

## Code of Ethical Business Conduct

We are  
**not**  
here for the  
**status**  
**quo!**

We are  
**changing**  
**the game**  
in our  
pursuit of  
**excellence**

We are  
**fighting for**  
better brand  
**experiences**

**Championing**  
our **people**

**Acting**  
with  
**integrity**

Collaborating  
**constructively**

Always with  
**exemplary**  
**character!**

We win  
only when  
**our clients**  
**win**

**One** Team.  
**One** Company.  
**One** Concentrix.

## A Letter from Chris Caldwell

Hi game-changers,

The pace at which technology and our business is changing and evolving grows faster by the day, and as a company we are always adapting to ensure we conduct our business with the highest integrity.

Every day we have the privilege of creating epic experiences for our clients and their customers and they trust us to conduct business on their behalf because they know how deeply we are committed to doing the right thing, always. We are constantly working to give you the latest resources, education and information you need to uphold these standards, because every choice we make both as a company and as individuals is critical to our joint success.

So, how do we ensure we're all at the top of our game when it comes to protecting our business and maintaining that trust? **Our Code of Ethical Business Conduct (COEBC).**

Our COEBC is one of the most important tools we use to reinforce our unwavering commitment to integrity and keep it strong across our entire organization. It is the overarching set of principles applicable to all game-changers around the world regardless of your career level and role, and it sets the gold standard for how we operate, provides clear expectations for how we conduct ourselves and helps us keep our ethics present in every interaction we have.

That being said, we have not designed the COEBC as a substitute for good judgment, and it doesn't cover every potentially unethical situation you may encounter. What it does do though is teach us all the basic principles and standards we need to make the right choices to keep our business safe. If you work proactively to apply them in your day-to-day duties and commit to the seriousness of this responsibility, the collective impact we make will create a stronger network of protection for our business for us, our clients and their customers.

The COEBC exemplifies the promise we make every day to protect each other and our business, support our clients, and contribute to the communities we call home. Thank you for doing your part to help make a safer environment for everyone by completing it and working every day with integrity. We are growing our reputation as not just a world class customer experience (CX) solutions and technology leader, but the most trusted CX partner in our entire industry, and it's all thanks to your commitment.

If you have questions, please reach out to your People Solutions partner or the appropriate contact for you from the list below.

Respectfully,



Chris Caldwell

Concentrix Corporation

President & CEO

[@CNXPresident](#)



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## Our Vision

To be the greatest customer engagement company in the world, rich in diversity and talent - powered by creativity and technology



## Our Culture

We are **not** here for the **status quo!**

We are **changing the game**  
in our pursuit of **excellence.**

We are **fighting for**  
better brand **experiences.**

Championing our **people.**

Acting with **integrity.**  
Collaborating **constructively.**

Always with **exemplary character!**  
We win only when our **clients win.**

We are **One Team.**

**One Company.**

**One Concentrix.**





# Ethical Conduct is Part of Our Culture

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Concentrix's culture statement (set out in the previous page) 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 endeavor to always treat others with respect and dignity;

We work together as a team to produce new ideas and delight our clients;

We work to inspire trust and respect with everyone we work with;

We exercise honesty and sound ethical behavior 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.

## Our Operating Philosophies

### Visibility

Constant communication through the organization on challenges & opportunities and thoughts.



### Velocity

We treat challenges and opportunities with a sense of urgency.



### Value

If it doesn't provide returns to our game-changers, clients and shareholders we STOP.



# Using Our Code

Why do we have a Code of Ethical Business Conduct?

Our Code serves many purposes. It not only sets forth behavioral expectations and guidelines for how we should conduct business, but also references the policies and applicable laws we must follow to uphold these expectations. In addition, our Code guides us as we make sound, ethical decisions and provides us with the contact information we should use when we have additional questions or concerns. Not abiding by the spirit and the letter of the Code can harm our Company and its investors. Failure to follow the Code can cost a game-changer their job, and, if applicable, lead to criminal prosecution.

