

ESG OVERVIEW: 2025

A SUMMARY OVERVIEW OF OUR FOCUS ON A
SUSTAINABLE FUTURE FOR AFRICA TO THE WORLD



“Your actions matter. No action or voice is too small to make a difference.”

Vanessa Nakate

Vanessa Nakate is an influential Ugandan climate justice activist known for amplifying the voices of African communities most affected by climate change.

SINCE

2006

COUNTRIES

8

DELIVERY CENTERS

16

CLIENTS

80+

INTERACTIONS PER MONTH

50,000,000

TOTAL EMPLOYEES

16,000

TOTAL FTE CAPACITY

20,000+

SECTORS

8

CCI Global took its first call in 2006 in Durban, South Africa. Today, we are a team of over 16,000 employees across 16 delivery sites in six geographies, including South Africa, Kenya, Ethiopia, Rwanda, Ghana, Egypt and in 2025, Botswana. Our growth is underpinned by a strong ESG-focused operating model. We invest in the markets we operate in, creating shared value for clients, communities and the people that make an impact every day on how we shape our future design.

Through responsible business practices, we uplift communities, stimulate local economies and build sustainable models that directly enhance our operating environments. In an ever-evolving world, we are committed to future-enabled operations that embrace digital transformation, automation and AI to drive efficiency and reduce environmental impact.

By leveraging innovation, we deliver scalable, cost-efficient solutions while minimizing our ecological footprint. This leads us to heavily invest in our communities, which forms the foundation of who we are as a business. We prioritize education, outreach programs and local development initiatives within our mature markets like South Africa and Kenya while replicating this investment in newer markets, empowering individuals and fostering long-term economic growth.

Our focus is always on uplifting business eco systems while also focusing on an impact sourcing model that cultivates partnerships with local entities as well as the customers, we bring on to grow our BPO business. This is why diversity and inclusion form the foundation of our workforce, ensuring equal opportunities, representation and a culture where every employee is valued and empowered. This people-first approach not only strengthens our teams but also enriches our ability to serve diverse global clients.



PURPOSE

CCI Global endeavors to create a sustainable and responsible business model that not only drives financial performance but is directly integrated into an operating construct that enhances society, contributes positively to the environment and is guided by international governance standards alongside the African perspective.

PRIORITIES

To position the CCI Global as a leader in ESG driven transformation in Africa, we focus on building and enhancing Infrastructure, continuing to enhance our impact sourcing model across delivery sites to empower communities, providing global governance as well as local leadership to drive ESG initiatives and building local campaigns that enhance culture alongside the livelihoods of our people.

OUR KEY DRIVERS



Governing our local markets with a global perspective but empowered by local leaders.



Developing Greenfield Infrastructure that is LEED Certified and that caters to our people through facilities and services that support their careers.



Transforming Brownfield Infrastructure to reduce our energy uses as well as transition power sources to sustainable channels.



Driving our Impact Sourcing Model by further investing in community programs that support the BPO industry but also enhance the opportunities to talent.



