



Alta Resources

2024 ESG Report

Contents

3 Message From the CEO

4 About Alta Resources

- 4 Our Story
- 4 Our Mission
- 4 Our Guiding Principles

5 Sustainability at Alta

- 5 Our ESG Strategy
- 5 ESG Governance
- 5 Materiality
- 6 UNSDGs
- 6 UN Global Compact
- 6 Accountability and Transparency

Governance, Ethics and Integrity

8 Ethics and Governance-Building a Strong Ethical Culture

- 8 S.A.F.E. – Securing Alta’s Future Environment
- 8 Enterprise Risk Management
- 8 Code of Conduct
- 9 Anti-Corruption and Anti-Bribery
- 9 Conflict of Interest
- 9 Whistleblower and Anti-Retaliation

10 Human Rights

- 10 Our Human Rights Policies
- 10 Human Rights In Our Supply Chain

11 Employee Health & Safety

- 11 Health & Safety Committee

12 Supply Chain

- 12 Our Approach
- 12 Supplier Diversity and Sustainable Sourcing

13 Cybersecurity & Data Privacy

- 13 Business Continuity
- 14 Transparency and Accountability
- 14 Privacy
- 14 Training and Awareness
- 15 Responsible AI

Our People

17 Our People

- 17 Recruitment
- 17 Impact Recruitment
- 17 Forbes

18 Alta Leading in Employee Engagement

- 18 How Does Alta Compare?
- 19 People Our Greatest Resource -CARE Coaching
- 19 Leadership Development

20 Employee Wellness

- 20 Our Benefits
- 21 Workplace Violence
- 21 Speak Up Culture
- 21 Employee Assistance Plan
- 21 Employee Continuing Education

22 Embracing Diversity

22 Employee Recognition

23 Community Engagement

- 23 AltaHOPE
- 23 United Way

Sustainability

25 Sustainability

25 Environmental Compliance

25 Water

25 Commitment to NetZero by 2050

26 Waste

27 GHC Emissions

28 GHC 2023 Emissions

29 Hybrid Work Model

30 Green IT

31 Green Buildings

- 31 GLAS Tower
- 32 Fort Myers

33 Report Scope

34 Appendix

- 35 Our People - Workforce Data Table
- 36 Our People - Engagement by Generation
- 37 Sustainability Performance Data Table
- 38 Sustainability - Our Progress
- 39 Sustainability - Key Initiatives & Strategies
- 40 GRI, UNGC and UN SDG index

About This Report

The "Alta Resources 2024 ESG Report" provides a comprehensive overview of Alta's initiatives and other data-centric information that took place from between January 1, 2023 to December 31, 2023, unless otherwise indicated.

Message from the Chief Executive Officer

Since its inception in 1995, Alta Resources has consistently prioritized ethics and corporate responsibility in all our processes. Our Environmental, Social, and Governance (ESG) strategy is aligned with our corporate guiding principles, reflecting our commitment to good governance and highlighting the impact ESG considerations have on our employees, clients, communities, and other stakeholders.

UN Global Compact Participation

We are proud to announce that Alta Resources has become a participant member of the United Nations Global Compact (UNGC). The UNGC is a UN-led initiative that supports companies committed to ethical and responsible business practices in human rights, labor, environment, and anti-corruption. By adhering to the ten operating principles of the UNGC and integrating them into our ESG strategy, we reaffirm our commitment to sustainability. We value our membership and look forward to continuing our efforts to build a sustainable future.

Social Responsibility

It all starts with people. At Alta, our focus on people is central to everything we do. We care deeply about the livelihood, well-being, and health of our employees, clients, and customers. This commitment is reflected in our significant investment in continuous training across all levels of our organization. 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 our global locations.

Diversity is another cornerstone of our Guiding Principles. Alta has fully embraced diversity across the organization, with female employees globally accounting for over 60% of our workforce. By identifying and nurturing diverse talent, we have created an environment where our people can innovate, problem-solve, and serve our customers with excellence.

Environmental Stewardship

Alta Resources is acutely aware of its impact on the environment and society at large. We are dedicated to mitigating any adverse effects by conducting our operations sustainably. In 2023, Alta moved into a new facility in Fort Myers, Florida. The design of this new structure was driven by a commitment to simplicity, sustainable materials, and energy efficiency. The implementation of an Energy Recovery Ventilation (ERV) system is projected to save an impressive 540,000 kWh of energy annually. Additionally, water-efficient plumbing fixtures in the building are expected to reduce water usage by 328,589 gallons each year.

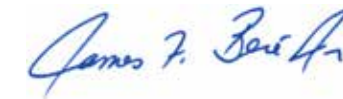
Our dedication to environmental responsibility extends to waste

management, with the goal of achieving zero waste to landfill through recycling, waste reduction, and process optimization. In 2023, we strengthened our partnership with Iron Mountain, leading to the recycling of nearly 187 metric tons of paper, which is equivalent to saving over 490 trees.

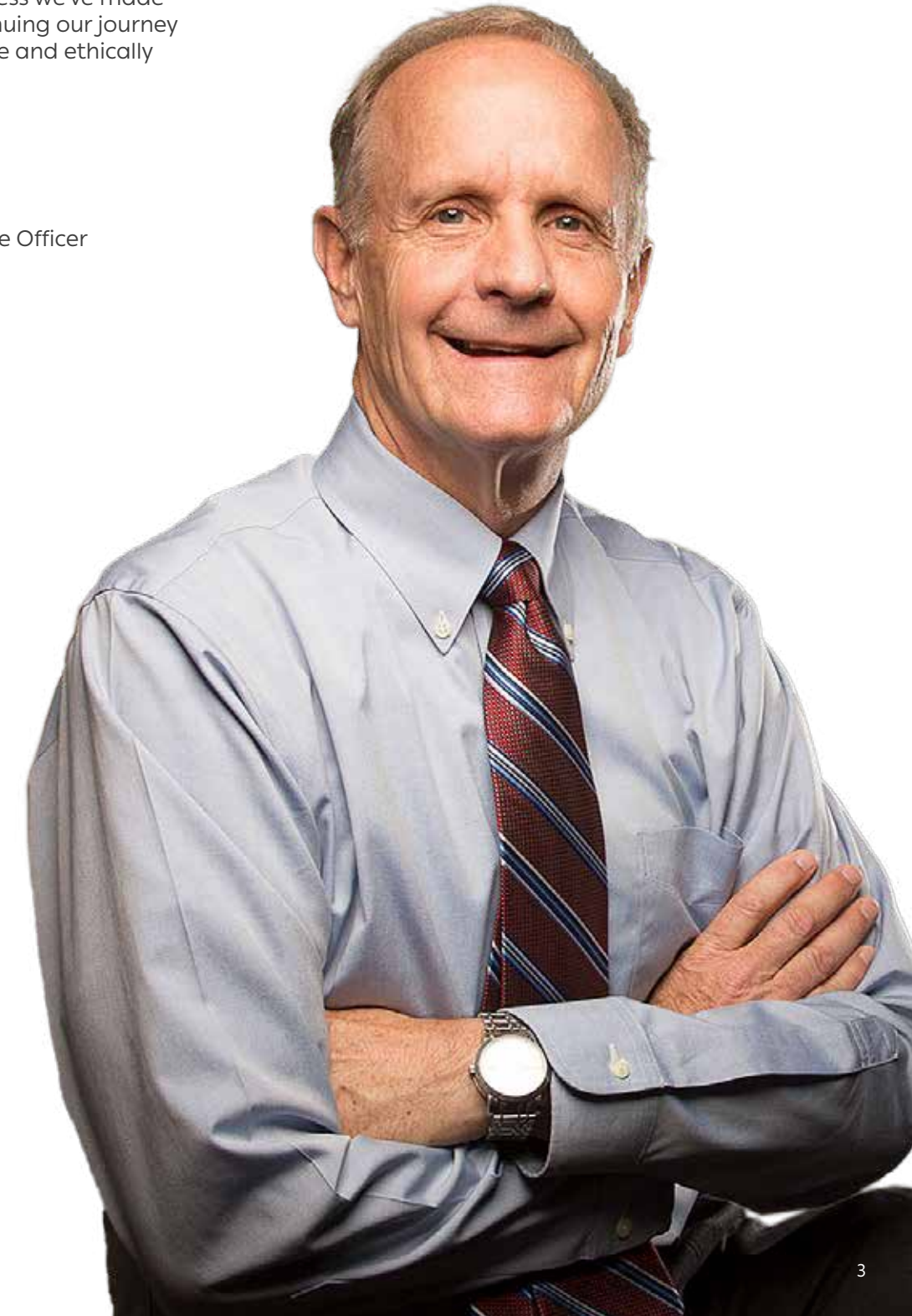
Governance

Adhering to the highest ethical standards is one of our core guiding principles, and we are continually refining our processes to uphold this commitment. In 2023, Alta's S.A.F.E. Audit & Risk Committee reviewed and approved corporate policies that enhanced our governance protocols around key areas. These policies focus on human rights, diversity, anti-corruption, anti-bribery, and environmental management. Alta also participated in several third-party audits, including, for the first time, a four-pillar Sedex Members Ethical Trade Audit (SMETA) through SEDEX (Supplier Ethical Data Exchange). This audit, covering labor standards, health and safety, environmental performance, and business ethics was completed successfully at our Neenah headquarters. Looking ahead to 2024, we are committed to further enhancing our corporate responsibility and ethics systems, ensuring that Alta Resources continues to lead with integrity and responsibility in everything we do.

We are proud of the progress we've made and look forward to continuing our journey toward a more sustainable and ethically responsible future.



Jim Beré
Chairman & Chief Executive Officer



About Alta Resources

Our Story

Established in 1995, Alta Resources has positioned itself as a premier provider of business process outsourcing (BPO) solutions, focusing primarily on customer-related operations. Our reputation spans across various sectors, including consumer-packaged goods (CPG), health insurance, entertainment, non-profit, and automotive industries. We serve as a valued partner to globally recognized brands, offering an extensive array of services, such as customer care, sales support, e-commerce solutions, back-office operations, and fulfillment services.

Our Vision

When we started Alta Resources, our vision was to create economic opportunities—especially for those with a passion for helping others. Alta was born out of this vision, becoming a BPO company dedicated to helping good people support good clients. We aimed to do something different, something better. Our focus was on building brands, not just answering calls, social media, or emails. To achieve this, we created dedicated teams for each client's business, aiming to help those organizations grow and flourish.

Our Commitment Today

That commitment continues to drive us today. We live and breathe our clients' brands, striving to create unbreakable bonds between their brands and their customers. Our goal is to help enterprises prosper by providing exceptional service and fostering strong, lasting relationships. Through our dedicated approach, we ensure that every interaction contributes to the success and growth of our clients' businesses.

Our Mission

At Alta, our mission is to provide exceptional resources and create innovative solutions that maximize customer relationships. We are dedicated to empowering our clients with tailored, customer-centric outsourcing services that drive meaningful engagement and long-term loyalty.

Our vision is to be a global industry leader in customer-related outsourcing solutions, setting the standard for excellence and innovation in the way companies build, manage, and sustain their customer relationships across the world. Through our commitment to quality, integrity, and continuous improvement, we aim to transform the customer experience for businesses of all sizes and industries.

Our Guiding Principles

At Alta Resources, our Environmental, Social, and Governance (ESG) strategy is intricately woven into and aligned with our corporate guiding principles. These principles embody our commitment to good governance and reflect our dedication to ethical and responsible business practices.



Results

We are driven by a commitment to delivering consistent, defined results, fueled by our passion, focus, and sense of urgency. Companies choose to partner with Alta due to our time-tested track record of success. Our dedication to achieving and surpassing expectations is at the core of our operations.



Diversity

Diversity is the bedrock of our organizational culture. We celebrate differences in backgrounds, cultures, and viewpoints, recognizing their pivotal role in nurturing the innovative solutions we offer to our clients. Our diverse team is instrumental in driving creativity and delivering exceptional results.



Relationships

Our success is a result of strong, enduring relationships with our team members, clients, and business partners. These relationships are fundamental to realizing our objectives and achieving mutual success. We invest in building and maintaining these connections to foster collaboration and growth.



Integrity

Integrity and ethics are non-negotiable pillars of our ethos. We adhere to the highest standards of trustworthiness, accountability, and proficiency. Honesty and respect characterize all our interactions, ensuring that we operate with the utmost integrity in every aspect of our business.



Communication

Transparent, candid, and responsive communication is paramount to us. Internally and externally, we prioritize clear accountability, shared information, and active listening to understand needs and foster innovation. We create an environment where employees can freely voice concerns, supported by our open-door non-retaliation policy.



Community

Contributing to the advancement of our communities is ingrained in our DNA. We believe in balancing work and family life while actively engaging in initiatives that uplift the communities where we operate. Our commitment to social responsibility is reflected in our efforts to make a positive impact.



Strength

We seek to be financially strong this enables us to invest in our workforce, technology, quality, and capabilities. This investment enables us to deliver innovative solutions and outcomes for our clients, both now and in the future. We are dedicated to continuous improvement and long-term success.

Sustainability at Alta

Our ESG Strategy

Our ESG strategy acts as a compass, guiding the management and communication of our ESG program, goals, and impacts. It is shaped by both internal and external influences that inform our interactions with stakeholders and dictate our approach to addressing material ESG issues. This strategic framework ensures that we remain focused on our sustainability objectives and effectively address the evolving needs of our stakeholders.

Commitment to Environmental Sustainability

As a company centered around people, minimizing our environmental footprint and supporting our communities are integral facets of our ESG strategy. This commitment extends beyond surface-level initiatives, embedding sustainability into every facet of our operations. We strive to implement practices that reduce our environmental impact while actively contributing to the well-being of the communities we serve.

Ethics and Respect for Human Rights

Ethics, respect for human rights, and community impact are critical components of our ESG strategy and corporate governance protocols. We are unwavering in our commitment to upholding the highest ethical standards and ensuring that our operations positively contribute to the

communities we serve. Our dedication to human rights is embedded in our corporate framework, guiding us to operate in a manner that is socially responsible and aligned with our values.

Fostering Integrity and Responsibility

By integrating these values into our corporate framework, we not only adhere to legal and regulatory requirements but also foster a culture of integrity and responsibility. Our commitment to ethical business practices ensures that we conduct our operations with transparency and accountability, promoting a positive impact on both our stakeholders and the environment.

