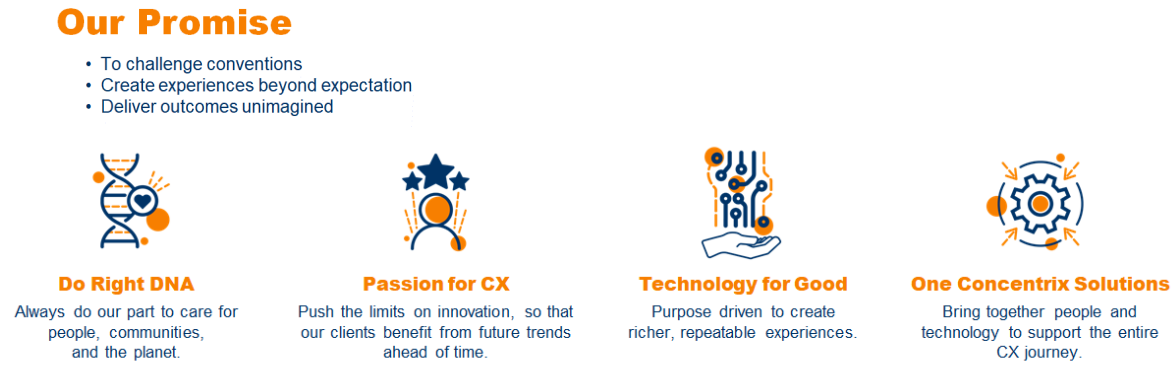
Concentrix CX UK Limited
Modern Slavery Act Statement

Introduction

Concentrix is a global provider of Customer Experience (CX) and Technology. Our purpose: In everything we do, we believe in doing right by and for people, our clients, their customers, our staff, our communities, and our planet.



Concentrix operates across 6 continents, in over 40 countries speaking over 70 languages. Our Vision statement, 'We will be the greatest customer engagement services company in the world, rich in diversity and talent' guides all actions of the Company and its employees. 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 leading global provider of Customer Experience (CX) solutions and technology. We help well-known brands to improve their businesses with technology and solutions so that they can connect better with their customers. Concentrix Corporation has its principal executive offices in Newark, California, United States with operations around the world, including the UK business entity, Concentrix CX UK Limited.

Our Supply Chains

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.

Our Policies on Modern Slavery and Human Trafficking

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

In 2022, we adopted a new Human Rights policy that brought together our standards in relation to human rights in one document. Our views on human rights are well known within our company through our principles outlined in our Code of Ethical Business Conduct (COEBC) and internal human resources and employment policies. We follow local laws pertaining to employment, payment of wages and employee benefits in each place we do business, and we require that our Suppliers do the same for their employees. We are committed to the tenets of international human rights policies in our workforce and our supply chain.

Our opposition to modern slavery and human trafficking is clearly stated in our COEBC which can be found on our website Legal Information – Concentrix.

Our COEBC applies to all employees, 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.

Our opposition to modern slavery and human trafficking is also clearly stated in our Supplier Code of Conduct, also available on our website Supplier Code of Conduct – Concentrix.

These codes 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.

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Processes for Detecting and Avoiding Modern Slavery and Human Trafficking

As the COVID-19 pandemic continued into 2021, Concentrix continued to protect the employment of staff who were not able to work from home and were unable to attend the office due to the government restrictions in geographies where furlough or other government support was not in place. It was important that no Concentrix employees were put into a vulnerable situation which may increase their exposure and risks of modern slavery. During 2022 and moving into 2023, we have transitioned to a hybrid workplace model with a mix of in-office and remote working.

As a provider of business to business customer experience and technology services, the skill level of employees we typically engage alleviates the risk of modern slavery due to the qualifications and experience we require and the market competitive rates of pay. While we are committed to ensure that we abide by applicable laws everywhere we do business including applicable employment laws, our robust recruitment processes involving multiple controls and checks, including verification of all legally applicable documents including identity documents, ensures that there is no modern slavery or human trafficking taking place within our direct organisation.

Supplier Adherence to our Supplier Code of Conduct

As part of our efforts to identify and mitigate the risk of human slavery and human trafficking in our supply chains, we have in place our Supplier Code of Conduct. Our Supplier Code of Conduct stipulates that workers shall be engaged in accordance with applicable law, shall be free to leave upon reasonable notice and that suppliers shall not employ any person who is below the minimum legal age for employment. We seek all necessary assurances of compliance with the UK Modern Slavery Act 2015. The Supplier Code has had an extensive revision and update, along with the introduction of greater Supplier Governance. The Governance Framework enables and drives improved visibility of our Suppliers commitment to, and compliance with the Concentrix Supplier Code of Conduct.

Our Supplier Governance Framework, enables increased vigilance of our suppliers and supply chain; including risk based engagement with a selection of suppliers being required to complete a questionnaire and our right to request supporting evidence. The risk basis includes factors such as annual spend, product or service type (where suppliers may rely on seasonal, lower paid and lower skilled workers) and geographical areas (identified as high risk for modern slavery or human trafficking). In instances where we may identify unmitigated risks, we will work with our existing suppliers to implement corrective actions; remind them of our values and ethical standards and reiterate the expectations we have when working with them. In the event that a supplier is unwilling or unable to meet the requirements of the Supplier Code of Conduct, we will terminate our business relationship with them.

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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, which addresses compliance with various regulations. Also included in the COEBC are details of the multiple whistleblowing channels that are available, we encourage our staff 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 individual staff member is monitored and 100% completion is one of our global Environment, Social and Governance (ESG) goals. It is also included in our published sustainability report Investor Relations | Concentrix Corporation.

Additional mandatory online training is provided to employees 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.

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 IntegrityCounts. Our improved governance year on year will strengthen our oversight in these areas.

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UNANIMOUS WRITTEN CONSENT OF THE BOARD OF DIRECTORS

OF

CONCENTRIX CX UK LIMITED

The undersigned, constituting all the members of the Board of Directors (the "**Board**") of Concentrix CX UK Limited a company incorporated under the laws of the United Kingdom (the "**Company**"), hereby adopt the following resolution by unanimous written consent, effective as of 23 May 2023:

Approval of Modern Slavery Act Statement

RESOLVED, that the Modern Slavery Act Statement, attached hereto as **Exhibit A**, made pursuant to Section 54(1) of the Modern Slavery Act 2015 (the "**Act**"), is hereby approved and ratified by the Board in relation to the financial year ending on November 30, 2022, and that the same shall be published on the Company's website in accordance with the Act;

RESOLVED FURTHER, that Andrew Albert Farwig be and hereby authorized to sign the Modern Slavery Act Statement; and

RESOLVED FURTHER, that each of the directors and officers of the Company be, and they hereby are, authorized and directed to take such other actions as may be necessary or appropriate to carry out the intent and accomplish the purposes of the foregoing resolutions.

The undersigned directors have executed this written consent as of the date first written above.

Darryl Hill
Director

Andrew Albert Farwig
Director