

CSG is shaping a people-first future where artificial intelligence (AI) amplifies human potential to accelerate business impact. As the digital landscape evolves, CSG is committed to integrating AI into employee experiences, ensuring our workforce is equipped to thrive in an AI-driven world.

Laying the Foundation for an AI-Ready Workforce

Our journey begins with a clear focus on AI readiness. Through initiatives like the AI Academy, we are building baseline employee proficiency, expanding digital fluency and fostering a growth mindset across all levels of the organization. The AI Academy offers a structured learning path, from foundational awareness and responsible AI practices to advanced topics like machine learning and MLOps. This accessible, scalable program is tailored to the future of work, empowering and enabling builders at every stage.

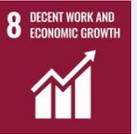
Embracing Curiosity and Experimentation

A recent AI awareness survey revealed that **92% of CSGers are actively using AI, with 70% comfortable experimenting and 86% exploring** basic tools. While advanced use is still emerging, the strong interest and curiosity among employees highlight a culture eager to innovate.

The Power of a Growth Mindset

At CSG, we believe that mindset matters. Employees are encouraged to see AI as a partner for uncovering new insights and amplifying their impact. Growth Mindset training has proven benefits—managers who participate see higher effectiveness scores. By fostering an environment where learning from mistakes and continuous improvement are valued, we unlock the potential for teams to adapt and collaborate with AI systems.

Strategic Focus: Preparing for the Future



Our future-ready workforce strategy is built on four pillars:

Learning & Readiness:



Ensuring digital fluency and human capabilities to confidently apply new technologies.

Communication & Change:



Providing transparent communication and support to build trust and confidence during transformation.

Culture & Engagement:



Empowering teams to embrace challenges, learn from mistakes and continuously improve.

Leadership & Strategy:



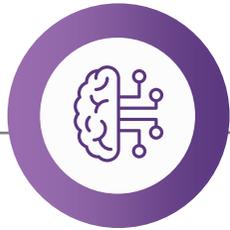
Equipping leaders to strategically integrate AI and set the direction for new ways of working.

Our Future-Ready Workforce Roadmap

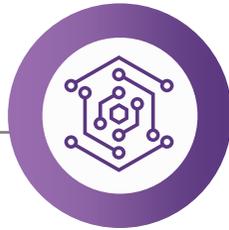
Our **CSG Talent Management Roadmap** lays out how we will attract, develop and retain the people who power our growth—today and in the future. In 2025, we focused on building a future-ready, skills-based organization by expanding leadership development at every level and embedding growth mindset, AI fluency and inclusion into the everyday employee experience. This roadmap connects those priorities into a clear, multi-year plan that strengthens our pipeline of critical talent, supports career mobility and ensures CSG remains a place where people can grow, lead and thrive as part of our broader Global Impact commitments.



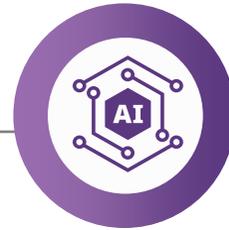
Fostering a culture of digital learning



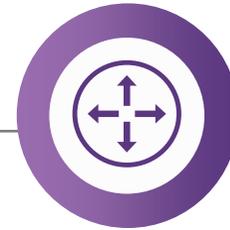
Elevating learning communities



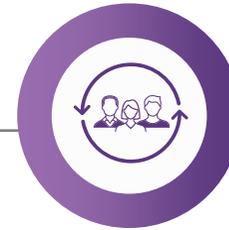
Embedding AI into recognition and performance practices



Piloting AI leadership enablement programs



Expanding digital fluency beyond technology roles



Reviewing roles and job redesign to align with future needs

Shaping the Future

By accelerating business outcomes, attracting and redeploying critical talent and leveraging technology to augment and automate work, CSG is building future-ready capabilities. We are committed to enhancing employee experiences, increasing productivity and fostering innovation.

We recognize this vision requires ongoing investment in upskilling and reskilling, a defined AI strategy, broad access to tools and training and overcoming resistance to change. Strategic alignment and a commitment to current employees are essential to unlocking the full value of our transformation.



Elevating the Employee Experience

CSG launched the Employee Experience Portal, a modern, global entry point that brings together the tools and information employees need to do their best work. This new internal portal is a central pillar of CSG’s strategy to build a more connected, inclusive and high-performing workplace.



One Destination for the Employee Journey

The Employee Experience Portal replaces multiple legacy sites with a single, easy-to-navigate home for key resources, including:

- Onboarding checklists and tools that guide new hires and managers through their first days and weeks
- Pay, benefits, mobility and local HR information, including country-specific benefits, pay dates and paid holidays
- Talent and career development content, connecting employees to CSG University, external learning platforms and leadership resources
- Core workplace tools, policies and the Global HR Hub, accessible from one location rather than spread across separate systems

By centralizing these resources, the portal reduces confusion and time spent searching, while supporting employees at every stage of their CSG journey from onboarding to career growth and life events.

Simple, Personalized and Equitable Access

The portal is designed around **usability and equity**, especially for CSG’s globally distributed workforce. Content is organized by the way employees experience work, not by internal structures, and the interface emphasizes clarity and speed.

Beyond operational efficiency, the portal is a gateway to programs that underpin CSG’s social and human capital commitments:

- **Well-being and support:** Fast access to offerings such as the Employee Support Program, which provides 24/7, confidential assistance, online seminars and practical tools to support mental, emotional and physical health
- **Belonging and inclusion:** Direct links to Employee Belonging Groups (EBGs) and inclusion resources that help employees build community, grow as leaders and navigate a global workplace
- **Learning and development:** Curated development pathways, leadership materials and external courses that support upskilling, career mobility and alignment with CSG’s Guiding Principles



At CSG, Total Rewards extend far beyond pay. We take a holistic approach to awards — designing benefits, incentives and well-being programs that support the whole person—and recognize the impact employees make on the business. We invest in our people and empower them to grow and succeed.



Aisha Qureshi
Vice President
Total Rewards



Well-Being That Meets People Where They Are

CSG strengthened and embedded holistic well-being into our business strategy and employee experience. We expanded resources to meet employees where they are, ensuring scalable and inclusive programs. The approach centered on four interconnected pillars—mental, physical, financial and social/community well-being—with initiatives shaped by feedback from our people and the business.



Webinar Highlights

Sessions were offered across time zones and recorded for on-demand access, ensuring global reach and flexibility.

EVERYDAY RESILIENCE

533 Attendees

100% of survey respondents agreed the session provided practical strategies.

CONNECTION & BELONGING

498 Attendees

96% of survey respondents rated it useful.

CSG MEDITATION WEEK

A series of guided meditation sessions encouraging employees to pause with purpose during the busy end-of-year period: **100% of survey respondents said they would recommend the sessions.**

Everyday Resilience: Practical Strategies for Work and Life

A global well-being session designed to offer simple yet powerful tools to help employees remain grounded, confident and adaptable amidst the ups and downs of today's fast-moving world.

The Power of Connection: Building Belonging at Work

A global well-being session designed to explore how everyday interactions shape a sense of belonging across all areas of our lives. Through real-world examples, reflection and practical strategies, participants learn how small actions can make a big difference in how you feel, function and flourish.

CSG Meditation Week: Pause with Purpose

An intentional week of mindfulness in collaboration with the Mental Health EBG. Mindfulness offers a way for employees to pause, reduce stress, improve focus and stay grounded during a time that brings year-end deadlines and holidays.

On-Demand Well-Being Videos & Webinars

CSGers have access to a library of recorded sessions that cover a range of topics from stress management to building resilience.

Mental Health EBG

A supportive space for CSGers to connect, share experiences and champion mental well-being through awareness, the EBG helps empower employees to prioritize their mental health—both individually and together as a community through regular events, discussions and educational sessions.

Mental Health First Aiders (MHFAers)

Employees across regions are trained to provide support and practical guidance to peers experiencing mental health challenges. These volunteers can lend a non-judgmental listening ear, comfort and help provide appropriate resources.

Employee Support Program

Our global **Employee Support Program** offers a world of confidential support to assist in navigating life's obstacles. It is part of our free employee wellness offerings available around the clock through country-specific channels for all employees and their immediate family members. The program connects them with experienced professionals who can help with mental health concerns, stress, anxiety or personal challenges.

Other Well-Being Resources

CSG's Volunteer Program nurtures mental health while giving back to communities with 16 hours of volunteer time off annually.

We also provide tools and guidance to help employees manage financial health alongside overall well-being.



Benefits & Well-Being Collaborate with Mental Health EBG



Observed globally, [World Mental Health Day](#) is a powerful opportunity for us to pause and reflect on the role mental well-being plays in our lives at work and beyond. CSG is committed to fostering a workplace culture where mental health is valued and supported. It's more than a date on the calendar; it's an opportunity for CSGers to support one another and reaffirm that mental well-being is a priority every day.

Employees explored resources that help address the mental, physical, financial and social and community pillars of well-being ensuring their own well-being and that of their teammates:

Global Awareness Day October 10

World Mental Health Day is celebrated globally every year.

Employee Support Program 24/7

Confidential counseling and support is available to employees and their families.

