



Alta Resources Corporate Sustainability Report

2022



About Us

Established in 1995, Alta Resources Corp. is a privately held company that is premier provider of business process outsourcing (BPO) solutions catering to customer-related operations. With an excellent reputation in various sectors such as consumer-packaged goods (CPG), health insurance, entertainment, non-profit, and automotive, Alta Resources stands out as a trusted partner for some of the most recognizable global brands. The company offers an extensive range of services including customer care, sales support, e-commerce solutions, back-office operations, and fulfillment services. By offering these comprehensive service options, Alta Resources enables its clients to seamlessly integrate essential functions under a single collaborative entity.

Alta Resources is dedicated to enhancing and streamlining the consumer experience at every touchpoint. By leveraging its expertise and diverse service offerings, the company assists its clients in refining and effectively managing customer interactions. The ultimate goal of these efforts is to yield measurable outcomes, such as noticeable sales growth and significant cost savings for the clients. Through its two and a half decades of operation, Alta Resources has cultivated a strong legacy of excellence in facilitating business processes and optimizing customer experiences across various industries.

United Nations Sustainable Development Goals

As an ethical company that places a strong emphasis on corporate responsibility, Alta Resources is committed to aligning its strategies and initiatives with the United Nations Sustainable Development Goals (SDGs). By embracing these globally recognized goals, Alta Resources seeks to play a pivotal role in contributing to a more sustainable and equitable future for all. This commitment involves engaging in responsible business practices, collaborating with stakeholders, and focusing on specific SDGs that align with its values. Through transparent reporting, Alta Resources aims to showcase its contributions and inspire positive change within the industry and society at large. This alignment with the SDGs reflects Alta Resources' commitment to corporate responsibility and creating a better future.

SUSTAINABLE DEVELOPMENT GOALS



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Governance, Ethics and Integrity

At Alta Resources, we firmly recognize and prioritize the importance of governance ethics and integrity in all aspects of our operations. We understand that upholding the highest standards of ethical conduct is not just a moral imperative but also a critical factor for building trust, maintaining strong relationships, and driving sustainable success.

In our operational framework, we've established a comprehensive multi-stage compliance lifecycle that serves as the cornerstone of our approach to adhering to regulatory standards and industry guidelines. This meticulous process encompasses various stages, each carefully designed to cover the entire spectrum of compliance requirements.

Good Governance, ethics and integrity form the foundation upon which our company operates. We are committed to conducting our business with honesty, transparency, and accountability, ensuring that our actions align with the best interests of our stakeholders, including our employees, clients, partners, and the communities in which we operate.



Ethics and Compliance

Alta Resources has committed to prioritizing ethics, integrity and compliance in its processes. To solidify our commitment to ethical practices, Alta Resources has developed a comprehensive Code of Business Conduct and Ethics. This code serves as a set of guidelines that outline the expectations and standards for every individual within our organization.

By adhering to the Code of Business Conduct and Ethics, Alta Resources seeks to ensure that all employees act ethically and responsibly in their interactions with colleagues, clients, suppliers, and the public. The code provides a clear framework for decision-making, guiding employees to make ethical choices and avoid conflicts of interest. Alta Resources understands that promoting an ethical organizational culture goes beyond just words on paper. We actively promote awareness and understanding of the code through training programs and communication channels. Additionally, we encourage an open and transparent environment where employees feel comfortable reporting any concerns or violations of the code, ensuring that appropriate actions are taken to address them.

Alta's Code of Business Conduct and ethics is grounded in our Guiding Principles (Results, Diversity, Relationships, Integrity, Communication, Community, Strength), and it serves as a common-sense guide to help Alta employees make good business decisions. Alta Resources Code of Ethics training course, which must be completed annually by all associates, includes a module on diversity and preventing discrimination and harassment. This training is supplemented with other inclusive leadership training, mentoring and sponsorship programs.

Alta Resources Compliance & Ethics Program As an Integrated Business Process



Governance, Ethics, and Integrity

Enterprise Risk Management – Securing Alta's Future Environment (S.A.F.E.)

At Alta Resources, the commitment to maintaining the security and efficiency of our company's operations and global influence takes precedence through a dedicated focus on enterprise risk management. To ensure a comprehensive approach to risk mitigation throughout our organization, we have instituted the S.A.F.E (Securing Alta's Future Environment) committee. This committee holds the responsibility for overseeing and orchestrating our enterprise risk management endeavors.

The cornerstone of Alta Resources' approach to risk management is the Enterprise Risk Management (ERM) initiative, conducted on a quarterly basis. The primary objective of this exercise is to pinpoint and evaluate the top 10-20 enterprise-level risks within five pivotal risk categories that hold relevance to our specific organizational context. These categories encompass people, technology, legal matters, growth and profitability, as well as regulatory concerns.

Through this rigorous assessment process, the goal is to establish a hierarchy of risks, thus allowing us to allocate resources and devise effective strategies tailored to the mitigation and management of these identified risks. By adhering to this routine assessment and addressing potential risks in a proactive manner, Alta Resources aspires to foster operational resilience and adoption of best practices.

