

INSIDER TRADING POLICY

PURPOSE:

U.S. federal securities laws prohibit the purchase and sale of securities at a time when the person possesses material, non-public information (positive or negative) concerning the issuer of the security or the market for the securities ("Insider Information"). This Policy describes the limitations on trading in securities by TeleTech directors, officers, employees, contractors and members of TeleTech's supply chain, while in possession of Insider Information.

The Policy was originally adopted and is periodically updated to assure compliance with the laws prohibiting "insider trading" in securities and to avoid the appearance of impropriety and resulting damage to TeleTech's reputation as a public company. The issues involved in trading on Inside Information are very complex and highly technical, and the purpose of this Policy is to establish a process that TeleTech "insiders" and other employees, contractors and members of our supply chain can follow to reduce their and TeleTech's risk of trading on Inside Information.

POLICY:

It is the policy of TeleTech that directors, officers, employees, contractors and members of TeleTech's supply chain: -

- Must comply with all laws and regulations applicable to trading in TeleTech Securities, including trading by those in a position to have access to Insider Information;
- May not trade in public company securities, while in possession of Insider Information;
- May not disclose TeleTech's Insider Information to others, unless specifically authorized to do so by TeleTech; and
- May not engage in short sales, frequent or speculative trading in TeleTech's Securities.

Personal financial emergency or hardship is not a justification for a failure to comply with this Policy.

I. Trading and Tipping

TeleTech Securities. Directors, officers, employees, contractors and members of TeleTech's supply chain are prohibited from buying, selling or recommending to other persons to buy or sell TeleTech Securities, while in the possession of Insider Information.

Other Securities. Directors, officers, employees, contractors and members of TeleTech's supply chain are prohibited from buying, selling or recommending to other persons to buy or sell securities of other public companies, if they learn Insider Information about such companies in the course of their employment with or providing services to TeleTech.

Tipping. Directors, officers, employees, contractors and members of TeleTech's supply chain are prohibited from (a) disclosing Insider Information to others who might use it or pass it for illegal trading, (b) posting or disclosing Insider Information to any web, social media, blog, public information board or other digital site, unless specifically authorized to do so by TeleTech.

II. Pre-Clearance Procedures

To prevent trading (or the appearance of trading) on Insider Information, all trades in TeleTech Securities (sale, purchase and exercise of stock options, but not vesting of Restricted Stock Units or other restricted securities by members of the Board of Directors, Executive Officers and other senior executives (TeleTech's Senior Vice Presidents) are subject to pre-clearance with the TeleTech's General Counsel before initiating such transactions. This pre-clearance process is designed for TeleTech's protection and for the protection of individuals who are subject to the pre-clearance process. All determinations by the General Counsel with respect to the transactions being pre-cleared shall be final and not subject to further review.

Pre-clearance advice generally is good for five (5) days, unless the recipient becomes aware of Insider Information during that time, in which case the pre-clearance expires immediately. If you come into possession of Inside Information during the pre-clearance period, you must inform the General Counsel and the Chief Financial Officer before any pre-cleared transaction is executed. Pre-clearance advice notwithstanding, the General Counsel may notify the person trading in securities pursuant to the pre-clearance advice that he/she must stop trading because of new developments that may put him/her in possession of Insider Information.

While pre-clearance is not required, before trading in TeleTech Securities, all TeleTech employees, contractors and members of TeleTech's supply chain must always consider whether they may be in possession of Insider Information and are encouraged to discuss any transaction involving TeleTech Securities to make sure there is no pending material event that could create an appearance of improper trading.

If you are not sure whether you are in possession of Insider Information or have been told that information you have is company confidential, material or non-public, always discuss the matter with the General Counsel before engaging in trading transactions in TeleTech Securities. The issues of insider trading are very complex and highly technical. Your conduct with respect to such trading is always evaluated with the benefit of hindsight and the legal presumption is seldom in favor of the person who engages in a trade. Given significant personal liability that may arise, if decision on whether to trade is made incorrectly, consider your status as a possible Insider very carefully and if you are concerned that you may have Insider Information, avoid the transaction or ask for guidance.