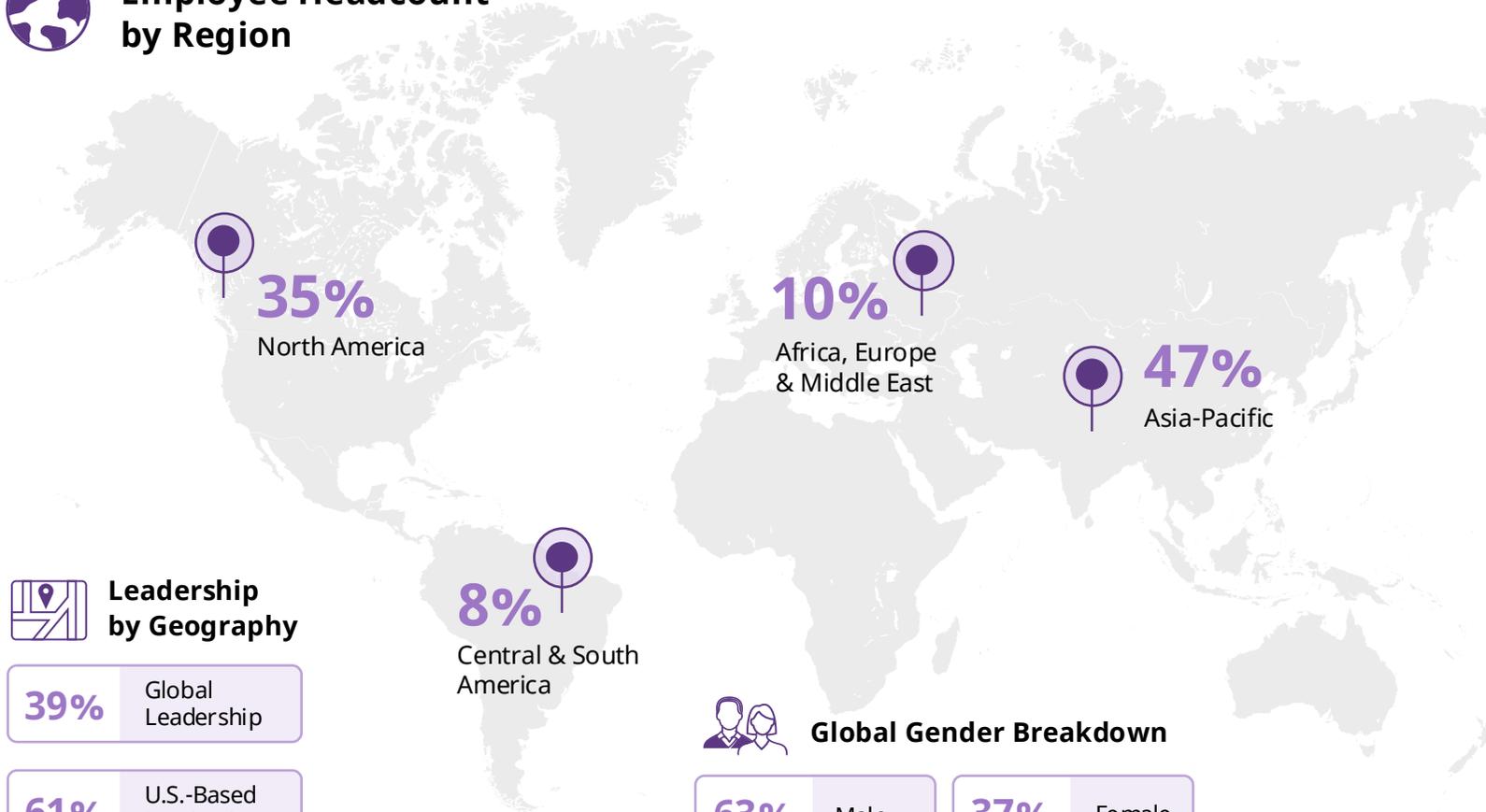
Mental Health First Aiders 40+

Trained volunteers are ready to offer initial support and guidance to colleagues in need.

Our Commitment to Be an Employer of Choice Globally



Employee Headcount by Region



Leadership by Geography

39%

Global Leadership

61%

U.S.-Based Leadership



Global Gender Breakdown

63%

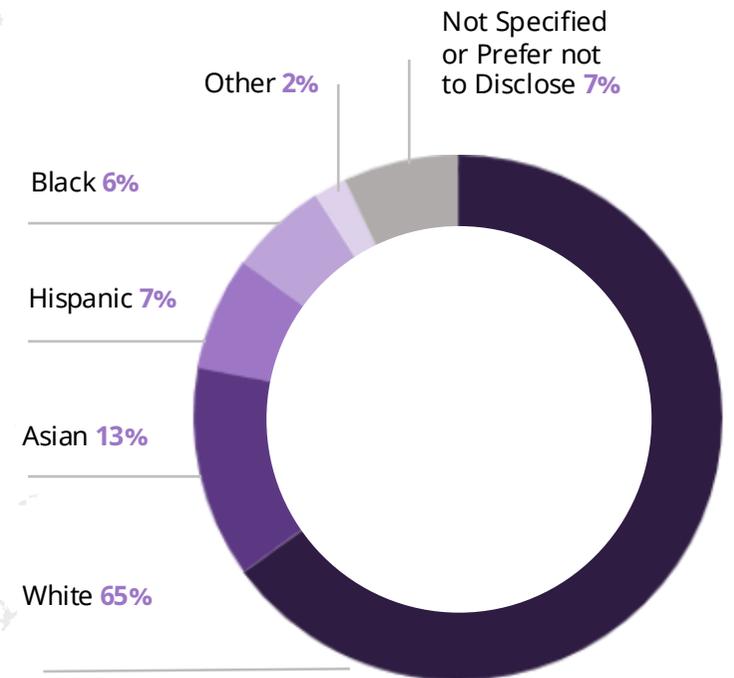
Male

37%

Female



U.S. Race and Ethnicity Breakdown



Empowering Our Workforce

Culture isn't something we build *for* our employees, it's something we build *with* them. We're fostering an environment where every voice is heard, where every perspective is valued and where everyone has the opportunity to contribute authentically.

Through employee empowerment initiatives and our vibrant belonging groups, we're creating spaces where CSGers can connect, grow and bring their whole selves to work. When people feel they truly belong, they don't just show up, they thrive, innovate and help shape the future we're building together.



Belonging at CSG

Employee-Led, Company-Supported

EBGs continue to be a **strong pillar within CSG** with membership **increasing by 3% in 2025** (19.5% in total). This year also marked the creation of two new EBGs—**LEAF and Grad Connect**—as well as the launch of the Parenting chapter of Caregivers in India.

<p>NEW</p> <p>GRAD CONNECT</p>	<p>PRIDE</p>	<p>DISABILITIES</p>	<p>BLACK CULTURE COLLECTIVE</p>
<p>NEW</p> <p>LEAF (INTERFAITH)</p>	<p>PARENTING</p>	<p>CAREGIVERS</p>	<p>ASPIRING ALLIES</p>
<p>MENTAL HEALTH</p>	<p>SERVICE & VETERANS UNITED</p>	<p>WE LEAD</p>	



1,089

Unique EBG members
(19.5% of CSG)

252

New members

134+

EBG events

Elevating Women in Technology Globally

Driving Innovation, Inclusion and Leadership



The WE LEaD EBG India chapter brought together women from around the world to drive innovation, build networks and advance gender equality in technology through global events, mentorship and leadership programs.

Annual Global Hackathon

Our Annual Global Hackathon welcomed 56 participants from around the world in 2025. Over several months, teams developed solutions in two categories: Best Product Hack and Most Creative Hack. Many of these innovations have since been adopted by CSG, showcasing the creativity and collaborative spirit of our technology teams.

WE LEaD Mentorship Program

Since 2022, more than 250 mentors and mentees from 11 countries have participated in the WE LEaD mentorship program, representing all career stages and backgrounds. In 2025 alone, over 100 participants benefited from peer-to-peer learning, including sessions on overcoming imposter syndrome and small group connections designed to foster growth and support.



Global Women's Leadership Symposium

WE LEaD curated our most impactful Global Women's Symposium to date this year in Centurion, South Africa, welcoming over 200 participants from four continents. The event featured inspiring partnerships with major customers such as MTN, Telkom and EXCELER8 Motorsport, and celebrated the strength of community among women leaders, graduates and industry partners.



Celebrating Community

WE LEaD continues to champion gender equality and professional growth through events, mentorship and global collaboration. Our programs unite women from diverse backgrounds, fostering leadership, innovation and lasting connections across the tech industry.



Inclusion & Impact

CSG is building a culture of connectedness where people are valued for who they are, rewarded for their unique contributions and empowered to create positive impact in our communities. By bringing together many backgrounds, identities, experiences and perspectives that reflect the world and customers we serve, we are shaping a global workforce where everyone can thrive and help turn ordinary experiences into extraordinary ones.

Advancing Inclusion and Accessibility

CSG's **Global Impact Council** continued to play a central role in building an inclusive environment where employees can thrive. The council brings together leaders and employees from across our regions and business areas to advise on inclusion, belonging and accessibility, and to help embed these priorities into everyday decision making today and in the future.

Clarifying Our Mission

This year, the council updated its charter to clearly articulate its mission, scope and governance. The revised charter defines how members are nominated and selected, outlines expectations for council participation and establishes a more structured connection to CSG's broader Inclusion & Impact strategy. This clarity ensures the council remains representative, transparent and accountable.