Governance Policies

Anti-Bribery and Anti-Corruption Policy

At Alta Resources, we hold a steadfast commitment to maintaining a zero-tolerance stance against bribery and corruption. This unwavering dedication is clearly outlined in our Anti-Bribery and Anti-Corruption Policy, which serves as a comprehensive guide addressing all forms of bribery and corruption. We ensure that this policy is readily accessible to all employees within our organization, fostering awareness of our ethical standards and compliance with relevant anti-corruption laws.

Our Anti-Bribery and Anti-Corruption Policy emphasizes our unwavering dedication to conducting business operations with the utmost integrity and transparency. We firmly recognize the significance of upholding the highest standards of ethical conduct and complying with AB/AC laws in the regions where we operate. By adhering to these guiding principles, our objective at Alta Resources is to foster a business environment characterized by fairness and trustworthiness while effectively mitigating the risks associated with bribery and corruption.

Through the implementation of our policy, we aim to proactively prevent instances of bribery and corruption. We achieve this by establishing clear guidelines and procedures for our employees to follow, offering valuable guidance on identifying and addressing potential risks, facilitating the reporting of any suspicions of bribery or corruption, and cultivating a culture of integrity and accountability throughout our organization.

By effectively implementing and openly communicating this policy, we strive to showcase our unwavering commitment to ethical business practices. This demonstration not only serves to safeguard our company's reputation but also actively contributes to fostering integrity within the broader business environment in which we operate. At Alta Resources, we firmly believe that ethical conduct and responsible business practices are crucial components for sustainable success, and we are dedicated to upholding these principles in all facets of our operations.

Governance, Ethics, and Integrity

Human Rights and Diversity Policy

At Alta Resources, we firmly condemn and reject any form of human trafficking within our supply chain. We maintain a zero-tolerance approach towards human trafficking, including child labor and forced labor. Our commitment extends not only to our own operations but also to the third parties we collaborate with. In this respect, Alta Resources has established a Human Rights and Diversity Policy which extends to our suppliers and vendors.

We firmly believe that all individuals deserve to be treated with dignity, respect, and fairness. We do not engage in or support any practices that exploit vulnerable populations or violate fundamental human rights. We strictly adhere to international labor standards, including those set forth by the International Labor Organization (ILO), and we expect the same from our suppliers and business partners. To ensure the integrity of our supply chain, we are developing robust processes to evaluate and select suppliers who share our values and commitment to human rights.

In cases where we become aware of any violations or suspicions of human trafficking within our supply chain, we take immediate action to address the situation. This may include conducting thorough investigations, severing relationships with non-compliant suppliers, and reporting any violations to the appropriate authorities.

At Alta Resources, we firmly believe that ethical business practices and respect for human rights are integral to our success. By ensuring that our supply chain is free from human trafficking, child labor, and forced labor, we contribute to a fair and sustainable global business environment. We remain committed to continually monitoring and improving our supply chain practices to uphold these principles and make a positive impact on society

Governance, Ethics, and Integrity

Whistleblower and Anti-Retaliation Policies

We firmly believe that every employee plays a vital role in upholding our ethical standards, and their observations and insights are invaluable in maintaining the integrity of our organization. Our Anti-Retaliation Policy encourages associates to come forward with any concerns or questions they may have, without the fear of facing retaliation or adverse consequences. We have implemented an open-door policy, ensuring that employees have accessible channels through which they can report concerns or seek clarification on our ethics and policies. These reporting mechanisms are designed to protect the confidentiality of the whistleblower and provide a secure and supportive environment for raising concerns.

At Alta Resources, we view reports made under our Anti-Retaliation Policy with the utmost seriousness. All reports are thoroughly investigated, and appropriate actions are taken to address any confirmed instances of unethical behavior. We are committed to ensuring that all employees feel empowered to speak up and contribute to our collective goal of maintaining the highest standards of integrity and ethics.

By actively promoting a culture where employees are encouraged to report concerns or ask questions, we aim to foster an environment that prioritizes ethical behavior and continuous improvement. The corporation has established a Ethics Hotline which is hosted by a confidential, third party service provider and is available to all employees 24/7/365. The Ethics Hotline allows for anonymous reporting if desired, but also allows for a secure chat-type functionality for communication with the reporter to better investigate any reported concern. Through these open lines of communication, we are able to address any potential issues promptly, mitigate risks, and uphold our commitment to ethical conduct across all levels of our organization. By effectively implementing and openly communicating this policy, we strive to showcase our unwavering commitment to ethical business practices. This demonstration not only serves to safeguard our company's reputation but also actively contributes to fostering integrity within the broader business environment in which we operate. At Alta Resources, we firmly believe that ethical conduct and responsible business practices are crucial components for sustainable success, and we are dedicated to upholding these principles in all facets of our operations.

