



Connectivity Solutions Group

Social and Environmental Responsibility

October 2012



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Message from Management

OpenText Connectivity Solutions Group is committed to creating social value for its communities, and participating in environmental initiatives that improve the lives of its employees and customers.

Our Corporate Social and Environmental Responsibility program highlights our care for the environment, our respect for the planet, and our commitment to business integrity and responsible corporate conduct.

When it comes to the planet we all share, we all have our share to do.

OpenText Connectivity Solutions Group has formed a team of dedicated and passionate employees to look at the ways in which we can further contribute to making our planet greener and our corporate philosophy of responsible corporate citizenship transparent in our day-to-day business activities.

Here is their report.

We are doing our part. Thank you for joining us.

Eugene Cherny, General Manager,
OpenText Connectivity Solutions Group



Background

Open Text Corporation (“**OpenText**”), an enterprise software company and leader in enterprise content management, helps organizations manage and gain the true value of their business content. OpenText brings two decades of expertise supporting 50 million users in 114 countries.

Working with our customers and partners, we help organizations capture and preserve corporate memory, increase brand equity, automate processes, mitigate risk, manage compliance, and improve competitiveness

The Corporate Social and Environmental Responsibility Program described in this document is applicable strictly to the OpenText Connectivity Solutions Group (a division of Open Text Corporation), and not to any other division or subsidiary of Open Text Corporation.

Who we are

Hummingbird Ltd. was a Canadian company founded in 1984. It became known in the IT market for its flagship Exceed product which became the industry leading PC X Server. Eventually, the company evolved into a strong player in the Connectivity market. In 1999, it diversified its activities by entering the Enterprise Content Management (ECM) market. In October 2006, Open Text Corporation acquired Hummingbird Ltd.

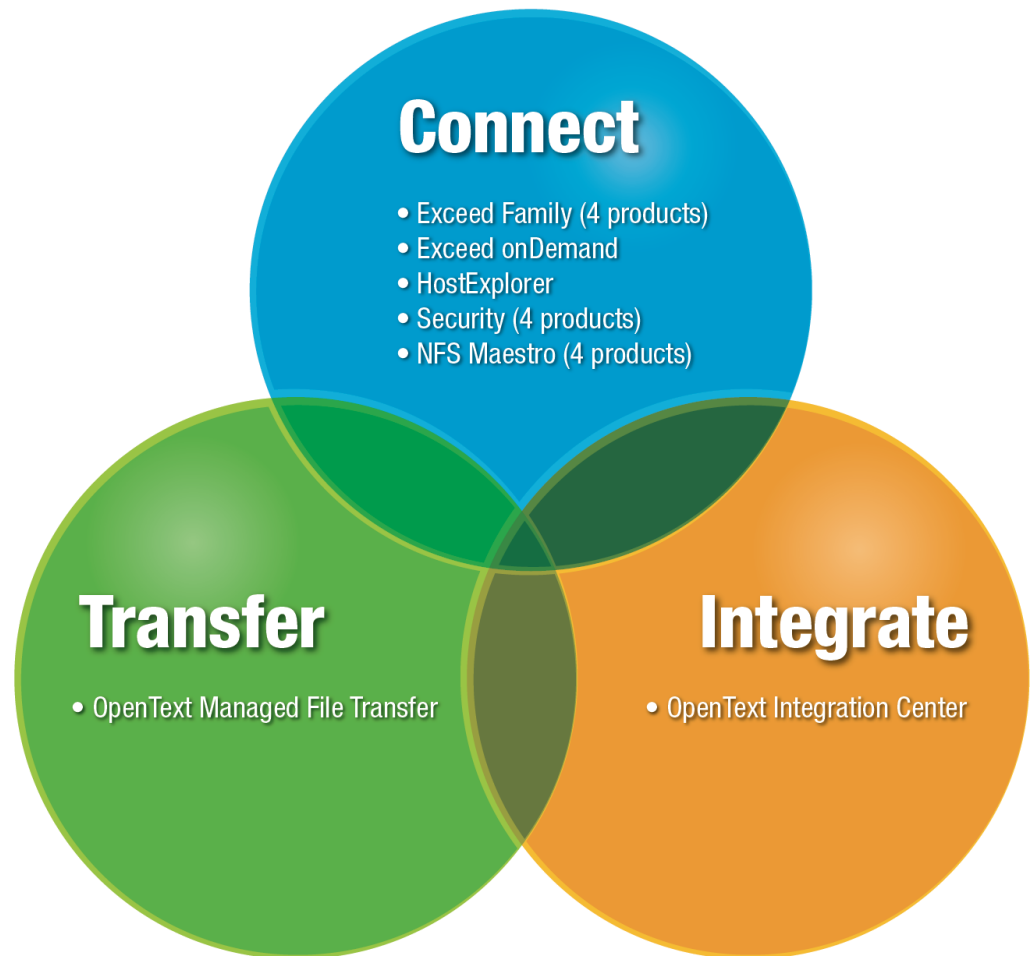
Hummingbird Connectivity has since been re-branded, becoming the **OpenText Connectivity Solutions Group**. Today, Connectivity Solutions is a key component for many of our customers and partners. We are proud to offer our customers a long-term path to success with OpenText.