Proactive Advisory Role

The Global Impact Council also evolved from a primarily consultative forum into a **proactive advisory body**. Council members now actively identify opportunities and risks related to inclusion and belonging across the business—elevating themes from employee feedback, surfacing local needs and helping shape initiatives. This shift has strengthened the link between employee experience and enterprise-level decisions.

Refining Workplace Practices

A key focus area this year was **workplace adjustments and accessibility**. The council helped advance policies and practices that support reasonable accommodations and improve digital accessibility for employees with disabilities. These efforts contributed to CSG achieving top scores in the **Disability Equality Index** in both India and the U.S., reflecting our commitment to creating a workplace where all employees can contribute and succeed.



Digital Equity in Action

CSG's new [Digital Accessibility Statement](#), now live on our website, marks a major step in our mission to create digital experiences that are equitable and inclusive for all. This statement sets clear expectations for how we design and deliver accessible solutions.

The Value of Accessibility

Our commitment is reflected in real products like HelloGlobe, a travel eSIM platform built with IOD. (An eSIM platform lets users activate and manage mobile service digitally, without a physical SIM card.) Designed for international travelers and business users, HelloGlobe features over 100 accessibility enhancements and is fully certified to WCAG 2.2 standards. These features ensure that our solutions are user-friendly and compliant with global requirements.

Lessons from HelloGlobe now shape CSG's development standards, so future mobile solutions start with robust accessibility

frameworks. We're also expanding this approach to other projects and supporting it with ongoing training.

Everyone Benefits from Equitable Access

Accessibility:

- **Empowers stakeholders** so everyone can fully engage with our platforms
- **Strengthens culture**, driving diversity and inclusion
- **Enhances outcomes**, opening new markets, reducing risk and supporting our values
- **Builds trust**, transparency and responsible development
- **Drives improvement** through regular testing and expert input to beat the competition

Looking Ahead

CSG aims to embed accessibility into every aspect of our work, making it a key differentiator for us and helping build a more equitable future for everyone.



Supplier Inclusion & Responsible Sourcing

CSG is committed to working with underrepresented businesses to foster a more inclusive and equitable business environment by providing opportunities for underrepresented groups, like minority-owned, women-owned, veteran-owned and LGBTQ+ owned businesses. Supplier Inclusion enhances innovation and brings a wider range of perspectives, ideas and solutions.

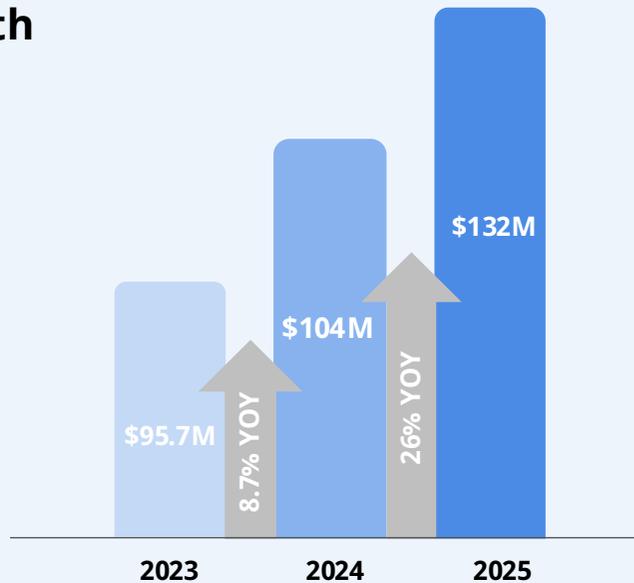


Year-Over-Year Spend Growth

TIER 1



Tier 1 diverse spend is when an organization like CSG works directly with diverse suppliers.



169
Woman-owned Businesses

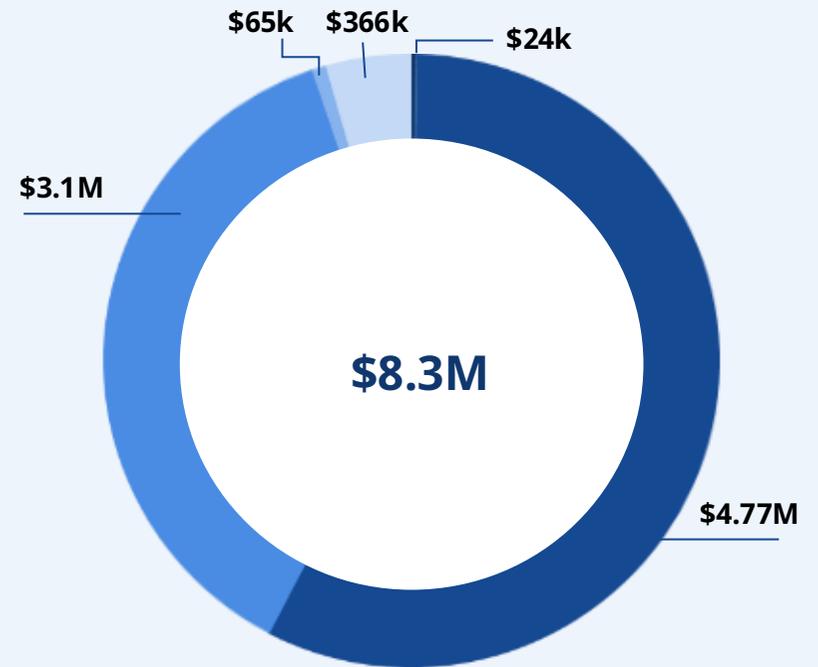
193
Minority-owned Businesses

401
Small Businesses

TIER 2



Tier 2 spend is when an organization like CSG has a supplier diversity program that requires prime suppliers to work directly with diverse companies.



■ Veteran-Owned
 ■ Service-Disabled Vet
 ■ Woman-Owned
■ Minority-Owned
 ■ Small Business

2025

Global Impact at CSG

Creating a better tomorrow requires action today, and we can't do it alone. Through collective commitment to sustainability, community engagement and responsible business practices, we're working as a team to build a world that's ready for the future.



Fostering a Culture of Giving

Community impact at CSG is a core expression of our purpose and our people-first culture. Through our global **Volunteer Time Off (VTO)** program, CSGers are encouraged and empowered to invest their time and talents in the causes that matter most to them.

Signature initiatives like **Week of Kindness** mobilize teams across regions and functions, creating a shared rhythm of service that has helped drive meaningful growth in engagement and impact. Building on the strong foundation of 2024—when employees logged thousands of hours of service worldwide—participation has continued to rise, with CSGers now contributing tens of thousands of VTO hours globally. Together, these efforts deepen our local relationships, strengthen our culture of belonging and bring our commitment to “do what’s right” in communities around the world.

This year we set an ambitious goal of each CSGer completing at least one hour of service. We’re proud that **over half of our team participated, contributing more than 30k volunteer hours.**



61%

of CSGers Contributed 1+ Hours



30k+

Hours of Volunteer Service



140+

Community Partners



\$20k

Employee Matching Gifts

Week of Kindness Ushers in New Tradition of Volunteer Impact

The **Week of Kindness** exemplified our commitment to inclusion, belonging and social connection by empowering employees to serve their communities through VTO. Designed to encourage participation across teams, roles and geographies, the campaign fostered shared experiences rooted in empathy, purpose and collective action.

Through daily themed activities, employees engaged in both structured volunteer opportunities—virtually and in person—and individual acts of service aligned with their personal values and community needs. These efforts supported a broad range of causes, including animal shelters, orphanages and assistance for vulnerable neighbors, reflecting the diverse passions and lived experiences of our workforce.



Making a Difference in Our Communities

CSG is proud to partner with organizations dedicated to fighting hunger and improving health in communities worldwide. Our 2025 initiatives reflect our ongoing commitment to making a meaningful difference where we live and work.



Indonesia Blood Drives, Saving Lives Worldwide

CSG employees volunteered to donate blood, making a tangible difference in their community. **Blood donation** is a simple yet powerful way to save lives and strengthen local health systems. The event also fostered team bonding and community spirit by giving something that is truly life-sustaining. Blood cannot be manufactured; it can only be given.



Prepping Meals for the Community Food Bank

The Purchasing Team organized a team volunteer activity at the **Community Food Bank** associated with Opal Lee in Fort Worth, Texas. CSGers helped prep **5,100 Thanksgiving meals** for local families by sorting donations and distributing food boxes to hundreds of people. The food bank's work is especially vital during times of increased need.



Gardening at Opal Farms to Feed the Community

CSG team members volunteered at **Opal Farms** where Opal Lee, known as the "Grandmother of Juneteenth," continues to garden at age 96. Volunteers harvested vegetables, pulled weeds and prepped for planting, supporting the farm's mission to provide nutritious food to the community.



Cities Without Hunger Partner with CSG to Transform Urban Land

CSG’s Ascendon Core team partnered with **Cities Without Hunger** in São Paulo, Brazil. Team members prepared garden beds and planted four rows of mixed crops on unused urban land that will be harvested and sold locally, reinforcing an “engine” of food security and dignified work. Their volunteer time and participation fees cover program costs and expand its network of urban gardens.



Contributing to Something Bigger with Food Bank of the Heartland

The Solution Management team donated a large carload of food and hygiene items to the **Food Bank for the Heartland**. The food bank serves 93 counties across Nebraska and Iowa and partners with over 500 local agencies to fight hunger. In 2025, Food Bank of the Heartland supported more than 1.67 million people, including thousands of children who rely on programs and initiatives for weekend meals.