Governance, Ethics, and Integrity

Supply Chain

Alta Resources also places significant emphasis on the ethical behavior and practices of its suppliers. This commitment is encapsulated in our Supplier Code of Business Conduct and Ethics and the Sustainable Procurement Policy. This policy defines the stringent expectations that Alta Resources has for its suppliers, encompassing various critical aspects of responsible business behavior. The Supplier Code outlines the parameters of ethical conduct that suppliers must adhere to, emphasizing principles such as integrity, transparency, and fairness. It covers a wide range of criteria including environmental responsibility, respect for human rights, anti-corruption, labor practices, and the necessity of complying with all relevant laws and regulations.

A core objective of implementing these guidelines is to foster a supply chain that embodies responsible and sustainable practices. By holding suppliers to high ethical standards, Alta Resources is ensuring that its business operations not only uphold its own values but also contribute positively to broader societal and environmental concerns. This approach reflects a commitment to not only delivering quality products and services but also doing so in a manner that is socially conscious and environmentally considerate.

Through the combination of its internal Code of Ethics training, inclusive leadership initiatives, and these supplier-oriented ethical standards, Alta Resources showcases a comprehensive approach to promoting responsible and ethical behavior at various levels of its operations. This commitment isn't limited to the organization itself; rather, it extends to its partners and suppliers, contributing to the establishment of a more ethical, sustainable, and interconnected business ecosystem.

Alta Resources is a company that actively promotes and values diversity within its supplier sourcing processes. This means that Alta Resources is dedicated to seeking out and partnering with suppliers from a wide range of backgrounds, including those owned and operated by individuals from various ethnicities, genders, races, and other underrepresented groups. This approach to supplier diversity goes beyond simply considering the products or services provided by suppliers; it aims to create opportunities for businesses owned by diverse individuals and to contribute to a more inclusive business environment.

Governance, Ethics, and Integrity

Cybersecurity and Data Privacy

We believe that cybersecurity and Data Privacy are imperative for our business growth and delivery model. Alta Resources maintains a mature Information Security and compliance program to ensure the utmost security, privacy, and compliance of your data. PCI DSS Level 1 Certified Service Provider. Our certification as a Level 1 Service Provider demonstrates our adherence to the rigorous Payment Card Industry Data Security Standard (PCI DSS).

AICPA SOC2: Our SOC2 report includes a mapping of our controls to ISO 27001 requirements, showcasing our commitment to information security management. This certification attests to our adherence to industry-recognized best practices in security, availability, processing integrity, confidentiality, and privacy.

HITRUST CSF: We comply with the HITRUST Common Security Framework (CSF), which incorporates a comprehensive set of controls and requirements to protect sensitive healthcare information. This accreditation demonstrates our commitment to maintaining data security and privacy in the healthcare domain.

ISO 9001: Alta Resources' quality management system fully complies with ISO 9001, including the transition to ISO 9001:2015 from ISO 9001:2008. Our quality program is based on ISO's principles, emphasizing customer focus, top management involvement, a process approach, and continual improvement.

In addition to certifications and accreditations, we implement robust safeguards at both the physical and cybersecurity levels. Alta has a comprehensive cybersecurity incident response plan (CIRP) that clearly outlines roles, responsibilities, procedures and communication expectations through all stages of an incident response lifecycle. It aligns with industry best practices and is owned by the Director of Information Security & Privacy. In addition to annual reviews, the plan is also tested annually through a tabletop exercise facilitated by a third party and includes leaders of all core disciplines responsible for data protection and system availability. The CIRP is just one component of a broader risk management suite of procedures including our corporate disaster recovery plan and program-specific business continuity plans that are all overseen by the S.A.F.E. Audit & Risk Committee. We also take our obligations under the European Union's General Data Protection Regulation (GDPR), the Philippines Data Privacy Act, the California Consumer Privacy Act, and similar laws seriously, and extend the same level of protection to all personal data as a baseline. We have a focused monitoring and review program to continually mature the management system through internal and external review and audit programs

Our People

It all starts with people! We talk a lot about our focus on people at Alta. There's a reason for that. We truly care about people, their livelihood, their well-being, their health. And that includes our own employees and the clients and customers we serve. This is why we've established a set of Guiding Principles. You'll see them here, displayed in each of our offices, on our mission statements and more. We live and abide by these principles daily. It's who and what we are. Most importantly, it's what we do.

Results

Great companies partner with Alta Resources because we deliver defined results, and do so with passion, focus and a sense of urgency.

Diversity

We foster diversity — different backgrounds, different cultures and different points of view — to fuel the solutions and results we deliver for our clients.

Relationships

We are successful because of the strong, lasting relationships we build with each other, those we serve and our business partners.

Integrity

We are — individually and collectively — trustworthy, high in character, accountable and proficient, demonstrating respect and honesty in all that we do.

Communication

We communicate openly, honestly, appropriately and responsively — internally and externally — to ensure needs are understood, accountability is clear, information is shared and ideas are heard.

Community

We balance work and family and contribute positively to our communities.

Strength

We must be financially strong to invest in the people, technology, quality and capabilities necessary to create solutions and deliver results for our clients, now and in the future.