Community Engagement and Sustainable Development

Our dedication to human rights and community engagement is a cornerstone of our ESG strategy. We aim to operate in a manner that supports sustainable development and ethical business practices, reinforcing our commitment to making a meaningful contribution to the communities in which we operate. This holistic approach ensures that our ESG efforts are both impactful and aligned with our long-term sustainability goals.

ESG Governance

Our strategy is overseen at the highest levels of our organization by the S.A.F.E. Audit and Risk Committee. Comprised of Alta Resources' CEO, CFO, CIO, and leaders in compliance, human resources, and information security, this committee ensures that our ESG efforts are governed and aligned with our corporate values. The committee not only monitors our progress but actively drives the evolution of our ESG strategy in response to emerging risks, regulatory changes, and stakeholder expectations. This oversight ensures that our strategy remains adaptable and effective, reinforcing Alta Resources' leadership in responsible and sustainable business practices.



The day-to-day management of our ESG strategy is entrusted to the Compliance and Ethics Office, which plays an important role in ensuring that our initiatives are effectively executed and aligned with our long-term ESG goals. This office collaborates closely with both internal and external stakeholders to ensure that our ESG strategy is not only responsive to regulatory and stakeholder demands but also proactively drives positive environmental and social impacts across our operations.

Materiality

Through regular engagement with both internal and external stakeholders, Alta Resources gains valuable insights into the priority issues (materiality) that matter most to each specific stakeholder group. This continuous dialogue enables us to better understand their evolving expectations and challenges, allowing us to tailor our ESG strategy to address the most pressing concerns. By fostering open communication and collaboration, we ensure that our approach remains dynamic and responsive, ultimately driving more meaningful and impactful outcomes that resonate with all our stakeholders.



United Nations Sustainable Development Goals

As a global 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).

As a signatory of the United Nations Global Compact (UNGC), our approach to ESG supports a number of the United Nations Sustainable Development Goals (UN 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 our values.

Our current sustainability efforts align best with these SDGs:

Government



Our People



Environment



UN Global Compact

Alta is a participant member of the United Nations Global Compact (UNGC), a UN-led initiative that encourages companies to conduct business responsibly by aligning their strategies and operations with the Ten Principles on human rights, labor, environment, and anti-corruption. Alta values this membership and is committed to upholding these principles as part of its ongoing efforts to build a sustainable future.

WE SUPPORT



Accountability and Transparency

We strive to establish the benchmark for accountability and compliance within our industry. This commitment drives us to consistently improve our transparency and accountability to our clients, employees, and stakeholders. As part of our dedication to ethical practices, we are proud members of the United Nations Global Compact (UNGC) and annually submit our Communication on Progress (CoP).

Additionally, we have participated in CDP's climate change disclosure program and undergo annual assessment by Eco Vadis, the world's leading sustainability ratings organization.



Supplier Ethical Data Exchange (SEDEX)

At Alta, we are committed to maintaining the highest standards of ethical conduct, labor practices, and environmental sustainability throughout our operations and supply chain. In alignment with

these values, we participated in the SEDEX SMETA (Sedex Members Ethical Trade Audit) 4-Pillar Audit in 2023. The audit was conducted by a third-party audit firm, Bureau Veritas.

The SMETA 4-Pillar Audit is one of the most comprehensive social auditing methodologies available, assessing four critical areas of our business:

- 1. Labor Standards:** Ensuring fair labor practices, upholding workers' rights, and adhering to both local and international labor laws. This audit evaluates working conditions, fair wages, working hours, freedom of association, and non-discrimination in the workplace.
- 2. Health and Safety:** We prioritize the health, safety, and welfare of our employees at all levels. The audit reviews the safety measures in place to ensure a safe working environment, including risk assessments, accident prevention, and emergency preparedness.
- 3. Environment:** As part of our ongoing commitment to sustainability, we continuously assess and manage our environmental impact. This pillar of the audit evaluates our efforts to reduce our environmental footprint through waste reduction, efficient energy use, and minimized emissions.
- 4. Business Ethics:** Integrity and transparency are foundational to our business. This pillar ensures that we uphold the highest ethical standards in all business dealings, with a focus on anti-corruption policies, fair business practices, and compliance with legal and regulatory requirements.



Governance, Ethics, and Integrity

Ethics serve as the foundation of our business practices and relationships. Upholding strong ethical standards ensures that we maintain integrity, transparency, and trust in all our dealings, whether with clients, suppliers, or employees.



Building a Strong Ethical Culture

As a global corporation, Alta is dedicated to integrating best practices in governance, risk management, and ethics, while upholding human rights throughout our organization and value chain. 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. We have established policies and processes that reflect our commitment to good governance, which are readily accessible to both employees and stakeholders. These policies articulate clear expectations for directors, employees, and business partners, as articulated in policies such as the **Code of Business Ethics and Conduct** and the **Supplier Code of Conduct**.

To manage these policies, we have established processes and management systems that ensure adherence, continuous improvement, and alignment with our ethical standards.

100% 
of employees received training on ethics and code of conduct in 2023

S.A.F.E. (Securing Alta's Future Environment) Audit and Risk Committee

The S.A.F.E. Audit and Risk Committee is comprised of Alta Resources' CEO, CFO, CIO, and leaders in Compliance, Human Resources, and Information Security. S.A.F.E. serves as a pivotal body overseeing Environmental, Social, and Governance (ESG) matters, as well as corporate compliance and Enterprise Risk management.

Meeting regularly, the committee collaborates across operating segments to strengthen the compliance program and ensure alignment with company-wide standards and objectives. We maintain best practices in corporate governance by reviewing and approving our governance policies including our committee charters, Corporate Governance Guidelines, and Code of Conduct and Ethics.

In addition to these responsibilities, the committee also provides oversight and review of Alta's enterprise risk management process. This ERM process functions as an essential tool for identifying, assessing, and mitigating risks throughout the organization, further enhancing Alta's resilience and supporting its long-term sustainability objectives.



Enterprise Risk Management (ERM)

At Alta, we implement Enterprise Risk Management (ERM) as a strategic methodology to identify, assess, and manage risks comprehensively. Our goal with ERM is not only to prevent potential losses but also to seize opportunities. Unlike traditional risk management approaches, which often have a narrow focus, ERM takes a holistic view, considering all types of risks that could impact our objectives and operations.

The oversight of our ERM efforts lies with the S.A.F.E. Audit and Risk Committee, which conducts regular assessments. We consider risks across the short, medium, and long term, continually seeking opportunities to enhance our ability to identify, analyze, and mitigate potential challenges. We routinely and systematically conduct risk assessments, which inform the development and refinement of policies, procedures, and processes tailored to our organizational needs.

The primary objective of these assessments is to pinpoint and evaluate the top 10-20 enterprise-level risks within five critical categories—strategic, operational, financial, compliance, and reputational—ensuring that our risk management efforts are aligned with the evolving landscape of our industry and our organizational context.

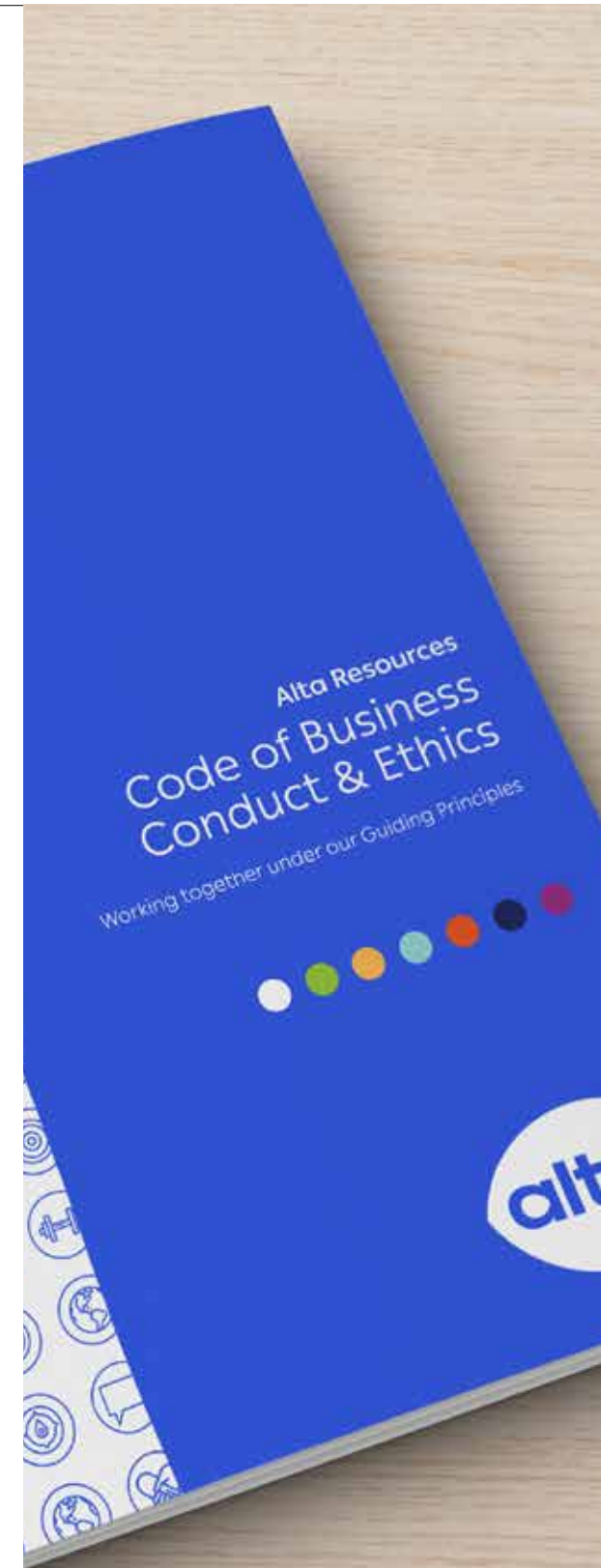
By consistently applying this framework, we maintain a proactive stance on risk, safeguarding our operations and strengthening our resilience in an ever-changing environment.

Code of Conduct

Our commitment to ethical conduct is fundamental to how we operate. Our **Code of Conduct** outlines the core principles and values that guide every member of our organization. We expect all employees to adhere to these standards without compromise.

To ensure that our team members are equipped to uphold these principles, we provide comprehensive annual Ethics and Compliance training. This training serves to educate employees on our purpose, values, and the expectations outlined in our Code of Business Ethics and Conduct.

In addition to firm-wide training, certain employees undergo role-specific training tailored to their responsibilities. This includes individuals who handle sensitive information or hold leadership positions within the company. Our mandated training covers a wide range of focus areas, each tailored to mitigate specific risks which include ethics, anti-harassment, anti-corruption, data privacy and cybersecurity.



Anti-Corruption & Anti-Bribery

We are committed to conducting business with the highest standards of integrity and transparency. Our **Anti-Bribery and Anti-Corruption Policy** reflects this dedication, as we firmly state that we do not engage in, accept, solicit, or facilitate any form of bribery, regardless of its value or purpose.

As a global company, we place a high priority on adhering to both local and international anti-corruption laws, such as the U.S. Foreign Corrupt Practices Act (FCPA) and the U.K. Bribery Act, across every jurisdiction in which we operate. We are fully committed to upholding these regulations and ensuring transparency, fairness, and ethical practices in all our business dealings.

In addition to policies, Alta Resources has implemented an **Anti-Bribery Management System (ABMS)** across the organization. This management system is aligned with **ISO 37001**, providing a comprehensive framework for Alta to control bribery and corruption risk effectively. We rely on ISO 37001 standards to help us identify, assess, and manage bribery risks across our operations. This framework provides us with clear guidance on how to design and implement strong anti-bribery controls, ensuring that we have effective policies and procedures

in place to prevent, detect, and respond to any form of bribery or corruption. By following the ISO 37001 framework, we reinforce our commitment to integrity and transparency in all our business dealings and extend these ethical expectations to our entire supply chain through our **Supplier Code of Business Conduct and Ethics**.

Conflict of Interest

Alta's **Conflicts of Interest Policy**, is an important component of our ethical guidelines and underscores our commitment to transparency and integrity in all aspects of our operations. It requires employees to proactively disclose any actual or potential conflicts of interest that may arise in the course of their duties. By fostering a culture of openness and accountability, we aim to safeguard the trust of our stakeholders and maintain the highest standards of professional conduct. Conflicts of Interest is a covered module in employee annual ethics training.

This policy is reviewed annually and conflict of interest covered in our corporate wide annual ethics training.



Whistleblower and Anti-Retaliation Policy

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 provide various channels for employees to voice their questions and concerns, including Human Resources, corporate compliance, and our **Ethics Point Helpline** – accessible 24/7 for confidentiality and, where legally allowed anonymous reporting. Any good-faith allegations regarding potential violations of laws, regulations, values, policies, or our company standards undergo thorough review by trained investigators. Breaches of our Code or policies may result in disciplinary measures, including termination.

We do not tolerate retaliation of any kind against anyone who, in good faith, reports potential or actual ethical or legal violations.



Human Rights

We are dedicated to upholding the principles outlined in the United Nations Global Compact (UNGC), the Universal Declaration of Human Rights, the International Labor Organization’s (ILO) Declaration on Fundamental Principles and Rights at Work, and the United Nations Guiding Principles on Business and Human Rights. Through our Human Rights and Diversity Policy, we affirm our unwavering commitment to respecting human rights throughout our entire supply chain.

Our Human Rights Policies

Our Code of Conduct serves as a compass, providing clear expectations outlined within our policies and empowering us to make decisions rooted in ethics and integrity. Complementing this, our Policy Against Discrimination and Harassment reinforces our firm stance against any form of harassment or discrimination, fostering an environment where every member can work free from such unacceptable behaviors. Moreover, our **Human Rights and Diversity Policy** underscores our dedication to fostering equal opportunities, embracing diversity and inclusion, and ensuring a workplace that is not only safe but also promotes the health and well-being of all individuals. As a UNGC participant, we uphold the freedom of association.

We stand firmly against any manifestation of child labor, forced labor, or exploitative

practices, as well as any working conditions characterized by coercion or exploitation. This commitment is enshrined within our comprehensive **Child Labor and Anti-Slavery Policy**. Our organization maintains processes to detect and thoroughly investigate any apparent violations of this policy. Should an incident be uncovered within our organization or supply chain, we have developed a **Child Labor Remediation Policy**, which serves as a structured guide to our remediation process.