Packing Meals, Serving Communities in Greater Chicago

CSG employees volunteered at the **Greater Chicago Food Depository (GCFD)**, packing **39,675 pounds of food** in just three hours—enough to **serve 1,752 households**. The GCFD is dedicated to ending hunger by providing neighborhoods with healthy food.



Spreading Kindness Across Borders with Feed My Starving Children

As part of **CSG Kindness Week**, the Support Services team collaborated with **Feed My Starving Children** to pack nutritious meals for shipment to various countries facing food insecurity. Their efforts provided daily meals for children in need, embodying the spirit of kindness and generosity.

Virtual Volunteering Remains a Powerful Engine for Impact

In 2025, CSG partnered with **We Make Change** and **WeHero** to deliver high-quality virtual volunteer experiences. These partnerships enabled employees to participate in structured, skills-based and team-oriented volunteer events that addressed community needs while fostering connection and purpose across our workforce.

Through these virtual engagements, employees supported a range of nonprofit organizations and causes, demonstrating the power of technology to **scale social impact beyond traditional boundaries**.



Fighting Hunger and Climate Change in South Africa

CSG partnered with **FoodForward SA (FFSA)**, an inspiring organization that connects surplus food with communities in need across South Africa. By recovering quality edible food from farmers, manufacturers, wholesalers and retailers, FFSA redistributes these resources to vulnerable communities, helping to bridge the gap between abundance and need.

CSG employees joined forces with FFSA to pack **40 food boxes**, bringing joy and nourishment to families during the holiday season. This hands-on effort not only provided essential meals but also embodied the spirit of giving and community support.

Beyond addressing hunger, **every ton of food recovered by FFSA prevents approximately 5.2 tons of greenhouse gas emissions**. This powerful impact highlights how fighting hunger can help combat climate change, making the partnership a win for both people and the planet. Together, we are helping to build a brighter, more food-secure South Africa—and a healthier planet, one box, one meal and one act of kindness at a time.



Turning Compassion Into Action

India Cares, the India chapter of CSG Cares, continues to show what’s possible when passionate people are empowered to lead change in their own communities. From government schools in rural villages to urban neighborhoods and environmental hotspots, CSGers across India use their skills, time and creativity to make education more accessible, communities more resilient and everyday life more dignified.

India Cares is anchored in three pillars:

I-Care: Employee-led CSR projects that upgrade schools and community spaces

We-Care: Team-based volunteering to build connection and impact

They-Care: Multi-year partnerships with high-impact NGOs across India

India Cares Week

As part of CSG’s global focus on volunteerism and belonging, India Cares led **India Cares Week**, mobilizing teams across APAC—anchored by India—to give back together.

Over the course of the week, India-based CSGers:

- Supported a diverse mix of local organizations, from cow shelters and orphanages to neighborhood service projects, responding directly to community-defined needs
- Logged more than 3,000 volunteer time off (VTO) hours, reflecting an approximately 12% increase in volunteer participation company-wide
- Demonstrated how regional efforts in India can spark a broader culture of connection globally



Employee-Led School Transformations

India Cares launched a new cycle of **I-Care projects**, giving individual employees access to community funds to lead school improvement projects in the communities they know best.

Projects focused on **basic infrastructure and learning essentials**—the difference between a child merely attending school and truly being able to learn. I-Care projects include:

- Safe Drinking Water and a Library in Rural Odisha (ICN40)
- Digital Access in Karnataka (ICN01)
- A New Roof and New Hope in Ballari (ICN48)

Across India, dozens of I-Care 2025–26 projects are echoing these themes—**safe water, solid roofs, digital access and basic learning tools**—all driven by employees who see a need and step up to meet it with CSG’s support.

Safe Drinking Water and a Library in Rural Odisha (ICN40)

At Government Primary School, Bamur in Angul district, Odisha, CSGer **Swadesh Kumar Sahoo** led an I-Care project to address two fundamental needs for approximately 100 students in Classes 1–5:

- Installation of an **RO water purification system**, providing clean, safe drinking water for students and staff
- **New bookshelves**, making books visible, organized and easy for children to access

“Students and teachers are extremely happy with these improvements. The Rural Odisha water facility brought a sense of security regarding health, and the organized library has inspired interest in reading among young learners.”

– Swadesh Kumar Sahoo

Digital Access in Karnataka (ICN01)

In Government Higher Primary School, Chikkamalige (Mandya district, Karnataka), **Anandkumar C P** used his I-Care project to bring digital learning within reach:

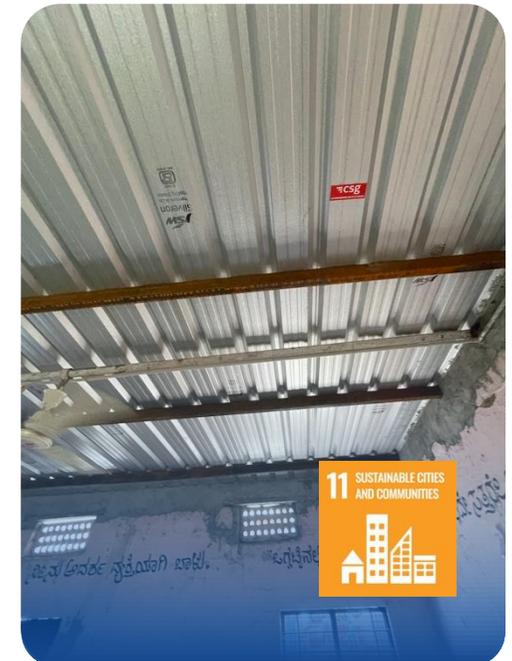
- Donation of **two desktop computers** to the school
- A commitment to follow up with mentoring and VTO visits, **helping students learn how to use technology** confidently

“The computers will help students explore digital learning, improve their computer literacy and open new opportunities for growth. School management and students are excited about future possibilities.”

– Anandkumar C P

A New Roof and New Hope in Ballari (ICN48)

At Srimathi Bassamma Higher Primary School in Cowl Bazaar, Ballari, **Shaik Mohammed Junaid** led an I-Care project to replace a deteriorated classroom roof with **new iron sheets**, ending years of leaks and disruption, creating a safer learning environment.



Volunteering Together for Education and the Environment

In parallel with I-Care, **We-Care** mobilizes groups of CSGers to volunteer together—often linking India Cares efforts to CSG’s broader sustainability and education goals.

Partnering with Vision Empower

CSG Cares India continued its **multi-year collaboration with Vision Empower**, a non-profit that develops accessible learning tools for visually impaired students.

Volunteers built tactile and sensory boards helping students “feel” STEM concepts from math shapes to scientific diagrams and supported the rollout of Vision Empower programs across schools serving visually impaired learners.



India Cares volunteers assemble tactile and sensory boards that make STEM education more accessible for visually impaired children through our Vision Empower partnership.

Building a Culture of Sustainability

Recognizing that social impact and environmental stewardship are deeply connected, India Cares hosted an **Electronic Waste Disposal Awareness Session** in partnership with **Saahas**, a leading waste-management organization.

The session focused on:

- What qualifies as **e-waste** and why it shouldn’t be ignored
- Environmental and health impacts of improper e-waste disposal
- Practical and **eco-friendly disposal practices** CSGers can adopt at home and at work
- How leaders can reinforce responsible behavior within their teams

This initiative reflects how India Cares is increasingly weaving **sustainability** into the volunteer experience, aligning with CSG’s broader environmental stewardship.

Sustaining Impact with Trusted Partners

They-Care sustains India Cares' multi-year partnerships building lasting capacity in schools and communities across India:

- **Bharat Grameen Mahila Sangh:** Supporting education, nutrition and safe housing for under-resourced children, women and older adults
- **Association for Promoting Social Action:** Providing education and holistic care for former child laborers and children and youth from low-income communities
- **Udayan Care (Udayan Shalini Fellowship):** Backing multi-year education and mentoring for young women with high potential
- **Connecting the Dots:** Strengthening government schools and expanding access to quality education across Karnataka
- **Vision Empower:** Delivering accessible curricula and assistive technology for visually impaired students



"CSG's contributions toward nutritional well-being among children helped support mental and physical improvements and contributed toward overall development of infrastructure."

– Prasanna Chandri,
Secretary, BGMS

India Cares, Changing Lives

India is one of CSG's largest and fastest-growing employee bases. **India Cares demonstrates how scale can translate into meaningful, measurable impact by:**

- **Strengthening public education** by upgrading infrastructure, advancing technology and supporting teachers in resource-constrained schools
- **Advancing equity and inclusion** for visually impaired learners and under-resourced children in rural and urban communities
- **Embedding sustainability into everyday decisions**, from e-waste awareness to environmental volunteering
- **Deepening a culture of purpose**, giving employees tangible ways to live their values beyond their day-to-day roles

As India Cares looks to the future, one thing remains constant, CSGers in India **transform** the communities they call home.



Empowering Financial Leadership

CSG’s Broad-Based Black Economic Empowerment (B-BBEE) journey in South Africa is about more than compliance—it is about building careers, capabilities and community impact. Law Rasebetlele, an ACCOUNTING 5 professional in CSG’s South African finance organization, embodies this commitment.



