



Alta Resources
**2026 ESG
Report**

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About This Report

The “Alta Resources 2026 ESG Report” provides a comprehensive overview of Alta's initiatives and other data-centric information that took place from between January 1, 2025 to December 31, 2025, unless otherwise indicated.

Message from the Chief Executive Officer

Since Alta Resources first opened its doors, we have believed that business should be a force for good. That belief has guided our growth, shaped our culture, and continues to serve as the foundation of our global Environmental, Social, and Governance (ESG) strategy. Our commitment to ESG extends beyond simply doing the right thing—it is about creating lasting value for our employees, clients, communities, and business partners while contributing to a more sustainable and equitable future.

Alta remains an active participant in the United Nations Global Compact and proudly submits our annual Communication on Progress (CoP), affirming our commitment to advancing responsible business practices aligned with the Compact's Ten Principles. Through our initiatives, we continue to support the United Nations Sustainable Development Goals (SDGs), particularly those focused on gender equality, decent work and economic growth, reduced inequalities, responsible consumption, climate action, and strong institutions.

Throughout 2025, Alta continued to make significant progress across our ESG priorities while strengthening our position as a global customer experience and business process outsourcing partner. We achieved many important milestones during the year, and the accomplishments highlighted represent some of our most noteworthy achievements:

- Alta received the 2025 Gallup Exceptional Workplace Award for Employee Engagement—an honor

earned by only 78 organizations evaluated by Gallup worldwide, placing Alta among the top 1% of over 6,400 organizations assessed globally.

- Alta received the EcoVadis Silver Medal in June 2026, achieving a score in the 90th percentile and placing Alta among the top 10% of more than 150,000 companies evaluated worldwide.
- Alta reduced greenhouse gas emissions across our LATAM operations by 143.4 metric tons of CO₂e, representing a 10.8% year-over-year reduction.
- Alta delivered a record-breaking year of energy reduction across our global operations, with every site lowering energy consumption and our Neenah headquarters leading the way with a 21.6% reduction.

These accomplishments represent more than performance metrics—they reflect the dedication of our global team and our commitment to transparency, accountability, innovation, and continuous improvement.

Beyond our operational achievements, Alta continued its longstanding commitment to investing in the communities where we live and work. Through employee volunteerism, charitable giving, educational partnerships, and community engagement initiatives across our global locations. We recognize that strong

communities are essential to sustainable business success, and we remain dedicated to supporting opportunities that strengthen local economies, expand access to education, and improve quality of life.

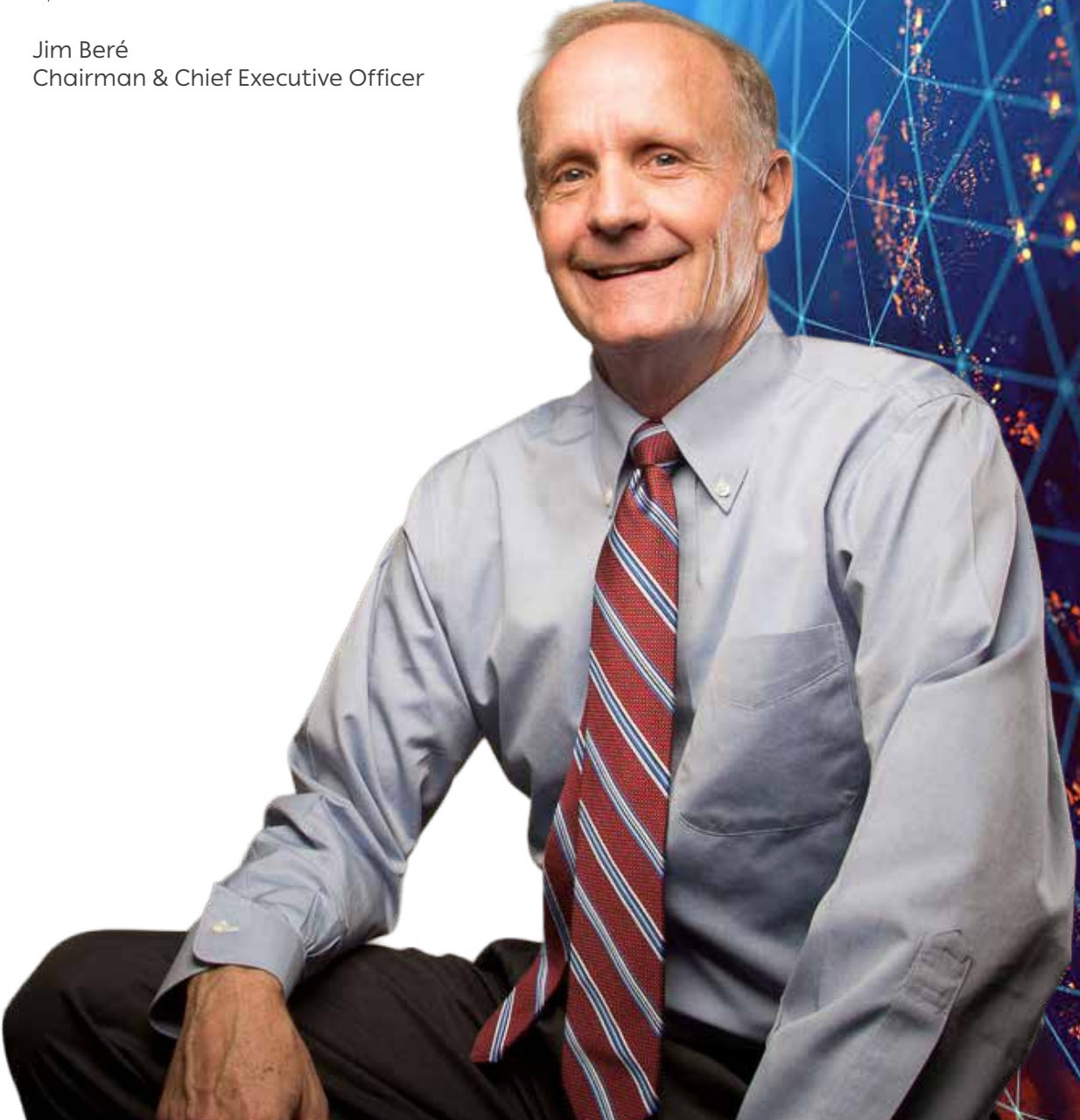
As we look ahead to 2026 and beyond, Alta remains focused on leveraging technology and innovation to create greater value for our clients. Building on investments made throughout 2025, we will continue advancing our artificial intelligence capabilities and digital transformation initiatives with a focus on improving operational efficiency, streamlining processes, and delivering enhanced solutions for our clients. We believe these investments will enable us to work smarter, respond faster, and provide greater value while maintaining the high levels of quality, security, and service our clients expect.

At the same time, Alta's expanding global footprint positions us to better serve both existing and prospective clients. Our presence across North America, Latin America, and Asia-Pacific enables us to provide scalable, flexible, and resilient solutions that meet the evolving needs of a global marketplace.

We often say, "Alta is Alta." For us, that means that whether we are serving clients in the United States, Belize, Colombia, Mexico, Peru, the Philippines, or anywhere else around the world, our commitment to excellence, ethical leadership, community engagement, and sustainable business practices remains constant.

Thank you to the entire Alta team for your passion, commitment, and dedication. I am proud of what we have accomplished together and excited about the opportunities that lie ahead.

Jim Beré
Chairman & Chief Executive Officer



Highlights from 2025

In 2025, Alta Resources deepened its global commitment to Environmental, Social, and Governance progress through expanded partnerships, stronger governance, and measurable, independently verified results. From data privacy and emissions reductions to employee engagement and community giving, Alta's ESG impact reflects both enterprise-wide discipline and genuine, on-the-ground impact.

Governance

Alta's governance strategy is grounded in integrity, transparency, and compliance. In 2025, Alta:

- Formally established "Reducing Risk" as an enterprise strategic mandate and adopted the ISO 31000 Risk Management framework to guide how risk is identified, assessed, and monitored across the business.
- Achieved a 14-point year-over-year improvement in our EcoVadis score, advancing from Bronze (March 2025) to a Silver Medal, with an overall score of 76/100—placing Alta in the 90th percentile globally and the top 6% of companies in our industry.
- Ranked in the top 4% of companies worldwide in our industry, for Ethics & Governance performance, as assessed by EcoVadis.
- Successfully completed a SMETA 4-Pillar audit with no findings, confirming that our Business ethics, Health & Safety, environmental and

labor standards policies, procedures, and controls meet the standards required under the ETI Basecode.

- Alta ranks among the top 4% of companies in its industry globally for Sustainable Procurement performance, as assessed by EcoVadis.

Social Responsibility

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.

- Named a Gallup Exceptional Workplace Award winner for Employee Engagement—one of only 78 organizations selected globally in 2025, following eight consecutive years of partnership with Gallup.
- Women now represent 62% of our global workforce, meaningfully exceeding industry benchmarks for our sector.
- Colombia's Ministry of Finance recognized Alta LATAM as the leading job creator for young people, crediting the creation of 3,436 new jobs, many filled by young women aged 28–30.
- Alta ranks among the top 12% of companies in its industry globally

for Labor & Human Rights as assessed by EcoVadis

Environmental Stewardship

We recognize the urgent need for environmental responsibility and are embedding sustainability into how we operate, build infrastructure, and manage resources. In 2025, Alta:

- Reduced Neenah, Wisconsin electricity consumption by 21.6% year-over-year and cut Scope 1 natural gas emissions, driving a combined 19.9% reduction in site-wide Greenhouse Gas emissions (GHG).
- Reduced LATAM total GHG missions by -10.8% across our LATAM locations.
- Alta ranks among the top 8% of companies in its industry globally for environmental performance, as assessed by EcoVadis.
- Recycled 14.89 tons of confidential paper waste and processed 2,769 lbs of IT assets through certified e-waste recycling, diverting all of it from landfill, while safely disposing of 179 kg of Waste Electrical and Electronic Equipment (WEEE) in LATAM through our PCSHEK partnership.

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 continued its partnerships with the Boys & Girls Clubs of America, United Way Fox Cities, and the Fox Cities Performing Arts Center in Wisconsin, while in the Philippines, Fr. Al's Children Foundation support helped serve approximately 10,000 students from underprivileged communities with meals, healthcare, and education.

Alta's ESG efforts are not one-time initiatives—they are continuous, evolving, and deeply rooted in how we operate as a global company. 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 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. 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, our vision was 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, 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 our clients' brands, striving to create unbreakable bonds between those brands and their customers. Our goal is to help our partners 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 their 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

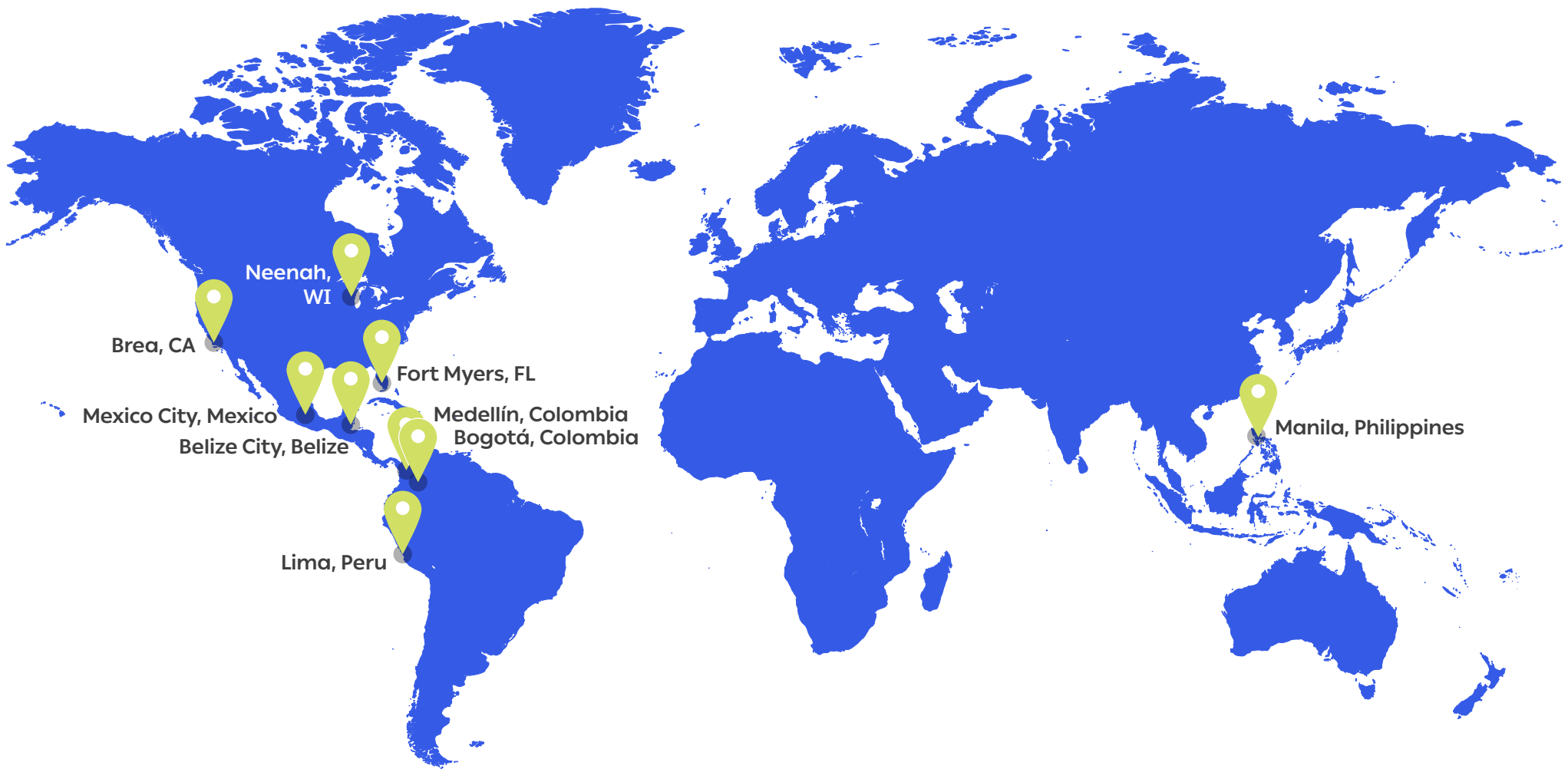
Contributing to the advancement of our communities is ingrained in our DNA. We believe in balancing work and family life, while actively engaging in initiatives that uplift the communities where we operate. Our commitment to social responsibility is reflected in our efforts to make a positive impact.