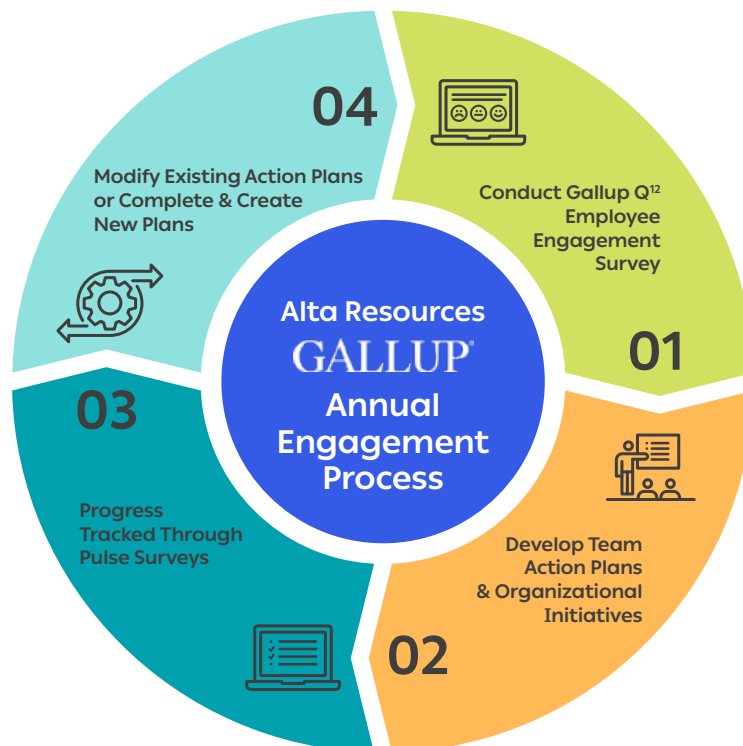


Employee Engagement

Employee Engagement is one of our four strategic mandates and a critical component of our success.

Through our six-year partnership with Gallup, we are nearing a "world class" level of employee engagement across all of our global locations. We have seen consistent year-over-year improvement in employee engagement and our clients are realizing the benefits of our highly engaged workforce. Lower attrition, higher productivity, fewer errors, better employee health and attendance, and improved efficiencies.

Leaders are required to create and maintain their team specific Gallup Action Plans to address both areas of strength (accentuate the positive) and opportunities (eliminate the negative). To reinforce employee engagement as part of our culture, we recognize and reward our leaders with the highest employee engagement scores, creating a culture of positive employee engagement.

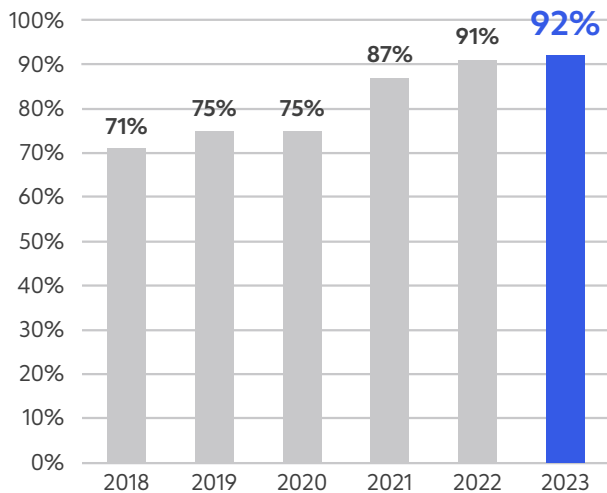


Our People

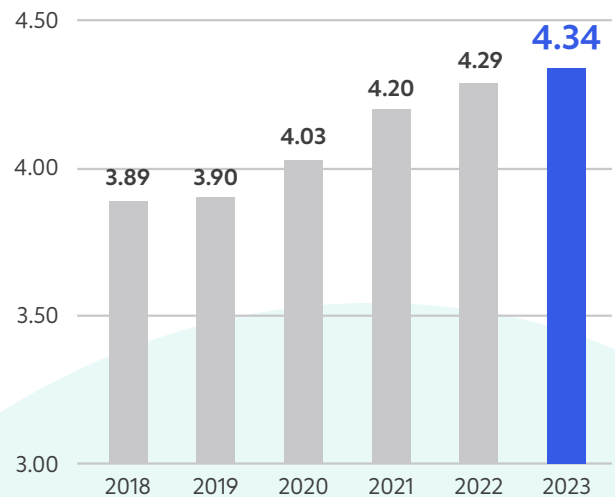
Alta's Demonstrated Excellence

Gallup Q¹² Employee Engagement Survey

Employee Participation



Grand Mean



Our People

CARE Coaching

Alta Resources' primary resource is its people. In order to effectively serve our clients' customers, we need to ensure we have the right people in the right roles focused on meeting and exceeding results. Once our recruiting team brings the right people into the organization, we utilize our **CARE** coaching system to ensure our people flourish. Rolled out in March 2020, CARE encourages coaches to build relationships with frontline agents and leads to individuals engaged in achieving goals. Our CARE coaching system reinforces our culture, our commitment to our Gallup partnership and our focus on our number one asset—our people!

