



A connected world of empowered individuals and inclusive communities

**AMDOCS CORPORATE SOCIAL
RESPONSIBILITY REPORT**

October 2013 – April 2015

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About Amdocs

Amdocs is the market leader in customer experience software solutions and services for the world's largest communications, entertainment and media service providers. For more than 30 years, we have been creating value for our customers by simplifying business complexity, reducing costs and delivering a world-class customer experience.

We currently work in over 90 countries and employ more than 24,000 people. Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$3.6 billion in 2015.

About this Report

This report contains data on Amdocs corporate social responsibility (CSR) performance and activities between October 1st 2013 and April 30th 2015.

We are committed to providing clear and easily comparable data on our CSR performance and actively encourage discussion on how we can make improvements over time. With our new CSR strategy in place, we will publish annual comprehensive reports that will detail our social and environmental performance clearly and transparently.

Contact Us

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CEO Introduction

ELI GELMAN
AMDOCS CEO

Our organization is growing rapidly and going from strength to strength. We are proud of our continued achievements in many dimensions since our last report: in terms of business, revenue has grown to \$3.6 billion in fiscal 2015; our workforce has expanded to over 24,000 employees and now serves 300+ customers in more than 90 countries, and our latest version of the market-leading Amdocs CES portfolio is designed to speed service providers' digital transformation. These accomplishments have resulted in numerous awards and recognition from leading analysts, industry leaders and associations across the globe.

We are also particularly proud of our continuous improvement and leadership around our corporate social responsibility (CSR) programs. Integral to the Amdocs CSR culture and strategy is the belief that being a prosperous company can only be achieved if we are committed to each other and respect our people. This conviction informs our behavior at each level of the Amdocs team, across every site and extends into the local communities where our employees live and work. In particular, we are keenly aware of the importance of ensuring future generations are given as many opportunities as possible to succeed. Our community work, therefore, focuses on supporting the well-being and enhancing the educational prospects of children at risk in the societies that we call home. It is clear to us that healthier, happier children mean a healthier, happier and more sustainable future.

Within Amdocs, we have always strived to ensure that every employee enjoys a safe and healthy work environment, and that our operations

are conducted in an environmentally responsible and sustainable manner. We have worked on broad CSR issues in a variety of ways over the last year and I am very proud to highlight these achievements in this report.

The growing use of information and communication technology (ICT) products and services provides an opportunity to address some of the world's toughest environmental and social challenges. These range from enabling greenhouse gas reductions to providing access to essential services such as banking and healthcare, especially in countries where basic infrastructures are lacking. There is also an expectation from ICT companies to behave as responsible businesses by controlling their environmental footprint; respecting labor standards and human rights in their operations and supply chain; empowering their employees; and making positive contributions to their local communities.

At Amdocs, we want to harness our industry experience and expertise, as well as our passion for innovation and commitment to our people, to create a truly connected world of empowered individuals and inclusive communities that will enable sustainable development. It is important for us to not only build on our existing strengths as a market leader and innovator in customer experience solutions, but to harness our partnerships across the globe, so that our CSR strategy can make the biggest contribution possible.

I believe our Code of Ethics and Business Conduct is a defining document. We pride ourselves on our commitment to uphold the highest professional and ethical standards at all times. The trust and confidence of our customers, shareholders, suppliers and employees is one of our greatest assets, for our success depends on maintaining our reputation for integrity in everything we do.



CSR Highlights

Our CSR strategy is structured around five pillars: Passionate People, Valuable Products and Services, Operational Excellence, Sustainable Supply Chain and Community Commitment. Between October 2013 and April 2015 we performed well across all areas, achieving many of our objectives and securing a number of performance highlights.

PERFORMANCE



PILLAR

PASSIONATE PEOPLE

OBJECTIVES

CAREER DEVELOPMENT

- **Long-term:** Continue designing and planning the Horizon career development program for roll-out in October 2014.

PERFORMANCE



HIGHLIGHTS

Horizon, our initiative to make careers at Amdocs more fulfilling and more competitive, successfully launched in October 2014.

EMPLOYEE WELLNESS AND ENGAGEMENT

- **Long-term:** Define an improved global and strategic employee wellness and engagement model, mapping core wellness domains and focus areas.
- **Long-term:** Analyze employee lifecycle milestones that impact wellness and engagement every six months and develop a relevant 'lessons learned' program for current and new managers.
- **Long-term:** Expand existing burnout indicators.
- **Long-term:** Refine the indicators and monitoring of wellness and engagement to better track progress. Incorporate this monitoring into our reporting.



Our annual employee engagement surveys show a rise in satisfaction levels (from 69% in 2014 to 73% in 2015) and increased engagement with learning and growth opportunities (from 57% in 2014 to 62% in 2015).

DIVERSITY AND INCLUSION

- **Long-term:** Initiate annual monitoring and assessment of areas for improvement based on gender as part of our yearly human resources cycle.



Inspire, our women's leadership program, launched in 2014. 12 women successfully passed through the year-long program in 2014. This number rose to 17 in 2015.

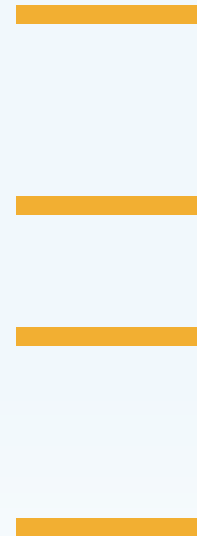




PILLAR	OBJECTIVES	PERFORMANCE	HIGHLIGHTS
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VALUABLE PRODUCTS AND SERVICES

- **Long-term:** Initiate further research into opportunities to support the social challenges and sustainability objectives of our customers and under-banked populations across the globe, creating economic inclusion in some of the world's most challenging environments.
- **Long-term:** Investigate the potential application of standards and tools to measure the sustainability impact of products and services.
- **Long-term:** Continue to explore the privacy opportunities and potential risks associated with our current and future products and services portfolio, and if necessary revise our privacy policy and approach to keep pace with technology trends.
- **Long-term:** Assess potential membership of organizations that bring together customers and peers in developing industry-wide approaches to privacy management (e.g. Telecommunications Industry Dialogue on Freedom of Expression and Privacy).



Our Mobile Financial Services solution launched in December 2014. It offers affordable and accessible banking opportunities to unbanked and under-banked populations across the globe creating economic inclusion in some of the world's most challenging environments.

OPERATIONAL EXCELLENCE

ENVIRONMENT

- **Short-term:** Maintain globally recognized systems for managing environmental impact and greenhouse gas emissions.
- **Short-term:** Provide regular training, tools and online resources to help employees understand the environmental aspects of Amdocs' operations.
- **Short-term:** Set targets for lowering greenhouse gas emissions.



We reduced our total emissions by 1.8% between 2013 and 2014, despite an increase despite an increase in our number of sites.

PERFORMANCE





PERFORMANCE

In Progress



Achieved



PILLAR

OPERATIONAL EXCELLENCE (CONTINUED)

OBJECTIVES

- **Short-term:** Set targets for lowering energy consumption and greenhouse gas emissions.
- **Short-term:** Deploy tools to more accurately measure energy consumption, with a view to improving performance over time.
- **Short-term:** Invest in more energy-efficient IT equipment, including at data centers.
- **Short-term:** Develop policies that encourage employees to telecommute to lower greenhouse gas emissions from travel.

PERFORMANCE

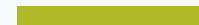


HIGHLIGHTS

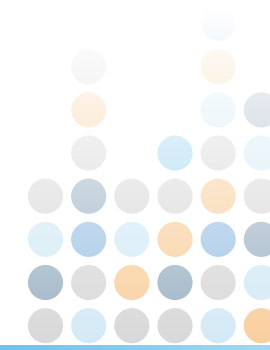
We reduced our total emissions by 1.8% between 2013 and 2014, despite an increase despite an increase in our number of sites.