Human Rights in Our Supply Chain

Alta Resources prioritizes ethical conduct and the protection of human rights across our supply chain. Our commitment is reflected in the Alta **Supplier Code of Conduct** and **Sustainable Procurement Policy**. This policy sets forth stringent standards, explicitly prohibiting all forms of forced labor, child labor, and human trafficking. Furthermore, we mandate that our suppliers prohibit discrimination, harassment, and retaliation within their organization. Alta has established a **Vendor Management System (VMS)** which allows effective due diligence of vendors within our supply chain to ensure that our commitments to human rights and ethical governance are respected by our suppliers.

0% of incidents of child labor or forced labor within Alta or its supply chain



Employee Health and Safety

Our commitment to the well-being of our employees is paramount. As a people-focused organization, we prioritize health and safety. In 2023, we conducted health and safety assessments and underwent rigorous third-party SMETA 4 audits, with a focus on health and safety measures.

Alta Resources has developed an **Occupational Health and Safety Policy** which underscores our commitment to maintaining the highest standards within workplace health and safety.

Additionally, we have established an **Occupational Health and Safety Management System (OHMS)** in accordance with ISO 45001:2018 standards. This system underpins our occupational health processes and operational framework, demonstrating our dedication to maintaining the highest international standards for employee health and safety.

Health and Safety Committee

To improve due diligence and outcomes, we have established a health and safety committee, comprising leadership and employees from our different physical sites. This committee serves as a functional and advisory body, offering insights and recommendations to our S.A.F.E. (Securing Alta's Future Environment) Audit & Risk Committee, ensuring that health and safety concerns are addressed promptly and effectively.

The Health and Safety Committee's purpose is to foster collaboration between management and staff to identify potential risks, promote safe work practices, and ensure compliance with safety regulations. This proactive approach allows us to enhance workplace safety, mitigate risks, and continuously improve our safety protocols.



100% 
Health and safety risk assessments conducted for all sites



Supply Chain

At Alta Resources, we are committed to maintaining ethical and sustainable practices throughout our operations. We believe in sourcing from and forming partnerships with suppliers who align with our values and demonstrate a dedication to responsible conduct. By prioritizing such relationships, we ensure that our business operations not only meet high standards of quality but also contribute positively to the communities and environments in which we operate.

Our Approach

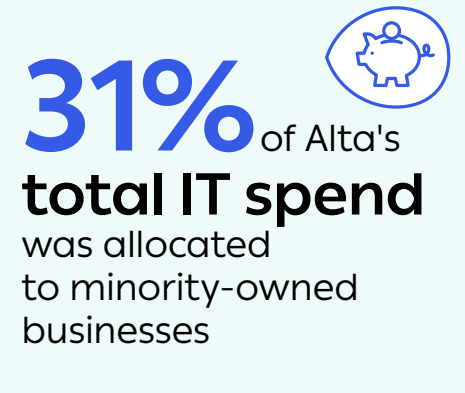
Alta Resources has established a **Supplier Code of Business Conduct, Ethics and Sustainable Procurement Policy**, to guide our supplier/vendor relationships. This policy outlines our expectations within our supplier/vendor relationship. Our Supplier Code sets expectations for our vendors in environmental responsibility, respect for human rights, anti-corruption measures, fair labor practices, and compliance with all relevant laws and regulations. Through supplier attestations to this code, we ensure that our suppliers align with our commitment to responsible business conduct and contribute to sustainable practices across our supply chain.

From a due diligence point of view Alta has established a **Vendor Management System (VMS)**. New suppliers undergo an onboarding process that includes risk-based screening to ensure compliance with applicable laws and our standards. Our process includes periodic diligence checks to monitor any changes in suppliers' circumstances. The frequency of these checks is determined by the supplier's risk profile, ensuring that Alta stays vigilant and responsive to evolving risks in its supply chain. This approach supports our commitment to the UN Guiding Principles on Business and Human Rights and the UN Global Compact.

Supplier Diversity and Sustainable Sourcing

Alta Resources is particularly committed to fostering diversity in its supplier sourcing practices. This entails actively seeking partnerships with businesses owned and operated by individuals from diverse backgrounds, including various ethnicities, genders, races, and other underrepresented groups.

In 2023, 31% of Alta's total IT spend was allocated to a minority-owned business. This reflects Alta's ongoing efforts to foster supplier diversity, ensuring that underrepresented groups are given opportunities to participate in the company's supply chain. This approach aligns with their broader strategy of promoting diversity across all facets of the business, from internal staffing to external partnerships.



Cybersecurity and Privacy

Our Cybersecurity program is aligned with the National Institute of Standards & Technology (NIST) framework and standards, as well as applicable industry regulatory requirements. This includes, but is not limited to, GDPR, the U.S. Health Insurance Portability and Accountability Act (HIPAA), the International Organization for Standardization (ISO), and PCI Data Security Standard (PCI DSS).

Comprehensive Protection Measures

The program encompasses strong information security and cyber operations capabilities designed to protect our company, our associates, our clients, and their end users. We continuously review and strengthen our cybersecurity measures to ensure they are responsive to emerging threats.

Incident Response Plans

Alta maintains a comprehensive set of cybersecurity incident response plans (CIRP) that clearly define roles, responsibilities, procedures, and communication expectations throughout all stages of an incident response lifecycle. These plans align with industry best practices and are managed by the Director of Information Security & Privacy. In addition to annual reviews, our CIRPs are tested annually through a tabletop exercise facilitated by a third party, involving leaders from all core disciplines responsible for data protection and system availability.

Risk Management and Business Continuity

The CIRPs are part of a broader risk management suite of procedures that include our corporate disaster recovery plan and program-specific business continuity plans. All these procedures are overseen by the S.A.F.E. Audit & Risk Committee, ensuring comprehensive oversight and effective risk management.

Corporate Security Policy

Our Corporate Security Policy outlines the responsibility of our employees to adhere to security controls and requirements. These policies and standards are reviewed and updated as necessary, but at a minimum on an annual basis. We continue to refine our risk assessment and management processes to support our ongoing security modernization and maturity enhancement efforts, under the governance of the S.A.F.E. Audit & Risk Committee.

Recent Investments

In 2023, Alta Resources made substantial financial investments in enhanced cybersecurity and hardware to bolster our overall security framework and business continuity capabilities. These upgrades reflect our ongoing commitment to safeguarding our digital infrastructure and ensuring the resilience of our operations.

Business Continuity

We recognize that each disruptive event presents unique challenges. That's why we've implemented client-specific plans and processes to safeguard the continuity of our business operations during recovery. To ensure effectiveness, each program at Alta develops and regularly updates a tailored Business Continuity Plan that aligns with the specific requirements of our clients. These plans are equipped with established metrics, carefully crafted to address client needs and the nature of the event at hand.

“ —

At Alta we prioritize robust cybersecurity measures and proactive risk management strategies to safeguard our data and operations. By continuously enhancing our data protection protocols, we not only mitigate potential risks but also reinforce the trust and confidence that our stakeholders place in us. In today's digital landscape, maintaining this level of security is essential to our commitment to operational excellence and ethical responsibility.”



Matt Nelson
Chief Information Officer



Transparency and Accountability

Alta Resources successfully maintains its AICPA SOC 2, Type 2, PCI Level 1, and HITRUST r2 CSF certifications through rigorous assessments conducted by certified third-party evaluators. These certifications demonstrate our commitment to a comprehensive security framework with adequate and appropriate controls around technological, logical, and physical security, specifically for Personally Identifiable Information (PII), Payment Card Information (PCI), and Protected Health Information (PHI).

Key Audits for Data Protection

As part of our security and compliance framework, we undergo several key audits to ensure the highest standards of data protection and privacy. Our SOC 2 and HITRUST audits are performed by an independent audit firm, which verifies our adherence to stringent security and privacy standards. These audits assess our controls and processes to ensure they meet industry-recognized criteria for safeguarding data.

PCI Compliance

Additionally, our PCI audit, which is crucial for maintaining the security of payment card data, is conducted by an independent third party. This audit ensures that our systems and processes comply with the Payment Card Industry Data Security Standard (PCI DSS), thereby protecting

cardholder data and maintaining the integrity of payment transactions.

Ensuring Compliance and Integrity

These audits and certifications play a vital role in maintaining our compliance with industry standards and regulations. They help us ensure the safety and integrity of our systems and data, reaffirming our commitment to upholding the highest levels of security and privacy across our operations.

Privacy

Alta collects and uses personal data solely for legitimate business purposes that align with the original intent for which the data were gathered. Our data collection extends to job applicants, employees, business partners, and website visitors. To ensure we implement robust access and organizational controls, we routinely evaluate their effectiveness. We have developed comprehensive and transparent policies that are publicly available and detail our privacy practices.

We comply with privacy regulations and relevant laws, including the California Consumer Privacy Act (CCPA). Additionally, Alta Resources complies with the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework, established by the U.S. Department of Commerce. These frameworks govern the collection, use, and retention of personal data transferred from the European Union

and Switzerland to the United States. Alta Resources has reinforced its dedication to the Privacy Shield by obtaining certification from the U.S. Department of Commerce.



General Data Protection Regulation



Privacy Shield Framework

Training and Awareness

Cybersecurity training and awareness is a critical component of our compliance framework, and we are dedicated to ensuring that all employees are well-informed and prepared to handle data privacy and security matters effectively.

Annual Training on Data Privacy and Cybersecurity

To enhance education and awareness, all employees are required to complete annual training modules focused on data privacy practices and cybersecurity. These training sessions are designed to provide our team members with a thorough understanding of our cybersecurity protocols, individual data rights, and the importance of safeguarding sensitive information.

Comprehensive Understanding and Skills

Through these training sessions,

employees gain a comprehensive understanding of our data privacy policies and cybersecurity measures. The training covers essential topics such as recognizing and mitigating cyber threats, protecting personal and organizational data, and complying with relevant regulations and standards.

Identifying and Reporting Suspicious Activities

An integral part of our training is educating employees on how to identify and report suspicious activities or potential cybersecurity incidents promptly. This proactive approach ensures that any potential threats are addressed swiftly and effectively, minimizing risk and maintaining the security of our systems and data.

Ongoing Awareness and Updates

Throughout the year, we provide updated cybersecurity awareness through compliance newsletters. These newsletters offer timely information on emerging threats, best practices for data protection, and any updates to our cybersecurity policies. By keeping our team informed with the latest developments, we reinforce our commitment to maintaining a secure and compliant environment.

100%



of employees received training on information security in 2023



“ —

Our cybersecurity strategy starts with the individual and is deeply embedded in our organizational culture. From this foundational perspective, we are committed to delivering world-class cybersecurity data stewardship based on internationally recognized compliance frameworks across all our business sectors.”



Mike Hall
Information Security and Privacy Director



Responsible AI

Commitment to Responsible AI at Alta

At Alta, we are dedicated to developing responsible AI solutions that not only enhance the customer experience but also uphold the highest standards of ethics and integrity.

Ethical AI Development

Our commitment to ethical AI development ensures that our AI-driven innovations are designed with a focus on fairness, transparency, and accountability. We prioritize the responsible use of AI technology, ensuring that our solutions operate within ethical guidelines and contribute positively to the user experience.

Driving Innovation

Innovation is at the heart of what we do. We continuously explore and implement cutting-edge AI technologies to drive progress and deliver advanced solutions. Our focus on innovation enables us to offer state-of-the-art services that enhance efficiency and effectiveness, providing our clients and customers with the most advanced tools available.

Key Audits for Data Protection

As part of our security and compliance framework, we undergo several key audits to ensure the highest standards of data protection and privacy. Our SOC 2 and HITRUST audits are

performed by an independent audit firm, which verifies our adherence to stringent security and privacy standards. These audits assess our controls and processes to ensure they meet industry-recognized criteria for safeguarding data.

Enhancing Customer Experience

We aim to support personalized, efficient, and seamless interactions through our AI solutions. By leveraging advanced technologies, we enhance our clients' and customers' experiences, providing them with high-quality, tailored services that meet their unique needs and preferences.

Upholding Integrity

At the core of our AI initiatives is a dedication to maintaining integrity in all aspects of our work. We are committed to safeguarding privacy, ensuring data security, and fostering trust with our clients and customers. Our responsible approach to AI development reflects our commitment to delivering exceptional service while adhering to the highest ethical standards.



Our People

Our people are the backbone of our company and our most valuable resource. Their diverse talents, unwavering dedication, and collective strength fuel our success and propel us toward achieving our goals. Without their commitment, we wouldn't be where we are today.



Our People

At Alta, we firmly believe that everything begins with people. Our people are our greatest asset, driving our mission forward and embodying the values that define who we are. We recognize that their talent, dedication, and passion form the foundation of our success, and we are deeply committed to fostering an environment that nurtures their growth, well-being, and professional development.

This commitment extends beyond our valued employees to the clients and customers we serve. As a company rooted in human connection, Alta is dedicated to a people-driven business model that prioritizes the welfare, satisfaction, and success of all our stakeholders. Developing an inclusive and supportive workplace is central to our ethos—one that prioritizes well-being, personal growth, and the principles of diversity, equity, inclusion, and belonging. By championing these values, we create a culture where everyone can thrive, contributing to a more dynamic, innovative, and resilient organization.

“

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
Chairman & Chief Executive Officer

Recruitment

We are proud to cultivate a diverse and talented global workforce, recognizing that our people are key to driving innovation and delivering exceptional value to our clients. We are focused on recruiting diverse talent, not only to meet the evolving needs of our clients but also to exceed their expectations through creativity and fresh perspectives. Our commitment to diversity and inclusion is at the heart of our recruitment strategy and part of our organizational guiding principles, ensuring that we build teams that reflect the global communities we serve.

Our approach aligns with the United Nations Sustainable Development Goal (SDG) 8, which promotes sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all. By fostering an inclusive workplace, we create opportunities for meaningful work and economic empowerment, contributing to a more equitable and prosperous future for our employees, clients, and society at large.

Impact Recruiting

Alta takes great pride in employing top talent in countries like the Philippines and Belize where job security and a fair wage can make a great impact on, not only the employee, but their family and their community. Providing jobs to workers in areas facing disadvantages, such as poverty, is known as Impact Sourcing – the additional income has on a positive effect on the community. As jobs multiply, unemployment and poverty levels decrease allowing more community members to receive adequate education – and education makes them more employable. This ecosystem benefits families, communities, even countries. And it brings us great pride to play a small role in it.

From January to December 2023, our employee counts in the Philippines surged by 57.8%, while Belize saw a 50.16% increase. This growth highlights our commitment to tapping into diverse talent pools and expanding opportunities in emerging markets. By actively recruiting in these regions, we’re not only scaling our operations but also creating meaningful employment opportunities that positively impact local communities. We maintain a proactive stance on risk, safeguarding our operations and strengthening our resilience in an ever-changing environment.