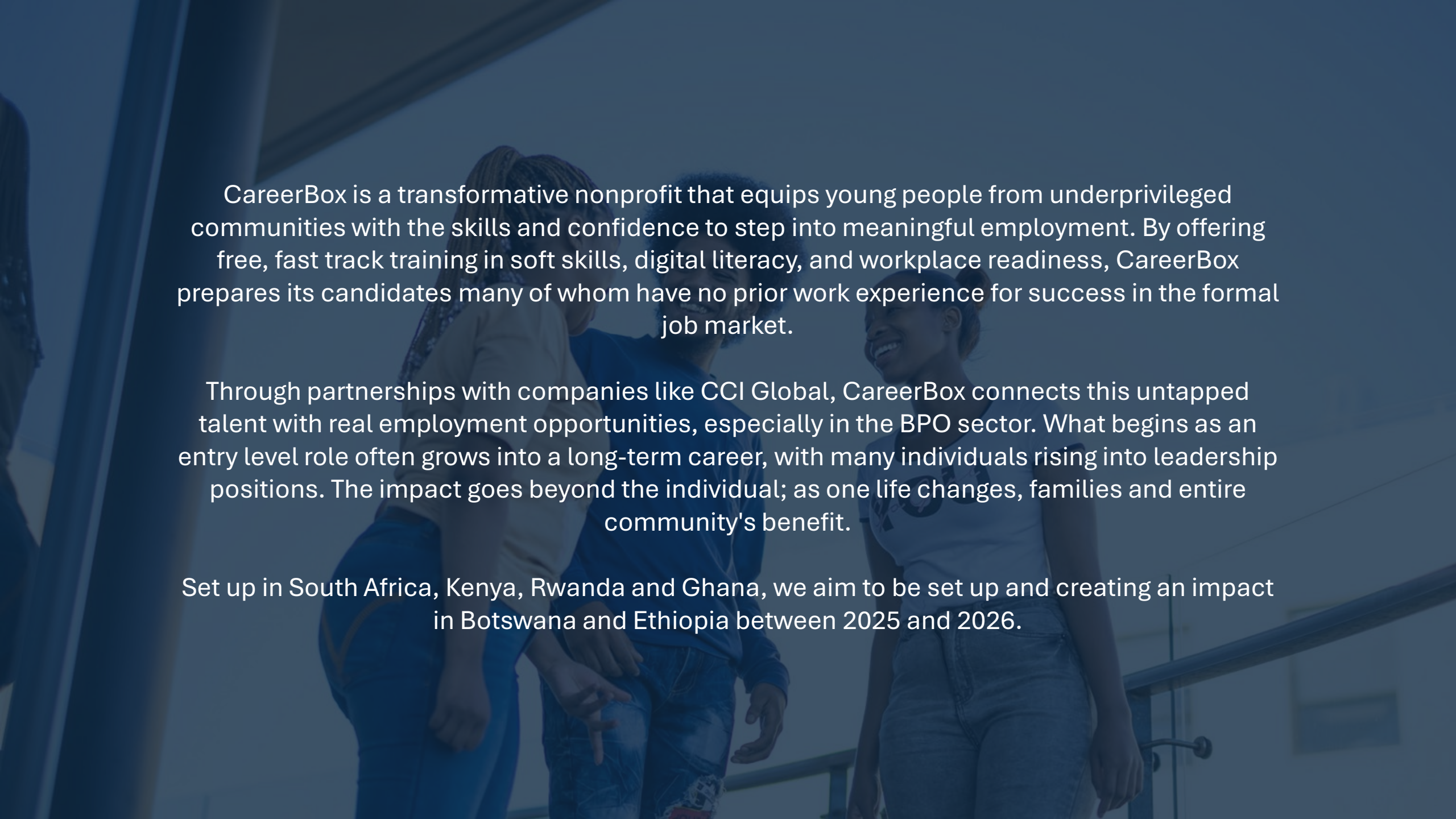
Investing in programs that empower culture but also galvanize communities for change through support, collaboration and development.

Governance & Excellence:

Our operations adhere to international quality standards, underpinned by strong governance and a culture of accountability. Through collaborative partnerships, ethical practices, and robust leadership, we deliver exceptional client outcomes while maintaining transparency and integrity.

This balanced focus on **quality service, innovation, community development, and responsible governance** defines CCI Global's culture and positions us as a leader in the global BPO industry.



A photograph of three young women walking on a staircase. They are smiling and appear to be in conversation. The woman on the left is wearing a light-colored top and dark pants. The woman in the middle is wearing a blue long-sleeved shirt and blue jeans. The woman on the right is wearing a white t-shirt and light-colored jeans. The background is a blurred staircase with a metal railing.

CareerBox is a transformative nonprofit that equips young people from underprivileged communities with the skills and confidence to step into meaningful employment. By offering free, fast track training in soft skills, digital literacy, and workplace readiness, CareerBox prepares its candidates many of whom have no prior work experience for success in the formal job market.

Through partnerships with companies like CCI Global, CareerBox connects this untapped talent with real employment opportunities, especially in the BPO sector. What begins as an entry level role often grows into a long-term career, with many individuals rising into leadership positions. The impact goes beyond the individual; as one life changes, families and entire community's benefit.

Set up in South Africa, Kenya, Rwanda and Ghana, we aim to be set up and creating an impact in Botswana and Ethiopia between 2025 and 2026.

Giving one person a job creates a ripple effect that extends beyond the individual. It supports families, uplifts dependents, and inspires peers with the possibility of change. A single opportunity can ignite momentum across an entire community.