HEALTH AND SAFETY

- **Short-term:** Provide regular training, tools and online resources for employees so they are able to deal with OHS risks and issues, and understand the environmental aspects of our operations.
- **Short-term:** Provide regular training, tools and online resources for employees to deal with OHS risks and issues and understand environmental aspects of Amdocs operations.
- **Short-term:** Prevent work-related illness and accidents through proactive risk mitigation processes.
- **Short-term:** Maintain high level of preparedness and response to emergencies in Amdocs facilities.



In 2014, we continued to improve our Occupational Health and Safety performance, recording only 26 minor accidents (compared to 28 in 2013) and losing a total of 16 days of work due to employee accidents (compared to 18 in 2013). We also continued our rate of zero fatal incidents.





PILLAR	OBJECTIVES	PERFORMANCE	HIGHLIGHTS
OPERATIONAL EXCELLENCE <i>(CONTINUED)</i>	ETHICS <ul style="list-style-type: none"> Short-term: Continue compliance efforts, including regularly reviewing ethical conduct policies, codes of conduct and supplementary policies to reflect changing regulations, enforcement efforts and expectations in countries of operation. Short-term: Conduct periodic screening across the company for risks related to bribery, corruption and other unethical or illegal behavior. Short-term: Monitor and review all engagements with agents and other relevant partners, including due diligence reviews and strict approval requirements. Short-term: Monitor and review all gift and hospitality activities, including the pre-approval process. Short-term: Conduct ethics training, including the annual 'Excellence Meets Integrity' educational campaign, and achieve 100% compliance. Short-term: Implement all applicable policies and processes into acquired companies. 		<p>2014 saw us run a successful business conduct campaign with 100% of employees taking ethical conduct training and passing an exam focused on relevant policies.</p>
SUSTAINABLE SUPPLY CHAIN	<ul style="list-style-type: none"> Short-term: Finalize our Code of Ethical Purchasing, which will be fully integrated in all agreements with our suppliers, and could be a cause for termination in cases where suppliers fail to adhere. Short-term: Further enhance our supply chain management mechanism using a designated comprehensive tool for assessing our suppliers in all citizenship and sustainability applicable topics. 		<p>In 2014, we launched our Supplier Code of Conduct and are working together with our suppliers to encourage compliance with the principles it outlines.</p> <p>In early 2015, Amdocs subscribed to the online platform EcoVadis, which offers independent assessment of our suppliers on their CSR performance.</p>

PERFORMANCE





PERFORMANCE

In Progress



Achieved



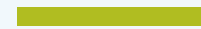
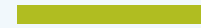
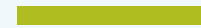
PILLAR

COMMUNITY COMMITMENT

OBJECTIVES

- **Long-term:** Sustain and further invest in current community partnerships, activities and volunteers.
- **Short-term:** Create partnerships at new Amdocs sites worldwide.
- **Short-term:** Double our impact by expanding our areas of community involvement.
- **Long-term:** Increase the engagement of our different business units in volunteering activities, and integrate performance into business objectives.
- **Long-term:** Scale our technology education program to additional locations, and partner with at least one of our customers to create a joint community program.

PERFORMANCE



HIGHLIGHTS

In 2014, over 3,000 (13%) Amdocs employees volunteered, contributing over 50,000 hours, reaching 30,000 children and young people through our 100 global partners.

Our community activities in India have been a particular highlight over the last two years and we were delighted to receive awards recognizing our outstanding contribution: the World CSR Congress' Global CSR Excellence and Leadership Award (2014 and 2015) and the Zinnov Award for Impact on Society (2014 and 2015).





CHAPTER 1

Amdocs & Corporate Social Responsibility

Our Values

We are **one team**, and together, **we play to win**.

We **always deliver value** to our customers.

We strive for **excellence**, constantly improving our **professionalism**.

We are **committed** to each other and **respect** our people.

We **dare to change** and have **passion to lead**.



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Our CSR Approach, Vision and Mission

At Amdocs, we believe it is our responsibility to work towards achieving sustainability in all that we do, and we place a particular focus on people – our employees and the communities we live and work in.

The growing use of ICT products and services across the globe provides us with significant opportunity to address some of the world's toughest environmental and social challenges. These range from enabling greenhouse gas reductions and supply chain efficiencies, to providing access to essential services such as banking and healthcare.

There is also an expectation for us to behave as a responsible business by controlling our own environmental footprint, respecting labor standards and human rights in our operations and supply chain, empowering our employees, and making positive contributions to our local communities.

To encapsulate these ambitions, we have a strong Corporate Social Responsibility (CSR) vision and mission that guides all our activities.

Vision

A connected world of empowered individuals and inclusive communities, enabling sustainable development.

Mission

- To act as a responsible business with a talented, engaged and diverse team of employees.
- To serve as a premier provider of sustainable innovation in products and services.
- To conduct business with global customers and partners founded on trust, integrity and a mutual commitment to environmental and social responsibility in our operations and communities.





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CSR Governance Structure

The Amdocs global CSR strategy is driven by our dedicated CSR leader who manages the global CSR team and guides our community relations approach. The global CSR team sits under the head of Organizational Development and the CSR leader reports directly to our head of human resources, who is also a member of Amdocs Executive Management.

Our CSR strategy is also managed by a number of other teams reporting to different executives. Ethics, for example, is managed directly by Amdocs general counsel (another member of Amdocs Executive Management) and

Environment, Health and Safety is positioned under the vice president of Global Operations.

An additional CSR steering committee, which grants all the significant milestones and approvals, was formed within Amdocs Executive Management in 2011. This committee is comprised of: Amdocs chief financial officer, Amdocs general counsel and Amdocs head of human resources.





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Core Membership and Activities

Amdocs has been active in shaping the development of CSR in ICT for the last six years, holding membership in a number of influential organizations:



An international business network and consultancy focused on sustainability.



Works in collaboration with its members from major ICT companies and organizations across the globe to be a leading source of impartial information, resources and best practices for achieving integrated social and environmental sustainability through ICT.



An international not-for-profit organization providing the only global system for companies and cities to measure, disclose, manage and share vital environmental information.





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Materiality Assessment

Amdocs conducted a materiality assessment with BSR in October 2013, which revealed 26 CSR issues that are important to us and our stakeholders. These issues were then ranked in terms of their influence on our business success and their significance to sustainability.

These core CSR issues were grouped into five categories: Passionate People; Valuable Products and Services; Operational Excellence; Sustainable Supply Chain; and Community Commitment. We then developed objectives for each issue category, consistent with our CSR vision and mission statements, and are working towards achieving them. Finally, objectives were drawn up for the most material CSR issues.





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CSR Awards

During this reporting period, our CSR activities have been recognized for a number of awards:

- **March 2014:** Amdocs India wins 2014 Global CSR Excellence & Leadership Award in the 'Support & Improvement in Quality of Education' category.
- **July 2014:** Our Amdocs Development Centre in India won the Zinnov Awards' 'Impact on Society' category. The awards recognize research development centers in India that consistently innovate and set an example for the tech ecosystem in India and globally.
- **January 2015:** Amdocs India wins 2015 Global CSR Excellence & Leadership Award in the 'Support & Improvement in Quality of Education' category.





CHAPTER 2

Passionate People

“We want every Amdocs site to be full of passionate people who are inspired by their jobs and excited by their career prospects. Being an employer of choice means valuing each and every member of our team — whatever their nationality, culture, age, gender or sexuality — and offer them excellent opportunities for growth and development, a healthy work-life balance and competitive benefits. With the launch of our Inspire and Horizon programs, we have taken a major step forward in achieving this.”