[Play Video](#)

Advancing Transformation

In his **Accounting 5** role, Law helps connect day-to-day financial management with CSG’s broader transformation agenda:

- He supports **core financial reporting and controls**, helping ensure CSG’s South African entities comply with global standards and local regulations.
- He partners with teams implementing CSG’s **B-BBEE and supplier policies**, where accurate finance data is essential to track spend, verify compliance and support CSG’s status as an **Empowering Supplier** under the Amended ICT Sector Code.
- He contributes to **management analysis** that informs investment in bursaries, graduate programs and skills development—areas that directly strengthen CSG’s B-BBEE scorecard and long-term socio-economic impact in South Africa.

How B-BBEE Helped Shape His Path

Law’s career sits within a broader ecosystem of **B-BBEE policy, ownership structures and development programs** built in South Africa.

Inclusive Ownership and Governance

- CSG operates in South Africa through entities such as **Intec Telecom Systems South Africa (Pty) Ltd t/a CSG**, recognized as a **Level 3 B-BBEE** contributor with 110% procurement recognition and meaningful Black ownership participation under the Amended ICT Sector Code.
- The **CSG SA Trust**, registered as a public benefit organization, focuses on **Black software development education**, aligning ownership with skills creation and future talent pipelines.

Targeted Skills and Talent Programs

- CSG invests in **bursary support** for students from disadvantaged backgrounds in critical fields like accounting and information technology, with a focus on under-represented groups.

“When I joined CSG, I was looking for more than a job—I wanted to grow in a business that takes South Africa’s transformation seriously. Knowing my work helps turn those numbers into real change for people who look like me is what keeps me invested in this journey.”

– Law Rasebetlele

- A structured **Graduate Program** in South Africa has hosted dozens of recent graduates, many of whom move into permanent roles after their first 12-month rotation.
- Ongoing **skills development and training** is embedded in CSG’s B-BBEE strategy, reinforcing continuous learning for employees at all levels, including finance professionals like Law who carry transformation into everyday practice.

This integrated approach creates conditions for professionals to step into complex, decision-relevant and transformational roles from inside CSG.



Supplier Development with LIFEbrand

CSG’s commitment to economic inclusion was exemplified through the Supplier Development Grant program, which provided key support to LIFEbrand—a South African communications agency focused on empowering youth and delivering innovative campaigns for purpose-driven organizations. This partnership highlights the tangible impact of targeted supplier development initiatives in advancing both business growth and social change.

- Graduate program success:** Onboarded 78 graduates, with 35 securing permanent employment, highlighting the program’s role in career development and financial support for students
- Business growth and employment:** Expanded client base by over 20%, achieved 21% revenue growth in six months, hired two full-time employees from disadvantaged backgrounds, offered 10 internships to youth from underserved communities
- Operational improvements and sustainability:** Investments in equipment and training elevated delivery standards, created capacity, drove resource efficiencies and reduced LIFEbrand’s carbon footprint by 30%
- Community and social impact:** Supported non-profit organizations and community projects focused on autism, women’s empowerment, skills development and mental health, providing strategic communications and campaign support to amplify their reach



78 Graduates onboarded



35 Graduates found permanent employment

Expanding Digital Access in Londrina, Brazil

In Londrina, Brazil, targeted laptop donations are helping strengthen digital access and opportunity within the local community. **CSG donated 25 laptops to three community organizations**, providing essential technology to support education, workforce readiness and social inclusion.

Beyond immediate access, the initiative reflects a broader commitment to digital equity and sustainability, extending the life of technology while enabling meaningful community impact. Through this focused investment in Londrina, we are helping local organizations strengthen their programs, empower individuals with critical tools and create pathways to education and economic opportunities.

This effort demonstrates how strategic, community-based technology donations can deliver lasting impact one community at a time.

Londrina Donations Organizations:





Supporting Active Military Through Gratitude

At this year’s CFO Summit in Seattle, CSGers participated in a meaningful volunteer activity in partnership with **Operation Gratitude**, an organization dedicated to supporting active military personnel and first responder communities and honoring their service by creating opportunities of gratitude. They do this by assembling care packages filled with essentials, handmade items and heartfelt messages.

The session opened with a welcome from **Chad Dzingle**, a member of our Military EBG. Chad shared what the EBG means to him personally and spoke about the importance of supporting service members—a powerful message that grounded the activity in purpose and connection.

Attendees then learned about Operation Gratitude’s mission and the critical role their care kits play for active-duty military stationed around the world. Kits were distributed onsite, and participants were guided through the hands-on process of contributing directly during the event.

Each attendee created two paracord bracelets, wrote handwritten notes of gratitude and completed a safety check before assembling their items into care kits. These paracord bracelets aren’t just symbolic—they are practical, potentially lifesaving tools used for building makeshift shelters, creating slings or splints, fashioning harnesses and assisting in emergency situations.

Once assembled, the completed kits filled with essential items, handmade bracelets, and personal letters were prepared for direct donation to Operation Gratitude. To date, TeamBondingCSR and its partners have helped contribute more than **120,000 paracord bracelets and care packages** to active military personnel.

The session closed with remarks from **Hai Tran**, who shared his own personal account of how the military has impacted his life. His story provided a meaningful reflection point and reinforced the importance of supporting those who serve.

This volunteer initiative not only made a tangible impact but also offered our CFO Summit attendees a shared moment of teamwork, gratitude and purpose—one that will continue to resonate long after the event.



CSGers Take Pride in Environmental Stewardship

Preparing for the future means preserving our planet today. We're uniting across teams, partnerships and geographies to advance sustainability goals, reduce our carbon footprint and embed environmental responsibility into our daily operations.



Shaping a Sustainable Future

At CSG, being future-ready means taking responsibility for the world we share. We're proud of our continued commitment to achieving carbon neutrality in Scope 1 & 2 greenhouse gas (GHG) emissions by 2035.

Climate change demands decisive action from all of us. By committing to carbon neutrality across our operations and energy use, we are taking meaningful action to reduce emissions from our facilities and purchased electricity.

Here are a few of the ways we demonstrate progress through partnership:

- Reduced Scope 1 and 2 by nearly half—**47% reduction**
- Achieved **100% renewable electricity for one of CSG's Design Delivery Center in North America** by matching energy use with certified renewable energy credits (RECs)

- **Partner with Data Center providers** to advance smart energy management systems and explore innovative technologies—including AI solutions — to further reduce emissions
- **Engage with recognized sustainability leaders**, including GreenBiz and The Climate Trust to inform and advance environmental initiatives
- **Work with S&P Sustainable1** to establish science-aligned targets as an integral part of our long-term decarbonization roadmap
- **Strengthen EHS performance** via key safety policy improvements, safety training and reducing ergonomic and physical work risks

Addressing Value Chain Emissions

We recognize the majority of CSG's climate impact sits in Scope 3, our value chain emissions. That's why we're expanding our work to measure and track Scope 3 emissions across priority categories. We've partnered with S&P Sustainable1 and other experts to set science-aligned Scope 3 reduction targets to guide our broader strategy.

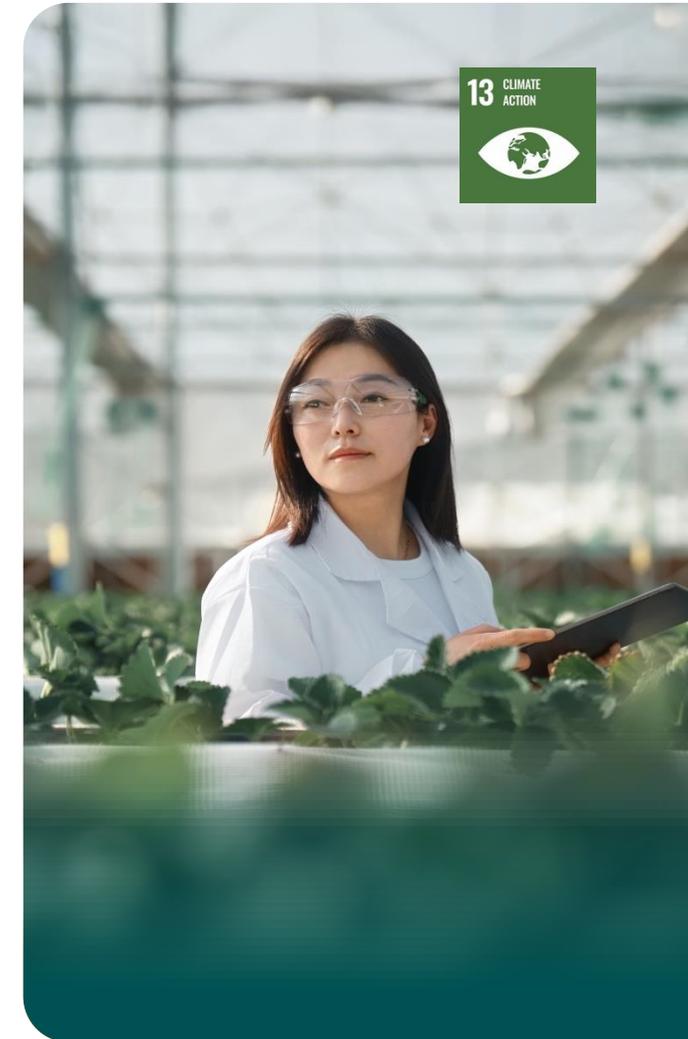
A Shared Journey

Achieving carbon neutrality requires collaboration at every level. We're working with third-party auditors for independent verification, partnering with renewable energy companies to offset consumption at our data centers and fostering a culture of sustainability internally.