CARE is an acronym with each letter representing an important step in the coaching process. This assists coaches in building relationships with the frontline and developing them to achieve results.



care⁺

communicate relationships & results
assess strengths & opportunities
resolve collaboration & discovery
execute execute action & evolution

Our People

Embracing Diversity (DEI)

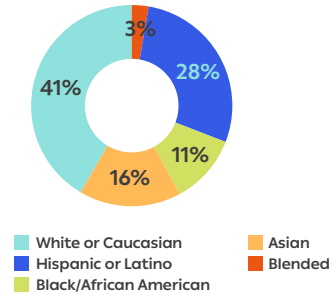
Diversity is a cornerstone that shapes our perspective and drives our success. We strongly believe in the power of bringing together individuals from various backgrounds, cultures, and viewpoints. By fostering an inclusive environment, we ensure that a wide range of ideas, experiences, and talents converge to create innovative solutions and exceptional outcomes for our clients.

By embracing diversity, we tap into a rich tapestry of knowledge and creativity. Our commitment to providing equal opportunities for all team members, regardless of their background, ensures that every voice is heard and valued. This not only strengthens our internal collaboration but also enhances our ability to understand and cater to the diverse needs of our clients.

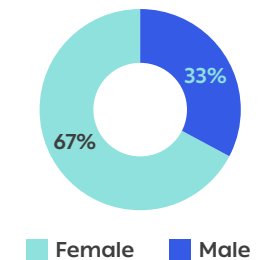
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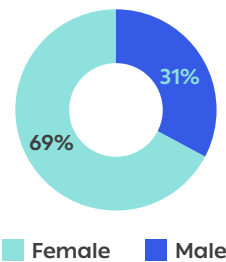
Racial/Ethnic Group Representation



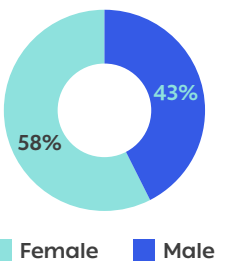
Global Gender Diversity



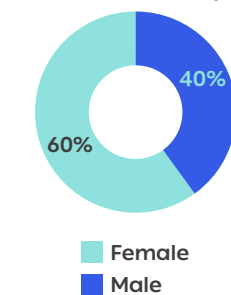
Frontline Employee Gender Diversity



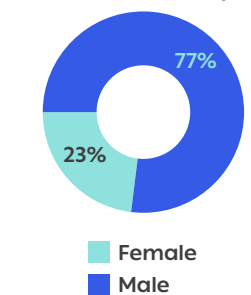
Frontline Leader Gender Diversity



Mid-level Management Gender Diversity



Executive Management Gender Diversity



Data covers all Alta employees at all Alta Resources sites

Our People

Employee Wellbeing

Alta Resources is dedicated to ensuring a safe and healthy work environment for all employees worldwide. Alta Resources has developed a comprehensive **Occupational Health and Safety Policy** which underscores the company's unwavering commitment to maintaining the highest standards of safety across all its operations. This policy reflects Alta Resources' dedication to creating a work environment that prioritizes the well-being of its employees, contractors, and stakeholders.

Our commitment extends to fostering a culture of safety and providing the necessary support to create a secure working environment for everyone involved. At Alta Resources our Health and Safety Management System (HSMS) recognizes the specific health and safety risks in our industry and has developed a system to proactively monitor and mitigate any inherent risks.

Alta Resources has established a specialized Health and Safety Committee (HSC) which reports to Alta's leadership. The Health and Safety Committee at Alta plays a crucial role in supporting, and fostering a culture of safety and well-being within the workplace. The committee works collaboratively to identify and address potential hazards, develop and implement effective safety policies and procedures, and continuously improve the overall health and safety performance of the organization.

Through their collective efforts, the health and safety committee reinforces the leadership's unwavering commitment to ensuring a safe and healthy work environment for all employees.

Employee Resources

As part of our Employee Assistance Program, all employees have 24/7/365 access to various providers offering convenient, work/life resources to support them and their family members in meeting life's challenges, great or small.



Our People

Forbes

Alta Resources is honored to be named to the Forbes' List for Best Mid-Sized Employers for the second-year in a row. As a global customer service outsourcing company supporting Fortune 500 companies, this special honor holds great weight. It shows the world what we've known for many years – Alta is in the business of creating relationships and taking care of people.

The employees at Alta are the heart and soul of our workplace and, because of them, we are able to provide world class customer experiences every single day. With industry-leading Gallup employee engagement scores and employees helping each other through good times & bad, Alta is more than simply just a call center. In addition to making the List of Best Mid-Sized Employers, Alta is also ranked 21st out of 75 on the list of Best Wisconsin Employers. Alta is a place that truly cares for our employees, our clients and our customers.