— **Karmit Shilo**
Group President, Human Resources



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Introduction

As of 2015, we employ over 24,000 people in more than 90 countries. Our aim is to be an employer of choice, constantly improving our employee experience and ensuring their Amdocs journey is meaningful and rewarding. We know that engaged and inspired employees are vital to the success of our company, so we encourage employees to unleash their potential, have access to professional and career development, be recognized for their achievements as individuals, and know that their wellbeing is high on our priorities.

We strive to make sure Amdocs is an exciting, inclusive, empowering and interesting place to work, with numerous opportunities for learning, socializing, engaging with our business-wide developments and future plans, and communicating with all levels in the organization. This means we go beyond compliance in all aspects of our people management approach to achieve our mission of acting as a responsible business with a talented, fulfilled and diverse team of employees.

During this reporting period we have developed an integrated people management approach that provides a variety of learning and development opportunities to our employees in order to attract and retain key talent. We have also continued to increase our diversity, and improve the engagement and leadership opportunities available. Additionally, every quarter we review employee attrition and retention, as well as engagement and promotions, in order to benchmark ourselves with our competitors and peers, and ensure we are providing the best employment environment possible.

Measuring our employee engagement is a major part of our approach and we conduct an annual employee survey. We have also put in place follow-up action plans and created employee focus groups, which allow us to successfully act upon our findings. Finally, we provide attractive wages, access to health insurance and other benefits that go beyond the legal requirements in the country of operation. We have found this approach has a positive spill-over effect into the communities we operate and on our partners, which increases the value we are able to provide.





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Employee-Centric Approach

At Amdocs, our people are at the center of everything we do. We know that having talented, engaged and diverse employees is not only critical to our business performance but also creates economic and social value in the communities in which we operate. Our Employee-Centric Approach is at the core of our work on employee satisfaction and engagement, professional development, and leadership. By putting the needs and aspirations of our employees at the forefront of our activities, our aim is to ensure we are able to attract and retain the very best people to our global teams, secure our position as an employer of choice and maintain our leading position in the industry.

Proof of the success of our Employee-Centric Approach can be seen in the results of our annual employee engagement surveys, which show a rise in employee satisfaction levels (from 69% in 2014 to 73% in 2015) and increased engagement with learning and growth opportunities (from 57% in 2014 to 62% in 2015). Our efforts have not gone unnoticed outside the business either. In 2014 we were once again ranked among Israel's top 10 employers by BDI, the country's largest business information group.

In 2014, we also began asking each of our business units to follow up the initial company-wide engagement survey with additional, more specific assessments within their teams, as well as conducting focus groups and facilitating employee experience meetings. This method proved to be very effective in terms of gathering data on specific areas of concern, and we are now working to compile the information from all Amdocs business units to create a comprehensive picture of our employees' needs. This will allow us to compare our progress to the rest of the industry, and will include a review of employees' attrition and retention, as well as employee engagement and development.

We also recognize that it is important to take a holistic approach to maintaining high levels of employee satisfaction, addressing both personal and professional events in our employees' lives. Beyond competitive pay and benefits, we understand that it can often be the small things that make a difference and enhance a sense of belonging. For instance, we send employees personalized gift cards for occasions such as their birthday, marriage and births of their children. We also have awards that recognize long service and valuable performance.





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Diversity

Amdocs' global workplace represents a powerful mix of nationalities, cultures, generations, genders, experiences and skills. This diversity and inclusion is core to our success and we created our Code of Ethics and Business Conduct and Human Rights and Labor Practices documents to ensure all employees are aware of Amdocs' high-level commitments to promoting these issues. We have also set up an ethics hotline for all Amdocs employees worldwide, which assists the procedure for dealing with incidents of harassment and discrimination, helping empower any victim to speak up and act against aggressive or negative behavior. The hotline, open 7 days a week, 24 hours a day, is operated by an independent third party and offers a confidential way to ask questions or share concerns about incidents of harassment or discrimination or any unethical behavior, theft or fraud in the workplace.

One area of diversity that we are particularly focused on is gender, and our aim is to ensure the Amdocs working environment is one where women are able to reach their full potential. In 2014, women made up 30% of our employee base and 22% of our executive management team. Our aim is to continue to increase these numbers in the coming years and the launch of our women's leadership program Inspire in 2014 will be significant in achieving this. Designed to help our female employees advance from middle management to executive management roles, a group of talented female team members who have the potential to step up to an executive role are selected to participate in the annual year-long program. The first, in 2014, had 12 women participating. This number rose to 17 in the 2015 cohort, a diverse group made up of four nationalities with women coming from various parts of the business.



Inspire, our women's leadership program, focuses on a number of key pillars.

Gender intelligence: the group works with Amdocs management to help identify individual and general development areas.

Coaching: coaching relationships are established throughout the year where the women in the group are paired with internal coaches.

Networking and communications: the group is given presentation and public speaking training, including work on body language. In 2015, New York Times bestselling author Janine Driver delivered her Body Language for Women Leaders Workshop, 'You Say More Than You Think'. The final day of the workshop gave participants the opportunity to demonstrate and receive feedback on their presentation styles and body language. Communications specialist Suzanne Franchetti also delivered an executive presentation on 'Presence Coaching' for high-performing women.

Thinking business: the participants are introduced to new developmental areas, including business and finance skills. In 2015, a visit to NASDAQ provided an analyst perspective on Amdocs from the outside looking in, which helped the women develop a broader understanding of internal decisions and activities, and the influence they have on the market and shareholder value.

Presentations: to complete the program, each participant gives an individual presentation to Amdocs senior management on specific topics, applying learning from the networking and communications session.

The 2015 Inspire program is planned to culminate in the fall of 2016 with a trip to Silicon Valley where the women will focus on innovation, visiting technology companies and learning about best practices.

Women who participated in the 2014 Inspire program are now mentoring other female employees towards success, which is encouraging a culture of mentoring to emerge beyond the scope of the program. The aim is to expand Inspire across the Amdocs business so that all our female employees have the opportunity to benefit from its success.



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Learning and Development

We implicitly understand that our business performance is intimately linked to the quality of our talent pool. This is why we provide every member of our team with a personalized training center in the Amdocs learning portal. The portal offers a wide range of training and development opportunities that encourage professional and personal growth, as well as leadership potential and employability. These include: project management, leadership and other professional skills; training on ethical business conduct; training in soft skills such as presenting and public speaking; and competence-based learning for specific groups (employees involved in research and product development, for example). We have also partnered with GlobeSmart to bring employees business relevant information on over 60 different countries and cultures, enabling them to better interact with colleagues and customers from around the world.

As a result of this comprehensive learning structure, in 2014 our employees each received 3.5 training days on average (a total of 80,566 days across the company) and 4,190 educational events were organized. Additionally, Amdocs India has a dedicated learning and development team focused on understanding the local learning and development needs. This means the site has become a major talent exporter to the rest of the business.

We have also continued our shift from face-to-face classroom teaching to remote learning platforms with the launch in February 2015 of a new Massive Open Online Course (MOOC) platform for remote learning. This new mode of learning enables us to run blended courses for hundreds of employees combining social learning, eLearning and remote face-to-face sessions. We have also explored other innovative modes of employee training such as mobile learning and gamification.

To support these developments, significant progress has been made in streamlining our people management approach. Following the implementation of our Horizon program in October 2014, Amdocs employees' understanding of various functional roles and competences within the company, and possible career development, has substantially improved.



Finally, we also recognize that a comprehensive and overarching view of Amdocs' operations is vital for understanding how we can support our employees to develop in a way that best benefits their career opportunities and our business performance. The Amdocs Spark program, which aims to elevate the leaders in our system integration and operations team to ensure they gain an organizational view that goes beyond the scope of individual business units, helps us to achieve this. Further, by engaging leaders in implementing cultural change and encouraging positive leadership styles, the Spark program helps support networking within and beyond the Amdocs group, as well as providing an enhanced sense of belonging, pride and inclusion.