III.Trading Blackouts

From time to time, TeleTech may institute trading blackout periods, during which specifically designated directors, officers, employees, contractors and members of TeleTech's supply chain are prohibited from trading in TeleTech Securities.

Quarterly blackout periods.

As a matter of best practice for publically traded companies, TeleTech imposes blackouts during the quarterly earnings release periods. Such blackouts usually begin approximately 10 calendar days before the end of each financial quarter, and end one full trading day after TeleTech's quarterly or annual earnings have been released to the public.

Who may be covered by a trading blackout?

TeleTech has complete discretion, in its best judgment, to designate which company directors, officers, employees, contractors and members of TeleTech's supply chain are to be included in the quarterly trading blackouts. The individuals usually covered include, but shall not be limited to:

- Directors and officers of TeleTech Holdings, Inc. and its main operating subsidiaries;
- TeleTech Section 16 Insiders;
- Individuals in key roles in the organization, who by nature of such roles are more likely than not to be in possession of Insider Information;
- Certain individuals reporting to the Chief Executive Officer, Chief Financial Officer, Global Controller, General Counsel, Senior Vice President of Finance, TeleTech's Treasurer, leaders of each TeleTech's business segment and TeleTech's sales organization (or equivalent roles);
- Members of the Global Controller's group who are routinely involved in the preparation of TeleTech's financial statements;
- Senior members of the Investor Relations team;
- Members of the Corporate Communications team who are involved in the preparation of TeleTech's earnings releases and related communications; and
- Family members and close associates or people living in the same household with any person otherwise covered by this Policy.

In addition to the regularly scheduled earnings release related to the quarterly trading blackout periods, TeleTech may, at its discretion, impose other blackout periods, by providing notice to persons involved in material transactions that are confidential and not otherwise disclosed to the public (e.g. acquisitions, mergers, divestitures, material large contracts, senior leadership changes material to the business; and other special events deemed material for securities laws purposes).

While not prohibited by the Policy, TeleTech employees, contractors and members of TeleTech's supply chain are not otherwise subject to the quarterly trading blackout are encouraged to refrain from trading in TeleTech Securities during blackout periods to avoid the appearance of improper trading.

What transactions are prohibited during a blackout period?

- Open market and broker purchases or sales of TeleTech Securities;
- Exercise of stock options where all or any portion of the acquired stock is sold during the blackout period, including any cash settled exercises of options; and
- Switching existing TeleTech Securities balances into or out of a TeleTech benefit plan or other plans;

What transactions are allowed during a blackout period?

- Gifts of TeleTech Securities to a family member of the same household, where the family member continues to hold the Securities, throughout the relevant blackout period;
- Transfers of TeleTech securities to or from a trust that continues to hold the securities, throughout the relevant blackout period; and
- Transactions under an approved 10b5-1 Plan (for further information about 10b5-1 Plans, please see the additional guidance section of this Policy below and contact the General Counsel).

IV. SEC Filings

Section 16 Filings. All TeleTech Section 16 Insiders must file Section 16 reports with the U.S. Securities and Exchange Commission, within two business days of any transactions, in TeleTech Securities. Although the Legal Department will assist reporting persons in preparing and filing the required reports, the reporting persons retain responsibility for all such filings, including the content.

Form 144 Reports. TeleTech Section 16 Insiders are required to file Form 144, with the U.S. Securities and Exchange Commission, before making an open market sale of TeleTech Securities. Form 144 notifies the U.S. Securities and Exchange Commission of the Section 16 Insiders intent to sell TeleTech Securities. This form is generally prepared and filed by your broker and is required to be filed in addition to the Section 16 reports filed, on your behalf, by the TeleTech Legal Department.

V. ADDITIONAL GUIDANCE

Short sales are prohibited. Short sales of TeleTech Securities, including a "sale against the box" (a sale with delayed delivery) and a "naked short" (a sale of securities which are not then owned) are prohibited.

