



2022 Impact Report

United in Purpose



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CSG is united in purpose to make a positive impact—for our people, our planet and our collective future. This inaugural report introduces our forward progress, which has only just begun.

A Message From Brian Shepherd



Corporate responsibility is the social responsibility of every CSGer around the world, and it is one of the many reasons CSG is consistently recognized as an employer of choice in our communities.”

At CSG, we care deeply about doing well by doing good. We are a purpose-driven Software-as-a-Service (SaaS) company that truly believes in our mission: By channeling the power of all, we help global brands make ordinary customer and employee experiences extraordinary. And because we aspire to be more than just another technology company, we are proud to present our first annual Impact Report. In this report, you will discover how we are advancing our environmental, social and governance (ESG) practices, diversity and inclusion and overall community impact.

Our purpose and our metrics of success are linked to our customer obsession, our globally diverse and inclusive culture, our commitment to drive social impact, and our determined pursuit of growth across all aspects of our company. We empower and encourage our talented colleagues to make a bigger difference on issues that matter most to them including environmental stewardship, community impact and digital inclusion. Corporate responsibility is the social responsibility of every CSGer, and it is one of the many reasons CSG is consistently recognized as an employer of choice in our communities.

With the publication of our first Global Impact Report, we commit to continuously improving our ESG transparency. Last year, we released our first Sustainability Accounting Standards Board (SASB) report and reported to the market CSG’s business practices, including information on:

- Customer privacy
- Data security
- Employee engagement
- Diversity and inclusion
- Business ethics and competitive behavior and systemic risk management

Additionally, we recently engaged with the Task Force on Climate-Related Financial Disclosures (TCFD) and provided the market with this information. We look forward to sharing our progress with you each year via our Global Impact Report. Thank you for joining us on this important journey.



Brian Shepherd
President & Chief Executive Officer

Creating a Purpose-Driven Future

Customer experience, commerce and payments have changed forever. With innovative new technologies like 5G and AI reshaping consumer expectations, it's up to brands in every industry in the world to deliver digitally-enabled, engaging experiences that wow their customers, no matter where they are in their customer journey.

That's where CSG comes in. CSG is a purpose-driven, high-growth SaaS platform company helping some of the world's most recognizable brands solve their toughest business challenges and make more money. We're a trusted partner to global companies that want to evolve to meet the demands of today's digital economy, with future-ready solutions that drive exceptional customer experiences.



Mission & Guiding Principles

By channeling the power of all, we make ordinary customer and employee experiences extraordinary.

Integrity

BE AUTHENTIC

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

Inspiration

BE BOLD

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

Impact

BE CUSTOMER OBSESSED

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

BE A TRUSTED TEAM PLAYER

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

BE INVENTIVE

Find innovative ways to solve CSG's and our customers' toughest business problems. Bring future-ready solutions into existence. Be curious and challenge the status quo.

BE A GAME CHANGER

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

BE INCLUSIVE

Empower each individual to contribute fully and authentically to deliver exceptional results. Foster diversity and belonging by treating all with respect and providing equal access to growth opportunities.

BE AGILE

Move quickly and iterate with a focus on future market and customer needs. Apply a learning and system-thinking mindset to strive for continuous improvement and efficiency gains as part of what we do every day.

BE A DRIVER OF GROWTH

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

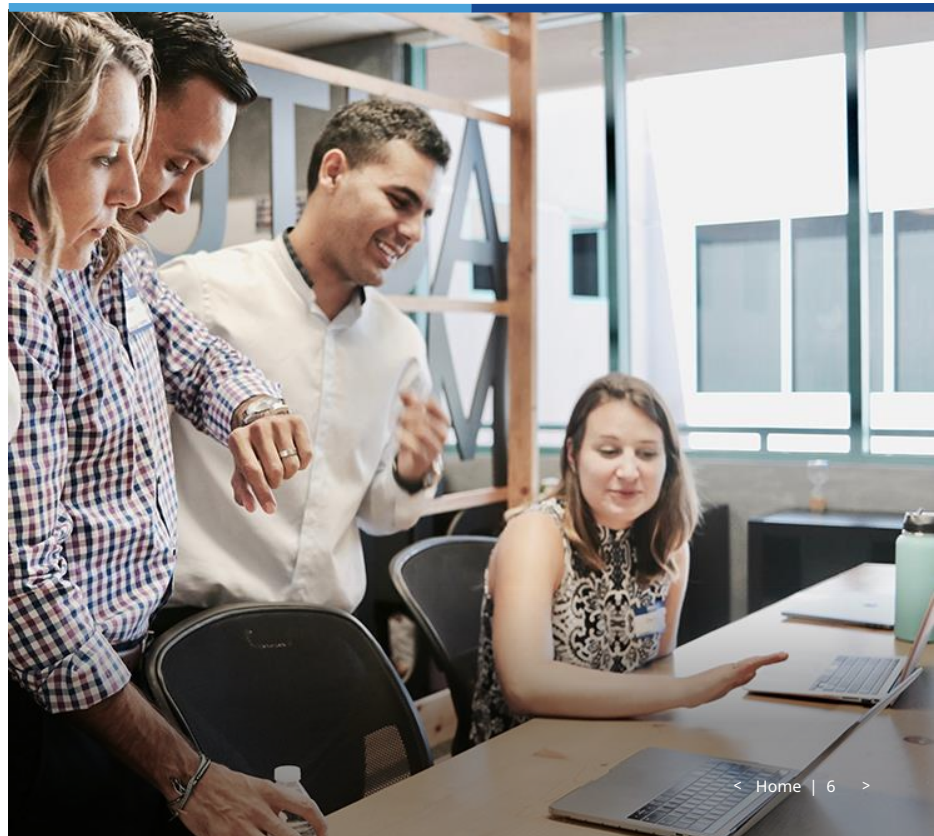
Working Every Day to Create Extraordinary Experiences for All CSGers

Our culture and our people are CSG's greatest competitive advantages. Therefore, employee experience is a top priority for CSG. We know that our success is directly tied to our talented, globally diverse workforce. We are committed to building and fostering a diverse, supportive and inclusive work environment where individuality is valued and our people can flourish. Whether that's through workplace flexibility or access to tools and resources that support personal and professional development, we strive to provide growth opportunities to further one's career at CSG.



CSGer / noun

A fearlessly committed and connected employee of CSG, high on integrity and low on ego, making us the easiest company to do business with and the best place to work.



A background photograph of three employees (two women and one man) sitting around a wooden table, smiling and looking at a laptop. The laptop screen shows a website with various images. The man is wearing glasses and a denim jacket. The woman in the foreground is wearing a light-colored sweater. The woman in the background is wearing an orange top. The setting appears to be a modern office or co-working space with a chalkboard in the background.

A Flexible-First Workplace that Drives Performance and Employee Well-Being

At CSG, flexible-first is more than just choosing to work from home or from the office. Our flexible-first approach empowers employees to choose when, where and how they work, allowing for better work-life integration. The physical and mental well-being of all CSGers is a top priority—whether in an office, working remotely or a combination of both—so employees can perform at their best. And when employees perform at their best, both CSG and our customers win together. Our flexible-first philosophy is valued by our employees and was recently cited in CSG's recognition as one of India's Best Workplaces™ for Women 2022.

We put our employees first. In 2022, we strengthened our commitment to employee well-being with our first well-being week in honor of World Mental Health Day. Throughout the year, we provide resources and inspiration to support different aspects of well-being.

SUPPORTING CSGERS ON THEIR WELL-BEING JOURNEY



MENTAL HEALTH

24/7 employee support programs and webinars such as “Build Your Mental Resilience.”



PHYSICAL FITNESS

Virtual yoga, meditation and body burn classes to boost energy, as well as enhance cognitive function and overall mood.



FINANCIAL GUIDANCE

Tips and tricks for maximizing financial goals and live webinars such as “Unlock the Secret to Financial Well-Being.”