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Report Highlights

- The launch of our Horizon program in October 2014 has transformed Amdocs' career development approach.
- Annual employee engagement surveys show a rise in employee satisfaction levels – from 69% in 2014 to 73% in 2015 – and increased engagement with learning and growth opportunities – from 57% in 2014 to 62% in 2015.
- In 2014, we were ranked among Israel's top ten 'best employers' for the third year in a row by BDI.
- Inspire, our women's leadership program, launched in 2014: 12 women successfully passed through the year-long program in 2014; this number rose to 17 in 2015.
- We launched a new remote learning platform, MOOC, in February 2015.
- During 2014, 18,667 of employees participated in 4,190 learning and development courses receiving an average of 3.5 training days each.

Looking Forward

Improving our metrics on employee wellness and engagement will be a major focus for the coming years. We will gather data on incidents of absenteeism and employee turnover due to work-related stress and anxiety and will seek to reduce the number of incidents over time.

We want to increasingly involve employees in their own wellbeing and engagement, and discover where they believe we can make changes and add benefits. To achieve this we will refine the relevant indicators in our global survey and sensing processes to gather regular, in-depth data from all staff. This information will allow us to adapt and improve our activities and develop an associated index allowing us to intricately track employee wellness and engagement.

We also look forward to continuing our rate of improvement in diversity by creating an environment where women are guaranteed to reach their full potential. We aim to not only increase the number of female employees in senior management but to expand the Inspire program across Amdocs offices.

Finally, we aim to improve the communication of our benefits package so that employees know what is available to them and are better able to take advantage of it.



CHAPTER 3

Valuable Products and Services

“I am proud to work for an organization whose products and services can drive and support improvements on global sustainability issues. Amdocs’ innovations in the area of Mobile Financial Services help transform the lives of millions of unbanked and under-banked people, increasing financial and economic inclusion while reducing inequality and poverty.”

— **Patrick McGroary**
Division President, Emerging Offerings



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Amdocs offers a range of innovative products and services that help create social and environmental value for our customers. Our core offering, the Amdocs Customer Experience Solutions (CES) suite enables customers to optimize their operations, impacting a range of sustainability measures including reduced energy consumption and paper usage. The result is a reduction in the number of call center facilities and technicians our customers need, as well as a lowering of energy consumption.

A specific focus during 2014 was the development of our innovative Mobile Financial Services (MFS) solution that offers affordable and accessible banking opportunities for the billions of un-banked and under-banked people of the world. We partnered with Indian company Triotech to launch our

MFS solution in India in December 2014. Building upon a financial-grade technology developed by MFS pioneer Utiba, a company we acquired in March 2014, the Amdocs solution delivers a single mobile wallet from which users can manage and control their finances. It also enables a wide selection of highly secure mobile financial services, including money transfer, bill payments, m-commerce, savings, loans, insurance, loyalty points and top-up transactions.

Finally, one of our core priorities has always been to take a proactive approach to ensuring our products and services are secure and address any adverse impacts on consumer privacy. This is something we expect to further develop in the coming years.





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Product Solutions

We have continued to develop and innovate our product solutions to ensure our customers – and our customers’ customers – have access to operating systems that are accurate, efficient and secure. A key opportunity area in the ICT industry at present is Mobile Financial Services (MFS), and in December 2014 we launched our own innovative MFS solution. Building on a 14-year proven track record of providing banks and service providers with financial-grade performance for transaction security, convenience and best-in-class reliability, this new product is specifically aimed at meeting the needs of the world’s 2.5 billion unbanked and 3 billion under-banked people, offering them affordable and accessible banking opportunities through their mobile devices. Our aim is to not only help increase economic activity in developing countries, empowering local entrepreneurs and reducing account servicing costs, but also to help aid disaster relief efforts and assist in the distribution of social welfare. We anticipate that this will create an overall reduction in the income gap between rich and poor, both within and between nations, and reduce levels of poverty.

To launch the product, Amdocs partnered with Indian company Triotech to enable the State Bank of India to offer MFS to India’s unbanked and under-banked population, using the mobile network of Bharat Sanchar Nigam Limited. The partnership is an example of Amdocs’ leadership role in driving the evolution of the communications industry, by introducing technological advancements and enabling new business models and improved customer experiences.

This work in India complements our ongoing MFS project in the Philippines. GCash, provided by Globe Telecom (through Mynt, wholly owned by Globe Telecom), was among the first mobile wallet services in the world and our MFS solution has been powering GCash money services since 2004.

Other MFS solutions that we have continued to provide include Digital Commerce and an Enterprise Payment Platform (EPP). For example, in June 2014 our EPP was deployed by MetroPCS®, a flagship brand of T-Mobile US, as part of a strategic multi-year agreement that will enable the company



to enhance and optimize its customers’ electronic payment options, while reducing the operational costs associated with customer payments.

2014 has also seen us work hard to make sure our Customer Experience Solutions (CES) are intelligently and efficiently designed. In November 2014, we launched our CES 9.2 portfolio. Spanning business support systems (BSS), operational support systems (OSS) and network control and optimization, CES 9.2 enables our customers to impact a range of positive sustainability measures such as lower energy consumption and reduced paper usage.



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Product Security and Privacy

The recent rapid growth in ICT services has resulted in significant gains in people's ability to communicate freely. However, this growth has been accompanied by increased risks to security and privacy. In response, we have put multiple programs and measures in place to protect our systems from unauthorized access and data theft. We also comply with all customer guidelines and policies around data privacy and security, and monitor global developments in this rapidly changing area.

All of our ongoing objectives in this area are long-term and forward-looking, and they include: initiating research into key upcoming issues; exploring the potential risks associated with our current portfolio; working to predict those that could affect our future products and services; and assessing the potential for membership of organizations that bring together customers and peers in developing industry-wide approaches to privacy management.





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Report Highlights

- In December 2014, we partnered with Indian company Triotech to enable the State Bank of India (SBI) to offer mobile financial services to India's unbanked and under-banked population.
- Launched our CES 9.2 portfolio, which enables our customers to impact a range of positive sustainability measures such as lower energy consumption and reduced paper usage.

Looking Forward

The world is changing at an accelerated pace. Customer behaviors and business models which were unthinkable 10 years ago are commonplace today. These changes are transforming the ICT industry and affecting service providers' ability to provide an attractive customer experience. At Amdocs, it is our responsibility to stay ahead of this sharp curve and ensure our products and services bring new value to our customers and can help them achieve their sustainability goals.

Our focus for the short- to mid-term is to develop ways of supporting our customers' sustainability objectives in a more targeted manner. The greatest opportunities for this currently reside in the areas of enabling our customers to transform into digital players with omni-channel experiences; digital services such as partner-based services; the Internet of Things, connected home, connected cars and connected devices; enabling our customers to leverage their big data to improve customer experience and operational decisions; mobile financial services; and shortening time to market with cloud-based offerings, and business-empowering solutions.

Further, through a continuous process of innovation, our longer-term aim is to be among the leading providers of sustainable software solutions that improve the environmental and social performance of our customers.

We are also taking a proactive approach to addressing the impacts of our products and services on consumer privacy and security. We are working to better understand the changing expectations of our customers in this area, along with other stakeholders such as regulators, governments and consumer interest groups.

#SMARTer2030



The GeSi SMARTer2030 Report

Our partner, GeSi, recently produced a report outlining their predictions for ICT Solutions for 21st Century Challenges. Their findings show an ICT-enabled world that is cleaner, healthier and more prosperous, and at Amdocs our ambition is to be at the forefront of these developments in the coming years.