300,000

*Individuals Impact
Sourced Within CCI
Global*

90.37%

*CCI Promotions Have
Originally Been CB
Candidates*

1 IN 4

*Applicant Success Rate
Across CareerBox
Placements*

1,250,000

*People Indirectly
Impacted Through Our
Impact Placements*

PLEDGE TO ZERO

CCI GLOBAL & A COMMITMENT TO ESG

PLEDGE: CCI Global will aim to reach (net) zero GHGs as soon as possible, and by 2050 at the latest, in line with the scientific consensus on the global effort needed to limit warming to 1.5C with no or limited overshoot, recognising that this requires phasing down and out all unabated fossil fuels as part of a global, just transition.

PLAN: Within 12 months of joining, CCI Global has already developed a Transition Plan across our different assets that outlines how the Race to Zero criteria will be met, including what actions we will be taking as part of an operational transformation delivery plan.

PROCEED: CCI Global have already put ESG at the forefront of what we do, and we will aim to take immediate action through initiatives and investments toward achieving (net) zero, consistent with delivering our interim targets.

PUBLISH: We will report our progress against both interim and longer-term targets, as well as the actions being taken at regular intervals. This will be a standardized process, open format, and via platforms that will feed into the partner initiatives that relate to UNFCCC Global Climate Action Portal.

PERSUADE: Within 12 months of joining, we have already begun aligning external policy and engagement, including membership in associations, to the goal of halving emissions by 2030 and reaching global (net) zero by 2050 with the circumstances and business in mind.



Tackling ESG in a BPO environment is not about imposing distant, abstract standards, it is about weaving sustainability, social responsibility and governance into the daily rhythm of the business while engaging every stakeholder in the process.

Our journey has been founded on the principle that we look at the whole picture and build plans that are customary to our markets as well as work within the evolutionary cycle of our business. As we grow, we want to weave continuous operational improvement into the fabric of our ESG tactics from the top down. This is why we have developed A. D. A. P. T, our custom framework for achieving our long-term goals.

ASSESS INTERNALLY

The first step is an inward look. To success we must measure our baseline ESG performance workforce practices, governance standards, data security, energy use, diversity metrics and community impact. This isn't just about compliance; it's about self-awareness. By mapping internal policies, operational strengths and cultural realities, we gain a clear picture of where we stand before charting where we need to go.

DETECT EXTERNAL FACTORS

Once we understand our internal baseline we map our external environment, regulatory requirements, client ESG demands, investor expectations and socio-environmental conditions. In many regions, infrastructure and social development challenges shape what is achievable. Detecting these external drivers ensures that ESG goals are ambitious but realistic, aligning the company with both global standards and continental realities.