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 7,000 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.



United States

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 serve a wide array of sectors including healthcare, automotive, technology, and consumer products.

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

Alta LATAM

Alta LATAM, headquartered in Bogotá, Colombia, operates delivery centers in Medellín, Lima, Peru, and Mexico City, Mexico, supporting a broad client base across the region.

This region is not just a service delivery hub—it is a center of innovation and technological advancement. The LATAM team has designed and deployed proprietary artificial intelligence (AI) technology that enhances performance metrics, reduces client operational costs, and improves customer experience outcomes.

From banking and financial services to retail and e-commerce, our LATAM operation services some of South America's most iconic and respected brands—offering multi-channel, multilingual support that is both human-centric and tech-enabled.



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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.

Philippines

Alta's Philippines operations are based in Manila, 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.



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

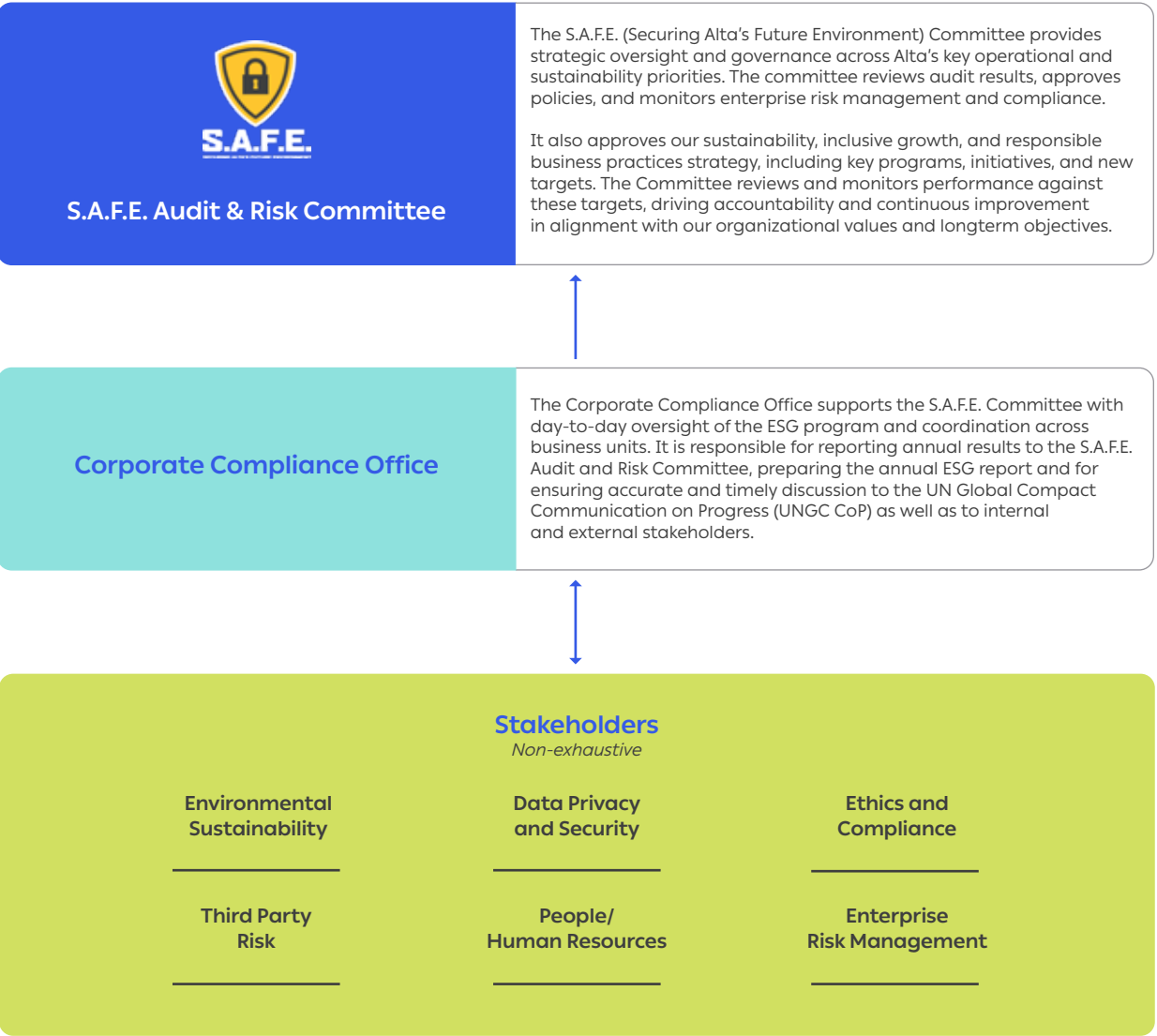
Our dedication to human rights and community engagement is a cornerstone of our ESG strategy. We aim to operate in a manner that supports sustainable development and ethical business practices, reinforcing our commitment to making a meaningful contribution to the communities in which we operate. This 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. (Securing Alta's Future Environment) 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 role 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

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. This continuous dialogue enables us to better understand their evolving expectations and challenges, allowing us to tailor our ESG strategy to address the most pressing concerns.

By fostering open communication and collaboration, we ensure that our approach remains dynamic and responsive, ultimately driving more meaningful and impactful outcomes that resonate with all our stakeholders.

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 submits Communication on Progress (CoP) to the UN on an annual basis.

Alta values this membership and is committed to upholding these principles as part of its ongoing efforts to build a sustainable future.

WE SUPPORT



United Nations Sustainable Development Goals

As a global company that places a strong emphasis on corporate responsibility, Alta 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 seeks to play a 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



Alta Environmental, Social,
and Governance Highlights – 2025/2026

Alta Receives Gallup Exceptional Workplace Award

We are excited and proud to share that Alta Resources has been recognized as a Gallup Exceptional Workplace Award winner for Employee Engagement.

This recognition reflects more than an achievement—it represents the commitment our teams bring every day to fostering a workplace where employees feel heard, supported, and connected to meaningful work.

Organizations are invited to apply for the Gallup Exceptional Workplace Award only after meeting rigorous engagement benchmarks. To be considered, companies must demonstrate at least three consecutive years of strong engagement performance, including high participation rates in Gallup’s Q12 Employee Engagement Surveys and a sustained commitment to improving the employee experience over time.

Applications undergo a comprehensive evaluation process that combines quantitative analysis with detailed examples of how engagement is embedded throughout the organization and how it contributes to measurable business outcomes. Out of the thousands of organizations Gallup works with globally, only 78 organizations were selected to receive this recognition in 2025.

While Alta has partnered with Gallup for the past eight years, receiving this award marks an important milestone in our ongoing journey to strengthen engagement, support our people, and cultivate a workplace culture where employees can thrive.



Alta Awarded Silver Medal by EcoVadis

The EcoVadis network comprises more than 150,000 companies worldwide across a broad range of industries and geographies. The EcoVadis assessment evaluates organizations on a comprehensive set of governance and sustainability criteria, including environmental impact, labor and human rights, ethics, governance, and sustainable procurement. Its methodology is grounded in internationally recognized Corporate Social Responsibility (CSR) standards such as the Global Reporting Initiative (GRI), the United Nations Global Compact (UNGC), and ISO 26000.

Building on the momentum of its EcoVadis Bronze Medal awarded in March 2025, Alta continued to strengthen its sustainability and governance performance through targeted investments in management systems, policies, and operational processes. These efforts resulted in a 14-point improvement in Alta's EcoVadis score.

In June 2026, Alta was awarded an EcoVadis Silver Medal based on its 2025 assessment results. Alta achieved an overall score of 76/100, placing the company in the 90th percentile globally and among the top 10% of all organizations evaluated by EcoVadis. Within our industry, Alta ranked in the top 6% of companies worldwide, demonstrating industry-leading sustainability performance. This recognition reflects Alta's continued commitment to ethical business practices, responsible corporate governance, environmental stewardship, and continuous improvement across its environmental, social, and governance (ESG) programs. Alta's advancement from Bronze to Silver demonstrates the company's commitment to internationally recognized best practices, transparency, accountability, and responsible business operations. It also reflects the effectiveness of Alta's strengthened management systems and its ongoing investment in processes that support long-term value creation for clients, employees, suppliers, and stakeholders.



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Receiving the EcoVadis Silver Medal in the 2026 assessment, which recognizes our sustainability performance and progress throughout 2025 and into 2026, is a significant milestone for Alta and a testament to our ongoing commitment to responsible business practices. This achievement positions Alta among the leaders in our industry worldwide and reflects the dedication and hard work of our teams across the globe in advancing environmental stewardship, ethical business conduct, responsible governance, and positive labor and human rights practices.

While we are proud of this accomplishment, we see it as further motivation to continue raising our standards, driving continuous improvement, and creating long-term value for our stakeholders and the communities we serve.”



Jabulani Dube
Corporate Compliance Director



Top 6%
Overall

Alta ranks among the top 6% of companies in its industry worldwide based on its overall performance in the EcoVadis assessment, reflecting excellence across the four assessment pillars: Environment, Labor & Human Rights, Ethics, and Sustainable Procurement.



Alta Successfully Completes SMETA 4-Pillar Audit

In April 2026, Alta Resources successfully completed its biennial SMETA 4-Pillar Audit with zero findings and no Corrective Action Plans Required (CAPRs) identified. This audit is conducted by an independent third-party auditor.

SMETA (Sedex Members Ethical Trade Audit) is one of the world’s most widely recognized ethical audit methodologies, designed to assess responsible business practices across global operations and supply chains. The SMETA 4-Pillar framework evaluates organizations across four key areas: Labor Standards, Health & Safety, Environment, and Business Ethics.

The audit process includes extensive documentation reviews, management interviews, employee engagement, and site assessments to evaluate compliance with internationally recognized labor, environmental, and ethical standards. Successfully completing the audit with no findings demonstrates Alta’s strong operational controls, commitment to ethical business practices, and focus on maintaining a safe, inclusive, and responsible workplace. It also reinforces the company’s dedication to transparency, accountability, and continuous improvement across its ESG practices. For clients and stakeholders, this achievement provides additional assurance that Alta operates in alignment with globally recognized standards for social responsibility, employee well-being, and ethical governance.



CX Interaction Awards 2025 Bogotá, Colombia

Alta LATAM was recognized at the 2025 CX Interaction Awards, one of the most prestigious and competitive customer experience and BPO industry events in Latin America, organized by the Asociación Colombiana de BPO. The awards celebrate organizations that demonstrate exceptional performance, innovation, and leadership in customer experience management and business process outsourcing across the region.

Receiving recognition at this level reflects Alta LATAM’s continued commitment to operational excellence, employee engagement, and delivering high-quality client outcomes in an increasingly competitive global market.

Alta LATAM earned the Gold Award for Best BPO Operation, the highest distinction in its category, recognizing the organization’s outstanding service delivery, operational consistency, and measurable impact on client success. The company also received the Silver Award for Best Human Capital Management, highlighting Alta’s strong focus on employee development, engagement, and retention strategies that support long-term workforce sustainability.

In addition, Alta LATAM was awarded the Bronze Award for Best Export Management, recognizing the company’s ability to successfully scale services, manage cross-border operations, and strengthen its position as a trusted international business partner.



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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.”



Juan Pablo Serrano
CEO Alta LATAM

Transparency

Alta strives 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. Alta undergoes a comprehensive SMETA 4-Pillar Audit biannually with independent 3rd party auditors to ensure our compliance to the Ethical Trading Initiatives (ETI) base code.



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

Integrity is one of Alta’s seven Guiding Principles and serves as a foundational element of our culture, decision-making, and business operations. It guides how we work with one another, support our clients, engage with partners, and serve our communities.

Alta is committed to conducting business with the highest standards of ethical conduct, accountability, and transparency while delivering quality service with integrity. Our governance framework is supported by established policies, oversight processes, compliance programs, and internal controls designed to promote responsible business practices and ethical decision-making across the organization.

We continue to strengthen our governance and compliance practices through mature governance frameworks that support risk management, operational accountability, regulatory compliance, and continuous improvement. These frameworks help ensure consistency in how policies are implemented, monitored, and enhanced as our business evolves.

Alta’s ethics and compliance program is managed with a continual improvement mindset, focused on reinforcing a culture of integrity, accountability, and trust. We regularly review and enhance our policies, training programs, reporting mechanisms, and governance processes to align with evolving stakeholder expectations, industry standards, and business needs.

All Alta employees are expected to uphold

Alta’s policies and ethical standards in every interaction with clients, vendors, third-party service providers, government officials, community partners, and one another.

Reducing Risk a Strategic Mandate

In 2025–2026, Alta formally established “Reducing Risk” as one of its enterprise strategic mandates, reinforcing the organization’s commitment to strengthening resilience, accountability, and long-term sustainable growth. Strategic mandates at Alta represent organization-wide priorities that guide decision-making, operational focus, investment planning, and performance management across all business functions.

As part of this strategic direction, Alta enhanced its Risk Management program through the adoption of the ISO 31000 Risk Management framework. ISO 31000 provides internationally recognized principles and guidelines for identifying, assessing, managing, and monitoring risk in a consistent and proactive manner. The framework supports Alta’s ability to integrate risk management into strategic planning, operational processes, governance activities, and day-to-day decision-making.

Oversight of Alta’s risk management and governance activities is led by the S.A.F.E. Audit and Risk Committee, which supports the Chairman and CEO in fulfilling their oversight responsibilities related to financial integrity, legal and regulatory compliance, internal controls, audit

functions, ethics, cybersecurity, and enterprise risk management.

The committee is comprised of senior leadership, including Alta’s CEO, CFO, CIO, General Counsel, Information Security Director, and Corporate Compliance Director. Through cross-functional collaboration, the committee provides strategic oversight of ESG initiatives, compliance programs, operational resilience, and enterprise-wide risk mitigation efforts.

Meeting regularly throughout the year, the committee evaluates key risk indicators, reviews internal audit findings, monitors mitigation strategies, and assesses emerging risks that may impact Alta’s operations, clients, employees, or stakeholders. Areas of focus include cybersecurity threats, regulatory developments, legal and compliance obligations, operational continuity, third-party risk, and evolving market conditions.

