



Environmental Policy

Better Together. Better for Tomorrow.

Date: 2026



1. Purpose

United Call Centers (UCC) is committed to conducting its business in an environmentally responsible and sustainable manner. As a global business process outsourcing and customer experience provider, we recognize that our environmental impact is shaped by the way we work, the technologies we use, the resources we consume, and the partnerships we build.

This Corporate Environmental Policy defines UCC's environmental commitments and supports our broader ESG strategy, Sustainability Report, CDP disclosure, and alignment with the United Nations Global Compact principles.

2. Scope

This policy applies to UCC's operations, associates, managers, contractors, business activities, office locations, digital operations, and relevant stakeholder relationships under UCC's operational control.

3. Our Environmental Approach

UCC's environmental approach is based on responsible operations, digital-first processes, remote-first working practices, associate engagement, data-driven monitoring, and continuous improvement.

As a service-based organization, our most relevant environmental impacts are connected to energy consumption, office use, commuting, digital infrastructure, paper consumption, waste generation, product lifecycle processes, and the environmental expectations of clients and stakeholders.

We aim to reduce these impacts through efficient resource use, digital transformation, responsible workplace practices, and collaboration with associates, clients, suppliers, and communities.

4. Climate Responsibility and Emissions Reduction

UCC recognizes climate change as a material environmental challenge that may affect business operations, associates, clients, and communities.

To support climate responsibility, UCC:

- Maintains a predominantly remote-first working model where operationally appropriate;
- Reduces commuting-related environmental impacts through flexible and remote work arrangements;
- Monitors relevant ESG indicators, including energy consumption, CO₂ emissions, paper usage, waste, and other environmental metrics where data is available;
- Seeks to improve the quality and reliability of environmental data over time;
- Supports low-carbon mobility options, including bicycle initiatives and awareness of sustainable commuting;
- Works to develop clearer CO₂ reduction goals as part of its enhanced ESG strategy;
- Participates in environmental reporting and disclosure initiatives, including CDP where applicable.

5. Remote-First and Eco-Conscious Working Model

UCC's work-from-home infrastructure, implemented in 2016, is a key part of our environmental approach. By reducing the need for daily commuting and optimizing office utilization, UCC lowers





office-related energy demand, reduces transportation-related emissions, and supports associate well-being and productivity.

Our remote-first model is therefore not only an operational choice, but also an important environmental and social sustainability practice.

6. Energy and Resource Efficiency

UCC is committed to improving resource efficiency across its operations.

We aim to:

- Monitor electricity consumption and other relevant resource indicators;
- Promote energy-efficient use of office facilities and equipment;
- Optimize office utilization through hybrid and remote working practices;
- Reduce unnecessary resource consumption;
- Use digital tools and automation to improve operational efficiency;
- Review opportunities to reduce energy demand and improve environmental performance.

7. Paperless Operations and Digital Transformation

Since 2021, UCC has operated as a paperless organization. We are committed to maintaining and strengthening digital-first business processes to reduce paper consumption, administrative waste, printing needs, storage requirements, and the environmental impacts associated with paper production and transportation.

UCC also recognizes the environmental role of digital innovation. Through platforms such as Swapcom, UCC supports product lifecycle traceability, digital documentation, warranty process automation, and reduced reliance on paper-based administration.

8. Waste Reduction and Circular Economy

UCC supports responsible consumption, waste reduction, and circular economy principles.

To support this commitment, UCC:

- Maintains selective waste collection in office locations where available;
- Encourages recycling and responsible waste management;
- Promotes reusable and sustainable products where practical;
- Works to reduce single-use materials and unnecessary waste;
- Develops plastic-free initiatives for office and daily operations;
- Supports digital solutions that reduce paper-based administration and operational waste.

9. Sustainable Mobility

Transportation-related emissions remain an important environmental consideration.

UCC supports sustainable mobility by:

- Encouraging remote and flexible work arrangements;
- Reducing the need for daily commuting;
- Supporting bicycle use and low-carbon commuting options where applicable;
- Promoting awareness of environmentally responsible travel choices;
- Exploring further opportunities to reduce transport-related emissions.

10. Digital Innovation for Environmental Impact

UCC believes that technology can support more sustainable business models.





Through digital platforms, AI-supported tools, and automated processes, UCC aims to:

- Improve environmental data collection and transparency;
- Reduce paper-based workflows;
- Support product lifecycle traceability;
- Enable more efficient warranty, replacement, and customer service processes;
- Reduce avoidable manual administration and operational waste;
- Support ESG-ready reporting and data-driven decision-making.

Swapcom demonstrates UCC's approach to using digital innovation to support circular economy principles, regulatory readiness, operational efficiency, and measurable sustainability impact.

11. Associate Engagement and Environmental Awareness

UCC believes that environmental responsibility requires active associate participation.

We promote environmental awareness through:

- Internal communication and sustainability campaigns;
- Environmental education and ESG-related training;
- AI-supported awareness tools such as REbot;
- Sustainability challenges and associate engagement initiatives;
- Volunteering and community activities;
- Programs that encourage sustainable habits both at work and at home.

UCC's associate-centered approach reflects our belief that environmental sustainability becomes stronger when it is embedded into everyday behavior and workplace culture.

12. Community and Environmental Stewardship

UCC seeks to contribute positively to communities and the environment beyond its direct operations.

We support initiatives related to:

- Digital inclusion and education;
- Local community engagement;
- Responsible resource use;
- Environmental awareness and long-term sustainability partnerships.

UCC's Global Tree-Planting Initiative reflects our commitment to environmental stewardship and climate action.

13. Environmental Risk Management

UCC recognizes that environmental issues may create operational, regulatory, reputational, and market-related risks.

We aim to identify, assess, and manage environmental risks and opportunities related to:

- Climate change;
- Energy use;
- Transportation and commuting;
- Resource consumption;
- Waste generation;
- Client and stakeholder ESG expectations;
- Environmental reporting and disclosure requirements;





- Supply chain and value chain impacts.

Environmental risks and opportunities are considered as part of UCC's broader ESG governance and business planning activities.

14. Stakeholder and Supply Chain Engagement

UCC recognizes that environmental responsibility extends beyond our own operations.

We aim to:

- Collaborate with clients on mutually beneficial environmental initiatives;
- Support customer ESG and sustainability expectations;
- Encourage suppliers and business partners to operate in an environmentally responsible manner;
- Consider environmental factors in supplier and partner relationships where practical and commercially reasonable;
- Support transparency and continuous improvement across relevant parts of the value chain.

15. Governance, Reporting and Transparency

Environmental responsibility is part of UCC's broader ESG framework.

To support governance and transparency, UCC:

- Maintains a dedicated ESG function;
- Monitors relevant environmental indicators where data is available;
- Reviews environmental performance and improvement opportunities;
- Participates in sustainability reporting and disclosure processes, including CDP where applicable;
- Supports the United Nations Global Compact principles, including the environmental principles;
- Integrates environmental considerations into sustainability reporting, client questionnaires, and ESG-related stakeholder communication.

16. Continuous Improvement

UCC recognizes that environmental sustainability is a continuous process. We are committed to improving our environmental performance over time by strengthening data quality, expanding awareness programs, improving resource efficiency, developing clearer CO₂ reduction goals, and integrating environmental responsibility into our operations, technologies, partnerships, and culture.

17. Review

This policy shall be reviewed periodically and updated when necessary to reflect changes in UCC's business operations, environmental performance, stakeholder expectations, regulatory requirements, ESG strategy, and sustainability objectives.