SOCIAL & COMMUNITY CONNECTION

Hundreds of CSGers around the globe are connecting through virtual networking groups while also taking volunteer time off to take part in local and company-wide opportunities to make a difference.



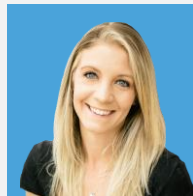
“Every day, I’m valued as a CSG employee and encouraged to be my authentic self. It’s important to me that my company supports and allows me to collaborate with incredible people across the globe. It’s challenging, fun and rewarding to be part of this team!”

—Kimberly Haight, Director, Global Talent Acquisition

Empowering Internal Growth and Mobility with CSG's Career Hub

At CSG, we want employees to take charge of their future and focus on what matters most. When our employees expressed interest in exploring career opportunities internally, we moved swiftly to create career connections. We're on a mission to make it easy to grow at CSG. Our Career Hub is a one-stop shop for employees to find their next CSG dream job. Employees can share their passions, experience and skills, and the Career Hub will provide personalized job recommendations and learning suggestions for advancement.

Since joining CSG five years ago, my career and business acumen have substantially advanced through investment in my growth and development. The leadership team empowers employees to own their career destiny and evolution by identifying strategic initiatives that establish trust and credibility across the leadership teams, while encouraging cross-functional role development and personal readiness.



From industry-specific programming, and women in technology / STEM field activities to executive coaching and beyond, I've gained greater self-awareness and have grown in emotional intelligence, conflict management, and elevated leadership capabilities across the organization while advancing my individual role and responsibilities."

—Crystal Allen, Vice President of Global Marketing

A background image showing a diverse group of four people (three men and one woman) sitting around a wooden conference table in a modern office setting. They are all smiling and looking towards the camera. There are laptops and a small plant on the table.

Employees Thrive Through an Inclusive Environment

CSG is committed to building and fostering a diverse, supportive and inclusive work environment where individuality is valued, and our people can flourish and grow. We believe that our business will perform better and be stronger when our workforce reflects the world in which we live. By embracing various backgrounds, attributes, experiences and perspectives, we will help our team members, customers and communities thrive, while together, we work toward making social equality a reality. We are full steam ahead on a journey to have the best, most globally diverse workforce where each person can thrive.

Introducing Our Global DEI Council

In 2022, we launched our first Global DEI Council, which represents functions and regions across our global footprint. The council is charting new territory for CSG and is already making a difference helping build a more inclusive culture. This cross-functional group representing employees from across different functional areas and leadership levels is already amplifying diverse voices and perspectives across our business.

The Global DEI Council was established with objectives:

- **Improve and diversify understanding** of issues affecting CSG from a range of levels and locations
- **Create innovative approaches** to solve issues
- **Monitor progress and strengthen our culture and impact**

The council **develops organizational understanding and adapts global approaches with local relevance** to support an inclusive approach to DEI, by representing regional diversity, local knowledge, insight and action. The council has completed DEI leadership training and actively leads progress and innovative approaches to a collective understanding of DEI at CSG. Most recently, the council provided resources on how to help others in the organization support diverse and inclusive approaches in their respective workgroups. The DEI Council will continue to be instrumental in helping CSG modernize our Human Rights policy. The Council will set annual objectives for learning, collaboration, reviewing, sponsorships and innovation.

What Our Global DEI Council Members Say:

Great to see CSG's level of commitment to becoming more inclusive and diverse. While we are already a diverse multicultural team who are globally dispersed, there is always room to increase our level of diversity and inclusion. Not only is it the right thing to do, but diversity enables growth. It is an honor to be a part of the diverse and innovative team who makes up the Global DEI Council, and I am looking forward to being part of our DEI journey."

I've found the council to be a good experience on a few different levels. Great to see the openness of people and the willingness to have difficult conversations. Also, nice to see that CSG is genuinely promoting an agenda that intends to challenge people who think that diversity, and the acknowledgment of differences, is a trend, or something designed to make the majority feel uncomfortable or ashamed."



SETTING THE INDUSTRY STANDARD WITH TM FORUM

In 2022, CSG participated in the creation of the world's first industry-agreed scorecard for diversity and inclusion to help attract, retain and develop employees. The inclusion and diversity benchmark was established in collaboration with TM Forum, industry organizations and founding partners of the Global Diversity Council of TM Forum. The work was launched in Copenhagen at Digital Transformation World and sponsored by Liz Bauer, CSG's Chief Experience Officer.

The Inclusion and Diversity Score (IDS) is a multi-dimensional benchmarking tool co-created by TM Forum members to help digital service businesses retain, nurture and improve both talent and culture through greater diversity and inclusion.



A Q&A with Cael Clough

CSG's Chief Diversity Officer

What's most important to create a purpose-led culture at CSG?

Connecting our purpose with the “why” to ensure that there is an interconnection between our employees, customers, shareholders and communities is critical to our success. Through connectedness, we align people to a shared mission and mobilize real, substantive action that makes a difference. CSG is transforming in many ways, and an integral part of that transformation is cultural change. We are delivering now and planning for the future through CSG's mission of “channeling the power of all.” We build a culture of connectedness, where people are appreciated for who they are, feel a sense of belonging, are rewarded for their contributions and inspired to make a difference.

You have a long history at CSG having been with the company since 2007, what was behind your move to lead Diversity, Equity & Inclusion? Tell us about your new role.

I have always been a champion and advocate for diversity, equity and inclusion—well before those words/concepts were crystallized in my vocabulary. During college, I started an organization for the underrepresented business majors who were left on the fringe of other well-known business clubs. The focus was to provide opportunities to use their developing skills while giving business majors “real-world” experience. That mindset and focus carried throughout my career. I helped start the Black Culture Collective at CSG and knew this was my calling and purpose. Together with our leaders and CSGers, my role is to inspire, influence and guide cultural, structural and behavioral change.

What is your proudest achievement since joining CSG?

If I had to distill it down to one thing, it would be knowing I played a role in the growth and development of the people I've had the fortune to influence as a leader.

More with Calel...

You recently led the Black Culture Collective (BCC) at CSG which is a relatively new Employee Belonging Group (EBG). Can you share more about your work with the EBG?

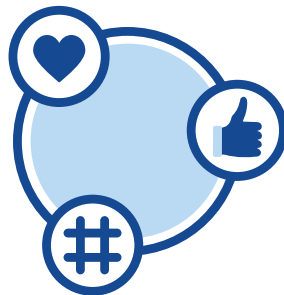
My journey started when I hosted an internal podcast discussion during Black History Month. We talked about interest being generated for an EBG for Black employees, and soon after that, I was approached to help lead the Black Culture Collective. Along with my co-chair, we formed our vision and charter and began recruiting key leadership for the BCC. We formed a strategic roadmap and goals and focused on connecting with the Black diaspora throughout CSG and encouraged building relationships within the group. At our first meeting, people throughout CSG came together to connect, discuss and learn about the various cultures within Black communities around the globe. We hosted our first “panel discussion” alongside the Aspiring Allies EBG to enable cross-cultural discussions and create a safe place for dialogue. Other initiatives underway include partnering with teams across the organization for career development, recruiting and mentorship.

What DEI efforts have been successful at CSG, and how do you think CSG is evolving given the current landscape?

We have a solid foundation in place, and we have a remarkably talented team of experts who have done an outstanding job seeding the change. We’ve had amazing success with our micro-learning series (15 on 15). The EBGs have begun to influence belonging through their work: our excellent progress in delivering concrete steps towards our impact initiatives, and the great strides accomplished by our India team resulting in being rated “Best Places to Work” in India. This makes me excited about the future and proud of our collective impact.

What inspires you most about this work?




I am inspired by the opportunity to connect people to our vision and give meaning to our work for everyone. I am thrilled to work alongside all CSGers and our partners within the community to transform our culture and help reshape our world for the better. Getting a chance to lead DEI and Social Impact is humbling—the best is yet to come.