Top 4%

for Ethics & Governance

Alta ranks among the top 4% of companies in its industry globally for Ethics & Governance performance, as assessed by EcoVadis.





Risk Management Program

Alta's Risk Management Program is designed to support responsible growth, operational resilience, regulatory compliance, and long-term business sustainability.

Alta's program is built on a four-pillar risk management methodology designed to create clear ownership, cross-functional collaboration, and enterprise-wide accountability. This approach ensures that risk management responsibilities are integrated throughout the organization rather than managed in isolation.

By combining governance oversight, risk assessment, operational controls, and continuous monitoring into a unified framework, Alta is better positioned to identify emerging risks, respond effectively to changing business conditions, and strengthen organizational resilience.

The four-pillar structure also enables greater alignment between business operations, compliance activities, information security, internal audit functions, and executive leadership. This integrated approach enhances Alta's ability to manage strategic, operational, regulatory, cybersecurity, and third-party risks while supporting informed decision-making and sustainable business performance.

Risk and Resilience Taxonomy-Enterprise Risk Management

Alta manages enterprise risk through structured taxonomy that categorizes risks across the full scope of the company's strategic, operational, and compliance obligations. The company conducts regular reviews of enterprise risk at the S.A.F.E. Committee level and with executive leadership.

Alta's resilience posture reflects deliberate and sustained investment in the capabilities necessary to absorb disruption, adapt to changing conditions, and continue delivering for our clients and people. Across our global operations, we maintain documented continuity and recovery plans, test our response capabilities on a regular basis, and continuously review the adequacy of our controls against an evolving risk landscape. This approach ensures that resilience is not treated as a contingency measure but as a core attribute of how Alta operates.

Conflict of Interest

Alta is committed to conducting business with integrity, transparency, and high ethical standards. Our Conflict of Interest Policy establishes expectations for identifying, disclosing, and appropriately

managing actual, potential, or perceived conflicts of interest.

Conflict of interest is a required component of Alta's mandatory annual ethics training. As part of this annual training, employees review Alta's Conflict of Interest Policy and complete an annual attestation acknowledging their understanding of and commitment to the policy's requirements. This process reinforces employees' responsibility to recognize and disclose potential conflicts of interest and to seek guidance when questions arise.

Code of Conduct

Alta's Code of Conduct serves as a foundational component of the company's ethics and compliance program and reflects our commitment to operating with integrity, accountability, and respect. The Code establishes the standards and expectations that guide how we conduct business, interact with one another, and serve our clients, communities, and stakeholders.

Designed to reinforce Alta's culture and guiding principles, the Code of Conduct provides colleagues with practical guidance for navigating ethical situations, making responsible decisions, and raising concerns when issues arise. It outlines expectations related to ethical business practices, compliance with laws and regulations, workplace conduct, confidentiality, conflicts of interest, and responsible use of company resources.

To promote ongoing awareness and accountability, all colleagues are required to review and acknowledge the Code of Conduct and other key ethics and compliance policies annually. Alta also delivers mandatory annual ethics and compliance training across the

organization to reinforce expectations and strengthen understanding of company standards and responsibilities.

In addition to enterprise-wide training, Alta provides role-based training programs tailored to specific operational, leadership, and compliance responsibilities. Employees in high-risk or sensitive roles receive additional instruction in areas such as data privacy, cybersecurity, anti-corruption, anti-harassment, information security, and regulatory compliance. These programs help ensure colleagues are equipped to recognize and appropriately respond to potential risks within their areas of responsibility.

100% 

of employees received mandatory training on ethics and our code of conduct in 2025



Anti-Bribery and 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, requiring 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 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.

Our 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.

100%



of employees received training on anti-bribery and corruption as part of our ethics training in 2025

Promoting a Speak Out Culture

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. Employees 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.

In addition, suppliers and their employees, contractors, and business partners are encouraged to report any concerns, including those related to human rights, labor practices, ethics, or compliance, through the reporting channels outlined in this Supplier Code of Conduct. All reported concerns will be reviewed promptly, and any necessary investigation or follow-up will be conducted in accordance with applicable laws, regulations, and company policies.



“Alta Resources operates in a dynamic global environment where legal, regulatory, and ethical obligations and expectations are constantly evolving. Our Legal and Compliance team navigates that complexity with vigilance, upholding the highest standards of regulatory adherence, data protection, and ethical responsibility in every jurisdiction we serve to protect our clients, our people, and our long-term business interests.”



Kristine Pihlgren
General Counsel

Human Rights

Alta is committed to respecting and advancing internationally recognized human rights and labor standards throughout our operations and supply chain. Our approach is guided by the United Nations Sustainable Development Goals (SDGs) and informed by globally recognized frameworks, including 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, the United Nations Guiding Principles on Business and Human Rights (UNGPs), and the Ethical Trading Initiative (ETI) Base Code.

Our commitment to ethical business conduct is embedded in the policies and standards that govern our organization. Alta's Code of Conduct outlines the principles and expectations that guide employee behavior and decision-making, reinforcing our culture of integrity, accountability, and respect. Complementing this framework, our Policy Against Discrimination and Harassment affirms our zero-tolerance approach to discrimination, harassment, and retaliation, while fostering a workplace where all individuals are treated with dignity and fairness. In addition, our Human Rights and Diversity Policy reflects our commitment to equal opportunity, inclusion, diversity, and maintaining a safe and healthy working environment that supports employee well-being.

In alignment with the ETI Base Code and our participation in the UN Global Compact, Alta supports the protection of fundamental labor rights, including freedom of association and the right to collective bargaining. We strictly prohibit all forms of forced labor, child labor, bonded labor, human trafficking, and other exploitative labor practices. We are equally committed to ensuring fair working conditions, lawful wages and working hours, and workplaces that are safe, respectful, and free from coercion across both our operations and supply chain. These commitments contribute directly to SDG 8 (Decent Work and Economic Growth), and SDG 16 (Peace, Justice and Strong Institutions).

To strengthen oversight and accountability, our Child Labor and Anti-Slavery Policy establishes due diligence, monitoring, and investigative processes designed to identify, prevent, and address human rights risks. Where violations are identified, Alta's Child Labor Remediation Policy provides a structured framework for corrective action and remediation, prioritizing the safety, rights, and well-being of affected individuals while supporting sustainable, long-term improvements.

Alta's human rights, ethics, and workplace policies support several United Nations Sustainable Development Goals, most notably SDG 8 (Decent Work and Economic Growth) and SDG 16 (Peace, Justice and Strong Institutions). Through our

commitment to equal opportunity, non-discrimination, diversity and inclusion, and the protection of fundamental labor rights, our programs also contribute to SDG 5 (Gender Equality) and SDG 10 (Reduced Inequalities), while our focus on providing safe and healthy workplaces supports SDG 3 (Good Health and Well-being).



Human Rights Due Diligence

Alta is committed to respecting internationally recognized human rights and maintaining processes to identify, assess, prevent, mitigate, and address potential adverse human rights impacts. As part of our human rights due diligence approach, we conduct periodic risk assessments that consider the geographic

locations and business activities where Alta operates, as well as risks associated with our workforce, client engagements, and supply chain. These assessments help us identify salient human rights risks and inform appropriate actions to manage and mitigate potential impacts. We regularly review and enhance our processes to support responsible business practices and promote respect for human rights throughout our operations and business relationships.

Human Rights In Our Supply Chain

Alta is committed to conducting business responsibly and upholding human rights throughout its global supply chain. We hold our suppliers to the same high standards of social responsibility that we apply to our own operations and do not tolerate human rights violations in any form at any stage of our supply chain. We require suppliers to maintain safe, respectful, and inclusive workplaces free from physical violence, threats, corporal punishment, mental coercion, verbal abuse, bullying, harassment, discrimination, or other forms of inappropriate conduct.

As part of our commitment to sustainable procurement, suppliers are expected to comply with all applicable labor, wage, health and safety, and human rights laws and regulations. We recognize the

important role businesses play in protecting human dignity and addressing risks that can arise within complex supply chains, including forced labor, child labor, human trafficking, and unfair or unsafe working conditions.

These expectations are set forth in Alta's Supplier Code of Conduct and Sustainable Procurement Policy, which establish clear standards for suppliers and business partners. To support effective oversight and accountability, Alta has implemented a Vendor Management System that incorporates supplier due diligence and a risk-based approach to supplier onboarding, monitoring, and engagement. Our supplier due diligence process aligns with our commitment to the UN Guiding Principles on Business and Human Rights and helps identify, assess, and mitigate potential human rights risks across our supply chain.

Alta further reinforces its commitment to human rights through its publicly available Human Rights and Diversity Statement, which is accessible on our company website.

In 2025, there were **zero incidents** of child labor or forced labor within Alta or its supply chain



Working with Suppliers

Responsible Supply Chain Management

Alta works across diverse business sectors through a broad network of suppliers and service providers. While we are a service-based organization rather than a manufacturer, our supply chain remains integral to our ESG performance. The vendors we select, the standards we require them to meet, and the diligence with which we assess and monitor their performance influence our ability to uphold our commitments to human rights, environmental stewardship, ethical business conduct, and fair labor practices throughout our value chain.

We view responsible procurement as a governance responsibility that extends beyond the procurement function. Our supplier relationships reflect Alta's values and our commitment to operating with integrity. They also support our responsibility to clients who depend on our supply chain to deliver critical services, as well as to the workers, communities, and business partners connected to our suppliers.

Our Approach

Alta applies a risk-based supplier due diligence process designed to identify, prevent, mitigate, account for, and, where appropriate, support the remediation of adverse human rights

impacts within our supply chain. This approach supports our commitments under the UN Guiding Principles on Business and Human Rights (UNGPs), the UN Global Compact, and is aligned with the OECD Due Diligence Guidance for Responsible Business Conduct.

The UNGPs establish the global standard for business responsibility to respect human rights and define due diligence as the process through which organizations identify, assess, prevent, mitigate, and account for actual and potential adverse human rights impacts. Alta operationalizes these principles through its Vendor Management System and supplier onboarding processes, which provide a structured framework for evaluating supplier risk and monitoring compliance throughout the supplier lifecycle.

Our Supplier Code of Business Conduct establishes the expectations we place on suppliers regarding human rights, labor standards, non-discrimination, environmental responsibility, ethical business practices, and compliance with applicable laws. These expectations are incorporated into our supplier engagement process through contractual requirements, policy acknowledgments, and attestations, helping ensure that our standards extend beyond our own operations and throughout our supply chain.

By integrating ESG considerations into supplier selection, onboarding, and ongoing oversight, Alta seeks to build a resilient, responsible, and transparent supply chain that supports sustainable business practices and long-term value creation for our stakeholders.

Top 4% for Sustainable Procurement

Alta ranks among the top 4% of companies in its industry globally for Sustainable Procurement performance, as assessed by EcoVadis

Supplier Diversity and Sustainable Sourcing

Alta recognizes that our procurement decisions can create positive economic opportunities for the communities in which we operate. As an organization with a global footprint and diverse supplier network, we are committed to promoting inclusion by seeking opportunities to engage qualified suppliers that reflect the diversity of the markets and communities we serve.

Our supplier diversity efforts encourage participation from businesses owned or operated by individuals from historically underrepresented groups, including women, racial and ethnic minorities, veterans, Indigenous peoples, and persons with disabilities, where applicable and consistent with local laws.

To ensure equitable access to our procurement process, prospective suppliers can complete our Supplier Diversity Registration Form through our public Sustainable Supply Chain webpage. By making this process publicly accessible, we provide organizations of all sizes and geographic locations with the opportunity to identify themselves for consideration as part of our supplier network.

Our approach to inclusive procurement supports our broader commitment to responsible business practices and sustainable growth by broadening access to business opportunities, strengthening supplier resilience, and fostering a more diverse and innovative supply chain.

In 2025

52%

of Alta's IT spend category went to certified minority suppliers



Information Technology and Cybersecurity

Alta is committed to protecting the data entrusted to us by our clients, employees, and the customers we support. As cyber threats continue to evolve, we continue to invest in the people, processes, and technologies needed to strengthen our resilience and maintain secure, reliable service delivery.

Our cybersecurity program is built around a layered defense model that brings together identity and access management, network segmentation, endpoint protection, monitoring, and incident response. This approach supports zero trust principles by helping ensure that access is appropriately verified, controlled, and monitored across our environment.

Alta’s Information Security Management System is aligned to ISO 27001/27002:2022 and is supported by recognized security and privacy frameworks, including ISO 27701, ISO 42001, PCI DSS, HIPAA/HITRUST, and the NIST Cybersecurity Framework. These standards help guide our approach to governance, risk management, operational security, compliance, and continuous improvement across the diverse environments in which we operate.

We use established security technologies and maintain an experienced information security team focused on protecting Alta, our clients, and the individuals we serve. Our technical controls are reinforced by internal governance practices, defined policies, operational oversight, and ongoing risk management activities.

Alta regularly assesses and improves its security posture through internal reviews, threat intelligence, control testing, and lessons learned from incidents and investigations. Our overall risk management system is aligned with ISO 31000, supporting a structured and consistent approach to identifying, assessing, managing, and monitoring risk across the organization. This ongoing process helps us respond to emerging threats, adapt to changing regulatory expectations, and maintain a resilient security environment.

Our employees play a vital role in safeguarding information and maintaining the integrity of our cybersecurity program. As part of our Human Risk Management strategy, Alta provides ongoing security awareness training, regular phishing simulations, and targeted education designed to help employees recognize, report, and respond to evolving cyber threats.

By continuously strengthening cyber awareness across our workforce, we foster a security-first culture in which protecting information is a shared responsibility and an integral part of everyday business operations. This people-centered approach complements our technical and operational security controls, helping to reduce organizational risk and enhance cyber resiliency.



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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

Managing data is an essential part of our business, and the security of that data is fundamental to the trust our clients place in Alta. Every day, we are entrusted with sensitive information, and we recognize that protecting its confidentiality, integrity, and availability is critical to our success. We promote a culture of trust, accountability, and transparency, striving to uphold the highest standards of privacy and personal data protection across our global operations.

Our approach to information security is built on a comprehensive Information Security Management System (ISMS) aligned with the internationally recognized ISO/IEC 27001:2022 and ISO/IEC 27002:2022 standards. This risk-based framework guides how we identify, assess, manage, and continuously improve our security controls to address evolving cyber threats, support business resilience, and meet changing regulatory and client expectations.