As we continue to refine how we measure emissions across the company, we're strengthening our GHG management tools, data quality and reporting processes to ensure our progress remains credible and transparent.

Our recent ESG ratings underscore the progress we've made, and we know the work is far from finished. We remain committed to transparency, accountability, continuous improvement and regular reporting as we adapt our strategies.

We invite our customers, suppliers and industry colleagues to join us. Because when we work together, we don't just prepare for the future, we create it.



Sustainability in Action

Sustainability is how we bring our guiding principles to life and ensure we act responsibly toward our planet, our communities and each other. In 2025, we advanced this commitment by launching a new, enterprise-wide Sustainability Training for employees around the world, with more than 80% of our workforce already completing the course. It's a cornerstone of our Global Impact strategy, giving employees the knowledge, tools and shared language to turn our sustainability ambitions into everyday action.

A Concise, High-Impact Learning Experience

Built to fit into the flow of work, our Sustainability Training is interactive and practical, with real-world scenarios, knowledge checks and tips employees can apply immediately in their roles. It clarifies where CSG is focusing its efforts—from carbon reduction to responsible business practices—and how these priorities connect to our broader Global Impact agenda.

Delivered through **CSG University**, the course is accessible to all employees, reinforcing a consistent understanding of sustainability across our global footprint. It explores why sustainability matters, CSG's actions and how employees can contribute.

Employees describe the experience as “quick, interactive and loaded with great information,” helping everyone “be on the same page about **how we can make a real impact together.**”

1. Why Sustainability Matters

Employees learn that sustainability is a driver of business resilience and long-term value, not just a reputational issue. The course highlights rising expectations from customers, investors and regulators on climate risk and greenhouse gas (GHG) emissions, along with CSG's pledge to be **carbon neutral for Scope 1 and 2 emissions by 2035**, backed by science-aligned reduction pathways.

2. Taking Action

The training introduces CSG's sustainability roadmap, including our multiyear approach to measuring GHG emissions across Scopes 1, 2 and 3 and our work with partners such as S&P Sustainable1 to model science-based targets. It explains our alignment with leading frameworks—**SASB, TCFD and the UN Global Compact**—and our participation in sustainability ratings and benchmarks such as ISS, MSCI, Sustainalytics, EcoVadis and CDP, which help benchmark performance and guide improvements.

3. Employee Role

Every employee has a role in meeting our sustainability goals, regardless of title, team or geography. The training encourages colleagues to identify sustainability risks and opportunities in their day-to-day work — from data center efficiency and travel choices to supplier engagement, digital product design and community impact — and to make smarter, lower-carbon choices. It also highlights opportunities to get involved in “Green Your Routine,” environmental volunteerism and local community events an active contributors to CSG's global impact story.



Strengthening Culture, Readiness and Accountability

Sustainability is framed as integral to “doing what’s right” for shareholders, customers, employees and communities—not as a standalone initiative. Sustainability training helps prepare CSG for a complex, evolving sustainability landscape, where regulations and stakeholder expectations are increasing across the globe.

By educating all employees on the “why” and “how” of sustainability, the program strengthens our ability to respond credibly to sustainability-related inquiries, support reliable company-wide data collection for GHG inventories and stay ahead of regulatory change.

Completion data from the Sustainability Training provides tangible evidence of engagement, showing that our sustainability program is powered by informed, accountable employees who understand their roles in advancing CSG’s Global Impact strategy. Looking ahead, we will continue to build on this foundation from measuring science-aligned climate targets and publishing multi-framework sustainability disclosures to strengthening our culture of inclusion and impact worldwide. Together, our everyday actions add up to the global impact we aspire to achieve.

Sustainability Training At-A-Glance



Focused on turning our sustainability ambitions into **everyday, practical actions** across our global footprint.



Available to employees in **every region, role and level** through CSG University.



The course takes **five minutes or less** to complete, fitting into the flow of work.

Minimizing Our Environmental Footprint

Environmental responsibility is an integral part of CSG’s organizational values. Our comprehensive recycling initiatives reflect our commitment to reducing waste, conserving natural resources and minimizing our environmental footprint. These efforts help protect ecosystems, prevent pollution and advance a more circular economy by prioritizing material reuse over virgin resource extraction.

Our vision is to foster an informed community that makes environmentally sound choices and delivers lasting, positive impact. By continuously improving our recycling practices, we contribute to a cleaner planet and a healthier future. Each action we take moves us closer to a more sustainable world for generations to come.

Design & Delivery Center Recycling Initiative

Operating across our **Fort Worth, Texas,** and **Omaha, Nebraska,** Design & Delivery Centers (DDCs), this initiative serves as a cornerstone of our environmental strategy. The program systematically tracks and reports monthly recycling metrics, ensuring our performance aligns with CSG’s sustainability goals and commitments.

The data collected from each DDC location feeds into CSG’s annual sustainability and impact reporting, allowing us to:

- Measure progress against environmental objectives
- Identify opportunities to reduce waste and increase recycling efficiency
- Ensure every facility is contributing meaningfully to our corporate environmental goals



Fiber Reclamation

Through collaboration with recycling partners such as **Echo Fibers**, CSG achieved significant environmental outcomes in 2025 with facilities recycling **274.407 tons** of paper across several paper categories, including:

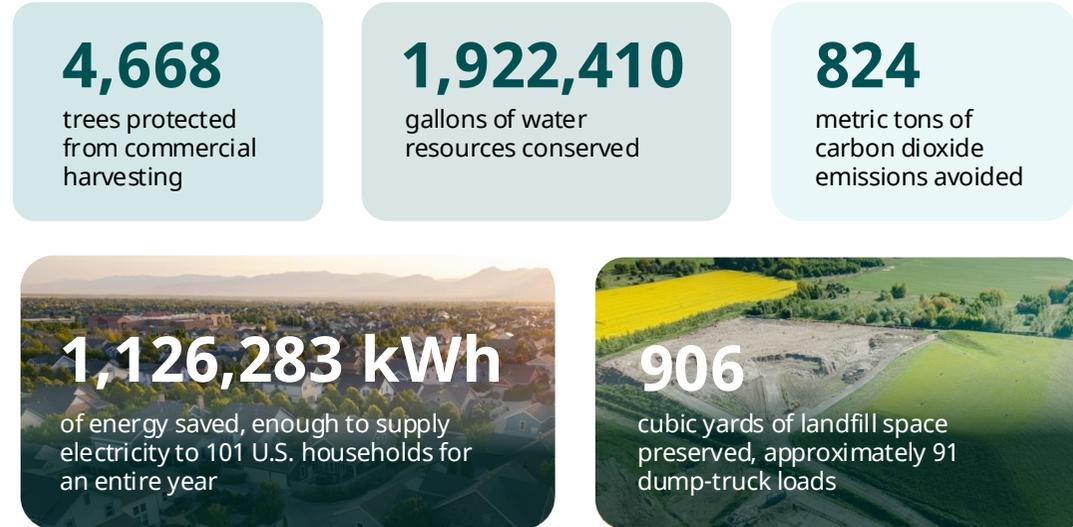
- **Hard White Envelopes (HWE)**
- **Plastic Window Envelopes (PWE)**
- **Coated Book Stock (CBS)**
- **Old Corrugated Containers (OCC)**
- **Sorted White Ledger (SWL)**



This volume exceeded prior-year totals, underscoring our continued focus on expanding and optimizing our recycling program.



Paper Recycling Activities Resulted in:



These results highlight the important role our recycling program plays in CSG's broader sustainability framework. By strengthening vendor partnerships, streamlining operational workflows and maintaining open communication, we ensure that every location supports our corporate environmental commitments. Our continued expansion of green initiatives reinforces our pledge to a cleaner, more sustainable future.

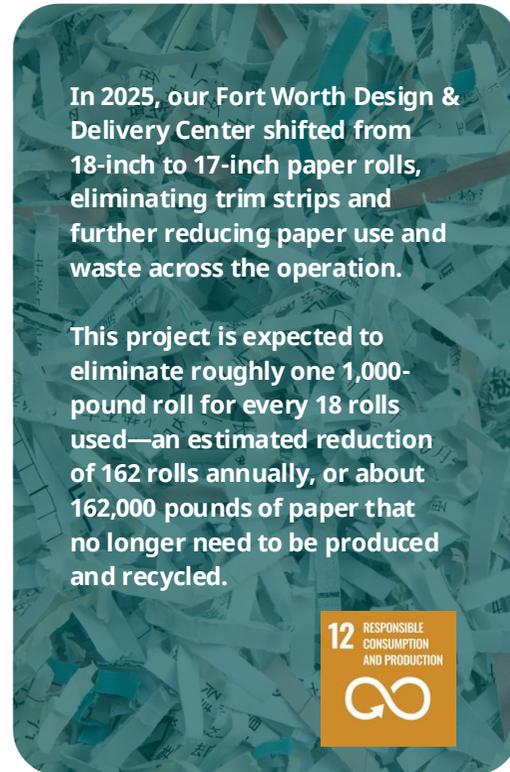
Source: Echo Fibers

Material Recovery Innovation

Our **Sorted White Ledger (SWL) roll recovery system** keeps valuable fiber in circulation and reduces material costs.

