

TTEC International Pty Ltd. Modern Slavery and Human Trafficking Statement 2022

Introduction

The reporting entity for this Modern Slavery and Human Trafficking Statement 2022 is **TTEC International Pty Ltd.**

TTEC International Pty Ltd. is a Company limited by shares that is incorporated and domiciled in Australia under ACN 061 711 804, whose registered address is at Level 10, 20 Martin Place, Sydney NSW 2000. **TeleTech Offshore Investments B.V.**, a Company incorporated in the Netherlands, is the Parent Company while **TTEC Holdings, Inc.** a Company incorporated in the USA, is the Ultimate Parent Company ("TTEC", "the Company", "we", "our" or "us"; pronounced "T-TEC").

TTEC is a leading global customer experience as a service ("CXaaS") partner for many of the world's most iconic and disruptive brands. TTEC designs, builds, orchestrates, and delivers seamless digitally enabled customer experiences that are designed to increase brand value, customer loyalty, revenue, and profitability through personalized, outcome-based interactions. We help clients improve their customer satisfaction while lowering their total cost to serve by combining innovative digital solutions with service capabilities that deliver a frictionless customer experience ("CX") across different channels and phases of the customer lifecycle.

The Company operates and reports its financial results of operations through two business segments: TTEC Digital and TTEC Engage.

- **TTEC Digital** is one of the largest pure-play CX technology service providers with expertise in CX strategy, digital consulting, and transformation enabled by proprietary CX applications and technology partnerships. TTEC Digital designs, builds, and operates robust digital experiences for clients and their customers through the contextual integration and orchestration of customer relationship management ("CRM"), data, analytics, CXaaS technology, and intelligent automation to ensure high-quality, scalable CX outcomes.
- **TTEC Engage** provides the digitally enabled CX managed services to support our clients' end-to-end customer interaction delivery at scale. The segment delivers omnichannel customer care, tech support, order fulfillment, customer acquisition, growth, and retention services with industry specialization and distinctive CX capabilities for hypergrowth brands. TTEC Engage also delivers digitally enabled back office and industry specific specialty services including artificial intelligence ("AI") operations, content moderation, and fraud management services.

TTEC Digital and TTEC Engage strategically come together under our unified offering, Humanify® CXaaS, which drives measurable customer results for clients through the delivery of personalized, omnichannel experiences. Our Humanify® cloud platform provides a fully integrated ecosystem of CX offerings, including messaging, AI, machine learning (“ML”), robotic process automation (“RPA”), analytics, cybersecurity, CRM, knowledge management, journey orchestration, and traditional voice solutions. Our end-to-end CXaaS platform differentiates us from competitors by combining design, strategic consulting, technology, data analytics, process optimization, system integration, and operational excellence along with our decades of industry know-how. This unified offering is value-oriented, outcome-based and delivered to large enterprises, governments, and hypergrowth companies on a global scale.

Our TTEC global operating platform delivers onshore, nearshore and offshore services with the help of 65,000 consultants, technologists, and CX professionals working in many countries.

United States	41.5%
Philippines	38.8%
Mexico	6.4%
India	4.9%
Canada	2.2%
Brazil	1.8%
United Kingdom	1.4%
Bulgaria	1.1%
Poland, Australia, Ireland, Costa Rica, Belgium, Netherlands, New Zealand, Greece, South Africa	Each > 1%

Our revenue for fiscal 2021 was \$2.273 billion, approximately \$414 million, or 18% which came from our TTEC Digital segment and \$1.859 billion, or 82%, which came from our TTEC Engage segment. To improve our competitive position in a rapidly changing market and to lead our clients with emerging CX methodologies, we continue to invest in innovation and service offerings for both mainstream and high-growth disruptive businesses, diversifying and strengthening our core customer care services with technology-enabled, outcomes-focused services, data analytics, insights, and consulting.