Protecting information requires more than technology alone. We combine strong governance, clearly defined policies, ongoing risk assessments, employee awareness, and continuous monitoring to embed security into every aspect of our operations. This integrated approach helps ensure that the information entrusted

to us by our clients, employees, and business partners remains protected throughout its lifecycle.

To provide independent assurance of our information security program, Alta maintains internationally recognized certifications and attestations, including AICPA SOC 2 Type 2, PCI DSS Level 1, and HITRUST r2 CSF, each validated through independent third-party assessments. These certifications demonstrate the effectiveness of our controls for protecting Personally Identifiable Information (PII), Payment Card Information (PCI), and Protected Health Information (PHI), while reinforcing our commitment to responsible data stewardship.

As client expectations and cybersecurity risks continue to evolve, so does our security program. In 2026, Alta plans to undergo assessment for TISAX Assessment Level 3 (AL3), further strengthening our information security capabilities and demonstrating our commitment to meeting globally recognized standards for protecting sensitive information across the industries we serve.

Privacy

Respecting privacy and protecting personal information are fundamental to the trust our clients, employees, and business partners place in Alta. We are committed to collecting, using, and retaining personal data responsibly, ensuring it is processed only for legitimate business purposes and in a manner consistent with the purpose for which it was originally collected.

Our privacy program is designed to promote transparency, accountability, and responsible data stewardship across our global operations. We maintain comprehensive privacy policies, implement technical and organizational safeguards, and apply role-based access controls to help protect the confidentiality, integrity, and availability of personal information. These controls are regularly reviewed to address emerging risks, evolving technologies, and changing regulatory requirements.

As our business continues to grow globally, we are establishing a multinational privacy program aligned with the principles of the General Data Protection Regulation (GDPR). This framework provides a consistent approach to privacy governance across our operations while enabling compliance with local privacy laws in the jurisdictions where we operate. It includes privacy impact assessments, data transfer mechanisms, incident response

processes, and centralized oversight to support the responsible handling of personal information worldwide. Privacy considerations are also integrated into the way we design and implement new technologies. By applying Privacy by Design principles, we incorporate data protection requirements into the earliest stages of system development and business processes, helping ensure transparency, accountability, data minimization, and appropriate safeguards throughout the information lifecycle.

Alta demonstrates its commitment to privacy by complying with applicable privacy laws and regulatory requirements, including the California Consumer Privacy Act (CCPA), the California Privacy Rights Act (CPRA), and the requirements of the Philippines National Privacy Commission (NPC). We also maintain registration under the EU-U.S. Data Privacy Framework and the Swiss-U.S. Data Privacy Framework, administered by the U.S. Department of Commerce, to support the lawful transfer and protection of personal data across international borders.

As privacy expectations continue to evolve, we remain committed to continuously strengthening our privacy program to protect personal information, support regulatory compliance, and reinforce the trust placed in Alta by our stakeholders around the world.



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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.”



Jesse Thompson
Information Security
and Privacy Director



General Data
Protection Regulation



Cybersecurity Awareness

Protecting information begins with our people. At Alta, we believe that every employee plays an important role in safeguarding the data entrusted to us by our clients, employees, and business partners. Developing a security-aware workforce is a core element of our Information Security Awareness Program and helps strengthen our overall cyber resilience.

To support this commitment, all employees complete mandatory cybersecurity and data privacy training when they join Alta and participate in annual refresher training thereafter. Our learning program is designed to reinforce individual accountability, increase awareness of current cyber risks, and equip employees with the knowledge needed to protect sensitive information and meet their security and privacy responsibilities.

Training content evolves alongside the changing threat landscape and includes topics such as data protection, secure information handling, password security, phishing and social engineering, regulatory compliance, and incident reporting. Where appropriate, role-specific training is provided to address the unique risks and responsibilities associated with particular job functions.

Learning extends beyond formal training. Throughout the year, employees receive cybersecurity awareness communications, practical guidance on emerging threats, and updates to security policies and regulatory requirements. Regular phishing

simulation exercises provide opportunities to apply this knowledge in realistic scenarios, helping employees build confidence in recognizing, avoiding, and reporting potential cyber threats.

By combining continuous learning with practical experience, Alta fosters a culture where cybersecurity is embedded in everyday decision-making. This ongoing investment in employee awareness strengthens our ability to protect information, reduce human risk, and maintain the trust of our clients and stakeholders.



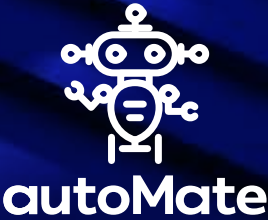
Advancing with Responsible AI Innovation

In 2025, Alta continued to invest in artificial intelligence to improve operational efficiency and develop AI-enabled solutions that help clients streamline processes, improve productivity, and enhance customer experiences.

As our use of AI continues to expand, effective governance remains central to our approach. Alta has established policies, oversight, and risk management processes to help ensure AI technologies are developed and deployed responsibly. These measures are designed to promote transparency, protect information, support regulatory compliance, and ensure that AI solutions are used in a manner that is ethical, secure, and aligned with our corporate values.

Throughout 2025, we continued to strengthen our AI governance program by monitoring emerging technologies, evaluating AI-related risks, and working closely with clients and technology partners to develop solutions that are both innovative and responsible. We believe that strong governance is essential to building trust in AI and ensuring these technologies deliver long-term value for our clients, employees, and the communities we serve.

Alta has continued to expand its portfolio of proprietary AI solutions, several of which are now being used by some of the United States' most recognizable consumer brands to support customer engagement, improve decision-making, and increase operational efficiency.



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 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.

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 well-being, 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.

Top 12%

Alta ranks among the top 12% of companies in its industry globally for Labor & Human Rights performance, as assessed by EcoVadis

Alta Leading in Employee Engagement

Gallup Exceptional Workplace Award

Employee Engagement is one of our five strategic mandates and a critical component of our success at Alta Resources. Over the past eight years, through our dedicated partnership with Gallup, we have consistently driven our employee engagement to new heights ensuring an engaged and committed workforce.

Alta Resources is proud to announce that in 2025 we were recognized as a Gallup Exceptional Workplace Award winner for Employee Engagement. This recognition reflects years of consistent, intentional investment in the employee experience across our global workforce.

Gallup, the world’s foremost authority on workplace analytics and human behavior, identifies Exceptional Workplace Award recipients from among the thousands of organizations it works with globally.

Only clients who meet strict engagement thresholds are invited to apply, and the selection process combines quantitative data analysis with detailed evidence of how engagement is embedded in organizational practice and the measurable impact it has on business outcomes. In 2026, Gallup recognized just 78 organizations worldwide with its Exceptional Workplace Award for Employee Engagement, including about 50 U.S.-based organizations, making it one of the most selective workplace culture recognitions globally.

Gallup Manager of the Year Top Ten

Alta’s Krystin Retzlaff, Sales Program Director, was recognized as a finalist for the 2026 Gallup Manager of the Year award.

Each year, Gallup selects only 10 managers across the globe whose leadership has had an extraordinary impact on employee engagement, performance, and workplace culture. Being named among this elite group is an incredible achievement and a testament to the way Krystin leads every day.

For more than 17 years, Krystin has built one of Alta's most stable and highly engaged teams. Under her leadership, the program has achieved a 98% retention rate, maintained an average employee tenure of seven years, and steadily increased employee engagement while navigating growth, organizational change, and industry disruption. Her commitment to coaching, developing future leaders, and creating meaningful connections has helped shape a culture where people thrive.



“ Culture is one of the few competitive advantages that cannot be replicated. At Alta, we intentionally invest in creating an environment where people feel connected, valued, and empowered to succeed. The result is a workforce that drives innovation, strengthens client partnerships, and delivers exceptional customer experiences every day.”



Amy Bouthilet
Vice President Global Talent

Why Employee Engagement Matters

Employee engagement is not a human resources metric. It is a business performance indicator with direct and quantifiable links to the outcomes that matter most to Alta’s clients, its employees, and its long-term sustainability. Gallup’s decades of research—spanning more than 100,000 business units across 96 countries—consistently demonstrates that organizations in the top quartile of employee engagement outperform those in the bottom quartile across every major performance dimension: productivity, profitability, customer satisfaction, quality, safety, and employee retention. For our organization whose core product is the human interaction between its agents and its clients’ customers, these connections are not abstract. They are the operational reality of every call, every case, and every customer touchpoint.

Employee Engagement in Alta’s ESG Framework

Employee engagement sits squarely within the ‘Social’ pillar of Alta’s ESG program. It is the clearest expression of our commitment to being a responsible employer—one that does not merely comply with labor standards but actively invests in the conditions under which people can do their best work and build meaningful careers. The Gallup Exceptional

Workplace Award is external validation that this commitment is not merely stated in policy documents but is lived in the day-to-day experience of our employees.

Within the UN Sustainable Development Goal framework, Alta’s engagement program directly supports SDG 8 (Decent Work and Economic Growth)—specifically Target 8.5, which calls for full and productive employment and decent work for all, and Target 8.8, which calls for the protection of labor rights and the promotion of safe and secure working environments for all workers. High employee engagement is a direct indicator of a workplace where these targets are being met: employees who are engaged feel safe to raise concerns, experience fair treatment, understand their rights, and have opportunities for development and progression.

The engagement program also intersects with Alta’s governance commitments. The S.A.F.E. Audit and Risk Committee’s oversight of engagement results ensures that human capital risk—including the risk of declining morale, elevated attrition, or deteriorating management quality—is managed at the appropriate governance level. Engagement data is treated as a leading indicator of organizational health: a workforce whose Q12 scores are trending downward is a workforce at risk of delivering lower quality, higher attrition, and ultimately lower client satisfaction.

Employee Engagement United States, Philippines & Belize Locations – World Class Results

In 2025, Alta achieved its strongest employee engagement results to date, Leveraging Gallup’s globally recognized Q12 engagement methodology, we are proud to report the following outcomes:



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.

Employee Engagement Alta LATAM

Alta LATAM adopted the Q12 framework to measure and enhance employee engagement across the region. A customized survey, modeled after Gallup’s Q12, was developed and analyzed using descriptive statistics to provide actionable insights. In the most recent results, Colombia recorded a grand mean of 3.95—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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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

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 organizational 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 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 well-being 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 young 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.



Embracing Diversity, Equity & Inclusion

Diversity is one of Alta's seven guiding principles and 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. Our 2025 workforce data affirms this commitment in concrete terms: women constitute 61.2% of the global workforce, meaningfully exceeding industry benchmarks for our industry sector. Our teams reflect nine distinct ethnic groups, a composition that mirrors the multicultural communities in which we operate across Neenah, Fort Myers, Manila, Latin America and Belize.

Fostering Inclusive Collaboration

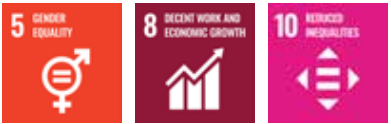
Our commitment to fostering an inclusive environment ensures that every voice is heard and valued. This dedication strengthens internal collaboration and enhances our ability to understand and serve the diverse needs of our clients. Embracing diversity allows us to build strong, enduring relationships with our team members, clients, and business partners—relationships fundamental to achieving our organizational objectives and delivering exceptional outcomes.

A Young, Multi-generational Workforce

Alta Resources' age profile reflects a workforce that is both energetic and experienced. 77.6% of employees are under the age of 40, with nearly half (47.3%) in the 20–29 age range and a further 30.3% in the 30–39 cohort. Employees aged 50 and above represent 9.1% of the workforce, bringing depth of institutional knowledge and professional experience that complement the energy of younger colleagues. This multi-generational composition is a strategic asset: younger employees drive digital fluency, adaptability, and long-term talent pipeline development, while experienced employees provide continuity, mentorship, and operational stability. From an ESG perspective, a predominantly young workforce signals strong human capital sustainability—Alta is investing in careers at their formative stages, building loyalty, reducing long-term attrition costs, and creating pathways for advancement that directly support equitable economic mobility.

Social Impact & SDG Alignment

Alta's DEI performance directly advances the UN Sustainable Development Goals. Our female-majority workforce (61.2%) supports SDG 5 (Gender Equality), expanding formal economic opportunity for women, particularly in markets where structural barriers to employment persist. The breadth of ethnic representation across our operations reflects progress toward SDG 10 (Reduced Inequalities), providing meaningful employment to historically underrepresented communities. The concentration of employment among the 20–39 age band (77.6% of the workforce) further reinforces SDG 8 (Decent Work and Economic Growth) by channeling formal, stable employment to working-age populations at the most economically active and vulnerable stages of their careers.



Commitment to Equity & Continuous Improvement

Creating a diverse, equitable, and inclusive environment is core to Alta's values. When every team member is empowered to contribute authentically, we excel both within our organization and in our interactions with the broader community. Looking ahead, Alta is committed to improving self-identification data completeness—currently at approximately 80.8% disclosed—and to expanding DEI reporting in future cycles to include job-level gender breakdowns and pay equity analysis.

Global Diversity, by the Numbers

62%
Global Female
Workforce

55%
Global Female
Mid-level Management

35%
Global Female Executive
Level Management



Global Employee Data Across All Operations, Including Alta LATAM

People, Our
Greatest Resource

CARE Coaching

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 direct 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 well-being 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.

Country-Specific Initiatives:

- **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.

Occupational Health & Safety Performance –2025 Highlights

Alta Resources delivered measurable improvements in workplace safety performance across all operating jurisdictions in 2025. Global workplace injuries declined by 20% year-over-year, continuing a sustained two-year improvement trend from recorded injuries in 2023. At our Wisconsin headquarters, physical workplace injuries fell by 33%, with Q4 2025 recording zero injuries—a strong close to the year. Our Manila, Philippines operations sustained their zero-injury record for a second consecutive year, reflecting the effectiveness of the site’s occupational health infrastructure including its DOLE-compliant on-site medical clinic. Belize City, while remains 60% below its 2023 baseline.

A significant milestone in 2025 was the completion of a SMETA 4-Pillar Audit with no findings within Alta’s occupational health management system, confirming that our health and safety policies, procedures, and controls meet the standards required under the SMETA Health & Safety Pillars and conform to the ETI basecode.