OpenText Connectivity Solutions Group’s leading connectivity solutions connect people, data, and applications in mission-critical environments through a complete line of remote application access and data integration solutions.



What we offer

Our Connectivity Solutions Group connects people, data, and applications in mission-critical environments through a complete line of remote application access and data integration solutions. These solutions are grouped into 3 different functional areas:





Solutions under the “Connect” Group

- **The Exceed® Family** builds on extending the power of Exceed to Windows-based and remote users. Backed with the richest feature set, the Exceed Family delivers reduced cost of ownership and increased productivity. The Exceed family includes innovative features that accelerate performance, simplify system administration, optimize users' personal computing environments, and deliver ease of use.
- **Exceed onDemand®** is a remote X Application access solution designed for Microsoft Windows, LINUX, and UNIX desktop users. It is deliberately created for the modern business environment where employees are geographically dispersed, resources and time are limited, and expenses tightly controlled.
- **HostExplorer®** provides the fastest and most reliable terminal emulation connection to enterprise hosts, including IBM iSeries, zSeries, UNIX and Linux systems. It uniquely offers both full-featured PC-to-host and web-to-host solutions in one software package.
- **Security** products provide secure terminal access and file transfers, application port forwarding through SSH or SOCKS, and facilitates single-sign on.
- **NFS Maestro** offers the best of breed Windows-based NFSv4 client, server and gateway solutions that enable users and applications to access file resources on NFS-enabled storage

Solutions under the “Transfer” group

OpenText Managed File Transfer is an enterprise solution for managing the exchange of large files inside and outside your organization. When sending an email, large file attachments are accelerated for high speed delivery. Combined with air-tight security and complete audit tracking, OpenText Managed File Transfer enables organizations to reduce large file exchange from days to seconds to increase productivity, improve agility, and ensure compliance for lowered corporate risk.

Benefits of OpenText Managed File Transfer:

- Transfer files up to 30x times faster than FTP.
- Ensure policy-driven and transparent file delivery.
- Reduce the risk of sharing unsecured content between users.
- Boost team collaboration through fast and secure content sharing around the globe.
- Automate hours and days of inefficiency sending files on hard drives, mail couriers, and complicated FTP.
- Integrate seamlessly into users' everyday work experience and tools such as Microsoft® Outlook®.



- Empower users to exchange large and small files inside and outside their organization without IT intervention.
- Manage the movement of critical content centrally with complete traceability and protection of file transfer operations.

Solutions under the “Integrate” group

The *OpenText Integration Center* offers a data and content integration platform that unifies information silos that cross application boundaries, consolidating and transforming data and content throughout the entire information ecosystem, from leading edge ERP, CRM, and ECM systems to legacy applications.



Awards and Recognition

Over the years, OpenText has been recognized for its commitment to improve and contribute to the benefit of its employees, its customers, its investors and to the community around it. Below are some examples of the awards OpenText has received over the past 2 years.

2011 Awards

OpenText Named One of Canada's Top 100 Employers for 2012

Organizations in this competitive category are compared and graded by Mediacorp editors on eight key areas: Physical Workplace; Work Atmosphere & Social; Health, Financial & Family Benefits; Vacation & Time Off; Employee Communications; Performance Management; Training & Skills Development; and Community Involvement. With over 2,550 applications, OpenText is proud to be recognized by the Editors of Canada's Top 100 Employers project for the 2012 competition announced in *The Globe and Mail* on October 7th 2011.