Our Supply Chain

Our supply chain supports our operational requirements. Our business is labor-intensive and therefore wages, employee benefits and employment taxes constitute a significant component of our operating expenses. In addition to capital expenditures for facility expansion, substantial investments in latest technology solutions, and upgrades and maintenance of our IT systems' infrastructure, other major purchasing includes facilities operations, hardware, data management and warehousing, telephone and data services, software maintenance, consulting, travel, and merger and integration expenses.

TTEC engages with approximately 5,700 suppliers to provide services and products in support of TTEC operations. 39% of these suppliers are in the USA, the remainder in other countries.

Supplier Geographic Distribution		
TOTAL	5775	% Of Total
USA	2278	39%
Philippines	873	15%
India	463	8%
Mexico	307	5%
United Kingdom	292	5%
Other	1562	15%

The relationships with our suppliers vary depending on the business need the supplier is supporting:

- Professional Services - multiyear contracts or project specific work orders for services such as professional accounting firms, legal firms and similar services
- Facilities Management – on going contracts for services such as landscaping and janitorial services
- Travel – long term contract with a travel management company
- Technology Services – long term licensing contracts, short term labor augmentation contracts
- Technology Products – purchases to meet business needs
- Human Resources Services – long term contracts with providers of recruiting, background checks, health and welfare benefits providers

Our Approach

We unconditionally support the objectives and purpose of the *Modern Slavery Act 2018 (Cth)* to eradicate modern slavery, wherever it may occur, and raise public awareness of the problem. We will work to prevent modern slavery in our own supply chain, here and in our operations globally and support initiatives that will eradicate all forms of modern slavery around the world.

We view the risk of human trafficking, slavery, or any type of forced or bonded labor to be low in our supply chain, nonetheless, TTEC is committed to working closely with our suppliers to ensure that slavery and human trafficking risks are identified and managed proactively. TTEC is managing and mitigating any such risks by way of appropriate vendor assessment and selection process aimed at achieving reasonable assurance that none of TTEC's suppliers or vendors, nor their sub-contractors are involved in forced labor or human trafficking practices. We will not tolerate slavery or human trafficking or abusive or unfair treatment in any part of our own business or in our supply chain.

We believe that 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 the Code and to reconfirm their commitment upon any renewal of their engagements with TTEC. We reserve the right to terminate our relationship with a supplier if issues of noncompliance with our policies are discovered and/or noncompliance is not addressed in a timely manner.

We view of the overall risk of modern slavery to be low, with the lowest risk areas being in our North American operations and supplier network. We have identified the following as potential modern slavery risk areas that require focused monitoring:

- APAC and Latin America human resource services providers (recruiting firms)
- APAC and Latin America construction providers (facility build out services, furniture install, carpeting)
- APAC and Latin America facility management providers (cleaning services, security services, etc)

We have taken the following actions to mitigate modern slavery risks across the enterprise:

All employees and suppliers are required to comply with the TTEC Code of Ethics – How TTEC Does Business:

Our Ethics Code for employees, suppliers and partners: <https://www.TTEC.com/ethics-code> .

As a general principle and matter of business policy, TTEC respects and protects the rights of those who work for us, providing appropriate working conditions and fair wages that comply with local laws and regulations. Forced labour, child labour and other human trafficking practices have no place in our business and will not be tolerated by us. We will not knowingly do business with others who do not have the same standards, and we will cease doing business with any partner we find not able to meet our expectation. Holding a zero-tolerance stand against child labour, TTEC has instituted a Child Labour Remediation Policy.

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

- We continue to deliver specific training on modern slavery and human trafficking to employees in the procurement, human capital and operations departments and will expand such training throughout the organization in 2023. Our ultimate goal is for all levels management within TTEC to understand and be responsible for ensuring that those who report to them understand and comply with our policy of zero-tolerance approach to slavery and human trafficking. The responsibility shall extend to ensuring that steps are taken to report and investigate any slavery and human trafficking issues which are identified.