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, & Development Programs – 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



Workplace Violence

Alta Resources maintains a zero-tolerance approach to workplace violence and explicitly prohibits violence, threats, intimidation, harassment, or any other behavior that could compromise the safety and well-being of our employees, clients, visitors, contractors, or business partners. Creating and maintaining a safe, respectful, and secure workplace is a fundamental component of our global health and safety program.

To support this commitment, Alta has implemented a comprehensive Workplace Violence Prevention Plan (WVPP) across all of its operations. The program establishes a consistent framework for preventing, identifying, reporting, and responding to workplace violence risks while meeting applicable legal and regulatory requirements in the jurisdictions where we operate. The plan addresses threats and acts of violence involving employees, contractors, clients, vendors, visitors, domestic partners or acquaintances connected to the workplace, as well as individuals with no prior relationship to the organization.

The Workplace Violence Prevention Plan is supported by employee awareness and training, clearly defined reporting and escalation procedures, incident investigation protocols, emergency response measures, and periodic risk assessments. Employees are encouraged to report any concerns immediately without fear of retaliation. Through these measures, Alta continues to foster a workplace where every employee can perform their work in an environment that is safe, respectful, and free from violence or the threat of violence.

“ —

Our people are the foundation of everything that we do and we take tremendous pride in the team-driven collaborative spirit that defines our organization. Across borders, operations, and all levels of seniority, we foster open dialogue, cross-functional relationships and a culture where diverse perspectives are shared and valued. As Alta looks forward, we remain steadfast in our commitment to maintaining a people-first workplace that supports and empowers each and every one of our team members.



Kristine Pihlgren
General Counsel

Building a 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. Our reporting channels are also available to external stakeholders, including suppliers, contractors, and their employees. Through the reporting mechanisms outlined in our Supplier Code of Conduct, external parties may report concerns relating to ethical conduct, human rights, labor practices, fraud, or other compliance matters. Reports received from external parties are reviewed and investigated, where appropriate, in accordance with our established procedures and applicable legal requirements.

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. Employees can also report any concern to:

- Their direct manager
- Employee relations
- Corporate Compliance

No Retaliation

Alta is committed to maintaining a workplace where employees feel comfortable raising questions, sharing concerns, and reporting potential issues without fear of retaliation. We encourage employees to speak with their manager, Human Resources, Compliance, or other members of leadership whenever they identify concerns related to ethics, workplace conduct, or business practices.

Our Code of Conduct and related policies reinforce this commitment by providing clear reporting channels and prohibiting retaliation against anyone who raises a concern in good faith. By protecting employees who speak up and addressing concerns fairly and promptly, we strengthen accountability, reinforce ethical decision-making, and help maintain a respectful and inclusive workplace.



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.



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.



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 2025 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 the top 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.



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 create

a meaningful effect to 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 time again, our altaHOPE team steps up, demonstrating remarkable participation and generosity, whether through volunteering or contributing financially.



Boys & Girls Clubs of America

Alta believes that strong communities are built by investing in young people. In 2025, Alta continued its support of the Boys & Girls Clubs of America through a significant corporate contribution, reinforcing our commitment to helping children and teens reach their full potential.

For more than 160 years, Boys & Girls

Clubs of America has provided safe, supportive environments where young people can learn, grow, and thrive. Through after-school and summer programs, the organization offers academic support, leadership development, career readiness, healthy lifestyles programming, and mentorship that help prepare youth for successful futures. These programs are especially important for children and families who may face barriers to accessing educational and enrichment opportunities.

Alta's continued partnership reflects our belief that every young person deserves the opportunity to succeed. By supporting organizations that provide safe spaces, caring mentors, and pathways to lifelong success, we are helping strengthen the communities where our employees and customers live and work while investing in the next generation of leaders.



Fr. Al's Children Foundation

Alta's commitment to creating positive community impact extends beyond the United States through long-standing partnerships with

organizations that address critical local needs. In the Philippines, Alta continued its support of Fr. Al's Children Foundation, an organization dedicated to improving the lives of children and families facing economic hardship.

The Foundation serves approximately 10,000 students from underprivileged communities by providing access to essential services, including nutritious meals, clothing, shelter, medical and dental care, and educational opportunities. Through its programs, Fr. Al's Children Foundation helps remove barriers that can prevent children from completing their education while also supporting their overall health and well-being. In addition to free high school education, the Foundation offers technical and vocational training that equips students with practical skills to pursue meaningful employment and build brighter futures.

Alta's partnership with Fr. Al's Children Foundation reflects our belief that access to education and basic necessities creates lasting opportunities for individuals, families, and communities. By supporting organizations that invest in children's development and long-term success, Alta contributes to building stronger, more resilient communities while encouraging a culture of compassion and service among our employees.



Supporting Stronger Communities Through United Way Fox Cities

Community involvement is an important part of Alta's culture, and our partnership with United Way Fox Cities continues to be one of the ways we create meaningful impact where we live and work. United Way Fox Cities brings together businesses, nonprofits, volunteers, and donors to address some of the region's most pressing needs by supporting programs that improve education, financial stability, health, and basic needs for individuals and families throughout the Fox Cities.

In 2025, Alta continued to be a strong corporate partner of United Way Fox Cities, supporting its mission through employee giving, volunteerism, and community engagement. Throughout the year, employees participated in workplace campaigns and volunteer opportunities that helped strengthen local nonprofit organizations and expand access to critical community resources.

Our ongoing commitment builds on the momentum of previous years, including recognition received for our employee engagement and support of United Way's annual campaign. More importantly, it reflects the generosity of our employees and our shared belief that businesses have an important role to play in creating stronger, more resilient communities.

By partnering with organizations like United Way Fox Cities, Alta helps support lasting solutions that improve quality of life across the region while fostering a culture of service and giving back among our employees.



\$8.7 Million

donated to the United Way



Supporting Arts & Culture in Our Communities

Alta recognizes that strong communities are built not only through economic opportunity, but also through access to arts, culture, and education. In 2025, Alta continued its support of the Fox Cities Performing Arts Center (PAC), helping sustain an organization that plays an important role in the cultural life of Northeast Wisconsin.

Since opening in 2002, the Fox Cities Performing Arts Center has become a gathering place for the region, bringing Broadway productions, concerts, educational programs, and community events to thousands of residents each year. The PAC also works closely with local schools and community organizations to introduce students to the performing arts through field trips, workshops, and educational outreach. These experiences help inspire creativity, encourage lifelong learning, and make the arts more accessible to young people throughout the region.

Alta's ongoing support reflects our belief that investing in community organizations extends beyond meeting immediate needs. Organizations like the Fox Cities Performing Arts Center help create vibrant places to live and work, attract visitors and businesses to the region, and provide opportunities for people of all ages to learn, connect, and be inspired. We are proud to support an institution that contributes to the long-term vitality of the Fox Cities and the communities we serve.



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.

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.

2025 Record Reductions

The 2025 calendar year marked one of the strongest environmental performance improvements in Alta's recent history. Across our global operations, we achieved significant reductions in electricity consumption, natural gas use, and water consumption. These improvements were consistent across our portfolio and reflect lasting operational efficiencies rather than short-term fluctuations.

Top 8%
for Environment

Alta ranks among the top 8% of companies in its industry globally for environmental performance, as assessed by EcoVadis



Water

Water consumption at the Neenah facility declined by 1,300 units (130,000 gallons) in 2025, a reduction of 26.0% against the 2024 total of 4,997 units. Annual consumption was 3,697 units (369,700 gallons), and three of the four quarters recorded consumption below their 2024 equivalents. The most striking result came in the first quarter, where consumption fell by 50.4%—from 1,846 units in Q1 2024 to just 915 units in Q1 2025.

Alta LATAM

Alta's LATAM operations in Colombia, Peru, and Mexico achieved a significant reduction in energy consumption during the reporting period. The primary driver was a 54.7% decrease in electricity usage, from 2,259,288 kWh to 1,024,462 kWh. As a result, Scope 2 greenhouse gas emissions declined by 53%, from 415.71 tCO₂e to 196.86 tCO₂e. Electricity intensity per employee also improved substantially, falling from 1,014 kWh to 460 kWh per employee, demonstrating enhanced operational efficiency and progress toward Alta's environmental sustainability objectives.

2025 Water Conservation Neenah, WI	2025 Energy Usage LATAM
Gallons of Water Reduced from 2024: 130,000 Gallons Q1 2025 Water Consumption vs Q1 2024: Down by 50.4% 2024 = 1,846 units 2025 = 915 units 	2025 Electricity Usage vs 2024: Down by 54.7% 2024 = 2.2 Million kWh 2025 = 1.02 Million kWh Electricity per Employee: 460 kWh 2024 = 1,014 kWh 



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

Greenhouse Gas Emissions—Our 2025 Performance

Alta United States, Belize & Philippines

Alta tracks and reports its greenhouse gas (GHG) emissions in accordance with the GHG Protocol Corporate Standard (WRI/WBCSD), covering Scope 1 (direct emissions from sources we own or control), Scope 2 (indirect emissions from purchased electricity and heat), and Scope 3 (value chain emissions including employee commuting, business travel, waste, and water). Our emissions data is verified against utility invoices, facility management records, and third-party certified reports, and forms part of our Environmental Management System documentation under ISO 14001:2015.

Emissions: U.S., Philippines & Belize

Our 2025 GHG total of 5,039.52 metric tons of CO₂e represents an increase of 643.52 tCO₂e (+14.6%) against the 2024 reported total of 4,396 tCO₂e. We want to be transparent about what is driving that number—and what it tells us about the underlying performance of our operations

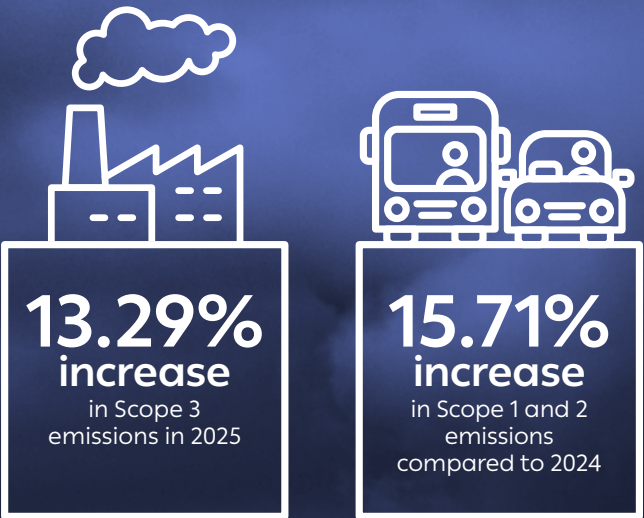
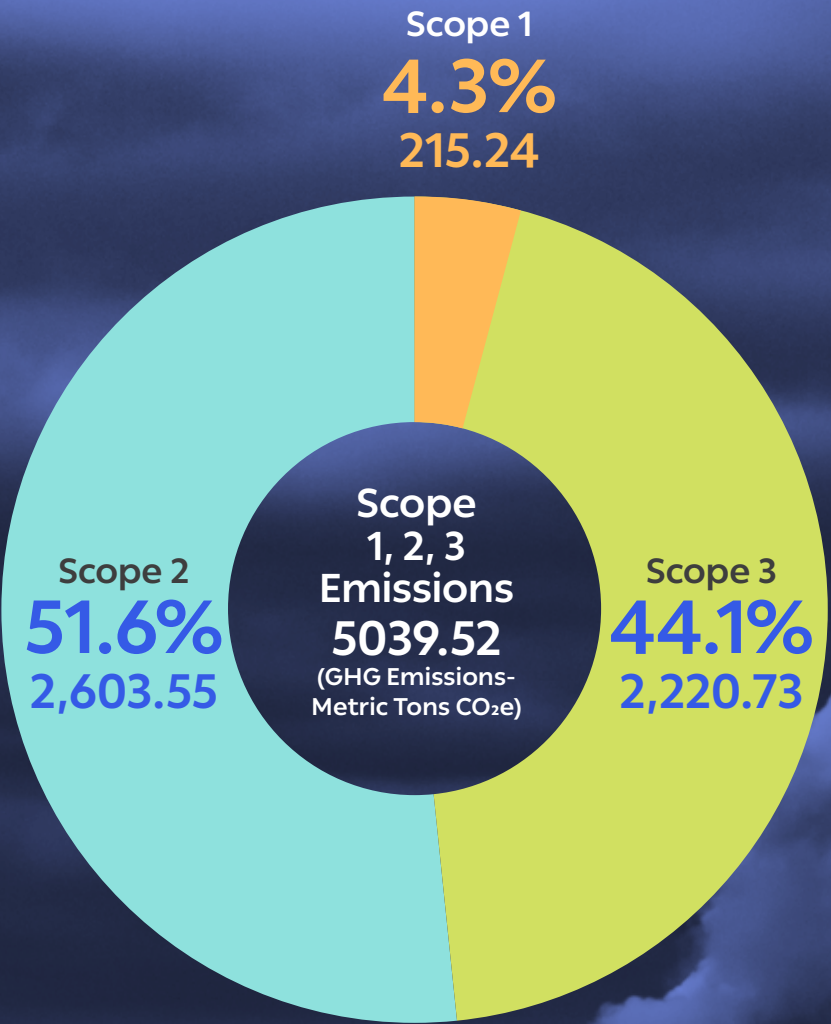
Expanded Reporting Boundary: Philippines Added to 2025 Disclosure

The most significant factor in the 2025 total is a change in our reporting boundary, not a deterioration in operational performance. For the first time, this report includes full GHG data for our Manila, Philippines operations at GLAS Tower, Ortigas Center, where Alta occupies three floors (32nd, 33rd, and 34th) of the building. This site was not included in our previous GHG disclosures.

The Philippines site consumed 911,695 kWh of electricity in 2025, generating 649.27 metric tons of CO₂e in Scope 2 emissions. This single addition accounts for 649.64 tCO₂e of the year-over-year increase—more than the entire reported increase in our total. In other words, on a like-for-like basis excluding the Philippines, our 2025 GHG total would have been 4,389.88 tCO₂e: a reduction of 6.12 tCO₂e (–0.1%) against 2024. Our legacy operational footprint—the United States and Belize—held effectively flat year-over-year while we simultaneously absorbed a significant new site into consolidated reporting.