For almost 30 years, Alta has developed a unique culture, one of caring and passion, driven by our Guiding Principles. This culture has enabled Alta to grow to over 4,000 employees spread across multiple continents.

"At Alta, people come first. We have always cared about our employees because Alta's business is a relationship business. We are successful because of the strong, lasting relationships we build with each other, those we serve and our business partners. Again, we truly appreciate this honor and will continue to live our Guiding Principle of Relationships, by putting our people first,"

Jim Beré, Alta Resources Chairman and CEO



Our People

Employee Recognition

At Alta Resources, we take great pride in the quality of service our employees deliver day in and day out. Years ago, Alta's leaders developed a program to acknowledge and recognize employees that exemplify Alta's high level of quality – ACE: Alta Customer Experience. The ACE Program is designed to drive performance in alignment with the Strategic Mandates and Guiding Principles, recognizing individual performance on a regular basis. There are three tiers within the ACE Program – ACE of Diamonds, ACE of Hearts and ACE of Spades.

ACE of Diamonds: An ACE of Diamonds can be given to any employee that demonstrates the importance of living the Strategic Mandates. Recipients receive either an ACE of Diamonds card or a digital version. Think of an ACE of Diamonds as a way of saying thanks - a small gesture to let someone you work with know you appreciate them. These tokens of gratitude can be given to anyone and received by all.

ACE of Hearts: An ACE of Hearts is given to any employee that demonstrates outstanding performance related to a project, specific task or key action resulting in progression towards the Strategic Mandates. The ACE of Hearts is our way of thanking you for going above and beyond the call of duty. ACE of Hearts are typically given by a leader. ACE of Hearts recipients receive a Defining Moment certificate, a note from Jim Beré and a monetary gift.

ACE of Spades: ACE of Spades represents the best of the best of front-line operational personnel. An employee worthy of an ACE of Spades is considered to be within the top 10% of their team's metrics. Based on their actions, these individuals have proven themselves as exceptional employees. ACE of Spades recipients have aligned themselves with Alta's Strategic Mandates and our Guiding Principle of Results. Their accomplishments speak volumes for what we provide for our clients. Each year, every ACE of Spades recipient receives an invitation to an evening celebration dinner honoring the accomplishments of these select few, a framed certificate, and a monetary gift.



Our People

Community Engagement

AltaHOPE

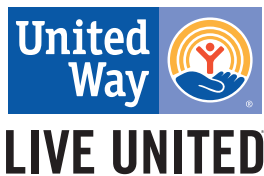
As a company, Alta Resources believes strongly in the word "community." Our CEO leads various initiatives for World Vision, a global humanitarian organization that provides relief in impoverished countries. We even adopted "Community" as one of our corporate Guiding Principles, evidenced in our annual donations, sponsorships, university partnerships and charitable giving.

From that focus on community relations grew an outreach program called AltaHOPE, a testament that we live, breathe and apply our principles every day and everywhere. AltaHOPE, which stands for "Helping Others Prevail Everywhere," advocates community involvement to make a difference in the lives of those around us. And our people respond time after time, demonstrating high levels of participation and monetary generosity.

United Way

Our partnership with United Way has allowed us to give back to our communities in various ways, including providing education, awareness, and involvement opportunities to our employees. Our United Way campaign generates majority-employee participation and more than \$300,000 annually.

In 2023 we were honored with the Sustained Excellence Award from United Way Fox Cities. This prestigious award recognizes an ongoing dedication to making a positive impact in our community. The Sustained Excellence Award is presented to companies that demonstrate outstanding commitment to United Way Fox Cities year after year.



In 2022, Alta contributed over \$275K to the communities we live and work in.

An aerial photograph of a vibrant blue river with white rapids, winding through a lush green forest. The river flows from the top right towards the bottom right of the frame. The surrounding forest is dense and covers the majority of the landscape.

Environment

Alta Resources holds a strong awareness of its influence on both the environment and society at large. The company is firmly dedicated to mitigating any adverse effects on the environment by conducting its operations in a sustainable fashion. The organization is resolute in its mission to not only be environmentally responsible but also to foster positive relationships within its community. This commitment extends to caring for its workforce and adopting practices that mitigate its ecological footprint. By doing so, Alta Resources aims to safeguard the environment for future generations, ensuring their ability to fulfill their own needs.

To pursue a path of continuous enhancement, Alta Resources has made it a priority to ingrain sustainability into every facet of its operations. The company has established a corporate wide Environmental and Waste policy that extends Alta's sustainability initiatives to its suppliers.

The company's objective is to diligently monitor and curb any detrimental impacts on the environment. This includes endeavors to curtail energy consumption, reduce paper usage, minimize the creation of solid waste, cut down on air travel, and optimize water consumption. Through these concerted efforts, Alta Resources seeks to not only bolster its own sustainability practices but also to set an example that encourages others to follow suit.

Environment



Managing Waste

Paper Waste

At Alta Resources, our commitment to sustainability drives us to take proactive steps in order to minimize waste that would otherwise end up in landfills. Through our comprehensive approach to waste reduction, which includes recycling initiatives and process optimization, we are actively striving to make a positive impact on the environment.

