

# Corporate Social Responsibility 2019

Working Beyond Our Business  
to Improve Our World



## Our Responsibility

As a large corporation operating across a landscape of diverse business and government clients, Conduent has been entrusted by our clients, our investors and our employees to enable mission-critical services and solutions every single day — and to do it the right way. That starts with our organization-wide focus on living our core values of client-centricity, commitment to excellence, and teamwork. We come to work each day with a clear understanding of not only what we need to do, but how we need to approach our work to ensure it not only creates value for clients, investors and employees, but delivers that value with the highest ethical standards.

We have established important programs to help protect the long-term sustainability of the communities where we live and work. Whether our teams are volunteering at a soup kitchen, collecting donations for families in need or supporting disaster recovery efforts after a hurricane, Conduent employees from every corner of the planet have made a commitment to caring about the Earth, about people, and our communities. And in that spirit of giving, The Conduent Foundation also gives back through charitable donations to the organizations and causes that matter to our employees. Our foundation requires employee engagement with every donation, helping deepen and broaden our commitment to our communities around the world.

We empower our people to be good stewards in the volunteer work they do in their local communities. We support a culture of diversity, inclusion and equal opportunity for our global workforce. And in everything we do, we operate with the highest regard for ethical business practices, protecting our clients' data and closely managing business risks.

Our Corporate Social Responsibility Report highlights the progress we've made on these dimensions. These initiatives will continue to be indelible elements of our cultural fabric, and I look forward to sharing many more accomplishments in the months and years ahead.



CLIFF SKELTON

Conduent Chief Executive Officer

*Conduent delivers mission-critical services and solutions on behalf of businesses and governments – creating exceptional outcomes for our clients and the millions of people who count on them. We recognize that this comes with significant responsibilities to society. That is why we are continuously working in ways that empower our employees, strengthen communities globally and operate responsibly across every interaction. It is also why our policies and business practices are rooted in a commitment to timeless values such as trust, privacy, inclusion, and transparency. This commitment not only guides the services and solutions we develop, but also how we operate and contribute to society around the world.*



Strengthening  
Our Communities



Empowering  
Our People



Governing  
Our Business

## Strengthening Our Communities

*Conduent is dedicated to strengthening our communities through financial support and volunteerism by our employees.*

### The Conduent Foundation

The Conduent Foundation is our philanthropic organization that makes donations in the communities where we live and work. The Conduent Foundation's mission is:

- To provide leadership, focus and oversight to our philanthropic activities; and
- Through employee volunteerism, enable our people to bring our commitment to corporate citizenship to life by investing in the causes that are most important to them.

The Conduent Foundation is the corporate giving arm, acting as both a support and extension of our rich culture of volunteerism detailed in the following pages.





## Volunteering

Every day, Conduent employees actively serve their communities around the world by giving their time and resources to support causes they are passionate about. Whether it's aiding our communities during natural disasters like hurricanes, floods and wildfires, or helping populations who are disadvantaged or at risk, or generally supporting people in need, our Conduent colleagues are ready to assist. Our annual Day of Service is a special time where every Conduent location can select a charity of their choice and self-organize to contribute and give back to their local communities.

## Education

We support education for children from pre-school to high school by providing school supplies to children who need them, sharing our talents by providing volunteer services in the areas of nutrition, hygiene and health, and working with schools to help create safe and compelling learning environments. We also contributed to Code.org, a nonprofit dedicated to expanding access to computer science in schools and increasing participation by women and underrepresented minorities.

## Healthcare

We partner with numerous organizations like Alianza Anticancer Infantil (Childhood Cancer Alliance), an association that supports cancer-affected children with limited economic resources, by providing health and social assistance services to improve their quality of life. Conduent also participates in various community walks and events that raise awareness of illnesses and provides donations and support.