ANALYZE OVERLAPS

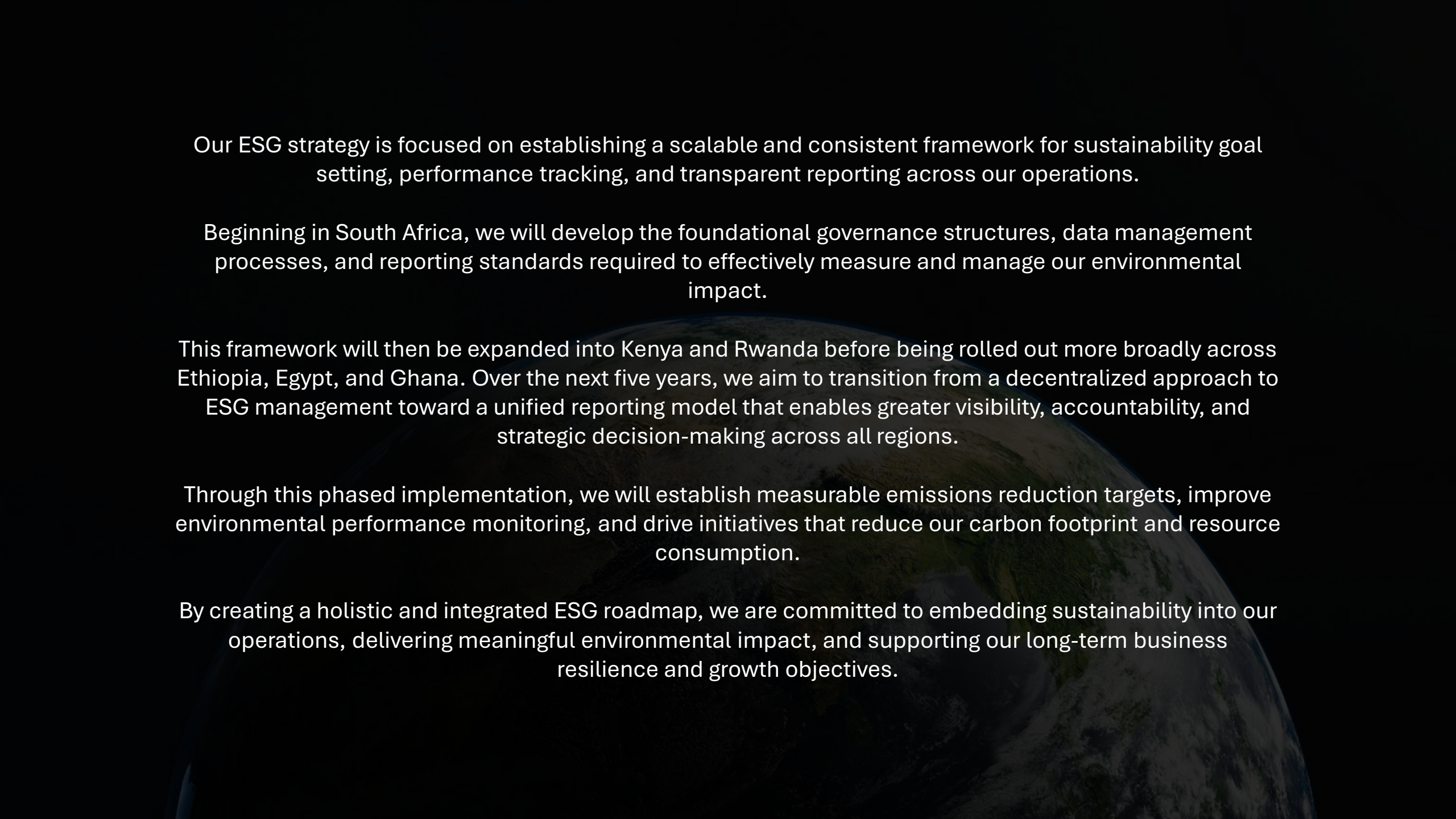
Once internal realities and external pressures are mapped, we have identified the intersections, where internal capabilities can meet external expectations. For example, digital monitoring tools can be leveraged for transparent ESG reporting, which we are currently rolling out in our mature markets and further integration with other sites. This overlap analysis reveals opportunities for quick wins, highlights gaps that require innovation, and builds a roadmap for the future.

PUT INTO PRACTICE

Strategy becomes action through implementation. Our ESG policy is our driving force, and we have set 5% YoY reduction goals focusing on reducing energy usage in delivery centers, creating inclusive hiring pipelines, investing in ESG certifications as well as holding higher levels of compliance standards. Clear accountability structures will ensure that ESG is not just a statement but a lived practice across the business. This is the step that ensures we are held accountable.

TUNE CONTINUOUSLY

The final step is a cycle of adjustment and evolution. ESG is not static and client demands shift, regulations tighten and social and environmental conditions evolve. Continuous monitoring via digital dashboards, quarterly reviews, and stakeholder feedback loops enable us to adapt in real time. Over time, these refinements compound, evolving the company into a resilient, responsible BPO that balances profitability with purpose.



Our ESG strategy is focused on establishing a scalable and consistent framework for sustainability goal setting, performance tracking, and transparent reporting across our operations.

Beginning in South Africa, we will develop the foundational governance structures, data management processes, and reporting standards required to effectively measure and manage our environmental impact.

This framework will then be expanded into Kenya and Rwanda before being rolled out more broadly across Ethiopia, Egypt, and Ghana. Over the next five years, we aim to transition from a decentralized approach to ESG management toward a unified reporting model that enables greater visibility, accountability, and strategic decision-making across all regions.

Through this phased implementation, we will establish measurable emissions reduction targets, improve environmental performance monitoring, and drive initiatives that reduce our carbon footprint and resource consumption.

By creating a holistic and integrated ESG roadmap, we are committed to embedding sustainability into our operations, delivering meaningful environmental impact, and supporting our long-term business resilience and growth objectives.