GeSi's key findings are as follows:

- **ICT can enable a 20% reduction of global CO2e emissions by 2030, holding emissions at 2015 levels.** This means we can potentially avoid the tradeoff between economic prosperity and environmental protection.
- **ICT emissions as a percentage of global emissions will decrease over time.** GeSi's research shows the ICT sector's emissions "footprint" is expected to decrease to 1.97% of global emissions by 2030, compared to 2.3% in 2020, which their previous report predicted. Furthermore, the emissions avoided through the use of ICT are nearly ten times greater than the emissions generated by deploying it.
- **ICT offers significant environmental benefits in addition to reducing carbon emissions.** The most substantial benefits identified by GeSi's study include increasing agricultural crop yields by 30%, saving over 300 trillion liters of water and saving 25 billion barrels of oil per year.
- **GeSi's assessment of eight economic sectors** — mobility & logistics, manufacturing, food, buildings, energy, work & business, health and learning — **shows that ICT could generate over \$11 trillion in economic benefits per year by 2030**, the equivalent of China's expected annual GDP in 2015.
- **ICT will connect 2.5 billion extra people to the "knowledge economy" by 2030**, giving 1.6 billion more people access to healthcare and half a billion more people access to E-Learning tools.
- **Worldwide growth of the digital economy continues to accelerate, providing the scale necessary to drive greater connectivity and new, disruptive business models.** And, as opposed to the old production-line economy, individuals are firmly at the center of this process.



CHAPTER 4

Operational Excellence

“Amdocs as an organization — and a community — has really brought home to me the importance of ethical conduct. While the standards expected are set by our CEO and executive management, they trickle down through the company at all levels and geographies, and make us all part of a business culture that strives to uphold the highest ethical standards.”

— Tamar Rapaport Dagim
Chief Finance Officer



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At Amdocs, we aim to achieve excellence in every aspect of our operations. Our mission is to reduce our impact on the environment, provide safe and secure working conditions and maintain the highest ethical standards of business conduct.

Our approach has a number of key objectives that we have been working towards since 2013. Our global environment, health and safety (EHS) ambition is to minimize our impact on the environment by reducing our energy and resource usage, and to provide a safe and healthy workplace for all of our employees by promoting the highest levels of physical and mental well-being and preventing accidents and occupational illness.

Ethical conduct is also a major focus area and we are committed to the highest standards of business behavior, as well as the promotion of ethical

practices throughout our activities. Our approach is fully supported by Amdocs senior management and our processes are integrated into every stage of our operations. To ensure our high standards are maintained, Amdocs regularly reviews its ethical conduct policies and processes, and undertakes periodic risk assessments and audits for risks related to bribery, corruption and other unethical or illegal behavior. This level of monitoring also extends beyond our internal operations, and we review all engagements with agents and other relevant partners. We also screen companies we acquire for such risks prior to the acquisition and make sure all applicable policies and processes are quickly implemented at those companies after acquisition. Finally, to ensure all Amdocs employees are informed of and trained in our ethical conduct policies and procedures, we offer comprehensive training programs.





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Environment, Health and Safety

Since 2013, we have continued to progress on our environment, health and safety (EHS) objectives, and despite the challenge of an increased number of sites, we successfully maintained a safe and secure environment in all the sites we manage. We also continued our focus on ensuring we have an EHS management system that is globally recognized.

Amdocs Global EHS Management System

Our global EHS management system has been designed to provide effective tools to our operations worldwide. We classify our sites according to size and the complexity of their EHS aspects, adjusting our tools and methodologies accordingly in order to reach maximum implementation and response. Each region is managed by a regional EHS coordinator who supports the individual site EHS coordinators in all EHS activities and tasks. Our team works together to streamline our EHS efforts and deliver the success of our EHS efforts.

Our key ongoing EHS activities include performance self-surveys, hazard identification and risk assessments, environmental reviews, legal compliance assessments, operational control checklists, emergency drills, internal audits and training programs.

Environment

We are committed to reducing our impact on the environment and minimizing our carbon footprint, and this is demonstrated by full accreditation to ISO 14001:2004 environmental management systems standard worldwide since 2010. This accreditation enables us to manage our key environmental aspects such as energy use, greenhouse gas (GHG) emissions and waste generation. It also serves as a tool to verify regulatory compliance and meet our customers' environment and sustainability expectations.

Our most significant environmental impact comes from our GHG emissions. The three primary sources are comprised of energy use in buildings and data centers (purchased electricity) – 48.2%; air travel – 41.0%; and employee commuting – 9.3% (2014 figures). We manage our carbon footprint using

Amdocs Total Emissions (tCO₂eq), 2011-2014

	2011	2012	2013	2014
TOTAL EMISSIONS	180,849	177,280	176,254	173,013
ALL SCOPES PER EMPLOYEE	12.44	11.26	10.88	9.62

the Greenhouse Gas Protocol Corporate Standard and have successfully managed to reduce our total emissions by 1.8% between 2013 and 2014, despite an increase in our number of sites.

We have achieved this reduction in emissions through a number of programs designed to save energy and air travel, such as improving energy efficiency of our data centers and purchasing energy-efficient IT equipment. Other energy-saving programs include increasing shut down/turn off/sleep mode procedures; increasing hibernation time; increasing virtual PCs, which helped us decrease the number of PCs per employee (as did the consolidation and merging of a number of our offices); and increasing the number of video conference sessions, which decreases air travel. Additionally, as part of our wider CSR vision, we seek to minimize our carbon footprint by reducing fuel consumption resulting from employee commuting. For example, in our annual motor show held in Israel in June 2013, employees were invited to check out a selection of Alternative-Fuel Vehicles (AFVs) as part of the new car models available to them through the Amdocs employee car lease program.

We have also installed motion detectors in boardrooms as well as advanced air-conditioning units to further reduce energy consumption in our offices. Further, newly acquired Amdocs sites were brought in line with existing sites by installing LED lights and motion detectors.



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Environment, Health and Safety

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During 2014, we also worked on improving the monitoring of our emissions, collecting data for natural gas consumption, refrigeration gas emissions and waste. This will help us to better understand where and how we can achieve further emissions reductions in the future.

Further, we continued to monitor our water and paper consumption and are on track to achieve our mid-term goals of 90% of Amdocs sites using recycled or certified forest office paper, and securing a 7% reduction in the consumption of office paper.

Finally, we have also run a number of employee awareness programs on environmental issues. We understand that a contented workforce is one that is actively engaged in the core values of the business and the success of our green events is an excellent example of how this theory has been put into practice. Employees across the globe have taken part in Earth Hour and were encouraged to switch off lights at home and work for one hour to raise awareness about the environment and excessive resource use, and increase their understanding of environmental responsibility. We have also begun organizing a number of our own internal eco-awareness events such as tree planting, beach cleaning and bicycle to work days.

Occupational Health and Safety

Amdocs' Occupational Health and Safety (OHS) program is focused on the office environment and its related hazards (ergonomics, wellness and emergency preparedness). This is because the majority of Amdocs' business activity is comprised of desk-based office tasks.

As a result, in 2014 we continued to improve our OHS performance, recording only 26 minor accidents (compared to 28 in 2013) and losing a total of 16 days of work due to employee accidents (compared to 18 in 2013). We also continued our rate of zero fatal incidents.

Road Safety is another area of OHS that Amdocs takes very seriously. During 2014 we ran employee awareness programs and advanced driving trainings; we have also installed 1,910 Mobileye collision avoidance systems, covering 71% of our total fleet of cars. As a result, our accident rate is dropping and our aim is to continue this reduction in the coming years.





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Ethical Conduct

With thousands of employees working in offices across the globe, and many others connected to our company through our supply chain, Amdocs has a responsibility to set a positive example by conducting our operations ethically. We regularly review and update our policies to ensure our standards meet and even go beyond the legal requirements of the countries in which we work. During 2014, this process resulted in updates to the Amdocs Code of Ethics and Business Conduct, our Insider Trading Policy, the Amdocs Anti-Corruption and Bribery Procedure, the Amdocs Gift and Hospitality Policy, and the Amdocs Appointing and Operating Agents in the Group Policy.

