



Alta Resources
2025 ESG Report



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About This Report

Alta has reported the information contained in and referenced throughout this ESG Report for the periods of January 1, 2024, to December 31, 2024 (FY2024), and January 1, 2025, to January 31, 2025 (FY2025).

Message from the Chief Executive Officer

Since Alta’s first opened its doors, we’ve always believed that business should be a force for good. That belief has guided our growth, shaped our culture, and today, it anchors our global Environmental, Social, and Governance (ESG) strategy.

That purpose has shown up powerfully over the past year. We:

- Recycled over 22,000 pounds of electronic waste in the U.S.
- Achieved a 5.59% reduction in combined Scope 1 and 2 emissions
- Saw employee engagement reach world-class levels, according to Gallup
- Directed 51% of our IT spend to minority-owned businesses
- Were honored with a Bronze Medal from EcoVadis, placing us in the top tier of companies globally for sustainability performance
- Contributed to a record-breaking \$8.4 million raised for United Way Fox Cities

These outcomes reflect the work of a global team with a global commitment to transparency, equity, and results.

And while the integration journey is still in progress with the addition of our LATAM team in 2023, the values that unite us were already in place: a belief

in people, a commitment to doing things right, and a desire to make a lasting impact in our communities. We are always striving for “Alta is Alta is Alta”—an expression that, for us, means that whether we’re in the U.S., Belize, Brazil, Colombia, Mexico, Peru, or the Philippines, the commitment, values, and results are the same.

Today, across every region, Alta is operating as one company with a shared purpose and a common goal—to create sustainable value for our people, our clients, and the world around us. We are advancing ESG not as a checklist, but as a shared responsibility embedded into how we lead, grow, and serve.

As we look ahead, our focus is clear: deepen our impact, integrate our efforts, and continue to build a culture where doing good is simply how we do business.

Thank you to the Alta team for the heart you bring to this work every day. The world is watching how companies show up. I’m proud of how we do.

James F. Beré

Jim Beré
Chairman & Chief Executive Officer



Highlights from 2024

In 2024, Alta Resources deepened its global commitment to Environmental, Social, and Governance (ESG) progress through expanded partnerships, stronger governance, and localized impact. As we continue to unify our global operations—including our LATAM region, which joined the Alta family in 2023—our shared values and ESG strategy continue to drive results. From data privacy and emissions reductions to employee engagement and community giving, Alta’s ESG impact reflects both enterprise alignment and regional strength.

Governance

Alta’s governance strategy is grounded in integrity, transparency, and compliance. Across all regions, we strive to uphold the highest ethical standards and maintain operational consistency by aligning our internal processes with globally recognized frameworks. Governance at Alta is more than risk management—it’s about building trust with our clients, protecting our people, and leading with accountability. In 2024, Alta:

- Strengthened its governance program by aligning management systems to ISO standards and industry best practices.
- Completed third-party assessments including SOC 2 Type 2, HITRUST CSF, and PCI audits.
- Received a Bronze rating from EcoVadis, placing us among the top-performing companies globally for sustainability and compliance.

- LATAM operations enforced compliance with Colombia’s SAGRILAF and PTEE frameworks, reinforcing our anti-corruption and transparency commitments.
- Continues to serve as a participant in the United Nations Global Compact and remains aligned with the UN Sustainable Development Goals.

Social Responsibility

That commitment continues to drive us today. We live and breathe your brand, striving to create unbreakable bonds between your brand and your customers. Our goal is to help your enterprise prosper by providing exceptional service and fostering strong, lasting relationships. Through our dedicated approach—and by leveraging technology to improve efficiencies and outcomes—we ensure that every interaction contributes to the success and growth of your business.

Alta is a people-first organization. Our ESG strategy reflects a long-standing belief that business success is rooted in engaged teams, inclusive practices, and opportunities for professional growth. We prioritize learning, employee recognition, and diversity at all levels of the organization.

- Through our 8-year partnership with Gallup, Alta reached near world-class engagement results globally in 2024.
- The ACE of Spades award, which

honors top-performing frontline team members, was expanded to include LATAM.

- Women now represent more than 60% of our global workforce and 35% of our executive leadership team.
- 51% of our IT spend was directed to certified minority-owned suppliers, reflecting our ongoing commitment to inclusive growth.

Environmental Stewardship

We recognize the urgent need for environmental responsibility and are embedding sustainability into how we operate, build infrastructure, and manage resources. Alta’s approach includes both global emissions goals and region-specific initiatives that reflect local regulations and opportunities for impact. In 2024, Alta:

- Reduced its global data center footprint by 18%, consolidated emissions data across all regions, and took measurable steps toward zero waste to landfill.
- We recycled more than 22,000 pounds of electronic waste and implemented emissions tracking in LATAM.
- Launched Tapas Sanar, expanded WEEE recycling with Meltec, and introduced LED lighting and auto-shutdown systems to reduce energy use in Colombia.

Community

Community is one of Alta’s core Guiding Principles. We view our presence in each region as a commitment to economic mobility, wellbeing, and social progress. Our ESG efforts extend beyond the workplace to support initiatives that create lasting change for the people and places we serve.

Alta’s headquarters, in Neenah, Wisconsin, was recognized by the United Way Fox Cities with the 2024 Spirit Award and ranked as the #6 Most Generous Workplace in the large-company category. Our employees helped raise a record-breaking \$8.425 million for United Way, supporting early childhood education, mental health, financial stability, and access to essential services across our communities.

Alta’s ESG efforts are not one-time initiatives—they are continuous, evolving, and deeply rooted in how we operate as a global company. As we move forward, we remain focused on strengthening governance, deepening employee engagement, reducing environmental impact, and supporting the communities where we live and work. Our goal is clear: to build a more sustainable and inclusive future, together.



About Alta Resources

Our Story

Established in 1995, Alta Resources has positioned itself as a premier provider of customer experience and sales business process outsourcing (BPO) solutions. Our reputation spans across various sectors, including retail, consumer-packaged goods (CPG), health insurance, entertainment, nonprofit, and automotive industries. We serve as a valued partner to globally recognized brands, offering an extensive array of services such as customer care, sales support, E-commerce solutions, back-office operations, and fulfillment services.

How It Began

When we started Alta, we set out to create economic opportunities, especially for those with a passion for helping others. Alta was born out of this vision, becoming a BPO company dedicated to helping good people support good clients. We aimed to do something different, something better. Our focus was on building brands, not just answering calls, social media inquiries, or emails. To achieve this, we created dedicated teams for each client's business, aiming to help those organizations grow and flourish.

Our Commitment Today

That commitment continues to drive us today. We live and breathe your brand, striving to create unbreakable bonds between your brand and your customers. Our goal is to help your enterprise prosper by providing exceptional service and fostering strong, lasting relationships. Through our dedicated approach, and by leveraging technology to improve efficiencies and outcomes, we ensure that every interaction contributes to the success and growth of your business.

Our Mission & Vision

Our Mission is to provide exceptional resources and create innovative solutions that maximize customer relationships. We are dedicated to empowering our clients with tailored, customer-centric outsourcing services that drive meaningful engagement and long-term loyalty.

Our vision is to be a global industry leader in customer-related outsourcing solutions, setting the standard for excellence and innovation in the way companies build, manage, and sustain their customer relationships across the world. Through our commitment to quality, integrity, and continuous improvement, we aim to transform the customer experience for businesses of all sizes and industries.

Our Guiding Principles

At Alta, our Environmental, Social, and Governance (ESG) strategy is intricately woven into and aligned with our corporate guiding principles. These principles embody our commitment to good governance and reflect our dedication to ethical and responsible business practices.



Results

We are driven by a commitment to delivering consistent, defined results, fueled by our passion, focus, and sense of urgency. Companies choose to partner with Alta due to our time-tested track record of success. Our dedication to achieving and surpassing expectations is at the core of our operations.



Diversity and Inclusion

Diversity and Inclusion are the bedrocks of our organizational culture. We celebrate differences in backgrounds, cultures, and viewpoints, recognizing their pivotal role in nurturing the innovative solutions we offer to our clients. Our diverse team is instrumental in driving creativity and delivering exceptional results.



Relationships

Our success is a result of strong, enduring relationships with our team members, clients, and business partners. These relationships are fundamental to realizing our objectives and achieving mutual success. We invest in building and maintaining these connections to foster collaboration and growth.



Integrity

Integrity and ethics are non-negotiable pillars of our ethos. We adhere to the highest standards of trustworthiness, accountability, and proficiency. Honesty and respect characterize all our interactions, ensuring that we operate with the utmost integrity in every aspect of our business.



Communication

Transparent, candid, and responsive communication is paramount to us. Internally and externally, we prioritize clear accountability, shared information, and active listening to understand needs and foster innovation. We create an environment where employees can freely voice concerns, supported by our open-door non-retaliation policy.



Community

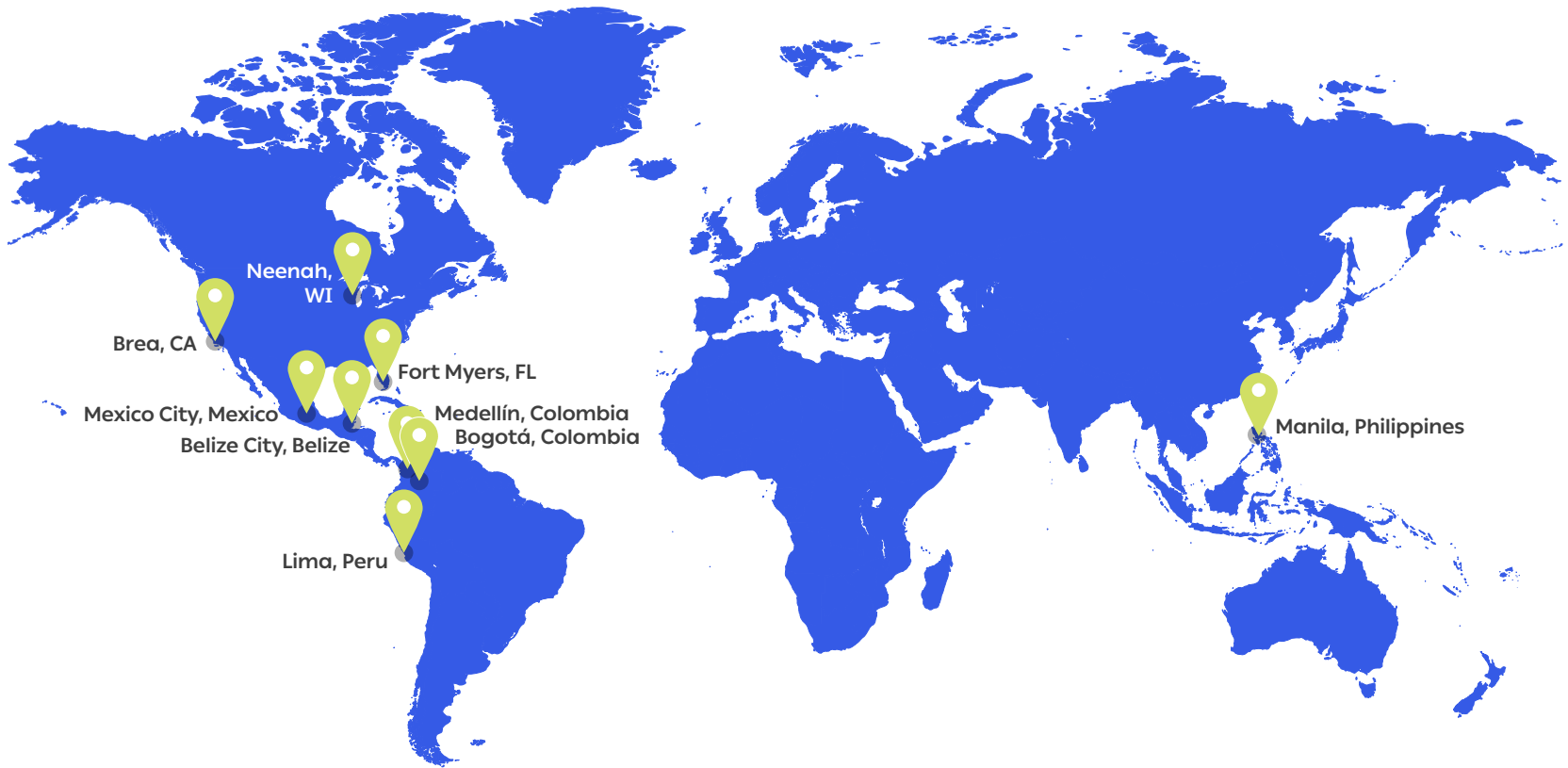
Contributing to the advancement of our communities is ingrained in our DNA. We believe in balancing work and family life, while actively engaging in initiatives that uplift the communities where we operate. Our commitment to social responsibility is reflected in our efforts to make a positive impact.



Strength

We seek to be financially strong. This enables us to invest in our workforce, technology, quality, and capabilities and to deliver innovative solutions and outcomes for our clients, both now and in the future. We are dedicated to continuous improvement and long-term success.

Our Global Footprint



At Alta, our international footprint empowers us to operate with agility, scale, and purpose. Across North America, Latin America, the Asia-Pacific region, and the Caribbean, our teams are deeply embedded in their communities, generating local economic value while advancing global priorities. Each region contributes a distinct and strategic role in delivering exceptional service, driving innovation, and furthering Alta's sustainability commitments. With a global team of over 8,000 dedicated professionals, the Alta family continues to deliver high-impact results, positioning the organization for sustainable, long-term success.

Companies, including some of the most recognized Fortune 500 brands in the U.S., choose to partner with Alta because of our proven ability to perform at scale. In Latin America, we proudly represent some of South America's best-known brands, including major players in financial services, telecommunications, retail, and energy. These partnerships are a testament to the strength of our delivery model and our reputation for producing consistent, high-quality results.

North America

Alta's headquarters in Neenah, Wisconsin anchors our enterprise-wide strategy, innovation, and governance. It houses leadership functions that oversee our compliance frameworks, sustainability initiatives, and long-term growth.

Our operational footprint in the U.S. also includes major service centers in Fort Myers, Florida, and Orange County, California. These locations service a wide array of sectors including healthcare, fintech, technology, and consumer products.

Alta's U.S. operations support some of the world's most trusted brands, reflecting our proven ability to meet high regulatory standards, deliver scalable customer experiences, and adapt quickly to market shifts.

ESG Highlights:

- Focus on reducing emissions through data center size reductions and remote work.
- **22,196 pounds (10.07 metric tons)** of electronic waste recycled and diverted from landfills.
- Promotion of diversity in procurement processes and hiring.
- Development of compliance frameworks improving governance and mitigating risk.

- Development of AI solutions enhancing client solutions and improving efficiencies.
- Received multiple awards, including the Most Generous Contributors and Community Engagement and Support awards from United Way and bronze medal from EcoVadis.



Alta LATAM

Alta LATAM, headquartered in Bogotá, Colombia, operates delivery centers in Medellín, Lima (Peru), and Mexico City, supporting a broad and diverse client base across the region. This region is not merely a service delivery hub—it is a center of innovation and technological advancement. Our LATAM team has designed and deployed proprietary artificial intelligence (AI) technologies that enhance performance metrics, reduce client operational costs, and improve overall customer experience outcomes.

From banking, aerospace , financial services to retail and e-commerce, our Bogotá operation serves some of South America’s most iconic and respected brands, offering multi-channel, multilingual support that is both human-centric and technology-enabled. Alta provides a wide range of online and offline customer solutions across multiple channels—telephone, social media, email, and live chat—as well as a variety of digital marketing services. Alta is the only Colombian company that integrates a Contact Center with a marketing agency, delivering high value-added services that combine operational excellence with strategic brand engagement.

At Alta LATAM, people are at the heart of our mission. We are a source of opportunity and employment for young people in Colombia, providing meaningful career pathways that foster professional growth. In recognition of our impact, the Ministry of Finance of the Republic of Colombia awarded Alta LATAM a special recognition for job creation within the young adult demographic. We have created jobs that have been filled in great part by women aged 25 to 30, highlighting our commitment to inclusion, gender equity, and empowerment of Colombia’s youth. By fostering opportunities for the next generation, we contribute not only to the economy but also to the social fabric of the communities in which we operate.



We’re also proud to share that Alta LATAM took home three prestigious honors at the 2025 #CXInteractionAwards during the CX Summit in Cartagena, Colombia:

Gold – Best Operation by a Third-Party Company

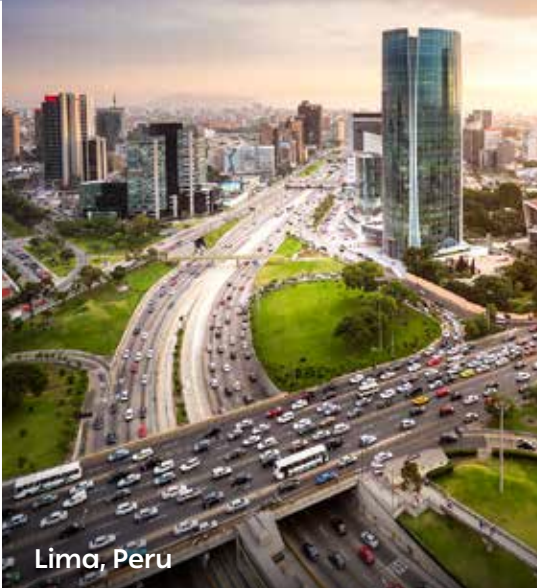
Silver – Best Human Capital Management

Bronze – Best Export Management

These awards are a testament to our team’s innovation, dedication, and impact, from reimagining customer experience to empowering our people and expanding our global reach. Our success lies in combining technology and human expertise to create meaningful connections between brands and their customers. Every interaction is designed to be personalized, seamless, and impactful, leveraging both the creativity and operational excellence of our teams

ESG Highlights:

- Development of young local talent through career acceleration programs.
- Development of responsible AI solutions improving processes for clients.
- Received industry awards for leading in human capital management and quality processes.
- Measured carbon emissions for LATAM sites.
- Tapas Sanar: A program to collect plastic lids to help finance medical treatments for children with cancer



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At Alta LATAM, we are redefining what it means to deliver sustainable innovation in the BPO industry. From our regional hub in Bogotá to our centers across Medellín, Lima, and Mexico City, our teams are driving transformation through technology, process innovation, and strategic partnerships with our clients. We are deeply committed to understanding the challenges of our industry while strictly complying with the regulations of each country where we operate. Our programs—from creating a more sustainable BPO industry in Colombia to community-driven campaigns like 'Tapas para Sanar'—reflect our commitment to building a more resilient, equitable, and sustainable future for the region.