NET ZERO PROGRESS SUMMARY

As part of our commitment to responsible environmental stewardship and our Net Zero objectives, the organization continued to implement initiatives aimed at reducing greenhouse gas (GHG) emissions across operations during 2025.

Scope 1 Emissions – Direct Emissions

The company focused on reducing direct emissions associated with fuel consumption through improved fuel efficiency and reduced fuel purchase volumes.

- 2024 baseline emissions from fuel consumption: **180,957.72 kg CO₂**
- 2025 reduction target: **5% reduction**
- 2025 target emissions: **171,909.72 kg CO₂**
- 2025 YTD actual emissions: **63,718.32 kg CO₂**

Quarterly performance demonstrated a steady decline in fuel-related emissions, reflecting positively on operational efficiency initiatives and reduced fuel usage.

Scope 2 Emissions – Purchased Electricity

Energy efficiency remained a key priority, with initiatives aimed at lowering electricity consumption and improving infrastructure efficiency.

LED Lighting Program

- The organization successfully maintained 100% LED lighting coverage across applicable facilities during 2025.
- This initiative continues to contribute to lower electricity demand and reduced carbon emissions.

Electricity Consumption Emissions

- 2024 baseline emissions from electricity usage: 13,346,622.24 kg CO₂
- 2025 target emissions: 12,679,291.08 kg CO₂
- 2025 YTD emissions: 7,618,555.13 kg CO₂

While some quarterly fluctuations were experienced, overall emissions tracking indicates continued progress toward the annual reduction target.



NET ZERO PROGRESS SUMMARY

Scope 3 Emissions – Value Chain Emissions

The organization also focused on reducing indirect emissions linked to business activities and waste management.

Employee Air Travel

- 2024 baseline emissions: **272,526.84 kg CO₂**
- 2025 target emissions: **258,900.60 kg CO₂**
- 2025 YTD emissions: **253,207.95 kg CO₂**

Travel-related emissions remain an area of focus, with efforts underway to strengthen travel management practices and encourage virtual collaboration where feasible.

Waste to Landfill

The company continued implementing waste reduction and diversion initiatives to minimize landfill-related emissions.

- 2024 baseline emissions: 2,523,651.24 kg CO₂e
- 2025 target emissions: 2,397,468.60 kg CO₂e
- 2025 YTD emissions: 425,912.98 kg CO₂e

E-Waste Recycling

- The organization achieved 100% recycling of e-waste generated during the reporting period.
- This reflects continued commitment to responsible disposal practices and circular economy principles.

Overall Environmental Commitment

The 2025 program reflects continued progress toward the organization's Net Zero ambitions through:

- Improved energy efficiency;
- Reduction of operational fuel emissions;
- Responsible waste and e-waste management; and
- Increased awareness and management of indirect emissions across the value chain.

The organization remains committed to strengthening emissions reduction initiatives and aligning operations with global sustainability and climate action objectives.