- SWL rolls consist of paper wound around corrugated cores.
- When remaining paper on a roll becomes too small for our equipment specifications, the rolls are no longer usable in production.
- Instead of discarding them, we send the partially used rolls—paper and core together—to **Echo Fibers**.
- Echo Fibers removes and recycles the remaining paper as SWL and then returns the empty cores to CSG.
- We reuse these cores to wrap new paper rolls, extending the life of each core and reducing procurement needs.

This closed-loop process minimizes material waste, lowers procurement and disposal costs and demonstrates practical circular economy principles in our day-to-day operations.



Responsible Technology Disposal

Environmental stewardship at CSG extends beyond paper and packaging to include responsible management of our technology assets. CSG maintains a strong commitment to environmental best practices across all operational areas, including electronic equipment and IT infrastructure.

Our **R2V.3 certification** confirms that all e-waste and retired equipment is thoroughly audited, processed and broken down to its core commodity level.

Working with **Life Span Technology**, we:

- Prioritize secure and responsible disposition of IT assets
- Prevent electronic materials from entering landfills, where they can pose long-term environmental and human health risks
- Maximize opportunities for reuse, refurbishment and responsible recycling

Diverted

22,750 lbs.

of electronic equipment from landfills

Reduced demand for virgin material extraction and new device manufacturing



By maintaining a rigorous, certified approach to e-waste management, CSG continues to demonstrate environmental leadership. Our responsible technology disposal practices protect the environment, support circular economy principles and reinforce our commitment to integrating sustainability into every aspect of our operations.



Climate Trust

CSG is proud to announce a new investment with The Climate Trust, marking another step forward in our commitment to environmental stewardship and climate action. This collaboration underscores CSG’s dedication to achieving carbon neutrality by 2035 and advancing science-based climate solutions that deliver measurable, long-term impact.

The Climate Trust is a recognized leader in the voluntary carbon market, known for its rigorous approach to carbon offset projects and its focus on high-quality, verifiable emissions reductions. By investing with The Climate Trust, CSG is supporting projects that remove or reduce GHG emissions while delivering co-benefits for local communities and ecosystems.

How This Investment Supports CSG Climate Goals

Accelerating Carbon Neutrality

The partnership directly supports our goal to be carbon neutral for Scope 1 and 2 emissions by 2035, complementing our ongoing efforts to reduce emissions at the source and transition to renewable energy.

Driving Real-World Impact

The Climate Trust’s portfolio includes projects in forestry, agriculture and renewable energy —sectors that are critical for both climate mitigation and resilience. Our investment helps scale these solutions, ensuring that our climate commitments translate into tangible environmental benefits.

Enhancing Transparency and Accountability

CSG’s approach to sustainability is rooted in transparency and accountability. By working with a trusted partner like The Climate Trust, we ensure that our carbon offset investments are third-party verified and aligned with leading standards, reinforcing stakeholder trust.

A Broader Commitment to Sustainability

This new investment is part of CSG’s broader sustainability strategy, which includes:

- Integrating climate and environmental goals into business strategy and risk management
- Advancing supplier engagement and responsible sourcing
- Publishing annual disclosures aligned with frameworks such as SASB, TCFD, and CDP
- Engaging employees and communities through volunteerism and education

Looking Ahead

As climate risks and regulations evolve, CSG remains committed to leading with action and innovation. Our partnership with The Climate Trust is a testament to our belief that sustainability is not just a compliance exercise, but a value driver for our business, our stakeholders and the planet.



Governance Guides Our Shared Future

In today's digital economy, trust is everything. At CSG, we help connect billions of customers around the world and process hundreds of millions of payments every year—a responsibility we take seriously. Our commitment to **data privacy and cybersecurity** isn't just about protecting systems; it's about safeguarding the trust our customers place in us and the trust their customers place in them.

Protecting What Matters

Protecting customer data and ensuring cyber resilience for our customers and employees is central to how we operate and grow the business. As digital ecosystems become more complex and threats more sophisticated, we continue to invest in the people, processes and technologies that underpin a modern, resilient security program.



Standards-Aligned Security Framework

CSG maintains a **comprehensive security framework** aligned with globally recognized standards and certifications, including ISO 27001, PCI DSS 4.0, SOC 2 Type II and CSA STAR for enterprise cloud services.

In recent years we have:

- **Expanded ISO 27001 certification** coverage across key platforms
- **Achieved and extended SOC 2 Type II attestations alongside CSA STAR certifications** for both Enterprise and Encompass offerings
- **Successfully transitioned to ISO 27001:2022 and PCI DSS 4.1**

These efforts are supported by a mature **Governance, Risk and Compliance (GRC)** function that oversees security policies, certifications, customer and vendor assessments and ongoing monitoring to ensure our controls remain effective as regulations and threats evolve.

Zero Trust-Inspired Architecture, 24/7 Protection

CSG's security program is grounded in core security principles and industry best practices, aligned with the CISA Zero Trust Maturity Model, PCI DSS, and ISO 27001. This approach prioritizes continuous monitoring, least-privilege access and segmentation across cloud, application and enterprise environments to reduce risk and enhance resilience.

We maintain defense-in-depth controls and a Three Lines of Defense governance model, where operational teams run day-to-day controls, security and governance teams continuously assess their effectiveness, and independent auditors provide external assurance through recurring assessments and certifications.

Regular penetration testing validates our vulnerability management processes and ensures that new releases of critical systems meet our security expectations before they reach customers.



Key capabilities include:

- **24/7 monitoring and response**, leveraging enterprise-grade firewalls, IDS/IPS, DLP, content filtering and application firewalls to protect public and private data and observe network communications in real time.
- **Centralized log aggregation and analytics** across network devices, operating systems and applications to detect anomalies and potential threats early.
- **Endpoint detection and response (EDR)** and antivirus protections deployed across CSG systems, with remote updates and centralized reporting for rapid investigation and remediation.

Responsible AI

As AI becomes more deeply embedded in our products and operations, CSG is committed to **using AI ethically, securely and in compliance with emerging regulation**. We have established clear **AI Guiding Principles** and a formal **AI Use Policy** that prioritize data privacy, security and respect for intellectual property.

These principles ensure our AI solutions are built with security and privacy by design, as well as transparency and inclusivity, at their core.

Our **AI Strategy and Governance Committee (AISGC)** provides oversight of AI tools and use cases across the company—defining AI strategy, reviewing proposed use cases, evaluating third-party AI vendors and ensuring alignment with policy, our AI Guiding Principles and applicable regulations.

CSG’s AI governance program is aligned with **ISO/IEC 42001**, an emerging global standard for responsible AI management, and supported by documented policies,

regular training, internal and external audits and continuous improvement practices. This gives our customers and partners confidence that innovative AI-powered capabilities are backed by robust guardrails for privacy, security and ethics.

Evolving Our Strong Security Culture

CSG’s security posture is only as strong as the behaviors of the people who work here. Our **Security Awareness, Communication, Education and Training** program takes a holistic, year-round approach to ensuring employees and consultants understand evolving risks and the actions needed to mitigate them.

We partner across key functions—including AI, Compliance, Privacy, Inclusion, Security Operations, Product Security and HR—to surface emerging trends and deliver timely, role-specific content.

Program components include:

- **Mandatory security and privacy training** for all employees and consultants, covering data protection, privacy, AI guiding principles and core cyber risks, delivered throughout the year via ongoing trainings and campaigns.
- **Monthly interactive web-based training modules**, phishing simulations, and hub/email awareness campaigns designed to build real-world readiness and strengthen phishing resilience over time.
- **Developer-specific training** through CSG University to embed secure-by-design practices in our software development lifecycle.

Security awareness metrics and phishing resilience results are incorporated into a **quarterly CISO Risk Assessment** presented to our Board of Directors and Information Security Steering Committee, ensuring executive visibility and accountability for cyber risk and culture.



Business Continuity and Incident Readiness

In a world where operational disruptions can have immediate impacts on customers and communities, CSG’s **Business Continuity Management (BCM) Program** is designed to ensure uninterrupted operations and rapid recovery from unexpected events. Our programs draw on leading frameworks, including ISO 22301, NIST 800-53 and ITIL, to build resilience into our products, services and supporting infrastructure.



Core elements of our approach include:

- **Proactive planning and testing:** We conduct regular tabletop exercises with executive leadership and key staff to validate emergency response strategies, refine playbooks and test cross-functional coordination.
- **Resilient infrastructure and data:** Backup systems and processes are routinely tested to help ensure data integrity and availability, supporting swift restoration of services in the event of an incident.
- **Continuous improvement:** Insights from both exercises and real-world events drive updates to our BCM and incident response programs, keeping them aligned with industry standards, regulatory expectations and customer needs.

Our **Security Incident Response Team** coordinates investigations and response activities, including forensic analysis and remediation. The CISO oversees incident reporting, providing leadership and the Board with timely updates on scope, impact and remediation progress. This integrated approach helps minimize business impact while preserving the trust our customers place in CSG.

New – CSG Trust Center

In 2025, CSG launched its new **Trust Center**, a central hub designed to make our security and compliance posture more transparent and accessible to customers.

The Trust Center:

- Reflects our commitment to **long-term trust through transparency**, giving customers a clearer view into how we protect their data and meet regulatory requirements.
- **Provides customers with access to over 60 documents**, including security policies and standards, security attestations, data privacy practices and technical whitepapers—offering evidence of CSG’s robust controls and certifications in one place.
- Streamlines due diligence and audits by **centralizing commonly requested artifacts**, reducing back-and-forth and allowing our customers’ security teams to quickly find what they need.

