

Concentrix Historical Financial Results
(in thousands)

GAAP Consolidated Income Statement	Unaudited 2020					Audited	Unaudited 2021				
	Q1	Q2	Q3	Q4	YTD 2020		Q1	Q2	Q3	Q4	YTD 2021
Revenue											
Industry vertical:											
Technology and consumer electronics	\$ 323,913	\$ 327,997	\$ 360,365	\$ 410,542	\$1,422,817		\$ 412,818				\$ 412,818
Communications and media	263,564	210,684	240,718	239,268	954,234		248,790				248,790
Retail, travel and ecommerce	198,914	168,380	191,118	237,912	796,324		239,001				239,001
Banking, financial services and insurance	192,703	168,283	165,961	185,522	712,469		209,084				209,084
Healthcare	97,325	84,965	91,838	118,558	392,686		125,224				125,224
Other	112,201	106,053	113,693	109,056	441,004		118,361				118,361
Total revenue	\$1,188,619	\$1,066,363	\$1,163,694	\$1,300,858	\$4,719,534		\$1,353,278				\$1,353,278
Revenue	\$1,188,619	\$1,066,363	\$1,163,694	\$1,300,858	\$4,719,534		\$1,353,278				\$1,353,278
Cost of revenue	743,429	721,193	751,161	842,226	3,058,009		867,228				867,228
Gross profit	445,190	345,170	412,533	458,632	1,661,525		486,050				486,050
Selling, general and administrative expenses	(356,979)	(321,590)	(335,770)	(338,425)	(1,352,764)		(351,161)				(351,161)
Operating income	88,211	23,580	76,763	120,207	308,761		134,889				134,889
Interest expense and finance charges, net	(17,585)	(12,928)	(9,002)	(8,798)	(48,313)		(7,703)				(7,703)
Other income (expense), net	3,235	1,641	(593)	3,164	7,447		(3,803)				(3,803)
Income before income taxes	73,861	12,293	67,168	114,573	267,895		123,383				123,383
Provision for income taxes	(21,544)	(9,823)	(21,771)	(49,946)	(103,084)		(34,572)				(34,572)
Net income	\$ 52,317	\$ 2,470	\$ 45,397	\$ 64,627	\$ 164,811		\$ 88,811				\$ 88,811
Basic earnings per share	\$ 1.01	\$ 0.05	\$ 0.88	\$ 1.25	\$ 3.19		\$ 1.72				\$ 1.72
Diluted earnings per share	\$ 1.01	\$ 0.05	\$ 0.88	\$ 1.25	\$ 3.19		\$ 1.69				\$ 1.69

