

Modern Slavery Statement

Overview

Genesys orchestrates more than 70 billion remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a Service, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty. Our corporate headquarters is in Daly City, California. Genesys has offices in approximately 45 countries and sales operations in every major region in the world, including North and South America, Europe, the Middle East and Africa, Latin America, and the Asia Pacific Region.

Genesys conducts business in Australia through the entity Genesys Cloud Services Pty. Ltd. Genesys Cloud Services is incorporated in Queensland, Australia (ABN: 80077375887) with a registered office at Level 20, 141 Walker Street, North Sydney, New South Wales 2060. Genesys Cloud Services distributes Genesys products and services within Australia and has approximately 140 employees.

Modern Slavery

Genesys takes a zero-tolerance approach to modern slavery and is committed to acting ethically to implement and enforce effective systems and controls to ensure modern slavery is not taking place within Genesys or its supply chains. Genesys expects its employees, suppliers and business partners to prevent acts of modern slavery from occurring within both its business and supply chains. We aim to work in partnership with our suppliers and business partners to ensure that they share and work towards the same values we hold, which is to conduct ourselves ethically, morally, responsibly, with integrity and in compliance with all applicable laws, including those on modern slavery.

This is the first Modern Slavery Statement (“**Statement**”) for Genesys Cloud Services Pty. Ltd. made pursuant to Section 13(1) of the Modern Slavery Act (Commonwealth) 2018 for the



period January 2020 to December 2020 and January 1 to 31, 2021¹ (“**Reporting Period**”). It covers the activities of Genesys Cloud Services Pty. Ltd. and its controlled entity in New Zealand, Genesys Telecommunications Laboratories Limited (collectively, “**Genesys Australia**”).

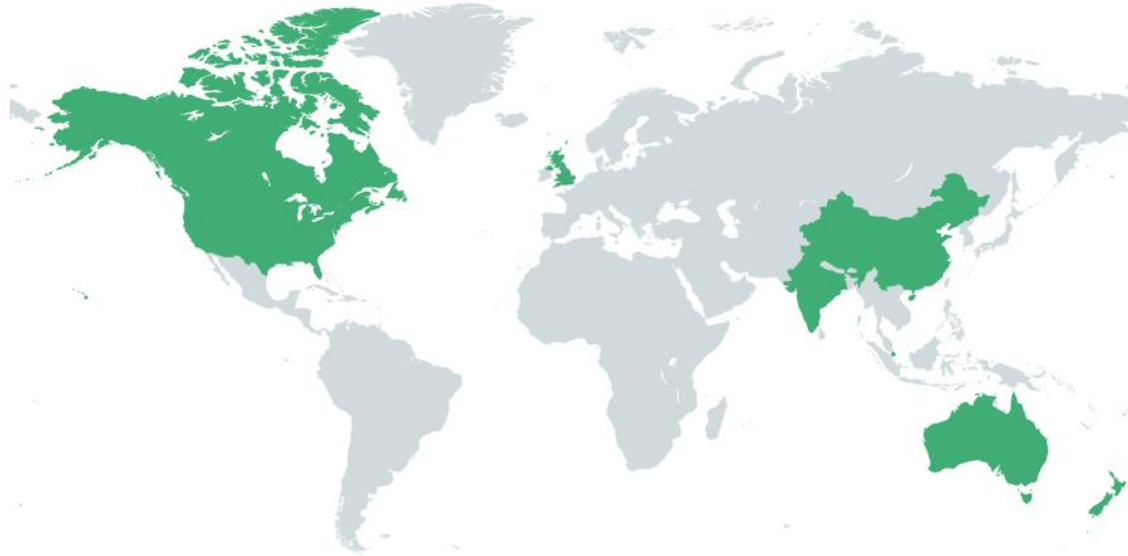
Our Supply Chain

Genesys Australia’s supply chain is as follows:

| | |
|---------------------------------------|---|
| Construction | - Office additions and alterations works |
| Food and beverage | - Office catering |
| Goods | - IT hardware and software - Office equipment and consumables - Promotional merchandise |
| Logistics | - Postal services - Courier services - Warehouse rental |
| Professional services | - Legal - Finance |
| Real estate and facilities management | - Office lease - Office equipment rental - Office cleaning and maintenance - Office security |
| Sub-contractors | - Systems Integrator |
| Technology | - Cloud services |

¹ In January 2021, Genesys changed its fiscal year from a fiscal year beginning on January 1 and ending on December 31 of each year to a fiscal year beginning on February 1 and ending on January 31 of each year. As a result, we have a January 1 to 31, 2021 reporting period before we fully transition to a new fiscal year.

The following diagram illustrates the locations of Genesys Australia’s suppliers and our percentage spend during the Reporting Period.



