

## **TTEC Modern Slavery Statement**

TTEC refers to TTEC Holdings Inc. (a public company registered in the U.S.) and any of its subsidiaries and/or affiliates across the globe, including but not limited to TTEC (UK) Solutions Limited and TTEC Consulting (UK) Limited. All TTEC affiliates worldwide are committed to ensure that our business practices do not support, encourage, or permit slavery and human trafficking (hereinafter “Modern Slavery”) in any form and understand and work to eliminate any Modern Slavery risks.

### **About TTEC**

TTEC is a leading global customer experience technology and services company focused on the design, implementation, and delivery of transformative customer experience for many of the world’s most iconic and disruptive brands. We deliver outcome-based customer engagement solutions through TTEC Digital, our omnichannel consultancy that designs and builds human centric, tech-enabled, insight-driven customer experience solutions for clients, and TTEC Engage, our delivery center of excellence, that operates customer acquisition, care, fraud prevention and detection, and content moderation services.

### **Policies in relation to slavery and human trafficking**

TTEC’s Ethics Code sets the standard for How TTEC Does Business. The Ethics Code champions human rights and condemns any forced labor, child labor and human trafficking practices. TTEC complies with all applicable Laws relating to Modern Slavery, including those that require annual reporting. We employ rigorous hiring and sourcing procedures and have implemented robust employment policies and other controls to mitigate the risk of all forms of Modern Slavery and human trafficking in our own global business operations, including a Child Labor Remediation Policy in the Philippines.

### **Ethics Code- How TTEC Does Business**

TTEC respects and protects the rights of its employees, and provides appropriate working conditions and fair wages . Forced labor, child labor and other human trafficking practices have no place in our business and we do not knowingly do business with others who do not have similar standards.

**Our Policy:** <https://www.ttec.com/ethics-code>

### **Supply Chain**

We view the risk of human trafficking, slavery, or any type of forced or bonded labor to be low in our supply chain. Consistent with our business model, our supplier network consists of facilities build out and management related services, IT and telecom products and services, travel, and professional services such as financial audit firms.

Areas with potential risk of Modern Slavery in TTEC’s supply chain is the purchase and delivery of technology products and the build/refurbishment of facilities. TTEC is managing and mitigating any such risks by way of appropriate vendor assessment process, relevant contractual mechanisms, random on-site inspections, and post-delivery evaluations, to allow achieving reasonable assurance that none of TTEC’s suppliers or vendors, nor their sub-contractors are involved in forced labor or human trafficking practices.

### **Supply chain adherence to our values**

The business practices of our suppliers reflect on us and our reputation, and we seek to work with those who share our values. We expect our suppliers to comply with laws that apply to their businesses, and

to have processes to ensure such compliance. In selecting our suppliers, we undertake due diligence to make sure that they are financially sound and embrace transparent procurement processes, sustainability, fair trade and labor and employment best practices. We require all suppliers to adhere to the principles outlined in Ethics Code - How TTEC Does Business and to reconfirm their commitment upon any renewal of their contract(s) with TTEC.

**Our Policy:** <https://www.ttec.com/ethics-code>

### **Whistleblower Policy**

We take all forms of non-compliance with our Ethics Code – How TTEC Does Business extremely seriously. We provide a helpline available in all countries <http://www.ttecwehearyou.com> for the anonymous reporting of any violations. This helpline is available to employees, suppliers, and the public at large. Those who report are protected against retaliation.

### **Training**

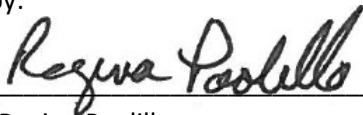
Ethics Code training is a condition of employment at TTEC required as part of onboarding with the company and annually or biannually thereafter, depending on your role. An essential piece of our Ethics Code is a mandate to engage in fair employment practices and report any known or suspected violations.

### **Initiatives**

To ensure an increased level of understanding of the risks of Modern Slavery, and to mitigate these risks in our business and our supply chain, we will be the following additional measures:

- We will be delivering specific training on Modern Slavery to employees in the procurement organization in the second half of 2021 and expanding Modern Slavery training throughout the organization in 2022, and 2023.
- We plan on developing a detailed Global Anti-Modern Slavery Policy, in addition to TTEC's annual Modern Slavery statement, that will establish a process to identify Modern Slavery risks, determine the appropriate company response and measure the effectiveness of any actions taken.
- Incorporation of applicable concepts from the current Philippines Child Labor Remediation Policy into a global policy framework.
- Implementation of The **Slavery and Trafficking Risk Template (STRT)** Supplier questionnaire with key suppliers to collect data on human trafficking and modern slavery-related risks in their supply chain.

Signed by:



Regina Paolillo

Chief Financial & Administrative Officer