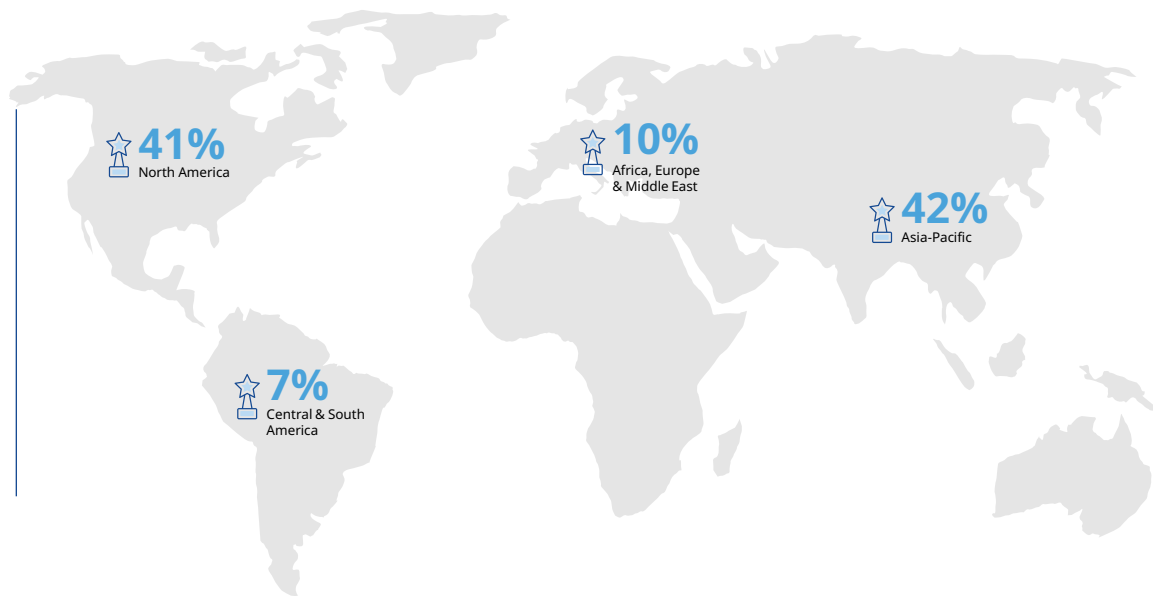


Growing a Diverse Global Workforce

We are committed to being a global employer of choice for the best, most diverse, global talent.

Employee Headcount by Region

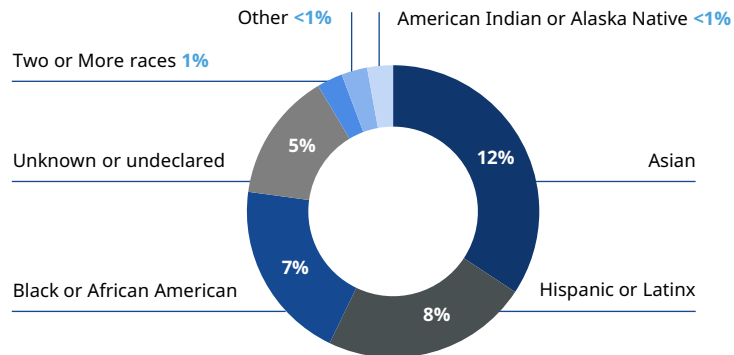
	2021	2022
 Total Headcount	5,200+	5,700+
 Overall % of Women	36%	36%
 Overall % of PoC (USA)	26%	28%





U.S. Race and Ethnicity Breakdown 2022

PoC comprise 28% of U.S.-based employees



Females in Global Leadership

22%



PoC in U.S. Leadership

21%



Board Diversity 2022

PoC comprise 50% of Board of Directors



Gender

**3 Female
8 Male**



Ethnicity

**1 African American/Black
3 Asian
1 Middle Eastern
6 White**

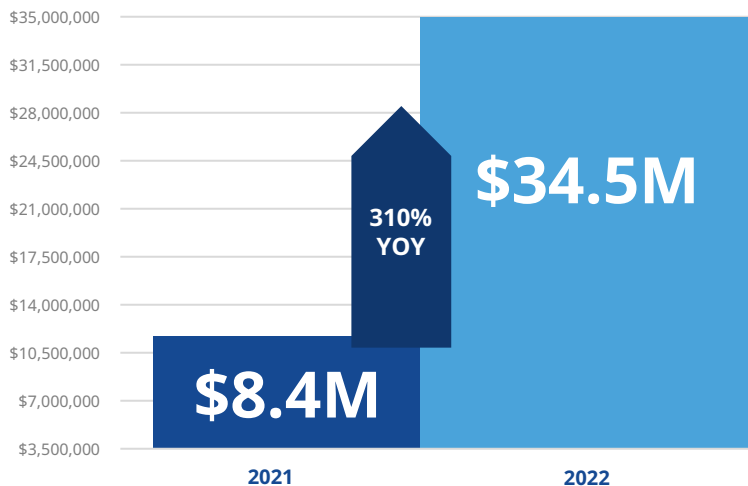


CSG Global Supplier Diversity

CSG is committed to working with underrepresented businesses worldwide. We are proud to work with companies owned by women, people of color, veterans, individuals with disabilities and historically underutilized businesses.

DIVERSE SPEND RESULTS

2021 compared to 2022 (full year)



Enhanced YoY reporting led to increase in 2022.

ENABLING GROWTH THROUGH PURPOSEFUL PARTNERSHIP

- Impact our business globally
- Invest in our colleagues and diverse suppliers
- Promote transparency and act with accountability

84 
Minority-Owned Businesses

58 
Women-Owned Businesses

6 
Veteran-Owned Businesses

43 
Small Businesses

CSG Inclusion Programming: Celebrating Our Authenticity

We define diversity as the range of unique identities and differences across endless dimensions within CSG. In 2022, we strived to enhance inclusive programs where the experiences, attributes, and perspectives of our people are championed so that every CSGer feels comfortable bringing their authentic selves to work each day.

GLOBAL INITIATIVES

To reach CSGers across a broad spectrum, our team created and launched event-based inclusion and learning initiatives anchored around diversity, equity and inclusion.

15 on 15

A monthly 15-minute micro-learning series where employees learn skills and get insights around a particular DEI topic on or around the 15th of each month. Topics have ranged from the “science of bias” to “building psychological safety” reaching an average audience of 400 CSGers each month.

Employee Belonging Groups (EBGs)

CSG has six Employee Belonging Groups representing different groups in the CSG community. Through our EBGs, employees are invited to hear from guest speakers on issues impacting their community. Events have included: “The Panel” featuring CSG’s Black Culture Collective and Aspiring Allies groups providing insights on having race-based dialogue; “Creating a Sense of Belonging” sponsored by CSG’s Pride group featuring guest speaker, Ryan Sallans, a renowned transgender speaker and author who specializes in inclusion, diversity, and healthcare. CSG’s EBGs also play an active role in providing learning around current events and culturally significant holidays (e.g., Transgender Awareness Week, Remembrance and Veterans Day, International Women’s Day, and International Pronouns Day and International Persons with Disabilities Day).

DEI Forum

CSG’s internal quarterly learning space allows leaders at the Executive Director level and above to cultivate and practice skills around inclusive leadership, as well as collaborate and remain accountable to their personal DEI action plans. The Forum, open to roughly 200 leaders, has covered topics on race and power dynamics, best practice sharing from peers on how they are advancing diversity, equity, and inclusion within their teams as well as understanding CSG’s annual Executive Leadership Team action planning process.