The Trust Center is the foundation of our broader effort to **elevate transparency in data privacy and security**, complementing our certifications, AI governance program and comprehensive security framework.

Certifications & Assurance



ISO 27001

CSG achieved ISO27001 certification and continues to evolve by systematically and continually reviewing and evaluating security threats and vulnerabilities.



SSAE SOC 1

The SSAE 18 / ISAE 3402 SOC 1 Type II report for CSG describes the CSG control environment and presents the results of an external audit of CSG-defined controls and objectives.



SOC 2 Type II and CSA STAR

The SSAE 18 SOC 2 Type II and CSA STAR report for CSG Enterprise Cloud Services provides assurance that CSG service commitments and system requirements for security and availability are being met.



CSA STAR

CSG is a member of the Cloud Security Alliance (CSA) and listed as a CSA-Trusted Cloud Provider.



PCI

CSG is a PCI DSS v4.0.1 Level 1 service provider. Our compliance assessment is conducted by a highly respected independent third-party assessor.



HIPAA

CSG maintains HIPAA compliance program through a comprehensive set of policies, procedures and controls that are continuously reviewed and updated.



GDPR

CSG has established global policies and specific procedures that align with GDPR for all services that process personal data related to EU residents.



InfoSec

CSG maintains a security program that aligns with all applicable legal and industry-mandated information security requirements.

Partnerships that Shape Tomorrow

At CSG, strong governance is about policies and partnership. Our corporate governance framework and environmental, social and governance (ESG) practices reflect our commitment to every stakeholder: customers, employees, investors and the communities where we live and work. We recognize that building a sustainable, future-ready world requires accountability and collective oversight at every level.

Our Board of Directors and Sustainability, Social Responsibility and Governance (SSG) Committee work with leadership to guide CSG's ESG strategy. They set goals, monitor progress and ensure we're reporting openly while identifying emerging environmental and social trends that could shape our operations and long-term strategy. Through this approach to governance, we shape the future, together.

More information on CSG's governance policies and charters is available on [CSG's website](#).



How We Report



Anchored in Leading Global ESG Frameworks

We ground our disclosures in **widely recognized standards** so stakeholders can easily compare CSG's performance with peers and track our progress:

- **Sustainability Accounting Standards Board (SASB):** Focuses on financially material metrics for the **Software & IT Services** industry, with an emphasis on topics such as data privacy, data security, workforce engagement and systemic risk management.
- **Task Force on Climate-related Financial Disclosures (TCFD):** Elevates our climate governance, strategy, risk management and metrics and targets, including our commitment to achieve carbon neutrality in Scope 1 and 2 emissions by 2035 and depth of our expanded disclosure of Scope 3 GHG emissions across our value chain.

These frameworks inform the structure and ensure our disclosures remain **relevant, comparable and globally credible**.

Expanding Our Transparency: Adding CDP

We have **expanded our reporting portfolio to include CDP (Carbon Disclosure Project)** as another critical lens on our climate performance and resilience.

CSG now submits a formal annual response to the **CDP Climate Change Questionnaire**, providing investors and customers with deeper insight into our emissions profile, climate risk management and low-carbon transition strategy.

CDP scoring will complement our TCFD, SASB, and carbon footprint disclosures, and offers an **externally benchmarked view** of how we manage climate risk and opportunity across our operations and value chain.

Many of our stakeholders use CDP as a standard touchpoint in their own ESG evaluations. By adding CDP to our reporting suite, we make it easier for customers and investors to integrate CSG into their climate and sustainability assessments.

A Living, Evolving Reporting Suite

As the regulatory landscape, stakeholder expectations and our own strategy evolve, so will our reporting. We will:

- Continue to **enhance data quality and coverage**, especially across Scope 3 emissions and value-chain impacts.
- Monitor emerging rules and standards to ensure our portfolio **meets or exceeds** evolving disclosure requirements in the markets where we operate.
- Maintain our commitment to **clarity, comparability and balance**—highlighting where we are making strong progress and where more work remains.

Our goal is simple: ensure that anyone who relies on CSG's ESG disclosures has a **clear, consistent and credible view** of our impact today and our ambitions for tomorrow.

Our Commitment to Responsible Business and ESG Disclosures

Transparent, decision-useful ESG disclosures are an extension of how we run the business at CSG. Our reporting is designed to give investors, customers, employees and communities a clear line of sight into our strategy our impacts, and our progress over time. We focus on high-quality, comparable information aligned to leading global frameworks and continually refined as expectations, regulations and our own ambitions evolve.

We publish a **series of complementary reports** to give stakeholders multiple, connected entry points into CSG's ESG story. Together, they provide both narrative context and detailed data.

[2024 Global Impact Report](#)

[UN Global Compact Communication on Progress](#)

[2024 TCFD Climate Report](#)

[CSG Documents and Charters](#)

[2025 SASB Index](#)

[Carbon Footprint & GHG Inventory Report](#)

[EcoVadis ESG Rating](#)

Alliances and Partnerships

50 Mile March
 Abide Network Inc
 Action On Disability And Development - India
 Adaptive Spirit
 Aikya Trust
 Aksarben Curling Association
 Akshaya Patra Foundation Usa
 American Association of Certified Accountants (ACCA)
 American Cancer Society Inc
 American Red Cross
 Andrew McDonough B+ Foundation
 Apr Charitable Trust
 Arkansas Chapter HFMA
 Association For Promoting Social Action (APSA)
 Atlanta Corporate Volunteer Council
 Autism Speaks Inc
 Barrett Foundation Inc
 Bethel Mission Trust
 Bharatiya Grameen Mahila Sangh
 Big Brothers Big Sisters Independence Region
 Breakthrough T1d
 Cantus
 Cape Coral Caring Center Inc
 Carbon Disclosure Project (CDP)
 Central Services Association (CSA)
 Chariots4hope Inc
 Children's Hospital Foundation-Colorado
 College Preparatory School Of America

Cross Catholic Outreach Inc.
 Davis Phinney Foundation
 Denver Chamber of Commerce
 Dorcas Heart
 Ecure Charitable Trust
 Equality Florida
 Fiber Broadband Association
 Food Bank For The Heartland Inc
 Food Forward Sa NPC
 Foster Love
 Fundacion Educativa Instituto Ecologico Barbacoas Isla De Baru
 Gary Sinise Foundation
 GBS CIDP Foundation International
 Gita Krishnamurthy Trust
 Global Compact Network Usa Inc
 Great Plains Contingency Planners (GPCP)
 Greater Chicago Food Depository
 Greenway Foundation
 Harvesters The Community Food Network
 Heartland Equine Therapeutic Riding Academy
 Heroes on the Water
 Information System Audit And Control Association
 Institute for Career Advancement Needs Inc (ICAN)
 Institute for Journey Management
 Instituto Filadelfia De Londrina
 K Love
 Liberty Cablevision Puerto Rico Foundation Inc
 Liberty Caribbean Foundation Inc

MEF Forum
 Metropolitan State University Foundation
 Michael J Fox Foundation for Parkinsons Research
 Montessori School of North Hoffman
 Movember UK
 Mustaches For Kids Omaha
 Natick Community Organic Farm Inc
 National Association Of Residential Property Managers (NARPM)
 National Investor Relations Institute (NIRI)
 National Multiple Sclerosis Society
 National Safety Council
 Nebraska Humane Society
 Oen PTO
 Open Door Mission
 OTPW Foundation Coimbatore
 Paradisus Dei Inc.
 Pasadena Humane
 Pi Kappa Alpha Educational Foundation
 Pine Creek Elementary PTO
 PRERANA
 Project Intentional Inc.
 Project Management Institute
 Pune
 Robin Hood - Ayodhya Bypass Academy
 Rung Foundation Inc.
 Sarpy County Chamber Of Commerce Membership Fees
 Seva Sahayog Foundation
 Shri Guru Basaweshwara Seva Trust

South Africa Institute of Professional Accountants
 Special Olympics Nebraska
 St. Baldricks Foundation
 St. Jude
 Susan G. Komen
 Taylor Lech Foundation
 The Climate Trust
 Tranquil Charitable Foundation
 Trellis Group Inc.
 Turkish American Society Inc.
 Udayan Care
 Ugam Education Foundation
 Uma Educational and Technical Society
 United Service Organizations Inc.
 University of Denver
 University of Nebraska Foundation
 Vision Empower
 Vita Nova Maternity Community
 Wayne State Foundation
 Women In Cable Telecommunication (WICT)
 Women In Trolling
 World At Work
 Wreath Across America
 Zilla Parish High School

A photograph of two women in a garden. One woman, wearing a light-colored bucket hat and a light blue t-shirt, is holding a small green sapling in a black nursery pot. The other woman, wearing glasses and a white t-shirt, is kneeling and using a small blue trowel to work the soil around the base of the plant. The background is filled with lush green foliage and a white building with a window. The entire image has a semi-transparent green overlay.

Thank You From CSG

The impact captured in this report belongs to all of us, from our dedicated CSGers to our trusted partners and valued customers. Thank you for your partnership, your passion and your commitment to building a future-ready world together. When we collaborate with purpose, there's no limit to what we can achieve. For more information on any of the initiatives and programs you read about in this report, please visit [CSG's website](https://www.csge.com).

Learn More: sustainability@csge.com