



Modern Slavery Act Statement

INTRODUCTION

Concentrix CVG Intelligent Contact Limited (“Concentrix”) does not tolerate slavery or human trafficking in our organisation or in our supply chain. This statement sets out the steps that we have taken to eliminate, as far as possible, the risk of modern slavery and human trafficking taking place.

OUR BUSINESS

Concentrix, as a technology enabled global business services company, provides business to business services that help our clients and business partners grow and enhance their customer engagement strategies and improve business performance. Concentrix Corporation is headquartered in Fremont, California, United States with operations around the world, including the UK business, Concentrix CVG Intelligent Contact Limited.

OUR SUPPLY CHAINS

Our supply chains include suppliers of staff and benefits services, professional services from our lawyers, accountants and other advisers, IT and other office equipment, and office facilities services.

OUR POLICIES ON MODERN SLAVERY AND HUMAN TRAFFICKING

Our opposition to modern slavery and human trafficking is confirmed in our Code of Ethical Business Conduct which can be found on our website https://1cfrbv1cz8j13t7nr4n67ss1-wpengine.netdna-ssl.com/wp-content/uploads/2019/05/CNX_Code_of_Ethics.pdf and our Supplier Code of Conduct <https://www.concentrix.com/supplier-code-conduct/>. These codes reflect our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to eliminate, as far as possible, the risk of modern slavery and human trafficking taking place anywhere in our business or supply chains.

At the start of the Covid 19 pandemic, Concentrix took the decision to protect the employment of employees who were not able to work from home and were unable to attend the office due to the government restrictions in geographies where furlough was not in place. It was important that no Concentrix employees were put into a vulnerable situation which may increase their exposure and risks of Modern Slavery. In some countries, where our housekeeping and security staff (who are employees of our vendors) were vulnerable, we took the decision to protect their employment and ensure their income was not affected despite the reduced work requirements in our sites.

As a provider of outsourced business to business services, Concentrix has clients who are providing essential services and as such several of our offices have remained open during government imposed restrictions. This has required increased frequency and levels of cleaning and changes to office layouts which involve an increased dependency on suppliers of those services, we have maintained the expectations laid out in our Supplier Code of Conduct, with no reduction in expectations of standards.

CONCENTRIX PROCESSES FOR MODERN SLAVERY AND HUMAN TRAFFICKING

As part of our efforts to identify and mitigate the risk of human slavery and human trafficking in our supply chains, we have sought all necessary assurances of compliance with the UK Modern Slavery Act 2015. We have our Supplier Code of Conduct which our suppliers are obliged to follow if providing goods or services to us.

While we are confident that there is no modern slavery or human trafficking taking place within our direct organisation (due in part to our internal checking process and the skill level of employees we typically engage), we maintain vigilance over our supply chains, particularly areas where suppliers may rely on seasonal, lower paid and lower skilled workers, or in geographical areas identified as high risk for modern slavery or human trafficking. In instances where we identify such a risk, we will contact our existing suppliers in writing, reminding them of our values and ethical standards, and reiterating the expectations we have when working with them. Non-adherence to the Supplier



Code of Conduct may result in Concentrix's termination of business relations with suppliers.

SUPPLIER ADHERENCE TO OUR VALUES AND ETHICS

We do not tolerate modern slavery and human trafficking. We have in place a supplier process which prohibits all suppliers from, directly or indirectly using, supporting, or engaging forced or compulsory labour or encouraging or supporting slavery or human trafficking. All supplier arrangements are governed by contract, the terms of which allow Concentrix to enforce its commitment to eradicating slavery and human trafficking, through audits, commercial pressure and contractual provisions. We also ask our business partners to provide training to their staff and suppliers.

TRAINING

To ensure a high level of understanding of the risks of modern slavery and human trafficking in our business and in our supply chains, we ask our business partners to provide training to their staff and suppliers. We recognise that face to face training may be difficult due to the restrictions imposed to reduce the transmission of Corona Virus. Concentrix provides training to its employees internally on the risks of Modern Slavery, as part of its Annual training plan for compliance with various regulations, this is delivered using online training and testing. Additional mandatory online training is provided to employees in procurement roles and real estate roles to assist them to recognise potential signs of Modern Slavery as they interact with and evaluate suppliers on behalf of Concentrix businesses.

This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015 and constitutes our Modern Slavery Act statement for the financial year ending November 30, 2020 as approved by the Board of Directors of Concentrix as of 11 February 2021.

Signed on the
Board's behalf by:

andre valentine

Andre Scott Valentine

Date: 22 February 2021