



ESG at Amdocs:

Making a rapidly changing world sustainably amazing

June 22, 2022



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In addition, except where noted, the information covered in this presentation highlights Amdocs' performance and initiatives in fiscal year 2021. All calculations and statistics are in part dependent on the use of estimates and assumptions based on historical levels and projections and are therefore subject to change. Such information in this presentation has not been externally assured or verified by an independent third party. The inclusion of information or the absence of information in this presentation should not be construed to represent Amdocs' belief regarding the materiality or financial impact of that information. For a discussion of information that is material to the company, please see the Amdocs Public Filings.

This presentation includes non-GAAP financial measures, including non-GAAP operating margin, free cash flow, normalized free cash flow, revenue on a constant currency basis, non-GAAP net income and non-GAAP earnings per share. Free cash flow equals cash generated by operating activities less net capital expenditures and other. Normalized free cash flow, a measure of our operating performance, is further adjusted to exclude net capital expenditures related to the new campus development, payments for non-recurring and unusual charges (such as capital gains tax to be paid in relation to the divestiture of OpenMarket), and payments of acquisition related liabilities. These non-GAAP financial measures are not in accordance with, or an alternative for, generally accepted accounting principles and may be different from non-GAAP financial measures used by other companies. In addition, these non-GAAP financial measures are not based on any comprehensive set of accounting rules or principles. Amdocs believes that non-GAAP financial measures have limitations in that they do not reflect all of the amounts associated with Amdocs' results of operations as determined in accordance with GAAP and that these measures should only be used to evaluate Amdocs' results of operations in conjunction with the corresponding GAAP measures. Please refer to the appendix for a reconciliation of these metrics to the most comparable GAAP provision.

This presentation also includes pro forma metrics which exclude the financial impact of OpenMarket (divested on December 31, 2020) from fiscal year 2021. Please also review the information contained in Amdocs' press release dated May 11, 2022 with respect to earnings for fiscal Q2 2022. The press release contains additional information regarding Amdocs' outlook for fiscal years 2022, 2023 and 2024 and certain non-GAAP metrics and their reconciliations.