Through our digital initiatives, we have achieved a substantial reduction in our paper consumption, leading to a reduction in waste. Moreover, our commitment to reducing the usage of single-use plastics remains strong. We have implemented water bottle refill stations across our offices to further decrease the reliance on disposable plastic bottles. Additionally, our offices have actively transitioned away from using plastic items whenever feasible as part of our ongoing efforts to eliminate single-use plastics.



Alta Resources has contracted with a leading waste management partner Iron Mountain and our 2022 Green Report indicated we recycled a total of:
18.77 Metric Tons of shredded paper



Wood

496 Trees Preserved
 82.76 fresh green tons preserved



Solid Waste

130 Trash Bags Avoided
 1,654.48 lbs of solid waste avoided



Water

786 Bathtubs of water preserved
 39311.00 Gallons of water preserved



Energy

118 Residential Refrigerators Operated Per Year
 54,789.92 kWh energy saved



Green House Gases

22 gas powered cars off the road
 97.45 MTCO₂ avoided

Environment

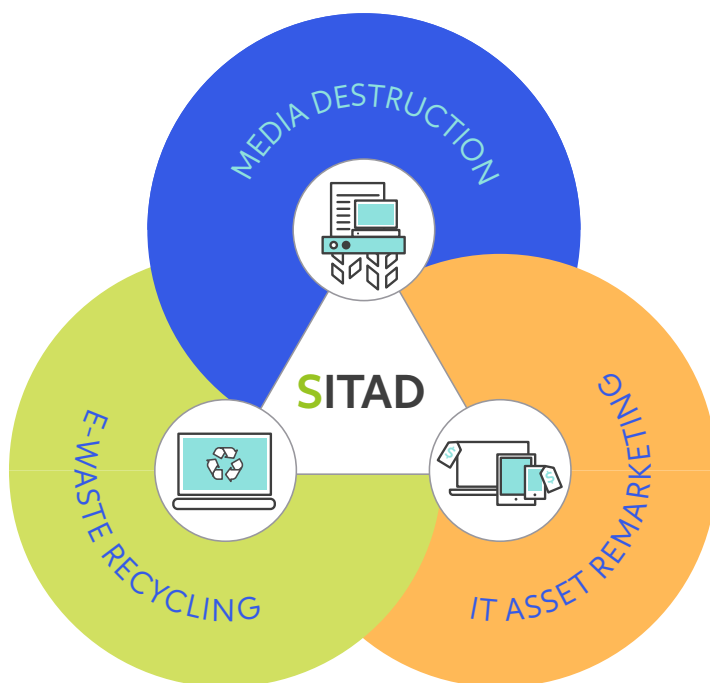
Electronic Waste

Alta Resources has a stringent waste management strategy that prioritizes the responsible disposal of electronic waste (e-waste) and hazardous materials. Alta resources disposes of electronic waste (e-waste) such as CPUs, printers, networking equipment, laptops, and cartridges through accredited waste management partners and we track and maintain records of the same.

We are proud to share that our commitment to responsible waste management extends to every facet of our operations. By adhering to local guidelines, collaborating with authorized recyclers, and maintaining thorough records, we aim to make a meaningful contribution to a greener future while setting an example for responsible waste disposal within our industry.

Partnering with Iron Mountain, all generated e-waste and hazardous waste undergo proper disposal. Their waste management practices are governed by a well-documented standard operating procedure, regularly updated to meet changing regulations.

Alta Resources received a certificate of recycling, data erasure, and proper disposal of e-waste through Iron Mountain in 2022 for all corporate-wide electronic-waste disposal. This underscores our commitment to sustainability, data security, and environmentally conscious practices.



Environment



2022 GHG Emissions

Alta, as part of our ongoing commitment to environmental sustainability and responsible corporate practices, has successfully measured our Scope 1, Scope 2, and Scope 3 emissions in alignment with the United Nations Sustainable Development Goals (UN SDGs). Our efforts have been guided by the adoption of science-based targets (SBTs), specifically following the Science-Based Targets initiative (SBTi) framework.

By undertaking this comprehensive assessment of our emissions across all scopes, we have gained valuable insights into our carbon footprint and identified areas where we can make impactful reductions. This initiative is a testament to our dedication to addressing climate change and contributing to the global drive to limit global warming.

Alta remains committed to transparency and accountability in our sustainability journey. We will regularly report on our progress towards achieving our SBTi-aligned emission reduction targets and share updates on the strategies and initiatives we are implementing to drive positive change.

Through this initiative, we are not only reducing our environmental impact but also contributing to the broader UN SDGs, particularly Goal 13: Climate Action, which calls for urgent measures to combat climate change and its impacts.