## Food and Shelter

With an objective to eliminate hunger, Conduent routinely participates in food drives, walks and other activities to help those in need. We have also supported numerous shelters and The Salvation Army around the world with donations of clothing, food, toys and other necessary items as well as helping to make physical upgrades to improve the quality of life for thousands of individuals.

## Housing

In many regions, Conduent employees assist Habitat for Humanity, where we work together to help build new homes — volunteering across a broad spectrum of jobs including carpentry, painting, installing flooring and more to help others achieve their dream of owning a home.

## By the Numbers

In the first half of 2019 alone, nearly 19% of Conduent's 65,000 global employees have taken time to give of themselves so that others can have a better life. This builds on the incredible momentum of 2018, with a promise of continued progress in the years ahead.

### 2018

Projects = 97

Volunteers = 12,627

Hours Donated = 39,651

### First Half 2019

Projects = 141

Volunteers = 21,234

Hours Donated = 49,114



## Conduent Employees in Action: Volunteer Stories



### Mexico

Conduent employees in Mexico volunteered to help more than 800 girls and boys from Bobashi de Guadalupe, an impoverished community of Atlacomulco. Employees created safe and engaging spaces for children to play. They worked in a preschool and in a community center to clean the area, install signage, and design and paint a mural. Employees from the Mexico City and Puebla offices volunteered.



### U.S.

Conduent employees at our headquarters in Florham Park, NJ helped frame a home for a Habitat for Humanity project, as part of an effort to build 12 homes for 12 families. The 37 volunteers hammered, sawed and assembled wood to frame the walls. This was one of numerous Habitat building projects Conduent employees around the U.S. supported.



### Guatemala

Conduent employees in Guatemala volunteered at Caserio Candelaria Rural School to promote nutrition, hygiene and health to the students. Working with more than 200 students, employees taught the students daily hygiene habits and delivered school supplies. They gathered for a healthy snack, and discussed the importance of physical activity as well as academic instruction involving mathematic reasoning and problem solving.



### India

Our teammates in India are thoroughly invested and engaged in their local communities. Employees are working with VIDYA Integrated Development for Youth and Adults to help local school children. Dozens of employees are volunteering hundreds of hours to help students with arts, crafts, public speaking, music and career counseling at their school in New Delhi.





## Philippines

In 2019, Conduent Philippines volunteered more than 13,000 hours in their commitment to women and children, the environment and education. Associates planted over 1,000 trees for reforestation and biodiversity; promoted women empowerment at Marillac Hills, a rehabilitation center for girls who were victims of exploitation; taught over 400 students valuable life skills and self-development through Happiness Academy; and broke the record for having the largest number of volunteers for an education program that helps refurbish public schools. Conduent associates also helped evacuees of natural disasters through relief donations.



## Jamaica

Conduent employees in Kingston, Jamaica organized our largest volunteer project to date at a local charity, Mustard Seed. More than 120 employees participated in a drive for food, clothing, toys and household items — as well as monetary donations for the purchase of other needed items. Employees invested hundreds of hours, coming to work early and leaving late to make sure everything was ready. Employees went to the group home on their day off and spent all day with the children playing with them, reading to them and helping to care for their needs.



## U.S.

Conduent employees can move mountains to get a job done, but one group literally moved a 164,000 pound Boeing 757 to help raise money for charity. A team of Conduent employees, family and friends pulled a Boeing 757 on the tarmac of The Denver International Airport as part of a fundraiser in support of Special Olympics.



## U.S.

Once a month for 20 years, Claire O'Reilly and teammates from our Cherry Hill, NJ office prepare, cook, serve and clean up a meal at the Ronald McDonald House in Philadelphia. This group has volunteered more than 12,000 hours and \$100,000 of their own money to help keep families together during times of medical illness.



## Sustainability

Conduent's focus on sustainability and the environment means we're constantly looking at ways to reduce the impact of emissions, resource consumption and paper waste for a better tomorrow. We were proud to make a charitable donation to Reforestation Extrema AC in Mexico where a team of 30 employees spent 180 hours planting native trees in a public park. This landscaping project seeks to reduce the thermal load of businesses in the area through high density foliage, helping to meet the objectives of the Monterrey Urban Forest Program.