Today's speakers



Welcome and
introduction by
**Amdocs President
& CEO**

Shuky Sheffer



**Tamar
Rapaport-Dagim**

CFO & COO



**Idit Duvdevany
Aronsohn**

Head of Corporate
Responsibility, Inclusion
& Wellbeing



**Matthew
Smith**

Head of
Investor Relations

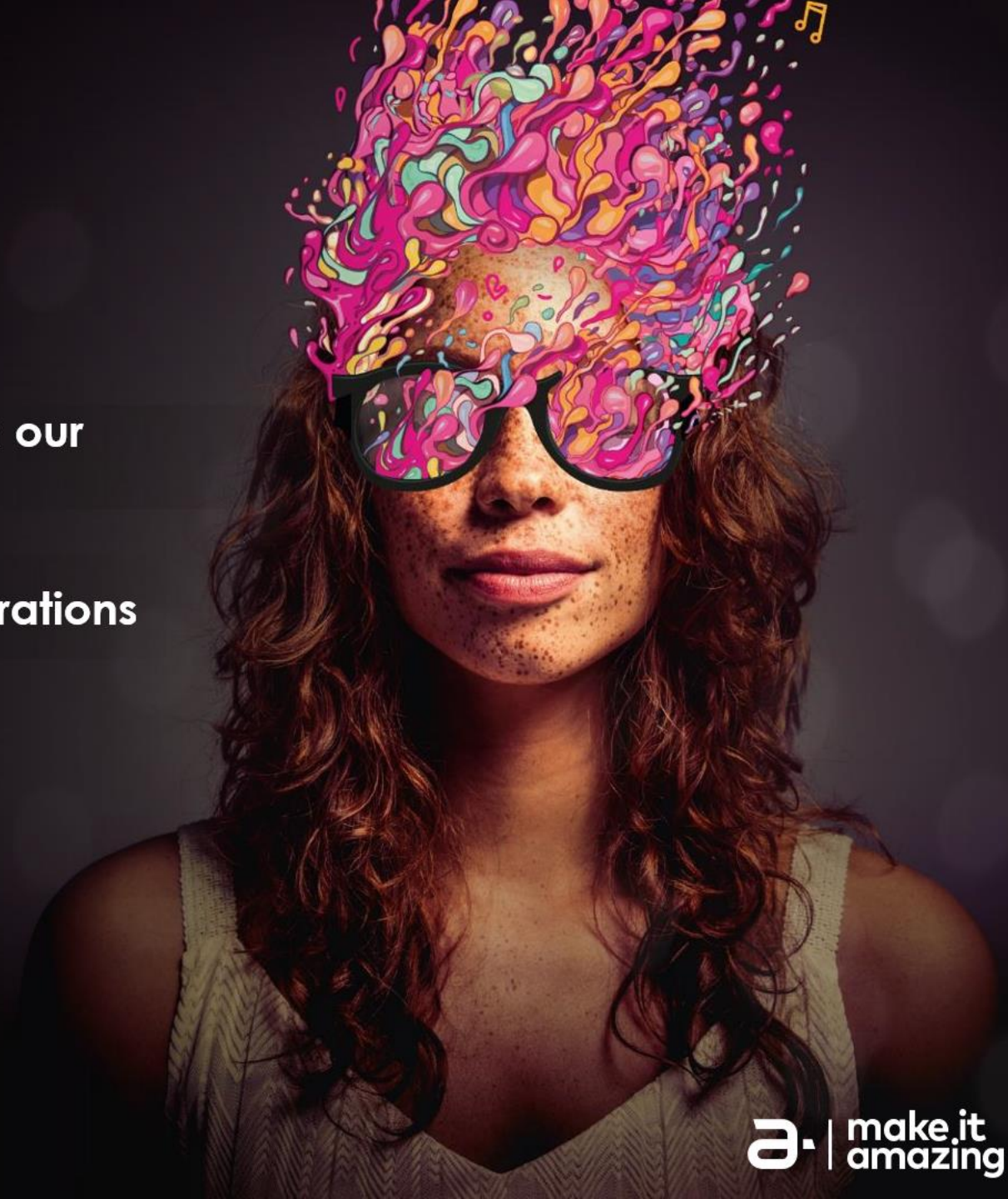


**Anthony
Goonetilleke**

Group President of
Technology
& Head of Strategy

Agenda

- 1 Amdocs at a glance
- 2 Assessing our ESG materiality together with our stakeholders
- 3 ESG embedded in Amdocs strategy & operations
- 4 Key takeaways
- 5 Q&A



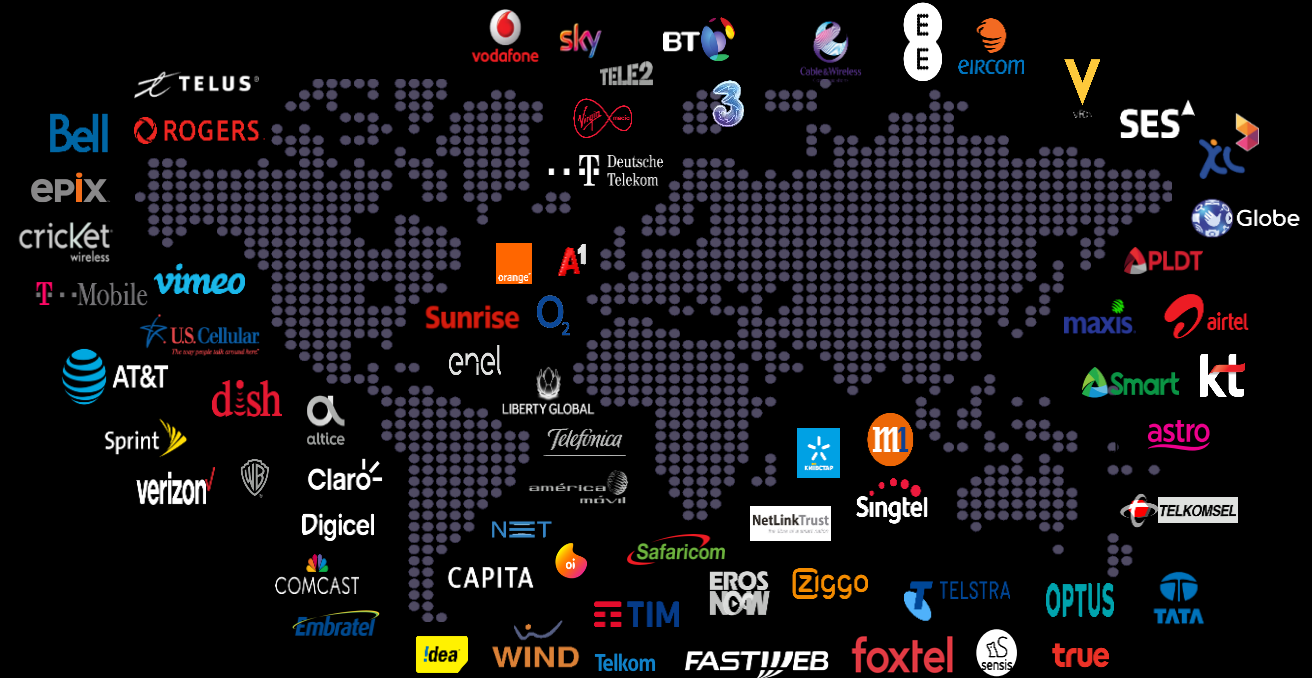


1 Amdocs at a glance

Amdocs is a leading provider of software and services to communications and media companies, powering the delivery of amazing customer experiences on a global scale...

We...

- ▶ **digitalize** and **automate** operations
- ▶ accelerate migration to the **cloud**
- ▶ create **differentiation** in the **5G** era
- ▶ ensure **ubiquitous connectivity**
- ▶ enable **monetization**



30,000
Employees



\$4.3B
FY21 Revenues,
+7% YoY¹



350+ customers
Industry in society's
backbone



\$1B+ investment
In our next-gen cloud platform



~75%
Recurring revenue



90
Countries



Best technologies

Driving a leadership position



Committed to sustainability
Dow Jones Sustainability Index
Top workplace for women in India
for 2021

Our Purpose

To **enrich lives** and **progress society** with **creativity** and **technology**

Driving our **increasingly connected digital society forward** comes with **deep responsibility**-
we care about the emerging issues that arise and **we act**

Championing
ethical and
responsible
conduct

Improving
the lives of
people in
our communities

Fostering
diversity &
inclusion

Prioritizing our
employees'
wellbeing

Protecting the
environment

Promoting
sustainability
with our
technologies



2

Assessing our ESG materiality together with our stakeholder

Engaging with our stakeholder is key

Main Engagement Routes:

Employees



Voice of the Customer



Partners & suppliers



Community



Shareholders



These are some of the ESG topics
you have shown most interest in:

SUSTAINABLE PRODUCT
INNOVATION

PRIVACY &
CYBER SECURITY

DIVERSITY, EQUITY
& INCLUSION

TALENT ATTRACTION
& ENGAGEMENT

CLIMATE ACTION

Our materiality map informs our strategic directions

Legend:

Our People and Communities

Valuable Products and Services

Environment, Health and Safety

Operational Excellence & Business Continuity





3

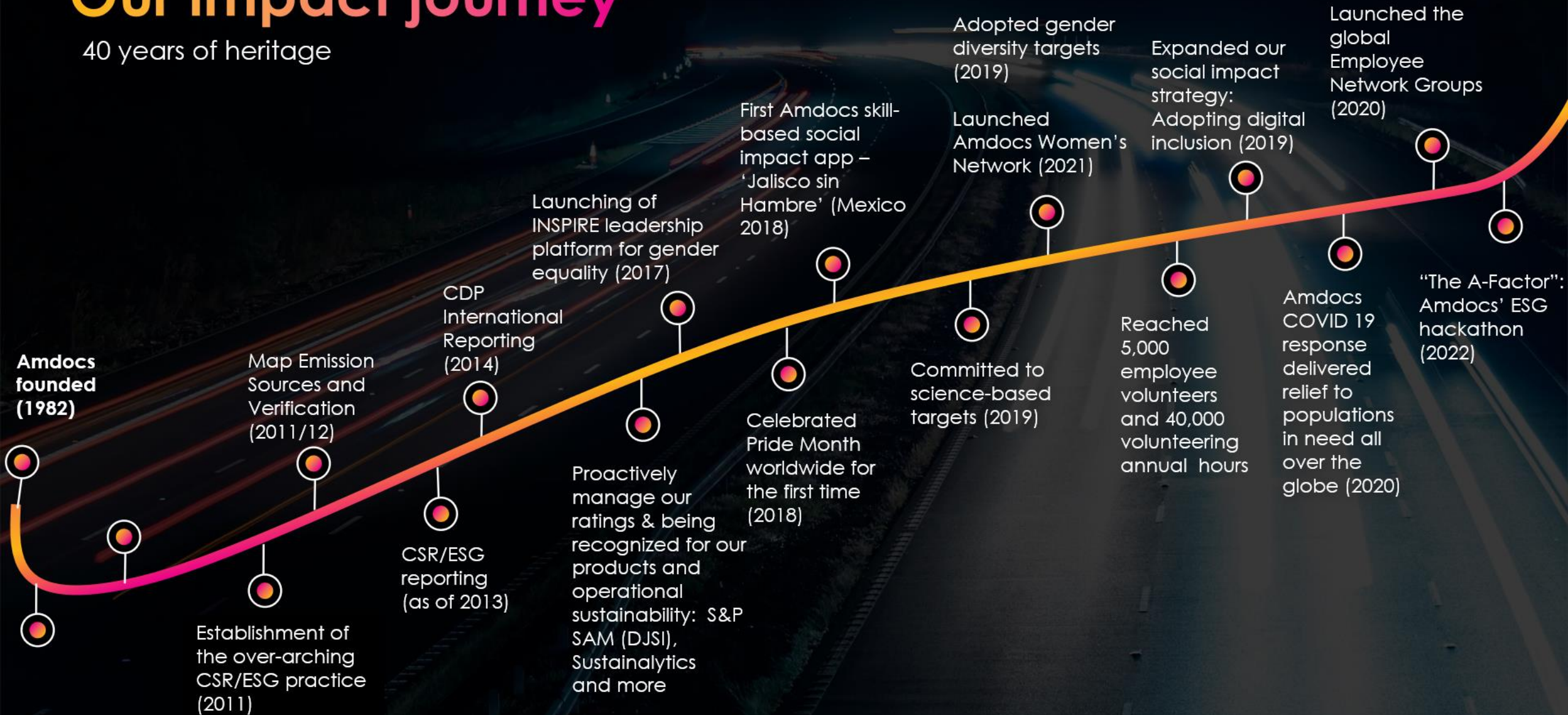
ESG embedded in Amdocs strategy & operations

Driving long-term business value through ESG



Our impact journey

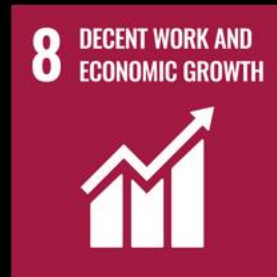
40 years of heritage



Our contribution to



We align our CSR strategy with the UN's Sustainable Development Goals (SDGs) and use our knowledge, creativity, and technology to maximize our impact to promote them. **The following SDGs are strategic priorities for us:**



ESG & CSR Report 2021/22

Compliance with SASB and GRI in our latest CSR-ESG report



Gabriel Israel (Amdocs Canada), using his 'vacation with no limits' to climb to Everest base camp, fundraising for our digital inclusion campaign

Three main chapters:

Enriching the lives of our employees by providing the best people-centric work environment



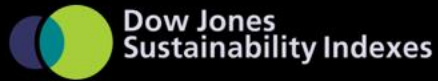
We progress society through our creativity and technology, creating amazing experiences



Amdocs operations are built on a sustainable, responsible, and ethical foundation