Standing orders. Standing orders (except standing orders, under an approved trading plan, under Rule 10b5-1, see below) should be used only for a brief period of time. Standing instructions to a broker for the purchase or sale of securities can create a significant risk because there may be no control over the timing of the transaction, resulting in the broker executing a purchase or sale on your behalf when you may have come into possession of material inside information.

Pledges of TeleTech Securities or holding TeleTech Securities in margin accounts can also create problems if securities are sold when in possession of Inside Information.

10b5-1 Plans. U.S. Securities and Exchange Commission Rule 10b5-1 (Rule 10b5-1) provides a safe harbor from insider trading liability, under U.S. securities laws. In certain circumstances, to be eligible for this safe harbor, an insider may enter into a “10b5-1 Plan” for trading in TeleTech stock.

In general, a 10b5-1 Plan must be entered into at a time when you are not in possession of Insider Information. Once the plan is adopted, the Insider must not exercise any influence over the amount of securities to be traded, the price at which they are to be traded, or the date of any trade. The 10b5-1 Plan must either specify the amount, pricing, and/or timing of transactions in advance or delegate discretion on these matters to an independent third party. If the 10b5-1 Plan meets the detailed legal requirements specified in Rule 10b5-1, TeleTech Securities may be purchased or sold, without regard to certain insider trading restrictions, including company announced trading blackout periods, but will remain subject to short-swing profit prohibitions, under 16(b) of the Securities Exchange Act of 1934, for all Section 16 Insiders.

To comply with this Policy, a 10b5-1 Plan must be approved by both the General Counsel and Chief Financial Officer and meet the requirements of Rule 10b5-1. Once the 10b5-1 Plan is adopted, it may not be amended or terminated; therefore, special care should be exercised before such Plans are put in place.

VI. Penalties for Non-Compliance

U.S. securities laws and regulations of the U.S. Securities and Exchange Commission impose significant penalties on violators of insider trading regulations, including imprisonment for up to 20 years; criminal fines of up to US \$5 million per transaction; civil penalties of up to 3 times the profits gained or losses avoided; and other private party damages.

TeleTech takes violations of U.S. securities laws and this Insider Trading Policy very seriously as such violations damage the company’s reputation in the marketplace and destroy shareholder value. TeleTech will terminate employment or affiliation with any party that the company believes violated these important rules, even if no criminal or civil charges are brought against the individual by the regulators.

COMMON DEFINITIONS RELATED TO INSIDER TRADING

“Beneficial ownership” includes all forms of ownership in TeleTech Securities from which a director, officer, employee, contractor or a member of the company’s supply chain has the opportunity, directly or indirectly, to profit or share in any profit (whether or not the securities are owned outright). This generally would include, without limitations, TeleTech Securities owned by such individuals through others, such as legal entities over which they exercise management or ownership control, spouses, children, or other relatives living in the same household.

“Inside” or *“Non-public”* means the information has not yet become publicly available. Release of information to the media does not immediately free Insiders to trade. Insiders should refrain from trading until the market has had an opportunity to absorb and evaluate the information. If the information has been widely disseminated, such as the issuance of a public press release or the filing of such information with the U.S. Securities and Exchange Commission, it is usually sufficient to wait at least one full trading day after publication before trading.

“Material Information” is any information that a reasonable investor would likely consider important in a decision to buy, sell, or hold securities. There is no specific definition or “bright line” that makes information “material”, but any information that could reasonably be expected to affect the price of the securities is likely to be considered material. The information may be positive or negative and is examined in light of all of the facts and circumstances involved. As a result, third parties, including regulators, courts, the public, and the media will view the information with the benefit of hindsight in determining whether the information was material. With this in mind, the following are some examples of information that has frequently been found to be material:

- unexpected financial results;
- estimates or projections of future earnings;
- proposed major mergers and acquisitions;
- news of the sale of major assets or subsidiaries;
- gains or losses of significant customers or suppliers;
- changes in dividends;
- changes in management;
- imminent financial solvency problems;
- an extraordinary item for accounting purposes that is reasonably likely to have a significant impact on the financial condition or results of operations; and
- an important business development, such as transactions or major litigation.