OpenText Named One of Canada's Top Employers for Young People

Created by the editors of Canada's Top Employers, this special category evaluates private and public sector businesses on the level and quality of benefits offered as well as the scope of programs exercised to bring in and retain young professionals. *As a company with a vested interest in attracting and developing young talent*, OpenText, is proud to have made the list!

OpenText Global 360 Named ISV/Software Industry Partner of the Year at the 2011 Microsoft Worldwide Partner Program Awards

Every year at its Worldwide Partner Conference, Microsoft acknowledges top industry partners who have excelled in producing innovative solutions in response to customer challenges. Finalists and winners are chosen from a select group of global nominees who have demonstrated outstanding use of Microsoft technology while *upholding the highest standards in customer service*. With over 3,000 submissions accepted from more than 100 countries, OpenText Global 360 was awarded ISV/Software Industry Partner of the Year for 2011.

OpenText Solutions Named KMWorld 2011 Trend-Setting Products

As a recent inductee into the KMWorld Hall of Fame, OpenText continues to uphold its reputation for *product excellence in the knowledge management market*. This year OpenText ECM Suite 2010 as well as business process



management solutions from OpenText Metastorm and OpenText Global 360 were recognized as KMWorld 2011 Trend-Setting Products. Over 800 products were reviewed by a panel of industry judges with evaluation based on technological advancement and the ability to meet customer needs.

OpenText Metastorm Named to 2011 Supply & Demand Chain Executive 100 List

OpenText Metastorm is pleased to announce its inclusion in the 2011 Supply and Demand Chain Executive 100 List. OpenText Metastorm has been named to this list for its *leadership in assisting its customers in obtaining supply chain excellence to accelerate their performance in the rebound from the recent economic downturn.*

2010 Awards

OpenText Named One of FORTUNE's 100 Fastest-Growing Companies

OpenText is pleased to announce that it has been named by FORTUNE Magazine as one of the "100 Fastest-Growing Companies." This is the second consecutive year that OpenText has received this award. FORTUNE Magazine compiles this list by looking at *profit, revenue growth rate and total return over a three year period.*

OpenText Positioned as a Leader in the 2010 Magic Quadrant for Enterprise Content Management

OpenText has again secured a spot in the "Magic Quadrant for Enterprise Content Management". Companies are evaluated on their "ability to execute" and "completeness of vision". Organizations that are able to prove their dominance in the market and ECM capabilities, through *financial growth, solid partnerships, customer centricity and regional presence* are awarded a place within the Magic Quadrant. Six companies were honored with this distinction.

OpenText Recognized as a Rising Star in 2010 CRM Market Awards

OpenText has been recognized as a Rising Star in this year's 2010 CRM Market Awards. With its ninth annual CRM Market Awards, CRM Magazine honors the vendors, consultants, and end-user companies that *focus on customer relationships and the customer experience through the sophisticated integration of people, processes, and technologies.* OpenText is pleased to be one of eight companies awarded the Rising Star award.



Our Approach

We follow the guidelines of ISO 26000

We have designed our Social and Environmental Responsibility Program around the seven core subjects of ISO 26000. This voluntary initiative reflects our commitment to propagate the spirit and actions of a good corporate citizenship in our executives and employees.

The Seven Core Subjects of ISO 26000 are:

1. **Organizational Governance:** Depicts how an organization acts and its ability to behave in a socially responsible manner.
2. **Human Rights:** Organizations have a responsibility to respect human rights, regardless of whether the state is unable or unwilling to fulfill its duty to protect.
3. **Labor Practices:** The labor practices of an organization encompass all policies and practices relating to work performed within, by or in behalf of the organization
4. **Fair Operating Practices:** Concerns an organization's ethical conduct in its dealings with other organizations, including government agencies, partners, suppliers, customers, competitors and associations to which the organization is a member. The ethical issues include anti-corruption, fair competition, and property rights (including anti piracy and intellectual property).
5. **Consumer Issues:** Consumer issues relate to fair marketing practices, health and safety of the consumer, sustainable consumption, continuous improvement of consumer's living standard, rights of consumer to make choices and address grievances, and products that consider vulnerable groups (such as handicapped individuals).
6. **Community Involvement and Development:** Community involvement entails assisting in promoting the welfare of the community in the vicinity of the organization and its facilities. Communities are diverse and may have a varied social makeup and interest. The organization must realize and work with all aspects of the community. Community development means that the organization provides employment and economic benefit to the members of the community and hiring as much as is reasonable from the within the community. The social investment provided by the organization may or may not be associated with the organization's core operational activities.
7. **The Environment:** Environmental responsibility is a precondition for the survival and prosperity of human beings. The organization should assess the