Our focus on ESG excellence reflected in external recognitions

Leading ratings/Indices



Dow Jones
Sustainability Indexes

2019, 2020, 2021 included in
the North America Index



Rated B



SUSTAINALYTICS

Ranked 15/1003 in our
industry

ecovadis

Gold EcoVadis Medal



Dow Jones
Sustainability Indexes

"Amdocs is among the companies best-positioned to address future sustainability challenges and opportunities"

Recognition

- **Great Place to Work®** awards in Mexico, Brazil, Philippines, Greece, and Cyprus
- **Human Rights Campaign Equidad Mexico: Programa Global de Equidad Laboral**, recognized Amdocs as a top employer for our inclusive policies and practices.
- **Best Workplace for Women in India 2021**, as recognized by **The Economic Times**, for our consistent efforts towards building a diverse and inclusive workplace for women in India
- **The Dov Lautman Business Diversity Award**, recognized Amdocs for achievements in increasing the representation of employees from the Arab society and for promoting a multicultural work environment

A group of diverse young people are sitting on concrete steps, smiling and looking at their smartphones. The image has a dark, moody overlay. The text 'Product Sustainability' is overlaid on the left side of the image.

Product Sustainability

We've Made Significant Investments in the Evolution to a Modern Product Portfolio



Over the last few years, invested **more than \$1B in re-architecting our products**



Products use **microservices-based architecture**, enabling modularity



Moving from on-premise boxes to **cloud-based platforms & ecosystems**



Culturally and technologically, a dramatic **shift from 'walled garden' to open ecosystem**

Designing products starts with embracing the best practices of accessibility

ASSISTIVE TECHNOLOGIES

WEBSITE HEADINGS ARRANGED
BY RELATIONSHIPS/IMPORTANCE

WEBSITE CONTENT AND FUNCTIONALITY
IS **KEYBOARD ACCESSIBLE**

HIGH READABILITY AND
SEMANTIC IMPORTANCE

WEBSITE **TEXT ALTERNATIVES** TO CONVEY MEANINGS

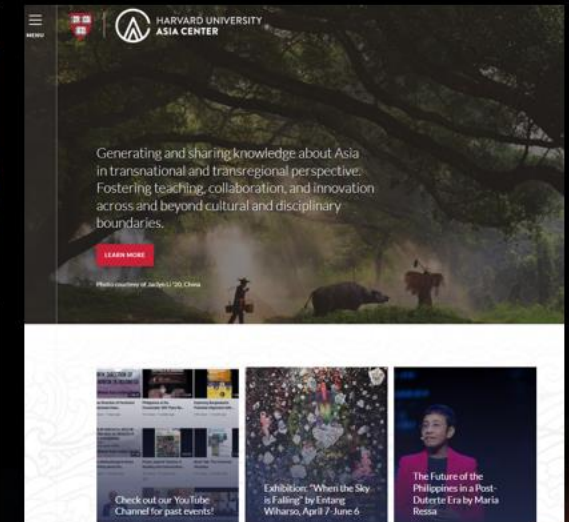
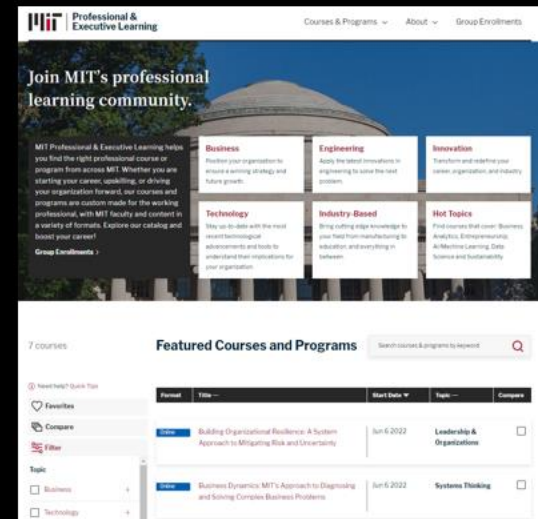
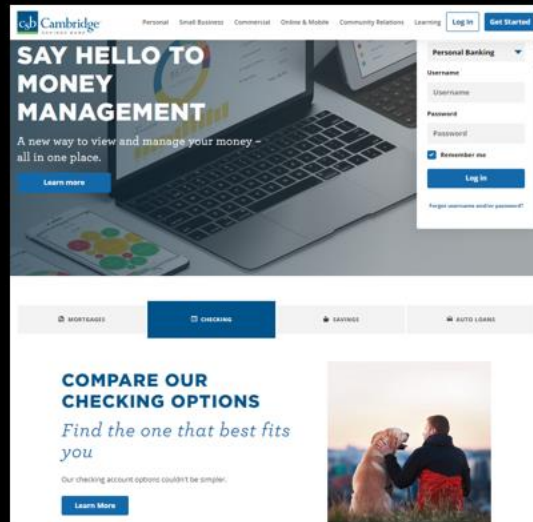
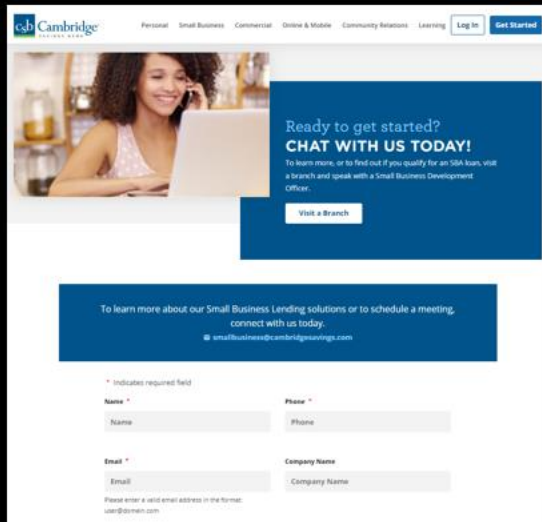
COLOR NOT SOLELY USED
FOR CONTEXTUAL INFO



You could exclude up to 15 percent of the world's population from your experience if you don't make your design accessible.