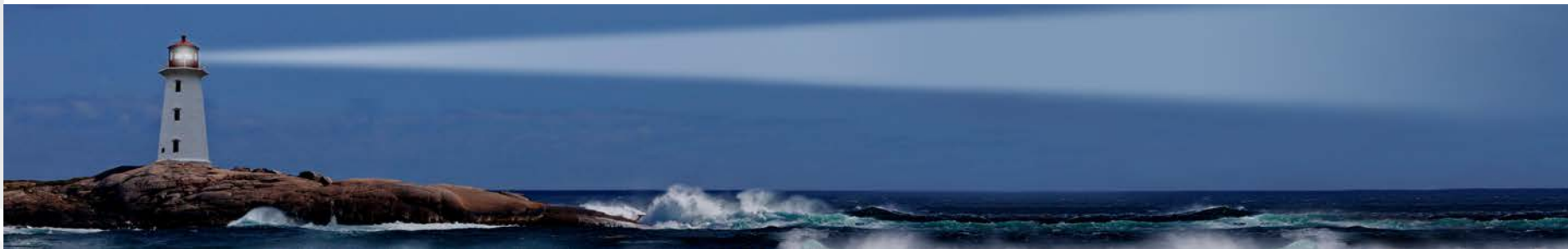
Further, we also screen across the company to search for any risks related to bribery, corruption and other unethical or illegal behavior. When issues arise, we seek the advice and approval of an expert counsel.

We also continued our approach of monitoring and reviewing all engagements with new or renewed agents and partners, undertaking due diligence reviews and ensuring strict approval requirements. In addition, a huge effort was made around a number of mergers and acquisitions that took place in 2014. This included conducting pre-acquisition anti-corruption due diligence, as well as post-closing anti-corruption integration steps. Once the acquisition was complete, we were quick to implement the appropriate anti-corruption, remediation and compliance integration steps into the new company, and conducted ethical conduct training for the relevant acquired company's employees.

However, a successful approach to ethical conduct is not just about having the correct documentation and legislation in place, it is also about ensuring our employees and contractors have a clear understanding of how to fulfill our values in their daily activities. During 2014, we conducted a significant amount of training — a combination of mandatory live sessions and an online program. As a result, we succeeded in achieving 100% attendance and successful completion rate of the online training program on Amdocs' ethical conduct policies and procedures, as well as on certification of acceptance of the policies we have in place.

We also took special care to ensure a comprehensive training package for relevant employees, such as those in sales and management positions, and other relevant units such as finance. Amdocs employees in these teams — including those from the newly acquired companies — participated in frontal anti-corruption training sessions, including on Amdocs' process of engaging with Agents and Partners and the Amdocs Gift and Hospitality Policy.

In addition, we have an ethics hotline in place for Amdocs employees. This year, we focused on improving employee engagement with the service and encouraging them to use it to submit concerns and complaints. We also successfully improved our reporting to include metrics on the volume and types of issues raised by staff.





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Amdocs achieved an overall improved performance in its EHS results and ethical conduct approach this year, despite the challenge of an increased number of sites.

Environment, Health and Safety

- Reduced our total emissions by 1.8% between 2013 and 2014, despite an increase in our number of sites.
- Improved GHG management according to ISO14064 principles with better documentation of processes and improved verification of records.
- Increased the number of alternative fuel vehicles we have in service by 400%.

Ethical Conduct

- 100% of employees took ethical conduct training and passed an exam focused on relevant policies.
- Specific groups of relevant employees (e.g. Amdocs sales and management teams) participated in frontal anti-corruption (including Engagement of Agents and Partners and Gift and Hospitality Policy) training sessions.
- Achieved a greater level of awareness among employees about ethical conduct, and employees have become more efficient at following related processes.

Looking Forward

Environment, Health and Safety

Our ambition is to continue on our current trajectory for managing our greenhouse gas emissions by setting both yearly and long-term emission reduction targets for our three main emission sources. Our green procurement policies will also be under scrutiny, with ambitions to invest in more energy-efficient IT equipment, including at our data centers. Additionally, we will prioritize increasing the proportion of environmentally sound suppliers we work with, including electricity providers using renewable energy sources.

Further, to continue to reduce the amount of air and road travel Amdocs employees make, we will develop policies and provide the relevant facilities to encourage increased telecommuting. In addition, we will continue to encourage employees to use alternative fuel vehicles and shared transportation for commuting. When it comes to issues of health and safety, our aim is to maintain our globally recognized management system by continuing to provide regular training, tools and resources for employees to use when dealing with hazards and risks they encounter.

Ethical Conduct

We will continue to regularly review our ethical conduct policies and processes to reflect changing regulations, the enforcement environment, and societal expectations in our countries of operation. We also plan to continue monitoring and reviewing all engagements with agents, and other relevant partners and all gift and hospitality activities. Further, we plan to continue conducting screening across the company for risks related to bribery, corruption and other related unethical and illegal behavior. This includes screening for risks in acquired companies, prior to and after the purchase.

Providing regular mandatory training on ethical conduct and our related policies and procedures to all staff will continue to be a priority. We also plan to continue updating both the online training and the frontal training materials. Finally, we will work to improve employee awareness of the ethics hotline, as well as increase our reporting on it to include metrics on the volume and types of concerns raised.



CHAPTER 5

Sustainable Supply Chain



“As a market leader, it is our responsibility to only work with suppliers that meet our high social and environmental standards. By supporting and encouraging our community of suppliers to meet our new Supplier Code of Conduct, we are able to maximize the positive impact Amdocs can have in the world.”

— **Yael Shaham**

General Manager, Head of Global Operations (2013-2016)

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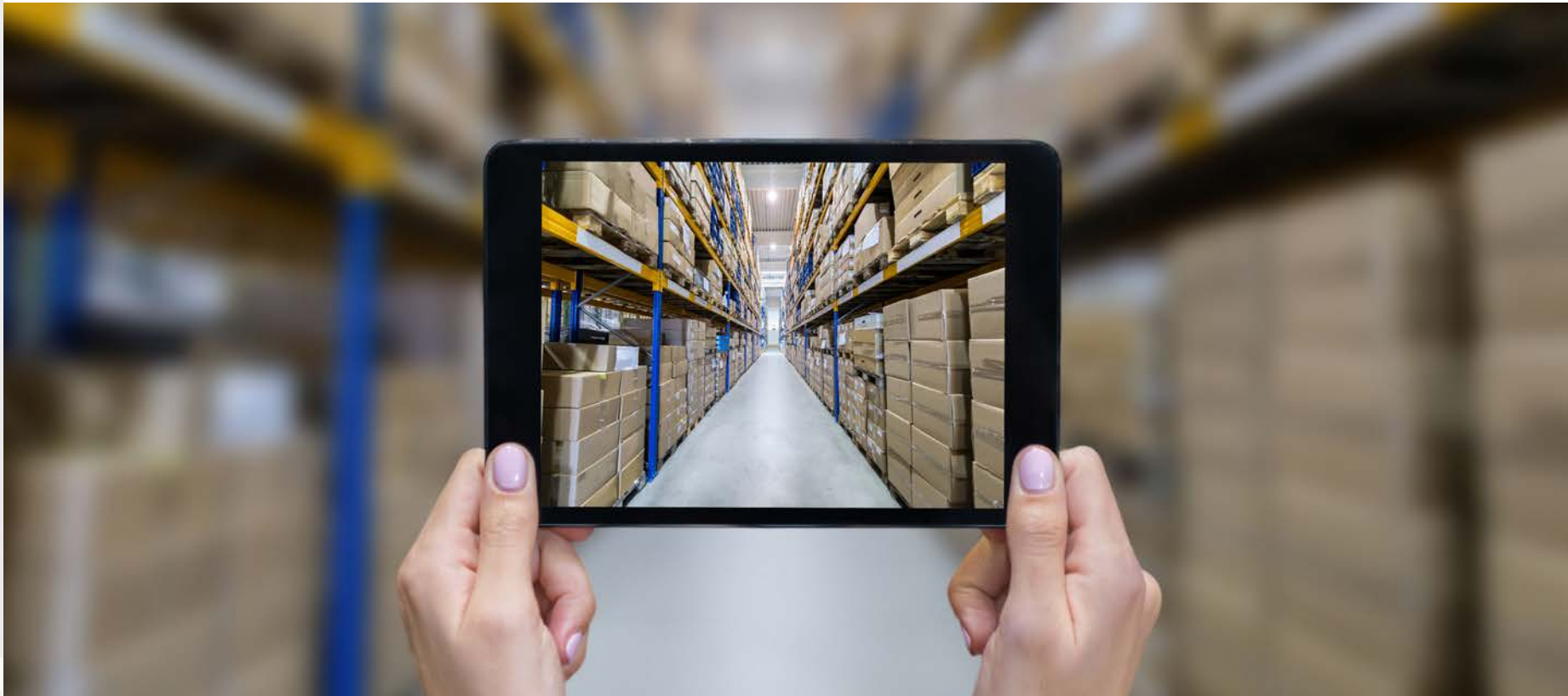
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We recognize the significance of our supply chain and are committed to working with socially and environmentally responsible suppliers. Ensuring our supply chain is inclusive, resilient and transparent is a major priority. To achieve this, we have been working towards taking an integrated approach, focusing on key impacts and incorporating supply chain sustainability tenets throughout our organization, deepening engagement with suppliers, and promoting greater transparency and traceability.