	Unaudited 2020					Unaudited 2021				
Non-GAAP Financial information *	Q1	Q2	Q3	Q4	YTD 2020	Q1	Q2	Q3	Q4	YTD 2021
Operating income	\$ 88,211	\$ 23,580	\$ 76,763	\$ 120,207	\$ 308,761	\$ 134,889				\$ 134,889
Acquisition-related and integration expenses	14,352	3,198	3,880	6,552	27,982	—				—
Spin-off related expenses	1,000	506	283	7,694	9,483	—				—
Amortization of intangibles	36,978	36,379	36,833	37,093	147,283	34,601				34,601
Share-based compensation	4,262	3,840	3,929	3,883	15,914	7,118				7,118
Non-GAAP operating income	\$ 144,803	\$ 67,503	\$ 121,688	\$ 175,429	\$ 509,423	\$ 176,608				\$ 176,608
Net income	\$ 52,317	\$ 2,470	\$ 45,397	\$ 64,627	\$ 164,811	\$ 88,811				\$ 88,811
Interest expense and finance charges, net	17,585	12,928	9,002	8,798	48,313	7,703				7,703
Provision for income taxes	21,544	9,823	21,771	49,946	103,084	34,572				34,572
Other (income) expense	(3,235)	(1,641)	593	(3,164)	(7,447)	3,803				3,803
Acquisition-related and integration expenses	14,352	3,198	3,880	6,552	27,982	—				—
Spin-off related expenses	1,000	506	283	7,694	9,483	—				—
Amortization of intangibles	36,978	36,379	36,833	37,093	147,283	34,601				34,601
Share-based compensation	4,262	3,840	3,929	3,883	15,914	7,118				7,118
Depreciation (excluding accelerated depreciation included in acquisition-related and integration expenses above)	31,661	30,161	31,509	35,795	129,126	35,999				35,999
Adjusted EBITDA	\$ 176,464	\$ 97,664	\$ 153,197	\$ 211,224	\$ 638,549	\$ 212,607				\$ 212,607
Operating margin	7.4 %	2.2 %	6.6 %	9.2 %	6.5 %	10.0 %				10.0 %
Non-GAAP operating margin	12.2 %	6.3 %	10.5 %	13.5 %	10.8 %	13.1 %				13.1 %
Adjusted EBITDA margin	14.8 %	9.2 %	13.2 %	16.2 %	13.5 %	15.7 %				15.7 %
Net income	\$ 52,317	\$ 2,470	\$ 45,397	\$ 64,627	\$ 164,811	\$ 88,811				\$ 88,811
Acquisition-related and integration expenses	14,352	3,198	3,880	6,552	27,982	—				—
Spin-off related expenses	1,000	506	283	7,694	9,483	—				—
Amortization of intangibles	36,978	36,379	36,833	37,093	147,283	34,601				34,601
Share-based compensation	4,262	3,840	3,929	3,883	15,914	7,118				7,118
Income taxes related to the above**	(13,469)	(11,125)	(11,379)	(13,037)	(49,010)	(10,567)				(10,567)
Non-GAAP net income	\$ 95,440	\$ 35,268	\$ 78,943	\$ 106,812	\$ 316,463	\$ 119,963				\$ 119,963

	Unaudited 2020					Unaudited 2021				
Non-GAAP Financial information *	Q1	Q2	Q3	Q4	YTD 2020	Q1	Q2	Q3	Q4	YTD 2021
Net income	\$ 52,317	\$ 2,470	\$ 45,397	\$ 64,627	\$ 164,811	\$ 88,811				\$ 88,811
Less: net income allocated to participating securities	—	—	—	—	—	(1,047)				(1,047)
Net income attributable to common stockholders	52,317	2,470	45,397	64,627	164,811	87,764				87,764
Acquisition-related, integration, and spin-off related expenses allocated to common stockholders	14,352	3,198	3,880	6,552	27,982	—				—
Spin-off related expenses allocated to common stockholders	1,000	506	283	7,694	9,483	—				—
Amortization of intangibles allocated to common stockholders	36,978	36,379	36,833	37,093	147,283	34,193				34,193
Share-based compensation allocated to common stockholders	4,262	3,840	3,929	3,883	15,914	7,034				7,034
Income taxes related to the above allocated to common stockholders (1)	(13,469)	(11,125)	(11,379)	(13,037)	(49,010)	(10,442)				(10,442)
Non-GAAP net income attributable to common stockholders	\$ 95,440	\$ 35,268	\$ 78,943	\$ 106,812	\$ 316,463	\$ 118,549				\$ 118,549
Non-GAAP diluted earnings per share	\$ 1.85	\$ 0.68	\$ 1.53	\$ 2.07	\$ 6.13	\$ 2.29				\$ 2.29
Cash Flow Data	Q1	Q2	Q3	Q4	YTD 2020	Q1	Q2	Q3	Q4	YTD 2021
Net cash provided by operating activities	\$ 54,886	\$ 242,315	\$ 91,376	\$ 119,037	\$ 507,614	\$ 35,884				\$ 35,884
Purchases of property and equipment	(43,888)	(25,353)	(37,008)	(65,083)	(171,332)	(41,950)				(41,950)
Free cash flow (a non-GAAP measure)	\$ 10,998	\$ 216,962	\$ 54,368	\$ 53,954	\$ 336,282	\$ (6,066)				\$ (6,066)