Workforce Expansion



Forbes

Alta Resources is honored to be named to the Forbes’ List of Best Mid-Sized Employers for the third-year in a row in 2023. 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 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.



Alta Leading in Employee Engagement

Employee Engagement is one of our four strategic mandates and a critical component of our success at Alta Resources. Over the past eight years, through our dedicated partnership with Gallup, we have consistently driven our employee engagement to near "world-class" levels across all of our global locations. This unwavering focus has led to year-over-year improvements in engagement, which in turn has delivered measurable benefits for our clients. These include lower attrition rates, increased productivity, fewer errors, better employee health and attendance, and enhanced operational efficiencies.

Our leaders play a vital role in sustaining this culture of engagement by developing and maintaining Gallup Action Plans tailored to their teams. These plans focus on leveraging strengths and addressing opportunities for improvement. To further embed engagement into our culture, we recognize and reward leaders who achieve the highest engagement scores, fostering a workplace that thrives on positivity and collaboration.

2023 Gallup Survey Participation and Benchmark Performance

In 2023, we achieved an impressive 92% overall survey participation across Alta, maintaining last year's high

engagement level. This participation rate significantly exceeds Gallup's overall average of 84% and the professional services industry average of 83%. These figures highlight Alta's strong commitment to employee involvement and engagement.

World-Class Team Engagement

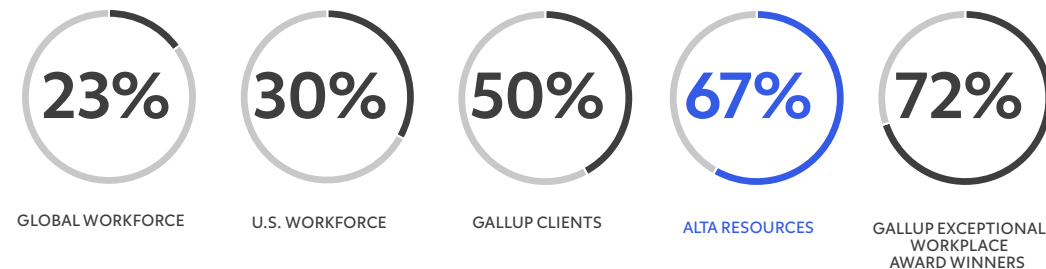
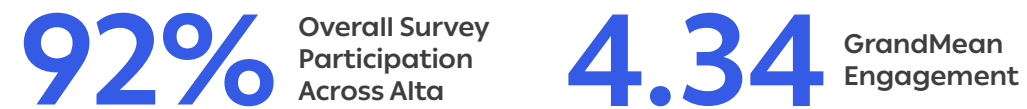
Alta has demonstrated exceptional performance in team engagement, with 233 teams—representing 74% of all teams—ranking above the 75th percentile in Gallup's overall database. These teams are engaged at a **world-class level**, showcasing the strength of our employee engagement initiatives.

GrandMean of Engagement

Our overall GrandMean of Engagement remained steady at 4.34, placing us in the 94th percentile among companies with over 1,000 employees in Gallup's database. This strong performance reflects our ongoing commitment to fostering a culture of engagement that aligns with our people strategy and continues to drive success across the organization.

How does Alta compare?

What makes a workplace exceptional? For the world's best workplaces, engagement isn't a check-the-box activity delivered via an annual workplace survey. It's integrated seamlessly into a workplace culture that is unique to them. Exceptional workplaces are always working toward their own unique, aspirational culture by being focused and performance orientated.



Amy Bouthilet wins the Supreme Trainer Impact award at the SOCAP International Fall Symposium

“ —

At Alta, Employee Engagement isn't just a metric—it's the heartbeat of our organization. When our employees are truly engaged, they don't just stay; they thrive, innovate, and drive the results that define our success. Investing in engagement is investing in the future of our people and our company."



Amy Bouthilet
Vice President Global Talent

CARE Coaching

At Alta Resources, our most valuable asset is our people. To effectively serve our clients and their customers, it's crucial that we have the right individuals in the right roles, all focused on meeting and exceeding expectations. Our success is built on the talent and dedication of our employees, which is why we prioritize recruiting top talent and nurturing them to reach their full potential.

Recruiting and Coaching: The Path to Excellence

The journey begins with our recruiting team, dedicated to bringing the right people into the organization. Once they're on board, we ensure our employees flourish through our CARE coaching system. Introduced in March 2020, CARE is designed to empower coaches to build strong relationships with frontline agents and team leads, creating an environment where everyone is fully engaged in achieving their goals.

CARE: Cultivating Success Through Coaching

CARE stands for **Communicate** Relationships & Results, **Assess** Strengths & Opportunities, **Resolve** Collaboration & Discovery, and **Execute** Action & Evolution. Each element of CARE plays a vital role in reinforcing our company culture, strengthening our commitment to our Gallup partnership, and emphasizing our focus on our number one

asset—our people. This system is more than just a coaching tool; it's a framework for fostering strong relationships, personal development, and shared success.



communicate
assess
resolve
execute

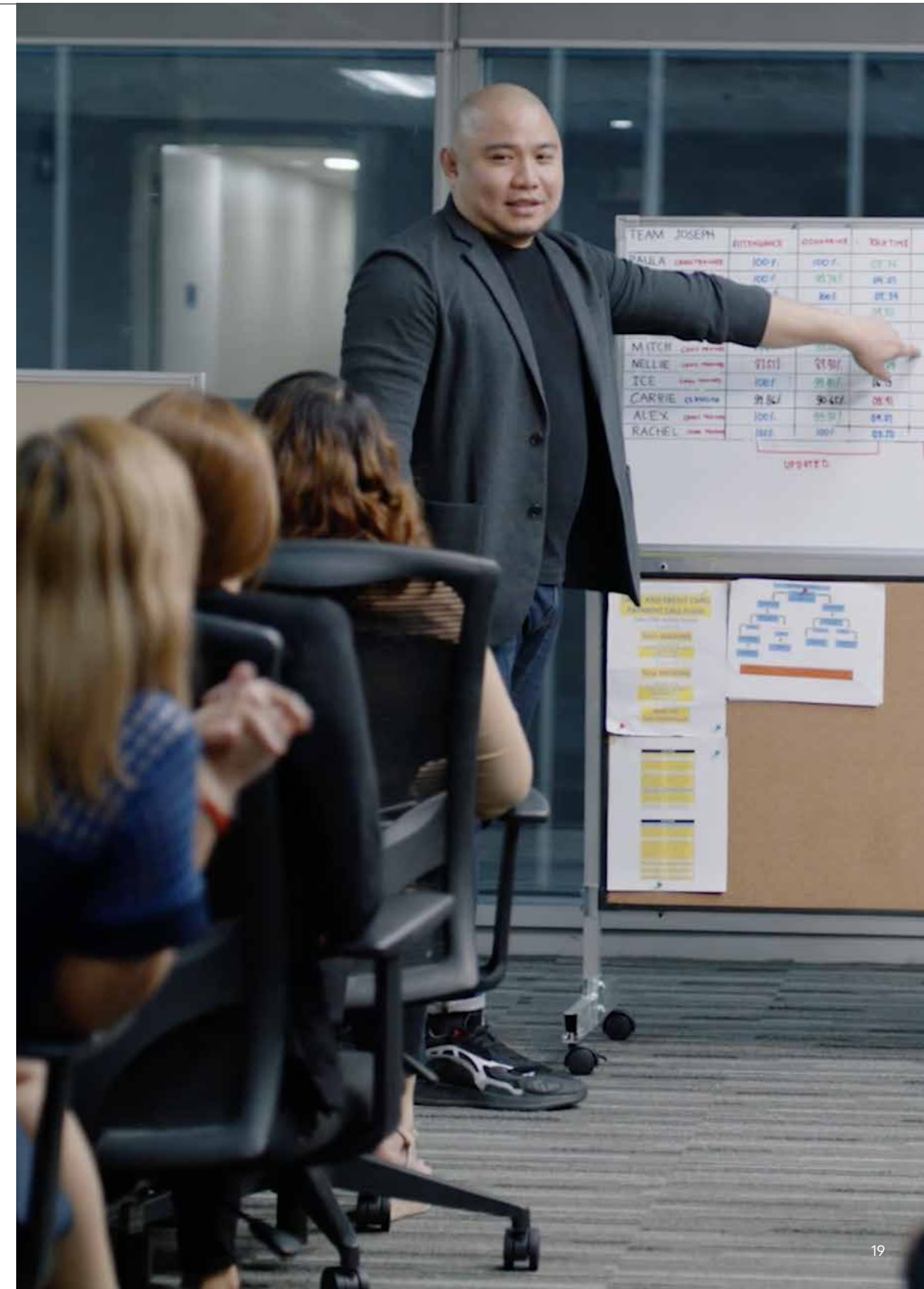
Building Relationships, Achieving Results

The CARE coaching system assists our coaches in developing meaningful relationships with employees while guiding them to achieve both personal and organizational goals. By focusing on communication, assessment, resolution, and execution, CARE ensures that our employees are not just meeting targets but also growing and evolving within the organization. This approach aligns with our belief that people are at the heart of our business. By supporting our employees' growth and success, we, in turn, strengthen Alta Resources as a whole.

Leadership Development

Leadership training is an important focus for Alta Resources. We have developed a comprehensive training program that targets leaders at various levels across the organization. The goal of this program is to enhance the skills of our managers, empowering them to become better leaders for their teams. This initiative has led to significant improvements in communication throughout the organization, fostering stronger collaboration, clearer expectations, and more effective problem-solving across departments. The leadership training also aims to cultivate a culture of continuous learning and development, ensuring that Alta's managers are well-equipped to navigate challenges and drive success for both their reports and the company as a whole.

In 2023 we saw a 100% attendance rate throughout all the leadership training courses and seminars.



Employee Wellness

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. To manage Health & Safety processes we have implemented an **Occupational Health and Safety Management System (OHMS)**, aligned with ISO 45001:2018 standards, which helps recognize the specific health and safety risks in our industry. After recognition, we develop processes to proactively monitor and mitigate any inherent risks.

We have established a dedicated Health and Safety Committee (HSC) which reports to Alta's S.A.F.E. Audit & Risk Committee. 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.

At our Philippines locations we offer free medical care at our on-site clinics. These clinics offer a spectrum of essential healthcare services, including annual physical exams, emergency care, wound care, vital signs monitoring, prescription management, and health education. Moreover, we enforce strict compliance with Alta policies regarding HIV-AIDS, hepatitis B, tuberculosis prevention and control, dangerous drugs, and substance and alcohol abuse. Our commitment to comprehensive healthcare reflects our dedication to fostering a healthy work environment and supporting the overall well-being of our valued team members.

100% 

of Alta sites are covered by Occupational Health and Safety Management System aligned to ISO:45001:2018



Our Benefits*

Physical and mental well-being

- Medical, dental, and vision coverage
- Business travel emergency protection

Financial well-being

- Retirement programs
- Life, disability, & accident insurance
- Tax-advantaged savings accounts
- Personal financial benefits
- Educational support

Flexible working, family care

- Paid time off and volunteer days
- Special allowance
- Caregiving support

* Listed benefits offered to Alta employees are not exhaustive and may vary by country.

Workplace Violence

As part of our health and safety framework, Alta Resources has rolled out a comprehensive **Workplace Violence Prevention Plan (WVPP)**, which will initially be implemented at our California locations. Workplace violence has become an all too frequent occurrence, affecting thousands of employees each year. Incidents include threats or acts of violence, damaged or destroyed property from co-workers, as well as threats from outside individuals with ties to the workplace, such as vendors, clients, spouses, and other acquaintances. Additionally, there are threats from strangers without any ties to the workplace. Alta Resources is committed to ensuring the safety of our employees at all our locations, and our workplace violence prevention plan will be an integral part of ensuring this commitment.

“ —

Our company culture is built on collaboration, innovation and respect. We believe that fostering an inclusive environment where every voice is heard empowers our employees to bring their best selves to work each and every day. By investing in personal and professional growth, we not only drive success but also create a workplace where people feel valued and connect to our shared company mission and vision.”



Tasneem Dadabhoy
Vice President Human Resources

Speak up Culture

Communication as a Guiding Principle at Alta Resources

At Alta Resources, communication is one of our seven guiding principles. We believe in fostering an environment where open and honest dialogue is encouraged, and we support our employees in voicing their concerns and raising issues promptly.

Ethics Hotline and Reporting Mechanisms

In alignment with our commitment to integrity, we offer our employees access to the Ethics Hotline—a 24/7 dedicated whistleblowing mechanism designed to receive, investigate, and address any complaints. This confidential channel provides a safe space for employees to report any improper or illegal behaviors exhibited by individuals within or connected with the company.

Encouraging a "Speak Up" Culture

We actively encourage all employees to reach out to managers, HR, compliance, and leadership when they have concerns. Our strong "speak up" culture is built on the principle that every voice matters and contributes to a positive and ethical work environment.

Commitment to Protection and Non-Retaliation

We have robust policies in place that prohibit retaliation against whistleblowers. Our commitment to protecting our employees and ensuring their well-being is reflected

in these policies, which are designed to safeguard individuals who raise concerns in good faith.

Empowering Employees

By empowering our team members to report issues without fear of retaliation, we uphold our core values and ensure that any concerns are addressed appropriately. This helps us maintain a transparent and accountable workplace where ethical behavior is a shared responsibility.



Employee Assistance Program

Alta has partnered with Empathia to improve employee well-being in the workplace. Well-being, in this context, means achieving a balance in various aspects of life, including mental and physical health, relationships, and finances. These factors significantly impact presenteeism and absenteeism among employees. To support this initiative, Alta utilizes **Empathia's Lifematters** program, a global employee assistance program that offers a range of services. These services include telephonic, video, and face-to-face counseling, work-life resources, and community referrals.

Additionally, Alta uses **Empathia's Black Swan Global Crisis Management Service**, which provides employees with access to 24/7 crisis counselors. This service offers critical incident response and management, as well as victim and family assistance, ensuring comprehensive support during emergencies.

LifeMatters®
Good for People. Great for Life.

Black Swan SOLUTIONS®
Good for People. Great in Crisis.

Employee Continuing Education

Alta Resources encourages employees to enhance their job-related knowledge and skills through further education and training. To support this, the company offers a tuition reimbursement program for regular employees who have been with the organization for at least one year. This program covers the costs of accredited college or advanced degree courses, as well as relevant training and seminars.