We made significant progress in this area during 2014 with the launch of our Supplier Code of Conduct, which allows us to work together with our suppliers to encourage compliance with the principles we have outlined. In early 2015, we took this approach a step further and began a process of supplier evaluation. Using the online platform EcoVadis, which provides evidence-based sustainability ratings, we are able to assess the quality of our suppliers using a number of key independent objectives.





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Supplier Management Program

We are working hard to develop a supplier management program that promotes international social and environmental standards in the Amdocs supply chain. Significant steps during 2014 and early 2015 have been the launch of our Supplier Code of Conduct, which is transparent and easy to understand, and our new partnership with EcoVadis, which will support our supplier assessment process by assisting them in improving their internal programs to ensure they meet the standards we expect. However, we recognize that there is still much to be done, with a number of processes and actions still to be put in place.

The first step has been to consolidate our supply chain and focus on understanding specific issues. We began this process in 2014 by differentiating our suppliers using a tier system, which allows us to focus our efforts on particular impacts. The result has been an enhancement of our supplier management program to ensure it covers both high-risk and most-spend suppliers. We are now working on a way of supporting suppliers in improving their internal programs to ensure they meet the standards we expect and uphold.



Since our partnership with EcoVadis, we have evaluated seven of our U.S. suppliers – five software publishing companies, one manufacturing company and one computer programming consultancy. So far our scores have been very positive, ranking in the top 2% of all companies analyzed worldwide for fair business practice; the top 17% of all ICT companies analyzed for environment; the top 20% of all U.S. headquartered companies for sustainable procurement; and achieving results that place us in the middle of the field of all U.S.-headquartered companies analyzed for labor practices and human rights.

Finally, we have also performed a number of supplier audits, with a particular focus on regions where we have less local representation. This is a process we will be expanding on in the future.





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- Launched the Amdocs Supplier Code of Conduct.
- Partnered with EcoVadis to support our new supplier assessment process.
- Achieved promising early supplier assessment results that put us in the top quarter of performance.
- Took an integrated approach to supplier management using a tier system, which will allow us to better focus our approach.

Looking Forward

Transparency and traceability are becoming increasingly important for consumers, stakeholders and regulators, particularly in the ICT industry, and we will continue to respond to this demand by further expanding our supplier evaluation program. This will not only help to assure our customers and community that our supply chain operates sustainably and ethically, but it will also help us to increase our sustainability ranking, improving our competitive advantage.

We will also continue to develop our focus on key impact areas using our new tier system with the aim of achieving a deeper integration of our supply chain into our business operations. The aim of this process will be to increase the efficiency of our supply chain management and help facilitate richer and more innovative supplier engagement, with activities such as training and remediation programs; sharing best practices among suppliers; implementing targeted programs to strengthen supplier relationships. Using technology and database tools to engage with suppliers and share assessment results will also become regular practice.

Finally, we are also interested in better understanding how our customers rate us as a partner and supplier.



CHAPTER 6

Community Commitment

“In my view, Amdocs integrates business and employees’ personal values and aims to move beyond corporate social responsibility towards corporate citizenship. In today’s connected world, talented and passionate people want to do work that contributes to the society with a company that shares their values and we are proud to have many such individuals on our team. Amdocs CSR program enables our employees to fulfill their aspiration of being socially responsible citizens by contributing through their time, talent and passion for various critical social causes. We believe in this process we are creating better leaders for society and Amdocs.”

— **Rajat Raheja**
General Manager, Amdocs India



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For the past 14 years Amdocs' volunteering approach has focused on supporting children and youth. Our vision is to educate the next generation and help them create a sustainable future. Community engagement is a core pillar to our sustainability mission, and to ensure a well-integrated approach most of our community partners and the majority of our volunteering events are based or take place in the vicinity of Amdocs sites.

Our community engagement program is made up of a global network of 100 Amdocs community leaders who support community engagement at a local level. They work with 160 community partners around the world at 80 Amdocs sites. Employee volunteering is strongly supported by

senior management and takes multiple forms. By increasing the variety of volunteering opportunities on offer, we are able to encourage increasing numbers of our employees to get involved.

Our working model sees a strong connection between volunteering, the satisfaction in giving back to the community, and the engagement level of the volunteer to the company. Amdocs employees are able to volunteer up to five hours per month during working time, so volunteering activities occur both during working hours and outside them.

Further, we have been exploring opportunities to align our volunteering with the core business strategy by creating partnerships with Amdocs' customers.





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Engaging with Communities Globally

In 2014, 13% of Amdocs employees volunteered, reaching 30,000 children and young people with our community projects. Further, over 3,000 Amdocs volunteers worldwide contributed over 50,000 hours to volunteering, engaging in a variety of activities such as teaching and mentoring.

REGION	PARTNERS & PEOPLE	HIGHLIGHTS	MORE
UNITED STATES AND CANADA	<ul style="list-style-type: none"> Community partners: 54 Kids and youth reached: 16,000 Active volunteers: 850 	United Way donation drive	Held 12 customer partnership events, most of which were our first volunteering engagement with customers
CENTRAL AND LATIN AMERICA	<ul style="list-style-type: none"> Community partners: 12 Kids and youth reached: 750 Active volunteers: 31 	Initiated volunteering activities in four new sites	
EUROPE, THE MIDDLE EAST AND AFRICA	<ul style="list-style-type: none"> Community partners: 25 Kids and youth reached: 2,300 Active volunteers: 390 	Two customer events	
ISRAEL	<ul style="list-style-type: none"> Community partners: 30 Kids and youth reached: 4,000 Active volunteers: 1,200 	Virtual volunteering program: Tiktek is an online learning community for junior and high school students where Amdocs employees offer support and guidance on homework assignments.	Three customer events; partnered with the national Science, Technology, Engineering and Mathematics (STEM) Forum
ASIA-PACIFIC	<ul style="list-style-type: none"> Community partners: 22 Kids and youth reached: 1,000 Active volunteers: 230 	Water purifying project	Hosted student support scholarships
INDIA	<ul style="list-style-type: none"> Community partners: 16 Kids and youth reached: 18,932 Active volunteers: 750+ 	ICT/computer education program; science promotion program; libraries set-up at schools; volunteering at community learning centers; academic and career counselling at schools; scholarship for engineering students; fellows/teachers scholarships; employability skills training and placement for Industrial Training Institute (ITI) students; employability training and placement; vocational skills and placement for differently abled; digital literacy training (National Digital Literacy Mission (NDLM)); life skills development through sports.	Joy of Giving Week; Food for Thought; Universal Children's Day; recurring volunteering with community partners; global CSR days; mentoring program.



