

## **TTEC MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT FOR THE FINANCIAL YEAR 2025**

This statement outlines TTEC Holdings Inc.'s commitment to preventing modern slavery and human trafficking in our business and supply chains (the "Modern Slavery Statement"). TTEC Holdings, Inc. is a publicly listed (NASDAQ:TTEC) global company with its principal place of business located at 100 Congress Avenue, #1425, Austin, TX 78701, USA. The Statement applies to TTEC Holdings, Inc. and any of its subsidiaries or affiliates, including but not limited to TTEC (UK) Solutions Limited and TTEC Consulting (UK) Limited (jointly referred to as TTEC).

We strongly object to and have zero tolerance for any business practices that support, encourage, or permit slavery and human trafficking in any form. To combat these risks, and to fulfill our responsibility under the relevant legislation, including but not limited to the UK Modern Slavery Act 2015, we will produce a slavery and human trafficking statement at the end of each financial year setting out the steps we have taken to ensure that slavery and human trafficking are not involved in how we do business or interact with others.

### **About TTEC**

TTEC (pronounced T-TEC) Holdings, Inc. (NASDAQ: TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enabled digital CX solutions. Serving iconic and disruptive brands, TTEC's outcome-based solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next-gen digital technology, the Company's TTEC Digital business designs, builds, and operates omnichannel contact center technology, CRM, AI, and analytics solutions. The Company's TTEC Engage business delivers AI-enhanced customer engagement, customer acquisition and growth, tech support, back office, and fraud prevention services. Founded in 1982, the Company's singular obsession with CX excellence has earned it leading client, customer, and employee satisfaction scores across the globe. The Company's employees operate on six continents and bring technology and humanity together to deliver happy customers and differentiated business results. To learn more visit us at [ttec.com](https://www.ttec.com).

### **What do we do to prevent slavery and human trafficking?**

We have been proactively taking steps in our company and across our supply chain to minimize and whenever possible, eliminate the risk of slavery and human trafficking in our business. TTEC's code of business conduct, known as Ethics Code: How TTEC Does Business (<https://www.ttec.com/ethics-code>) (the "Ethics Code") sets the standard for how we interact with our employees, clients, investors, business partners, competitors, and members of our supply chain. Our Supplier Code of Conduct (the "Supplier Code") reiterates principles in the Ethics Code and sets the standard which our suppliers and vendors are required to accept.

The Ethics Code champions doing business in a way that promotes human rights, condemns any forced labor, child labor, and human trafficking practices, and requires us to adhere to fair pay practices in all the jurisdictions where we conduct business. Our Supplier Management Policy and Supplier Code contain guidelines surrounding the procurement of services and products and outline requirements in respect of supplier due diligence review and assessment.

We employ rigorous hiring and sourcing procedures and have implemented robust employment policies and other controls to mitigate the risk of known forms of modern slavery and human trafficking in our own global business operations.

Around the globe we rely on the clear statement of our policy with respect to child labor that can be found in our Ethics Code; but in countries where we do business where certain human trafficking or modern slavery practices may be a higher risk, we also adopt specific local policies focused on local conditions, like our Child Labor Remediation Policy in the Philippines and India (each where we have a significant local presence).

Furthermore, we are closely monitoring legislative developments in relation to prevention of modern slavery and human trafficking to make sure that our internal standards reflect the guidance included in those regulations and meet the highest international canons in that area. Although our industry (technology enabled customer experience solutions), generally, is not known for high risk for modern slavery, forced labor, or human trafficking, at TTEC we understand that our vigilance, standards and controls in this area must continue to remain high.

## **Our Supply Chain**

At the heart of our business is a commitment to integrity and ethical conduct. We believe the practices of our suppliers are a direct reflection of our reputation, which is why we strive to work only with partners who share our values. We expect members of our supply chain to support our operational requirements, comply with laws applicable to their business, and have processes in place to ensure such compliance.

Our supply chain is primarily focused on procuring technology and indirect services, rather than sourcing labor. As such, while we expect our suppliers to meet our standards related to anti-modern slavery and human trafficking, we also hold ourselves to the highest ethical standard in conducting responsible labor practices within our own operations.

Given that our business is labor-intensive, wages, employee benefits and employment taxes constitute a significant component of our operating expenses. In addition, our cost structure is dominated by capital investments in customer experience delivery centers around the world, as well as ongoing commitments to innovative technology and cybersecurity measures.

Other major expenditures include software licensing and maintenance, hardware, data warehousing and management, telecommunications, facilities operations, consulting services, and travel expenses.