We're committed to developing solutions and working with partners to positively impact our world. From installing motion detection lighting in our offices to encouraging electronic statement adoption, we are working to chip away at our environmental footprint. Within Conduent Transportation, several of our solutions are having a positive impact. These are described on the following page.



## Demand Pricing for Parking

Conduent's work in Los Angeles with demand pricing shifted motorists from overused parking meters to underutilized spaces, reducing parking congestion by 10%. In Washington D.C., our proprietary methodology for evaluating and pricing low and high demand time periods has led to a 10 to 15% reduction in drivers circling for parking, reduced the time to find parking by 3 minutes, reduced double parking by 55%, and increased space availability by 5%. The net result of both of these projects, as it relates to the environment, is reduced vehicle emissions overall.

## Mobile Payments for Parking Meters

We have partnered with mobile payment companies to offer clients apps to pay parking meters. By increasing the number of credit card and wallet payments, cities can shift payments away from coins, reducing maintenance and collection runs, thereby shrinking the carbon footprint of meter support.

## Virtual Permitting

We utilize digital permitting for clients to reduce the need to employ manual application processes and fulfillment using paper permits. Digital permitting allows for verification via a handheld device or automated license plate readers, reducing the need to print and mail resident and guest permits.

## Dynamic Pricing for Highway Tolls

In Los Angeles, Conduent uses a dynamic pricing algorithm that monitors the speed, occupancy, and volume in High-Occupancy Toll (HOT) lanes and uses price adjustments to keep drivers at 45 mph or more. Drivers view dynamic messaging signs to see the price and the amount of time required to travel different road segments so they can decide to use either the HOT or general purpose lane. Use of HOT lanes allows traffic to flow more freely, enabling drivers to get to their destinations faster with less frustration and fewer emissions.

## Using Green Parking Meters

Conduent uses solar-powered parking meters that:

- Reduce energy consumption and recycle batteries
- Use recycled materials and materials with a low carbon footprint
- Implement clean manufacturing processes, reduce water use, and avoid the use of hazardous materials
- Remove printers and forego receipts

## Repurposing Parking Meters

In Indianapolis, Conduent worked with the Coalition for Homelessness Intervention and Prevention to repurpose parking meters for collecting donations to fight homelessness. We also sponsored the installation of more than 100 bike racks on parking meter poles. These convenient bicycle-parking options help solve the first- and last-mile problem for travelers.