Regional Relevance

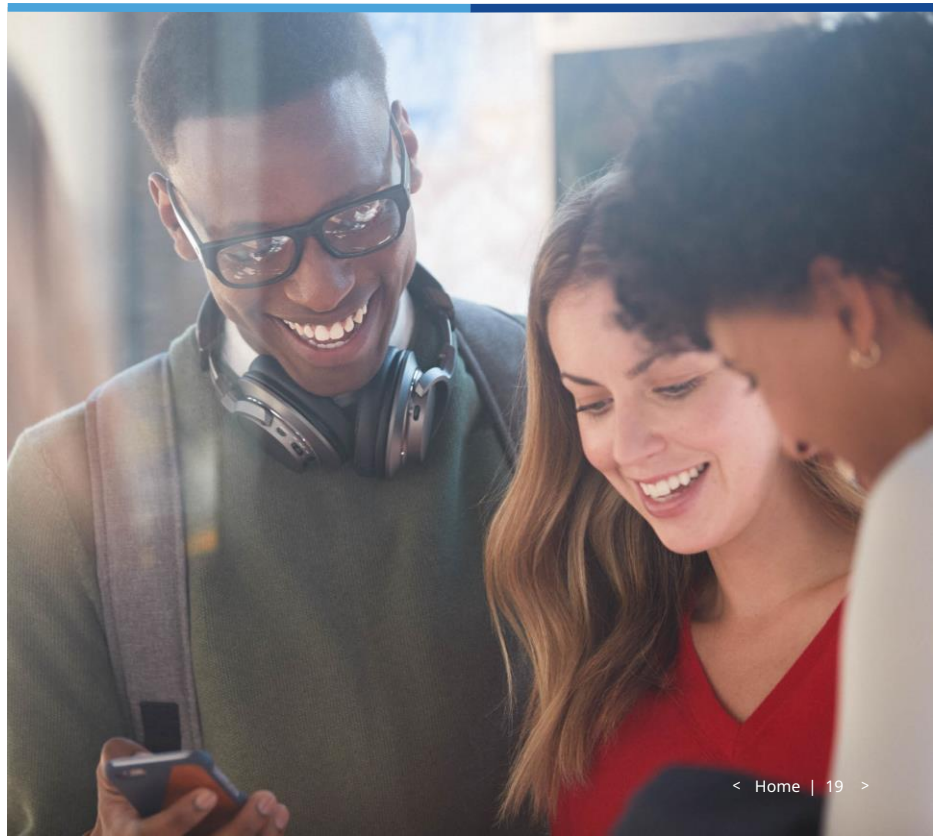
To ensure our inclusion and learning programs maintain relevance to local regions, CSG hosts local sessions to glean employee feedback and raise awareness of global programs. Our three DEI regional leads have participated in local town halls, all-hands sessions, and monthly business reviews in service of integrating DEI efforts with various parts of the business globally.

EBGs: Driving Connection, Education and Inclusivity

A diverse, inclusive culture doesn't happen by accident. It takes leadership that listens, meaningful programs and genuine commitment to each other. CSG embraces all backgrounds, attributes and experiences to reflect the world we live in—and make a difference in it. Beginning in January 2022, our DEI team formally launched our Employee Belonging Groups (EBGs)—groups that align around shared identities and a common purpose to engage, learn, network and influence difference-makers.

EBGs are a vital part of building a culture of inclusion and belonging at CSG. These groups provide a forum for employees to meet and support one another in building community and camaraderie around shared values and identities. Aside from offering increased engagement and relationship building to their members, these groups also provide professional development, networking, support, and the ability to drive impact around critical DEI initiatives. Each group maintains a leadership team that includes an executive sponsor at the vice president or above level, to help outline and support the group's mission, objectives and goals.

Through their inaugural year, CSG EBGs have hosted 20+ unique events aimed at increasing education, awareness, and engagement. In addition to events, they've penned numerous articles and blogs, and they've hosted podcasts on topics ranging from the passing of the Americans with Disabilities Act, to Transgender Remembrance Day, to reflections on Juneteenth.



EBGs on a Mission



Aspiring Allies: To educate and empower allies to use their position in the workforce to become advocates for all identities in career advancement opportunities and leadership.

EBG in Action: “As Allies, we should seek to be proactive instead of reactive. By continuing to educate ourselves and building and maintaining relationships with all marginalized peoples and using our privilege to amplify their voices, we also need to be on the front lines fighting side by side until all are treated equally. We need to continue to fight until all are afforded common dignity, until freedom is an inherent condition of being human, and until justice and equity are the status quo for all human beings.”

Disabilities: Create an inclusive space to discuss the rights, issues and opportunities of individuals with a disability within CSG and the customers that we serve. The group works to resolve issues encountered by disabled employees and customers, as well as create opportunities for employment and career.

EBG in Action: “The Universal Declaration of Human Rights states that everyone is entitled to certain rights, including the right to education, the right to work and the right to democracy. These rights have no value without access. Without access to the classroom, the workplace or the ballot box, disabled individuals cannot exercise their human rights. Supporting access equates to supporting human rights.”



EBGs on a Mission



**BLACK CULTURE
COLLECTIVE**

Black Culture Collective: Foster an environment for those in the African Diaspora to feel safe, seen, welcome and heard while creating a network of collaboration, knowledge sharing and pathways toward inclusion and success at all levels.

EBG in Action: “Diversity does not just live between various cultures, but also freely between the individuals within them—as Black people are not a monolith, there is no rigid uniformity to the collective. As CSG strives to become the most globally diverse company, this stands as a reminder to honor and encourage the unique experiences we bring to the table. We hope all CSGers recognize the value in respecting one another’s differences with dignity. Much like the beauty of humanity, there is a beauty in our uniqueness.”

Pride@CSG: To provide a safe and welcoming environment for LGBTQ+ employees and allies by increasing knowledge, awareness, togetherness and understanding so that everyone feels welcomed, inspired and supported.

EBG in Action: “To be free to celebrate your life and love who you love. The justice to be treated as an equal. We at Pride@CSG continue our shared hope that through advocacy and education, we can alleviate the stigma surrounding the LGBTQ+ community and collectively, with our allies, join our voices to be thankful for lives just as they are.”



EBGs on a Mission



WE LEAD: To ignite the development and engagement of women across CSG in a way that expands women's leadership to harness collective power that contributes to the success of CSG. Recognized by Cablefax Diversity List as ERG of the Year 2022.

EBG in Action: "We believe gender equality is a fundamental human right. Women are often denied opportunities in technology or leadership because of their gender. WE LEAD is committed to fostering a community that promotes and supports equity for all, while also providing a safe space to build confidence and develop critical leadership skills."

Military: Create an inclusive, empowering and safe place at CSG for our military community and their allies through shared knowledge, awareness, opportunity and growth at CSG.

EBG in Action: "While many think CSG and the military are different, we have a lot of similarities. CSG employees are all a team working to complete the same mission every day. CSG takes into account the person and ensures we are all mentally and professionally prepared every day."

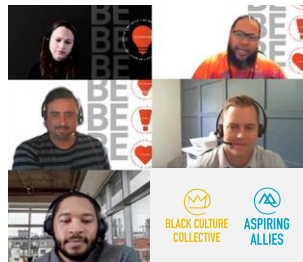


CSG EMPLOYEE, 2022 BELONGING SURVEY FEEDBACK

"Having the employee belonging groups and CSG celebrating differences in people is really helping me to come out of my shell and be authentically me."

EBGs in Action: A Year of Firsts

EBGs wasted no time in making an impact in their inaugural year. Each group's dedication to creating community, building awareness and driving their inclusive mission led to a year of firsts for CSG.



The Black Culture Collective and Aspiring Allies EBGs team up to launch our Panel Series, a first in a series of conversations about race, identity and allyship in the workplace.



WE LEaD's leadership board and senior leaders celebrate CSG's first employee group recognition with WE LEaD's win for Employee Resource Group of the Year on Cablefax's Diversity List 2022.