DATA OVERVIEW: 2025 – PART 1

Category	Objective	Goal	2025 Target	2025 Results	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Environmental Climate	Drive energy efficiency and reduce carbon footprint.	Replace 100% of lighting with LED lighting	100%	100%	100%	100%	100%	100%
	Reduce electricity consumption	Reduce CO2 emissions based on electricity usage, by 5%, against 2024 figures	Annual 12 679 291,08 kg CO2 Quarter 3 169 822,77 Kg CO2	7 618 555,13 Kg CO2	3 489 903,14 Kg CO2	3 007 534,95 Kg CO2	3 119 512,73 Kg CO2	3 329 634,96 Kg CO2
	Reduce fuel purchase volumes	Reduce CO2 emissions based on fuel consumption, by 5%, against 2024 figures	Annual 171 909,72 Kg CO2 Quarter 42 977,43 Kg CO2	63 718,32 Kg CO2	32 396,80 Kg CO2	21 526,47 Kg CO2	14 513,32 Kg CO2	14 109,09 Kg CO2
	Reduction employee air travel	Reduce CO2 emission based on employee air travel by 5%, against 2024 figures	Annual 258 900,60 Kg CO2 Quarter 64 725,15 Kg CO2	253 207,95 Kg CO2	132 130,84 Kg CO2	82 147,26 Kg CO2	45 835,20 Kg CO2	51 333,49 Kg CO2
Environmental Waste	Reduce e-waste to landfill.	Recycle 100% of e-waste	100%	100%	100% (received payment)	100% (received payment)	100% (received payment)	100% (received payment)
	Reduce general waste to landfill	Reduce waste CO2 emissions to landfill by 1%, against 2024 figures Reduce CO2 emissions based on waste to landfill by 1%, against 2024 figures	Annual 2 397 468,60 Kg CO2 Quarter 599 367,15 Kg CO2	425 912,98 Kg CO2	146 655,48 Kg CO2	167 367,50 Kg CO2	170 462,50Kg CO2	63 545,93 Kg CO2e
Environmental Ecosystems	Strive to restore and revitalize our ecosystems	Plant trees in line with net growth (One job one tree)	1,800	1,870	Q1 Tree planting initiative: 700 trees planted	Q2 Tree planting initiative: 200 trees planted in Cape Town - 3rd Month	Q3 Tree planting initiative: 770 trees planted in Durban	Q4 Tree planting initiative: 200 Trees Planted in Nairobi, Kenya
	Strive to restore and revitalize our ecosystems	Sponsorship to minimise poaching and support endangered species	500 000	100%	Monetary donations completed	Monetary donations completed	Monetary donations completed	Monetary donations completed
	Strive to restore and revitalize our ecosystems	Increase volunteer hours (clearing alien and invasive species and planting trees)	300	560	2X Clean Ups scheduled in Q2 and Q4 (Virginia Bush) Dates TBC. 60 volunteers x3 hours = 360 Hours	Tree planting initiative: Total of 20 Volunteers and 5 hours each. 100 Hours in total	No Action	Mangroves Beach clean up -Total of 20 Volunteers and 5 hours each. 100 Hours in total

DATA OVERVIEW: 2025 – PART 2

Category	Objective	Goal	2025 Target	2025 Results	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Social People, culture & community	Create a culture for people to learn, grow and be at their best, and give back to our communities	Pay a living wage for our team members .	100%	100%	100%	100%	100%	100%
	Create a culture for people to learn, grow and be at their best, and give back to our communities	Improve economic development in our communities through impact hiring	3,000	6,536	1638 Hired in Q1	1379 Hired in Q2	1971 Hired in Q3	1548 Hired in Q4
	Create a culture for people to learn, grow and be at their best, and give back to our communities	Partner with Careerkit to provide career guidance workshops to youth helping them select specialized school subjects and careers	1300	941	276 Candidates complete CareerKit sessions in CB Training. (552 hours)	494 Candidates completed CareerKit sessions in CB Training (988 hours)	106 Candidates completed CareerKit sessions in CB (212 Hours)	65 Candidates completed Careerkit sessions (130 hours)
	Create a culture for people to learn, grow and be at their best, and give back to our communities	Increase our partnerships with local charities and schools in economically challenged areas to provide support and donations. CareerBox and CCI have partnered with Sahara Shelter to support communities affected by gender-based violence (GBV) and to empower GBV survivors. Through our school programme, we have equipped a school with two computer labs, refurbished the library and upgraded the feeding scheme.	4	5	Leadership visited Amandlethu Secondary School Amaoti inanda, where we have put together a list of CSR assistance required. 3 Boxes clothing and 2 Boxes of food donated to The Baby Home in Durban north. 1 Food Parcel was provided to a learner in need. 3 bags of clothing were dry cleaned and donated to trainees.	uMtapo secondary school received sanitary panties. Kwesethu Secondary received 400 books and sanitary panties, Amaoti no 3 received 400 books and Nkulisabantu primary received 400 books and sanitary panties. Staff took time to paint the home for abandoned babies on the bluff, clothing, shoes and 2 food parcels were handed out.	Global English was started at uMthapho high school for the first 59 learners which 2 facilitators attended 2 Saturdays (61 x 11hours = 671 hours)	Bhekilanga Primary
	Create a culture for people to learn, grow and be at their best, and give back to our communities	Provide 500 sanitary towels to young women empowering them to stay in school	500	500	200 Sanitary reusable panties were been received late April and will be distributed in May.	100 uMtapo school 54 Nkulisabantu school 68 Kwesethu Secondary total 222 donated additional 75 received to distribute.	Emthethweni Primary in Umlazi scheduled for Q4	102 to Bhekilanga Primary Scool and 145 taken to KE by lizelle to donate to a school 31disposable donated to trainees and internal staff in need balance of 3 subs large remaining
	Create a culture for people to learn, grow and be at their best, and give back to our communities	Donate 1000 books to empower schools to enrich their libraries and provide students with access to a wide range of educational resources.(Volunteer hours 20)	1200	1200	1200 Books have been packed to be distributed in May.	1200 Books donated to 3 schools at 400 each.	N/A counting remaining books to donate	n/a
	Create a culture for people to learn, grow and be at their best, and give back to our communities	Increase the number of hours employees spend on community service or volunteer activities	1000	1719	711.50 volunteer hours	Total of 450 Hours was dedicated to volunteering within CCI & 346 within Careerbox Total of 13 initiatives	557.5 Hours spent on community projects including St Georges Home in CPT , Baby Home in Durban , ESG Goals of 1 Job 1 tree.	329 Hours completed with community projects such as the Christmas gift box to Baby Home, Hilltop Christmas party, Back to School campaign and a early Jan grocery drop off for the Baby Home and KZN Frail Care Cente

