

## Introduction

Concentrix is a leading global provider of customer experience (CX) solutions and technology, we believe in putting people at the core of everything we do. Whether we're reinventing operating models, engaging with our clients' customers, or enhancing the skills of our global game-changers (employees), we use technology with a single purpose: to create amazing experiences for the people that matter most.

### Our Purpose

In everything we do, we believe in doing right by and for people- our clients, their customers, our staff, our communities, and our planet.

### Our Brand Promise

Challenge conventions, create experiences beyond expectation, and deliver outcomes unimagined for our clients, their customers, and our staff.

### We deliver on our promise every day through:



#### Our Doing Right DNA

Doing good and doing the right thing are built deep into our culture. It's not a policy or program, it's just who we are.



#### A Focus on Technology for Good

We believe in technology with a purpose: to better understand customer needs and increase engagement to create richer, deeper, more repeatable experiences.



#### Our Passion for CX

We are passionate about CX. Evolving it, investing in it, pushing the limits on innovation, and shining "lights around the bend" to make it a meaningful brand differentiator for clients.



#### One Concentrix Solutions

We bring together the best people and technology to design, build, and run the entire CX journey.

And most importantly, by living our **CULTURE!**

Concentrix operates across 6 continents, in over 70 countries speaking over 95% of languages. Our 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 game-changers. 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 create game-changing customer journeys that help brands grow, across the world and into the future. Concentrix Corporation has its principal executive offices in Newark, California, United States with operations around the world, including the UK business entity, Concentrix CVG Intelligent Contact Limited.

## **Our Supply Chains**

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

## **Our Policies and Procedures**

Concentrix does not tolerate slavery or human trafficking anywhere in our organisation or in our supply chain.

## **Code of Ethical Business Conduct (COEBC)**

Our opposition to modern slavery and human trafficking is clearly stated in our COEBC which can be found on our website.

Our Code of Ethical Business Conduct helps us to adopt the right behaviours and is an essential reference in relation to ethics, social and environmental responsibility, and financial and legal compliance. It applies to all game-changers, officers and directors of Concentrix Corporation and its divisions, subsidiaries and affiliates. Staff and representatives acting on behalf of our company are expected to comply with the COEBC and all applicable laws, rules and regulations. If a local law conflicts with our COEBC, we follow the law. If a local business practice conflicts with our COEBC, we follow our COEBC.

## **Human Rights Policy**

Our Human Rights policy brings together our standards in relation to human rights in one document. Our views on human rights are well known within our company through our principles outlined in our Code of Ethical Business Conduct and internal people solutions and employment policies. We follow local laws pertaining to employment, payment of wages and game-changer benefits in each place we do business, and we require that our Suppliers do the same for their employees. We are committed to the tenets of international human rights policies in our workforce and our supply chain.

## **Procurement and Supplier Code of Conduct**

Our opposition to modern slavery and human trafficking is also clearly stated in our Supplier Code of Conduct, also available on our website. By agreeing to

provide goods and services to Concentrix, our Suppliers agree to comply with our Supplier Code of Conduct including compliance with Modern Slavery and Human Trafficking Laws and alignment with International Labor Organisation standards.

## **Recruitment and Employment Policies**

As a provider of business-to-business customer experience and technology services, the skill level of game-changers we engage reduces the risk of modern slavery due to the qualifications and experience we require and the market competitive rates of pay.

We have global and local policies which ensure that we have appropriate processes in place including clearly outlining the necessary checks for candidates. Our vetting procedures include background verification and ID checks, for some specific roles additional stringent background checks are required.

## **Anti-Bribery and Corruption Policy**

Ensures that all our game-changers, officers and directors in all divisions, subsidiaries and affiliates, maintain the highest standards of business conduct and operate with integrity.

## **Whistleblowing Policy**

We have multiple Speak-Up channels and we encourage and enable all colleagues to raise concerns within our business. Concentrix will not allow any retaliatory action to be taken against a person for making a good faith report of a suspected breach of policy, our Code of Ethical Business Conduct or applicable laws.

## **Supply Chain**

We seek to do business with suppliers and partners who embrace our same values and principles and are committed to abiding by our Supplier Code of Conduct. Our Supplier Code of Conduct ensures we are doing our part to create an ethical and sustainable supply chain, and it reinforces our commitments to the global communities in which we operate on matters like maintaining fair competition, respecting human rights, and not engaging in bribery or corruption. Accepting a purchase order from our company commits our suppliers and partners to our Supplier Code of Conduct, which requires adherence to the same ethical principles that are in our COEBC. We have piloted a new process for a more thorough validation of the anti-corruption and anti-modern slavery practices of our key suppliers and those identified based on risk mapping, to ensure that our supply chain continues to meet our high standards.

## **Managing Risk**

Managing risk is essential to protecting and growing our company for all our stakeholders. We cannot be successful unless we thoughtfully evaluate the risks

in our business and take efforts to mitigate those risks. We, as part of Concentrix Corporation, contribute to, and benefit from, a continuous enterprise risk management (ERM) program and provide reports to our board of directors on at least an annual basis. Our ERM program includes a cross-functional team of leaders from across the global organisation that evaluates significant risks to our company, including risks related to the economy, our staff, business interruptions, compliance with law, our Environment, Social and Governance (ESG) commitments, security, fraud, and cyber-attacks.

## 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 COEBC training. Also included in the COEBC and the associated training, are details of the multiple Speak-Up channels that are available, we encourage our staff and other stakeholders to report any suspected violation of our COEBC, 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 COEBC for every one of our staff, known as game-changers, is monitored and 100% completion is one of our global ESG goals. It is also included in our published sustainability report.

Additional training is provided to game-changers 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 similar training to their staff and suppliers on a regular basis. 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 year on year will strengthen our oversight in these areas.

## Summary

Our Culture, our Codes and Policies 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.

This statement is made in accordance with the Modern Slavery Act 2015 and has been approved by the Board of the Company on 19/04/2024.