

# Concentrix Services Pty. Modern Slavery Act Statement

## Introduction

Concentrix's Vision statement, 'We will be the greatest customer engagement services company in the world, rich in diversity and talent' guides all actions of the Company and its employees. As part of our culture, we strive to achieve the highest levels of performance possible in everything we do:

- We operate based on the sincere belief that people add value and we endeavour to always treat others with respect and dignity;
- We work together as a team to produce new ideas and delight our customers;
- We work to inspire trust and respect with everyone we work with;
- We exercise honesty and sound ethical behaviour in all business transactions and in all interactions with others;
- We exhibit a steadfast adherence to strict moral and ethical values;
- We respect the environment in which we live and work; and
- We support the protection of basic human rights throughout our worldwide operations.

## Our Business

Concentrix is a leading global provider of Customer Experience (CX) solutions and technology. We help well-known brands to improve their businesses with technology and solutions so that they can connect better with their customers. Concentrix Corporation is head quartered in Newark, California, United States with operations around the world, including Concentrix Services Pty. Limited.

## Our Supply Chains

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

## Our Policies on Modern Slavery and Human Trafficking

Concentrix does not tolerate slavery or human trafficking anywhere in our organisation or in our supply chain. This updated statement sets out the steps that we have taken, and continue to take, as one global organisation to eliminate, as far as possible, the risk of modern slavery and human trafficking taking place in the Concentrix business ecosystem.

Our opposition to modern slavery and human trafficking is clearly stated in our Code of Ethical Business Conduct which can be found on our website; [CNX Code of Ethics EN 2.0.pdf \(concentrix.com\)](#)

Our Code applies to all employees, officers and directors of Concentrix Corporation and its divisions, subsidiaries and affiliates. Staff and agents acting on behalf of our company are expected to comply with the Code and all applicable laws, rules and regulations. If a local law conflicts with our code we follow the law. If a local business practice conflicts with our Code, we follow our Code.

Our opposition to modern slavery and human trafficking is also clearly stated in our Supplier Code of Conduct, also available on our website [Supplier Code of Conduct - Concentrix](#)

These codes embed 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 own organisation and our supply chains.

## Processes for Detecting and Avoiding Modern Slavery and Human Trafficking

As the COVID-19 pandemic continued into 2021, Concentrix continued to protect the employment of staff who were not able to work from home and were unable to attend the office due to the government restrictions in geographies where furlough or other government support 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.

As a provider of business to business customer experience and technology services, we are confident that there is no modern slavery or human trafficking taking place within our direct organisation. The skill level of employees we typically engage alleviates the risk of modern slavery. Also, our robust recruitment processes involve controls and checks, including requirements for all legally applicable identity documents.

Concentrix has clients around the globe, some of whom are providing essential services and many in geographies which have moved in and out of strict restrictions over the past year. For these reasons many of our offices have been open during this time. Regardless of restriction level, we have maintained the increased frequency and levels of cleaning and changes to office layouts which involved an increased dependency on suppliers of those services, we did not reduce the expectations laid out in our Supplier Code of Conduct, and maintained our expectations of standards.

## Supplier Adherence to our Supplier Code of Conduct

As part of our efforts to identify and mitigate the risk of human slavery and human trafficking in our supply chains, for several years we have had in place our Supplier Code of Conduct. Our Supplier Code of Conduct stipulates that workers shall be engaged in accordance with applicable law, shall be free to leave upon reasonable notice and that suppliers shall not employ any person who is below the minimum legal age for employment. We seek all necessary assurances of compliance with all applicable forced and child labour laws. The Supplier Code is undergoing an extensive revision and update, along with the introduction of a Supplier Governance Framework for the year 2022. The Governance Framework will enable and drive improved visibility of our Suppliers commitment to, and compliance with the Concentrix Supplier Code of Conduct.

A key benefit of our Supplier Governance Framework, will be increased vigilance of our suppliers and supply chain; this will include risk based engagement with a selection of suppliers being required to complete a questionnaire and provide supporting evidence. The risk basis will include such factors as annual spend, product or service type (where suppliers may rely on seasonal, lower paid and lower skilled workers) and in geographical areas identified as high risk for modern slavery or human trafficking. In instances where we identify unmitigated risks, we will work with our existing suppliers to implement corrective actions, we will remind them of our values and ethical standards, and reiterate the expectations we have when working with them. In the event that a supplier is unwilling or unable to meet the requirements of the Supplier Code of Conduct, we will terminate our business relationship with them.

## 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, for all Concentrix staff, our zero tolerance position on modern slavery is contained in our annual mandatory Code of Ethical Business Conduct training, which addresses compliance with various regulations. Also included in the Code of ethical Business Conduct, are details of the multiple whistleblowing channels that are available, we encourage our staff and other stakeholders to report any suspected violation of our Code, or any law or regulation and will not retaliate against anyone who makes a report in good faith.

Training completion and affirmation to compliance with the Code for every individual staff member is monitored and 100% completion is one of our global Environment, Social and Governance (ESG) goals. It is also included in our published sustainability report; [Investor Relations | Concentrix Corporation](#)

Additional mandatory online training is provided to employees in procurement roles and real estate roles to assist them in recognising potential signs of modern slavery, to support them as they proactively interact with and evaluate suppliers on behalf of Concentrix businesses.

We ask our suppliers to provide regular training to their staff and suppliers. Whilst we recognise that face to face training may be difficult due to the restrictions imposed to reduce the transmission of COVID-19 Virus, we do expect that an alternative method of training is used. We encourage suppliers to have an anonymous complaint mechanism in place. We also encourage our suppliers or their staff to reach out to us if they have any complaints to be redressed or brought to our



attention by using our anonymous whistleblowing portal [IntegrityCounts](#). Our improved governance in 2022, will strengthen our oversight in these areas.

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