

Concentrix Historical Financial Results
(in thousands)

GAAP Consolidated Income Statement	Unaudited 2023					Unaudited 2024				
	Q1	Q2	Q3	Q4	YTD 2023	Q1	Q2	Q3	Q4	YTD 2024
Revenue										
Industry vertical:										
Technology and consumer electronics	\$ 516,608	\$ 504,204	\$ 528,281	\$ 656,741	\$2,205,834	\$ 665,102				\$ 665,102
Retail, travel and ecommerce	305,504	307,952	322,394	512,816	1,448,666	583,712				583,712
Communications and media	256,987	257,794	252,497	350,416	1,117,694	380,165				380,165
Banking, financial services and insurance	259,653	261,964	246,771	323,465	1,091,853	365,422				365,422
Healthcare	177,824	164,708	167,428	186,306	696,266	191,089				191,089
Other	119,828	118,084	115,463	201,018	554,393	217,258				217,258
Total revenue	\$1,636,404	\$1,614,706	\$1,632,834	\$2,230,762	\$7,114,706	\$2,402,748				\$2,402,748
Revenue	\$1,636,404	\$1,614,706	\$1,632,834	\$2,230,762	\$7,114,706	\$2,402,748				\$2,402,748
Cost of revenue	1,055,243	1,034,481	1,039,142	1,407,905	4,536,771	1,546,219				1,546,219
Gross profit	581,161	580,225	593,692	822,857	2,577,935	856,529				856,529
Selling, general and administrative expenses	425,114	417,659	431,425	642,410	1,916,608	708,090				708,090
Operating income	156,047	162,566	162,267	180,447	661,327	148,439				148,439
Interest expense and finance charges, net	33,990	47,213	49,293	70,508	201,004	82,439				82,439
Other (income) expense, net	3,714	9,383	6,169	32,829	52,095	(6,824)				(6,824)
Income before income taxes	118,343	105,970	106,805	77,110	408,228	72,824				72,824
Provision for income taxes	30,473	27,120	29,170	7,623	94,386	20,722				20,722
Net income	\$ 87,870	\$ 78,850	\$ 77,635	\$ 69,487	\$ 313,842	\$ 52,102				\$ 52,102
Basic earnings per common share	\$ 1.69	\$ 1.51	\$ 1.50	\$ 1.10	\$ 5.72	\$ 0.76				\$ 0.76
Diluted earnings per common share	\$ 1.68	\$ 1.51	\$ 1.49	\$ 1.09	\$ 5.70	\$ 0.76				\$ 0.76

	Unaudited 2023					Unaudited 2024				
Non-GAAP Financial information *	Q1	Q2	Q3	Q4	YTD 2023	Q1	Q2	Q3	Q4	YTD 2024
Revenue	\$1,636,404	\$1,614,706	\$1,632,834	\$2,230,762	\$7,114,706	\$2,402,748				
Proforma revenue growth						1.7 %				
Foreign currency translation						1.1 %				
Proforma constant currency revenue growth						2.8 %				
Pro forma revenue (a)	\$2,362,015	\$2,339,082	\$2,367,086	\$2,417,417	\$9,485,600					
(a) Proforma revenue, which is revenue as if the combination with Webhelp was completed on December 1, 2022										
Operating income	\$ 156,047	\$ 162,566	\$ 162,267	\$ 180,447	\$ 661,327	\$ 148,439				\$ 148,439
Acquisition-related and integration expenses	5,543	7,433	18,494	39,866	71,336	30,173				30,173
Step-up depreciation	—	—	—	—	—	2,501				2,501
Amortization of intangibles	39,260	39,426	39,510	96,636	214,832	116,302				116,302
Share-based compensation	16,754	11,189	10,740	23,810	62,493	21,646				21,646
Non-GAAP operating income	\$ 217,604	\$ 220,614	\$ 231,011	\$ 340,759	\$1,009,988	\$ 319,061				\$ 319,061
Net income	\$ 87,870	\$ 78,850	\$ 77,635	\$ 69,487	\$ 313,842	\$ 52,102				\$ 52,102
Interest expense and finance charges, net	33,990	47,213	49,293	70,508	201,004	82,439				82,439
Provision for income taxes	30,473	27,120	29,170	7,623	94,386	20,722				20,722
Other (income) expense, net	3,714	9,383	6,169	32,829	52,095	(6,824)				(6,824)
Acquisition-related and integration expenses	5,543	7,433	18,494	39,866	71,336	30,173				30,173
Step-up depreciation	—	—	—	—	—	2,501				2,501
Amortization of intangibles	39,260	39,426	39,510	96,636	214,832	116,302				116,302
Share-based compensation	16,754	11,189	10,740	23,810	62,493	21,646				21,646
Depreciation (exclusive of step-up depreciation)	38,175	38,211	38,246	57,169	171,801	65,257				65,257
Adjusted EBITDA	\$ 255,779	\$ 258,825	\$ 269,257	\$ 397,928	\$1,181,789	\$ 384,318				\$ 384,318
Operating margin	9.5 %	10.1 %	9.9 %	8.1 %	9.3 %	6.2 %				6.2 %
Non-GAAP operating margin	13.3 %	13.7 %	14.1 %	15.3 %	14.2 %	13.3 %				13.3 %
Adjusted EBITDA margin	15.6 %	16.0 %	16.5 %	17.8 %	16.6 %	16.0 %				16.0 %