Staff and family members represent CSG for the first time in the Omaha Pride Parade led by Pride@CSG



PRIDE AND ASPIRING ALLIES EBGs INVITE YOU TO HEAR FROM RYAN SALLANS

Ryan Sallans, transgender speaker and author on inclusion, diversity and healthcare

Thursday, October 6 9-10am CST

Pride@CSG and Aspiring Allies EBGs collaborate on their first hybrid event hosting both a local audience in Omaha, Nebraska and a global audience virtually with nationally recognized transgender speaker and author, Ryan Sallans.



A conversation about Intersectionality

Sponsored by Military & Disabilities EBGs in partnership with Pride@CSG

Eric Alva
Retired U.S. Marine Staff Sergeant, LGBTQ+ and Disabilities Rights Advocate and Speaker

Friday, December 9 8-9 AM CT



Military, Disabilities and Pride@CSG EBGs collaborate to host Eric Alva, retired U.S. Marine Staff Sergeant and LGBTQ+ and Disabilities rights advocate, for our first global conversation honoring International Day of Persons with Disabilities and Remembrance Days.

Developing a Connected Global Community Through Action and Partnership

CSG is building a future-ready world for our employees, our customers and the communities in which we operate. We strive to make the world and the planet we all share a better place. CSG is committed to practicing social responsibility via volunteerism, seeking to give back where we live and work, and to close the digital divide in underserved communities. We're establishing and upholding sustainability standards with a focus on reducing our environmental impacts. Our company is united in the mission of stewardship to our global community.



CSG's Corporate Strategy team volunteering with Habitat for Humanity on Dr. Martin Luther King Jr. National Day of Service.

Shaping an Inclusive World Through Our UN Global Compact Commitment

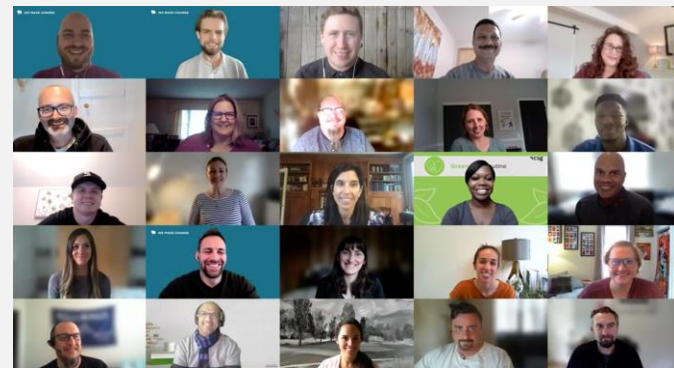
In 2022, CSG joined the United Nations Global Compact, the largest corporate sustainability initiative in the world. CSG's business practices are guided by the 10 principles that focus on human rights, labor, environment and anti-corruption. By aligning to eight of the UN's Sustainable Development Goals, we will evolve our business processes with a foundational responsibility to people and the planet—our core sustainability values. We're proud to partner with community-based organizations across the globe to foster economic and social progress for all.



Driving Social Impact Across the Globe in Partnership with “We Make Change”

CSG joined forces with We Make Change, a global volunteering platform that connects ChangeMakers (skilled volunteers) with social enterprises, to host a series of Change Days that allow CSG employees to share their knowledge and skills with social enterprises to help drive social change.

Through empowering the community and nonprofit partnerships, we are realizing CSG’s purpose to invent and shape a more future-ready world. This year, CSG dedicated over 2,000 hours and intellectual capital to 39 international social enterprises committed to reducing inequalities, increasing digital inclusion and improving the environment. These include Empowr, Leiho, LocalPurse and Zigway, with missions ranging from providing essential goods to disadvantaged populations to teaching youth about software development to drive minority-owned business growth.



Environment Change Day (EUR/NA/LA) | [May 24, 2022](#)

“For the social enterprise, they gain access to a vast pool of knowledge and expertise that can help advance their cause and deliver faster results to groups in need.”

—James Sancto, Co-Founder and CEO of We Make Change

EXPERIENCE SPOTLIGHT

"One would normally think volunteering needs to be an in-person giving back experience, but this truly showed that technology is amazing to connect so many individuals across the globe to come together and virtually make a change and a difference! This was truly a humbling and rewarding experience that I did not expect."

—Bilqees, CSG ChangeMaker

"What an extraordinary use of a few hours! Our ChangeMakers brought new, unique perspectives and ideas to sustainably grow RoHo. It's an amazing opportunity to be part of a motivated, inspired community."

—Caleigh Hernandez, Founder, RoHo

Social Enterprises Supported Through CSG Change Days





Heather Strobino



Justin Johnson

“When surrounded by a culture determined to make an impact you become a game changer. This means I’m encouraged to dream bigger, aspire to do more, and make a difference. CSG consistently continues to raise the bar as leaders lead with integrity and choose to inspire.”

—**Eunice Nthite, Project Support Analyst II**



EXPERIENCE SPOTLIGHT

Leveraging their career skills, CSG Creative Services team members Heather Strobino and Justin Johnson were connected with AppCyclers, an e-waste management startup in northern Ghana. Through professional graphic design and video production support on a Change Day, they redesigned AppCyclers’ pitch deck and created a video to communicate the startup’s vision and impact in the community. Presenting these materials at a startup festival in Kigali, Rwanda, AppCyclers won \$6,000 USD to continue their work and outreach in Ghana.



CSG GIVES BACK

Driven by a commitment to authentically serve their community, over 20 CSG employees in India volunteered in a remarkable clean-up event organized by The Ugly Indian. Volunteer Sundra Singh affirms, "I believe to live a life of purpose is to be of service to the world you live in."



Fostering a More Inclusive Economy with CiTi



CSG is committed to supporting work that empowers women and underrepresented voices across the innovation and technology ecosystem to drive economic impact in our communities. Through our partnership with Cape Innovation & Technology Initiative (CiTi), an established African tech incubator, we have broadened the organization's Women in Business program nationwide as part of CSG South Africa's commitment to making tech skills accessible and the Broad-Based Black Economic Empowerment (B-BBEE). The initiative develops innovation, leadership and technology capacity to strategically support female entrepreneurs.

“Through the Women in Business program, we help women overcome [these] hurdles with strategic support, mentoring, peer-to-peer learning, and networking opportunities that enable them to navigate tough competition and thrive.”

–Lara Rosmarin, Head of Incubation and Entrepreneurial Development at CiTi

Through this program, three female information and communications technology (ICT) entrepreneurs were selected to participate in a 10-month entrepreneurial program that provided opportunities to connect with CSG women in leadership.

Bridging the Education and Digital Divide in South Africa



As a company, we are focused on digital inclusion and improving lives in underserved communities around the world. Affecting social economic impact in South Africa is key for CSG, and as a BEEE Working Group we are extending support and aligning firmly to our core values. Local employees are surrounded by community organizations that strive to address social issues, and in turn they connected with and donated to multiple groups in 2022.



SAME Foundation

In April 2022, KwaZulu-Natal, a province in South Africa, was devastated during massive floods. The SAME Foundation partnered with the national government to repair and rebuild the infrastructure of 630 schools that had been destroyed. CSG donated R100,000 (over \$5,800 USD) to the SAME Foundation to aid these disaster relief efforts.



ACORN FOUNDATION

This nonprofit organization focuses on sustainability projects to make a positive and lasting impact on the lives of the vulnerable and communities in need. CSG became the School Operating Partner for two collaboration schools: Apex High School and Apex Primary School. Through CSG's support, 42 tablets were purchased for the intervention program at Apex High School.

CENTRE OF EXCELLENCE

This organization in Bishop Lavis—a suburb of Cape Town, South Africa—supports youth development and education and also provides a walk-in center assisting the community with various social issues. CSG responded to a proposal request for computers to launch a much-needed training facility, empowering unemployed youth with computer literacy to further education and training opportunities. To jump-start its computer literacy program, CSG donated 15 laptops. One resulting success story is that of a young woman who used the facilities and technology to enroll for a law degree in 2023.