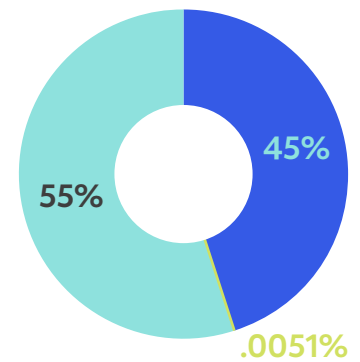
We believe that by taking a proactive stance in measuring and reducing our emissions with the guidance of science-based targets and the UN SDGs, we are contributing to a more sustainable and resilient future for both our company and the planet.



Environment

2022 GHG Emissions Alta Resources

Scope	Emission sources	tonne-CO ₂ e	%
Scope 1	Stationary - Diesel oil for DG set	5.12	0.112
	Mobile - Fuels for company owned vehicles	5.27	0.117
	Fugitive - Refrigerant gases & CO ₂ fire extinguishers		
	Scope 1 Total	10.39	0.0051%
Scope 2	Purchased grid electricity	2407.8	53.54
	Purchased off-grid electricity (shared DG set)	0	0
	Purchased heat	62	1.37
	Scope 2 Total	2469.8	54.98%
Scope 3	Category 1: Purchased goods (paper)	9.3	0.20
	Category 5: Waste generated (food wastes)	0.15	0.003
	Category 6: Business air travel	145	3.22
	Category 7: Employee commuting	1180	26.23
	Category 7: Employee teleworking	683	15.18
	Scope 3 Total	2017.45	44.96%
	Note: in tonnes CO ₂ equivalent, rounded to the nearest whole number	4497.64	100%



■ Scope 1 Emissions
■ Scope 2 Emissions
■ Scope 3 Emissions

**Total GHG Emissions
4497.64 tonne-CO₂**

Environment

Green Buildings

Alta Resources, has made significant investments in green buildings and green technology as part of its ongoing commitment to improving its environmental impact. Recognizing the critical need to address climate change and reduce their carbon footprint, Alta Resources has taken proactive steps to integrate sustainability into its operations. This is highlighted by the opening of Alta's new facility in Fort Myers.

These investments in green buildings involve the construction and renovation of facilities that adhere to rigorous environmental standards. Alta Resources prioritizes energy-efficient designs, the use of sustainable building materials, and the implementation of renewable energy sources such as solar panels and wind turbines. These measures not only reduce the company's energy consumption but also contribute to lower greenhouse gas emissions.

Alta Resources has focused on incorporating green technology solutions across its operations. This includes adopting advanced energy-efficient technologies, such as LED lighting, energy management systems, and efficient HVAC (Heating, Ventilation, and Air Conditioning) systems. These innovations not only reduce operational costs but also have a positive impact on the environment by decreasing energy consumption and, consequently, carbon emissions.



Environment

GLAS Tower, Pasig City, Philippines

The innovative GLAS Tower, home to our new Alta Resources Philippine offices, surpasses the typical green building standards as it incorporates sustainable and ecological features within the building's core and facade envelope.

GLAS expected to go beyond a LEED® Platinum designation to encourage tenants and visitors to support sustainable practices in their own way. The building features a number of sustainable and environmentally-friendly elements including double-glazed, triple low-e high-performing glass windows, the first of its kind in the entire Philippines. The floor-to-ceiling window heights will allow natural light to penetrate throughout the floor while blocking off heat, which will substantially reduce energy requirements and costs.

Together with ASYA's in-house specialist teams, GLAS is designed with the water resource properly utilized through a highly-efficient rainwater harvesting system ensuring a clean and safe non-potable water supply used for servicing purposes, housekeeping and landscaping maintenance.

Also, GLAS features ample bicycle parking spaces to encourage low carbon emission means of transportation.



Environment

Fort Myers, Florida

In 2023, Alta moved into a new facility in Fort Myers, Florida. The blueprint and aesthetics of this new structure have been significantly shaped by a commitment to simplicity and an emphasis on sustainable materials that ensure durability with minimal upkeep.

The building's energy-saving initiatives are poised to make a substantial impact. By opting for LED lighting throughout the premises, Alta is projected to conserve a 181,048 kWh of energy each year. Daylight controls, complemented by expansive windows, are estimated to yield an additional annual energy saving of 3,721 kW. Taking a step further, the integration of occupancy sensor control and switched receptacles is forecasted to add 62,273 kWh in annual energy savings.

The implementation of an Energy Recovery Ventilation (ERV) system is projected to save an impressive 540,000 kWh of energy annually. Moreover, attention to the design of elements such as glass, walls, and the roof is expected to result in a reduction of 192,000 kWh in cooling load, further bolstering the building's energy efficiency. The building envelope itself boasts a remarkable 14% improvement in efficiency beyond the requirements stipulated by prevailing codes.

Through the incorporation of native plant materials and innovative landscape design, irrigation needs have been considerably slashed resulting in the preservation of 463,841 gallons of water annually.

Furthermore, within the building, the selection of water-efficient plumbing fixtures is anticipated to lead to a substantial reduction of 328,589 gallons of water each year, marking a 36.47% reduction compared to traditional equipment.



Thank you.

www.altaresources.com

Alta Resources
120 N Commercial St
Neenah, WI 54956

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