

Concentrix + Webhelp

HUMAN RIGHTS POLICY

Version 1.1

**September
2023**

SUMMARY OF CHANGES

Summary of Changes is a vital component of Policy documentation. Any changes to this document, other than clerical corrections, need to be recorded below and be re-approved

Review Date	Description of Revision	Version	Reviewer	Approver
June 2022	Initial documentation	1.0		
September 2023	Updated Logo	1.1		

DOCUMENT REVIEW PROCESS

This document should be formally reviewed from time-to-time as appropriate.

DOCUMENT CHANGE REVIEWERS

- Andrew Farwig, GVP & Assistant Corporate Secretary
- Bill Thompson, SVP & General Counsel
- Jane Fogarty, EVP – Legal & Corporate Secretary

DOCUMENT CHANGE APPROVERS

CNXC Board of Directors

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HUMAN RIGHTS POLICY

In everything we do, we believe in doing right by and for people – our clients, their customers, our staff, our communities, and our planet. We have a responsibility to use our global reach and the size of our business as a force for good. We take that responsibility seriously and have reinforced our commitment to human rights and to uphold dignity and respect for individuals with this Human Rights Policy (this “Policy”).

Our Commitment

Our commitment to human rights is at the core of our culture and part of our doing right DNA. Our [Code of Ethical Business Conduct](#) demonstrates that commitment and provides guidelines and expectations for how we conduct business to uphold that commitment. This Policy supplements our Code of Ethical Business Conduct by setting out the key principles that we strive to adhere to in the protection of liberty, freedom and other human rights, consistent with the Universal Declaration of Human Rights.

The principles in this Policy apply to all our operations and staff, including part-time and temporary advisors, and independent and third-party contractors, regardless of geographic location. Our commitment to respect human rights also extends to our relationships with vendors, suppliers, clients and other business partners. We expect these partners to encourage and promote the spirit and principles of this Policy.

Humane Workplace and Healthy Working Conditions

We believe in free choice for employment and to just and favorable conditions of work. We have zero tolerance for all forms of cruelty, inhumane or degrading treatment and modern slavery, including forced labor, indentured labor, bonded labor and prison labor, and any form of labor derived from human trafficking. In keeping with international child labor standards, we do not employ or support child labor. No individual should be forced to work through intimidation, coercion or as punishment for expressing a political view.

We strive to ensure that we provide healthy and safe conditions on our premises by complying with applicable regulations and best practices. We aim to provide an environment with no risk to staff health and safety, minimizing noise, dust, odors and other sources of location pollution.

We treat all staff fairly and honestly regardless of where they work. All individuals are entitled to reasonable rest breaks, access to toilets, rest facilities and potable water at their place of work and to holiday and leave in accordance with the legislation of the country where they work. All staff are provided with appropriate job skills training.



Diversity, Equity and Inclusion

Our vision is to be the greatest customer engagement company in the world, rich in diversity and talent. We believe the best workplaces welcome all people and embrace the diversity of thought, experiences, and perspectives that each individual brings. We are firmly committed to providing an equitable workplace, free from discrimination, including on the basis of race, religion, color, national origin, age, sex, gender identity, disability, veteran status, sexual orientation, marital status and any other basis protected by law.

We are fanatical about our staff and treat all individuals with dignity and respect in a work environment free of harassment, whether physical, verbal or psychological. All forms of violence, harassment, and bullying in the workplace are prohibited. We must each be dedicated to creating and providing an inclusive work environment that fosters acceptance and respect for all of our coworkers, clients, and business partners.

Equal Pay and Freedom of Association

Individuals should be paid for what they do and how they do it, without any discrimination, regardless of their gender, race, or other personal characteristics. We benchmark and set pay ranges based on market data and consider factors such as a team member's role and experience, the location of their job, and their performance.

We fairly compensate our staff for the hours they work, allow sufficient rest and provide generous benefits that often go beyond statutory minimums. We offer individuals the opportunity to develop their skills and capabilities.

Members of the staff are at liberty to exercise their right to representation, freedom of association and collective bargaining as permitted by applicable law.

Privacy

We are committed to protecting the privacy and confidentiality of the personal information of our staff, clients, clients' customers and business partners. We recognize that privacy is a fundamental human right and integral to trusted relationships between organizations and their stakeholders. Our [Privacy Policy](#) highlights our commitment and focus on privacy. Applying the principles set out in our Privacy Policy, we maintain a global privacy program that recognizes and responds to the evolving landscape of applicable data protection laws.



Reporting Concerns

We encourage our staff and other individuals to submit any human rights concerns or questions through our whistleblowing channels, provided on our [website](#).

Any concerns may be submitted anonymously.

We will not retaliate against any individual for good faith reporting of ethical concerns or cooperating in a company investigation. Disciplinary action may be taken against anyone who retaliates against such individuals. We do not hold individuals accountable for reports made in good faith, even if they turn out to be incorrect or unable to be proven. We are careful when looking into alleged wrongdoing to ensure that staff members' reputations are protected. Investigations are conducted in an objective, fair and confidential way, and appropriate action taken based on the outcome of the investigation.

Governance

This policy was approved by the Concentrix Corporation Board of Directors.