ROSMEAD CENTRAL PRIMARY SCHOOL

The Rosmead School is home to over 700 students from surrounding impoverished areas. It is a unique environment nurturing discovery among all learners who develop self-confidence to take on new challenges. The local communities benefit from early childhood development resources for children to learn critical thinking and problem-solving skills. The CSG team donated computer equipment to foster Rosmead's digital literacy programs and is eager to watch the learners flourish.



Through the Udayan Shalini Fellowship of India, CSG is sponsoring the higher education of 15 disadvantaged girls over five years, empowering them to become self-reliant and thrive.



Adaptive Spirit is a not-for-profit trade association that provides education, recognition, information and networking opportunities for companies in the telecommunications industry. CSG was a proud sponsor of the AS2022 Annual Event, from which funds were directed to the U.S. Paralympics Ski and Snowboard Team, supporting their goal to remain the top adaptive ski team in the world. The sponsorship also provided funding for a paralympic athlete's season.



CSG volunteers rolled up their sleeves for a day of framing and painting with Habitat for Humanity of supporting the construction of Aria Denver, a multigenerational, mixed-income community that supports simple, healthy living. CSG looks forward to many years of partnership with Habitat for Humanity to serve our local communities.

Community Impact by the Numbers



150+ Community Partners



\$500k+ Contributions/Donations

Employee Giving



25+ Community Partners



\$10k Contributions/Donations

EBGs (Employee Belonging Groups)



20+ Company-Wide Unique Events

6 EBGs



ASPIRING ALLIES



BLACK CULTURE COLLECTIVE



DISABILITIES



MILITARY



PRIDE



WE LEAD



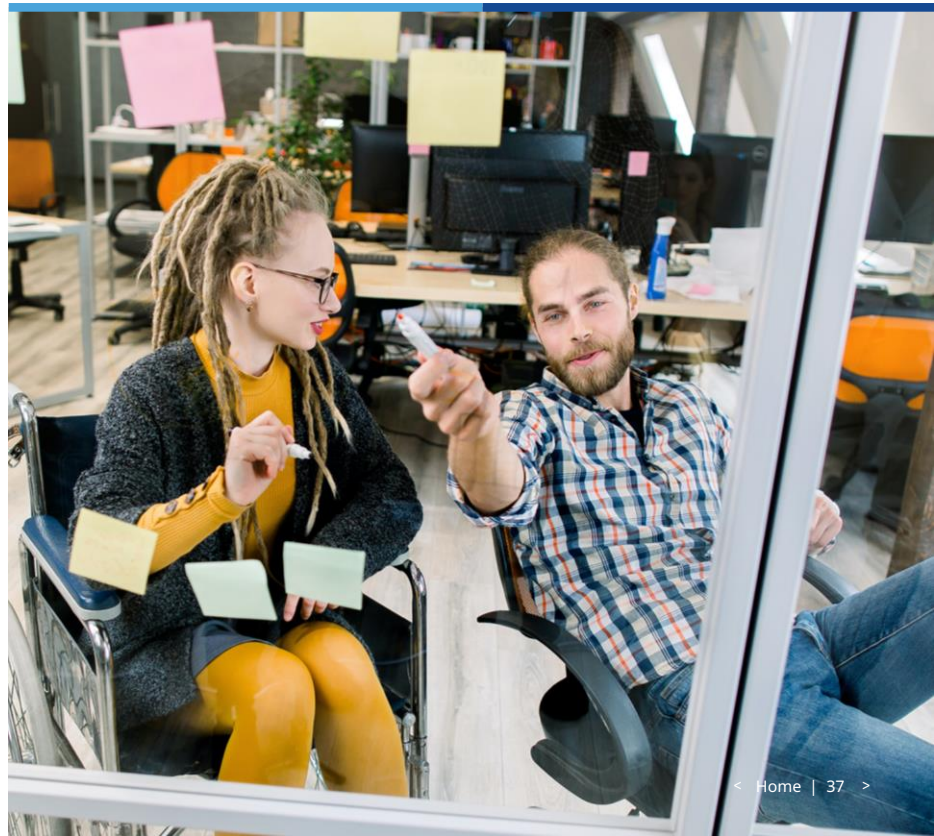
1,200 Members

Developing Solutions for an Accessible, Connected World

At CSG, we believe that diverse experiences and perspectives help bring out the best ideas, drive innovation and achieve transformative results for the benefit of our customers. We are committed to digital inclusivity, doing the right thing for the users of our products, and taking action to improve the accessibility of our digital products and services.

ACCESSIBILITY IN ACTION

We continue the quest to increase access to our digital properties through research, partnership with customers and employees, consulting with advocacy groups, and taking strategic steps to include accessibility considerations in all aspects of our work. In doing so, we've adopted the [Web Content Accessibility Guidelines \(WCAG\) 2.1 Level A+AA](#) to help us discover, develop and deliver accessible solutions to all.



This year, CSG has launched the following initiatives to formalize and advance our efforts.

CSG is committed to enabling digitally inclusive solutions that help our customers make the world more future-ready. With our technology, together we can boost social progress and make it easier for everyone, regardless of ability or disability, to navigate the digital world. To have a lasting impact on our communities, we will continue to explore opportunities that are bold and accelerate access to the future for all.



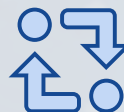
Established a program and team dedicated to accessibility



Conducted regular accessibility testing with a dedication to remediation



Integrated accessibility practices in all processes and our culture through awareness, training and tools



Consulted with industry experts on strategy, approach and continuous improvement

Solutions to Bridge the Digital Divide

CSG accelerates digital inclusion for one of the largest broadband providers, adding self-service capabilities that enhance the customer experience

THE CHALLENGE

One of the largest broadband providers wanted to give subscribers a convenient and accessible cash payment option in their retail stores. They sought to offer an easy-to-use cash payment process that minimized wait times and delivered a great customer experience. For this, they required a cost-effective solution that could scale to manage millions of transactions.

THE SOLUTION

CSG partnered with the provider to develop and install hundreds of self-service payment kiosks in their retail stores across the U.S. The kiosks support different payment types, including cash, debit, credit and check, and they can integrate with any billing system.



CSG is committed to advancing the development process to ensure our products and services are accessible for everyone regardless of ability or disability.”

—**Tod Brockley, senior product manager**

CSG worked with a leading kiosk manufacturer to ensure the hardware met ADA hardware-compliant guidelines. From a software perspective, CSG’s proprietary Precision Kiosk Management Suite assured the provider with the most advanced functionality while remaining ADA compliant. The solution enabled the provider to remotely manage and monitor all kiosks, resolve problems quickly, future-proof upsell customer flows, and protect consumer information with a PCI-compliant solution.

THE RESULTS

Since deploying CSG's payment kiosk solution, the provider has served customers faster and at scale. Hundreds of kiosks process over 7 million annual transactions totaling over \$1 billion in payments.

Most notably, the provider has delivered better customer experiences with shorter wait times and more inclusive payment options. The kiosks are available 24/7 with 99.9% uptime, and they allow payment centers to manage spikes in walk-in payment volume.

The kiosks offered an unforeseen benefit during the coronavirus pandemic, promoting the health and safety of customers and employees. Kiosks limited customer and employee contact and minimized the cash, cards and checks that changed hands. Their faster transaction processing also shortened lines, which made it easier for customers to maintain social distancing.

CSG and the provider continue to work together to upgrade kiosks to next-generation models that include additional ADA features (like navigation pads) to support the provider's commitment to delivering a great customer experience and access for all.



For CSG, it is paramount that our customers are equipped to serve their customers, regardless of the end customer's ability or disability. Our self-service payment kiosks are ADA hardware compliant, with additional features including navigation pads and screen icons allowing touchscreen controls to toggle to the bottom of the screen as desired. For visually impaired customers, CSG provides billing statement output in large print. We also partner with a third party to print statements in Braille for customers who prefer a hard-copy format.