“Material Non-public Information” includes information that has not been publicly disclosed and has the potential to influence the value of TeleTech Securities or the decision to buy, sell, or hold TeleTech Securities. Information is material if there is a substantial likelihood that a reasonable shareholder would consider the information important in determining whether or not to buy, hold or sell TeleTech Securities. Once any such information becomes public or is no longer material, it is no longer deemed Material Non-public Information. In order for information to be deemed to have been disclosed to the public, such information should be “widely disseminated,” such as being disclosed through a TeleTech press release, published in a widely available newspaper or news website or contained in a document filed with and is available on the U.S. Securities and Exchange Commission’s website.

“Restricted Stock Unit (RSU)” means the right to receive Shares awarded under the Company’s Equity Incentive Plan.

“Section 16 Insider” includes members of the TeleTech Board of Directors, designated as “executive officers” by the Board for purposes of Section 16 of the U.S. Securities Exchange Act of 1954, as amended.

“Securities” include common stock and derivative securities (such as put and call options) and convertible debentures or preferred stock, as well as debt securities (such as bonds and notes).

“TeleTech Insiders” include members of the TeleTech Board of Directors, the officers designated as “executive officers” by the Board for purposes of Section 16 of the Securities Exchange Act of 1934, as amended, members of the executive leadership team (Executive Committee or successor executive leadership team organization), including business segment leaders, leaders of the company’s sales organization, general counsel, ranking human capital, finance, accounting, and risk officers, among other members of TeleTech’s leadership team, and others identified in this Policy and identified from time to time, by the General Counsel or Chief Financial Officer virtue of their access to sensitive and proprietary information about TeleTech’s business and operations in general or certain special events.

“Trading” includes buying or selling, as well as writing options. It will generally include purchasing stock, under an employee option, or making a gift of securities, except under certain limited circumstances.

Please note that directors, officers and employees should be aware that the courts, the public and the media often utilize hindsight in determining what is “material”.

APPLICABILITY

This Policy applies to all directors, officers, employees, contractors and members of TeleTech’s supply chain of TeleTech Holdings, Inc. and its subsidiaries, including partnerships and joint ventures of the company, where TeleTech exercises management or administrative control. The Policy also applies to all TeleTech Securities that are beneficially owned by such individuals, as well as any securities of any other companies information about which become known to those to whom this in the course of the work they do for or services they provide to TeleTech.

RESPONSIBILITY

TeleTech's General Counsel and Chief Financial Officer are responsible for implementing compliance assurance of this Policy. The responsibility for the compliance with this Policy is a personal matter for any Insider. TeleTech holds TeleTech directors, officers, employees, contractors and members of TeleTech's supply chain responsible for the conduct of their immediate family members and any entities that they control. Any action on the part of TeleTech, the General Counsel, the Chief Financial Officer, or any other officer or representative of the company, pursuant to this Policy, does not in any way constitute legal advice or insulate an individual from liability, under applicable securities laws.

REPORTING POLICY VIOLATIONS

TeleTech is committed to enforcing this Policy. Our ability to enforce the policy, however, depends on the cooperation of our employees and members of our supply chain. If you believe that someone is violating this Policy, you must report your concerns to your supervisor, TeleTech General Counsel or to We Hear You (WHY) confidential helpline that can be accessed at <http://www.telettechwehearyou.com>. TeleTech does not retaliate against those who report concerns in good faith. Those who are brave to 'blow the whistle' on policy violations, concerns about illegal activities or other wrongdoings, and those who cooperate in our investigations of such claims are protected against retaliation.

TRANSACTIONS IN TELETECH SECURITIES

For purposes of this pre-clearance obligation, the term "transactions in TeleTech Securities" shall be interpreted broadly to include, but shall not be limited to the purchase or sale of TeleTech Securities, the exercise of stock options in TeleTech Securities trading in TeleTech Securities derivatives instruments (such as put and call options), but not the vesting of TeleTech equity grants.