We view the risk of human trafficking, slavery, or any type of forced or bonded labor to be low in our supply chain. Nonetheless, we are committed to working closely with our suppliers to ensure that slavery and human trafficking risks are identified and managed proactively. We manage and mitigate such risks by way of an appropriate vendor mapping, assessment, and selection process aimed at achieving reasonable assurance that none of our suppliers or vendors, nor their sub-contractors, are involved in forced labor or human trafficking practices.

In selecting our suppliers, we undertake due diligence under our Supplier Management Policy to make sure that they are financially sound and embrace applicable global anti-corruption laws, transparent procurement processes, sustainability, fair trade and labor and employment best practices. Our Supplier Management Policy requires that any potential concerns that arise during the due diligence process are properly reviewed and resolved by the subject matter experts within our company.

Additionally, TTEC suppliers must accept our Supplier Code, which mandates zero tolerance for any practices supporting, encouraging, or permitting slavery and human trafficking. We require all suppliers to adhere to these principles and reconfirm their commitment upon renewing their engagements with TTEC. Suppliers must complete this process to receive payment. If noncompliance with our policies is discovered and not promptly addressed, we reserve the right to terminate the relationship. Suppliers undergo annual re-evaluations to review and update their due diligence responses and provide updated certifications if needed.

## **Whistleblower Policy**

We take all forms of non-compliance with our Ethics Code seriously. To report concerns or violations of our Ethics Code, laws, or policies, we offer a confidential helpline, accessible worldwide at <https://ttecwehearyou.com>. This helpline is available to employees, suppliers, and the public, alongside other reporting channels and our open-door philosophy. TTEC's internal Employee Concern policy outlines our expectations for employees to confidently report concerns and explains our zero-tolerance policy for retaliation against reports made in good faith. We strive to provide an environment free from retaliation that supports psychological safety. We expect employees, and strongly encourage clients and business partners, to report any concerns related to our activities, business practices, or supply chain.

## **Training**

At TTEC we believe training is a fundamental way of raising awareness and ensuring that people understand the building blocks and concepts that serve as a foundation for issues that are important to how we do business. Therefore, the training focused on our Ethics Code and other policies and business practices is a condition of employment at TTEC and is required as part of onboarding with the company and, thereafter, annually or biannually, depending on the role. An essential piece of the Ethics Code is a mandate to engage in fair employment practices and report any known or suspected violations.

We will continue to provide specialized training on modern slavery and human trafficking to employees in the procurement, people & culture, and operations departments, and expand this training across the organization in 2025. Our ultimate goal is for all levels of management and their employees at TTEC to understand, uphold, and comply with our zero-tolerance approach to slavery and human trafficking. This responsibility includes ensuring that any identified suspected or observed issues are promptly reported and investigated.

We will continue to deliver specific training on modern slavery and human trafficking to employees in the procurement, human capital and operations departments and expand such training throughout the organization in 2025. Our ultimate goal is for all levels of management and their employees within TTEC to understand, be responsible for, and comply with our zero-tolerance approach to slavery and human trafficking. The responsibility shall extend to ensuring that steps are taken to report and investigate modern slavery and human trafficking issues that are identified, suspected or observed.

## **Initiatives**

To ensure an increased level of understanding of the risks of modern slavery and human trafficking, and to mitigate these risks in our business and our supply chain, we continue to implement the following measures:

- We have published the TTEC Modern Slavery Policy, which sets out the steps TTEC takes to comply with the UK Modern Slavery Act 2015, the Australia Modern Slavery Act 2018 and all other applicable anti-slavery and human trafficking laws, statutes, regulations and codes, and our commitment to acting ethically and with integrity with the aim of preventing opportunities for modern slavery to occur within our company and supply chain.
- We continuously strive to raise awareness of modern slavery issues in regular staff communications. These communications explain the basic principles of applicable legislation and educate employees on how to identify and prevent slavery and human trafficking. Employees are informed on how to flag potential issues to the relevant parties within our organization.
- Our Philippines and India Child Labor Remediation Policy and its applicable controls reflect the latest international standards.
- Our standard supplier contract templates have clauses with language expressly requiring compliance with the Modern Slavery Act 2015 and other applicable slavery and human trafficking legislation.
- Our Impact & Sustainability Report, issued annually and publicly distributed, declares our commitment to social responsibility, good governance, and environmentally sustainable business practices.

Signed by:

Margaret McLean  
General Counsel & Chief Risk Officer



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Date: April 24, 2025