The Philippines emission figure is elevated relative to the site's electricity consumption because the Luzon grid in the Philippines carries one of the most carbon-intensive generation mixes in Southeast Asia, with coal accounting for approximately 62% of total generation and an emission factor of 0.7122 kgCO₂e per kWh (Philippines Department of Energy, 2023). This means the Manila site generates more CO₂e per unit of electricity than any of our U.S. facilities, despite consuming less total energy than our Neenah, Wisconsin headquarters.

U.S., Belize and Philippines



Key Fact: Like-for-Like Comparison

Excluding the Philippines site (added to reporting scope in 2025 for the first time), Alta's 2025 GHG total would have been 4,389.88 tCO₂e—a **reduction of 6 tCO₂e versus 2024**. The full reported increase of 643.52 tCO₂e is attributable entirely to the expanded reporting boundary, not to increased emissions from existing operations.

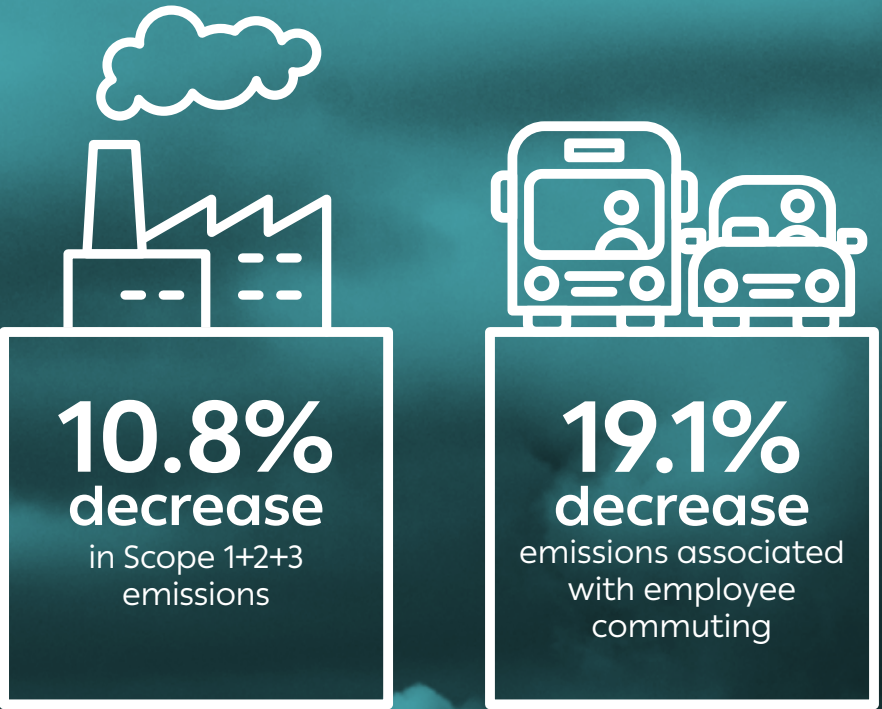
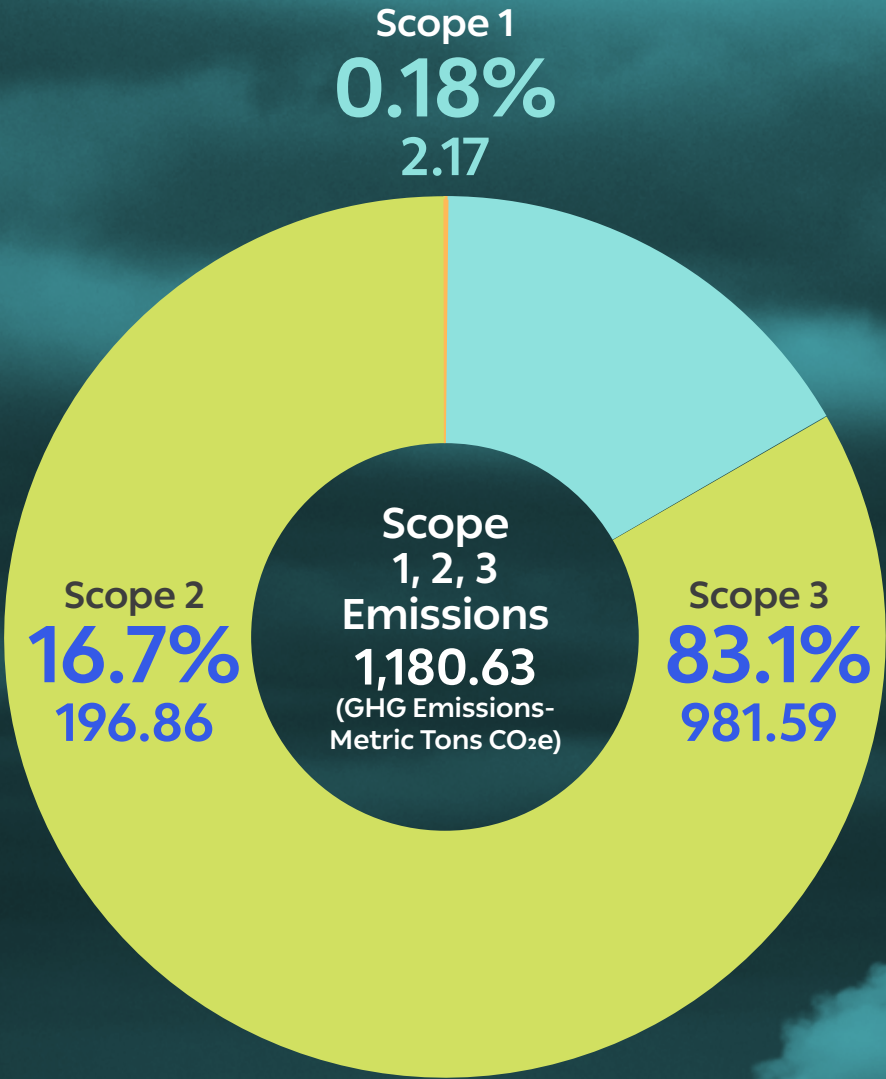
Alta LATAM —
Colombia, Peru, & Mexico

Alta's LATAM operations recorded total greenhouse gas emissions of 1,180.63 metric tons of CO₂e in 2025, representing a reduction of 143.40 tCO₂e (–10.8%) compared to the corrected 2024 total of 1,324.03 tCO₂e.

Impact of Hybrid and Remote Work

While Scope 2 emissions declined significantly, Scope 3 emissions increased by 75.96 tCO₂e (+8.4%), primarily due to the continued adoption of hybrid and remote work arrangements. The number of employees working from home increased from an estimated 668 employees in 2024 to 966 employees in 2025, increasing Category 7 teleworking emissions from 390.71 tCO₂e to 565.01 tCO₂e. At the same time, emissions associated with employee commuting decreased by 19.1% as the number of on-site employees declined. This shift reflects the transfer of emissions from office-based energy consumption (Scope 2) to employee home energy use (Scope 3), a trend consistent with the evolution of Alta's flexible work model.

Alta LATAM



Increasing Use of Renewable Energy

Alongside reducing overall energy consumption, Alta Resources is committed to increasing the proportion of the electricity it purchases that derives from renewable sources. In 2025, Alta consumed 3,498,418 kWh of electricity across its four sites. Of that total, an estimated 724,957 kWh—20.7% of all electricity consumed—was sourced from renewable generation, based on the confirmed generation mix of each site's utility supplier. A further 388,633 kWh (11.1%) was attributable to nuclear generation, meaning that 31.8% of the company's total electricity consumption in 2025 came from zero-carbon or renewable sources.

The renewable profile varies significantly across the portfolio, reflecting the different generation mixes of the grids and utilities serving each Alta location. Belize City, despite being the company's smallest site by total consumption, is our most renewably-supplied location: Belize Electricity Limited's grid draws approximately 81% of its generation from renewable sources, comprising hydroelectric power from the Macal River (26%), biomass co-generation using sugar cane waste (51%), and solar (4%). This means an estimated 328,026 kWh—45.3% of all portfolio renewable electricity—was consumed at our Belize City operations, making that site the single largest contributor to Alta's renewable energy volume despite accounting for only 11.6%

of total electricity use.

The Philippines Luzon grid, which serves our Manila operations through MERALCO, draws approximately 22% of its generation from renewables—primarily hydroelectric (9%), geothermal (8%), solar (3%), and wind and biomass (2% combined). Geothermal energy is a particular strength of the Philippine grid; the country is the world's third-largest geothermal producer, and this baseload renewable source provides a stable low-carbon component to the grid mix. The Philippines site contributed an estimated 200,573 kWh of renewable electricity in 2025, or 27.7% of the portfolio renewable total.

The Wisconsin and Florida grids both carry approximately 9% renewable generation at present. The Neenah facility contributed an estimated 143,152 kWh of renewable electricity, with WE Energies drawing from wind, solar, hydro, and biomass sources. However, the Wisconsin grid is undergoing one of the most rapid renewable energy transitions in the United States: more than 1,200 megawatts of new solar capacity came online across Wisconsin in 2023 and 2024, and WEC Energy Group—Alta's utility provider—has committed to invest \$9.1 billion in renewables between 2025 and 2029, adding 2,900 MW of solar, 880 MW of wind, and 565 MW of storage. WEC has also committed to exit coal generation entirely by 2032 and has achieved a 54% reduction in greenhouse gas emissions against

its 2005 baseline. The EPA eGRID emission factor currently applied to our Wisconsin electricity—0.6373 kgCO₂e/kWh—is expected to decline materially as these investments complete. Fort Myers (FPL/NextEra Energy) contributed 53,206 kWh of renewable electricity, primarily from FPL's 96 utility-scale solar facilities with 7,038 MW of installed capacity, making it the largest solar utility in the United States.

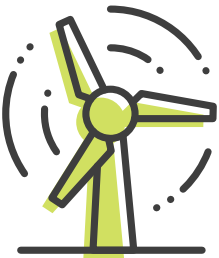


Renewable Energy and Our Suppliers

Alta's trajectory on renewable energy is not solely within our own hands—the grids we connect to are themselves decarbonizing, and the pace of that transition will affect our location-based Scope 2 figures regardless of our own procurement decisions. All four of our utility suppliers have made public commitments on renewable energy and decarbonization: WEC Energy Group (WE Energies) has committed to \$9.1 billion in renewable investment between 2025 and 2029, targeting 2,900 MW of new solar and 880 MW of new wind in Wisconsin, with full coal exit by 2032 and an 80% GHG reduction target against its 2005 baseline by 2030. FPL/NextEra Energy—already the largest solar utility in the United States with 7,038 MW of installed solar capacity—has committed to 100% decarbonization by 2045 under its published Real Zero plan, with no reliance on offsets. Belize Electricity Limited is on track to reach its national target of 85% renewable generation by 2027. The Philippine Department of Energy's Clean Energy Scenario targets 35% renewable electricity by 2030 and 50% by 2040.

As these supply-side commitments are delivered, Alta's location-based renewable share will increase and our EPA eGRID and DOE emission factors will fall at future reporting cycles, reducing our Scope 2 GHG totals without any action on our part. We will review and update the emission factors applied in

our GHG calculations at each annual EMS cycle to ensure our reported figures reflect the most current published data. We expect the Wisconsin MROE factor in particular to decline materially by the 2027–2028 reporting cycle as WEC Energy Group's solar build-out completes. Taken together—our own procurement actions, the passive grid improvement from supplier decarbonization, and the efficiency gains already demonstrated at Neenah—Alta has a credible pathway to a renewable electricity share of 40% or above and a portfolio GHG total materially below 4,000 tCO₂e within the 2026–2028 planning horizon.



Philippine Department of Energy targets

50%

renewable energy generation by 2040

What Our Footprint Achieved in 2025

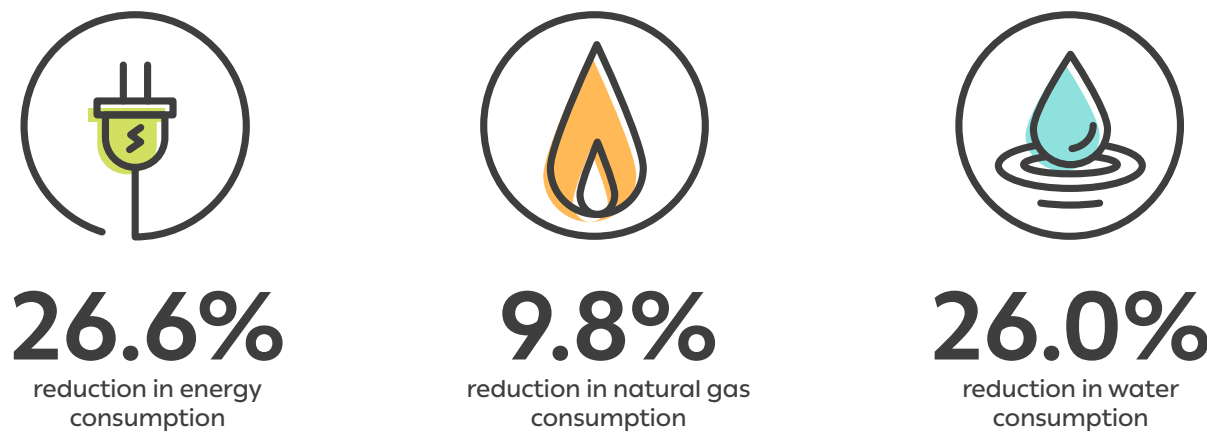
In 2025, we expanded our reporting boundary to include the Philippines alongside our 2024 reported operations in the United States, Belize, and Latin America. Focusing on the performance of our legacy footprint, the underlying trend remains positive.

Our Neenah, Wisconsin headquarters—our largest site by both energy consumption and GHG emissions—delivered a reduction of 302.29 metric tons of CO₂e in 2025, a 19.9% year-over-year improvement. This was driven by a 21.6% reduction in electricity consumption (439,488 kWh saved), a 9.8% reduction in natural gas consumption (4,150.5 therms saved), and a 26.0% reduction in water consumption.

Our Latin American operations continued to deliver solid environmental performance in 2025, despite the inclusion of Peru and Mexico within the reporting boundary for the first time. Alta's LATAM operations recorded total greenhouse gas emissions of 1,180.63 metric tons of CO₂e in 2025, representing a reduction of 143.40 tCO₂e (–10.8%) year over year. The region's hybrid work model continued to support meaningful gains in overall efficiency across the portfolio.