- TTEC will raise awareness of modern slavery issues in regular staff communications, explaining the basic principles of applicable legislations and informing how employees can identify and prevent slavery and human trafficking by flagging potential slavery or human trafficking issues to the relevant parties within the organization. We contemplate to introduce modern slavery and employment rights content and communications as part of support staff on-boarding.
- We plan on developing a detailed Global Anti-Modern Slavery and Human Trafficking Policy, in addition to TTEC's annual statement, that will establish a process to identify existing and prospective risks, determine the appropriate company response and measure the effectiveness of any actions taken, for implementation in or around (first quarter of 2023.).
- In addition to requirements for vendors and suppliers stemming from the Code, we are developing and Third-Party Code of Conduct to ensure that the highest ethical standards are reached at all times in all of our dealings with external suppliers and contractors for implementation in or around (fourth quarter of 2022).
- In June 2022 we enacted a new Supplier Management Policy which provides a framework for managing supplier data and risk throughout the supplier lifecycle and establishes the Company's obligation to perform a risk based due diligence review of Third Parties and Suppliers and ensures periodic monitoring of their performance and inherent risks.
- The implementation of this policy is aided by the roll-out of a new SaaS solution that allows TTEC to monitor our full third-party ecosystem and help ensure that all third parties meet our ethical standards. Throughout the entire third-party relationship lifecycle, this platform will support on-going assessment, monitoring, and mitigation of risk related to violations including:
 - Human Rights
 - Child labor
 - Discriminatory practices
 - Human trafficking
 - Disposal or control of hazardous materials
 - Conflict minerals
 - Sustainability

All new third-party providers must be on-boarded through this platform - the third-party information collected, due diligence performed, and corresponding approvals are dependent on the risk that the third party presents to TTEC.

- Our Philippines Child Labor Remediation Policy and its applicable controls that reflect the latest international standards shall be extended into a TTEC global policy framework.
- We are updating our standard supplier contracts clauses with language expressly requiring compliance with applicable slavery and human trafficking legislation.

TTEC assess the effectiveness of the above-described actions and initiatives in a number of ways:

Whistleblower Policy

We take all forms of non-compliance with the TTEC Code of Ethics 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. TTEC encourages all our associates, clients and other business partners to report any concerns related to the direct activities as well as the supply chains of the organisation. All submissions to the hotline are investigated and the resolution including a trend analysis is submitted to the TTEC Board of Directors in a quarterly report.

Training

Training on the TTEC Code of Ethics is mandatory for all employees, is assigned every year, and completion is tracked in the TTEC Talent, the TTEC Learning System. Employees in departments such as procurement, real estate and operations are assigned specific Modern Slavery training modules, the completion of these modules is also tracked.

Supplier Management Policy Compliance

With the implementation of the Supplier Management Platform, no third party may be engaged until it has gone through the due diligence process set forth herein and been approved. Third parties currently working with TTEC must be re-evaluate annually to continue working with TTEC. Based on the scope of work, some third parties may be required to go through enhanced due diligence.

TTEC International Pty Ltd fully owns and controls **TTEC Solutions New Zealand** (NZBN 9429038750199), a duly registered New Zealand corporation with principal offices in Auckland, New Zealand.

TTEC consults with entities it owns and controls through its regular TTEC Board Meetings which include Environmental, Social and Governance (ESG) dialogues on TTEC's commitment to sustainability, human rights (including proactive vendor management that addresses anti-slavery measures) and governance it has in place to deliver on these commitments.

TTEC likewise runs a global and centralized procurement organization that manages both the Australian and New Zealand entities mentioned above, among others with each procurement team member receiving comprehensive vendor management training, including human trafficking and anti-slavery safeguards.

The policies promulgated by TTEC enterprises ESG council and its global procurement organization are implemented across the enterprise including all legal entities owned and controlled by TTEC International Pty Ltd, which is done "in consultation" with but also as a "mandate to" the leadership teams of these entities.

This Statement is issued on the 30th day of June 2022.

Reviewed and Approved:

A handwritten signature in black ink, appearing to read 'Regina Paolillo'.

REGINA PAOLILLO

Global Chief Operating Officer

A handwritten signature in black ink, appearing to read 'Margaret B. McLean'.

MARGARET MCLEAN

General Counsel and Chief Risk Officer