impact that its activities have on the locations where it operates, its generation of pollution and waste and impact to natural habitats. The organization should implement programs based on a risk and sustainability perspective to assess, avoid, reduce, and mitigate the environmental risk and impacts of its activities.

Our Stakeholders

The Company's primary stakeholders are:

Major Stakeholders	How we Impact the stakeholder	How the stakeholder impacts us
Customers	We strive to provide solutions that our customers rely on to enable their businesses to thrive and operate efficiently by providing, solutions that match their needs, appropriate product information, and outstanding Customer service and support.	Our Customers influence us to improve our products through Customer feedback which allows us to enhance our products to match Customer needs. Further, our Customers provide the financial support that allows us to develop new products and solutions.
Employees	We strive to provide our employees with gainful employment, health and wellness benefits, development opportunities to increase their skills and competencies, and a safe and friendly work environment that values diversity, human rights and dignity of labor.	Our employees are our primary resource. They develop solutions and products, provide support and service to our Customers, maintaining the operational well being and financial operations of our organization, and form the back bone of OpenText.



Investors	Our mission is to maximize shareholder value by proactively delivering timely and accurate communications to the investment community, offering value-add, knowledge of our operations, products and markets, while maintaining best-in-class disclosure practices.	Our Investors provide the capital that enables us to operate, as well as guidance based on social and ethical norms.
Vendors	We strive to provide business to our vendors, treat them fairly, and ensure timely settlement of payables.	We rely on our Vendors to provide quality products that are delivered on a timely basis, free from liens and encumbrances.
Local Communities	We strive to provide gainful employment to members of the community, support community development, and ensure the environment we work and live in is safe and prosperous.	Our local Communities provide us with our primary resource, our people.
Our Environment	We take seriously our responsibility to protect our planet's environment and resources, knowing that we depend on it for the welfare of present and future generations.	The condition of the global and local Environment determines our health and welfare, therefore, current and future generations are beneficiaries of our efforts to protect the Environment.



Organizational Governance

We are committed to the highest standards of integrity and ethical behavior. The mandates of our Board of Directors and its Committees reflect this commitment. Summarized below are excerpts from the Charters of our Board and its Committees.

Board of Directors

- (a) Ethics and Integrity – the Board shall, (i) review the recommendations of the Corporate Governance and Nominating Committee regarding the adequacy of the Code of Business Conduct and Ethics and compliance with, and any violations of, the Code by employees, directors or officers; (ii) satisfy itself as to the integrity of the Chief Executive Officer and other executive officers; and (iii) satisfy itself that the Chief Executive Officer and other executive officers create a culture of integrity throughout the organization.
- (b) Corporate Governance – the Board shall, with the assistance of the Corporate Governance and Nominating Committee: (i) review the Company's approach to corporate governance; and (ii) evaluate the Board's ability to act independently from management in fulfilling its duties.
- (c) Financial Information – The Board shall, with the assistance of the Audit Committee, review the Company's financial statements as disclosed to the public, as well as the Company's internal control over financial reporting, including whether such internal control is effective, and any material weaknesses in such internal control.
- (d) Disclosure Controls and Procedures –the Board shall, with the assistance of the Audit Committee, review reports provided by management on the effectiveness of the Company's disclosure controls and procedures.
- (e) Communications – The Board shall periodically review the Company's overall communications strategy, including measures for receiving and addressing feedback from the Company's shareholders.
- (f) Disclosure – the Board shall review management's compliance with the Company's Disclosure Policy.