The reimbursement is based on the actual tuition costs, as evidenced by receipts, and is contingent upon successful completion of the course(s). Additionally, Alta Resources has partnered with Rasmussen University to offer up to a 20% Corporate Grant for team members, further supporting their educational advancement.



Embracing Diversity

Diversity: A Guiding Principle

Diversity is one of Alta's seven guiding principles and serves as the bedrock of our organizational culture. We celebrate differences in backgrounds, cultures, and viewpoints, recognizing their pivotal role in nurturing the innovative solutions we offer to our clients. By bringing together individuals from various walks of life, we harness a broad spectrum of ideas, experiences, and talents, which drives our success and enriches our service offerings.

Fostering Inclusive Collaboration

Our commitment to fostering an inclusive environment ensures that every voice is heard and valued. This dedication not only strengthens internal collaboration but also enhances our ability to understand and cater to the diverse needs of our clients. Embracing diversity allows us to build strong, enduring relationships with our team members, clients, and business partners—relationships that are fundamental to achieving our organizational objectives.

The Impact of Diversity on Success

Our success is intrinsically linked to the strength of our relationships and our commitment to diversity. Our 2023 diversity assessment reinforced this strategic vision, highlighting the significant role that diversity plays in our organizational culture and its impact on our ability to deliver exceptional outcomes.

Commitment to Equity and Inclusion

Creating a diverse, equitable, and inclusive environment is core to our firm's values. When every team member is empowered to contribute and be themselves, we can truly excel, both within our organization and in our interactions with the broader community. Our commitment to these principles ensures that we go beyond expectations and achieve outstanding results for our people, our communities, and our clients.



Employee Recognition

At Alta Resources, our commitment to excellence resonates from every level, from our frontline staff to our top executives. It is with immense pride that we highlight the outstanding achievements of our 2023 ACE of Spades recipients. Their unparalleled dedication and results continue to set the standard for excellence within our organization.

Each year, we come together to recognize the exceptional efforts of those who have earned the prestigious ACE of Spades award at Alta. Reserved for the top performers in our frontline operational teams, the ACE of Spades recipients represent the epitome of excellence, ranking within the top 10% of their team's metrics. These individuals exemplify our core values of employee engagement and results-driven performance, embodying the essence of Alta's mission.

The accomplishments of our ACE of Spades recipients not only reflect their individual excellence but also underscore the quality of service we provide to our clients. To honor their remarkable achievements, each recipient receives a certificate of achievement, a monetary gift, and an exclusive invitation, along with a guest, to a special celebration in their honor.

This year, we had the privilege of celebrating our top performers at all five of our global offices. Each ACE of Spades awardee, accompanied by

their guest and leadership team, was treated to an unforgettable evening at a luxurious venue, where they were applauded for their outstanding contributions to our organization's success.

As we reflect on the accomplishments of our ACE of Spades recipients, we are reminded of the collective dedication and commitment that define Alta Resources. Their unwavering pursuit of excellence serves as an inspiration to us all, driving us to continue delivering exceptional results for our clients and customers worldwide.



John Beré welcomes winners and guests to the Wisconsin 2023 ACE of Spades event at the EAA Museum.



Belize ACE winners and guests gather for the awards dinner at the Cork Street Whiskey Bar in Belize City.



FL winners pose with their ACE of Spades certificates.



Brea, CA ACE attendees gather on the patio of the Orange Hill restaurant before the awards presentation.



ACE attendees join in a toast at our Manila, PH ACE of Spades 2023 event.



Community Engagement

Community Commitment: A Guiding Principle

Community is one of Alta's seven Guiding Principles, and we are deeply committed to supporting the communities where we live and work. This commitment is at the heart of everything we do, shaping our approach through ongoing volunteerism, community outreach, and philanthropy.

Engaging with Local Initiatives

We actively encourage our employees to get involved in local initiatives, offering their time and skills to help improve the lives of our neighbors. By participating in and supporting local projects, we aim to address specific needs in our communities, whether it's through education, environmental projects, or other vital causes.

Philanthropy and Social Responsibility

Philanthropy is also a core part of our mission. We proudly contribute to charitable organizations that reflect our values of diversity, inclusion, and social responsibility. Our efforts in this area are designed to make a meaningful and lasting impact, aligning with our broader goals of fostering positive change and supporting those in need.

Making a Lasting Impact

Through our outreach efforts and philanthropic activities, we strive

to make a lasting impact in the communities we're a part of. By staying true to our values and engaging with the needs of our communities, we work to create a better, more equitable world for all.



AltaHOPE

AltaHOPE is an outreach program we created to reflect how we live, breathe, and apply our principles every day and everywhere. Standing for "Helping Others Prevail Everywhere," AltaHOPE represents our commitment to community involvement and making a real difference in the lives of those around us. Time and again, our AltaHOPE team steps up, demonstrating remarkable participation and generosity—whether through volunteering or contributing financially.



\$378,191

donated to United Way in 2023



United Way

Our partnership with United Way has allowed us to give back to our communities in various meaningful ways, including providing education, awareness, and involvement opportunities for our employees. This collaboration has been instrumental in fostering a spirit of philanthropy and community engagement within Alta Resources.

In 2023, our employees contributed \$150,185 to United Way, while the organization itself donated an additional \$228,006, bringing the total donation amount to \$378,191. These contributions have helped support critical community programs and services, further aligning with our commitment to social responsibility.

In recognition of our continued efforts, we were honored with the Sustained Excellence Award from United Way Fox Cities in 2023. This prestigious award acknowledges our ongoing dedication to making a positive impact in the community. It is presented to companies that demonstrate an outstanding, year-after-year commitment to supporting United Way Fox Cities, and we are proud to be recognized for our steadfast involvement.



Sustainability

We believe sustainability is key to building a successful business. By embracing sustainable practices, we not only protect our environment but also drive innovation, earn trust, and ensure long-term success.



Sustainability

As a signatory to the UN Global Compact, Alta Resources is acutely aware of its impact on both the environment and society as a whole. Alta actively seeks to align its environmental processes with the United Nations Sustainable Development Goals (SDGs) 6 (Clean Water and Sanitation), 7 (Affordable and Clean Energy), 12 (Responsible Consumption and Production), and 13 (Climate Action). Our energy consumption primarily comes from our office facilities, as electricity is used for lighting, cooling, powering computers, and other related systems.

Environmental Compliance

Alta Resources is committed to embedding sustainability into every aspect of our operations. We have established an **Environmental and Waste Policy** that extends our sustainability initiatives to our suppliers. Our objective is to diligently monitor and mitigate any adverse environmental impacts.

To achieve this, we are focused on reducing energy consumption, minimizing paper usage, decreasing solid waste generation, curbing air travel, and optimizing water consumption. These processes are guided by our **Environmental Management System (EMS)**, which is aligned with **ISO 14001:2015** standards.

This alignment ensures that our environmental initiatives are systematically managed, regularly reviewed, and continuously improved in line with internationally recognized environmental practices. By integrating these processes into our operational framework, we aim to minimize our environmental footprint while fostering sustainable growth. By integrating sustainability into our core operations and collaborating with our suppliers, we are dedicated to ensuring responsible environmental stewardship while striving for continuous improvement in our environmental performance.

Water

Sustainable Water Practices

At our facilities, we prioritize sustainability by using water filling stations that eliminate the need for single-use water bottles. This initiative aligns with our commitment to reducing plastic waste and promoting environmental responsibility.

Water Consumption

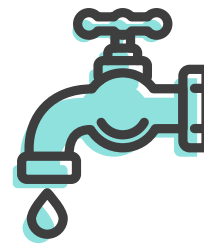
Our company's water consumption is primarily derived from domestic water usage within our office buildings. This includes daily needs such as drinking water, restrooms, and cleaning.

Water Sourcing

We obtain all of our freshwater either from municipal water sources or through commercial providers. We do not utilize groundwater at any of our locations. Additionally, our activities do not impact any water conservation zones as designated and reported by national or international agencies.

Water Footprint

As a business process outsourcer, our operations are not heavily reliant on water for production processes or cooling systems. This significantly reduces our overall water footprint, reinforcing our commitment to sustainable practices.




Our Goal:
Become a net zero business by 2050*

Reduce absolute Scope 1 and 2 GHG emissions by **25% by 2030** (2022 baseline)

* Net Zero Goal applies to scope 1 & 2 GHG emissions)

Commitment to Net Zero by 2050

At Alta, we are committed to driving meaningful environmental change through a comprehensive approach to sustainability:

Climate: As a member of the UN Global Compact We are dedicated to reducing our carbon footprint with the ambitious goal of achieving Net Zero emissions by 2050 or earlier. Our climate strategy includes adopting innovative practices and technologies to minimize our environmental impact.

Waste: We strive to avoid or minimize waste through rigorous waste elimination practices, recycling, reuse, and resource recovery. Our goal is to implement effective waste management strategies that reduce our overall waste output.

Sustainable Buildings: We ensure that sustainable design principles are applied to all our facilities. By incorporating green building practices, we aim to enhance energy efficiency, reduce resource consumption, and create healthier work environments.

Energy Consumption: We seek to optimize energy consumption across our IT infrastructure globally, implementing smart and efficient strategies to manage our energy demands and lower emissions from our operations. This includes leveraging advanced technologies to enhance energy efficiency and reduce our environmental footprint.

Awareness: We are committed to increasing employee awareness about environmental issues and their impact. Through education and engagement, we empower our team to contribute to our sustainability goals and foster a culture of environmental responsibility.



Waste

We aim to achieve **zero waste to landfill** through recycling, active minimization of waste, and streamlining systems and processes. As such, generated e-waste, which comes from redundant technology products such as CPUs, printers, networking equipment, laptops, and cartridges, are recycled through industry-leading approved recyclers. We also trace the end-of-life of e-waste through a compliance check mechanism.

Alta has partnered with Iron Mountain, a global leader in information management, innovative storage, data center infrastructure, and asset lifecycle management.

All of Alta's paper waste is recycled through Iron Mountain. In 2023 we recycled 18.3 metric tonnes of paperwaste, which equates to approximately 490 trees saved through this effort. At all our facilities, we ensure that waste is segregated to enhance the recycling of materials. This practice helps maximize the efficiency of our recycling programs and minimizes the amount of waste that ends up in landfills.

Greenhouse Gases



Total MTCO2 Avoided:
96.18 MTCO2

Alta's paper recycling efforts have led to a reduction of 96.18 metric tons of CO² emissions. This impact is equivalent to taking a substantial number of gas-powered cars off the road, thereby contributing to the mitigation of climate change and reducing the company's carbon footprint.

Solid Waste



Total Trash Bags Avoided:
129 Bags

Total Solid Waste Avoided:
1,633.60 lbs. / 740.99 kg

The recycling program has prevented the disposal of 129 trash bags, amounting to 1,633.60 pounds (740.99 kilograms) of solid waste. This reduction in waste supports sustainable waste management practices and lessens the burden on landfills.

Wood Preservation



Total Trees Preserved:
490 Trees

Total Fresh Green Tons Preserved:
81.68 tons

Total Fresh Green Metric Tonnes Preserved:
74.09 metric tonnes

Through paper recycling, Alta has effectively preserved 490 trees, which equates to 81.68 fresh green tons (74.09 fresh green metric tonnes) of wood. This effort helps maintain forest ecosystems, supports biodiversity, and contributes to CO² absorption.

Water Conservation



Total Bathtubs of Water Preserved:
777 Bathtubs

Total Gallons of Water Preserved:
38,798.00 Gallons

Total Liters of Water Preserved:
146,866.33 Liters

The paper recycling initiatives have led to the preservation of 777 bathtubs of water, equivalent to 38,798 gallons (146,866.33 liters). This significant conservation effort aids in safeguarding water resources and promotes sustainable water usage.

Energy Savings



Total Residential Refrigerators Operated Per Year:
246 Refrigerators

Total Energy Saved:
60,443.56 kWh

Total Energy Saved:
206,291,976.73 BTUs

Alta's recycling activities have resulted in energy savings equivalent to the amount used by 246 residential refrigerators over a year. This translates to a total of 60,443.56 kilowatt-hours (kWh) and 206,291,976.73 British thermal units (BTUs) saved, thereby reducing energy consumption and supporting energy efficiency.

GHG Emissions

Annual Carbon Accounting

Our annual carbon accounting comprehensively covers all material emission sources and is aligned with the "Greenhouse Gas Protocol." This framework allows us to systematically track and report our greenhouse gas (GHG) emissions across various scopes.

Scope 1: Direct Emissions

We actively encourage our employees to get involved in local initiatives, offering their time and skills to help improve the lives of our neighbors. By participating in and supporting local projects, we aim to address specific needs in our communities, whether it's through education, environmental projects, or other vital causes.

Scope 1 includes all direct GHG emissions from sources that are owned or controlled by us. This category encompasses:

- **Fugitive Emissions:**
Unintentional releases of gases.
- **Combustion Emissions:**
Emissions from the combustion of fuels in owned or controlled boilers, diesel backup generators, and vehicles.

Scope 2: Indirect Emissions from Purchased Energy

Scope 2 covers indirect GHG emissions from the generation of purchased electricity, heat, or steam that we consume. These emissions occur at the facility where the electricity, heat, or steam is generated, not at our own locations.

Scope 3: Other Indirect Emissions

Scope 3 encompasses other indirect emissions that are a consequence of our activities but occur from sources not owned or controlled by us. This includes:

- **Business Travel:**
Emissions from ground transportation and aviation.
- **Upstream Transportation:**
Emissions from the transportation of purchased goods.
- **Outsourced Activities:**
Emissions from activities outsourced to third parties.
- **Waste Disposal:**
Emissions from the disposal of waste.
- **Use of Digital Services:**
Emissions associated with video conferencing and other digital services.
- **Home Office Use:**
Emissions from the use of electricity and heating at home during work.

Wherever data was missing, we used best-effort estimates to ensure accuracy across all scope.



GHG Emissions 2023

Commitment to Reducing GHG Emissions

Reducing greenhouse gas (GHG) emissions is a global imperative, and Alta Resources is dedicated to this crucial goal. In 2023, we took strides in reducing our environmental footprint.

2023 Emission Reductions

In the calendar year 2023, we achieved a notable 9.87% reduction in our GHG emissions compared to 2022. This improvement was primarily driven by reductions in key areas such as energy usage, purchased goods and services, and colleague commuting, among other categories.

