

## Executive summary

In everything we do, we believe in doing right by and for people – our clients, their customers, our game-changers, 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 game-changers, including part-time and temporary advisors, and independent and third-party contractors, regardless of geographic location.

## 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 game-changer health and safety, minimizing noise, dust, odors and other sources of location pollution.

We treat all game-changers fairly and honestly regardless of where they work. All individuals are entitled to reasonable rest breaks, access to WASH (water, sanitation, and hygiene) facilities, healthcare facilities, 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 game-changers are provided with appropriate job skills training.

## Diversity, Equity, Inclusion & Belonging

Our vision is to be the greatest customer engagement company in the world, rich in diversity and talent - powered by creativity and technology. We believe the best workplaces welcome all people and embrace the diversity of thought, experiences, and perspectives that each individual brings. We strive to bring a culture of belonging through continuous listening, commitment to share and learn from our experiences, and creating a nurturing workplace. 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 champion our game-changers 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.

## **Third Party Relationships**

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.

All suppliers, sub-contractors, and their partners are required to comply with our Supplier Code of Conduct. Under our Supplier Code of Conduct, our suppliers must commit to adopting or establishing a management system designed to ensure compliance with applicable laws and regulations consistent with the Universal Declaration of Human Rights. Our suppliers are expected to uphold the highest moral and ethical values in all their business dealings and are required to comply with all applicable laws, rules and regulations of the territories where they carry on their business, including laws related to employment and labor, anti-discrimination, anti-harassment, the environment, anti-bribery and anti-corruption. Suppliers are prohibited from engaging with sanctioned prohibited parties.

Compliance with human rights norms and a commitment to abide by modern slavery laws are also essential to our Supplier Code of Conduct. Our suppliers must ensure that they are compliant with the provisions of the Modern Slavery Act, 2015 (UK) and Modern Slavery Act, 2018 (Australia) and other similar laws regarding the prohibition and eradication of modern slavery practices. More specifically, our suppliers must not directly or indirectly use, support, or engage forced or compulsory labor or encourage or support slavery or human trafficking. All labor must be voluntary, and workers must be engaged in compliance with applicable law including working hours, remuneration, and freedom to leave upon reasonable notice. Our suppliers must not employ any person who is below the minimum legal age for employment.

## **Training**

We prioritize training with the objective of positively impacting game-changer engagement, developing our leaders, and fostering a culture of belonging. We require all of our game-changers to complete an annual training and certification on our Code of Ethical Business Conduct, to reinforce our dedication to excellence and integrity. We also offer diversity, equity, inclusion & belonging training to our game-changers in multiple languages.

## **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 race; religion; color; national origin; age; sex; gender identity; disability; veteran status; sexual orientation; marital status; or any other basis protected by law. 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 game-changers 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.

Game-changers 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 game-changers, 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 game-changers 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 game-changers' 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.