Maggie O'Connor
Amdocs

Our customers understand the value of an accessible experience for their customers



Amdocs partnered with Cambridge Savings Bank to build a new website with an emphasis on accessibility



Amdocs partnered with leading universities to promote digital accessibility



Our development and product management practices reflect our focus on ESG

The assessment of environmental benefits and emission reductions across our product portfolio. Examples include:



Reducing electricity consumption



Amdocs Low-Code Experience Platform



Reducing pollution



Amdocs Microservices Management Platform

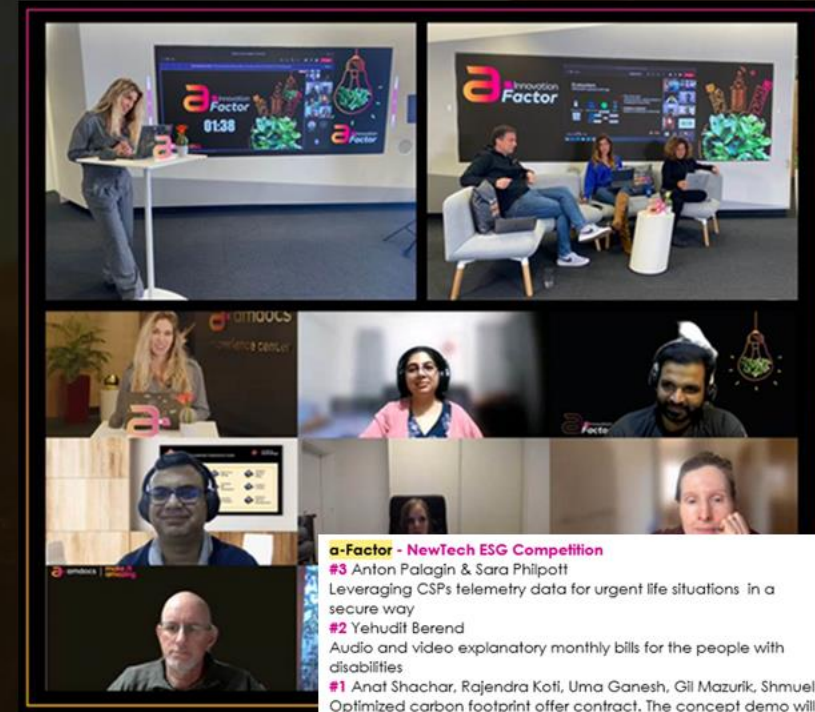


Conserving natural resources



Amdocs eSIM Cloud

Promoting a sustainable engineering culture by building it into our processes and culture



a-Factor - NewTech ESG Competition
#3 Anton Palagin & Sara Philpott
Leveraging CSPs telemetry data for urgent life situations in a secure way
#2 Yehudit Berend
Audio and video explanatory monthly bills for the people with disabilities
#1 Anat Shachar, Rajendra Kofi, Uma Ganesh, Gil Mazurik, Shmuel Ohayon
Optimized carbon footprint offer contract. The concept demo will be ready soon!



Our products contribute to sustainable global solutions

ENCOURAGING THE USE OF CLEANER CARS IN LONDON

Digital Business Systems |
Technology Automation



REDUCING ON-SITE VISITS & ASSOCIATED ENERGY USE

SmartBot | Enterprise Accelerator Smart Selling Solution
HomeOS | Remote Contact Center | DigiSales



ENERGY EFFICIENT SOFTWARE SOLUTIONS

Network Planning and Automation
| Cloud Strategy Cloud Consulting



SUPPORTING SOCIAL INNOVATION

Mobile Financial Services



FOCUSING ON DIVERSITY & INCLUSION

Closed Captions | Subtitles |
Dubbing | Audio Description



REDUCING THE USE OF PAPER AND PLASTIC

Document Management | BriteBill | eSIM



Across our portfolio, ESG factors like **privacy** and **security** are a design principle

Solution examples that embody key ESG considerations:



Digital Identity Management

Controls access to relevant data and secures critical information. Key to effective governance.



Amdocs AI & Data Platform

Next generation data management and enrichment with enterprise-grade security embedded.



Amdocs Operations Services

Cloud native security services, cloud management platforms to support scalable, reliable operation.



Amdocs Microservices Management Platform

Enables security compliance with IaaS cloud-based security from public cloud providers.