	Unaudited 2023					Unaudited 2024				
Non-GAAP Financial information *	Q1	Q2	Q3	Q4	YTD 2023	Q1	Q2	Q3	Q4	YTD 2024
Net income	\$ 87,870	\$ 78,850	\$ 77,635	\$ 69,487	\$ 313,842	\$ 52,102				\$ 52,102
Acquisition-related and integration expenses	5,543	7,433	18,494	39,866	71,336	30,173				30,173
Step-up depreciation	—	—	—	—	—	2,501				2,501
Acquisition-related expenses included in interest expense and finance charges, net**	—	11,840	13,716	—	25,556	—				—
Acquisition-related expenses included in other expense (income), net**	—	12,429	2,064	136	14,629	—				—
Imputed interest related to sellers' note included in interest expense and finance charges, net	—	—	—	2,998	2,998	4,178				4,178
Change in acquisition contingent consideration included in other income	—	—	—	15,681	15,681	(14,897)				(14,897)
Foreign currency losses (gains), net****	2,502	(3,954)	3,557	12,833	14,938	6,610				6,610
Amortization of intangibles	39,260	39,426	39,510	96,636	214,832	116,302				116,302
Share-based compensation	16,754	11,189	10,740	23,810	62,493	21,646				21,646
Income taxes related to the above***	(16,015)	(19,591)	(22,020)	(47,990)	(105,616)	(42,960)				(42,960)
Non-GAAP net income	\$ 135,914	\$ 137,622	\$ 143,696	\$ 213,457	\$ 630,689	\$ 175,655				\$ 175,655
Net income	\$ 87,870	\$ 78,850	\$ 77,635	\$ 69,487	\$ 313,842	\$ 52,102				\$ 52,102
Less: net income allocated to participating securities	(1,546)	(1,357)	(1,282)	(1,659)	(5,978)	(1,998)				(1,998)
Net income attributable to common stockholders	86,324	77,493	76,353	67,828	307,864	50,104				50,104
Acquisition-related and integration expenses allocated to common stockholders	5,445	7,305	18,189	38,914	69,977	29,016				29,016
Step-up depreciation allocated to common stockholders	—	—	—	—	—	2,405				2,405
Acquisition-related expenses included in interest expense and finance charges, net allocated to common stockholders**	—	11,636	13,490	—	25,069	—				—
Acquisition-related expenses included in other expense (income), net allocated to common stockholders**	—	12,215	2,030	133	14,350	—				—
Imputed interest related to sellers' note included in interest expense and finance charges, net allocated to common stockholders	—	—	—	2,926	2,941	4,018				4,018
Change in acquisition contingent consideration included in other income allocated to common stockholders	—	—	—	15,307	15,382	(14,326)				(14,326)
Foreign currency losses (gains), net allocated to common stockholders ****	2,458	(3,886)	3,498	12,527	14,653	6,357				6,357
Amortization of intangibles allocated to common stockholders	38,569	38,747	38,858	94,329	210,740	111,842				111,842
Share-based compensation allocated to common stockholders	16,459	10,996	10,563	23,242	61,303	20,816				20,816
Income taxes related to the above allocated to common stockholders***	(15,733)	(19,254)	(21,656)	(46,844)	(103,604)	(41,313)				(41,313)
Non-GAAP net income attributable to common stockholders	\$ 133,522	\$ 135,252	\$ 141,325	\$ 208,362	\$ 618,675	\$ 168,919				\$ 168,919
Non-GAAP diluted earnings per common share	\$ 2.59	\$ 2.63	\$ 2.76	\$ 3.36	\$ 11.45	\$ 2.57				\$ 2.57

	Unaudited 2023					Unaudited 2024				
Cash Flow Data	Q1	Q2	Q3	Q4	YTD 2023	Q1	Q2	Q3	Q4	YTD 2024
Net cash provided by (used in) operating activities	\$ 103,893	\$ 133,435	\$ 211,416	\$ 229,264	\$ 678,008	\$ (46,870)				\$ (46,870)
Purchases of property and equipment	(39,597)	(32,184)	(43,936)	(64,815)	(180,532)	(56,059)				(56,059)
Free cash flow (a non-GAAP measure)	\$ 64,296	\$ 101,251	\$ 167,480	\$ 164,449	\$ 497,476	(102,929)				(102,929)
Change in outstanding factoring balances						21,624				21,624
Adjusted free cash flow (a non-GAAP measure)						\$ (81,305)				\$ (81,305)