Scope 1 and Scope 2 Emissions

Approximately 53.79% of our annual GHG emissions are attributed to Scope 1 and Scope 2 emissions, which are linked to our office operations. Scope 1 emissions include those from natural gas and refrigerants, while Scope 2 emissions are derived from steam and electricity usage. In 2023, we achieved a significant reduction of over 12.1% in these combined Scope 1 and 2 emissions. This was made possible by adopting green IT practices and realizing energy savings from our new sustainable offices in Fort Myers, Florida.

Scope 3 Emissions

Indirect Scope 3 emissions constitute our second largest source of emissions, representing around 46% of our total emissions footprint.

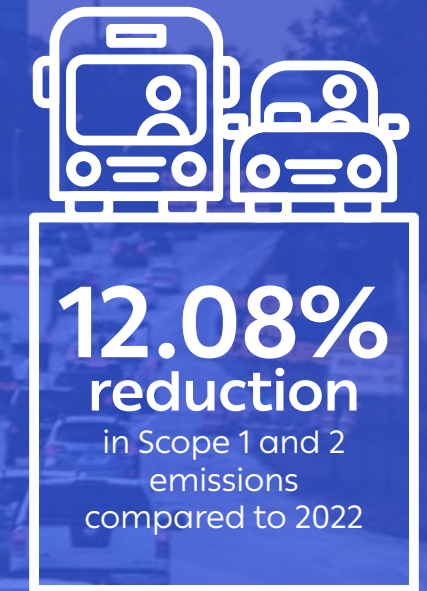
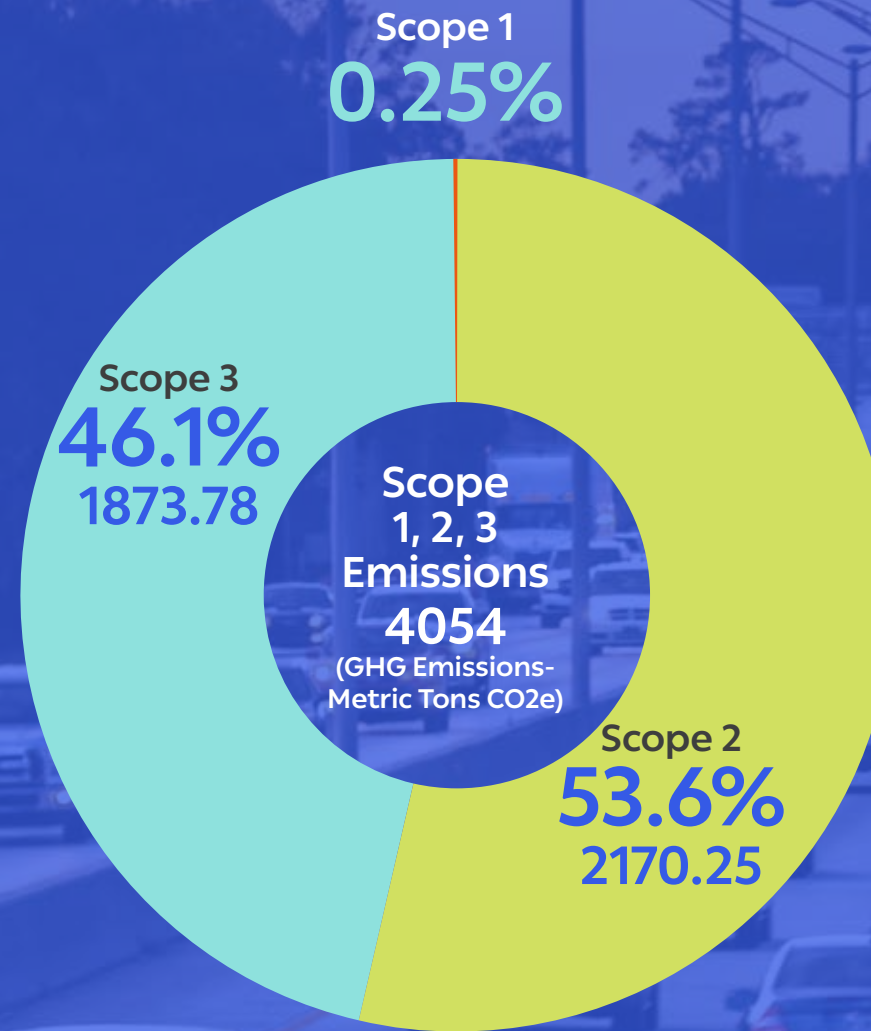
Within Scope 3, employee commuting accounts for more than 54.2% of these emissions. As we transition to a hybrid work model, we anticipate a decrease in this figure, as we continue our ongoing efforts to minimize our environmental impact and enhance our sustainability practices.

“ —

At Alta Resources, we believe that environmental sustainability is not just a responsibility but an opportunity to innovate and lead. By prioritizing sustainable practices, we not only protect our planet for future generations but also create value for our stakeholders, foster resilience in our operations, and contribute to a thriving, green economy. Together, we can make a meaningful impact and drive positive change.”



Jabu Dube
Corporate Compliance



Hybrid Work Model

At Alta Resources, we are committed to promoting sustainability in our operations, and our hybrid work model plays a crucial role in advancing these efforts. By allowing employees to work remotely part of the time, we are significantly reducing the number of cars commuting to our locations, which directly cuts down on emissions and helps mitigate our carbon footprint.

Reducing Emissions and Waste

In addition to lowering emissions, remote work has led to a reduction in food packaging and waste—two major environmental challenges. According to the EPA, food packaging and related waste account for 45% of waste items in landfills. In-office snacks and meals often rely on processed foods with excessive packaging, much of which is non-recyclable. By working from home, our employees can prepare more sustainable meals, which helps reduce both food waste and the environmental impact of packaging.

Increasing Office Efficiency

The shift to remote work also offers opportunities to improve office efficiency. By downsizing our physical office space, we can use less energy for heating, cooling, and maintenance, further reducing our direct emissions. This transition allows us to not only save on operational costs but also decrease our environmental footprint.

Cutting Down on Air Travel

Furthermore, remote work extends beyond daily tasks. Virtual events and remote attendance at conferences reduce the need for air travel, which is responsible for 2% of global carbon dioxide emissions. By embracing digital solutions, we can further decrease our environmental impact while still engaging in meaningful collaboration and networking.

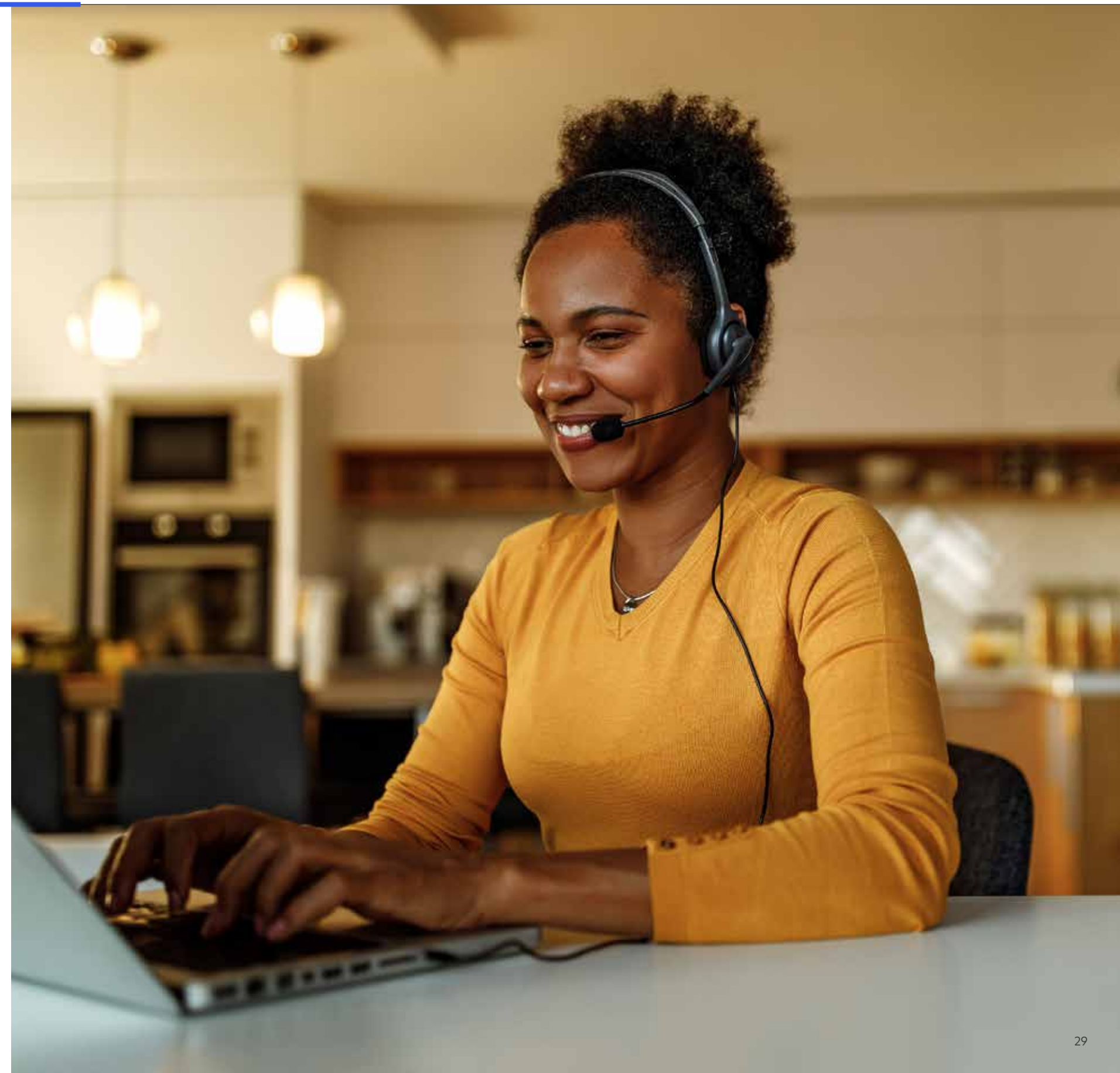
Impact in 2023

In 2023, at least 45% of our global workforce were either working from home or engaged in hybrid work arrangements. This shift not only fostered greater flexibility and work-life balance for our employees but also contributed positively to our ongoing sustainability efforts.

45%



of our global
work force
are hybrid workers



Green IT

At Alta our sustainability commitment extends to our global IT infrastructure. Our approach focuses on implementing smart, energy-efficient strategies to optimize energy consumption, reduce emissions, and promote responsible resource use.

Achievements in 2023

- **Data Center Footprint Reduction:**

In 2023, we successfully reduced the total physical footprint of our data centers by 20%.

- **Improved Power Usage Effectiveness (PUE):**

Significant improvements in our PUE have resulted in reduced energy waste, further advancing our goal of creating a more sustainable and energy-efficient IT environment.

Cloud Migration for Environmental Efficiency

Cloud migration remains a priority for us, as storing data in the cloud is recognized as an environmental best practice, leading to operational efficiencies and reduced energy and water usage. Over the coming years, we plan to further reduce the size of our physical data centers in alignment with our cloud migration goals.

Sustainable IT Equipment Practices

Our sustainability efforts extend to office IT equipment and devices used

by our employees. We have implemented a range of initiatives aimed at reducing our environmental impact, including:

- **Energy Conservation on Devices:**

We have optimized sleep settings on associate laptops to reduce energy consumption during periods of inactivity.

- **Data Center Downsizing:**

As part of our ongoing cloud migration strategy, we are decreasing the size of our data centers, further minimizing our environmental footprint.

- **Remote Upgrades:**

By upgrading operating systems remotely, we are reducing our dependence on on-premise infrastructure, resulting in decreased energy use.

- **Transition to Energy-Efficient Devices:**

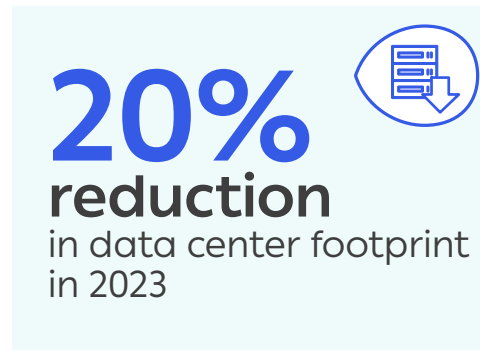
We are transitioning employees from desktop computers to laptops, which has resulted in an 80% reduction in power consumption for computing.

Energy-Efficient Network Infrastructure

In addition to our efforts with data centers and office equipment, we have enhanced the energy efficiency of our network infrastructure by deploying new, eco-friendly hardware. For example, we have implemented routers that consume 20% less power than older models,

contributing to our overall sustainability objectives.

By embracing these sustainability initiatives, we are driving positive environmental change while ensuring the long-term viability of our operations.



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.

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. Within our facilities Alta has adopted environmental friendly technologies such as LED lighting, energy management systems, and efficient HVAC (Heating, Ventilation, and Air Conditioning) systems. These measures not only reduce the company's energy consumption but also contribute to lower greenhouse gas emissions.

GLAS Tower, Manila, Philippines

Our Philippines headquarters are located in Manila, situated within the award-winning GLAS Tower.

GLAS Tower Overview

GLAS Tower is a 42-story commercial high-rise, bringing together world-class design and cutting-edge sustainability solutions to become Metro Manila's premier corporate location. The tower's innovative design allows for an interior free of columns, providing panoramic views of the city from every floor. Alta's expansive workplace is designed to maximize natural light, while the latest high-performing glass windows block out heat, ensuring optimal comfort for employees and guests.

LEED® Platinum Certification

The GLAS Tower is distinguished by its LEED Platinum certification. LEED, which stands for 'Leadership in Energy and Environmental Design,' is a rating system developed by the U.S. Green Building Council (USGBC). This system evaluates the environmental performance of buildings and measures their sustainability. LEED provides a framework for creating healthy, efficient, and cost-saving green buildings and is recognized as the industry standard for green building in the United States, with use in over 160 countries worldwide. The Platinum certification represents the pinnacle of LEED achievement,

awarded to projects that earn more than 80% of the available points. This highest level of certification is reserved for buildings that demonstrate leadership in sustainability and have implemented cutting-edge green building technologies and strategies.

Rainwater Harvesting System

In addition to its LEED Platinum status, GLAS Tower features a highly-efficient rainwater harvesting system. This system ensures the proper utilization of water resources by providing a clean and safe non-potable water supply for servicing purposes, housekeeping, and landscaping maintenance.