While our Code discusses many areas of potential ethical or legal misconduct, it cannot possibly address every challenging situation that may occur in our workplace. Our operations and game-changers are subject to the laws of many countries and other jurisdictions around the world. Employees and agents acting on behalf of our Company are expected to comply with the Code and all applicable laws, rules, and regulations. If a local law conflicts with our Code, we follow the law; if a local business practice conflicts with our Code, we follow our Code. When in doubt as to whether an activity is proper, you should seek guidance through one of the avenues discussed in “Seeking Guidance and Reporting Concerns.”

To whom does our Code apply?

Our Code applies to all game-changers (or employees), officers, and directors of Concentrix Corporation, and its divisions, subsidiaries and affiliates. Collectively, these entities will be referred to throughout this Code as “our Company”. The Code applies to everything that we do and reflects our Company’s commitments to our game-changers, our shareholders, to the global communities in which we work, and to our Company itself. Our Code represents our overall commitment to working ethically and with integrity in all that we do.

The Regulatory Compliance Function is responsible for the administration of our Code and reports to the General Counsel. Any actual or suspected violation of our Code must be reported to your manager, People Solutions, or the Compliance Function, and it will be investigated and acted upon by the Company based on the findings of the investigation. For further information about channels for asking questions and raising concerns, please see ‘Seeking Guidance or Reporting Concerns’.

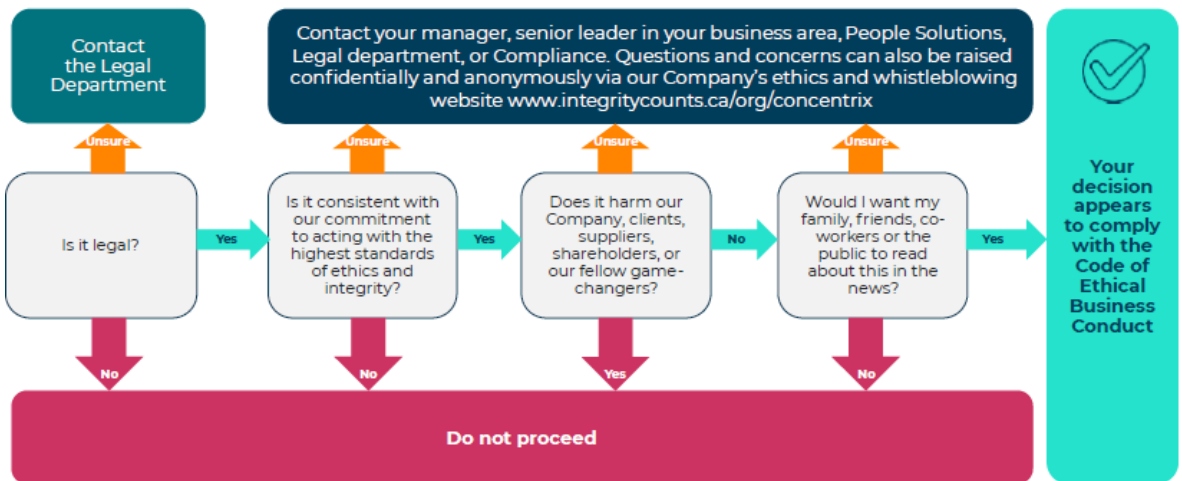
To demonstrate our commitment to abide by the Code, the Company requires all game-changers to certify their acceptance to adhere to the Code of Ethical Business Conduct upon hire and annually thereafter.

Any game-changer seeking a waiver to any requirement of the Code may apply to the Compliance Leader, with a clear explanation and justification for such waiver. Such waivers may be granted by the Board of Directors of the Company depending on the facts of each case.