Creating Accessible Solutions

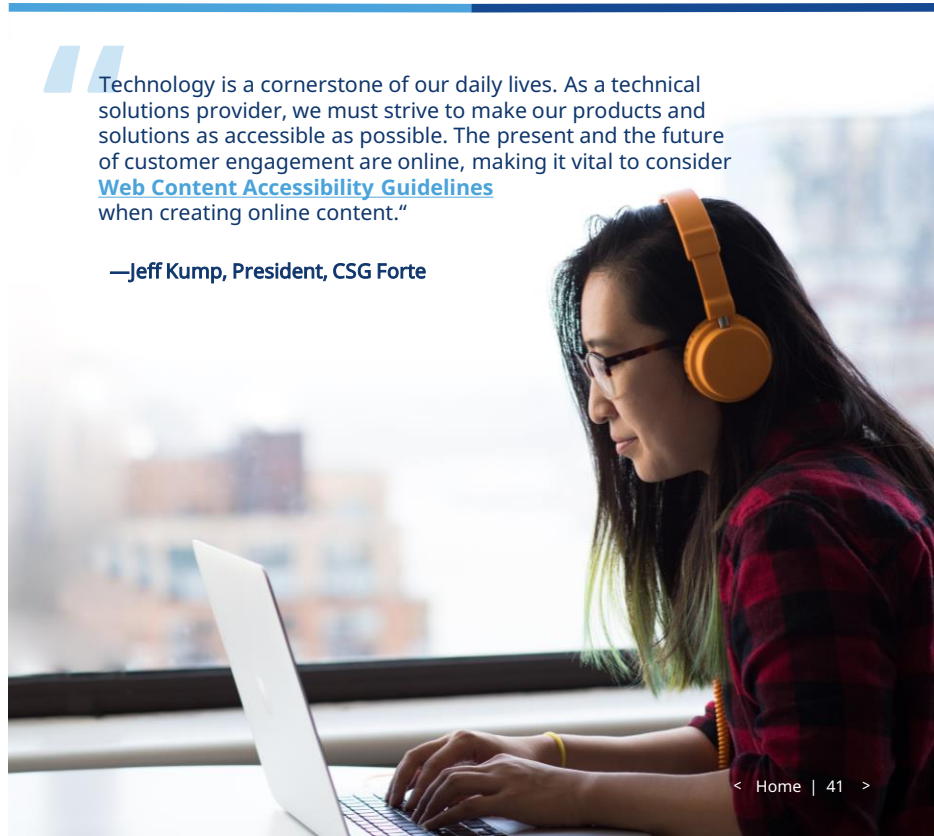
CSG Forte Checkout is a new user interface that works across multiple operating systems, browsers and assistive technologies. This ensures users can interact with content through several methods and makes it more accessible and easier to use. With these features, CSG Forte is one of the few payment providers with an accessibility-compliant solution.

Using innovative practices like these, we can help make technology and everyday online activities accessible to everyone. With more than two billion disabled individuals globally, creating an accessible experience isn't just the right thing to do. It allows everyone the opportunity to participate fully and effectively in today's world.

Learn more about CSG Forte [here](#)

Technology is a cornerstone of our daily lives. As a technical solutions provider, we must strive to make our products and solutions as accessible as possible. The present and the future of customer engagement are online, making it vital to consider [Web Content Accessibility Guidelines](#) when creating online content.”

—Jeff Kump, President, CSG Forte



Purpose-Driven Practices to Create a Better, Future-Ready World

At CSG, we not only recognize our responsibility to the environment, we fiercely believe in protecting it. We continually seek opportunities to reduce the consumption of water, electricity and gas through improved processes and upgrades. We also strive to reduce the quantity of non-hazardous materials sent to landfills by increasing reuse and recycling opportunities. Embracing our pledge to operate responsibly and sustainably, our employees around the globe, serving customers in 120 countries, are committed to improving environmental performance through awareness, training, decision-making and action for the planet.



Creating a More Livable Planet on Our Path to Carbon Neutrality

We are committed to sustainability at every level, and our environmental stewardship extends far beyond legal and regulatory requirements. In practice, we are teaming up with community-based organizations that provide employees with sustainability volunteer programs. Through activating company-wide “green your routine” initiatives, we’re further educating employees to drive action and awareness around environmental issues to protect our planet.

As part of our sustainability strategy, reducing global emissions is critical and we are working towards announcing our carbon commitment. With the goal of reducing our environmental impact, we’ve established a baseline to improve our environmental performance as part of our ongoing business strategy and operating methods. We leverage science-based research to target goals that align with Greenhouse Gas Protocol and are consistent with the [SASB](#) and [TCFD](#) frameworks.



Being recognized by ISS further underscores our deep commitment to ESG, diversity, equity and inclusion. We couldn’t be more excited to continue our ongoing journey in making our world more sustainable and inclusive.”

—Brian Shepherd, CSG President & CEO

In June 2022, we published our inaugural sustainability disclosure in accordance with standards issued by the SASB. This framework enhances and improves CSG’s ESG disclosure to investors, business partners and customers. Our company has also received the “Prime” Institutional Shareholder Services (ISS) Environmental, Social and Governance (ESG) Corporate rating. The ESG Corporate Ratings score companies based on analysis of more than 100 sector-specific ESG factors. Companies receiving significant high scores within their respective industry are awarded a Prime distinction, and this is the first year CSG has received such a distinction from ISS ESG.



Engaging Our Employees as Stewards of Our Environment

Sustainability means doing what's right for our stakeholders: customers, team members, shareholders and the communities where we operate. We engage with partners equally committed to reducing and recycling waste, investing in green energy and driving responsible sourcing to create a more sustainable future. Through the launch of our "Green Your Routine" employee education and action campaign, CSGers have planted trees with the Arbor Day Foundation, come together for a beach cleanup event in Bali, Indonesia through partnership with the R.O.L.E. Foundation (Rivers, Oceans, Lands, Ecology), and participated in an employee challenge contest to reduce energy usage in the U.S. and India.



CSG Gives Back

Over the last 12 years, CSG employees have planted over 300 trees. This year employees volunteered at Bharathiya Grameen Mahila Sangh (BGMS), a school for underprivileged students, planting 60 tree saplings. In addition, this was a zero-disposable event with reusable cutlery for lunch, tea and water.

We're Improving Environmental Performance and Reducing Our Resource Consumption

We strive to incorporate sustainability into our work every day. CSG's Design and Delivery Centers (DDCs) focus on reducing their carbon footprint through electric transportation of materials, practicing techniques of clean waste, including systems for ink consumption that are 90% biodegradable, and decreasing demand on the power grid across facilities. CSG's products are 100% utilized by the client or recycled.

See CSG's Communication, Design and Delivery in Action—
Take a Tour [here](#)



SUSTAINABILITY AT CSG: CHANGING THE WAY WE WORK.

CONSERVATION

Motion sensor lighting, low-flow receptacles and motion-activated water valves equip most DDC production facilities. CSG continues to evaluate new water recapturing opportunities and renewable energy options.

RESOURCE OPTIMIZATION

A flexible-first (work-from-home) approach throughout the majority of CSG's footprint drives efficiency and reduces employee commutes. CSG also implemented an operational efficiency plan to consolidate Digital Design Centers from five locations to three, ensuring better use of resources and modernizing facilities while reducing CSG's overall carbon footprint.

VENDOR PARTNER ALIGNMENTS

CSG is committed to working with sustainable vendors that are aligned to Sustainable Forest Policies (SRI). CSG partners with Pixelle Specialty Solutions to source paper in a responsible manner. CSG also works with HP A50 Inks which are water-based formulations that meet worldwide regulatory requirements. These inks address a range of health and environmental considerations through the entire print lifecycle from production to disposal.