Juan Pablo Serrano
CEO Alta LATAM

Belize

Alta operates two strategic locations in Belize City, enabling seamless delivery of bilingual customer support services to U.S. and Canadian markets.

Belize provides a dynamic labor force with cultural affinity to North American customers, enabling high performance in customer-facing roles. Our investment in Belize contributes to the country’s economic development through job creation, skills development, and infrastructure investment.

Our Belize team is recognized for its agility, dedication, and consistently high performance, making it a core part of Alta’s nearshore delivery model.

ESG Highlights:

- Strong gender equity and local hiring policies.
- Training and upskilling programs that improve employee mobility and economic inclusion.
- Completed SEDEX SMETA 4 pillar audit.

Philippines

Alta’s Philippines operations are based in Pasig City, within the award-winning GLAS Tower building, which is known for its energy-efficient architecture and sustainable building design.

The Philippines plays a vital role in servicing our U.S. and Oceania clients, offering service capabilities across voice, chat, email, and back-office functions. With a focus on continuous learning and high-quality execution, our Filipino teams deliver consistent value at scale.

Positioned in one of Southeast Asia’s top BPO destinations, Alta Philippines combines deep talent pools, strong digital infrastructure, and ESG-conscious operations to drive performance and sustainability.

ESG Highlights:

- Occupation of a LEED-certified building with advanced energy-saving systems.
- Investment in employee wellness, mental health, and family support initiatives.
- Commitment to digital literacy and inclusive hiring in underserved communities.
- Improvements in Health & Wellness KPIs (Key Performance Indicators).



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Operating from the LEED-certified GLAS Tower in Pasig City, Manila and in Belize City, Belize, we continue to grow with purpose—guided by our Altan core values.

Our people-first approach has inspired excellence, fueled high performance, reduced attrition, and nurtured lasting connections. This commitment has led our Philippines site to be recognized as the Top Engagement Site for eight consecutive years.

Our Belize team exemplifies agility, dedication, and consistently high performance, making it a cornerstone of Alta’s nearshore delivery model. With continuous growth and a shared commitment to one another, we are living proof that when people thrive, success naturally follows.”



Oliver Eusebio
VP Operations

Sustainability at Alta

Our Environmental, Social, and Governance (ESG) Strategy

Our ESG strategy acts as a compass, guiding the management and communication of our ESG program, goals, and impacts. It is shaped by both internal and external influences that inform our interactions with stakeholders and dictate our approach to addressing material ESG issues. This strategic framework ensures that we remain focused on our sustainability objectives and effectively address the evolving needs of our stakeholders.

Commitment to Environmental Sustainability

As a company centered around people, minimizing our environmental footprint and supporting our communities are integral facets of our ESG strategy. This commitment extends beyond surface-level initiatives, embedding sustainability into every facet of our operations. We strive to implement practices that reduce our environmental impact while actively contributing to the well-being of the communities we serve.

Ethics and Respect for Human Rights

Ethics, respect for human rights, and community impact are critical components of our ESG strategy and corporate governance protocols. We are committed to upholding the

highest ethical standards & ensuring that our operations positively contribute to the communities we serve. Our dedication to human rights is embedded in our corporate framework, guiding us to operate in a manner that is socially responsible and aligned with our values.

Fostering Integrity and Responsibility

By integrating these values into our corporate framework, we not only adhere to legal and regulatory requirements but also foster a culture of integrity and responsibility. Our commitment to ethical business practices ensures that we conduct our operations with transparency and accountability, promoting a positive impact on both our stakeholders and the environment.

Community Engagement and Sustainable Development

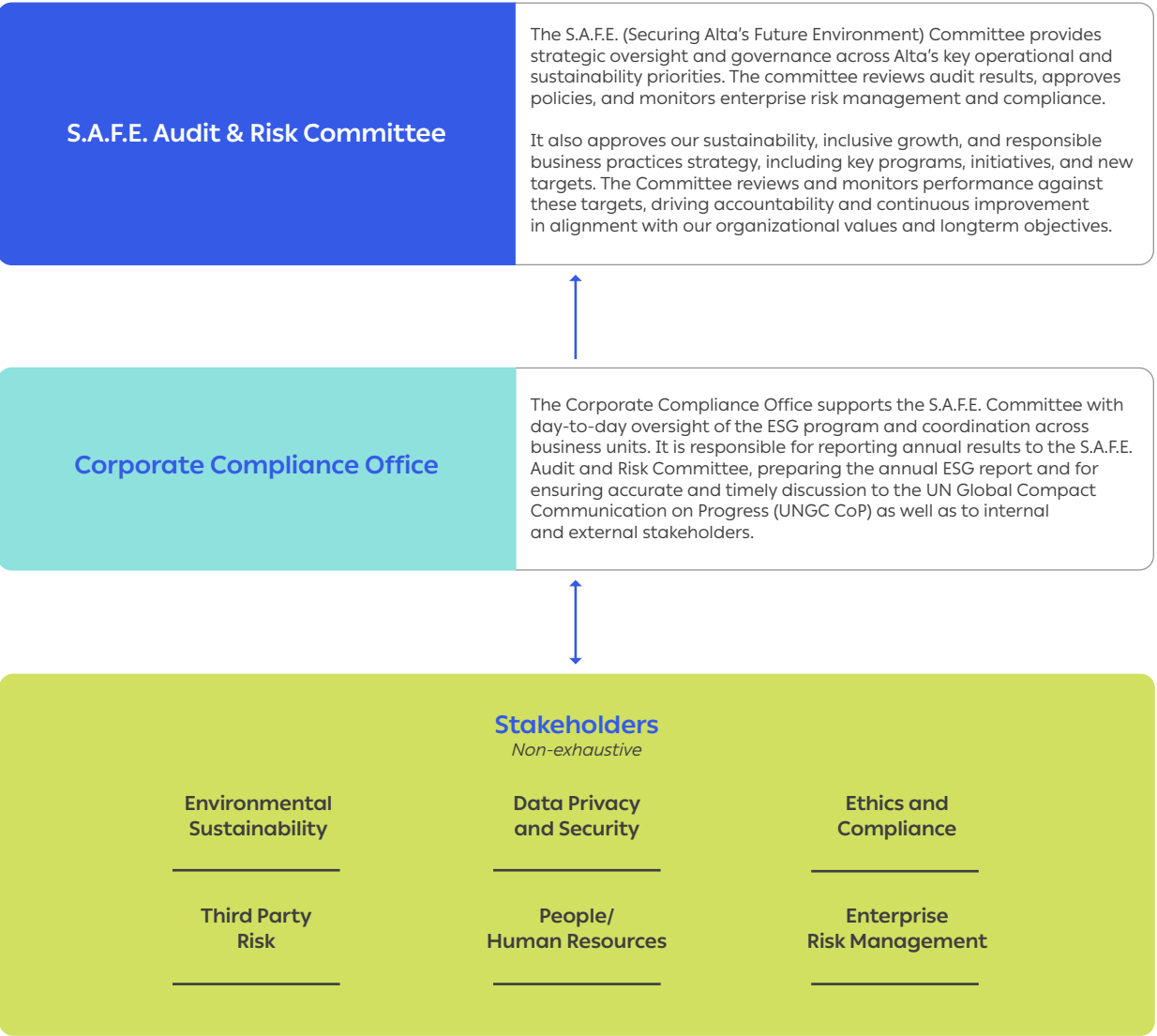
Our dedication to human rights and community engagement is a cornerstone of our ESG strategy. We aim to operate in a manner that supports sustainable development and ethical business practices, reinforcing our commitment to making a meaningful contribution to the communities in which we operate. This approach ensures that our ESG efforts are both impactful and aligned with our long-term sustainability goals.

ESG Governance

Our strategy is overseen at the highest levels of our organization by the S.A.F.E. Audit and Risk Committee. Comprised of Alta's CEO, CFO, CIO, General Counsel, VP of Human Resources, our Information Security Director, and our Corporate Compliance Director this committee ensures that our ESG efforts are governed and aligned with our corporate values. The committee not only monitors our progress but actively drives the evolution of our ESG strategy in response to emerging risks, regulatory changes, and stakeholder expectations. This ensures that our strategy remains adaptable and effective, reinforcing Alta's leadership in responsible and sustainable business practices.

The day-to-day management of our ESG strategy is entrusted to the Compliance and Ethics Office, which plays an important in ensuring that our initiatives are effectively executed and aligned with our long-term ESG goals. This office collaborates closely with both internal and external stakeholders to ensure that our ESG strategy is not only responsive to regulatory, and stakeholder demands but also proactively drives positive environmental and social impacts across our operations.

Our ESG Governance Structure



Materiality

In 2024, Alta worked on developing a comprehensive materiality assessment framework designed to integrate with our broader enterprise risk management program. This framework ensures that sustainability topics are not only evaluated from an environmental and social perspective but are also considered within the context of business risk and opportunity.

At Alta, we are working closely with both internal and external stakeholders to define and refine our material sustainability topics. Our double materiality assessment evaluates the significance of sustainability matters not only from the perspective of their impact on society and the environment, but also in terms of the risks and opportunities they present to our business.

This assessment serves as a foundation for the development and execution of our sustainability strategy.

To identify and evaluate key sustainability topics, we engaged with a broad range of stakeholders, including employees, management, and clients. Through surveys, interviews, and direct consultations, we gathered valuable insights into the issues that matter most to them. In addition, we reviewed global sustainability frameworks, standards, and rating methodologies to ensure our approach aligns with international best practices.

The outcome of this assessment provides a clear roadmap for Alta's sustainability priorities, guiding our actions and reporting as we continue to embed ESG principles across our operations and value chain.

United Nations Sustainable Development Goals

As a global company that places a strong emphasis on corporate responsibility, Alta Resources is committed to aligning its strategies and initiatives with the United Nations Sustainable Development Goals (SDGs).

As a signatory of the United Nations Global Compact (UNGC), our approach to ESG supports a number of the United Nations Sustainable Development Goals (UN SDGs).

By embracing these globally recognized goals, Alta Resources seeks to play a pivotal role in contributing to a more sustainable and equitable future for all. This commitment involves engaging in responsible business practices, collaborating with stakeholders, and focusing on specific SDGs that align with our values.

Our current sustainability efforts align best with these SDGs:

Government



Our People



Environment



UN Global Compact

Alta is a participant member of the United Nations Global Compact (UNGC), a UN-led initiative that encourages companies to conduct business responsibly by aligning their strategies and operations with the Ten Principles on human rights, labor, environment, and anti-corruption. Alta values this membership and is committed to upholding these principles as part of its ongoing efforts to build a sustainable future.

We submit to the UNGC our annual Communication on Progress (CoP)



Alta Environmental, Social, and Governance Highlights – 2024

In 2024, Alta demonstrated continued progress toward its Environmental, Social, and Governance (ESG) goals, advancing our sustainability efforts, deepening community partnerships, and reinforcing our commitment to responsible business practices.

The following are some of our major achievements in 2024.

Environmental Achievements

-  • **Electronic Waste Recycling:** Recycled 22,196 (10.07 metric tons) pounds of electronic waste, ensuring responsible disposal of technology assets.
-  • **Paper Shredding and Recycling:** Diverted 12.01 U.S. short tons (10.90 metric tons) of paper from landfills through secure shredding and recycling.
-  • **Carbon Emissions Reduction:** Achieved a 5.59% reduction in combined Scope 1 and 2 emissions.
-  • **Emissions Tracking Initiated:** Alta LATAM began formal emissions tracking, setting the foundation for data-driven climate action for our Latin America footprint.

Social Impact & Community Engagement

-  • **62% Global Female Workforce:** Women represented 62% of Alta's global workforce, demonstrating our commitment to gender diversity and equity.
-  • **2024 United Way Fox Cities Spirit Award & #6 Most Generous Donor Awards:** Recognized for meaningful contributions to community well-being.
-  • **Human Capital Development:** Received multiple awards, including recognition at the CX Interaction Awards, for outstanding employee development initiatives.
-  • **Gallup Engagement Score:** Achieved a world-class employee engagement score, reflecting a thriving and empowered workforce.
-  • **Supplier Diversity:** Allocated 51% of Alta's IT spend to certified minority suppliers, supporting inclusive economic growth.

Governance and Compliance

-  • **EcoVadis Bronze Medal:** Honored with a Bronze medal by EcoVadis in 2024, recognizing strong performance in sustainability management.
-  • **Enhanced Compliance Training:** Incorporated anti-bribery and environmental responsibility modules into Alta's mandatory annual compliance training, reinforcing ethical and sustainable practices at all levels.
-  • **Policies & Procedures:** Continued development of corporate policies and procedures and development of management system aligned to global ISO standards.

Accountability and Transparency

Alta Awarded Bronze Medal by EcoVadis

In its 2024 EcoVadis assessment, Alta was awarded a Bronze medal—a recognition granted to companies that demonstrate a structured and proactive approach to sustainability practices.



Alta scored higher than 71% of companies reviewed by EcoVadis within the past 12 months, a strong indicator of the company's continuous progress and growing commitment to sustainable operations.

The EcoVadis network comprises over 150,000 companies worldwide, spanning industries and geographies. The assessment evaluates companies across a comprehensive range of governance and sustainability areas, including environmental impact, labor and human rights, ethics, governance and sustainable procurement. Its methodology is grounded in internationally recognized CSR standards such as the Global Reporting Initiative, the United Nations Global Compact, and ISO 26000.

Achieving a Bronze rating in such a competitive global landscape reflects Alta's solid performance in key areas such as environmental action, responsible labor practices, and ethical business conduct. This indicates that Alta is well-positioned to improve further, leveraging its current

momentum to drive impactful, long-term sustainability initiatives.

Key Highlights of Alta's 2024 EcoVadis Assessment.

- Supporting documentation submitted by Alta demonstrated strong coverage of its environmental initiatives, reflecting the company's proactive efforts to reduce its environmental footprint through energy efficiency, waste reduction, and responsible resource management. Additionally, the assessment noted significant improvements in Alta's third-party risk management and sustainable procurement practices, reflecting a more integrated and responsible approach to managing supplier relationships, ensuring compliance, and promoting sustainability across its value chain.
- Alta's company policies reflect a deliberate and strategic commitment to ethical business practices, demonstrating a strong dedication to integrity, transparency, and accountability in all aspects of its operations. As part of this commitment, Alta has developed and implemented ISO-aligned management systems across key areas including Health & Safety (ISO 45001), Environmental Management (ISO 14001), and Anti-Bribery (ISO 37001), as well as robust anti-corruption measures. These systems provide a structured framework for identifying risks, implementing controls, and

ensuring ongoing compliance with international standards and regulatory requirements. Alta's policies are designed not only to uphold high ethical standards but also to proactively mitigate operational and reputational risks.

- Alta delivered strong scores in the Labor and Human Rights category, indicating the company's clear commitment to fair labor practices, employee well-being, diversity and inclusion, and the protection of fundamental human rights throughout its operation and supply chain.

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Receiving the Bronze medal from EcoVadis is a meaningful recognition of the strides Alta has made in embedding sustainability and ethical practices across our operations. It reflects the hard work and commitment of our teams globally to uphold high standards in environmental responsibility, labor practices, governance and ethical conduct.

We view this as both an achievement and a motivator—to keep raising the bar and driving continuous improvement in everything we do."



Jabulani Dube
Corporate Compliance Director



Frost & Sullivan

In 2024, Alta was honored with the Best Practices Entrepreneurial Company of the Year Award by Frost & Sullivan, a global leader in growth strategy and innovation benchmarking. This recognition reflects Alta’s commitment to excellence and its alignment with our Guiding Principles of Integrity and Results.

Alta excels across multiple industry verticals— including retail and E-commerce, automotive, consumer goods & services, healthcare & insurance, entertainment, nonprofit, and technology—consistently delivering industrial- strength performance that enhances sales, customer acquisition, operational efficiency, and cost savings. These outcomes drive daily satisfaction for millions of consumers while strengthening client loyalty and customer relationship management.



CX Interaction Awards

Alta LATAM was honored at the 2025 CX Interaction Awards, one of Latin America’s most prestigious customer service events, organized by the Asociación Colombiana de BPO. The awards recognize excellence in customer experience, operational performance, and strategic leadership across the BPO sector.

Alta LATAM received top accolades across multiple categories, securing a Gold Award for Best BPO Operation in recognition of its exceptional service delivery, client outcomes, and operational consistency. The company was also awarded a Silver Award for Best Human Capital Management, reflecting its strong commitment to employee development, engagement, and retention strategies. Additionally, Alta earned a Bronze Award for Best Export Management, highlighting its success in scaling services and managing cross-border operations effectively.



