Introduction

This statement outlines our commitment to prevent modern slavery and human trafficking in our operations and supply chains.



We are One Team
One Company.
One Concentrix.

We are committed to acting ethically and with integrity in all of our business relationships and to implementing and enforcing effective systems and controls to eliminate as far as possible, the risk of modern slavery and human trafficking.

Concentrix operates across 6 continents in over 70 countries. As part of our culture, we strive to achieve the highest levels of performance possible in everything we do:

- We operate based on the sincere belief that people add value and we endeavour to always treat others with respect and dignity;
- We work together as a team to produce new ideas and delight our customers;
- We work to inspire trust and respect with everyone we work with;
- We exercise honesty and sound ethical behaviour in all business transactions and in all interactions with others;
- We exhibit a steadfast adherence to strict moral and ethical values;
- We respect the environment in which we live and work; and
- We support the protection of basic human rights throughout our worldwide operations.

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Our Business



Concentrix is a global technology and services leader that powers the best brands, today and into the future. We design, build, and run fully integrated, end-to-end solutions at speed and scale across the entire enterprise, helping over 2,000 clients solve their toughest business challenges. Concentrix Corporation has its principal executive offices in Newark, California, United States with operations around the world. This Modern Slavery Statement extends to all Concentrix companies including the following companies in the United Kingdom (collectively, "Concentrix UK") that meet the UK Government requirements to publish a Modern Slavery Statement:

- **Concentrix CVG Intelligent Contact Limited**
- **Concentrix TSC UK Limited**
- **Concentrix CX UK Limited**
- **Concentrix CVG CMG UK Limited**

Andrew Farwig, SVP, Deputy Group Legal Counsel and company director, as the senior company representative responsible for Corporate Governance and Legal and Regulatory Compliance, is the designated individual responsible for this statement and associated policies.

Human Rights Policy

We are committed to the tenets of international human rights policies in our workforce and our supply chain.

Our Human Rights policy brings together our standards in relation to human rights in one document. Our views on human rights are well known within our company through the principles outlined in our Code of Ethical Business Conduct and internal people solutions and employment policies. We follow local laws pertaining to employment, payment of wages and benefits for our employees, which we refer to as game-changers, in each place we do business, and we require that our suppliers do the same for their employees.



Our Employment and Recruitment Policies and Procedures

As a provider of business-to-business customer experience and technology services, the skill level of game-changers we engage, reduces the likelihood of modern slavery due to the qualifications and experience we require and our market-competitive rates of pay.

We have global and local policies which ensure that we have appropriate processes in place, including clearly outlining the necessary checks for candidates. Our vetting procedures include background verification and ID checks. For specific roles, additional stringent background checks are required.

In line with our values, we strive to attract candidates from diverse backgrounds and with diverse experiences. This approach fosters innovation in our business, strengthens our brand globally, and positions Concentrix as an employer of choice in certain locations. In order to support this approach, we re-evaluated our talent acquisition strategies in the UK and Ireland, implementing a skills-first hiring approach, prioritizing candidate capabilities over traditional CV-based recruitment. This method helped to broaden our hiring process and talent pool and remove barriers to employment for underrepresented groups.

Over the past two years, 1,962 candidates have engaged with Concentrix UK through various partnership routes, training programs, or direct introductions. Notably, 86% of these candidates came from government funded organisations dedicated to supporting long-term unemployment and socio-economically disadvantaged individuals. All pre-employment background checks, right to work evidence and salaries remain the same as other more traditional attraction routes. We believe that by embracing inclusivity and innovation in our hiring approach, we are not just filling roles, we are changing lives, building a workforce that reflects the diverse communities we serve and creating better outcomes for our clients.

Our Game-changer Commitment & Vision



Elevating our game-changers' experience

We prioritize the experience of our game-changers, and we've set clear goals to enhance their development and wellbeing by 2030. Looking back at our 2023/2024 goals, you can see we've made great progress toward our goals since our last Sustainability report. We measure the success of how well we care for our game-changers through initiatives like the 'Your Voice' survey, which measures their satisfaction across several dimensions, and with our game-changers' help, we've tightened our focus on key actions related to their experience at Concentrix.

People & Culture

Create a culture for people to learn, grow and be at their best

Goal	2030 target	2024 Actual
Achieve a minimum 85% happy game-changers in our annual Your Voice survey	85%	84.4%[1]
Pay a living wage globally for our team members	100%	100%

1. Numbers based on 2023 Your Voice Survey

Wellbeing

Create a place that nurtures health, happiness and wellbeing for all of our game-changers

Goal	2030 target	2024 Actual
All countries to have EAP coverage including 24/7 crisis counselling with 6 months post-exit support for highly sensitive content moderation accounts	100%	100%

Our Supply Chains

Concentrix does not tolerate slavery or human trafficking anywhere in our organisation or in our supply chain.

Our supply chains include professional services from our lawyers, accountants and other professional advisers, suppliers of staff and benefits services, IT solutions, equipment and services plus other office equipment, and office facilities services.

We seek to do business with suppliers and partners who embrace our same values and principles and are committed to abiding by our Supplier Code of Conduct. Our Supplier Code of Conduct ensures we are doing our part to create an ethical and sustainable supply chain, and it reinforces our commitments to the global communities in which we operate on matters like maintaining fair competition, respecting human rights, and not engaging in bribery or corruption or modern slavery or forced labour and in alignment with International Labour Organisation standards.

We subscribe to the principles of the UN Global Compact and have integrated those principles into our Supplier Code of Conduct, which is available at Legal Information - Concentrix. We ask our Suppliers to attest to their intention to comply with the requirements of the Concentrix Supplier Code of Conduct.

