

Our Environment

Our commitment to building sustainable relationships extends not only to people but also to the environment. In recognition of this commitment, Convergys was named to the [U.S. 500 list in Newsweek's 2010 Green Rankings](#).

Our working environments are designed to optimize performance and efficiency while reducing energy consumption, waste and pollution.

By deploying alternative energy sources, creating paperless environments, maintaining an active corporate recycling program, reusing water, providing group transportation and developing energy efficient client solutions, we conserve precious resources and strive to minimize negative environmental impact.

An increasing percentage of our workforce works from home, also reducing our impact on infrastructure and the environment.

Case Study: The Nuvali Story

The Nuvali Contact Center houses 900 contact agents in Nuvali, Santa Rosa Laguna, Philippines.

This new state-of-art center boasts many earth-friendly features, contributing to energy efficiency and employee wellbeing including:

- Internal bike ramps that extend the height of the building, promoting alternative transportation methods by allowing employees to take their bicycles to the floors in which they work
- Piping systems configured to allow use of recycled water in the bathrooms, conserving consumption of clean water
- Bathrooms configured with low-flow water fixtures
- Energy efficient lighting throughout the center
- Energy efficient central cooling systems
- Automatic temperature control system to support optimal operation of central cooling system and employee comfort
- Materials recovery facility housed on site to support solid waste management.

The newly opened Nuvali Contact Center stands as a premier example of our ongoing efforts to promote environmental sustainability.

Case Study: Home Agent Program

Convergys is proud to employ home agents across the United States. We are continuing to expand the program and expect to employ several thousand by the end of 2009.

Deployment of the [Home Agent Program](#) has enabled Convergys to minimize its impact on the environment by:

- Reduced exhaust emissions by eliminating business commutes
- Lower energy, fuel and other natural resource consumption
- Smaller contribution to landfill
- Fewer offices resulting in less construction