Transparency

At Alta, we strive to establish the benchmark for accountability and compliance within our industry. This drives us to continually improve our transparency and responsibility toward our clients, employees, and stakeholders.

As part of our dedication to ethical business practices, we are proud members of the United Nations Global Compact (UNGC) and submit our annual Communication on Progress (CoP) to the UN on an annual basis.

We also participate in the CDP (formerly the Carbon Disclosure Project) Climate Change Disclosure Program, a globally recognized framework for environmental reporting. CDP is the gold standard for corporate environmental transparency, and its disclosure platform is used by over 23,000 companies worldwide to measure and manage their environmental impacts.

In addition, Alta undergoes an annual sustainability assessment through EcoVadis, the world’s leading provider of business sustainability ratings.

Alta is also a proud member of the Supplier Ethical Data Exchange (SEDEX). SEDEX is a globally recognized platform that enables companies to share and manage data related to labor standards, health and safety, the environment, and business ethics across their supply chains.

In alignment with these values, Alta actively participates in the SEDEX Members Ethical Trade Audit (SMETA)—a comprehensive auditing methodology designed to assess and improve responsible business practices. Through SMETA, we evaluate our performance in key areas such as labor rights, workplace health and safety,



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Alta’s support extends beyond implementation, with ongoing refinements to maintain high performance and a focus on nurturing human capital. The company conducts annual employee engagement surveys through its eight-year partnership with Gallup to gather crucial feedback. At the company’s core lies a coaching strategy encapsulated in the CARE program: “Communicate, Assess, Resolve and Execute.”



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These awards are a reflection of the passion, creativity, and discipline our teams bring to every client interaction. Being recognized not just for operational excellence, but also for internal innovation, speaks volumes about the culture we’ve built — one where people are empowered to think big, move fast, and create lasting impact.

I’m incredibly proud of our teams across Latin America and grateful to our clients for trusting us as true partners in their growth.”



Governance, Ethics, and Integrity

Ethics serve as the foundation of our business practices and relationships. Upholding strong ethical standards ensures that we maintain integrity, transparency, and trust in all our dealings, whether with clients, suppliers, or employees.



Governance, Ethics & Integrity

Accountability and Oversight

Integrity is one of Alta's seven Guiding Principles and is deeply rooted in our culture. This principle shapes our internal governance policies and processes, as well as our daily work and interactions with each other and our clients. We are committed to conducting business with the highest standards of ethical conduct, delivering quality service with integrity. We operate our ethics and compliance program from a perspective of continuous improvement and look to strengthen our culture of integrity by driving employee engagement through monthly awareness drives on key compliance topics.

All colleagues are expected to uphold our policies while engaging with any and all stakeholders—clients, vendors, third-party service providers, government officials, the community, and one another. Ethics is a shared responsibility, and together, we foster a culture of trust, accountability, and excellence.

Risk Oversight

At the highest level of the organization, the S.A.F.E. (Securing Alta's Future Environment) Audit and Risk Committee assists the board in fulfilling its oversight responsibilities to ensure the integrity of the company's financial statements, adherence to legal and regulatory requirements, effective risk management, and internal controls. The committee also oversees the qualifications, independence, and performance of independent auditors, as well as the effectiveness of the company's internal and external

audit functions and ethics and compliance program.

Comprised of Alta's CEO, CFO, CIO, General Counsel, VP of Human Resources, our Information Security Director, and our Corporate Compliance Director, the committee plays a critical role in overseeing Environmental, Social, and Governance (ESG) initiatives, corporate compliance, and Enterprise Risk Management (ERM). Meeting regularly, the committee collaborates across business segments to strengthen Alta's compliance program and ensure alignment with company-wide standards and objectives.

To uphold best practices in corporate governance, the committee regularly reviews and approves corporate policies to ensure they remain current, effective, and aligned with regulatory requirements and organizational objectives.

As part of this oversight, the committee evaluates internal audit results, monitors key risk indicators, and assesses the effectiveness of risk mitigation strategies. The committee also reviews emerging risks, including those related to cybersecurity, regulatory changes, legal and compliance challenges and operational resilience, to ensure Alta remains agile and prepared in a dynamic risk environment.

Code of Conduct

The Code of Conduct is one of the most essential tools for communicating our corporate culture and values. It serves as a guiding framework, helping our

colleagues navigate challenges and ethical dilemmas in alignment with our core principle of Integrity.

Our Code of Conduct establishes clear expectations for conducting business with the highest ethical standards and encourages colleagues to seek guidance when faced with ethical concerns.

To reinforce our commitment to integrity, all colleagues are required to review key ethics and compliance policies, including the Code of Conduct, annually. Additionally, we mandate firm-wide annual training on the Code of Conduct to ensure continuous awareness and adherence to our ethical standards.

In addition to company-wide training, certain employees undergo role-specific training tailored to their responsibilities. This includes individuals handling sensitive information and those in leadership positions. Our mandated training covers a wide range of focus areas designed to mitigate specific risks, including ethics, anti-harassment, anti-corruption, data privacy, and cybersecurity.

100%

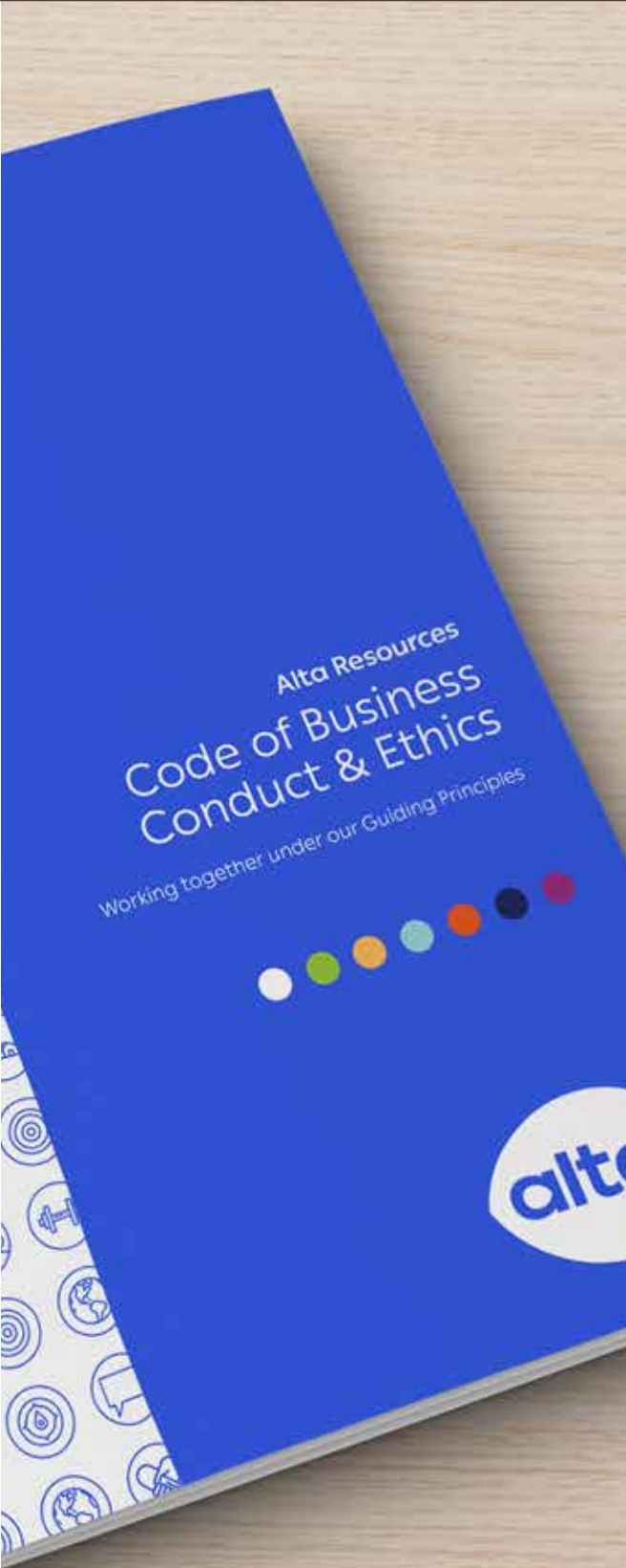


100% of employees received mandatory training on ethics and our code of conduct in 2024

Conflict of Interest

Alta maintains an organizational Conflict of Interest Policy to ensure that all business decisions are made with integrity, objectivity, and in the best interest of the company, our clients, and our partners. Employees are expected to avoid situations where personal interests could conflict, or appear to conflict, with those of the organization. Any potential or actual conflict of interest must be promptly disclosed in accordance with company policy.

Conflict of Interest awareness, disclosure requirements, and examples are covered in Alta's annual mandatory Ethics Training, reinforcing our commitment to ethical conduct and responsible decision-making throughout the organization.



Anti-Bribery & Anti-Corruption

As a multinational corporation, Alta operates in full compliance with applicable anti-corruption laws and regulations in all its locations, including but not limited to the U.S. Foreign Corrupt Practices Act (FCPA) and the U.K. Bribery Act. We are fully committed to ensuring transparency, fairness, and adherence to all anti-bribery statutes in every jurisdiction where we conduct business. To this end, our policies and procedures are designed to prevent, detect, and remediate any form of corrupt conduct, mitigating legal, financial, and reputational risks to the organization.

To strengthen our anti-bribery framework, Alta has implemented an Anti-Bribery Management System (ABMS) in accordance with ISO 37001. This internationally recognized standard provides a comprehensive framework for identifying, assessing, and mitigating bribery risks throughout our global operations. The ABMS establishes internal controls, due-diligence mechanisms, risk

assessment protocols, and ongoing monitoring to ensure compliance with both internal policies and external regulatory requirements. Furthermore, Alta extends these ethical and legal expectations to its entire supply chain through the Supplier Code of Business Conduct and Ethics enforced through Alta's vendor management system. This requires vendors, contractors, and third-party intermediaries to adhere to the same rigorous anti-bribery standards.

In Colombia, Alta adheres to SAGRILAF (Sistema de Autocontrol y Gestión del Riesgo de Lavado de Activos y Financiación del Terrorismo), a mandatory risk management system aimed at preventing money laundering and terrorist financing. This initiative is overseen by our Chief Legal Officer in Bogotá, ensuring that robust due diligence measures, risk assessments, and reporting mechanisms are in place to comply with Superintendencia de Sociedades regulations and other applicable Colombian laws.

Additionally, Alta maintains compliance with PTEE (Programa de Transparencia y Ética Empresarial), a corporate transparency and ethics program mandated by Colombian law to prevent corruption and unethical business practices. The Chief Compliance Officer in Bogotá is responsible for the implementation, oversight, and enforcement of the PTEE framework, ensuring Alta Resources' full alignment with Colombia's legal requirements and international best practices in anti-corruption compliance. All Alta LATAM employees receive

mandatory SAGRILAF and ethics training For staff working in financial roles (e.g., those interacting with banks). This training is reinforced on a quarterly basis.

There were **zero** incidents of bribery or corruption reported in 2024



Speaking Out

Alta is committed to fostering a workplace culture where employees can openly raise concerns about values, ethics, and professional conduct without fear of retaliation. We strive to create an environment where all individuals feel comfortable seeking advice or addressing concerns directly with a colleague or manager.

However, we recognize that there may be situations where employees prefer to raise concerns or ask questions through alternative channels. To support this, Alta provides multiple avenues for reporting, ensuring accessibility, confidentiality, and, where legally permissible, anonymous reporting. Employees may report concerns through Human Resources, Corporate Compliance, or our EthicsPoint Helpline, which is available 24/7 for confidential submissions.

Our Anti-Retaliation Policy explicitly prohibits any form of retaliation against individuals who report concerns in good faith. Associates are encouraged to come forward with any ethical or compliance-related issues without fear of adverse consequences.

All good-faith reports of potential violations—including breaches of laws, regulations, company values, policies, or corporate standards—are thoroughly reviewed by trained investigators. Substantiated violations of the Code of Conduct or company policies may result in disciplinary action, up to and including termination of employment.

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We take regulatory compliance and ethical obligations very seriously. We support organizations in building and strengthening internal controls, transparency mechanisms, and risk prevention strategies to ensure they meet the highest international standards.”



Catalina Sierra Duran
General Counsel
& SAGRILAF officer Alta LATAM



Human Rights

We are committed to upholding internationally recognized human rights and labor standards, aligning our practices with the United Nations Sustainable Development Goals (SDGs) and global ethical frameworks. Our dedication is reflected in our adherence to the United Nations Global Compact (UNGC), the Universal Declaration of Human Rights, the International Labour Organization’s (ILO) Declaration on Fundamental Principles and Rights at Work, and the United Nations Guiding Principles on Business and Human Rights.

Our Code of Conduct serves as a guiding framework, clearly defining expectations and empowering our employees to make decisions grounded in ethics, integrity, and respect for human rights. To reinforce this, our Policy Against Discrimination and Harassment establishes a firm stance against all forms of harassment and discrimination, ensuring a workplace where every individual is treated with dignity and respect. Furthermore, our Human Rights and Diversity Policy underscores our commitment to equal opportunities, diversity, inclusion, and a safe and healthy work environment that promotes overall wellbeing.

As an active UNGC participant, Alta upholds the freedom of association and strictly prohibits child labor, forced labor, and exploitative practices of any kind. We ensure that all working conditions across our operations and supply chain are free from coercion and exploitation,

in alignment with SDG 8 (Decent Work and Economic Growth) and SDG 16 (Peace, Justice, and Strong Institutions). This commitment is formalized in our Child Labor and Anti-Slavery Policy, which mandates rigorous due diligence and monitoring to detect and investigate any potential violations.

In the event of any identified violations within our organization or supply chain, we have established a Child Labor Remediation Policy, providing a structured approach to addressing and mitigating such issues while prioritizing the wellbeing of affected individuals.

Human Rights In Our Supply Chain

We are dedicated to ensuring ethical business practices and the protection of human rights throughout our global supply chain. We recognize that businesses have a responsibility to uphold human dignity and prevent human rights abuses, particularly in complex supply chains where risks such as forced labor, child labor, human trafficking, and exploitative working conditions may arise. Our commitment is formalized through the Alta Supplier Code of Conduct and Sustainable Procurement Policy, which sets clear, enforceable standards for our suppliers. In addition, Alta has established a Vendor Management System, which establishes due diligence and a risk-based approach with our supply chain partners.

Alta publicly affirms its commitment to human rights through a Human Rights and Diversity Statement available on our website.



In 2024,
there were **zero**
incidents of child
labor or forced labor
within Alta or its
supply chain



Supply Chain and Responsible Procurement

Ethical and sustainable practices are prioritized throughout our operations. We believe in sourcing from and forming partnerships with suppliers who align with our values and demonstrate a dedication to responsible conduct. By prioritizing such relationships, we ensure that our business operations not only meet high standards of quality but also contribute positively to the communities and environments in which we operate.

Our Approach

Alta has established a Supplier Code of Business Conduct, Ethics, and Sustainable Procurement Policy to guide our supplier/vendor relationships. This policy outlines Alta's expectations within our supplier/vendor relationship. Our Supplier Code sets expectations for our vendors in environmental responsibility, respect for human rights, anti-corruption measures, fair labor practices, and compliance with all relevant laws and regulations. Through supplier attestations to this code, we ensure that our suppliers align with our commitment to responsible business conduct and contribute to sustainable practices across our supply chain.

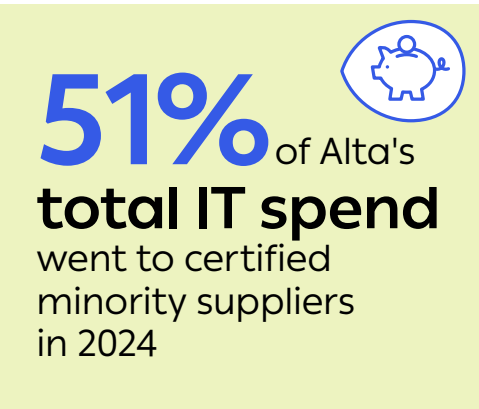
From a due-diligence point of view Alta has established a Vendor Management System (VMS). New suppliers undergo an onboarding

process that includes risk-based screening to ensure compliance with applicable laws and our standards. Our process includes periodic diligence checks to monitor any changes in suppliers' circumstances. The frequency of these checks is determined by the supplier's risk profile, ensuring that Alta stays vigilant and responsive to evolving risks in its supply chain.

Supplier Diversity and Sustainable Sourcing

We are particularly committed to fostering diversity in our supplier sourcing practices. This entails actively seeking partnerships with businesses owned and operated by individuals from diverse backgrounds, including various ethnicities, genders, races, and other underrepresented groups.

Suppliers are able to complete our supplier diversity form directly on our public website at <https://www.altaresources.com/sustainable-supply-chain/>. This allows all prospective suppliers access to our procurement processes, regardless of their size and location.



Commitment to Compliance & ISO-Aligned Management Systems

Alta has established management systems across key compliance functions, aligning with internationally recognized ISO (International Organization for Standardization) standards. These standards set global benchmarks for quality, safety, efficiency, and risk management, ensuring that Alta operates with integrity, accountability, and sustainability. In adopting these management systems, Alta utilizes a risk-based approach across its organization, allowing the company to address risks in a proactive manner.