Across the U.S., Belize, and LATAM portfolio, total Scope 2 electricity emissions declined as efficiency improvements in Wisconsin more than offset the addition of new reporting locations and stable consumption profiles elsewhere in the portfolio. Our Scope 1 natural gas emissions at Neenah decreased from 227.00 tCO₂e in 2024 to 204.83 tCO₂e in 2025, despite colder winter temperatures in Wisconsin that increased heating demand during the first quarter. In a weather-neutral year, the underlying efficiency gains in the building's heating systems would have produced an even greater reduction.

Neenah, WI 2025



Waste

In 2025, the paper waste shredding and recycling program collected and recycled 14.89 U.S. short tons (13.50 metric tonnes) of confidential paper waste across all Alta facilities. The environmental benefits of this recycling activity are calculated by Iron Mountain using the Paper Calculator™ from the Environmental Paper Network (EPN), a science-based, peer-reviewed lifecycle model that quantifies the environmental difference between recycling shredded paper versus producing equivalent paper from virgin materials.

The combined shredding program avoided 70.14 metric tons of CO₂e in greenhouse gas emissions, equivalent to removing 15 passenger cars from the road for a full year. It preserved 357 trees (59.56 fresh green tonnes of wood), conserved 28,529 gallons of water (the equivalent of 566 bathtubs), saved 44,075 kWh of energy (equal to running 179 residential refrigerators for a year), and diverted 1,221 lbs of solid waste from landfill. Iron Mountain generates a certified Green Report for each account annually; both reports (Green Report v2.0, printed February 16, 2026) are retained in Alta's EMS document register as evidence for ISO 14001 Clause 9.1 performance monitoring.

Alta's shredding program serves a dual purpose: it is simultaneously an environmental performance action and a data protection control. All confidential paper is routed through locked, tamper-evident Iron Mountain bins—not through general office recycling bins—ensuring that data protection obligations under HIPAA, GLBA, GDPR, CCPA the Philippine Data Privacy Act, and applicable international privacy regulations are met at the point of destruction. Iron Mountain provides a Certificate of Destruction for each collection event, and Alta retains these certificates as compliance evidence across its regulatory jurisdictions.

We aim to achieve zero waste to landfill through recycling, proactive waste minimization, and the continuous improvement of our systems and processes. In 2025, all confidential paper documents across Alta's facilities were shredded and recycled in partnership with Iron Mountain, a trusted industry leader in secure information destruction—ensuring both environmental responsibility and the protection of sensitive data.

Paper Shred Data



Total Paper Shredded and Recycled:
14.89 U.S. Short Tons
13.50 Metric Tons

Greenhouse Gases



Total MTCO₂ Avoided:
70.14 MTCO₂
Alta's paper recycling efforts in 2025 avoided 70.14 metric tons of CO₂ emissions—equivalent to removing 15 passenger cars from the road for a full year, contributing to the mitigation of climate change and reducing the company's carbon footprint.

Solid Waste



Total Solid Waste Avoided:
1,221 lbs / 553.94 kg
The 2025 recycling program diverted 1,221 pounds (553.94 kilograms) of solid waste from landfill, supporting sustainable waste management practices.

Wood Preservation



Total Trees Preserved:
357 Trees
Total Fresh Green Tons Preserved:
65.66 tons
Total Fresh Green Metric Tons Preserved:
59.56 metric tons
Through paper recycling, Alta effectively preserved 357 trees in 2025, equating to roughly 65.66 fresh green tons (59.56 metric tons) of wood—helping maintain forest ecosystems, support biodiversity, and contribute to CO₂ absorption.

Water Conservation



Total Bathtubs of Water Preserved:
566 Bathtubs
Total Gallons of Water Preserved:
28,529 Gallons
Total Liters of Water Preserved:
107,996 Liters
Paper recycling in 2025 preserved the equivalent of 566 bathtubs of water—28,529 gallons (roughly 107,996 liters)—supporting responsible water resource management.

Energy Savings



Total Residential Refrigerators Operated Per Year (equivalent):
179 Refrigerators
Total Energy Saved:
44,075 kWh
Total Energy Saved:
150,383,900 BTUs
Alta's 2025 recycling activities produced energy savings equivalent to running 179 residential refrigerators for a year—44,075 kilowatt-hours, or roughly 150.4 million BTUs—reducing energy consumption and supporting efficiency.

**2,769 pounds
(1.26 Metric Tonnes)**
**of electronic
waste diverted
from landfills
in 2025**



IT Asset Recycling and Responsible End-of-Life Management

Alta's policy requires that all end-of-life information technology equipment—desktop computers, monitors, laptops, servers, networking equipment, phones, multifunction devices, and all associated peripherals and cabling—be handled exclusively through Iron Mountain's Secure IT Asset Disposition (SITAD) program. No end-of-life IT equipment is permitted to enter general waste bins, building recycling streams, or local municipal waste channels under any circumstances. This policy protects against data security risk, ensures compliance with applicable e-waste regulations across all jurisdictions in which Alta operates, and maximizes the environmental and materials recovery value of retired assets.

In 2025, Alta processed 28 IT asset items through the SITAD program, with a combined weight of 2,769 lbs (1.26 metric tonnes) all of which was diverted from landfill. The asset mix comprised 81.76% mixed electronics, 14.44% warm flat panel displays, and 3.80% desktop CPUs by weight (per EPA WARM model classification). All 28 items were directed to certified recycling; none were re-marketed in 2025. Data destruction was completed using Iron Mountain's proprietary Teraware™ platform, which provides 100% sector-verified erasure on all data-bearing devices, with physical shredding applied where specified. Certificates of Data Destruction are retained in Alta's compliance records.

All recycling was performed at Iron Mountain's e-Stewards certified facilities, the highest global standard for responsible electronics recycling. A total of 468.70 lbs of metals were recovered from the 2025 batch, including the safe extraction and contained disposal of 5.70 lbs of lead, 0.42 lbs of arsenic, and 6.13 lbs of total toxic metals that would otherwise have posed a groundwater contamination risk in landfill. The environmental benefits of the program are quantified using the U.S. EPA's Waste Reduction Model (WARM). In 2025, the SITAD program avoided 1.20 metric tons of CO₂e in greenhouse gas emissions—equivalent to removing 0.22 passenger vehicles from the road for a year—against 0.03 tCO₂e of Scope 3 emissions generated by collection, transport, and processing, for a net benefit of 1.17 tCO₂e.



In Latin America, Alta has partnered with PCSHEK to support responsible electronic waste management. PCSHEK serves as Alta LATAM's specialized provider for the disposal of electronic waste, helping minimize environmental impact while supporting compliance with local waste management regulations. During 2025, Alta safely disposed of 179 kg of Waste Electrical and Electronic Equipment (WEEE) through this program, ensuring that all our e-waste is safely and sustainably recycled.



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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—Environmental Impact and 2025 Performance

Alta's hybrid work model is a core component of our environmental strategy, not a peripheral benefit. By enabling employees to work remotely part of the time, we reduce vehicle miles traveled to our facilities, lower energy demand across our office estate, decrease food packaging waste, and reduce the frequency of business air travel. These are not incidental effects—they are measurable, material reductions in our Scope 3 GHG footprint that we actively manage and report. The environmental case for our hybrid model extends beyond commuting emissions. Office-based employees working at full occupancy generate significantly more food packaging waste—the U.S. EPA estimates that food packaging and related materials account for 45% of landfill waste by item count. Remote employees preparing meals at home generate substantially less single-use packaging waste than the equivalent in-office experience, where snack provisions, catering, and food delivery services dominate. Our shift to 45% remote working in 2025 represents a meaningful reduction in this waste stream that is not yet fully quantified in our GHG accounts but will be incorporated as our Scope 3 Cat. 5 data collection matures in 2026.

Remote and hybrid working has also reduced the frequency of domestic business travel and in-person conference attendance across Alta's operations, contributing to a reduction in Scope 3 Category 6 air travel emissions relative to the trajectory that would have been expected from a growing workforce operating entirely in-person.



Green IT—Data-Driven Infrastructure Efficiency

Alta's information technology infrastructure spans four operational sites across the U.S., Philippines, and Belize and will grow with our business. As a BPO organization, our IT infrastructure is not a supporting function—it is the operational backbone of our business, and the energy it consumes is material to our environmental footprint. Our Green IT strategy is built around three principles: reducing the physical footprint of our data infrastructure through cloud migration; optimizing the energy efficiency of the hardware we operate; and extending the useful life of end-user devices through responsible lifecycle management.

Data Center Footprint Reduction

Alta reduced the total physical footprint of its data centers by 18% in 2024, and this reduction was sustained and extended through 2025 as our cloud migration program advanced. Smaller data centers consume less electricity for computing, cooling, and physical plant maintenance—the energy overhead of a data center extends well beyond the servers themselves to encompass uninterruptible power supplies, precision air conditioning, humidity control, physical security systems, and building management infrastructure. The 18% footprint reduction delivered in 2024 translates directly into avoided energy consumption at each affected facility, contributing to the

portfolio-wide electricity reductions recorded in our 2025 utility data.

Cloud migration remains our primary vehicle for long-term data center rationalization. Centralizing workloads in hyperscale cloud facilities operated by providers with mature renewable energy procurement programs—including contracted renewable power purchase agreements and on-site generation—delivers both operational efficiency and a lower carbon intensity per unit of compute compared to Alta-operated on-premise infrastructure. We will continue to publish data center footprint metrics annually and set reduction targets aligned with our cloud migration roadmap.

End-User Device Strategy

Alta's transition from desktop computers to laptop devices for office-based employees has delivered an 80% reduction in per-device power consumption across the affected estate—laptops draw approximately 15–45W under typical load compared to 60–250W for a desktop system with a separate monitor. This transition was substantially complete by the end of 2024 and is being maintained as the standard for new employee provisioning in 2025 and beyond. Sleep and hibernation settings on associate laptops have been standardized to minimize idle energy consumption, with automatic screen-off after two minutes of inactivity and system hibernation after 15 minutes. Remote

operating system upgrades have reduced the requirement to physically handle or replace hardware solely for software currency purposes, extending device lifespan and reducing e-waste generation.

Network infrastructure has been refreshed with hardware certified to current energy efficiency standards. New routers deployed across Alta's office estate consume 20% less power than the prior generation of equipment they replaced. This is a relatively modest individual saving per device but compounds across a large distributed estate to deliver meaningful aggregate reduction. All new network hardware procurements are evaluated against energy efficiency specifications as a mandatory criterion in the sourcing process.

Looking Ahead

Alta's Facilities Management and Compliance are targeting a formal electricity reduction of 3–5% across the combined office and data center estate in 2026 against the 2025 baseline. This target is grounded in the confirmed 2025 consumption data from our EMS utility register—a total portfolio electricity consumption of 3,498,418 kWh—and translates to an absolute reduction target of between 105,000 and 175,000 kWh in 2026. The target will be tracked monthly through our EMS performance monitoring framework and reported at each quarterly management review.

Green Buildings— Facilities Designed For Efficiency

Alta's physical estate has been shaped by a deliberate commitment to sustainable design and energy-efficient operations. Each of our four operational locations reflects this commitment, either through the characteristics of the building itself or through the technologies and management practices we have implemented within it. Our facilities management function is responsible for translating building design potential into measured operational performance—and the 2025 data from our EMS utility register now provides the baseline against which that performance can be rigorously tracked.

GLAS Tower, Manila, Philippines

Alta's Philippines operations are headquartered in the GLAS Tower, Ortigas Center, Manila—a 42-story commercial high-rise that holds LEED Platinum certification, the highest level of recognition under the Leadership in Energy and Environmental Design rating system developed by the U.S. Green Building Council. LEED Platinum is awarded to buildings that earn more than 80% of available points across energy performance, water efficiency, sustainable materials, indoor environmental quality, and innovation—it represents the global benchmark for commercial green building performance and is recognized in over 160 countries.

The GLAS Tower's design delivers measurable environmental benefits that directly support Alta's operational sustainability objectives. High-performance glazing reduces solar heat gain and therefore cooling load, directly reducing the electricity demand of our three floors. The building's rainwater harvesting system provides a non-potable water supply for housekeeping, landscaping, and building services, reducing demand on the municipal supply. The absence of internal columns on Alta's floors allows for flexible space planning that maximizes natural light penetration, reducing the need for artificial lighting during daytime hours. Building management systems monitor and

optimize energy use across mechanical, electrical, and plumbing systems at the building level. In 2025, our three floors at GLAS Tower consumed 911,695 kWh of electricity and 5,167 m³ of water—the first year in which these figures have been captured in Alta's consolidated EMS reporting. The 32nd floor accounts for 49.5% of our Philippines electricity use (451,194 kWh), with the 34th floor at 29.5% (268,511 kWh) and the 33rd floor at 21.1% (191,990 kWh). These floor-level consumption splits, drawn from GLAS Tower facility management sub-meter extracts, provide the granularity needed to set floor-specific efficiency targets in 2026—something that was not possible before this data was formally incorporated into our EMS.



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 actively monitored sustainability policies.

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

Alta's Fort Myers facility, occupied since 2023, was designed from the outset with sustainability as a core brief. The building incorporates a suite of energy-saving technologies whose projected performance has been verified against the first full years of operational data now available in our EMS register.

The Fort Myers building's actual 2025 electricity consumption of 591,177 kWh reflects the combined effect of all design-stage efficiency measures operating together. Establishing a definitive comparison between the projected savings and the actual outcome requires a documented reference baseline—the consumption level the building would have achieved without the efficiency features. This baseline will be formally established through the third-party energy audit planned for Q2 2026, which will allow us to move from projected to verified savings in future reports and to identify any areas where actual performance is trailing design intent.

The Fort Myers facility's use of reclaimed water for all irrigation needs is a practice we intend to replicate at other sites where reclaimed water supply infrastructure is available. In 2025, 3,091,000 gallons of irrigation water at Fort Myers was drawn from Lee County's reclaimed water system—treated effluent that would otherwise be discharged—rather than from the potable supply. This reduces the energy and chemical treatment burden on Lee County's water treatment infrastructure and lowers the carbon intensity of our water use at that site

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.

