ArvatoConnect: Environmental Policy Statement

July 2026

Environmental Policy Statement

ArvatoConnect is committed to conducting its business in a responsible and sustainable manner. We recognise that our operations have an impact on the environment and we are committed to reducing that impact through effective environmental management and continuous improvement.

As a provider of customer experience and business process outsourcing services, we aim to manage our environmental responsibilities in a way that supports sustainable business practices, protects the environment, and meets the expectations of our clients, employees, suppliers and wider stakeholders.

Our Commitments

To deliver on these commitments and support the continual improvement of our environmental performance, ArvatoConnect will:

- Comply with applicable legal, regulatory and other compliance obligations.
- Protect the environment and prevent pollution arising from our activities.
- Continually improve the effectiveness of our Environmental Management System (EMS) and environmental performance through monitoring, measurement and review.
- Establish, monitor and review environmental objectives and targets.
- Reduce the environmental impacts associated with our operations, services and business activities.
- Promote the efficient use of energy, water, materials and other natural resources.
- Minimise waste generation and support the principles of reduce, reuse and recycle.
- Reduce greenhouse gas emissions and support climate change mitigation through the delivery of our carbon reduction objectives.
- Integrate environmental considerations into strategic, operational and commercial decision-making.
- Promote environmental awareness, responsibility and sustainable behaviours amongst employees.
- Support and promote environmentally responsible practices throughout our supply chain and wider business relationships.

ArvatoConnect's Senior Managers are committed to providing the leadership, direction, resources and support necessary to achieve these commitments, maintain an effective Environmental Management System, and drive continual improvement in environmental performance across the organisation.

Policy Review

We review this policy statement at least annually, and whenever significant changes occur that may affect its suitability or effectiveness.

Signed on behalf of the Board:

Debra Maxwell | Position: CEO | Date: July 2026
Review Date: July 2027