Alta's ISO-Aligned Management Systems

Environmental Management System (EMS) – ISO 14001

Alta's EMS framework is designed to minimize environmental impact, promote sustainable practices, and ensure compliance with environmental regulations. By integrating ISO 14001 principles, Alta actively manages resources, reduces waste, and advances eco-friendly initiatives across its operations.

Anti-Bribery Management System (ABMS) – ISO 37001

Alta upholds ethical business practices through its ABMS, which aligns with ISO 37001 to prevent, detect, and address bribery and corruption risks. This system strengthens internal

controls, fosters a culture of integrity, and ensures compliance with anti-bribery laws and corporate governance expectations.

Occupational Health and Safety Management System (OHMS) – ISO 45001

Alta prioritizes the wellbeing of its workforce by implementing an OHMS based on ISO 45001. This system establishes proactive measures to prevent workplace injuries, mitigate health risks, and cultivate a culture of safety, ensuring a secure working environment for all employees.

Quality Management System (QMS) – ISO 9001

Alta's commitment to delivering high-quality service to its clients is supported by its QMS, built on the ISO 9001 framework. This system enhances process efficiency, ensures consistent quality, and drives continuous improvement to meet customer expectations and regulatory requirements.

In addition to its ISO-aligned management systems, Alta adheres to various management systems in Colombia that work to reinforce ethical business conduct, risk management, and workplace safety.

SAGRILIFT (Sistema de Autocontrol y Gestión del Riesgo de Lavado de Activos y Financiación del Terrorismo)

Alta implements SAGRILIFT to proactively identify, assess, and mitigate risks related to money laundering and terrorism financing. This system ensures compliance with Colombian financial regulations and strengthens Alta's commitment to transparency and ethical business operations.



Cybersecurity and Privacy

Our Cybersecurity program is aligned with the National Institute of Standards & Technology (NIST) framework and standards, as well as applicable industry regulatory requirements. This includes, but is not limited to, (spell out) GDPR, the U.S. Health Insurance Portability and Accountability Act (HIPAA), the International Organization for Standardization (ISO), and Payment Card Industry Data Security Standard (PCI DSS).

Comprehensive Protection Measures

The program encompasses strong information security and cyber operations capabilities designed to protect our company, our associates, our clients, and their end users. We continuously review and strengthen our cybersecurity measures to ensure they are responsive to emerging threats.

Incident Response Plans

Alta maintains a comprehensive set of Cybersecurity Incident Response Plans (CIRP) that clearly define roles, responsibilities, procedures, and communication expectations throughout all stages of an incident response lifecycle. These plans align with industry best practices and are managed by the Director of Information Security & Privacy. In addition to annual reviews, our CIRPs are tested annually through a tabletop exercise facilitated by a third party, involving leaders from

all core disciplines responsible for data protection and system availability.

Risk Management and Business Continuity

The CIRPs are part of a broader risk management suite of procedures that include our corporate disaster recovery plan and program-specific business continuity plans. All these procedures are overseen by the S.A.F.E. Audit & Risk Committee, ensuring comprehensive oversight and effective risk management.

Corporate Security Policy

Our Corporate Security Policy outlines the responsibility of our employees to adhere to security controls and requirements. These policies and standards are reviewed and updated as necessary, but at a minimum, on an annual basis. We continue to refine our risk assessment and management processes to support our ongoing security modernization and maturity enhancement efforts, under the governance of the S.A.F.E. Audit & Risk Committee.

Recent Investments

In 2024, Alta made substantial financial investments in enhanced cybersecurity and hardware to bolster our overall security framework and business continuity capabilities. These upgrades reflect our ongoing commitment to safeguarding our digital infrastructure and ensuring the resilience of our operations.



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“Alta prioritizes robust cybersecurity and proactive risk management strategies to protect our data, systems, and the trust our clients place in us. As part of our innovation agenda, we are leveraging artificial intelligence not only to enhance internal efficiencies but also to deliver smarter, faster, and more scalable solutions for our clients. From intelligent automation to AI-powered customer engagement tools, these advancements are transforming how we anticipate needs, personalize experiences, and deliver measurable value across every interaction.

We are equally committed to the responsible development and deployment of AI, —ensuring transparency, fairness, and accountability are embedded in every use case. In today's complex digital landscape, AI is not just a technology, —it is a strategic enabler of the secure, ethical, and results-driven services that define Alta.”



Matt Nelson
Chief Information Officer



Transparency and Accountability

Alta successfully maintains its AICPA SOC 2, Type 2, PCI Level 1, and HITRUST r2 CSF certifications through assessments conducted by certified third-party evaluators. These certifications demonstrate our commitment to a comprehensive security framework with adequate and appropriate controls around technological, logical, and physical security, specifically for Personally Identifiable Information (PII), Payment Card Information (PCI), and Protected Health Information (PHI).

Key Audits for Data Protection

As part of our security and compliance framework, we undergo several key audits to ensure the highest standards of data protection and privacy. Our SOC 2 and HITRUST audits are performed by Grant Thornton. These audits assess our controls and processes to ensure they meet industry best practices criteria for safeguarding data.

SOC 2

Alta Resources recognizes that in a rapidly digitizing world, maintaining the trust of our clients which include many Fortune 500 companies, requires more than just strong service delivery—it demands uncompromising standards in data security, system integrity, and operational transparency. Our commitment to SOC 2 compliance reflects this priority

and forms a core component of our ESG governance framework. Alta undergoes annual SOC 2 assessment audited by Grant Thornton.

SOC 2, developed by the American Institute of Certified Public Accountants (AICPA), provides a rigorous framework for managing customer data based on five "trust service principles": security, availability, processing integrity, confidentiality, and privacy. At Alta, our ongoing SOC 2 attestation validates that we have robust internal controls in place to manage and protect data across our global operations.

Our SOC 2 compliance is further reinforced by our alignment with ISO/IEC 27001, the internationally recognized standard for information security management systems (ISMS). Together, these frameworks ensure that Alta employs a proactive, risk-based approach to information security; one that is continuously monitored, regularly audited, and adapted to meet evolving threats and regulatory requirement.

PCI Compliance

Alta participates in a formal PCI audit overseen by a certified third part PCI auditor. This audit ensures that our systems and processes comply with the Payment Card Industry Data Security Standard (PCI DSS), thereby protecting cardholder data and maintaining the integrity of payment transactions.

Ensuring Compliance and Integrity

These audits and certifications play a vital role in maintaining our compliance with industry standards and regulations. They help us ensure the safety and integrity of our systems and data, reaffirming our commitment to upholding the highest levels of security and privacy across our operations.

Privacy

Alta collects and uses personal data solely for legitimate business purposes that align with the original intent for which the data was gathered. Our data collection extends to job applicants, employees, business partners, and website visitors. To ensure we implement robust access and organizational controls, we routinely evaluate their effectiveness.

We have developed comprehensive and transparent policies that are publicly available and detail our privacy practices. We comply with privacy regulations and relevant laws, including the California Consumer Privacy Act (CCPA) and (California Privacy Rights Act) CPRA.

Additionally, Alta complies with the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework, established by the U.S. Department of Commerce. These frameworks govern the collection, use, and retention of personal data transferred from the European Union

and Switzerland to the United States. Alta Resources has reinforced its dedication to the Privacy Shield by obtaining certification from the U.S. Department of Commerce.

Alta is registered with and fully complies with the requirements of the Philippines National Privacy Commission (NPC). We collect and process personal data solely for legitimate business purposes that align with the original intent for which the data was gathered.



“ Cybersecurity is not just a technical priority, it's a core component of our commitment to responsible business practices. As digital threats evolve, so does our information security program, which is proactively aligned with industry best practices and global standards. We take a holistic, risk-based approach to protecting our clients, employees, and partners, ensuring that data integrity, privacy, and trust remain at the forefront of everything we do.”



Training and Awareness

Cybersecurity training and awareness is a critical component of our compliance framework, and we are dedicated to ensuring that all employees are well-informed and prepared to handle data privacy and security matters effectively.

Annual Training on Data Privacy and Cybersecurity

To enhance education and awareness, all employees are required to complete annual training modules focused on data privacy practices and cybersecurity. These training sessions are designed to provide our team members with a thorough understanding of our cybersecurity protocols, individual data rights, and the importance of safeguarding sensitive information.

Comprehensive Understanding and Skills

Through these training sessions, employees gain a comprehensive understanding of our data privacy policies and cybersecurity measures. The training covers essential topics such as recognizing and mitigating cyber threats, protecting personal and organizational data, and complying with relevant regulations and standards.

Identifying and Reporting Suspicious Activities

An integral part of our training is educating employees on how

to identify and report suspicious activities or potential cybersecurity incidents promptly. This proactive approach ensures that any potential threats are addressed swiftly and effectively, minimizing risk and maintaining the security of our systems and data.

Ongoing Awareness and Updates

Throughout the year, we provide updated cybersecurity awareness through compliance newsletters. These newsletters offer timely information on emerging threats, best practices for data protection, and any updates to our cybersecurity policies. By keeping our team informed with the latest developments, we reinforce our commitment to maintaining a secure and compliant environment



Advancing with Responsible AI Innovation

At Alta, we believe that artificial intelligence is reshaping the future of work, redefining how people and technology collaborate to solve

complex challenges, improve service, and drive efficiency. We have made substantial investments in developing AI solutions for our clients and to improve efficiencies within Alta.

As we deploy AI solutions across our operations and client engagements, we are equally focused on doing so ethically, responsibly, and transparently. The ethical use of AI requires robust governance frameworks and a commitment to accountability, fairness, and safety. Our approach is grounded in continuous learning and engagement with multiple stakeholders—industry experts, clients, partners, regulators, and communities—to ensure that our AI systems are aligned with the values of trust, human empowerment, and impact.

In 2024, Alta deepened partnerships by deploying its AI-powered tools in more client programs, helping some of the world's most respected brands amplify human capabilities and improve customer experiences.

autoMate

Alta's voice-driven AI solution, autoMate, transforms the call center experience by streamlining multi-tasking during live interactions. Traditionally, agents had to juggle multiple manual tasks—data entry, information retrieval, system navigation—all while attempting to build a rapport with

the customer. autoMate works silently in the background, listening, gathering data, verifying customer details, and recommending next-best actions—all in real time. This eliminates awkward pauses during calls and allows the agent to focus entirely on what matters most: making the customer feel heard, valued, and respected.

The result is an authentic, low-effort experience that improves satisfaction for both customers and agents—turning service into connection, and automation into empathy.

AInsight

AInsight is Alta's advanced analytics engine that leverages 100% of client data to power smarter decisions. It enables businesses to:

- Improve customer service quality and personalization
- Increase sales conversion and reduce churn
- Discover new, unmet customer needs
- Align operations more closely with real-time insights

With AInsight, organizations gain total visibility and actionable intelligence that fuels continuous improvement across every customer touchpoint.



LinguoGPT

Developed by our Alta LATAM team, LinguoGPT is a transformative AI tool that ensures agile, consistent, and intelligent responses across digital channels. Designed to unify product knowledge and streamline customer support, it enables:

- Real-time assistance in complex workflows
- Faster, more accurate answers based on curated knowledge
- Operational continuity through always-on digital support
- Reduced average handling time while improving service consistency

LinguoGPT empowers teams to scale expertise and deliver differentiated customer experiences, no matter the channel or complexity.



Our People

Our people are the backbone of our company and our most valuable resource. Their diverse talents, unwavering dedication, and collective strength fuel our success and propel us toward achieving our goals. Without their commitment, we wouldn't be where we are today.



Our People

At Alta, we firmly believe that everything begins with people. Our people are our greatest asset, driving our mission forward and embodying the values that define who we are. We recognize that their talent, dedication, and passion form the foundation of our success, and we are deeply committed to fostering an environment that nurtures their growth, wellbeing, and professional development.

This commitment extends beyond our valued employees to the clients and customers we serve. As a company rooted in human connection, Alta is dedicated to a people-driven business model that prioritizes the welfare, satisfaction, and success of all our stakeholders. Developing an inclusive and supportive workplace is central to our ethos—one that prioritizes wellbeing, personal growth, and the principles of diversity, equity, inclusion, and belonging. By championing these values, we create a culture where everyone can thrive, contributing to a more dynamic, innovative, and resilient organization.

Recruitment

We are proud to cultivate a diverse and talented global workforce, recognizing that our people are key to driving innovation and delivering exceptional value to our clients. We are focused on recruiting diverse talent, not only to meet the evolving needs of our clients but also to exceed their expectations through creativity and fresh perspectives. Our commitment to diversity and inclusion is at the heart of our recruitment strategy and part of our organization's Guiding Principles, ensuring that we build teams that reflect the global communities we serve.

Our approach aligns with the United Nations Sustainable Development Goal (SDG) 8, which promotes sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all. By fostering an inclusive workplace, we create opportunities for meaningful work and economic empowerment, contributing to a more equitable and prosperous future for our employees, clients, and society at large.

Impact Recruiting

Alta takes immense pride in being a human-centric company—one that places people, their growth, and their wellbeing at the heart of everything we do. Across our global operations, we are committed to creating meaningful employment opportunities that uplift individuals, families, and entire communities.

In Colombia, Alta LATAM's efforts in social impact have received national recognition. The Ministry of Finance of the Republic of Colombia honored Alta LATAM as the leading job creator for young people, acknowledging our contribution under the Social Investment Law. Through this initiative, Alta LATAM generated 3,436 new jobs, many of which were filled by women between the ages of 28 and 30, demonstrating our continued commitment to youth empowerment, gender equity, and inclusive growth.

Across every region we serve, Alta remains deeply committed to not only driving business performance, but also to building a better, more equitable future—one job, one person, and one community at a time.

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At Alta, people come first. We have always cared about our employees because Alta's business is a relationship business. We are successful because of the strong, lasting relationships we build with each other, those we serve and our business partners. Again, we truly appreciate this honor and will continue to live our Guiding Principle of Relationships, by putting our people first.”



Jim Beré
Chairman & Chief Executive Officer



Alta Leading in Employee Engagement

Employee Engagement is one of our four strategic mandates and a critical component of our success at Alta Resources. Over the past eight years, through our dedicated partnership with Gallup, Alta’s U.S. operations (U.S., Belize, and Philippines) have consistently driven our employee engagement to high standards year over year. This year, the Gallup survey was also launched in LATAM.

World-Class Results

In 2025, Alta achieved its strongest employee engagement results to date, marking a significant milestone in our journey to foster a purpose-driven, high-performance culture. Leveraging Gallup’s globally recognized Q12 engagement methodology, we are proud to report the following outcomes:

- 94% employee participation (an increase from 92% in 2024)
- 4.43 Grand Mean score (on a scale of 1-5, up from 4.34 last year)
- 73% of employees classified as engaged (up from 67%)
- 18:1 ratio of engaged to actively disengaged employees (a notable improvement from 11:1 last year)

Our 18:1 engagement ratio now qualifies Alta to apply for the Gallup Exceptional Workplace Award, reserved for groups who receive a score of 14:1 or higher. This underscores our alignment with global best practices in employee wellbeing, leadership accountability, and organizational effectiveness.

These results reflect more than statistical gains. They represent the collective commitment of our workforce and the impact of deliberate, values-driven leadership

across our global teams.

Alta remains committed to cultivating a workplace environment where people thrive; one where engagement is not an outcome, but a daily practice embedded in our culture.



Employee Engagement Alta LATAM

In 2024, Alta LATAM adopted a customized survey, modeled after Gallup’s Q12, to set a baseline measurement of employee engagement across the Latin American region its first year. It was redeployed this year and analyzed independently from Gallup, using descriptive statistics to provide

actionable insights. In the most recent results, Colombia recorded a grand mean of 3.95 out of 5—an increase from 3.83 the previous year—while Mexico reported a 3.68 and Peru led with a score of 4.08.

To reinforce consistent and accountable leadership practices, several initiatives were launched:

- Pulse Surveys (September): Conducted to assess ongoing engagement and leadership effectiveness across teams.
- Green Paper Launch: A practical guide designed to help leaders develop daily habits that foster accountability, consistency, and long-term engagement.
- Progress Tracker: A structured tool to support the continued rollout of engagement plans and ensure leaders take ownership of their team’s culture and progress.
- Detractor Focus: In-depth team conversations were held with groups showing high detractor scores to uncover underlying concerns and improve the employee experience.



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“We are convinced that our employees are the driving force behind every achievement. We recognize that human talent is not just a resource, but the fundamental pillar of everything we do. We have a diverse, committed and inclusive workforce, which we support with equality and inclusion policies and an environment of respect and growth. We value every voice, every experience, and every contribution, because we know that when people feel valued, results multiply. For us, employees are not the most important thing; on the contrary, they are the only important thing.”



Angel Valderrama Pinzón
Labor Relations Manager
- Alta LATAM

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At Alta, Employee Engagement isn't just a metric—it's the heartbeat of our organization. When our employees are truly engaged, they don't just stay; they thrive, innovate, and drive the results that define our success. Investing in engagement is investing in the future of our people and our company.”



Amy Bouthilet
Vice President Global Talent

People:
Our Greatest Resource

Across our global operations, our most valuable asset is our people. To effectively serve our clients and their customers, it's crucial that we have the right individuals in the right roles, all focused on meeting and exceeding expectations. Our success is built on the talent and dedication of our employees, which is why we prioritize recruiting top talent and nurturing them to reach their full potential.

Recruiting and Coaching:
The Path to Excellence

The journey begins with our recruiting team, dedicated to bringing the right people into the organization. Once they're on board, we ensure our employees flourish through our CARE coaching system. Introduced in March 2020, CARE is designed to empower coaches to build strong relationships with frontline agents and team leads, creating an environment where everyone is fully engaged in achieving their goals.