## Empowering Our People

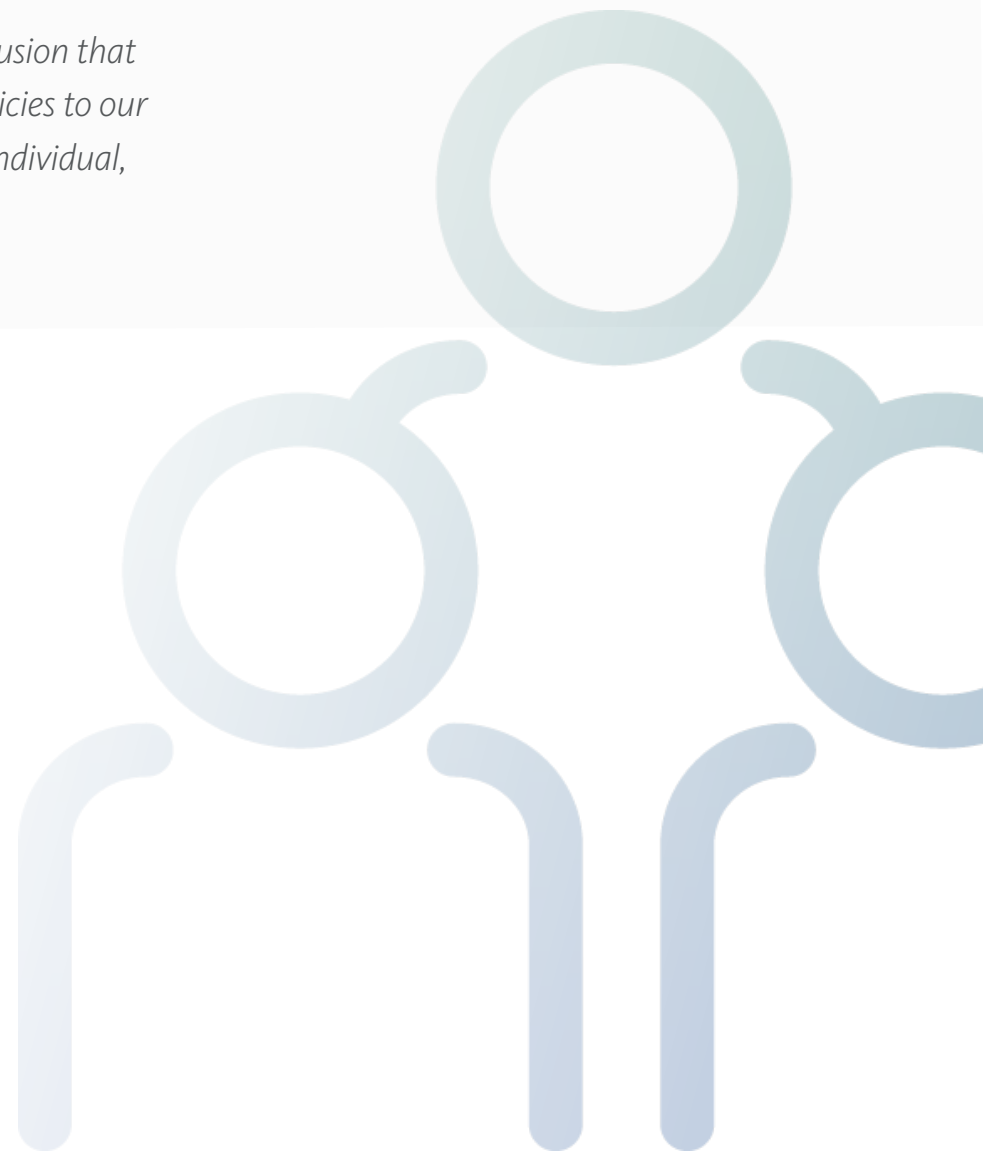
*At Conduent, we empower our people with a focus on diversity and inclusion that manifests itself in everything we do — from our global employment policies to our Employee Impact Groups and our internship program. We value every individual, and together we create value for our customers.*

Our Diversity and Inclusion commitment goes beyond fair hiring practices. It is a business imperative that improves our performance and ability to compete globally. We're dedicated to maintaining uniform standards of human rights, for all Conduent people.

We rely on the diverse backgrounds, experiences and expertise of our employees to ensure that the Conduent of tomorrow is better, faster and stronger than the Conduent of today. We are committed to:

- Creating a strong and effective workforce, reflective of the clients and communities we serve
- Promoting multicultural teams that bring diverse perspectives to problem-solving, with creativity and innovation
- Providing a comfortable and inclusive work environment where everyone feels accepted, empowered and valued
- Ensuring zero tolerance for harassment or discrimination of any form

As a global company with employees in more than 20 countries, we see our diversity as a competitive advantage and critical to creating a culture of high-performance and growth.





## Employee Impact Groups

Employee Impact Groups (EIGs) serve as vehicles for strong employee engagement through community, communication and collaboration. EIGs bring value to participants and Conduent through:

- Cultural Education and Awareness
- Market and Community Outreach
- Professional Development
- Recruiting and Retention
- Client Engagement

Our Employee Impact Groups continue to gain traction increasing participation year over year. We have six active impact groups that have achieved significant accomplishments including speaking engagements, conference participation, events and volunteer opportunities.