Corporate Governance

The Committee establishes and reviews corporate governance policies, adopts a corporate code of business conduct and ethics applicable to all directors, officers and employees (a "Code of Business Conduct and Ethics"), and monitors compliance with, and periodically reviews the Code of Business Conduct and Ethics.



Audit Committee and Internal Controls

The Audit Committee assists the Board of Directors (the “Board”) in fulfilling its responsibilities by:

- (a) reviewing the financial reports provided by the Company to Regulatory agencies, investors and to the general public, and the Company's internal financial and accounting controls
- (b) recommending, establishing and monitoring procedures, including without limitation those relating to financial reporting risk management and those designed to improve the quality and reliability of the disclosure of the Company's financial condition and results of operations,
- (c) establish and monitor procedures designed to facilitate:
 - 1) the receipt, retention and treatment of complaints relating to accounting, internal accounting controls or auditing matters and
 - 2) the receipt of confidential or anonymous submissions by employees of concerns regarding questionable accounting or auditing matters,
- (d) assist the Board with respect to the Company's compliance with legal and regulatory requirements

In addition to the Board and Committee Charters set out above, we also have a Disclosure Policy, a Code of Business Conduct and Ethics, and an Employee Handbook which focus on social and environmental responsibility. A summary of these documents is set out below:

Our Disclosure Policy

The disclosure policy governs disclosures in documents made in our: a) documents filed with the securities regulators, b) written statements made in OpenText's press releases and other timely disclosure documents, c) annual, quarterly and periodic reports, d) proxy statements, e) letters to shareholders, f) presentations, and information contained on OpenText's web site, and g) other electronic communications. The policy is reviewed periodically by the Corporate Governance and Nominating Committee of OpenText's Board of Directors.

Our Code of Business Conduct and Ethics

Our Code of Business Conduct and Ethics (“Code”) applies to all of our directors, officers and employees. The Code identifies our guidelines designed to deter wrongdoing and to promote honest and ethical conduct, including: a) the ethical handling of actual or apparent conflicts of interest between personal and professional relationships, and b) compliance with applicable laws and regulations. The Code also identifies our expectation that our employees will



enable us to provide full, fair, accurate, timely and understandable disclosure in our filings with the Securities and Exchange Commission and in other public communications.

Our Employee Handbook

Our Employee Handbook sets forth policies that address the rights and responsibilities of OpenText and our employees (including applicants for employment). This handbook is intended to be used in conjunction with other policies listed on our corporate intranet as an integrated system of policies and procedures. It is intended to be a guide for our human resource management team, our leadership team, as well as our employees in general.



Human Rights and Labor Practices

We are committed to providing direction and leadership to our employees through the development and support of policies, practices and general guidelines that contribute to individual and professional growth.

To achieve these objectives, we strive to foster an environment based on respect for individuals and their needs, recognizing that this type of atmosphere helps to ensure cooperation and teamwork.

Respect for Human Rights

- Our **Code of Business Conduct and Ethics** incorporates the Company's ethical philosophy and guides us to provide fair treatment to all.
- To enable fair and equal treatment, we have a **Compliance / Whistleblower Line** that is available to all employees to report violations to the Code of Business Conduct and Ethics and any other concerns to the attention of management.
- **Employment Equity and Diversity Policy** seeks to provide a working environment that is inclusive of all regardless of culture, national origin, race, color, gender, gender identification, sexual orientation, family status, age, veteran status, disability, religion, or any other basis protected by applicable laws.
- We believe that a flexible work environment results in more committed, focused, and engaged employees. We are committed to assisting our employees in achieving a balance between business, customer, and personal needs, through a formal **Work From Home policy**
- Our **Workplace Violence Prevention Policy** seeks to provide safe, dependable working conditions for all employees through a "zero-tolerance" position on workplace violence. All acts or threats of physical violence, including intimidation, harassment, and/or coercion between employees in the work place with persons inside or outside OpenText employment is not tolerated.

Respect for our employees

- Our **Human Resources Policies** are compliant with the laws and regulations of the jurisdictions where we operate.
- Our **Employee Wellness Program** promotes employee well being and is available to all employees.
- Our **Health and Safety Program** seeks to ensure that our employees are working in a safe and secure environment. Health and safety teams are



present in our facilities and conduct regular site inspections to mitigate hazards and potential risks to employee health and safety.