CARE: Cultivating Success
Through Coaching

CARE stands for:

communicate
assess
resolve
execute

Each element of CARE plays a vital role in reinforcing our company culture, strengthening our commitment to our Gallup partnership, and emphasizing our focus on our number one asset—our people. CARE is more than just a coaching tool; it's a framework for fostering strong relationships, personal development, and shared success.

Building Relationships,
Achieving Results

The CARE coaching system assists our coaches in developing meaningful relationships with employees while guiding them to achieve both personal and organizational goals. By focusing on communication, assessment, resolution, and execution, CARE ensures that our employees are not just meeting targets but also growing and evolving within the organization. This approach aligns with our belief that people are at the heart of our business. By supporting our employees' growth and success, we, in turn, strengthen Alta Resources as a whole.

Leadership Development

Leadership training is an important focus for Alta. We have developed a comprehensive training program that targets leaders at various levels across the organization. The goal of this program is to enhance the skills of our managers, empowering them to become better leaders for their teams. This initiative has led to significant improvements in communication throughout the organization, fostering stronger collaboration, clearer expectations, and more effective problem-solving across departments. The leadership training also aims to cultivate a culture of continuous learning and development, ensuring that Alta's managers are well-equipped to navigate challenges and drive success for both their reports and the company as a whole.



Employee Wellness

Alta is dedicated to ensuring a safe and healthy work environment for all employees across our global operations. We have developed a comprehensive Occupational Health and Safety Policy that highlights our commitment to maintaining the highest standards of safety. This policy reflects Alta's dedication to prioritizing the wellbeing of employees, contractors, and stakeholders, and to fostering a culture of safety throughout our organization.

To manage health and safety processes, Alta has implemented an Occupational Health and Safety Management System (OHMS) aligned with ISO 45001:2018 standards. This system helps us proactively identify, monitor, and mitigate specific health and safety risks inherent to our industry.

Our employees are represented through our Health and Safety Committee (HSC) that reports to Alta's S.A.F.E. Audit & Risk Committee. The HSC plays a vital role in supporting our safety culture by identifying and addressing potential hazards, developing and implementing effective safety protocols, and driving continuous improvement across all operations.

- **Colombia:** Alta has formally implemented the SG-SST (Sistema de Gestión de la Seguridad y Salud en el Trabajo), the national Health & Safety Management System. Employees in Colombia are represented by the COPSST (Comité Paritario de Seguridad y Salud en el Trabajo), a joint safety and health committee responsible for promoting and monitoring workplace health and safety initiatives.
- **Peru:** Employees are represented through an active Safety and Health at Work Committee, which collaborates with management to promote safe working conditions and ensure compliance with national health and safety regulations.
- **Philippines:** Alta offers free medical care at our on-site clinics, providing essential services including annual physical exams, emergency care, wound care, vital signs monitoring, prescription management, and health education. We strictly enforce Alta's health policies covering HIV-AIDS, hepatitis B, tuberculosis prevention and control, dangerous drugs, and substance and alcohol abuse.

Our Benefits*

Physical and mental well-being

- Medical, dental, and vision coverage
- Business travel emergency protection
- Discounted gym memberships

Financial well-being

- Retirement programs
- Life, disability, & accident insurance
- Tax-advantaged savings accounts
- Personal financial benefits
- Educational support

Flexible working, family care

- Paid time off and volunteer days
- Special allowance
- Caregiving support

* Listed benefits offered to Alta employees are not exhaustive and may vary by country.

100%

of Alta sites are covered by Occupational Health and Safety Management System aligned to ISO:45001:2018



Employee Wellness, Support, and Development Programs

Alta LATAM

Alta LATAM continues our commitment to fostering a workplace culture that prioritizes employee wellbeing, professional development, and personal resilience. We have developed a range of holistic programs and partnerships designed to support our employees across physical, mental, financial, and educational domains.

Comprehensive Health and Medical Coverage

Alta LATAM maintains agreements with leading Health Care Providers Entidades Promotoras de Salud (EPS), ensuring employees receive high-quality and accessible medical services. Among these providers is AXA Colpatria, a recognized leader in health insurance and labor risk management. Through AXA, employees benefit from a suite of health solutions tailored to the needs of individuals, SMEs, corporations, and public sector clients—delivering reliable coverage and responsive care.

Mental Health and Psychological Support

Our partnership with Casa Anima offers employees personalized psychological services, including individual and group therapy. These sessions are conducted by certified professionals and are tailored to the specific needs of each team member. The goal is to reduce stress, promote emotional wellbeing, and encourage healthier communication and relationships within the workplace.

Fitness & Physical Wellness

In collaboration with Spinning Center, Alta LATAM employees can access personalized fitness programs that include state-of-the-art gym equipment, indoor cycling, group classes, and recovery services such as Turkish baths and ice tubs. This initiative supports healthy lifestyle choices and contributes to improved physical and mental performance on the job.

Life Insurance Benefits

Through a strategic third-party agreement with Coorserpark, Alta LATAM offers life insurance benefits that provide nationwide coverage. This policy includes coverage within 72 hours for accidental events, ensuring employees and their families are supported during the most difficult and unforeseen circumstances. Coorserpark's commitment—"With you in the most difficult moments"—reflects our shared value of long-term security and care for our people.

Continuing Education Support

Alta LATAM actively supports professional growth by offering educational assistance to employees enrolled in select universities and colleges. This initiative promotes lifelong learning and career advancement, empowering employees to expand their skill sets and pursue higher qualifications while continuing their work at Alta LATAM.

LATAM Benefits



Coorserpark



Help Center



Allies Banking



Casa Anima



EPS Allies



GRUPO RECORDAR
Hoy y siempre contigo



COMFENALCO



Agreements Academic



Denario



Fondo de Empleados Claro Colombia



Fondo Nacional del Ahorro



Colsubsidio



CONTROL
PLATAFORMA PARA SEGUIMIENTO DE PROYECTOS DE VIDA



U.S., Philippines, Belize

Workplace Violence

As part of our health and safety framework, Alta has rolled out a comprehensive Workplace Violence Prevention Plan (WVPP), which will initially be implemented at our California locations. Workplace violence has become an all too frequent occurrence, affecting thousands of employees each year.

Incidents include various types of threats or acts of violence, including:

- Damaged or destroyed property from co-workers
- From outside individuals with ties to the workplace, such as vendors, clients, spouses, and other acquaintances
- From strangers without any ties to the workplace.

Alta Resources is committed to ensuring the safety of our employees at all our locations and our workplace violence prevention plan will be an integral part of ensuring this commitment.

Speak up Culture

Communication as a Guiding Principle at Alta Resources

At Alta, communication is one of our seven Guiding Principles. We believe in fostering an environment where open and honest dialogue is encouraged, and we support our employees in voicing their concerns and raising issues promptly.

Ethics Hotline and Reporting Mechanisms

In alignment with our commitment to integrity, we offer our employees access to the Ethics Hotline—a 24/7 dedicated whistleblowing mechanism designed to receive, investigate, and address any complaints. This confidential channel provides a safe space for employees to report any improper or illegal behaviors exhibited by individuals within or connected with the company.

Encouraging a "Speak Up" Culture

We actively encourage all employees to reach out to managers, HR, compliance, and leadership when they have concerns. Our strong "speak up" culture is built on the principle that every voice matters and contributes to a positive and ethical work environment.

Commitment to Protection and Non-Retaliation

We have robust policies in place that prohibit retaliation against whistleblowers. Our commitment

to protecting our employees and ensuring their wellbeing is reflected in these policies, which are designed to safeguard individuals who raise concerns in good faith.

Empowering Employees

We have robust policies in place that prohibit retaliation against whistleblowers. Our commitment to protecting our employees and ensuring their wellbeing is reflected in these policies, which are designed to safeguard individuals who raise concerns in good faith.



Employee Assistance

Alta has partnered with Empathia to improve employee wellbeing in the workplace. Wellbeing, in this context, means achieving a balance in various aspects of life, including mental and physical health, relationships, and finances. These factors significantly impact presenteeism and absenteeism among employees. To support this initiative, Alta utilizes Empathia's LifeMatters program, a global employee assistance program that offers a range of services. These services include telephonic, video, and face-to-face counseling, work-life resources, and community referrals.

Additionally, Alta uses Empathia's Black Swan Global Crisis Management Service, which provides employees with access to 24/7 crisis counselors. This service offers critical incident response and management, as well as victim and family assistance, ensuring comprehensive support during emergencies.

LifeMatters®
Good for People. Great for Life.

Black Swan SOLUTIONS®
Good for People. Great in Crisis.

Employee Continuing Education

Alta encourages employees to enhance their job-related knowledge and skills through further education and training. To support this, the company offers a tuition reimbursement program for regular employees who have been with the organization for at least one year.

This program covers the costs of accredited college or advanced degree courses, as well as relevant training and seminars.

The reimbursement is based on the actual tuition costs, as evidenced by receipts, and is contingent upon successful completion of the course(s).

Additionally, Alta Resources has partnered with Rasmussen University to offer up to a 20% Corporate Grant for team members, further supporting their educational advancement.



Embracing Diversity

Diversity: A Guiding Principle

Diversity is one of Alta's seven Guiding Principles and serves as the bedrock of our organizational culture. We celebrate differences in backgrounds, cultures, and viewpoints, recognizing their pivotal role in nurturing the innovative solutions we offer to our clients. By bringing together individuals from various walks of life, we harness a broad spectrum of ideas, experiences, and talents, which drives our success and enriches our service offerings.

Fostering Inclusive Collaboration

Our commitment to fostering an inclusive environment ensures that every voice is heard and valued. This dedication not only strengthens internal collaboration but also enhances our ability to understand and cater to the diverse needs of our clients. Embracing diversity allows us to build strong, enduring relationships with our team members, clients, and business partners—relationships that are fundamental to achieving our organizational objectives.

The Impact of Diversity on Success

Our success is intrinsically linked to the strength of our relationships and our commitment to diversity. Our 2024 diversity assessment reinforced this strategic vision, highlighting the significant role that diversity plays in our organizational culture and its

impact on our ability to deliver exceptional outcomes.

Commitment to Equity and Inclusion

Creating a diverse, equitable, and inclusive environment is core to Alta's values. When every team member is empowered to contribute and be themselves, we can truly excel, both within our organization and in our interactions with the broader community. Our commitment to these principles ensures that we go beyond expectations and achieve outstanding results for our people, our communities, and our clients.

Global Diversity, by the Numbers

62%
Global Female Workforce

55%
Global Female
Mid-level Management

35%
Global Female Executive
Level Management



Employee Recognition

Our commitment to excellence resonates from every level, from our frontline staff to our top executives.

It is with immense pride that we highlight the outstanding achievements of our 2024 ACE of Spades recipients. Their unparalleled dedication and results continue to set the standard for excellence within our organization.

Each year, we come together to recognize the exceptional efforts of those who have earned the prestigious ACE of Spades award at Alta. Reserved for elite performers in our frontline operational teams, the ACE of Spades recipients represent the best of Alta, ranking within the top 10% of their team's metrics. These individuals exemplify our core values of employee engagement and results-driven performance, embodying the essence of Alta's mission.

The accomplishments of our ACE of Spades recipients not only reflect their individual excellence but also underscore the quality of service we provide to our clients. To honor their remarkable achievements, each recipient receives a certificate of achievement, a monetary gift, and an exclusive invitation, along with a guest, to a special celebration in their honor.

This year, we had the privilege of celebrating our top performers across all global offices, including our LATAM

locations. As we reflect on the achievements of our ACE of Spades recipients, we are reminded of the collective dedication and commitment that define Alta Resources. Their unwavering pursuit of excellence continues to inspire us, reinforcing our shared commitment to delivering outstanding results for our clients and customers around the world.



“ —

At Alta Resources, our culture continues to thrive on collaboration, innovation, and mutual respect. As we look ahead, we remain committed to fostering an inclusive environment where every voice is heard and every individual feels empowered to contribute their best. By prioritizing both personal and professional growth, we aim to build not just a successful organization, but one where people feel truly connected to each other, to our purpose, and to a shared vision for a more sustainable future.”



Tasneem Dadabhoy
Vice President Human Resources

2024 WI ACE of Spades event at the EAA Museum.



Belize 2024 ACE winners and guests gather for the awards dinner at the Cork Street Whiskey Bar in Belize City.



FL winners and guests gather at the Sidney & Berne Davis Art Center in Fort Myers.



2024 Brea, CA ACE winners pose with their certificates at the Summit House restaurant in Fullerton, CA.



PH ACE of Spades 2024 event held at the Westin Manila Ortigas Center.



2024 LATAM ACE winners and leaders.



Community Engagement

Community: A Guiding Principle

Community is one of Alta’s seven Guiding Principles, and we are deeply committed to supporting the communities where we live and work. This commitment is at the heart of everything we do, shaping our approach through ongoing volunteerism, community outreach, and philanthropy.

Engaging with Local Initiatives

We actively encourage our employees to get involved in local initiatives, offering their time and skills to help improve the lives of our neighbors. By participating in and supporting local projects, we aim to address specific needs in our communities, whether it’s through education, environmental projects, or other vital causes.

Philanthropy and Social Responsibility

Philanthropy is also a core part of our mission. We proudly contribute to charitable organizations that reflect our values of diversity, inclusion, and social responsibility. Our efforts in this area are designed to make a meaningful and lasting impact, aligning with our broader goals of fostering positive change and supporting those in need.

Making a lasting impact through our outreach efforts and philanthropic activities, we strive to make a lasting

impact in the communities we’re a part of. By staying true to our values and engaging with the needs of our communities, we work to create a better, more equitable world for all.

AltaHOPE

AltaHOPE is an outreach program we created to reflect how we live, breathe, and apply our principles every day and everywhere. Standing for "Helping Others Prevail Everywhere," AltaHOPE represents our commitment to community involvement and making a real difference in the lives of those around us. Time and again, our AltaHOPE team steps up, demonstrating remarkable participation and generosity, whether through volunteering or contributing financially.



Boys & Girls Club of America

Alta believes in investing in the communities where we live and work. As part of our ongoing commitment to youth development and empowerment, Alta proudly supported the Boys & Girls Clubs of America with a \$250,000 donation in 2024. This is not a one-time contribution—Alta has committed to continuing its support in the years

ahead to help expand access to safe spaces, educational resources, and transformative opportunities for young people across the country.



Fr. Al’s Children Foundation

In the Philippines, Alta has continued its commitment to community support through its partnership with Fr. Al’s Children Foundation. The Foundation serves approximately 10,000 students from underprivileged families by providing food, clothing, shelter, medical and dental care, and access to free high school and technical education.

In 2024, Alta donated \$50,000 to support the Foundation’s mission and has committed to ongoing support in the years ahead. Beyond financial contributions, Alta is proud to have hired students who have benefited from the Foundation’s programs, demonstrating our belief in creating long-term, life-changing opportunities through education and employment.



Photo Credit: Boys & Girls Club of Neenah



United Way

Our partnership with United Way has allowed us to give back to our communities in various meaningful ways, including providing education, awareness, and involvement opportunities for our employees. This collaboration has been instrumental in fostering a spirit of philanthropy and community engagement within Alta.

Our commitment to community engagement goes beyond business. It's a core part of who we are. We are honored to share that we were recognized by the United Way Fox Cities in multiple categories, including a "Most Generous Workplace" and the 2024 Spirit Award, recognizing our dedication to giving back and making a lasting impact in the Fox Cities.

A Recognition of Generosity and Engagement

Each year, United Way Fox Cities honors organizations that go above and beyond in supporting their annual campaign.

In 2024, Alta Resources was recognized for the following:

- **"Spirit Award":**
Given to workplaces that bring creativity and enthusiasm to their campaigns, leading to increased employee participation and charitable giving.

- **#6 "Most Generous Workplace Award":**
Honoring workplaces that raise the highest total contributions based on employee numbers.
- **"Workplace Participation" nomination:**
Recognizing companies with the highest percentage of employees contributing to the campaign, highlighting strong internal engagement.

These recognitions reflect the passion and generosity of our employees, whose dedication to giving back continues to make a meaningful difference in our local community.

Why This Matters

At Alta Resources, we believe in fostering a workplace culture where corporate social responsibility isn't just a phrase, it's an action. Our partnership with United Way Fox Cities plays a crucial role in supporting programs that provide better health, financial security, and opportunities for young people throughout the region.

Alta has helped contribute to a record-breaking \$8.4 million raised for United Way Fox Cities. The success of our workplace campaign isn't just measured in dollars; it's measured in the lives changed because of those contributions. Whether it's funding early childhood education, ensuring

families have access to essential resources, or supporting mental health services, every donation helps build a stronger, more connected community.

Our Spirit and Most Generous award wins are a direct result of the creativity, generosity, and passion of our employees, whose support of United Way Fox Cities demonstrates the incredible impact we can have when we come together for a shared purpose.



\$8.4 Million

donated to United Way



Sustainability

We believe sustainability is key to building a successful business. By embracing sustainable practices, we not only protect our environment but also drive innovation, earn trust, and ensure long-term success.



Sustainability

As a signatory to the UN Global Compact, Alta Resources is acutely aware of its impact on both the environment and society as a whole. Alta actively seeks to align its environmental processes with the United Nations Sustainable Development Goals (SDGs):

- 6 (Clean Water and Sanitation)
- 7 (Affordable and Clean Energy)
- 12 (Responsible Consumption and Production)
- 13 (Climate Action)

Our energy consumption primarily comes from our office facilities, as electricity is used for lighting, cooling, powering computers, and other related systems.