DATA OVERVIEW: 2025 – PART 3

Category	Objective	Goal	2025 Target	2025 Results	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Social Diversity, equity, inclusion & belonging	Create workplaces that reflect the communities we are in.	100% of Leadership to receive Diversity, Equity, Inclusion and Belong (DEIB) training	100%	100%	Current completion rate- 47,5% (Increase of 3,5% from April) X2 workshops completed in April On track for 100% by FYE	Current completion 55% Increase from May 2025. On track for 100% BY FYE	55%, progress has been slow due to poor attendance	59%, low stats have been a result of poor attendance multiple sessions held
	Create workplaces that reflect the communities we are in.	50% promotion rate of Black Female staff within our busines	60%	60%	Total 177 Promotions. • 65% Female • 35% Male	Total of 55 Promotions in Q2 • 62% Female • 38% Male	Total of 9 promotions in Q3 33% Female 67% Male	Total of 26 promotions in Q4 23.5% Male 67.5% Female
	Create workplaces that reflect the communities we are in.	Increase spend with BBBEE compliant suppliers	50%	50%	44.72	49.77	38.02	59
Social Wellbeing	Create a place that nurtures health, happiness, and wellbeing for all employees.	100% of employees have access to Employee Assistance Programs (EAP) and Financial Health Assistance programmes	100%	100%	100%	100%	100%	100%
	Create a place that nurtures health, happiness, and wellbeing for all employees.	Host 1 wellness day in 2025	1	1	Complete	N/A	Wellness Day and Mental health workshop	Wellness day held in Dec 2025
Governance Ethics + compliance	Enforce standards for ethical business conduct.	Whistleblower hotline made available and awareness created for all employees 4 times annually.	100%	100%	Quarterly comms sent on 12May2025	Quarterly comms send on 25 August 2025	Quarterly comms sent out on 19 November 2025 (Fraud Awareness Week)	Comms sent on 04 Feb 2026 on Ethics and Modern Slavery including Whistleblowing details
	Enforce standards for ethical business conduct.	100% of critical suppliers have completed an ESG Assessment and signed the Supplier Code of Conduct	100%	92%	92%	92%	92%	100%
	Enforce standards for ethical business conduct.	100% of new and existing employees to complete Fraud and Anti Corruption and Bribery training annually	100%	99.88%	Complete save for 142 employees	Complete save for 42 employees with overdue modules	Complete save for 10 employees with overdue modules	To be completed at end of Q4
Governance Cybersecurity + data protection	Lead in cybersecurity and data protection practices	Maintain annual PCI DSS V4.0, SOC 2 Type II and HIPAA attestations	100%	100%	SOC 2 Complete PCI DSS V4.0 in progress HIPAA in date	SOC 2 Complete PCI DSS 44.0 Complete HIPAA in date	SOC 2 Complete PCI DSS 44.0 Complete HIPAA in date	SOC 2 Complete PCI DSS 44.0 Complete HIPAA in date
	Lead in cybersecurity and data protection practices	100% of new and existing employees to complete Information Security Awareness training annually	100%	99.88%	Complete save for 142 employees	Complete save for 42 employees with overdue modules	Complete save for 10 employees with overdue modules	99% complete