- Our **Pandemic Response Plan** seeks to ensure that we have procedures in place to protect our employees in the event of a pandemic event.
- Continuous communication between our management team and our employees is facilitated through an annual **Employee Engagement Survey Program**, and through quarterly **Worldwide Employee Calls**.
- Our “**EmployeeConnect**” newsletter is an employee focused company sponsored electronic publication that communicates both company and employee initiatives, as well as, highlights and brings recognition to employee talent, endeavors and contributions.

Work Life Balance and Career Development

- While we are committed to our customers and focused on their needs, we are also focused on the needs of the people who work for the OpenText. We seek to ensure that hours worked over and above the core 40-hour work week are managed properly and in accordance with applicable law. We encourage a healthy balance between work and personal life. This position is formalized in our **Hours of Work and Overtime Policy**.
- We have a company funded **Continual Learning Program** which encourages our employees to actively seek and pursue opportunities to upgrade their knowledge, skills, and abilities. Reasonable efforts are made to accommodate each employee’s desire for career development and acquisition of competencies within budgets, and work schedules.
- We are also committed to helping employees successfully attain professional designations/ certifications/ memberships that relate to their field of expertise. We exhibit this commitment by offering financial assistance through our **Training and Professional Development Policy**, as well as **Professional Designation and Membership Fees Program Policy**.



Fair Operating Practices

Our Code of Business Conduct and Ethics, contains provisions for fair play and respect for our competitors. Specifically:

- Our customers, suppliers, competitors and all other persons are to be treated impartially, and in accordance with the OpenText's best interests. No payments, gifts, or benefits may be offered to any person in an attempt to improperly influence that person's performance of duties.
- Our employees are forbidden from using dishonest means to seek to obtain trade secrets or other confidential information about our competitors.
- Our employees must only accept, read, use or obtain information about competitors through lawful means. Our employees are also forbidden from sharing information with competitors about matters such as pricing and conditions of sale, costs, market conditions or other confidential information, from which competitors could gain benefit over OpenText.



Our Customers

Customer centricity is part of our values. This mandates that:

- For every customer interaction, we are helpful, friendly, approachable, and easy to deal with.
- We look at all we do from the customer's point of view.
- We are here to help solve our customers' business problems.
- We prioritize our work based on what is important to our customers.

Focus on Customer Education

Our websites contain a multitude of educational material on the capabilities of our products.

Focus on Customer Service

OpenText has been named a Finalist for Forrester Research's 2011 Voice of the Customer ("VoC") Award. This is confirmation we have established a great base for our program in a relatively short period of time.

Forrester named OpenText as a finalist for this award on June 21, 2011. Only 10 finalists were named out of over 40 applicants.

According to Forrester Research, "This year's nominees set a new bar for the scope, scale, and quality of voice of the customer programs," said Forrester Research Analyst, Andrew McInnes. "Compared to previous participants, they incorporate more customer data, influence more internal stakeholders, and deliver more value to their customers and their bottom lines. The best VoC programs this year drew a direct line from their VoC activities to their business results, earning themselves a permanent seat at the executive table."

We implement a quarterly survey by segmenting our customer base based on primary product and region. The **Pulse Online Customer Satisfaction and Loyalty Survey** is our on-line, quarterly global customer survey designed to measure overall satisfaction and loyalty.



Community Involvement

We provide various ways and means to improve the community where we work, and to improve the global community as well. We realize that it is not only those communities within our geographical location that we need to assist, but communities that may need help and care on a global basis.

Corporate Giving and Community Care Program

Being a good corporate citizen and investing in our local communities is an important part of the way we do business. In addition to providing donations to organizations, we encourage our employees to become active members in our communities through volunteering.

We focus our giving on four distinct areas of support:

Education and Innovation for Global Change: We collaborate with universities, institutions, colleges, governments, industry partners, and non-profit organizations to foster education and innovation, and strive to promote the transformative power of technology. We are committed to supporting foundations which foster education and innovation in order to help cultivate the leaders of tomorrow and create a foundation in our communities to enable education and innovation programs. This includes organizations such as outreach programs, education programs for the under privileged, institutions which focus on youth education, and technology innovation.

Children and Family: Many communities around the world offer programs and foundations that support health, welfare, and social services for children and families in need. These would include local organizations that provide a safe haven and nurturing environment to families and children. We will also continue to support cancer research and research related to other catastrophic illnesses.