Amdocs Business Assurance Services

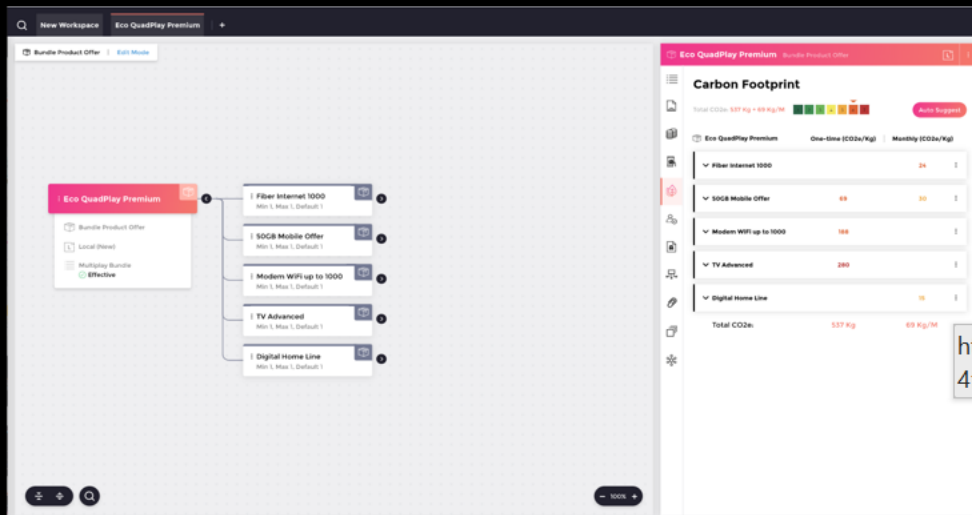
Mitigates the risk of fraud and cyber-fraud by leveraging AI and ML.

Forward-looking: Focusing on sustainability as a product design principle

For example, in the Amdocs Catalog, embedding a sustainability calculator to better manage the impact of commercial offers. This impacts both the business user as well as the end customer.

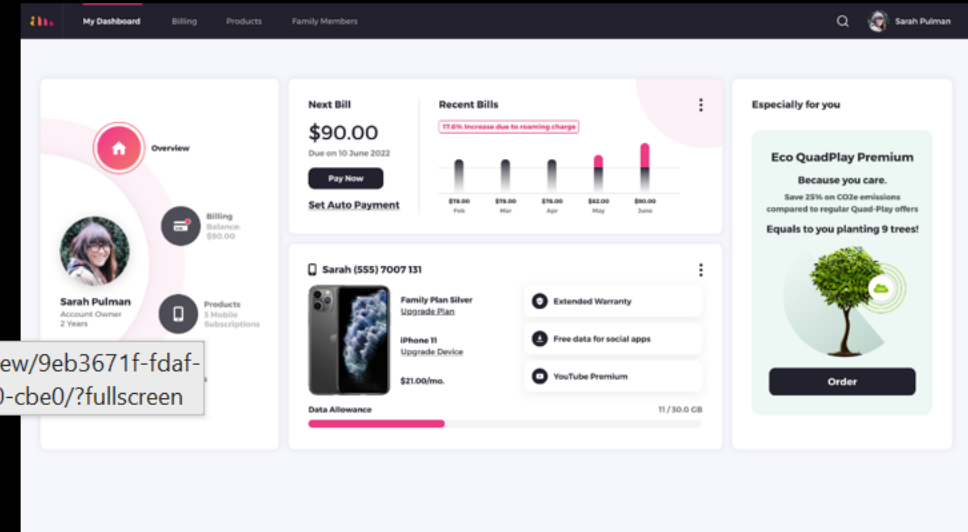
Business User experience

The Amdocs Catalog user is guided to creating more efficient offers before publishing them to the market



Consumer Offer experience

The customer is presented the offer in their Self-Service portal, along with the environmental impact of making that choice



<https://xd.adobe.com/view/9eb3671f-fdaf-4f20-8cf4-f9fe260289b0-cbe0/?fullscreen>



Environment & Climate

Our climate action framework

Product Sustainability

- Influencing our customers and business partners
- Promoting sustainability with our products and services

Operational Eco-Efficiency

- Conserving natural resources by reducing the use of energy, consumables, and water
- Reducing greenhouse gases (GHG) emissions (mainly derived from electricity, airmiles, and fuel)
- Recycling, including E-waste
- Influencing the Supply chain (e.g., EHS clause in contracts)

Employee & Community Impact

- Supporting local sustainability efforts provides greater opportunities to create a tangible impact
- Promoting community-based environmental initiatives
- Awareness Campaigns

**Committed to
science-based targets**



Working towards our eco-efficiency goals



Carbon Emissions Reduction

- **Data centers:** Data center optimization, monitoring Power Usage Effectiveness (PUE), minimize over-provisioning, maximizing the deployment of virtual machines, etc.
- **Facilities:** Decommissioning hardware, replacing chillers, raising AC temperature, replacing conventional light bulbs with LED, etc.
- **Energy savings in PC and laptops:** Purchasing energy-efficient computers, Increasing the number of virtual PCs, etc.
- **Travel:** Reducing air travel worldwide
- **Transportation:** Promoting alternative transportation solutions, long-term shift to electric vehicles, etc.