## Headline test for making decisions



# Management Responsibilities

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Game-changers in management positions are expected to be good role models to other game-changers. As such, managers are expected to be familiar enough with our Code to effectively communicate its guidelines and answer questions to those who report to them. In addition, managers are encouraged to create a comfortable work environment that encourages game-changers to come to them with questions or concerns. Managers have a responsibility to be alert and sensitive to situations that could result in actions that might violate our Code, company policies and/or laws and regulations and report them promptly to their supervisors in order for our Company to be timely notified of possible violations.

Managers have additional duties under our Code. These include leading by example; ensuring that those who work for them are familiar with the policies that apply to their jobs; and maintaining a workplace environment in which game-changers feel comfortable raising concerns. At our Company, ethical leadership is an essential component of effective leadership.

# Consequences for Violating Our Code

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Each of us must comply with this Code, and with all Company policies. If we fail to do so, we may face disciplinary action, possibly including termination. Likewise, any supervisor, manager, officer, or director who is aware of any violation and does not promptly report and correct it may be subject to similar consequences. In appropriate circumstances, our Company will consider taking legal action or referring matters to public law enforcement authorities for possible prosecution.

## Individual responsibilities

- Read, understand, and abide by the requirements in our Code.
- Embrace our Company's commitment to integrity.
- Do your part in supporting the Company's commitment to acting with integrity and ensuring compliance with our Code.
- Go to your manager, company legal counsel, or the ethics and whistleblowing website with any questions or concerns.
- Foster a culture that prevents retaliation against anyone who reports actual or suspected violations of our Code.
- Fully cooperate with any internal investigations

# Respecting Diversity

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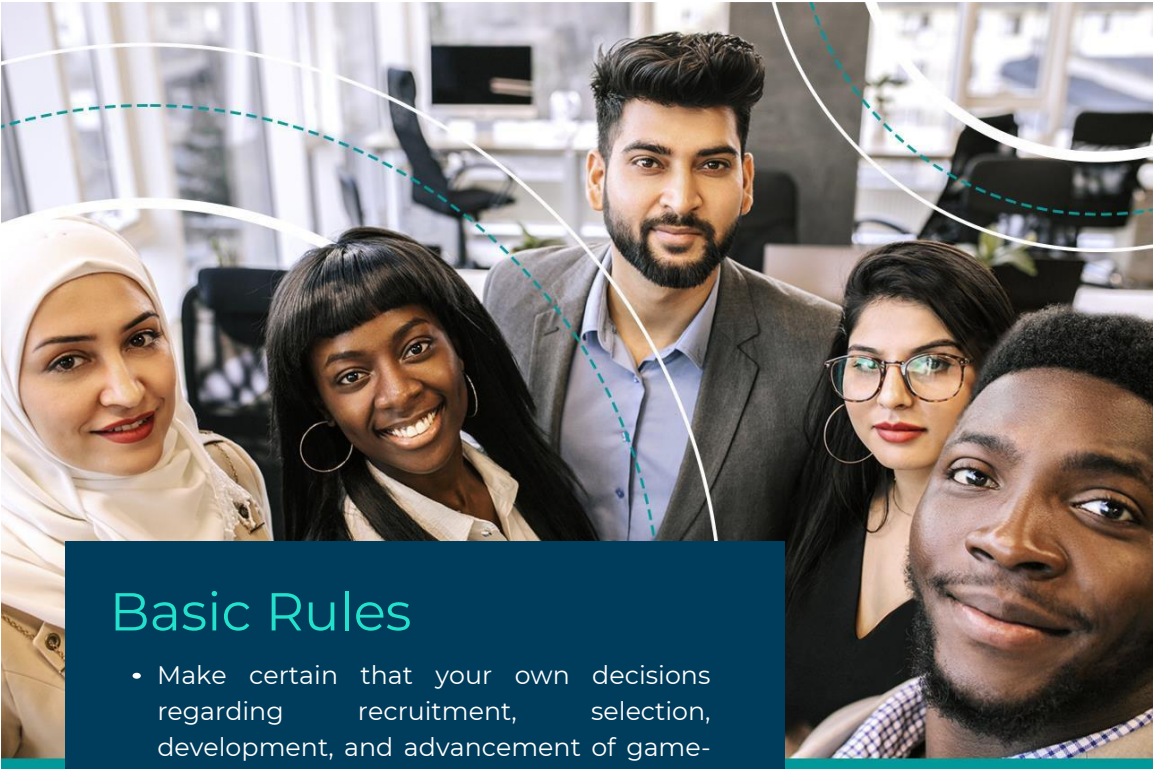
Our Company's Vision is to be the greatest customer engagement company in the world, rich in diversity and talent – powered by creativity and talent. We respect and value the diversity reflected in our various backgrounds, experiences and ideas. We must each be dedicated to providing an inclusive work environment that fosters respect for all our coworkers, clients, and business partners. We are committed to treating each other fairly and with respect.