**Disabilities Impact Group (DIG)**

**Global Service**

**LatinX**

**Pride**

**Wakanduent**

**Women's Impact Network (WIN)**





### Disabilities Impact Group (DIG)

Creates global association of employees to enable networking, mentoring and connection among those with challenged abilities.

### Global Service

Creates a network for employees who value public service including the military, first responders, government service employees, or family and friends through recognition, development, community outreach, and veteran employment advocacy.

### LatinX

Focused on enabling a support network, leadership skills, role models and career development to promote representations at all levels for employees of the Latin community.

### Pride

Pride helps enhance the wellbeing of Conduent's LGBTQ+ employees globally through networking, mentorship and community service initiatives, raising awareness and representation throughout the company.

### Wakanda at Conduent

The group works to educate others and provide cultural awareness for people of all cultures, and focuses on community involvement and member professional development.

### Women Impact Network (WIN)

Offers an opportunity to build leadership skills, gain visibility with senior leaders, grow networks, and most importantly, drive positive change for the women employees of Conduent.

2019 Summer Internship  
Program Orientation  
June 19, 2019

## Internship Program

Conduent established an internship program in our first year of business and has grown the program each year extending offers to and hiring a subset of dedicated interns. From Finance to Human Resources, Transportation, Information Technology, and across many other areas of our business, we've created opportunities for young professionals to build their skills, acquire hands-on experience, give back to their local communities and help define their careers. In return, our interns — both at our corporate headquarters and on a global scale — give Conduent the opportunity to experience new perspectives, accomplish more and find strong talent to help us grow our business.



## Governing Our Business

*At Conduent, there is nothing more important to us than our clients' trust. We work every day to honor our commitments to safeguard customer information, manage risk, operate with integrity and ethical values and treat all individuals with dignity and respect in every interaction.*

### Safeguarding Customer Information

We respect and are committed to safeguarding the confidentiality, data privacy and security of information that our customers have entrusted to us, including confidential information, personally identifiable information, proprietary information and trade secrets. We exercise appropriate care to prevent unauthorized disclosure and use of customer information. We take our responsibilities for customer confidentiality, data privacy and security seriously and implement appropriate safeguards for the use and handling of this information in accordance with our information security and privacy policies and all applicable laws.

### Enterprise Risk Management

Conduent has adopted The Institute of Internal Auditors Three Lines of Defense Governance Model to help ensure that roles and responsibilities are clearly defined to manage risk across the company.

1. The first line of defense owns and manages risk within the business.
2. The second line of defense oversees risks.
3. The third line of defense provides independent evaluation and assurance.

Enterprise Risk Management has established the ERM Working Group to facilitate the relationship between the first line of defense and second line of defense and is responsible for managing risk and the effectiveness of internal controls.

## Risk Management Framework

Conduent leadership is committed to preserving and creating organizational value through an integrated Enterprise Risk Management (ERM) framework. Conduent's ERM program is based on industry standards and best practices and focuses on identifying and managing risks while creating a culture of risk-based decision making in pursuit of achieving organizational goals and objectives.

The ERM Committee is comprised of executive leadership that oversees and advises ERM on initiatives that support the risk program to ensure that risk initiatives address emerging or existing risk comprehensively across the company in alignment with corporate objectives. The ERM Committee ensures that the ERM Policy and Risk Methodology are in place to serve as a foundation for enterprise-wide management of risks and that risk tolerances support the achievement of strategic goals and objectives. ERM monitors business level risks, strategic risks as well as emerging key risks and reports areas of concern to the ERM Committee and the Board of Directors each quarter or upon trigger event.

## Risk Assessment Methodology

Conduent's risk assessment methodology is modeled after risk management principles and guidelines outlined in the International Organization for Standardization ISO 31000 and the Committee of Sponsoring Organizations of the Treadway Commission (COSO). The risk assessment methodology focuses on identifying risks from various internal and external sources that could impact the achievement of strategic goals and establishing an internal control environment to mitigate the effects of these risks.