“Within the history of CSG’s operations, we’ve worked to automate our workflows, creating high-value customer communications for our clients while integrating efficiencies that reduce our waste in the process”

—Dave Janecek, Executive Director Business Process



EXPERIENCE SPOTLIGHT

Mike Jones, senior manager workplace management, is always thinking about sustainable practices. “We are committed to working with certified vendors to ensure our paper and ink are properly disposed of and recycled using safe and secure processes at all CSG’s Design and Delivery facilities. We will continue to ensure that we are being good stewards of the environment through this practice and others in the future.”



Appendix



CSG recognizes it has a responsibility to operate responsibly and sustainably to support the company's goal to envision, invent, and shape a better, future-ready world by doing what's right for shareholders, customers, team members and the communities where we operate.

Read CSG's SASB Report [here](#)



TASK FORCE ON
CLIMATE-RELATED
FINANCIAL
DISCLOSURES

Read CSG's TCFD Report [here](#)

Awards & Recognition



Cablefax Diversity List ERG of the Year 2022: CSG's Women Engaged in Leadership Exploration and Development Employee Resource Group



Great Place to Work® in India 2022 Certification



Great Place to Work® Certification as one of India's Best Workplaces™ for Women 2022 for large organizations



Great Place to Work® Certification as one of India's Best Workplaces™ in IT and IT & Business Process Management 2022



People Business Recognition as one of India's Best Companies for Great Managers 2022



Corporate Secretary's Winner for Best Proxy Statement (small cap) 2022 at the annual Corporate Governance Awards

Alliances & Partnerships

CSG is proud to partner with the following organizations to create impact across the globe.

50 Mile March (Homeless Veterans & Veterans with Mental Health)	Armbruster-0922	Cape Innovation and Technology Initiative (CITI)	Education and Poverty Eradication	Gold of Syria (Emmaus Transformation Trust)
Abide	Association for Postal Commerce	CASA's Project Hope Backpack	Elkhorn Skyline Parent Teacher Organization	Government School, Government primary school, Basava Colony
AbleTree Foundation	Association of Certified Fraud Examiners Inc.	CCI Inc.	EMMC (Experimental Marketing Measurement Coalition)	Govt School at Vijaynagar
Acorn Education	Association of Corporate Counsel	Centre of Excellence Bishop Lavis	Empowr	Greater Omaha Chamber of Commerce
Adaptive Spirit	Atlanta Community Food Bank	Chicago Cares Inc.	Euromoney Global LTD	Heartland Equine Therapeutic Riding Academy
Adarsh Palm retreat (APR Charitable Trust)	Australian Institute of Company Directors (AICD)	Childrens Hospital Foundation-Colorado	Executive Club of Chicago	Hearts United for Animals
AfroTech	Autism Speaks	Colorado Nonprofit Legal Center	Faulk County 4H Club	ICAEW
AICPA (American Institute of Certified Public Accountants)	Barajisahi UP (ME) School	Colorado Tech Association	Fill It Forward	ICAI (Institute of Chartered Accountants of India)
Alliance for Telecommunication Industry Solutions Inc.	Beloved Youth Moving Forward Inc.	Comcast Cable Communications Inc.	Food Bank the Hearthland Inc.	IFMA (International Facility Management Association)
America Marketing Association	Bennington Booster Club Inc.	CPL Daegn Page Foundation	Food Bank of the Rockies	IIA (Institute for Internal Audit)
American Cancer Society Inc.	Bethal Child Care	CSA Annual User Education Sponsorship	Fred Victor Charity	IIAR (Institute of influencer and analyst relations)
American Registry for Internet numbers	Bethel Mission Trust	DirecTV Abbie Sheffield AHA Her Walk	Friend Sponsorship	India Rising Trust
American Society of Safety Professionals LTD	Bharatiya Grameen Mahila Sangh Trust	DISH CXO Charity Event	FS-ISAC INC	Institute of Internal Auditors
Anganwadi Kendra Request	Blacks in Technology Foundation	Dorcas Heart	Giftabled Innoventures Private Limited	Instituto Filadelfia De Londrina
Angirasa Mithila Vidyalayam	Bohring-Opitz Syndrom Foundation Inc.	Downers Grove North Friends of Fine Arts	Girls Inc	International Association of Privacy Professionals (IAPP)
APSA Dream School (Association for Promoting Social Action)	Cable & Wireless Charitable Foundation Inc.	Drs Without Borders, Starlite	Girls Who Code Inc.	International Committee for The Red Cross

ISACA (Information Systems Audit and Control Association)	Nebraska Humane Society	Rocky Mountain Oracle Users Group	St Jude	We Make Change Global Limited
ISC2	Netaji Foundation	Rosmead Central Primary School	Starlite Childrens Foundation (Australia)	WICT Network
Jeevan Stambh Foundation	NTAA & CPA membership	SABPP (South Africa Board for People Practices)	TEI (Tax Executive Institute)	WMP Skybox – Waste Management Phoenix
Kal Amery Golf for a Cure	Omaha Community	SAICA (South Africa Institute Chartered Accountants)	The Circle of Goodwill	Woking Age Concern
Keep Kids Alive Drive 25	Open Door Mission	Saraswathi Vidyanieetana Govt School	The Institute of IT Professionals South Africa (IITPSA)	Woking and Sam Beare Hospice and Wellbeing Care
Liberty Cablevision Puerto Rico Foundation Inc.	Pan African Rural Health & Social Services NFP	Save Green	Thiruvalluvar Arulneri Aided Middle School	Women in Cable & Telecommunications- Rocky Mountain Chapter (WICT)
Mediacom LLC	Parents Families & Friends of Lesbians and Gays of Jacksonville Inc.	Scout Association of Australia Victorian Branch	TM Forum	World at Work
Mejengpara LP School for Infrastructure Development	Pediatric Brain Tumor Foundation of The United States Inc.	Shades of Hope Wildlife Refuge (Canada)	Tunnel to Towers Foundation	Wreaths Across America
Menegitis Organization	Phoenix Open Skybox	Shiloh Houlse (MLK Day Project)	Udayan Care	Yamuna Khadar Jhuggi Camp School
Metropolitan State University of Denver Foundation Inc.	PMI (Project management Institution)	Shri. Mallikarjun Gurudev Vidyalay	United Heath Care EuopeDiversity Award	York Road Projects
Money Services Business Association Inc.	Prerana	Society for Human Resource	United Negro College Fund	Your Sanctuary
Mustaches for Kids Omaha	Project Linus Chicago	Society of Women Engineers	US Bank Charity Event for Diabetes	Zero Carbon Guildford
National Domestic Violence Hotline	QALB CONNECTION	Southwest MN State University Foundation Inc SMSU FDN	Jimmy V Foundation	ZPH School (K) Upparahal (Village), Kowthalam
National Multiple Sclerosis Society	Rajkiya Madhya Vidyalaya, Nawada	Special Olympics Nebraska	Vedantakesari Shri Mallikarjun Gurudev Grameen Vidyavardka Sangh	
National Postal Policy Council	Regis University	Sri Mahalingeshwara higher primary school	Wayne State Foundation	
Nebraska Appleseed CTR for Law in the Public Interest	Remerge Inc.	Sri Saraswathi Vidyani ketana Swami Vivekananda Road, Vidyana gara		
Nebraska Ataxia Inc.	Risc Technology Inter gation	St Josephs Indian School		

Governance

CSG is committed to strong corporate governance policies and the management of environmental, social and governance practices that reflect CSG's commitment to all of its stakeholders.

For more information on policies and charters [Click here](#)



We Take Security Seriously

CSG's security teams are committed to protecting our clients' data with the most robust, reliable, and up-to-date programs possible.

For more information on data security [Click here](#)





csgi.com

For more information email us at:
socialresponsibilityandimpact@csgi.com