Our Goal:

Become a net zero business by 2050*



Reduce absolute Scope 1 and 2 GHG emissions by

25% by 2030

(2022 baseline)

* Net Zero Goal applies to scope 1 & 2 GHG emissions)

Environmental Compliance

Alta Resources is committed to embedding sustainability into every aspect of our operations. We have established an Environmental and Waste Policy that extends our sustainability initiatives to our suppliers. Our objective is to diligently monitor and mitigate any adverse environmental impacts.

To achieve this, we are focused on reducing energy consumption, minimizing paper usage, decreasing solid waste generation, curbing air travel, and optimizing water consumption. These processes are guided by our Environmental Management System (EMS), which is aligned with ISO 14001:2015 standards.

This alignment ensures that our environmental initiatives are systematically managed, regularly reviewed, and continuously improved in line with internationally recognized environmental practices. By integrating these processes into our operational framework, we aim to minimize our environmental footprint while fostering sustainable growth.

By integrating sustainability into our core operations and collaborating with our suppliers, we are dedicated to ensuring responsible environmental stewardship while striving for continuous improvement in our environmental performance.

Water

Sustainable Water Practices

At our facilities, we prioritize sustainability by using water filling stations that eliminate the need for single-use water bottles. This initiative aligns with our commitment to reducing plastic waste and promoting environmental responsibility.

Water Consumption

Our company's water consumption is primarily derived from domestic water usage within our office buildings. This includes daily needs such as drinking water, restrooms, and cleaning.

Water Sourcing

We obtain all of our freshwater either from municipal water sources or through commercial providers. We do not utilize groundwater at any of our locations. Additionally, our activities do not impact any water conservation zones as designated and reported by national or international agencies.

Water Footprint

As a business process outsourcer, our operations are not heavily reliant on water for production processes or cooling systems. This significantly reduces our overall water footprint, reinforcing our commitment to sustainable practices.



Commitment to Net Zero by 2050

At Alta, we are committed to driving meaningful environmental change through a comprehensive approach to sustainability:

Climate: As a member of the UN Global Compact, we are dedicated to reducing our carbon footprint with the ambitious goal of achieving Net Zero emissions by 2050 or earlier. Our climate strategy includes adopting innovative practices and technologies to minimize our environmental impact.

Waste: We strive to avoid or minimize waste through rigorous waste elimination practices, recycling, reuse, and resource recovery. Our goal is to implement effective waste management strategies that reduce our overall waste output.

Sustainable Buildings: We ensure that sustainable design principles are applied to all our facilities. By incorporating green building practices, we aim to enhance energy efficiency, reduce resource consumption, and create healthier work environments.

Energy Consumption: We seek to optimize energy consumption across our IT infrastructure globally, implementing smart and efficient strategies to manage our energy demands and lower emissions from our operations. This includes leveraging advanced technologies to enhance energy efficiency and reduce our environmental footprint.

Awareness: We are committed to increasing employee awareness about environmental issues and their impact. Through education and engagement, we empower our team to contribute to our sustainability goals and foster a culture of environmental responsibility.



Waste

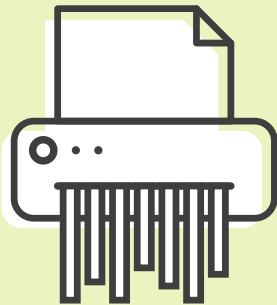
We aim to achieve zero waste to landfill through recycling, proactive waste minimization, and the continuous improvement of our systems and processes. A key aspect of this commitment is our secure and sustainable approach to paper waste. All confidential and non-confidential paper documents are shredded and recycled in partnership with Iron Mountain, a trusted industry leader in secure information destruction. This process ensures both environmental responsibility and the protection of sensitive data.

Shred Data:

Total Paper Shredded and Recycled

12.01 U.S. Short Tons

10.90 Metric Tonnes



Greenhouse Gases



Total MTCO2 Avoided:

56.57 MTCO2

Alta's paper recycling efforts have led to a reduction of 96.18 metric tons of CO² emissions. This impact is equivalent to taking a substantial number of gas-powered cars off the road, thereby contributing to the mitigation of climate change and reducing the company's carbon footprint.

Solid Waste



Total Trash Bags Avoided:

75 Bags

Total Solid Waste Avoided:

960.80 lbs. / 435.81 kg

The recycling program has prevented the disposal of 75 trash bags, amounting to 960.80 pounds (435.81 kilograms) of solid waste. This reduction in waste supports sustainable waste management practices and lessens the burden on landfills.

Wood Preservation



Total Trees Preserved:

288 Trees

Total Fresh Green Tons Preserved:

48.04 tons

Total Fresh Green Metric Tonnes Preserved:

43.58 metric tonnes

Through paper recycling, Alta has effectively preserved 288 trees, which equates to 48.04 fresh green tons (43.58 fresh green metric tonnes) of wood. This effort helps maintain forest ecosystems, supports biodiversity, and contributes to CO² absorption.

Water Conservation



Total Bathtubs of Water Preserved:

456 Bathtubs

Total Gallons of Water Preserved:

22,819.00 Gallons

Total Liters of Water Preserved:

86,379.27 Liters

The paper recycling initiatives have led to the preservation of 456 bathtubs of water, equivalent to 22,819 gallons (86,379.27 liters). This significant conservation effort aids in safeguarding water resources and promotes sustainable water usage.

Energy Savings



Total Residential Refrigerators Operated Per Year:

144 Refrigerators

Total Energy Saved:

35,549.81 kWh

Total Energy Saved:

121,330,393.76 BTUs

Alta's recycling activities have resulted in energy savings equivalent to the amount used by 144 residential refrigerators over a year. This translates to a total of 35,549.81 kilowatt-hours (kWh) and 121,330,393.76 British thermal units (BTUs) saved, thereby reducing energy consumption and supporting energy efficiency.

22196 pounds
(10.07 Metric Tons)

of electronic
waste
recycled



Computer Waste Disposal

As part of our commitment to environmental sustainability and responsible resource management, Alta has partnered with Iron Mountain, a global leader in secure asset lifecycle services. Through this partnership, we utilize Iron Mountain’s certified e-waste recycling and IT asset disposition (ITAD) services to ensure that obsolete electronic equipment—such as laptops, central processing units (CPUs), monitors, printers, and networking hardware—is securely decommissioned and responsibly recycled.

In 2024, Iron Mountain successfully recycled 22,196 pounds (10.07 Metric Tons) of waste on Alta’s behalf, diverting this waste from landfills. This initiative not only ensured the secure and environmentally sound disposal of our retired devices but also contributed to meaningful environmental impact. As a direct result of these efforts, we avoided an estimated 10.91 metric tons of CO₂e (carbon dioxide equivalent) in greenhouse gas emissions.

To further enhance data security throughout the asset disposition process, Iron Mountain deploys its proprietary solution, Teraware, which eliminates data loss and exposure risks through 100% sector-verified erasure. This ensures that all sensitive information is irreversibly removed before any device is repurposed or recycled, maintaining our high standards for data privacy and compliance.

GHG Emissions

Annual Carbon Accounting

Our annual carbon accounting covers all material emission sources and is aligned with the “Greenhouse Gas Protocol.” This framework allows us to systematically track and report our greenhouse gas (GHG) emissions across various scopes.

Scope 1: Direct Emissions

We actively encourage our employees to get involved in local initiatives, offering their time and skills to help improve the lives of our neighbors. By participating in and supporting local projects, we aim to address specific needs in our communities, whether it’s through education, environmental projects, or other vital causes.

Scope 1 includes all direct GHG emissions from sources that are owned or controlled by us. This category encompasses:

- **Fugitive Emissions:**
Unintentional releases of gases.
- **Combustion Emissions:**
Emissions from the combustion of fuels in owned or controlled boilers, diesel backup generators, and vehicles.

Scope 2: Indirect Emissions from Purchased Energy

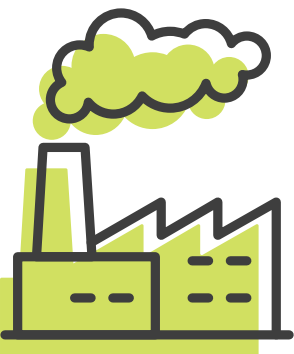
Scope 2 covers indirect GHG emissions from the generation of purchased electricity, heat, or steam that we consume. These emissions occur at the facility where the electricity, heat, or steam is generated, not at our own locations.

Scope 3: Other Indirect Emissions

Scope 3 encompasses other indirect emissions that are a consequence of our activities but occur from sources not owned or controlled by us. This includes:

- **Business Travel:**
Emissions from ground transportation and aviation.
- **Upstream Transportation:**
Emissions from the transportation of purchased goods.
- **Outsourced Activities:**
Emissions from activities outsourced to third parties.
- **Waste Disposal:**
Emissions from the disposal of waste.
- **Use of Digital Services:**
Emissions associated with video conferencing and other digital services.
- **Home Office Use:**
Emissions from the use of electricity and heating at home during work.

Wherever data was missing, we used best-effort estimates to ensure accuracy across all scope.



2024 Emissions Accounting

Commitment to Reducing GHG Emissions

Reducing greenhouse gas (GHG) emissions is a global imperative, and Alta Resources is committed to advancing this critical objective. In 2024, Alta began tracking emissions across our Latin American operations, a key step toward aligning global emissions targets in 2025.

2024 Emission Reductions

In the calendar year 2024, we achieved a 1.3% reduction in our GHG emissions compared to 2023. This improvement was primarily driven by reductions in key areas such as energy usage, purchased goods and services, and colleague commuting, among other categories.

Scope 1 and Scope 2 Emissions

Approximately 53% of our annual GHG emissions are attributed to our office operations. Scope 1 emissions include those from natural gas and refrigerants, while Scope 2 emissions are derived from steam and electricity usage. In 2024, we achieved a reduction of over 5.59% in these combined Scope 1 and 2 emissions. This was made possible by adopting green IT practices and realizing energy savings from our new green offices in Fort Myers, Florida.

Scope 3 Emissions

Indirect Scope 3 emissions constitute our second largest source of emissions, representing around 46% of our total emissions footprint.

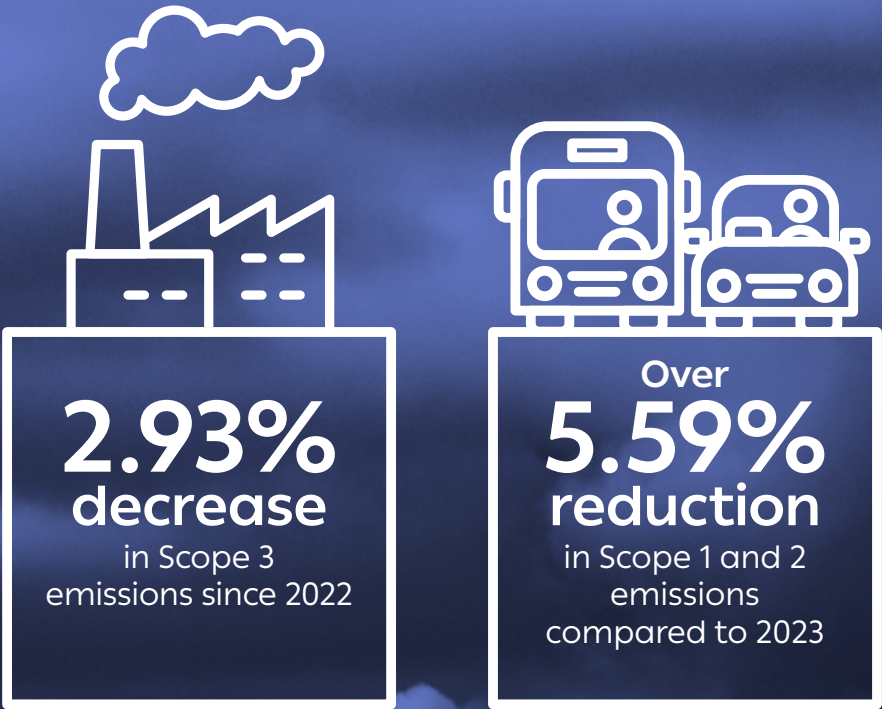
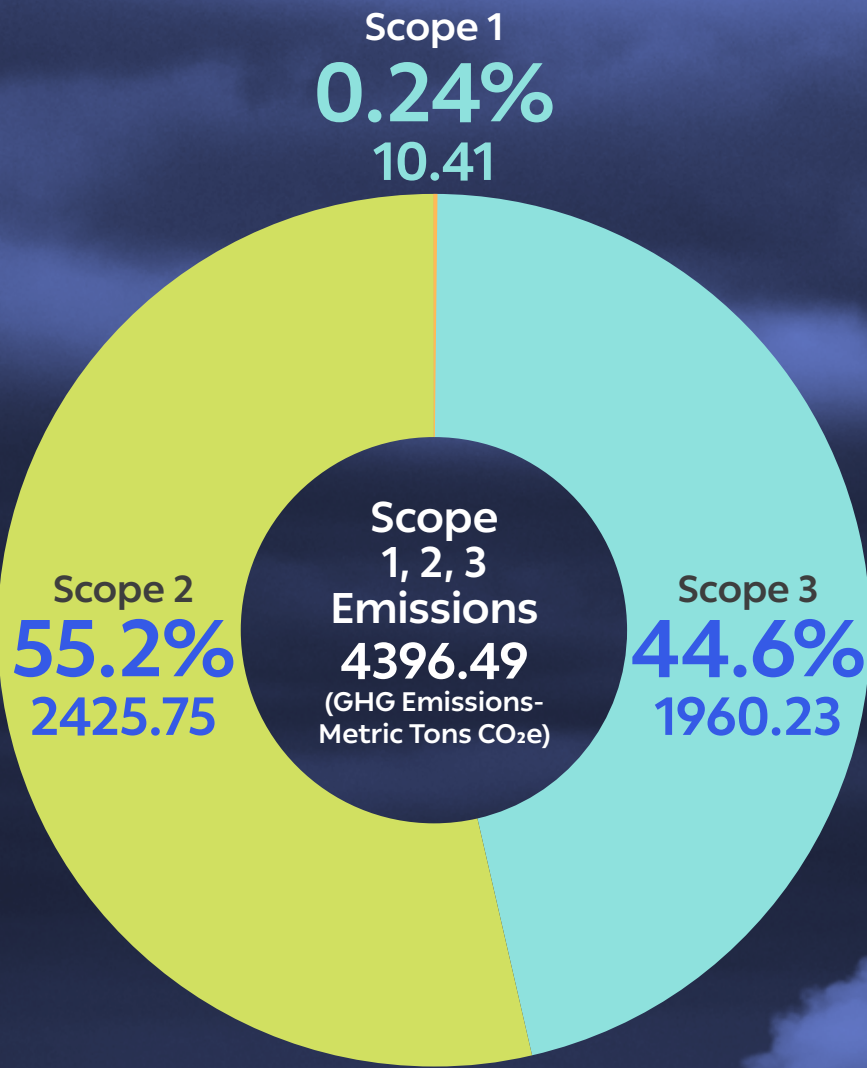
Within Scope 3, employee commuting accounts for more than 54% of these emissions. In 2024, we saw an increase of 4.62% from 2023. As we transition to a hybrid work model, we anticipate a decrease in this figure, as we continue our ongoing efforts to minimize our environmental impact and enhance our sustainability practices

“ — At Alta, environmental sustainability is both a responsibility and a strategic opportunity to innovate, lead, and create shared value. Across our global operations—in North America, Latin America, Asia-Pacific, and the Caribbean—we are embedding sustainable practices into our business. From reducing electronic waste and emissions to supporting community-focused programs, we are committed to advancing a green economy while strengthening operational resilience.

Sustainability isn't an isolated effort; it's central to how we work, serve our clients, and invest in our people and communities. By driving progress on our environmental goals, we protect our planet for future generations and reinforce the trust placed in us by employees, partners, and clients around the world. Together, we are building a more responsible, more sustainable future.”



Jabulani Dube
Corporate Compliance Director



Hybrid Work Model

Alta is committed to promoting sustainability in our operations, and our hybrid work model plays a crucial role in advancing these efforts. By allowing employees to work remotely part of the time, we are significantly reducing the number of cars commuting to our locations, which directly cuts down on emissions and helps mitigate our carbon footprint.

Reducing Emissions and Waste

In addition to lowering emissions, remote work has led to a reduction in food packaging and waste—two major environmental challenges. According to the EPA, food packaging and related waste account for 45% of waste items in landfills. In-office snacks and meals often rely on processed foods with excessive packaging, much of which is non-recyclable. By working from home, our employees can prepare more sustainable meals, which helps reduce both food waste and the environmental impact of packaging.

Increasing Office Efficiency

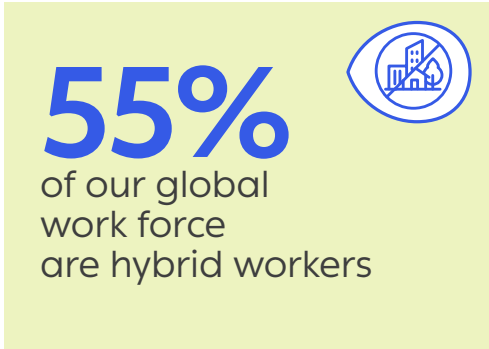
The shift to remote work also offers opportunities to improve office efficiency. By downsizing our physical office space, we can use less energy for heating, cooling, and maintenance, further reducing our direct emissions. This transition allows us to not only save on operational costs but also decrease our environmental footprint.