Disaster Relief: From time to time, the world will be impacted by a devastating event that will call us to take action quickly in order to save lives and mitigate loss. We have made significant contributions to alleviate the impact of past disasters and will continue to do so in the future.

United Way: In the Americas, we continue to support the efforts of the United Way and their mission to assist countless organizations in the communities where we live and work.



Assistance to Disaster Relief

Earthquake in Haiti: Our employees have generously donated \$37,000 since the start of our campaign for Haiti Relief. In addition, we have made a \$25,000 corporate donation to this cause.

Flooding in Pakistan: Our management team encouraged employees worldwide to contribute to a flood victims fund, and we have committed to a matching corporate donation of up to \$25,000.

Earthquake and Tsunami in Japan: We have worked together to demonstrate our commitment to the men, women and children, who needed a help in Japan. Our employees have donated a total of \$18,254 that was eligible for a matching corporate donation. For our Japanese employees, we activated our Business Continuity Program and arranged for access to our Employee Assistance Program (EAP).

Tornadoes in Southern, Mid-Atlantic, and Midwest USA: Our management team encouraged employees to donate through the Red Cross to support this cause. Our employees donated \$5,085, which was matched by an equivalent corporate donation.



Respect for our Environment

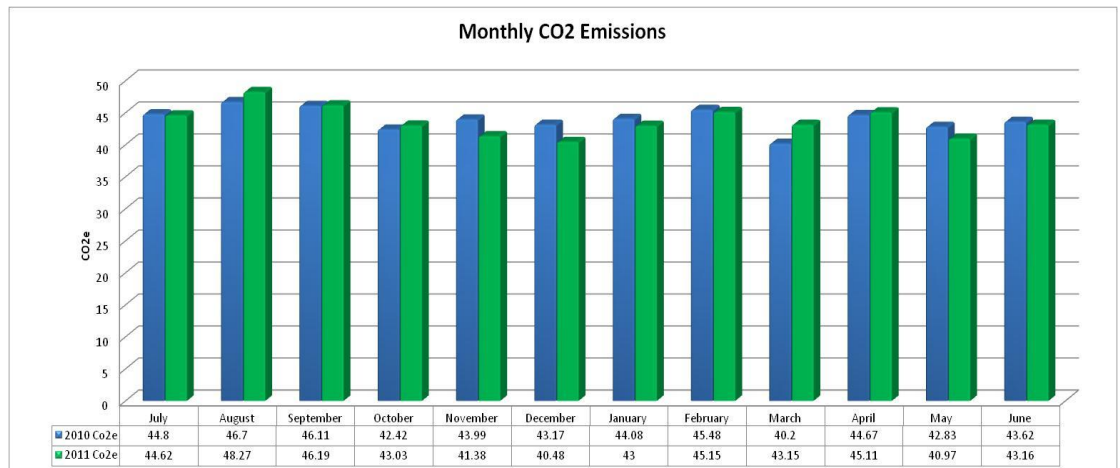
The OpenText Connectivity Solutions Group (“CSG”) operates from our Richmond Hill, Ontario, Canada office. CSG does not directly generate any green house gases, but obtains utilities to support operations in our facility through local utility providers. To support the CSG’s goal of fostering environmental sustainability, we tracked the consumption of Electricity and Gas for the fiscal year 2010 and 2011, to establish a base line usage pattern as a gauge to measure future initiatives to reduce consumption. Water consumption is not evaluated as this is not significant.

Further, we have initiated a bus service from our Richmond Hill office to our Global Headquarters facility in Waterloo, Ontario, to reduce the use of employee personal vehicles.