We have established new sustainable supplier standards, outlining key criteria that our vendors must meet, with the goal of directing 50% of our spend through these compliant vendors by 2030. Central to this program is offering support through training sessions, discussions, and roundtables to collaborate on achieving our sustainability goals.

We ask our suppliers to provide similar training to their staff and suppliers on a regular basis. We encourage suppliers to have an anonymous complaint mechanism in place. We also encourage our suppliers or their staff to reach out to us if they have any complaints to be redressed or brought to our attention by using our anonymous whistleblowing portal Integrity Counts.



Ethics & Compliance

Enforce Standards for Ethical Business Conduct

Goal	2030 target	2024 Actual
100% compliance rate with Supplier Code of Conduct	100%	100%[1]
50% spend rate from suppliers who meet our Advanced Suppliers Standard	50%	*

1. Based on compliance parameters (PO-based) last 2023

Code of Ethical Business Conduct (COEBC)

Concentrix has a zero tolerance approach to modern slavery, human trafficking, child labour and any kind of bonded labour.

Our opposition to modern slavery and human trafficking is clearly stated in our COEBC and our Human Rights Policy, which can be found on our website.

Our COEBC helps our game-changers adopt the right behaviours and is an essential reference tool in relation to ethics, social and environmental responsibility, and financial and legal compliance. It applies to all game-changers, officers and directors of Concentrix Corporation and its divisions, subsidiaries and affiliates. Staff and representatives acting on behalf of our company are expected to comply with the COEBC and all applicable laws, rules and regulations. If a local law conflicts with our COEBC, we follow the law. If a local business practice conflicts with our COEBC, we follow our COEBC.

Training

To ensure a high level of understanding of the risks of modern slavery and human trafficking in our business and in our supply chains, for all Concentrix staff, our zero-tolerance position on modern slavery is contained in our annual mandatory COEBC training. Also included in the COEBC and the associated training materials, are details of the multiple speak-up channels that are available. We encourage our game-changers and other stakeholders to report any suspected violation of our COEBC, or any law or regulation and will not retaliate against anyone who makes a report in good faith.

Training completion and affirmation to compliance with the COEBC for every one of our game-changers is monitored and 100% completion is one of our global ESG goals. Our progress is included in our published sustainability report.

Ethics & Compliance

Enforce Standards for Ethical Business Conduct

Goal	2030 target	2024 Actual
100% COEBC Training Completion rate for our game-changers	100%	99%

Additional training is provided to game-changers in procurement roles and real estate roles to assist them in recognising potential signs of modern slavery, to support them as they proactively interact with, and evaluate suppliers on behalf of Concentrix businesses. This training is assigned to those in relevant roles through Concentrix University, our Learning and Development platform.

Engaging with our Stakeholders

Concentrix Corporation is publicly owned and is listed on the NASDAQ Stock Market (CNXC). Consultation with stakeholders, including shareholders, clients, suppliers, business partners, communities and our game-changers is essential to ensure that we remain vigilant and alert to risks of modern slavery within our spheres of operation.

Far in advance of the Corporate Sustainability Reporting Directive (CSRD), we proactively initiated a double materiality assessment in 2024 to identify how Concentrix is impacted by sustainability in addition to how the company's activities impact society and the environment.

To develop this double materiality assessment, we engaged with multiple groups of stakeholders, including game-changers, senior leadership, suppliers and clients, through surveys and individual direct interviews.

Managing Risk

Managing risk is essential to protecting and growing our company for all our stakeholders. We cannot be successful unless we thoughtfully evaluate the risks in our business and make efforts to mitigate those risks. As part of Concentrix Corporation, we contribute to, and benefit from, a continuous enterprise risk management (ERM) program and provide reports to our board of directors on the significant risks and related risk-mitigation efforts facing our business on at least an annual basis. Our ERM program includes a cross-functional team of leaders from across the global organisation that evaluates significant risks to our company, including risks related to the economy, our game-changers, operations and business interruptions, compliance with law, third parties, and security.

Whistleblowing Policy

Questions, concerns and reports of actual or suspected misconduct can be raised or reported anonymously, subject to local laws, via the Integrity Counts website, www.integritycounts.ca/org/concentrix . Every reasonable effort will be made, consistent with laws and Concentrix policies, to maintain the confidentiality of any stakeholder who reports in good faith a violation or suspected violation of our COEBC, other Company policy, or applicable laws or regulations. All questions and/or reports will be investigated promptly and thoroughly, consistent with applicable law.

In addition to Integrity Counts, game-changers and other stakeholders can utilise local speak-up services or contact the Chairperson of the Concentrix Corporation Audit Committee or our external legal counsel, Pillsbury Winthrop LLP.

Teh-Chien Chou
Chair of the Audit Committee
Concentrix Corporation
39899 Balentine Drive
Suite 235
Newark, California 94560

or

Allison M. Leopold Tilley
Pillsbury Winthrop Shaw Pittman LLP
2550 Hanover Street
Palo Alto, California 94304-1115

Summary

Our culture, our Code of Ethical Business Conduct, and our policies embed our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to eliminate, as far as possible, the risk of modern slavery and human trafficking taking place anywhere in our own organisation and our supply chains.

This statement is made in accordance with the Modern Slavery Act 2015 and has been approved by the Boards of the respective Companies on 05/05/2025.

This is the 5th Modern Slavery Statement in line with our commitment to publish an annual statement as required by the Modern Slavery Act 2015.