	Unaudited 2023				Unaudited 2024			
Balance sheet data	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
SELECTED CONSOLIDATED BALANCE SHEET DATA								
Cash and cash equivalents	\$ 178,386	\$ 152,896	\$ 2,112,792	\$ 295,336	\$ 234,794			
Working capital	754,171	744,573	2,656,393	784,610	999,155			
Total assets	6,623,070	6,560,005	8,449,542	12,491,827	12,242,859			
Borrowings, current	—	—	—	2,313	2,714			
Total equity	\$2,800,501	\$2,854,262	\$2,903,522	\$4,143,294	\$4,101,637			
				Audited				
CONSOLIDATED BALANCE SHEET								
ASSETS								
Current assets:								
Cash and cash equivalents	\$ 178,386	\$ 152,896	\$ 2,112,792	\$ 295,336	\$ 234,794			
Accounts receivable, net	1,381,610	1,394,012	1,379,437	1,888,890	1,927,644			
Other current assets	188,141	205,149	209,736	674,423	619,483			
Total current assets	1,748,137	1,752,057	3,701,965	2,858,649	2,781,921			
Property and equipment, net	399,132	394,464	406,297	748,691	730,242			
Goodwill	2,905,078	2,903,594	2,897,048	5,078,668	5,030,656			
Intangible assets, net	948,904	910,784	873,091	2,804,965	2,672,636			
Deferred tax assets	44,934	44,892	48,109	72,333	76,088			
Other assets	576,885	554,214	523,032	928,521	951,316			
Total assets	\$6,623,070	\$6,560,005	\$8,449,542	\$12,491,827	\$12,242,859			

	Unaudited 2023				Unaudited 2024			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
LIABILITIES AND STOCKHOLDERS' EQUITY								
Current liabilities:								
Accounts payable	\$ 141,666	\$ 148,679	\$ 137,524	\$ 243,565	\$ 202,362			
Current portion of long-term debt	—	—	—	2,313	2,714			
Accrued compensation and benefits	388,786	418,221	470,351	731,172	594,341			
Other accrued liabilities	392,722	399,539	398,314	1,016,406	923,744			
Income taxes payable	70,792	41,045	39,383	80,583	59,605			
Total current liabilities	993,966	1,007,484	1,045,572	2,074,039	1,782,766			
Long-term debt, net	2,220,207	2,130,960	3,973,467	4,939,712	5,034,109			
Other long-term liabilities	508,770	490,120	468,161	920,536	938,435			
Deferred tax liabilities	99,626	77,179	58,820	414,246	385,912			
Total liabilities	3,822,569	3,705,743	5,546,020	8,348,533	8,141,222			
Stockholders' equity:								
Preferred stock	—	—	—	—	—			
Common stock	5	5	5	7	7			
Additional paid-in capital	2,447,418	2,459,234	2,471,939	3,582,521	3,605,694			
Treasury stock	(208,996)	(214,172)	(241,852)	(271,968)	(295,732)			
Retained earnings	847,671	912,204	975,591	1,024,461	1,055,950			
Accumulated other comprehensive loss	(285,597)	(303,009)	(302,161)	(191,727)	(264,282)			
Total stockholders' equity	2,800,501	2,854,262	2,903,522	4,143,294	4,101,637			
Total liabilities and stockholders' equity	\$6,623,070	\$6,560,005	\$8,449,542	\$12,491,827	\$12,242,859			

* Non-GAAP Financial Measures

In addition to disclosing financial results that are determined in accordance with GAAP, we also disclose certain non-GAAP financial information, including:

- Non-GAAP operating income, which is operating income, adjusted to exclude acquisition-related and integration expenses, including related restructuring costs, step-up depreciation, amortization of intangible assets and share-based compensation.
- Non-GAAP operating margin, which is non-GAAP operating income, as defined above, divided by revenue.
- Adjusted earnings before interest, taxes, depreciation, and amortization, or adjusted EBITDA, which is non-GAAP operating income, as defined above, plus depreciation (exclusive of step-up depreciation).
- Adjusted EBITDA margin, which is adjusted EBITDA, as defined above, divided by revenue.
- Non-GAAP net income, which is net income excluding the tax effected impact of acquisition-related and integration expenses, including related restructuring costs, amortization of intangible assets, share-based compensation, imputed interest related to the Sellers' note, change in acquisition contingent consideration and foreign currency losses (gains), net.
- Free cash flow, which is cash flows from operating activities less capital expenditures, and adjusted free cash flow, which is free cash flow excluding the effect of changes in the outstanding factoring balance. We believe that free cash flow is a meaningful measure of cash flows since capital expenditures are a necessary component of ongoing operations. We believe that adjusted free cash flow is a meaningful measure of cash flows because it removes the effect of factoring which changes the timing of the receipt of cash for certain receivables. However, free cash flow and adjusted free cash flow have limitations because they do not represent the residual cash flow available for discretionary expenditures. For example, free cash flow and adjusted free cash flow do not incorporate payments for business acquisitions.
- Non-GAAP diluted earnings per common share ("EPS"), which is diluted EPS excluding the per share, tax effected impact of acquisition-related and integration expenses, including related restructuring costs, step-up depreciation, amortization of intangible assets, share-based compensation, imputed interest related to the Sellers' note, change in acquisition contingent consideration and foreign currency losses (gains), net. Non-GAAP EPS excludes net income attributable to participating securities, and the per share, tax-effected impact of adjustments to net income described above reflect only those amounts that are attributable to common shareholders.
- Constant currency revenue growth, which is revenue growth adjusted for the translation effect of foreign currencies so that certain financial results can be viewed without the impact of fluctuations in foreign currency exchange rates, thereby facilitating period-to-period comparisons of our business performance. Constant currency revenue growth is calculated by translating the revenue of each fiscal year in the billing currency to U.S. dollars using the comparable prior year's currency conversion rate in comparison to prior year's revenue. Generally, when the U.S. dollar either strengthens or weakens against other currencies, revenue growth at constant currency rates or adjusting for currency will be higher or lower than revenue growth reported at actual exchange rates.
- Pro forma constant currency revenue growth, which is constant currency revenue growth measured against the Company's combined pro forma results of operations as if the combination with Webhelp had occurred on December 1, 2022.

We believe that providing this additional information is useful to the reader to better assess and understand our base operating performance, especially when comparing results with previous periods and for planning and forecasting in future periods, primarily because management typically monitors the business adjusted for these items in addition to GAAP results. Management also uses these non-GAAP measures to establish operational goals and, in some cases, for measuring performance for compensation purposes. These non-GAAP financial measures exclude amortization of intangible assets. Our acquisition activities have resulted in the recognition of intangible assets, which consist primarily of customer relationships, technology, and trade names. Finite-lived intangible assets are amortized over their estimated useful lives and are tested for impairment when events indicate that the carrying value may not be recoverable. The amortization of intangible assets is reflected in our statements of operations. Although intangible assets contribute to our revenue generation, the amortization of intangible assets does not directly relate to the services performed for our clients. Additionally, intangible asset amortization expense typically fluctuates based on the size and timing of our acquisition activity. Accordingly, we believe excluding the amortization of intangible assets, along with the other non-GAAP adjustments, which neither relate to the ordinary course of our business nor reflect our underlying business performance, enhances our and our investors' ability to compare our past financial performance with its current performance and to analyze underlying business performance and trends. Intangible asset amortization excluded from the related non-GAAP financial measure represents the entire amount recorded within our GAAP financial statements, and the revenue generated by the associated intangible assets has not been excluded from the related non-GAAP financial measure. Intangible asset amortization is excluded from the related non-GAAP financial measure because the amortization, unlike the related revenue, is not affected by operations of any particular period unless an intangible asset becomes impaired or the estimated useful life of an intangible asset is revised. These non-GAAP financial measures also exclude share-based compensation expense. Given the subjective assumptions and the variety of award types that companies can use when calculating share-based compensation expense, management believes this additional information allows investors to make additional comparisons between our operating results and those of our peers. As these non-GAAP financial measures are not calculated in accordance with GAAP, they may not necessarily be comparable to similarly titled measures employed by other companies. These non-GAAP financial measures should not be considered in isolation or as a substitute for the comparable GAAP measures and should be used as a complement to, and in conjunction with, data presented in accordance with GAAP.

** Included in these amounts are a) expensed Bridge Facility financing fees and interest expense associated with our senior notes, net of interest earned on the invested senior notes proceeds incurred in advance of the combination with Webhelp and b) expenses associated with non-designated call option contracts put in place to hedge foreign exchange movements in connection with the combination with Webhelp that are included within interest expense and finance charges, net and other expense (income), net, respectively, in the consolidated statement of operations.

*** The tax effect of taxable and deductible non-GAAP adjustments was calculated using the tax deductible portion of the expenses and applying the entity-specific, statutory tax rates applicable to each item during the respective fiscal years.

**** Foreign currency losses (gains), net are included in other expense (income), net and primarily consist of gains and losses recognized on the revaluation and settlement of foreign currency transactions and realized and unrealized gains and losses on derivative contracts that do not qualify for hedge accounting. The reported amounts for non-GAAP net income and non-GAAP EPS for all periods presented include adjustments to exclude these foreign currency losses (gains), net.