Waste & Water

*Reduce, reuse,
and recycle*



Offsetting

Wind Based Power
Generation
project in Pune,
India



Employee-led activities

Internal Green teams
Community impact

LEED GOLD-
certified ecofriendly
campus



Campus built on 10 acres
with lots of green space
& outdoor workstations



Carpooling
and
green fleet



Natural light
indoors



Wireless
office



300 trees
planted



Electric car and
bicycle charging



Optimized
climate control



Irrigation using
recycled A/C water

AMDOCS' NEW ISRAEL CAMPUS
THE FUTURE IS WAITING FOR US

Consistently improving operational eco-efficiency

Achievement highlights

Committed to
**Science-
Based Targets**

By 2024, reducing:
Scope 1&2: by 21%
Scope 3: by 12.5%

FY18 179K
FY19 157K
FY20 104K
FY21 69K*

GHG emissions

*Market based emissions

11.9%

Decrease in relative
Electricity emissions
FY21 vs. FY20

36.6%

Paper consumption
reduction

**New Israel
Campus**

Designed in
accordance with
LEED's strict green
building
requirements

90%

Of our paper
consumption is from
recycled material

Forward-looking



Operational eco-efficiency:

- Evaluating long term targets
- Increasing the share of renewable energy



Addressing SEC new guidelines on climate disclosure



Community & employee impact:

Expanding the internal green champions framework

A group of diverse young people are sitting on concrete steps, smiling and looking at their smartphones. The image is overlaid with a dark, semi-transparent filter. The text 'People & Social Impact' is prominently displayed in the upper left quadrant.

People & Social Impact

**Enriching the lives
of our employees
by providing the
best people-centric
work environment**



Building the eco-system to attract and retain amazing talent



+

+



+



+



+

Onboarding:

amdocs U

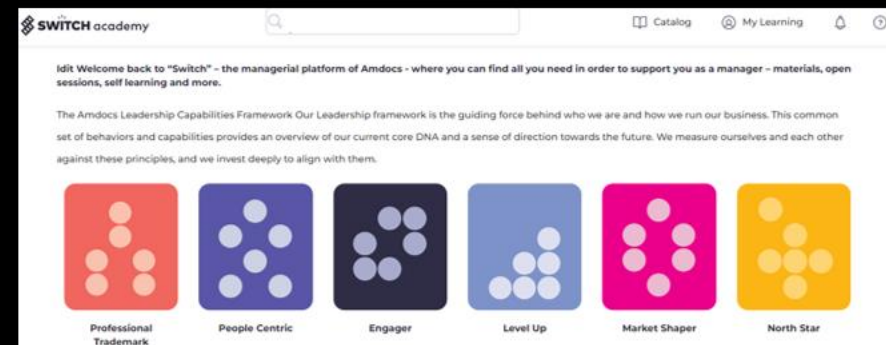
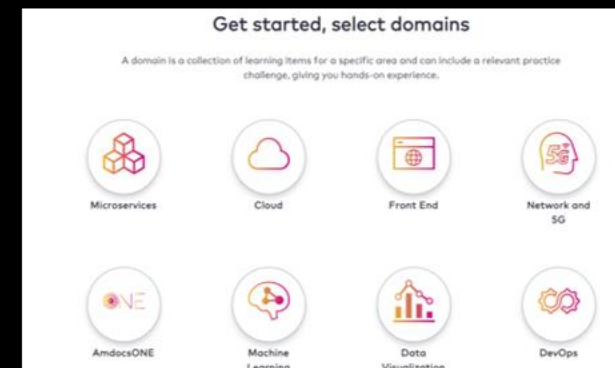
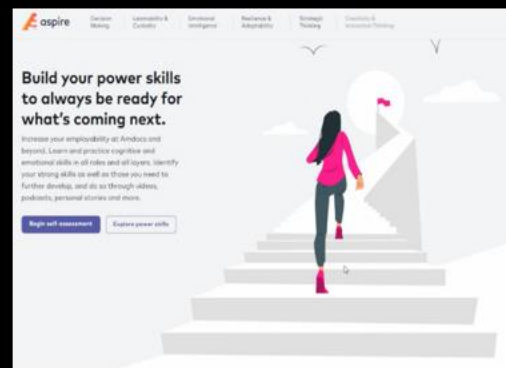
Getting new joiners into the swing of things

It provides a **personalized learning experience** that will impact thousands of new joiners by the end of the year.

85 personalized learning paths. **~3,500** new learning items, including certifications and content improvements.



in 2021 **88%** of our employees participated in learning and development programs



work life

VACATION WITHOUT LIMITS

career development

40% positions filled through internal mobility up from 30% in FY 2020 and 27% in 2019

We thrive on diversity, equity & inclusion

Our strategy is focused on:

1. Representation
2. Inclusion & belonging
3. Equity

90
countries



31
nationalities
in Cyprus



*Increasing
opportunities among
un-tapped talent*



shines in all
colors



*It's the right
thing to do!*

32%
women



TOP
tech employer
for Arabs in IL



U.S.
employee
groups

Black, Latinx,
Asian, LGBTQ

*Diverse teams outperform –
creating business & financial value*

Amdocs أنا-lyst bootcamp for financial analyst roles


- **3 successful bootcamps** in the past 3 years
- The program in collaboration with “Co-Impact” and “Kav Mashve” (NGOs)
- **10-week program**, in hybrid model, experiential learning of Finance departments in a corporate context
- Program includes: career guidance, professional and soft skills training as well as mentoring and networking opportunities.
- Group project experience to demonstrate the role of financial analyst in Amdocs
- **50% hiring rate at Amdocs**