	Unaudited 2020				Unaudited 2021
Balance sheet data	Q1	Q2	Q3	Q4	Q1
SELECTED CONSOLIDATED BALANCE SHEET DATA					
Cash and cash equivalents	\$ 83,620	\$ 94,749	\$ 93,341	\$ 152,656	\$ 117,576
Working capital	(1,458,411)	(1,404,146)	(1,299,933)	414,714	529,728
Total assets	5,159,793	4,955,479	5,119,394	5,177,556	5,120,849
Borrowings, current	—	—	—	33,750	—
Total equity	\$1,509,122	\$1,492,540	\$1,627,967	\$2,302,085	\$2,389,278
				Audited	
CONSOLIDATED BALANCE SHEET					
ASSETS					
Current assets:					
Cash and cash equivalents	\$ 83,620	\$ 94,749	\$ 93,341	\$ 152,656	\$ 117,576
Accounts receivable, net	968,750	868,831	940,091	1,081,481	1,129,008
Receivable from SYNEX Corporation ("former parent")	19,191	20,725	26,298	—	—
Loan receivable from former parent	58,456	62,183	73,425	—	—
Other current assets	200,266	174,114	233,029	189,239	160,720
Total current assets	1,330,283	1,220,602	1,366,184	1,423,376	1,407,304
Property and equipment, net	416,675	403,720	423,438	451,649	445,286
Goodwill	1,825,113	1,815,692	1,835,526	1,836,050	1,837,921
Intangible assets, net	895,743	855,810	835,776	798,959	769,149
Deferred tax assets	71,998	71,773	72,956	47,423	49,480
Other assets	619,981	587,882	585,514	620,099	611,709
Total assets	\$5,159,793	\$4,955,479	\$5,119,394	\$5,177,556	\$5,120,849
LIABILITIES AND EQUITY					
Current liabilities:					
Accounts payable	\$ 106,252	\$ 102,610	\$ 117,796	\$ 140,575	\$ 101,215
Current portion of long-term debt	—	—	—	33,750	—
Payable to former parent	86,204	83,248	87,016	22,825	—
Loans payable to former parent	1,964,146	1,768,449	1,721,207	—	—
Accrued compensation and benefits	273,104	304,727	360,609	419,715	365,272
Other accrued liabilities	320,636	358,384	354,040	371,072	373,180
Income taxes payable	38,352	7,330	25,449	20,725	37,909
Total current liabilities	2,788,694	2,624,748	2,666,117	1,008,662	877,576

	Unaudited 2020				Audited	Unaudited 2021	
	Q1	Q2	Q3	Q4		Q1	
Long-term debt, net	—	—	—	1,111,362		1,113,218	
Other long-term liabilities	675,813	655,957	653,567	601,887		598,314	
Deferred tax liabilities	186,164	182,234	171,743	153,560		142,463	
Total liabilities	3,650,671	3,462,939	3,491,427	2,875,471		2,731,571	
Commitments and contingencies							
Equity:							
Preferred stock	—	—	—	—		—	
Common stock	—	—	—	—		5	
Additional paid-in capital	—	—	—	—		2,314,996	
Treasury stock	—	—	—	—		(409)	
Retained earnings	—	—	—	—		88,811	
Former parent company investment	1,578,184	1,588,748	1,638,529	2,305,899		—	
Accumulated other comprehensive loss	(69,062)	(96,208)	(10,562)	(3,814)		(14,125)	
Total stockholders' equity	1,509,122	1,492,540	1,627,967	2,302,085		2,389,278	
Total liabilities and stockholders' equity	\$5,159,793	\$4,955,479	\$5,119,394	\$5,177,556		\$5,120,849	

* 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, spin-off related expenses, 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.
- Adjusted EBITDA margin, which is adjusted EBITDA, as defined above, divided by revenue.
- Free cash flow, which is cash flows from operating activities less capital expenditures. We believe that free cash flow is a meaningful measure of cash flows since capital expenditures are a necessary component of ongoing operations. However, free cash flow has limitations because it does not represent the residual cash flow available for discretionary expenditures. For example, free cash flow does 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, spin-off related expenses, amortization of intangible assets and share-based compensation.

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. 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. 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.

** 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.