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3. VALUABLE PRODUCTS AND SERVICES
4. OPERATIONAL EXCELLENCE
5. SUSTAINABLE SUPPLY CHAIN
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Engaging with Communities Globally

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Our community engagement program involves numerous events throughout the year. Internally during 2014, we organized 20 annual team events and 20 customer partnership events. 2014 was also our tenth year of celebrating UNICEF's Universal Children's Day. We once again marked the occasion with a variety of special activities involving the children of our community and gathered over US\$1,000,000 in aid of the charity during the year. The event was also used as a chance to celebrate the volunteer spirit of Amdocs employees.

Various volunteering events were also organized around the world during Customer Business Group (CBG) Volunteer Month, which represented a major highlight in our volunteering efforts. This year the division wanted to take the budget they annually use for the recognition of their employees and utilize it in a different way. Amdocs hosted 70 events in 50 different sites with more than 600 volunteers taking part and reaching over 1,000 children and youth. We also organized volunteering team-building events, as well as several joint volunteering events with customers and donated over 1,000 computers to local schools.

Some other highlights of our volunteering efforts from across different Amdocs sites include:

- In Israel in April 2014, nine Amdocs employees completed their training with United Hatzalah, the country's largest independent, non-profit, volunteer-run Emergency Medical Services organization. Volunteering both at work and in their communities, the group responds to an average of 3-5 medical emergencies a week, acting as first aid care-givers until an ambulance is able to arrive at the scene.
- Following the tragic earthquake in Nepal in April 2015, we ran a global donation drive to support the victims of this natural disaster together with UNICEF, one of our global strategic partners.
- In Europe, Middle East and Africa, we took a deep look into Science, Technology, Engineering and Mathematics (STEM) education. Since local law in many of the countries in this region does not permit direct contact between at-risk children and youths and our volunteers, we spent much of the year seeking new ways to volunteer, such as our online program Tiktek.
- In Sao Carlos, Brazil, Amdocs employees are working with an NGO named Casa da Infância Estrela da Manhã whose mission is to provide education for

underprivileged children, offering courses to teenagers, extracurricular activities and training for adults to increase their knowledge and employability. Currently, Amdocs employees are leading a computer skills course to Casa da Infância Estrela da Manhã every Tuesday for a total of 5 months. Each week, two Amdocs employee volunteers spend approximately two hours with children teaching them basic computer skills. There are currently 15-20 children aged 8-15 in the course and we have plans to continue this program in the future.

- Our New York site initiated an event with their customer Altice (formerly Cablevision) to assemble and distribute 'Birthday Buckets' for donation at the North Babylon food pantry. Many children do not have the opportunity to celebrate their birthday, so this is an opportunity to 'give' a child a party.

13 Years of Giving Back: 2014 in Numbers

DO GOOD, FEEL GREAT!



AMDOCS COMMUNITY RELATIONS



MAKING A LASTING IMPACT





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The corporate social responsibility landscape in India has changed dramatically recently due to the 2013 introduction of legal provision on CSR in the law governing the private sector. In response, Amdocs and other companies in India are now examining how to make a deeper impact on society by advancing social and economic inclusion. As a result, during 2014 we revamped our CSR program in India and created a focused team to implement it.

We have identified children, youth and creating inclusive communities as priority areas, and have set ourselves the ambitious goal of empowering 18,000 young individuals by 2016 through programs on education, skills development, employability and livelihood. Amdocs India has already launched 14 new CSR projects with 13 new community partners in Pune and Delhi/Gurgaon, and there is now high employee awareness and engagement with CSR at the site. Further, we have begun advancing our CSR approach through engagement with the wider ecosystem of employees, community partners and partnerships with companies, customers and industry bodies.

Successes for Amdocs India so far include:

- **Digital Literacy Week:** Amdocs India came top among all the companies registered for Digital Literacy Week organized by NASSCOM Foundation, with over 60 Amdocs employees training more than 475 blue-collar staff on basic digital literacy during the week.
- **Flagship and Work-based Mentoring Program:** Over 115 Amdocs India employee/leader volunteers invested over 1,500 hours mentoring secondary school students and engineering students in academic and career planning, life skills, and English communication.
- **Project Samarth:** A vocational training project supported by Amdocs India in partnership with Etasha Society resulted in the successful training and placement of 18 youths from disadvantaged sections of society in Gurgaon. Under the program the young people were trained on “Computerized Office & Data Entry” and “Customer Service and Work Culture”.

- **Give India Program:** Under the Give India program, in 2014, over 25% of Amdocs employees now regularly contribute towards a community partner cause of their choice. Each month the participating employees donate substantial funds under this program, establishing Amdocs India as one of the top contributors within the IT industry in Pune.
- **Annapurna Residential School:** Amdocs India volunteers and fundraisers were rewarded with the excellent academic results achieved by the students with 82% of those in 10th grade passing their exams. The behavioral and social change in students on non-academic aspects such as theater performance, competitions, sports tournaments, confidence, and presentation skills is visible too. Additionally, more than 1,200 Amdocs employees joined students’ families in raising funds during the school kit campaign, ensuring that more than 1,100 underprivileged children received a new school bag.

Amdocs India was also delighted to receive a number of awards recognizing our outstanding contribution to the local community. In 2014 and 2015, the World CSR Congress presented us the Global CSR Excellence and Leadership Award, in the category of ‘Support & Improvement in Quality of Education’. In July 2014, we also won the Zinnov Award for ‘Impact on Society’.





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- 13% of Amdocs employees volunteer during work time or in their spare time.
- 1,000 Amdocs employees volunteer on a weekly basis.
- In 2014, employees spent 50,000 hours volunteering, reaching 30,000 children and young people.
- Amdocs works with 160 community partners and 100 community leaders worldwide.
- 80 Amdocs sites are engaged in volunteering events with 20 team events and 20 customer partnership events taking place in 2014.
- Various volunteering events were organized around the world as part of CBG Volunteer Month: 70 events in 50 different sites with more than 600 volunteers taking part and reaching over 1,000 children and youth.
- Global celebration of the Universal Children's Day and US\$1,000,000 donation to UNICEF.
- Amdocs, India launched 14 new CSR projects with 13 new community partners in Pune and Delhi/Gurgaon.
- Amdocs India received three CSR awards in recognition of its work.

Looking Forward

Our guiding ambition with our community work over the next three years is to offer every Amdocs employee the opportunity to give at least one hour back a year to the community through a variety of channels. We also aim to double the number of employee volunteers over the same period.

We have a number of other specific goals for the coming year too: increase our annual volunteering hours from 50,000 to 60,000; engage 4,000 active volunteers in our different programs; double the number of volunteering and achieve an increase in the overall involvement of Amdocs' business units within their communities.

In addition to increasing the quantity of volunteering, we are focused on increasing its quality. Our aim is to further develop our global mentoring programs, as well as strengthen our impact through the integration of technological education and supporting different STEM programs across the world.

In early 2015, Amdocs management has been an instrumental partner in our effort to double our impact on communities – increasing the effectiveness of our efforts, recruiting more volunteers and impacting the lives of more children and youth at risk. A strong demonstration of how management has put volunteering on the agenda is the launch of our Community Relations Day and CSR Week in 2015. Another great example is the launch of our Click-to-Impact tool, an online platform developed by Amdocs volunteers. Its goal is to help every Amdocs employee find the right volunteering opportunities that fit best to their skills and interests.