Prioritizing Employee Wellness

The thoughtfully designed space of GLAS Tower is rich with amenities aimed at supporting our employees' wellbeing, safety, comfort, and productivity. The on-site café provides fresh local food, ensuring that employees stay nourished and energized throughout the day. Leading-edge security features, including full-height turnstiles, help maintain a secure environment by limiting access. Additionally, the building includes recreational areas such as a gaming zone and a karaoke station, offering employees opportunities to decompress and unwind when needed.



Fort Myers, Florida

New Facility in Fort Myers

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.

Energy-Saving Initiatives

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 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. Further energy savings are anticipated through the integration of occupancy sensor controls and switched receptacles, which are forecasted to contribute an additional 62,273 kWh in annual savings. The implementation of an Energy Recovery Ventilation (ERV) system is projected to save an impressive 540,000 kWh of energy annually.

Building Efficiency

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 enhancing the building's energy efficiency. The building envelope boasts a remarkable 14% improvement in efficiency beyond the requirements stipulated by prevailing codes.

Water Conservation

The incorporation of native plant materials and innovative landscape design has significantly reduced irrigation needs, preserving 463,841 gallons of water annually. Additionally, the selection of water-efficient plumbing fixtures within the building 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.



Report Scope

Alta Resources' 2023 Environmental, Social, and Governance (ESG) Report ("the Report") is a comprehensive annual overview of our commitments, initiatives, and performance in addressing ESG priorities. This report reflects Alta Resources' global operations and covers the period from January 1, 2023, to December 31, 2023, unless otherwise specified.

We continue to align our reporting with globally recognized ESG standards and frameworks, ensuring transparency and accountability. The Report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards for this reporting period. Additionally, it serves as our latest Communication on Progress (CoP) to the UN Global Compact, reaffirming our commitment to sustainable and responsible business practices.

As a privately held corporation, Alta Resources does not publicly disclose its financial statements. Therefore, the scope of this report is limited to ESG performance. The Report applies solely to Alta Resources, including its operations in the U.S., the Philippines, and Belize, and does not include any other entities or affiliates.

— Alta Corporate Compliance

WE SUPPORT



Appendix



Our People

Global Gender Diversity		As of December 1, 2023
Female		65.66%
Male		34.34%
Frontline Employee Gender Diversity		
Female		67.17%
Male		32.83%
Frontline Leader Gender Diversity		
Female		62.42%
Male		37.58%
Mid Level Management Gender Diversity		
Female		56.36%
Male		43.64%
Executive Level Management Gender Diversity		
Female		42.86%
Male		57.17%

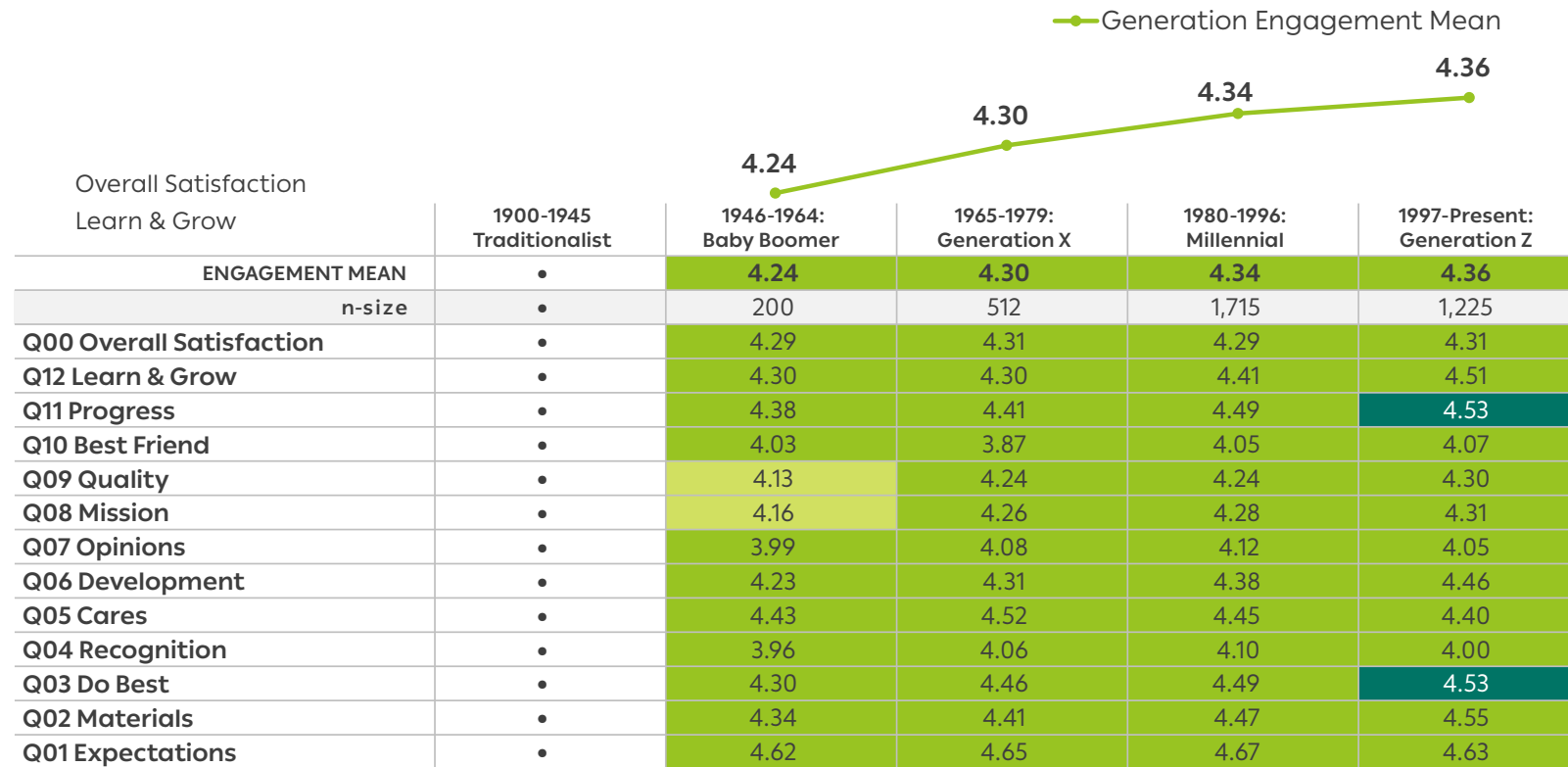
Executive Level Ethnic Groups	
Asian	21.43%
White	71.43%
Black or African American	7.14%
Mid Level Management Ethnic Group Representation	
Black or African American	33.57%
Male	5.42%
Latino	9.75%
White	49.46%
Two or More Races	1.81%

Global Workforce Age Range	
0-19:	1.41%
20-29:	41.03%
30-39:	28.77%
40-49:	15.05%
50-59:	8.69%
60-69:	4.39%
70-79:	0.69%

Ethnic Group Representation	
American Indian or Alaska Native (not Hispanic or Latino)	0.20%
Asian (not Hispanic or Latino)	45.14%
Black or African American (not Hispanic or Latino)	15.82%
Hispanic or Latino	9.42%
Native Hawaiian or Other Pacific Islander (not Hispanic or Latino)	0.20%
Two or More Races (not Hispanic or Latino)	1.60%
White (not Hispanic or Latino)	27.62%

Our People

Engagement by Generation



Percentile range in Gallup database: 1st-24th 25th-49th 50th-74th 75th-89th ≥90th

Note: Percentiles based on Workgroup Level_Overall_Overall Q12 Database (2019-2023).

Gen Z is the most engaged at Alta. This is a very strong indicator of a strong culture. Maintaining engagement through work-life balance, wellbeing strategies, connection to mission and purpose, and providing team members the opportunity to do what they do best will be critical.

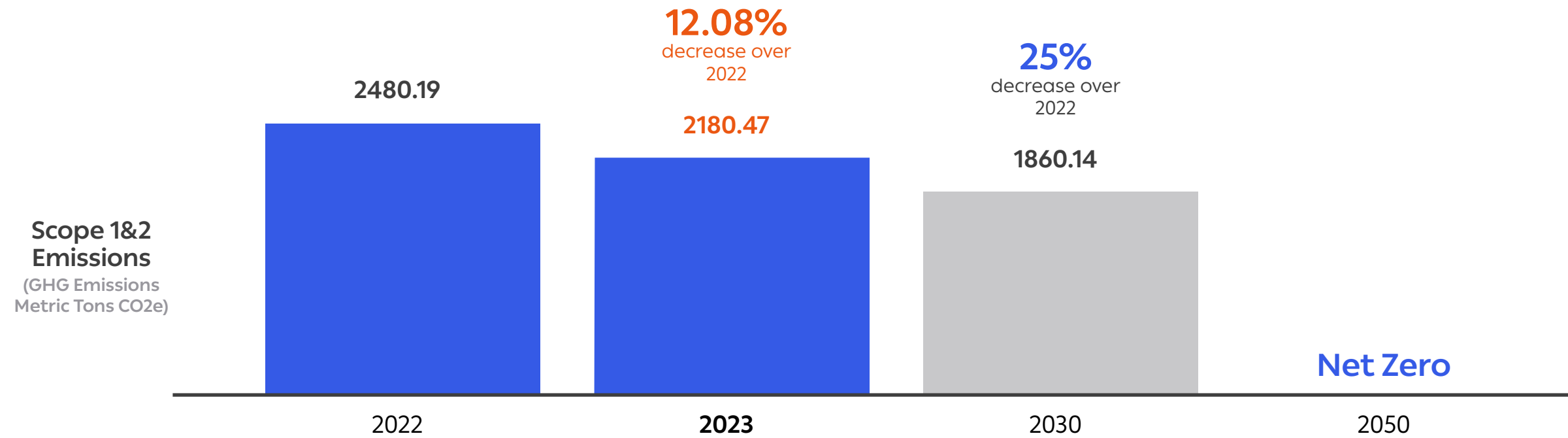
Sustainability

Sustainability Performance Data Table

Environment		
Performance Indicator	2022	2023
GHG Emissions (Metric Tons CO₂e)¹		
Scope 1		
Mobile - Fuels for company owned vehicle	5.27	5.12
Stationary - Diesel oil for DG set	5.12	5.10
Stationary - Natural Gas		
Scope 1 Total	10.39	10.22
Scope 2		
Purchase Grid Electricity	2407.80	2109.25
Purchased heat	62	61
Purchased off-grid electricity (shared DG set)	-	-
Scope 2 Total	2469.80	2170.25
Scope 3²		
Category 1: Purchased goods and services	9.3	9
Category 5: Waste generated (food waste)	.15	.17
Category 6: Business air travel	145	152
Category 7: Employee commuting	1180	1015.61
Category 7: Employee teleworking	683	697
Scope 3 Total³	2017.45	1873.78
TOTAL³	4498	4054

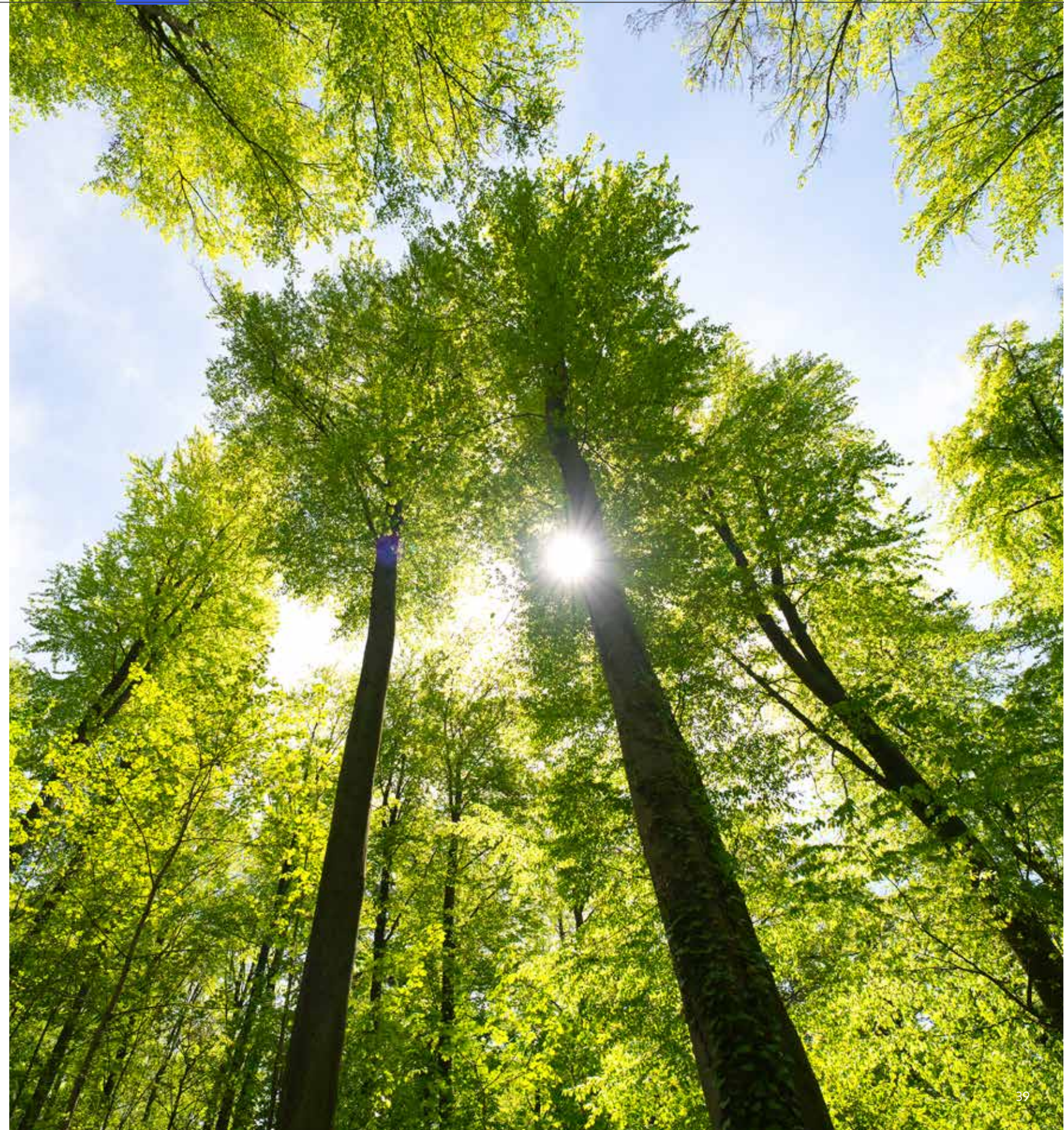
Sustainability – Our Progress

In 2023, Alta Resources made significant strides in our commitment to sustainability and reducing greenhouse gas (GHG) emissions. Since 2022, we have achieved a 12.08% reduction in Scope 1 and 2 GHG emissions.