Cutting Down on Air Travel

Furthermore, remote work extends beyond daily tasks. Virtual events and remote attendance at conferences reduce the need for air travel, which is responsible for 2% of global carbon dioxide emissions. By embracing digital solutions, we can further decrease our environmental impact while still engaging in meaningful collaboration and networking.

Impact in 2024

In 2024, at least 55% of our global workforce were either working from home or engaged in hybrid work arrangements. This shift not only fostered greater flexibility and work-life balance for our employees but also contributed positively to our ongoing sustainability efforts.



Green IT

Our sustainability commitment extends to our global IT infrastructure. Our approach focuses on implementing smart, energy-efficient strategies to optimize energy consumption, reduce emissions, and promote responsible resource use.

Achievements in 2024

- **Data Center Footprint Reduction:**

In 2024, we successfully reduced the total physical footprint of our data centers by 18%.

- **Improved Power Usage Effectiveness (PUE):**

Significant improvements in our PUE have resulted in reduced energy waste, further advancing our goal of creating a more sustainable and energy-efficient IT environment.

Cloud Migration for Environmental Efficiency

Cloud migration remains a priority for us, as storing data in the cloud is recognized as an environmental best practice, leading to operational efficiencies and reduced energy and water usage. Over the coming years, we plan to further reduce the size of our physical data centers in alignment with our cloud migration goals.

Sustainable IT Equipment Practices

Our sustainability efforts extend to office IT equipment and devices used

by our employees. We have implemented a range of initiatives aimed at reducing our environmental impact, including:

- **Energy Conservation on Devices:**

We have optimized sleep settings on associate laptops to reduce energy consumption during periods of inactivity.

- **Data Center Downsizing:**

As part of our ongoing cloud migration strategy, we are decreasing the size of our data centers, further minimizing our environmental footprint.

- **Remote Upgrades:**

By upgrading operating systems remotely, we are reducing our dependence on on-premise infrastructure, resulting in decreased energy use.

- **Transition to Energy-Efficient Devices:**

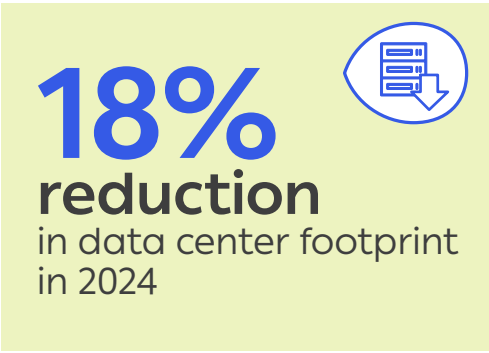
We are transitioning employees from desktop computers to laptops, which has resulted in an 80% reduction in power consumption for computing.

Energy-Efficient Network Infrastructure

In addition to our efforts with data centers and office equipment, we have enhanced the energy efficiency of our network infrastructure by deploying new, eco-friendly

hardware. For example, we have implemented routers that consume 20% less power than older models, contributing to our overall sustainability objectives.

By embracing these sustainability initiatives, we are driving positive environmental change while ensuring the long-term viability of our operations.



Green Buildings

Alta Resources, has made significant investments in green buildings and green technology as part of its ongoing commitment to improving its environmental impact.

These investments in green buildings involve the construction and renovation of facilities that adhere to rigorous environmental standards. Alta prioritizes energy-efficient designs, and the use of sustainable building materials. Within our facilities Alta has adopted environmental friendly technologies such as LED lighting, energy management systems, and efficient HVAC (Heating, Ventilation, and Air Conditioning) systems. These measures not only reduce the company's energy consumption but also contribute to lower greenhouse gas emissions.

GLAS Tower, Manila, Philippines

Our Philippines headquarters are located in Manila, situated within the award-winning GLAS Tower.

GLAS Tower Overview

GLAS Tower is a 42-story commercial high-rise, bringing together world-class design and cutting-edge sustainability solutions to become Metro Manila's premier corporate location. The tower's innovative design allows for an interior free of columns, providing panoramic views of the city from every floor. Alta's expansive workplace is designed to maximize natural light, while the latest high-performing glass windows block out heat, ensuring optimal comfort for employees and guests.

LEED® Platinum Certification

The GLAS Tower is distinguished by its LEED Platinum certification. LEED, which stands for 'Leadership in Energy and Environmental Design,' is a rating system developed by the U.S. Green Building Council (USGBC). This system evaluates the environmental performance of buildings and measures their sustainability. LEED provides a framework for creating healthy, efficient, and cost-saving green buildings and is recognized as the industry standard for green building in the United States, with use in over 160 countries worldwide. The Platinum certification represents the

pinnacle of LEED achievement, awarded to projects that earn more than 80% of the available points. This highest level of certification is reserved for buildings that demonstrate leadership in sustainability and have implemented cutting-edge green building technologies and strategies.

Rainwater Harvesting System

In addition to its LEED Platinum status, GLAS Tower features a highly-efficient rainwater harvesting system. This system ensures the proper utilization of water resources by providing a clean and safe non-potable water supply for servicing purposes, housekeeping, and landscaping maintenance.

Prioritizing Employee Wellness

The thoughtfully designed space of GLAS Tower is rich with amenities aimed at supporting our employees' wellbeing, safety, comfort, and productivity. The on-site café provides fresh local food, ensuring that employees stay nourished and energized throughout the day. Leading-edge security features, including full-height turnstiles, help maintain a secure environment by limiting access. Additionally, the building includes recreational areas such as a gaming zone and a karaoke station, offering employees opportunities to decompress and unwind when needed.



Fort Myers, Florida

New Facility in Fort Myers

In, Alta moved into a new facility in Fort Myers, Florida. The blueprint and aesthetics of this new structure have been significantly shaped by a commitment to simplicity and an emphasis on sustainable materials that ensure durability with minimal upkeep.

Energy-Saving Initiatives

The building's energy-saving initiatives are poised to make a substantial impact. By opting for LED lighting throughout the premises, Alta is projected to conserve 181,048 kWh of energy each year. Daylight controls, complemented by expansive windows, are estimated to yield an additional annual energy saving of 3,721 kW. Further energy savings are anticipated through the integration of occupancy sensor controls and switched receptacles, which are forecasted to contribute an additional 62,273 kWh in annual savings. The implementation of an Energy Recovery Ventilation (ERV) system is projected to save an impressive 540,000 kWh of energy annually.

Building Efficiency

Attention to the design of elements such as glass, walls, and the roof is expected to result in a reduction of 192,000 kWh in cooling load, further enhancing the building's energy efficiency. The building envelope boasts a remarkable 14% improvement in efficiency beyond the requirements stipulated by prevailing codes.

Water Conservation

The incorporation of native plant materials and innovative landscape design has significantly reduced irrigation needs, preserving 463,841 gallons of water annually. Additionally, the selection of water-efficient plumbing fixtures within the building is anticipated to lead to a substantial reduction of 328,589 gallons of water each year, marking a 36% reduction compared to traditional equipment.



Report Scope

Alta Resources' 2025 Environmental, Social, and Governance (ESG) Report ("the Report") is a comprehensive annual overview of our commitments, initiatives, and performance in addressing ESG priorities. Alta has reported the information contained in and referenced throughout this ESG Report for the periods of January 1, 2024, to December 31, 2024 (FY2024).

and January 1, 2025, to January 31, 2025 (FY2025).

We continue to align our reporting with globally recognized ESG standards and frameworks, ensuring transparency and accountability. The Report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards for this reporting period. Additionally, it serves as our latest Communication on Progress (CoP) to the UN Global Compact, reaffirming our commitment to sustainable and responsible business practices.

As a privately held corporation, Alta Resources does not publicly disclose its financial statements. Therefore, the scope of this report is limited to ESG performance. The Report applies solely to Alta Resources, including its operations in the U.S., the Philippines, Latin America and Belize, and does not include any other entities or affiliates.

— Alta Corporate Compliance

WE SUPPORT



Appendix



Our People

Global Gender Diversity

The data presented in this report reflects Alta’s global employee population for the reporting period of January 1, 2024 through December 31, 2024. Employee data encompasses operations across North America, South America, Central America, and the Asia-Pacific region.

Global Gender Diversity	As of December 31, 2024
Female	62.32%
Male	37.68%
Frontline Employee Gender Diversity	
Female	64.11%
Male	35.89%
Frontline Leader Gender Diversity	
Female	61.17%
Male	38.83%
Mid Level Management Gender Diversity	
Female	56.36%
Male	43.64%
Executive Level Management Gender Diversity	
Female	35.7%
Male	65.3%

Executive Level Ethnic Groups	
Hispanic or Latino	66.7%
Asian	7.1%
White	23.8%
Black or African American	2.4%
Mid-Level Management Ethnic Group Representation	
Asian	23.50%
Black or African American	30.72%
Hispanic or Latino	6.79%
Two or More Races	7.31%
White	35.25%
Decline to Answer	3.92%

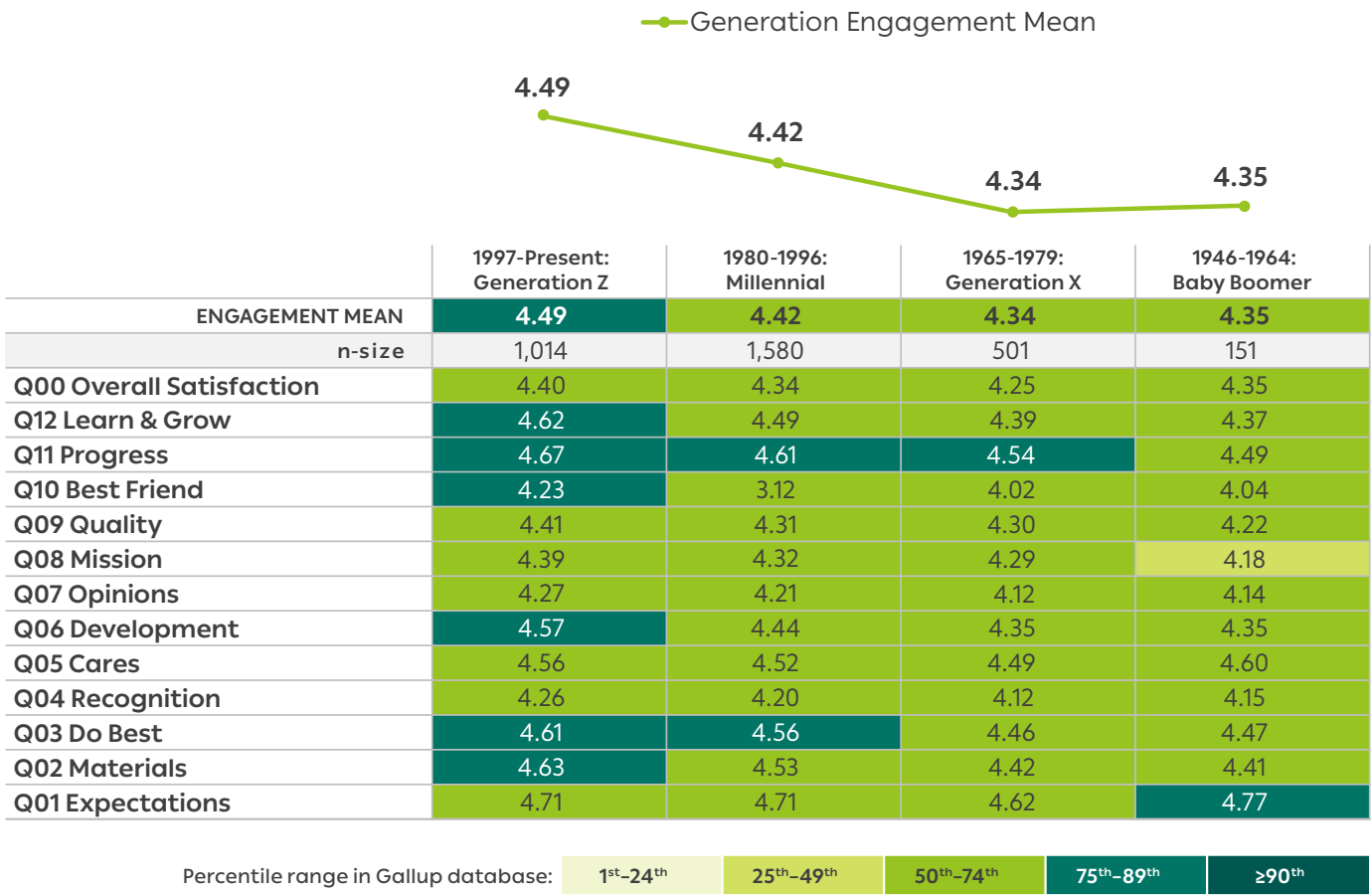
Global Ethnic Group Representation	
American Indian or Alaska Native	0.14%
Asian (not Hispanic or Latino)	16.50%
Black or African American	5.52%
Hispanic or Latino	46.00%
Indigenous South American	0.66%
Native Hawaiian or Other Pacific Islander	0.09%
Two or More Races	1.13%
White	17.64%
Decline to Answer	12.30%

Global Workforce Age Range

0-19:	2.1%
20-29:	49.0%
30-39:	28.6%
40-49:	11.6%
50-59:	5.6%
60-69:	2.7%
70-79:	0.4%

Our People

Engagement by Generation



Note: Percentiles based on Workgroup Level_Overall_Overall Q¹² Database (2019-2023).

Gen Z is the most engaged at Alta. This is a very strong indicator of a strong culture. Maintaining engagement through work-life balance, wellbeing strategies, connection to mission and purpose, and providing team members the opportunity to do what they do best will be critical.



Sustainability

Sustainability Performance Data Table

U.S., Belize & Philippines

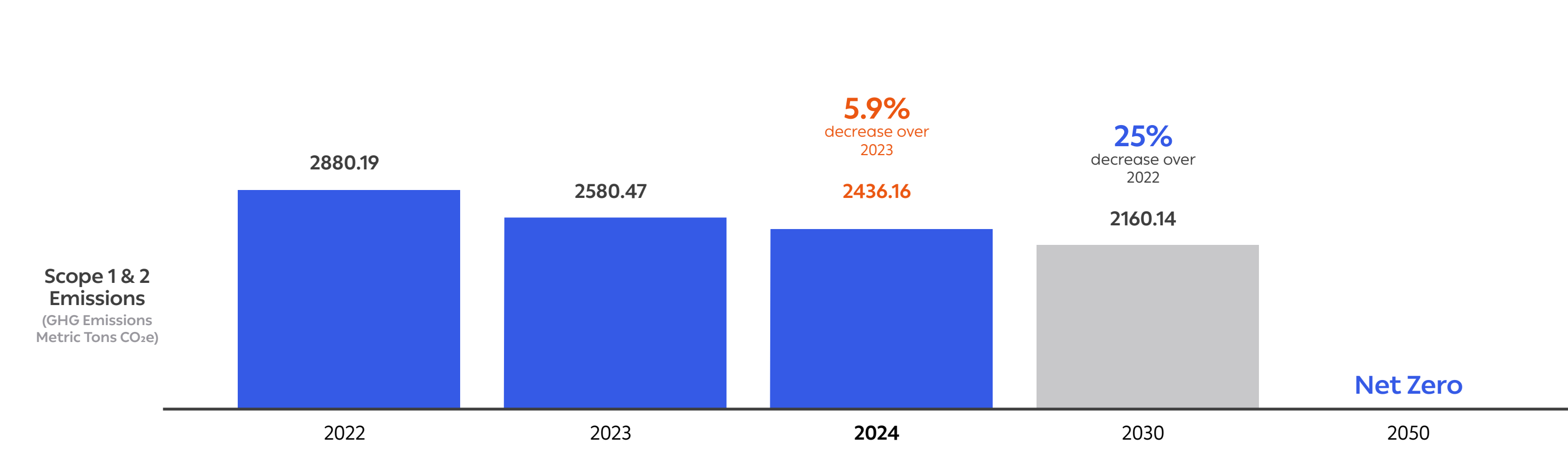
Environment			
Performance Indicator	2022	2023	2024
GHG Emissions (Metric Tons CO ₂ e) ¹			
Scope 1			
Mobile - Fuels for company owned vehicle	5.27	5.12	5.18
Stationary - Diesel oil for DG set	5.12	5.10	5.23
Stationary - Natural Gas	-	-	-
Scope 1 Total	10.39	10.22	10.41
Scope 2			
Purchase Grid Electricity	2407.80	2109.25	1982.74
Purchased heat	462	461	443
Purchased off-grid electricity	-	-	-
Scope 2 Total	2469.80	2170.25	2170.25
Scope 3 ²			
Category 1: Purchased goods and services	9.3	9	9.10
Category 5: Waste generated (food waste)	.15	.17	.23
Category 6: Business air travel	145	152	160
Category 7: Employee commuting	1180	1015.61	1089
Category 7: Employee teleworking	683	697	702
Scope 3 Total ³	2017.45	1873.78	1960.23
TOTAL ³	4498	4454	4396

LATAM

Environment	
Performance Indicator	2024
GHG Emissions (Metric Tons CO ₂ e) ¹	
Scope 1	
Mobile - Fuels for company owned vehicle	1.14
Stationary - Diesel oil for DG set	1.01
Oil Use (Vehicles & Plant)	0.04
Fire Extinguishers in use (various types)	0.50
Scope 1 Total	2.69
Scope 2	
Purchase Grid Electricity	90.04
Purchased heat	-
Purchased off-grid electricity	-
Scope 2 Total	90.04
Scope 3 ²	
Paper consumption	0.12
Scope 3 Total ³	0.12
TOTAL ³	92.82

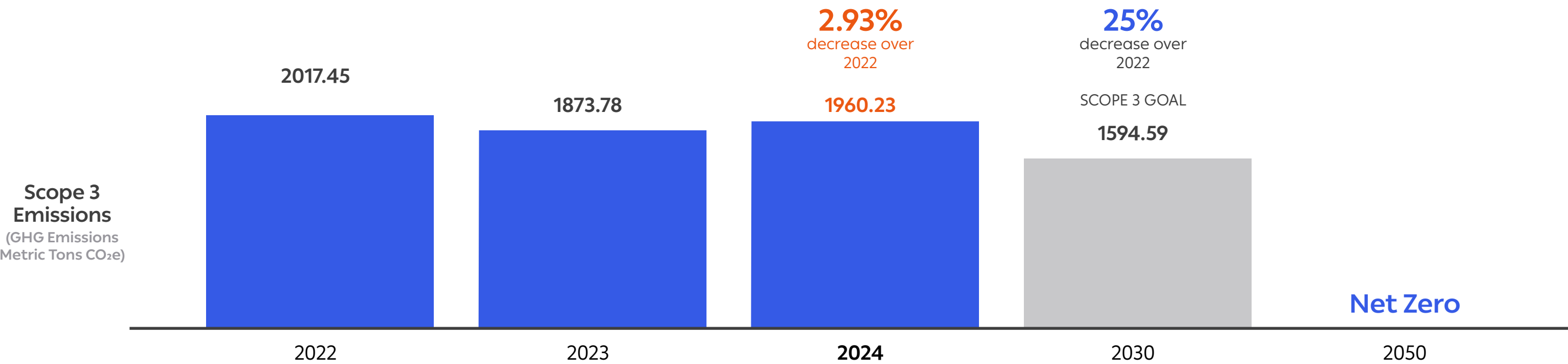
Sustainability – Our Progress

In 2024, Alta Resources made significant strides in our commitment to sustainability and reducing greenhouse gas (GHG) emissions. In the 2024 calendar year, we have achieved a 5.59% reduction in Scope 1 and 2 GHG emissions from the 2023 calendar year.