Tangible Energy Saving Results

Following the completion of Alta's transition to its new Fort Myers facility at the end of 2023, the site has continued to demonstrate improved operational efficiency. Utility expenditure decreased by 59.2% in 2024 compared with 2023 and declined by a further 13.7% in 2025, representing an overall reduction of 64.8% over the two-year period. The sustained downward trend reflects the benefits of operating from a modern, energy-efficient facility and contributes to Alta's broader objective of reducing energy consumption across its operations.



Neenah, Wisconsin—Sustained Structural Improvement

Our Neenah headquarters operates in a region with moderately high summer temperatures and cold winter temperature. The facility has nevertheless delivered Alta’s most significant operational efficiency improvement of the year: a 21.6% reduction in electricity consumption (439,488 kWh saved), a 9.8% reduction in natural gas use (4,150.5 therms saved), and a 26.0% reduction in water consumption (130,000 gallons saved) compared to 2024. Every single billing period in 2025 recorded consumption below its 2024 equivalent across all three utilities—a pattern consistent across all seasons that confirms these are structural, sustained improvements driven by specific operational changes, not a one-time or weather-related effect. Three initiatives are directly responsible for the improvement: the consolidation of occupied workspace, the reduction of on-site data center infrastructure, and investment in smart lighting technology throughout the facility.

Three specific initiatives at Neenah are responsible for the 2025 improvement, each contributing to the structural and sustained nature of the reductions recorded across all twelve billing periods of the year. First, Alta consolidated its use of occupied floor space at the Neenah facility, concentrating workstation areas and reducing the volume of conditioned space that requires heating, cooling, and lighting during operational hours. Consolidating occupied space does not reduce the building’s total square footage, but it meaningfully reduces the

active energy load: HVAC systems serving unoccupied or low-occupancy zones can be operated at reduced intensity, lighting circuits in consolidated areas are deactivated during working hours, and the thermal mass of unused space requires less active conditioning. This change is directly reflected in the consistency of the electricity reduction across all seasons—including summer cooling months and winter heating months alike—confirming that the saving is not weather-driven but structural.

Second, Alta reduced the physical footprint of its on-site data center infrastructure at Neenah as part of the broader Green IT cloud migration program. On-premises data centers are disproportionately energy-intensive relative to their floor area: beyond the servers themselves, they require continuous precision cooling to maintain safe operating temperatures, uninterruptible power supply systems, and dedicated power distribution infrastructure, all of which consume energy around the clock regardless of computational load. By migrating workloads to cloud infrastructure and decommissioning physical hardware accordingly, Alta has directly reduced the always-on base load at Neenah—a reduction that shows up clearly in the overnight and weekend consumption profiles, where the building’s electricity draw has fallen in proportion to the reduced cooling and power supply requirements of a smaller server estate. The 18% data center footprint reduction recorded at the portfolio level in 2024 has been sustained and extended through 2025 at the Neenah site, and further rationalization is planned as the cloud

migration roadmap advances.

Third, investment in smart lighting technology across the Neenah facility has materially reduced lighting-related electricity consumption. The transition to LED luminaries throughout the office delivers an immediate reduction in active power draw—LED technology consumes 60–90% less energy than equivalent fluorescent or incandescent lighting—but the ‘smart’ dimension of the investment compounds that benefit significantly. Occupancy sensors now control lighting circuits across office zones, meeting rooms, and common areas, ensuring that lights are extinguished automatically when a space is unoccupied rather than remaining on through inattention or end-of-day oversight. Daylight-responsive dimming adjusts artificial light output in response to natural light levels entering the building, reducing energy consumption during bright periods without any manual intervention by staff. Time-schedule overrides prevent lighting circuits from being activated outside core operating hours. Taken together, the LED upgrade and smart controls are estimated to account for a substantial portion of the August 2025 reduction of 88,852 kWh—the largest single monthly improvement in the dataset—which is consistent with the timing of a lighting infrastructure project completing and coming into full effect during that period.



Report Scope

Alta Resources' 2026 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, 2025, to December 31, 2025, unless otherwise specified.

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, 2025 through December 31, 2025. Employee data encompasses operations across North America, Latin America, Central America, and the Asia-Pacific region.

Global Gender Diversity	As of December 31, 2024
Female	61.9%
Male	38.1%
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	9.5
Asian (not Hispanic or Latino)	14.2%
Black or African American	4.90%
Hispanic or Latino	42.5%
Indigenous South American	0.66%
Native Hawaiian or Other Pacific Islander	0.20%
Two or More Races	1.10%
White	17.2%
Decline to Answer	2.20%
Blank/Unknown	17.0%

Global Workforce Age Range

0-19:	0.60%
20-29:	47.3%
30-39:	30.3%
40-49:	12.7%
50-59:	5.90%
60-69:	2.70%
70-79:	0.50%

Sustainability

GHG Emissions U.S., Belize and Philippines				
	2022	2023	2024	2025 (Reported)
GHG Emissions (Metric Tons CO ₂ e) – GHG Protocol Corporate Standard (WRI/WBCSD)				
Scope 1				
Mobile - Fuels for company owned vehicle	5.27	5.12	5.18	5.18 ¹
Stationary - Diesel oil for DG set	5.12	5.10	5.23	5.23 ¹
Stationary - Natural Gas (Neenah WI-NEW '25)	-	-	-	204.83
Scope 1 Total	10.39	10.22	10.41	215.24
Scope 2				
Purchased Grid Electricity – Neenah, WI	-	-	-	1013.69
Purchased Grid Electricity – Ft. Myers, FL	-	-	-	206.91
Purchased Grid Electricity – Belize City, BZ	-	-	-	299.68
Purchased Grid Electricity – Manila, PH (NEW '25)	-	-	-	649.27
Purchased Grid Electricity (prior consolidated total)	2407.80	2109.25	1982.74	-
Purchased Heat	462	461	443	434 ²
Scope 2 Total	2469.80	2170.25	2425.74	2603.55
Scope 3				
Category 1: Purchased goods and services	9.3	9	9.10	9.10 ¹
Category 5: Food Waste	.15	.17	.23	.28 ³
Category 5: Recycling credits shredding + IT assets	-	-	-	(71.31)
Category 5: Net Waste	.15	.17	.23	(71.03)
Category 6: Business air travel	145	152	160	168 ⁴
Category 7: Employee commuting	1180	1015.61	1089	1225.13 ⁵
Category 7: Employee teleworking	683	697	702	888.47 ⁵
Category 8: Water (all sites)	-	-	-	1.06 ⁶
Scope 3 Total	2017.45	1873.78	1960.23	2220.73
TOTAL (Scope 1 + 2 + 3)	4,897.64	4,454.25	4,396.38	5,039.52

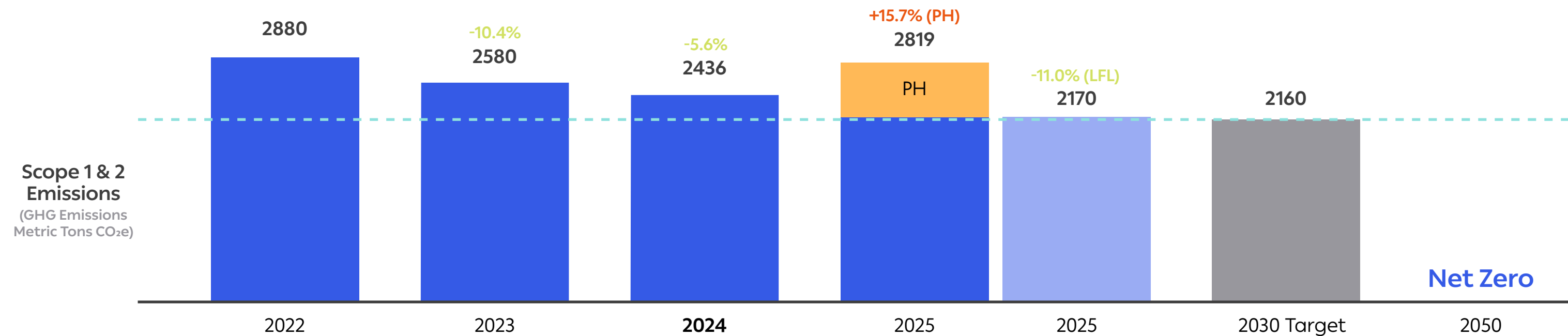
2025 Reporting Boundary Expansion—Philippines Added for the First Time

In 2025, Alta's Manila, Philippines operations (GLAS Tower, Ortigas Center—3 floors, 911,695 kWh consumed) were included in the consolidated GHG reporting boundary for the first time. This site added 649.27 tCO₂e in Scope 2 emissions,. Additionally, natural gas consumption at Neenah, WI was tracked as a Scope 1 source for the first time in 2025 (+204.83 tCO₂e). Together these two boundary additions account for approximately 854 tCO₂e of the reported year-on-year increase. Absent these changes, the legacy operational footprint achieved a net reduction of approximately 6 tCO₂e versus 2024.

U.S., Belize and Philippines

Scope 1+2 Emissions – Four-Year Trend and 2030 Target

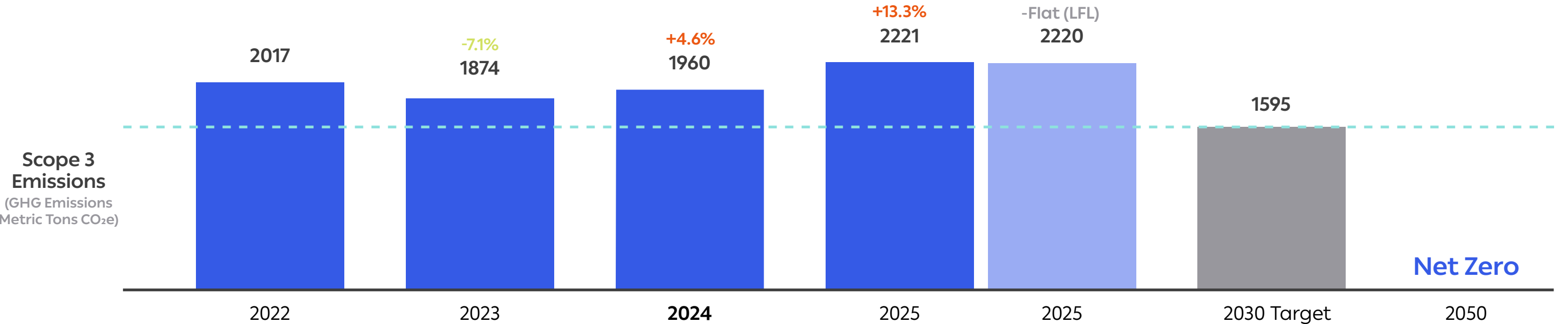
The chart below shows Alta's Scope 1+2 GHG trajectory from 2022 to 2025, the like-for-like 2025 figure excluding the Philippines boundary expansion, and the 2030 target of 2,160.14 tCO₂e (a 25% reduction from the 2022 baseline of 2,880.19 tCO₂e). The orange overlay on the 2025 reported bar represents the Philippines contribution (649.27 tCO₂e). The like-for-like figure of 2,169.52 tCO₂e is within 10 tCO₂e of the 2030 target—the legacy footprint is essentially on track today.



U.S., Belize and Philippines

Scope 3 Emissions – Four-Year Trend and 2030 Target

Alta's Scope 3 target is a 25% reduction from the 2022 baseline of 2,017.45 tCO₂e to 1,594.59 tCO₂e by 2030. The 2025 total of 2,220.73 tCO₂e reflects headcount growth (Category 7 commuting and teleworking) and the first-year application of Iron Mountain recycling credits under Category 5 (-71.31 tCO₂e). Achieving the 2030 target requires an average annual reduction of -6.4% from the current level, principally through Category 7 intensity improvements from the hybrid work model and Category 6 air travel management.



LATAM Region – Colombia · Peru · Mexico

GHG Emissions 2024 vs 2025 · Year-on-Year Comparison

The 2024 figures below incorporate the corrected electricity total of 2,259,288 kWh. With this correction, 2024 Scope 2 is recalculated at 415.71 tCO₂e (replacing the previously published 90.04 tCO₂e which reflected a partial site or data gap). The corrected figures reveal that Alta's LATAM operations have achieved a meaningful reduction in total GHG emissions between 2024 and 2025—a decrease of 143.40 tCO₂e (-10.8%)—despite a significant expansion in headcount and the addition of Peru and Mexico to the reporting boundary.

GHG Emissions LATAM 2024 vs 2025		
	2024	2025
GHG Emissions (Metric Tons CO ₂ e) – GHG Protocol Corporate Standard (WRI/WBCSD)		
Scope 1		
Mobile - Fuels for company owned vehicle	1.14	0.92
Stationary—Diesel oil for DG set	1.01	0.82
Oil Use (Vehicles & Plant)	0.04	0.03
Fire Extinguishers in use	0.50	0.40
Scope 1 Total	2.69	2.17
Scope 2		
Purchased Grid Electricity	415.71	196.86
Scope 2 Total	415.71	196.86
Scope 3		
Category 5: Paper consumption	0.12	0.12
Category 7: Employee commuting (on-site workers)	514.80	416.46
Category 7: Employee teleworking (WFH workers)	390.71	565.01
Scope 3 Total	905.63	981.59
TOTAL (Scope 1 + 2 + 3)	1,324.03	1,180.63

Key Finding—10.8% GHG Reduction Despite Headcount Growth

With the corrected 2024 electricity of 2,259,288 kWh, Alta's LATAM operations delivered a total GHG reduction of 143.40 tCO₂e (-10.8%) between 2024 and 2025 the primary driver of the reduction was a 54.7% fall in electricity consumption (2,259,288 → 1,024,462 kWh), which cut Scope 2 emissions from 415.71 to 196.86 tCO₂e (-53%). Per-employee electricity intensity halved (1,014 → 460 kWh/employee). The Scope 3 increase (+75.96 tCO₂e) reflects the structural shift toward remote work—WFH workers grew which transfers emissions from Scope 2 (office electricity) into Scope 3 Category 7 (telework), a pattern consistent with the hybrid work model's overall environmental benefit.

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 Promoting a Speak Out Culture Supplier Code of Business Conduct, Ethics and Sustainable Procurement Policy		
	2-26 Mechanisms for seeking advice and raising concerns	Speak up Culture Promoting a Speak Out Culture		
	2-27 Compliance with laws and regulations	We had no instances of non-compliance with applicable laws and regulations in 2025.		
	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 2025, 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. Technology and Cybersecurity 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		



AltaResources.com