- Australia (88.54%)
- Canada (0.07%)
- China (0.14%)
- India (0.03%)
- New Zealand (4.16%)
- Singapore (0.12%)
- United Kingdom (2.75%)
- United States (4.19%)

Modern Slavery Risk Assessment

In assessing the modern slavery risks within Genesys Australia’s supply chain, Genesys takes into consideration risk factors such as the industry and sector, country of operation, nature of workforce, and goods and services involved. We identified the following industries and sectors within Genesys Australia’s supply chain that may be exposed to a higher risk of modern slavery:

| | |
|-------------------|--|
| Construction | - Office additions and alterations works |
| <hr/> | |
| Food and beverage | - Office catering |
| <hr/> | |
| Goods | - IT equipment |
| | - Office equipment and consumables |
| | - Promotional merchandise |
| <hr/> | |
| Labor | - Contingent |
| | - Contractors |

| | |
|-----------|--------------------|
| Logistics | - Postal services |
| | - Courier services |

| | |
|---------------------------------------|-----------------------------------|
| Real estate and facilities management | - Office cleaning and maintenance |
| | - Office security |

Suppliers within these identified industries and sectors are prioritised accordingly in Genesys' efforts to address and manage modern slavery risks.

Addressing Modern Slavery Risks

Genesys has in place a risk management framework to address and manage modern slavery risks. The framework applies to Genesys Australia and includes codes and policies to guide employee and third party conduct, employee training to build knowledge and awareness, supplier due diligence processes to understand and evaluate our supply chain, and reporting mechanisms to identify possible instances of modern slavery. The framework is continuously being evaluated, refined and improved to remain effective and keep pace with changes to the legal, regulatory and business landscapes.

Code of Conduct

The Genesys Code of Conduct defines the company's expectations of our employees and guides them in carrying out their roles and responsibilities ethically, morally, responsibly, with integrity and in compliance with all applicable laws, including those on modern slavery. Our suppliers and business partners are expected to conduct themselves similarly, and these expectations are set out in the Supplier Code of Conduct and Business Partner Code of Conduct which are available on the Genesys website. Genesys also expects our suppliers and business partners to hold their own suppliers to the same rigorous standards.

Employee Training

New Genesys employees undergo compliance training on the Genesys Code of Conduct as part of their onboarding process. All employees also undergo compliance training annually and acknowledge that they will comply with our Code of Conduct. Genesys has had a hundred percent annual compliance training completion rate for all employees worldwide since 2016.

Supplier Due Diligence

Genesys utilizes a vendor qualification and risk mitigation process to evaluate and approve new suppliers and ensure their practices align with our values. This vetting process evaluates suppliers along various dimensions of risk, including regulatory and legal risk, geopolitical country risk and information security risk.

Reporting

Genesys has a Compliance Helpline, available 24 hours a day, 7 days a week, that is accessible to employees anytime at www.genesys.ethicspoint.com. Reports can also be made by telephone in the U.S. and Canada at +1 (855) 260-7436. Telephone numbers for other global locations are available at www.genesys.ethicspoint.com. Genesys encourages anyone with questions or who may be aware of a violation of our Code of Conduct to immediately report the conduct to their manager and a member of the Ethics and Integrity Team. Genesys does not tolerate retaliation against an employee for reporting a concern in good faith, even when no evidence is ultimately found to substantiate the report.

Suppliers and business partners may use the Compliance Helpline or contact our Ethics and Integrity Team at ethics@genesys.com. These reporting mechanisms are set out in the Supplier Code of Conduct and Business Partner Code of Conduct. All reports that Genesys receives are looked into promptly and tracked to closure.

Measuring Effectiveness

It is important to Genesys that we are able to determine how effective our anti-slavery measures are. Over the next reporting period, we will develop measures to assess our effectiveness.

Consultation


Genesys Cloud Services Pty. Ltd. developed this Statement in consultation with its controlled entity, Genesys Telecommunications Laboratories Limited. The consultation process involved engagement between the directors and management of both entities and our corporate Legal and Procurement teams on modern slavery risks for Genesys Australia, our current risk management measures and areas for improvement going forward. The Board of Genesys Telecommunications Laboratories Limited has also approved this Statement.



Going Forward

Genesys takes a continuous improvement approach to addressing and managing modern slavery risks. For the next few years, our focus areas include enhancing our risk management capability, increasing supplier engagement and building greater internal awareness.

This Statement reflects Genesys' zero-tolerance approach to modern slavery and our commitment and efforts to addressing modern slavery risks. This Statement is made pursuant to Section 13(1) of the Modern Slavery Act (Commonwealth) 2018 and was approved by the Board of Genesys Cloud Services Pty. Ltd. dated July 26, 2021.

By:  _____
DocuSigned by:
BD0BAFA16F04424...

Name: Kristin Witteveen

Title: Director of Legal, APAC

Date: 26 July 2021