Sustainability – Scope 3 Emissions Reduction

Alta remains committed to advancing its sustainability strategy by reducing indirect emissions across the value chain. We are on track toward our target of a 25% reduction in Scope 3 emissions by 2030.



Key Strategies and Initiatives:

Implementing sustainability initiatives across our supply chain.

- 1. Adoption of Green IT:** We have embraced green IT practices, focusing on energy-efficient hardware and software solutions that reduce our overall carbon footprint.
- 2. Reduction of Data Center Footprint:** By reducing our data center operations and migrating to cloud solutions, we have significantly lowered energy consumption and emissions associated with our IT infrastructure.
- 3. Monitoring Energy Usage:** We continue to monitor our energy usage to improve efficiencies
- 4. Investment in Green Buildings:** We are committed to developing and retrofitting facilities to meet green building standards, which include energy-efficient designs, sustainable materials, and innovative technologies that reduce energy consumption.
- 5. Sustainable Practices:** Our commitment to sustainable practices extends to our supply chain. We have collaborated with partners who share our vision for a low-carbon future, ensuring that our entire value chain is aligned with our emissions reduction goals.
- 6. Enhanced Training:** We plan to enhance ESG training and awareness across the organization to ensure all employees understand their role in advancing our environmental, social, and governance goals and contribute to building a sustainable and responsible workplace culture.



GRI, UNGC and UN SDG Index

Governance Disclosures

GRI Standard	Disclosure	Location & Notes	UNGC Alignment	UN SDG Alignment
GRI 2: General Disclosures 2021	2-1 Organizational details	Alta Resources, 120 N Commercial St, Neenah WI 54956 About Alta Resources		
	2-2 Entities included in the organization's sustainability reporting	Established in 1995, Alta Resources has positioned itself as a premier provider of business process outsourcing (BPO) solutions, focusing primarily on customer-related operations. Our reputation spans across various sectors, including consumer-packaged goods (CPG), health insurance, entertainment, non-profit, and automotive industries. About Alta Resources		
	2-3 Reporting period, frequency and contact point	Alta Resources' 2024 Environmental, Social, and Governance (ESG) Report ("the Report") is a comprehensive annual overview of our commitments, initiatives, and performance in addressing ESG priorities. This report reflects Alta Resources' global operations and covers the period from January 1, 2024, to December 31, 2024, unless otherwise specified. We welcome feedback from all our stakeholders on this report and our performance. Please send any comments or questions about this report to: corporatecompliance@altaresources.com		
	2-4 Restatements of information	In the reporting period, Alta did not have any material restatements of information from previous reports.		
	2-6 Activities, value chain and other business relationships	At Alta Resources, we are committed to maintaining ethical and sustainable practices throughout our operations. We believe in sourcing from and forming partnerships with suppliers who align with our values and demonstrate a dedication to responsible conduct. Supply Chain Supplier Code of Business Conduct, Ethics and Sustainable Procurement Policy		
	2-7 Employees	At Alta, we firmly believe that everything begins with people. Our people are our greatest asset, driving our mission forward and embodying the values that define who we are. Our People Embracing Diversity		
	2-9 Governance structure and composition	Our strategy is overseen at the highest levels of our organization by the S.A.F.E. Audit and Risk Committee. Comprised of Alta Resources' CEO, CFO, CIO, General Counsel, Director of Corporate Compliance, VP of Human Resources, and the Director of Information Security, this committee ensures that our ESG efforts are governed and aligned with our corporate values. ESG Governance S.A.F.E. (Securing Alta's Future Environment) Audit and Risk Committee		
	2-12 Role of the highest governance body in overseeing the management of impacts	Our strategy is overseen at the highest levels of our organization by the S.A.F.E. Audit and Risk Committee. Comprised of Alta Resources' CEO, CFO, CIO, General Counsel, Director of Corporate Compliance, VP of Human Resources, and the Director of Information Security, this committee ensures that our ESG efforts are governed and aligned with our corporate values. ESG Governance		
	2-13 Delegation of responsibility for managing impacts	The day-to-day management of our ESG strategy is entrusted to the Compliance and Ethics office, which plays an important in ensuring that our initiatives are effectively executed and aligned with our long-term ESG goals. ESG Governance		
	2-14 Role of the highest governance body in sustainability reporting	ESG Governance		

GRI, UNGC and UN SDG Index

Governance Disclosures

GRI Standard	Disclosure	Location & Notes	UNGC Alignment	UN SDG Alignment
GRI 2: General Disclosures 2021	2-15 Conflicts of interest	Governance, Ethics & Integrity: Conflict Of Interest		
	2-16 Communication of critical concerns	The total number and the nature of critical concerns that were communicated to the S.A.F.E. audit and risk committee during the reporting period has been omitted to protect the confidentiality of our employees as some critical concerns might still be under investigation and thus compromise the outcomes of the investigation and/or an employee's privacy.		
	2-17 Collective knowledge of the highest governance body	The S.A.F.E. Audit and Risk Committee is comprised of Alta Resources' CEO, CFO, CIO, General counsel ,Director of Corporate Compliance, VP of Human Resources, and the Director of Information Security and serves as a pivotal body overseeing Environmental, Social, and Governance (ESG) matters, as well as Corporate Compliance and Enterprise.		
	2-22 Statement on sustainable development strategy	Message From Our CEO		
	2-23 Policy commitments	As a global corporation, Alta Resources is dedicated to integrating best practices in governance, risk management, and ethics, while upholding human rights throughout our organization and value chain. In our operational framework, we've established a comprehensive multi-stage compliance lifecycle that serves as the cornerstone of our approach to adhering to regulatory standards and industry guidelines. We have established policies and processes that reflect our commitment to good governance, which are readily accessible to both employees and stakeholder. Code of Conduct Anti-Bribery Anti-Corruption Policy Human Rights and Diversity Policy		
	2-24 Embedding policy commitments	The S.A.F.E Audit and Risk Committee is committed to upholding best practices in corporate governance by regularly reviewing and updating our governance framework, including our committee charters, Corporate Governance Guidelines, and Code of Conduct and Ethics, at least on an annual basis. The committee provides comprehensive oversight of our risk management processes and strategic planning initiatives. This includes key areas such as company growth, human capital management, and Environmental, Social, and Governance (ESG) objectives, ensuring alignment with our long-term corporate goals and stakeholder expectations. S.A.F.E. Audit and Risk Committee		
	2-25 Processes to remediate negative impacts	Speak up Culture Whistleblower and Anti-Retaliation Policy Supplier Code of Business Conduct, Ethics and Sustainable Procurement Policy		
	2-26 Mechanisms for seeking advice and raising concerns	Speak up Culture Whistleblower and Anti-Retaliation Policy		
	2-27 Compliance with laws and regulations	We had no instances of non-compliance with applicable laws and regulations in 2024.		
	2-29 Approach to stakeholder engagement	Through regular engagement with both internal and external stakeholders, Alta Resources gains valuable insights into the priority issues (materiality) that matter most to each specific stakeholder group.		

GRI, UNGC and UN SDG Index

Governance Disclosures

GRI Standard	Disclosure	Location & Notes	UNGC Alignment	UN SDG Alignment
GRI 2: General Disclosures 2021	2-30 Collective bargaining agreements	Alta Resources complies with all applicable laws related to employment practices, equal employment, nondiscrimination, wages, and safe working conditions. We have adopted comprehensive personnel policies to ensure that all employees are treated with dignity and respect. We are strongly opposed to child labor, forced labor, and any form of exploitative labor practices. Although we are not a unionized workplace, we adhere to all relevant labor and employment regulations and actively seek employee feedback on their concerns and needs within a culture that promotes reporting without fear of retaliation. Alta Resources is dedicated to maintaining a work environment free from unlawful discrimination, harassment, and retaliation, with all employees expected to uphold our commitment to equal opportunity.		
GRI 201: Economic Performance 2016		Our People		

Material Topics

GRI 3: Material Topics 2021	3-1 Process to determine material topics	Through regular engagement with both internal and external stakeholders, Alta Resources gains valuable insights into the priority issues (materiality) that matter most to each specific stakeholder group. Materiality		
	3-2 List of material topics	Materiality		

Economic Performance

GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Our People Impact Recruiting	Principle 6	
	201-3 Defined benefit plan obligations and other retirement plans	Employee Wellness Our Benefits		
	201-4 Financial assistance received from government	In fiscal year 2024, Alta Resources did not receive any financial assistance from the government.		

Anti-Corruption (Tier 1)

GRI 3: Material Topics 2021 Anti-Corruption	3-3 Management of material topics	Alta has an Anti-Bribery and Corruption policy in place. Code Of Conduct Anti-Bribery Anti-Corruption Policy		
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GRI, UNGC and UN SDG Index

Governance Disclosures

GRI Standard	Disclosure	Location & Notes	UNGC Alignment	UN SDG Alignment
GRI 205: Anti-corruption 2017	205-2 Communication and training about anti-corruption policies and procedures	Alta conducts compulsory annual training for all employees.		
GRI 205: Anti-corruption 2018	205-3 Confirmed incidents of corruption and actions taken	We have not identified any material confirmed incidents of corruption within our operations.		

Energy

GRI 3: Material Topics 2021 Energy	3-3 Management of material topics	Materiality Sustainability	Principles 7, 8, 9	  
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Sustainability Performance Data Tables		
GRI 302: Energy 2019	302-4 Reduction of energy consumption			

Water and Effluents

GRI 303: Water and Effluents 2020	303-3 Water withdrawal	Not applicable: all water withdrawn is from municipal water sources, we are not a water intensive organization and none of our operations have any impact on water conservation areas that have been designated and notified to us by national or international bodies. Sustainability Water	Principles 8, 9	
GRI 303: Water and Effluents 2021	303-4 Water discharge	Wastewater in our office facilities is discharged to common sewage treatment plants or directly to the municipal sewer systems. This ensures that our wastewater is not discharged into subsurface waters, surface waters or sewers that lead directly to rivers, oceans, lakes, wetlands, and ground water.		

Supplier Social Assessment

GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	There have been no suppliers identified as having significant actual and potential negative social impacts with which improvements were required or relationships were terminated. Supplier Code of Business Conduct, Ethics and Sustainable Procurement Policy	Principles 1, 2, 4, 5, 6	
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GRI, UNGC and UN SDG Index

Governance Disclosures

GRI Standard	Disclosure	Location & Notes	UNGC Alignment	UN SDG Alignment
Public Policy				
GRI 415: Public Policy 2016	415-1 Political contributions	Alta Resources did not make any political contributions to any political party, candidate, or political organization, either in cash or in-kind donations.		
Client Privacy				
GRI 3: Material Topics 2021 Client Privacy	3-3 Management of material topics	We comply with privacy regulations and relevant laws, including the California Consumer Privacy Act (CCPA). Additionally, Alta Resources complies with the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework, established by the U.S. Department of Commerce. Corporate Security Policy Privacy Policy		
Employment (Tier 1)				
GRI 3: Material Topics 2021 Employment	3-3 Management of material topics	At Alta, we firmly believe that everything begins with people. Our people are our greatest asset, driving our mission forward and embodying the values that define who we are. We recognize that their talent, dedication, and passion form the foundation of our success, and we are deeply committed to fostering an environment that nurtures their growth, well-being, and professional development. Our People	Principles 1, 6	  
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Our Benefits		
Occupational Health and Safety				
GRI 3: Material Topics 2021 Occupational Health & Safety	3-3 Management of material topics	Alta Resources is dedicated to ensuring a safe and healthy work environment for all employees worldwide. Our People Employee Wellness	Principles 1, 2	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Alta's global Health and Safety Management System is aligned to ISO 45001: 2018.		

GRI, UNGC and UN SDG Index

Governance Disclosures

GRI Standard	Disclosure	Location & Notes	UNGC Alignment	UN SDG Alignment
Occupational Health and Safety				
GRI 403: Occupational Health and Safety 2018	403-2 Hazard identification, risk assessment, and incident investigation	Alta Resources' Health and Safety Committee conducts an annual risk assessment aimed at minimizing workplace hazards and ensuring employee safety. We have established a formal process for reporting any incidents, hazards, or near-misses in the workplace. When an issue is reported, our Environmental Health and Safety (EHS) team takes immediate action to resolve it, implementing preventative measures such as ergonomically designed workstations, installation of fire extinguishers, and the provision of appropriate personal protective equipment (PPE), among other safety enhancements. Occupational Health and Safety Policy Employee Health and Safety		
	403-6 Promotion of worker health	Employee Wellness Our People		
Training and Education (Tier 1)				
GRI 3: Material Topics 2021- Training & Education	3-3 Management of material topics	We are proud to cultivate a diverse and talented global workforce, recognizing that our people are key to driving innovation and delivering exceptional value to our clients. We are focused on recruiting diverse talent, not only to meet the evolving needs of our clients but also to exceed their expectations through creativity and fresh perspectives. Our People		
	404-2 Programs for upgrading employee skills and transition assistance programs	Our People Employee Continuing Education Leadership Training		
Diversity and Equal Opportunity				
GRI 3: Material Topics 2021 Diversity and equal opportunity	3-3 Management of material topics	Our People Embracing Diversity	Principle 1, 2, 6	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Diversity By the Numbers		
Child Labor				
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Alta Resources does not use child labor (i.e., a person under the minimum age provisions of applicable laws and regulations) or forced labor (i.e., prison labor, indentured labor, bonded labor, military labor, slave labor), does not condone any form of human trafficking, and will not work with third parties who engage in such practices. Code of Conduct Human Rights and Diversity Policy Child Labor and Anti-Slavery Policy Child Labor Remediation Policy		

GRI, UNGC and UN SDG Index

Governance Disclosures

GRI Standard	Disclosure	Location & Notes	UNGC Alignment	UN SDG Alignment
Forced or Compulsory Labor				
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Alta Resources did not use forced or compulsory labor (i.e., slave labor or bonded labor) or use debts as a means of maintaining workers in a state of forced labor. Code of Conduct Human Rights and Diversity Policy Supplier Code of Business Conduct, Ethics and Sustainable Procurement Policy Child Labor and Anti-Slavery Policy Child Labor Remediation Policy		
Local Communities				
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Community is one of Alta's seven Guiding Principles, and we are deeply committed to supporting the communities where we live and work. This commitment is at the heart of everything we do, shaping our approach through ongoing volunteerism, community outreach, and philanthropy. Community Engagement		

GRI, UNGC and UN SDG Index

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	2-9 Governance structure and composition	Our strategy is overseen at the highest levels of our organization by the S.A.F.E. Audit and Risk Committee. Comprised of Alta Resources' CEO, CFO, CIO, General Counsel, Director of Corporate Compliance, VP of Human Resources, and the Director of Information Security, this committee ensures that our ESG efforts are governed and aligned with our corporate values. ESG Governance S.A.F.E. (Securing Alta's Future Environment) Audit and Risk Committee		
	2-12 Role of the highest governance body in overseeing the management of impacts	Our strategy is overseen at the highest levels of our organization by the S.A.F.E. Audit and Risk Committee. Comprised of Alta Resources' CEO, CFO, CIO, General Counsel, Director of Corporate Compliance, VP of Human Resources, and the Director of Information Security, this committee ensures that our ESG efforts are governed and aligned with our corporate values. ESG Governance		
	2-13 Delegation of responsibility for managing impacts	The day-to-day management of our ESG strategy is entrusted to the Compliance and Ethics office, which plays an important in ensuring that our initiatives are effectively executed and aligned with our long-term ESG goals. ESG Governance		
	2-14 Role of the highest governance body in sustainability reporting	ESG Governance		



AltaResources.com