ERM collaborates with subject matter experts across the various disciplines in the organization to identify internal and external risk factors and best practices for developing and managing internal controls. Through these relationships, ERM is embedded within the business and corporate functions to drive risk-based decision making, identify and monitor key emerging risks, prioritize risks that exceed risk tolerance and oversee risk remediation progress. ERM periodically consults with third party experts in the organizational risk discipline and holds memberships in industry associations to stay apprised of best practices and current trends.





## Integrity and Ethical Values

Conduent has implemented a global Ethics Program tailored to its employee population and designed to promote and instill a culture of integrity and honesty — and a work environment in which everyone understands ethical values are critical to the success of the organization.

The Conduent Business Ethics and Compliance Office (the Ethics Office) oversees our ethics processes and activities and reports to the Audit Committee of our Board of Directors. The Ethics Office ensures that our employees and those working on behalf of Conduent understand their obligation to uphold our core values and to abide by our corporate policies and applicable laws and regulations in all business dealings.

The Conduent Code of Business Conduct (the Code) is the principal component of our Ethics Program covering expectations for compliance with policies, laws, rules and regulations related to all aspects of our business. Our employees are required to complete Code training initially upon hire and annually thereafter and acknowledge their understanding of, and agreement to abide by, the Code. Additionally, officers and senior directors are required to annually certify their commitment to communicating ethics and compliance expectations within their respective organizations and their own personal compliance with the Code.

The Ethics Office maintains a global 24/7 ethics helpline as one of its channels for employees and others to report ethics concerns and ask questions. All matters involving potential violations of the Company's Code are required to be reported to the Ethics Office.

## Labor and Human Rights

Conduent is committed to treating every individual who works for or conducts business with our company with dignity and respect. We have no tolerance for and expressly prohibit any form of human trafficking or use of forced labor or slavery within our business operations or supply chains. We are guided by and endorse the principles set forth in the United Nations Universal Declaration of Human Rights. Our support for these principles is embedded in our Code of Business Conduct, our position on labor relations, our employment practices, our relationships with suppliers, and in how we build our business in emerging markets. We inspect for compliance through our management processes including operational reviews, risk management and internal audit systems and supplier assessments.

We value and safeguard the rights of children by ensuring we only hire persons who meet the minimum age requirements for employment, by supporting our employees who serve in roles as parents and caregivers, and by complying with all applicable labor and employment related laws.



# Cultivating stewardship for a better world.



**Strengthening  
Our Communities**



**Empowering  
Our People**



**Governing  
Our Business**

*Strengthening our communities. Empowering our people. Governing our business. These are our commitments to our clients, investors, employees, communities, and our world. We are dedicated to giving back to the causes that matter to our people; creating a global employee experience that is diverse, inclusive and full of equal opportunities; and doing it all with a constant regard for data privacy, ethics and integrity. At Conduent we strive be stewards for a better world — making a difference — one interaction, one community, one opportunity at a time.*

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## About Conduent

Conduent delivers mission-critical services and solutions on behalf of businesses and governments – creating exceptional outcomes for its clients and the millions of people who count on them. Through people, process and technology, Conduent solutions and services automate processes, improve efficiencies, reduce costs and enable revenue growth. It's why most Fortune 100 companies and over 500 government entities depend on Conduent every day to manage their essential interactions and move their operations forward.

Conduent's differentiated services and solutions improve experiences for millions of people every day, including two-thirds of all insured patients in the U.S., 11 million employees who use its HR Services, and nearly nine million people who travel through toll systems daily. Conduent's solutions deliver exceptional outcomes for its clients including \$16 billion in medical bill savings, up to 40% efficiency increase in HR operations, and up to 40% improvement in processing costs, while driving higher end-user satisfaction.

**Learn more at**  
**[www.conduent.com](http://www.conduent.com).**