Key Strategies and Initiatives:

- 1. Adoption of Green IT:** We have embraced green IT practices, focusing on energy-efficient hardware and software solutions that reduce our overall carbon footprint.
- 2. Reduction of Data Center Footprint:** By reducing our data center operations and migrating to cloud solutions, we have significantly lowered energy consumption and emissions associated with our IT infrastructure.
- 3. Monitoring Energy Usage:** We continue to monitor our energy usage to improve efficiencies
- 4. Investment in Green Buildings:** We are committed to developing and retrofitting facilities to meet green building standards, which include energy-efficient designs, sustainable materials, and innovative technologies that reduce energy consumption.
- 5. Sustainable Practices:** Our commitment to sustainable practices extends to our supply chain. We have collaborated with partners who share our vision for a low-carbon future, ensuring that our entire value chain is aligned with our emissions reduction goals.



GRI, UNGC and UN SDG Index

Governance Disclosures

GRI Standard	Disclosure	Location & Notes	UNGC Alignment	UN SDG Alignment
GRI 2: General Disclosures 2021	2-1 Organizational details	Alta Resources, 120 N Commercial St, Neenah WI 54956 About Alta Resources		
GRI 2: General Disclosures 2021	2-2 Entities included in the organization's sustainability reporting	Established in 1995, Alta Resources has positioned itself as a premier provider of business process outsourcing (BPO) solutions, focusing primarily on customer-related operations. Our reputation spans across various sectors, including consumer-packaged goods (CPG), health insurance, entertainment, non-profit, and automotive industries. About Alta Resources		
	2-3 Reporting period, frequency and contact point	Alta Resources' 2023 Environmental, Social, and Governance (ESG) Report ("the Report") is a comprehensive annual overview of our commitments, initiatives, and performance in addressing ESG priorities. This report reflects Alta Resources' global operations and covers the period from January 1, 2023, to December 31, 2023, unless otherwise specified. We welcome feedback from all our stakeholders on this report and our performance. Please send any comments or questions about this report to: corporatecompliance@altaresources.com		
	2-4 Restatements of information	In the reporting period, Alta did not have any material restatements of information from previous reports.		
	2-6 Activities, value chain and other business relationships	At Alta Resources, we are committed to maintaining ethical and sustainable practices throughout our operations. We believe in sourcing from and forming partnerships with suppliers who align with our values and demonstrate a dedication to responsible conduct. Supply Chain Supplier Code of Business Conduct, Ethics and Sustainable Procurement Policy		
	2-7 Employees	At Alta, we firmly believe that everything begins with people. Our people are our greatest asset, driving our mission forward and embodying the values that define who we are. Our People Embracing Diversity		
	2-9 Governance structure and composition	Our strategy is overseen at the highest levels of our organization by the S.A.F.E. Audit and Risk Committee. Comprised of Alta Resources' CEO, CFO, CIO, and leaders in compliance, human resources, and information security, this committee ensures that our ESG efforts are governed and aligned with our corporate values. ESG Governance S.A.F.E. (Securing Alta's Future Environment) Audit and Risk Committee		
	2-12 Role of the highest governance body in overseeing the management of impacts	Our strategy is overseen at the highest levels of our organization by the S.A.F.E. Audit and Risk Committee. Comprised of Alta Resources' CEO, CFO, CIO, and leaders in compliance, human resources, and information security, this committee ensures that our ESG efforts are governed and aligned with our corporate values. ESG Governance		
	2-13 Delegation of responsibility for managing impacts	The day-to-day management of our ESG strategy is entrusted to the Compliance and Ethics office, which plays an important in ensuring that our initiatives are effectively executed and aligned with our long-term ESG goals. ESG Governance		
	2-14 Role of the highest governance body in sustainability reporting	ESG Governance		

GRI, UNGC and UN SDG Index

Governance Disclosures

GRI Standard	Disclosure	Location & Notes	UNGC Alignment	UN SDG Alignment
GRI 2: General Disclosures 2021	2-15 Conflicts of interest	Governance, Ethics & Integrity: Conflict Of Interest		
GRI 2: General Disclosures 2021	2-16 Communication of critical concerns	The total number and the nature of critical concerns that were communicated to the S.A.F.E. audit and risk committee during the reporting period has been omitted to protect the confidentiality of our employees as some critical concerns might still be under investigation and thus compromise the outcomes of the investigation and/or an employee's privacy.		
	2-17 Collective knowledge of the highest governance body	The S.A.F.E. Audit and Risk Committee is comprised of Alta Resources' CEO, CFO, CIO, and leaders in compliance, human resources, and information security and serves as a pivotal body overseeing Environmental, Social, and Governance (ESG) matters, as well as corporate compliance and Enterprise.		
	2-22 Statement on sustainable development strategy	Message From Our CEO		
	2-23 Policy commitments	<p>As a global corporation, Alta Resources is dedicated to integrating best practices in governance, risk management, and ethics, while upholding human rights throughout our organization and value chain. 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. We have established policies and processes that reflect our commitment to good governance, which are readily accessible to both employees and stakeholder.</p> <p>Building a Strong Ethical Culture Code Of Conduct Anti-Bribery Anti-Corruption Policy Human Rights and Diversity Policy</p>		
	2-24 Embedding policy commitments	<p>The Audit and Risk Committee is committed to upholding best practices in corporate governance by regularly reviewing and updating our governance framework, including our committee charters, Corporate Governance Guidelines, and Code of Conduct and Ethics, at least on an annual basis. The committee provides comprehensive oversight of our risk management processes and strategic planning initiatives. This includes key areas such as company growth, human capital management, and Environmental, Social, and Governance (ESG) objectives, ensuring alignment with our long-term corporate goals and stakeholder expectations.</p> <p>Building a Strong Ethical Culture S.A.F.E. Audit and Risk Committee</p>		
	2-25 Processes to remediate negative impacts	<p>Speak up Culture Whistleblower and Anti-Retaliation Policy Supplier Code of Business Conduct, Ethics and Sustainable Procurement Policy</p>		
	2-26 Mechanisms for seeking advice and raising concerns	<p>Speak up Culture Whistleblower and Anti-Retaliation Policy</p>		
	2-27 Compliance with laws and regulations	We had no instances of non-compliance with applicable laws and regulations in 2023.		
	2-29 Approach to stakeholder engagement	Through regular engagement with both internal and external stakeholders, Alta Resources gains valuable insights into the priority issues (materiality) that matter most to each specific stakeholder group.		

GRI, UNGC and UN SDG Index

Governance Disclosures

GRI Standard	Disclosure	Location & Notes	UNGC Alignment	UN SDG Alignment
GRI 2: General Disclosures 2021	2-30 Collective bargaining agreements	Alta Resources complies with all applicable laws related to employment practices, equal employment, nondiscrimination, wages, and safe working conditions. We have adopted comprehensive personnel policies to ensure that all employees are treated with dignity and respect. We are strongly opposed to child labor, forced labor, and any form of exploitative labor practices. Although we are not a unionized workplace, we adhere to all relevant labor and employment regulations and actively seek employee feedback on their concerns and needs within a culture that promotes reporting without fear of retaliation. Alta Resources is dedicated to maintaining a work environment free from unlawful discrimination, harassment, and retaliation, with all employees expected to uphold our commitment to equal opportunity.		
GRI 201: Economic Performance 2016		Our People		

Material Topics

GRI 3: Material Topics 2021	3-1 Process to determine material topics	Through regular engagement with both internal and external stakeholders, Alta Resources gains valuable insights into the priority issues (materiality) that matter most to each specific stakeholder group. Materiality		
	3-2 List of material topics	Materiality		

Economic Performance



GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Our People Impact Recruiting	Principle 6	
	201-3 Defined benefit plan obligations and other retirement plans	Employee Wellness Our Benefits		
	201-4 Financial assistance received from government	In fiscal year 2023, Alta Resources did not receive any financial assistance from the government.		

Anti-Corruption (Tier 1)




GRI 3: Material Topics 2021 Anti-Corruption	3-3 Management of material topics	Alta has an Anti-Bribery and Corruption policy in place. Code Of Conduct Anti-Bribery Anti-Corruption Policy		
---	-----------------------------------	--	--	---

GRI, UNGC and UN SDG Index



Governance Disclosures

GRI Standard	Disclosure	Location & Notes	UNGC Alignment	UN SDG Alignment
GRI 205: Anti-corruption 2017	205-2 Communication and training about anti-corruption policies and procedures	Alta conducts compulsory annual training for all employees. Building a Strong Ethical Culture		
GRI 205: Anti-corruption 2018	205-3 Confirmed incidents of corruption and actions taken	We have not identified any material confirmed incidents of corruption within our operations.		

Energy

GRI 3: Material Topics 2021 Energy	3-3 Management of material topics	Materiality Sustainability	Principles 7, 8, 9	  
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Sustainability Performance Data Tables		
GRI 302: Energy 2019	302-4 Reduction of energy consumption			

Water and Effluents





GRI 303: Water and Effluents 2020	303-3 Water withdrawal	Not applicable: all water withdrawn is from municipal water sources, we are not a water intensive organization and none of our operations have any impact on water conservation areas that have been designated and notified to us by national or international bodies. Sustainability Water	Principles 8, 9	
GRI 303: Water and Effluents 2021	303-4 Water discharge	Wastewater in our office facilities is discharged to common sewage treatment plants or directly to the municipal sewer systems. This ensures that our wastewater is not discharged into subsurface waters, surface waters or sewers that lead directly to rivers, oceans, lakes, wetlands, and ground water.	Principles 8, 9	

Supplier Social Assessment

GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	There have been no suppliers identified as having significant actual and potential negative social impacts with which improvements were required or relationships were terminated. Supplier Code of Business Conduct, Ethics and Sustainable Procurement Policy	Principles 1, 2, 4, 5, 6	
--	--	--	--------------------------	--



GRI, UNGC and UN SDG Index

Governance Disclosures

GRI Standard	Disclosure	Location & Notes	UNGC Alignment	UN SDG Alignment
Public Policy				
GRI 415: Public Policy 2016	415-1 Political contributions	Alta Resources did not make any political contributions to any political party, candidate, or political organization, either in cash or in-kind donations.		
Client Privacy				
GRI 3: Material Topics 2021 Client Privacy	3-3 Management of material topics	We comply with privacy regulations and relevant laws, including the California Consumer Privacy Act (CCPA). Additionally, Alta Resources complies with the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework, established by the U.S. Department of Commerce. Corporate Security Policy Privacy Policy		
Employment (Tier 1)				
GRI 3: Material Topics 2021 Employment	3-3 Management of material topics	At Alta, we firmly believe that everything begins with people. Our people are our greatest asset, driving our mission forward and embodying the values that define who we are. We recognize that their talent, dedication, and passion form the foundation of our success, and we are deeply committed to fostering an environment that nurtures their growth, well-being, and professional development. Our People	Principles 1, 6	  
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Our Benefits		
Occupational Health and Safety				
GRI 3: Material Topics 2021 Occupational Health & Safety	3-3 Management of material topics	Alta Resources is dedicated to ensuring a safe and healthy work environment for all employees worldwide. Our People Employee Wellness	Principles 1, 2	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Alta's global Health and Safety Management System is aligned to ISO 45001: 2018.		

GRI, UNGC and UN SDG Index

Governance Disclosures

GRI Standard	Disclosure	Location & Notes	UNGC Alignment	UN SDG Alignment
Occupational Health and Safety				
GRI 403: Occupational Health and Safety 2018	403-2 Hazard identification, risk assessment, and incident investigation	Alta Resources' Health and Safety Committee conducts an annual risk assessment aimed at minimizing workplace hazards and ensuring employee safety. We have established a formal process for reporting any incidents, hazards, or near-misses in the workplace. When an issue is reported, our Environmental Health and Safety (EHS) team takes immediate action to resolve it, implementing preventative measures such as ergonomically designed workstations, installation of fire extinguishers, and the provision of appropriate personal protective equipment (PPE), among other safety enhancements. Occupational Health and Safety Policy Employee Health and Safety		
	403-6 Promotion of worker health	Employee Wellness Our People		
Training and Education (Tier 1)				
GRI 3: Material Topics 2021- Training & Education	3-3 Management of material topics	We are proud to cultivate a diverse and talented global workforce, recognizing that our people are key to driving innovation and delivering exceptional value to our clients. We are focused on recruiting diverse talent, not only to meet the evolving needs of our clients but also to exceed their expectations through creativity and fresh perspectives. Our People		
	404-2 Programs for upgrading employee skills and transition assistance programs	Our People Employee Continuing Education Leadership Training		
Diversity and Equal Opportunity				
GRI 3: Material Topics 2021 Diversity and equal opportunity	3-3 Management of material topics	Our People Embracing Diversity	Principle 1, 2, 6	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Diversity By The Numbers		
Child Labor				
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Alta Resources does not use child labor (i.e., a person under the minimum age provisions of applicable laws and regulations) or forced labor (i.e., prison labor, indentured labor, bonded labor, military labor, slave labor), does not condone any form of human trafficking, and will not work with third parties who engage in such practices. Code of Conduct Human Rights and Diversity Policy Child Labor and Anti-Slavery Policy Child Labor Remediation Policy		

GRI, UNGC and UN SDG Index

Governance Disclosures

GRI Standard	Disclosure	Location & Notes	UNGC Alignment	UN SDG Alignment
Forced or Compulsory Labor				
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	<p>Alta Resources did not use forced or compulsory labor (i.e., slave labor or bonded labor) or use debts as a means of maintaining workers in a state of forced labor.</p> <p>Code of Conduct Human Rights and Diversity Policy Supplier Code of Business Conduct, Ethics and Sustainable Procurement Policy Child Labor and Anti-Slavery Policy Child Labor Remediation Policy</p>		
Local Communities				
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	<p>Community is one of Alta's seven Guiding Principles, and we are deeply committed to supporting the communities where we live and work. This commitment is at the heart of everything we do, shaping our approach through ongoing volunteerism, community outreach, and philanthropy.</p> <p>Community Engagement</p>		