Our commitment to gender equality

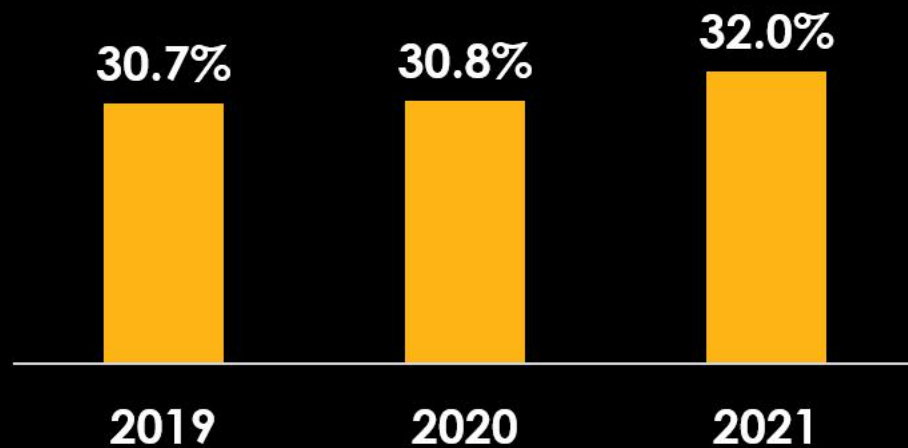


Our multi-layered approach

- 
- A background image showing three women in a professional setting. One woman is pointing at a laptop screen, while the other two look on attentively. The image is dark and serves as a backdrop for the text.
- 1 → **Leadership** commitment and **champions**
 - 2 → **Targets** and **measurements** – making it visible
 - 3 → Strong **calibration** in moments of truth & HR processes
 - 4 → Long term **career development**, **flexibility** and **role modeling**
 - 5 → **Proactive recruiting** of women for roles with low representation
 - 6 → **Professional development** programs, **networking** and **mentorship**
 - 7 → **Managerial education** on inclusive leadership and unconscious bias
 - 8 → **Start early!** STEM education for girls

Women's share of our talent: moving the needle toward our 37% target

Women % Share of Total Workforce



Strategic effort to grow women representation by **20%**, and reach **37%** women representation by **2023**

In 2021, women in all management positions increased from **23% to 25%**

Recent VP progression cycle with **50% women**

In 2021, women among software testing engineers increased from **40% to 47%**

In 2021, women new hires increased from **31% to 34%**

Our global approach to gender pay equity

Amdocs has been analyzing gender pay equity for several years based on **location, role & seniority**.

The importance of equal pay is also manifested in a comprehensive periodical review and discussions in various management and Board of Directors forums.

Understand the facts

- Build **data tools**
- **Units' ownership** over annual analysis process and pay adjustments

Plan for change

- Align **policies and structures**
- **Awareness** and **trainings**
- Build **tools for prevention**

Sustain and extend

- **Calibration** – built-in to all relevant people process
- Connecting to **diversity strategy**

Digital inclusion & Social impact



War in Ukraine

- » **Fully compliant** with the applicable sanctions and export controls
- » **Stopped all new sales** of our products and services in Russia
- » **Immaterial Amdocs exposure** to Russia and Ukraine
- » **Ensuring the wellbeing of the employees** and contractors we have in the region, and to support those who wanted to leave with their families
- » **Actively providing humanitarian aid** in Ukraine and neighboring countries, including:



Donation campaign
to provide essential
services **via UNICEF** to
vulnerable children
and families affected



Working
with
**local
community
volunteers**



Sponsoring
**temporary
housing for
refugees**



Sponsoring
**clothing and
stipends** for
Ukrainian kids in a
boarding school



Our Digital Inclusion framework



Bridging the Digital Divide



Driving future employability



Connectivity



Accessibility



Digital literacy



Digital skills for career in Tech

#1

Digital Inclusion & employability program

Philippines

- **24 schools, 12,000 students** impacted by laptops, internet and equipment donation
- **558 additional participants over 10 weekend webinars**
 - 52% women
 - 69% College Students
 - 100% Want to Learn
 - Webinars focused on career planning and technology upskilling
- **1,000+ hours of learning**



“

The laptops and donations are very **helpful but the real gift you gave us is a recognition of our existence.** We are a small municipality and people here sometimes lose hope and **you are giving them hope that even though they are marginalized or in the periphery they are not forgotten.**

Mr. Jessie D. Ferrer, CESO V, Schools Division Superintendent, DepEd Nueva Ecija

#2

In cooperation with Guadalajara Food Bank

+400,000 food insecure
people

gained access to **food** in

Mexico

through an app developed by **Amdocs volunteers.**
Over 500 coding hours invested

#3

Sin Barreras 🇵🇪 Bridging the digital divide

Transforming the working life of **people with disabilities** in Peru, using **technology**



PROJECT WITHOUT BARRIERS

mobile app to **search jobs**
connecting **companies** and
people with disabilities sector



111k

Targeted population
18 to 44 years old

10 **Different**
technologies

ESTABLISHED BUSINESS CENTER



CV creation workshops and
interview workshops



Amdocs and Telefónica
recognition by CONADIS by this
joint project

Forward-looking



Preparing talent for the future



Enhancing diverse employment and career opportunities



Progressing society through tech for good solutions and digital inclusion programs



4 Key Takeaways

We make it sustainably amazing

We care and we act –

for our people, our communities, and our environment



We develop and support **digital-inclusion initiatives** that give communities the opportunities, skills and knowledge to actively join today's connected world



We champion diversity, equity & inclusion, and are committed to leveling the playing field inside and outside Amdocs



We are leaders in sustainability, working to reduce our industry's **environmental footprint** through our advanced operations & technologies



We look after our employees' wellbeing, and are dedicated to providing a nurturing environment that encourages them to thrive





5

Q&A