Summarized below are the results of our evaluation:

Purchased Electricity

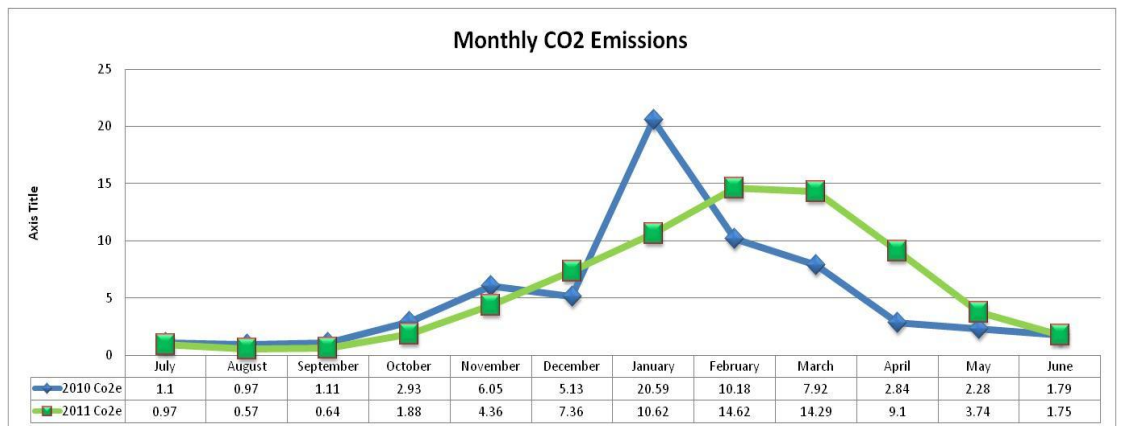
The CSG facility’s electrical consumption is represented below and reflects the seasonality of electrical consumption. This is influenced largely by the ambient temperatures of the region. Initiatives such as initiating power downs of PCs and lights are not anticipated to produce a significant impact to these results.





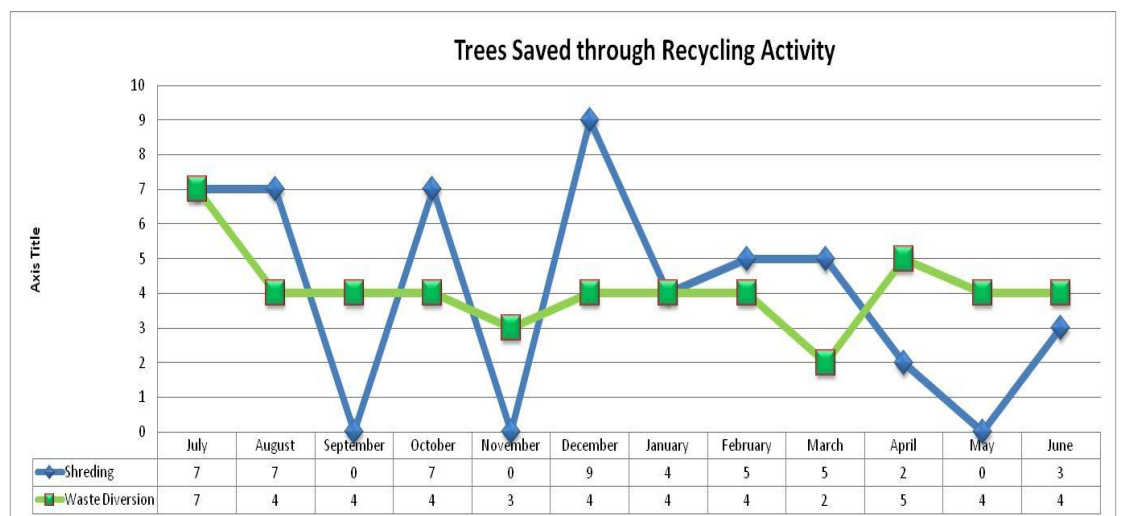
Purchased Natural Gas

The CSG facility's Natural gas consumption is represented below and reflects the seasonality of natural gas consumption, influenced largely by the ambient temperatures of the region. The facility's temperature settings comply with our responsibility to provide a comfortable work environment for our employees.



Recycling of Confidential Documents

CSG utilizes a shredding service to dispose of confidential documents, in lieu of other forms of document destruction, in an effort to recycle the paper. The vendor for this shredding service has calculated the number of trees that are saved through this recycling activity.





For additional information, please contact:

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About OpenText

OpenText is the world's largest independent provider of Enterprise Content Management (ECM) software. The Company's solutions manage information for all types of business, compliance and industry requirements in the world's largest companies, government agencies and professional service firms. OpenText supports approximately 46,000 customers and millions of users in 114 countries and 12 languages. For more information about OpenText, visit www.opentext.com.