# Providing Equal Opportunity

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Our Company follows the laws that prohibit discrimination in employment practices, wherever we do business. It is our Company's policy to provide equal employment opportunities and to treat applicants and game-changers without illegal bias. It is our policy that no one at our Company should ever be subject to discrimination on the basis of: race; religion; color; national origin; age; sex; gender identity; disability; veteran status; sexual orientation; marital status; or any other basis protected by law.

We fairly compensate our game-changers for the hours they work, allow sufficient rest, and provide generous benefits that often go beyond statutory minimums. We offer individuals the opportunity to develop their skills and capabilities. Game-changers are at liberty to exercise their right to representation, freedom of association, and collective bargaining as provided by applicable law.



## Basic Rules

- Make certain that your own decisions regarding recruitment, selection, development, and advancement of game-changers are based upon merit – qualifications, demonstrated skills, and achievements.
- Do not allow factors such as race, color, religion, gender, age, national origin, sexual orientation, gender identity, marital status, or disability to influence your judgment.
- Document instances of unsatisfactory performance as they occur and inform the individual of their shortcomings. Judge game-changers under your supervision based upon performance. Do not let unrelated considerations form a part of the performance reviews.
- Any game-changer who has cause to feel they have not been treated fairly in accordance with our Company's policy of Equal Employment Opportunity should immediately report the incident to their supervisor, manager, or the People Solutions Department.

# Forbidding Discrimination and Harassment

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Our Company has zero tolerance for workplace discrimination or harassment related to any basis protected by applicable law, whether the behavior is by game-changers, clients, contractors, consultants, or visitors, and regardless of the work setting. We are committed to a safe, professional, and positive work environment that ensures that everyone is treated with dignity, respect, and courtesy.

We believe in treating one other with respect, whether it is a co-worker, supplier, client, or anyone doing business with us. As a part of this commitment, our Company forbids harassment in the workplace. Harassment is any conduct that inappropriately or unreasonably interferes with work performance, diminishes the dignity of any person, or creates an intimidating, hostile or otherwise offensive work environment. Examples include:

- > Sexual advances, requests for sexual favors, sexually explicit language, off-color jokes, or remarks about a person's body or sexual activities.
- > Displaying sexually suggestive pictures or objects, suggestive looks or leering, or suggestive communication in any form.
- > Inappropriate touching.

Q. I am being teased by another employee and I consider it harassment of a sexual nature. What should I do?

A. Notify the offending individual that the conduct is not welcome and that, if continued, it will be reported. You should report complaints to your immediate supervisor or to any supervisor, manager, or People Solutions representative with whom you feel comfortable. If that is not feasible, contact [www.integritycounts.ca/concentrix](http://www.integritycounts.ca/concentrix). Your report can be confidential, and you may remain anonymous (subject to local laws); however, you must realize that it is difficult and, in some cases, impossible for our Company to investigate an anonymous complaint.



Our Company prohibits any form of discrimination or harassment, including verbal or physical acts, jokes, or slurs relating to any of the following protected classes:

- Race
- Color
- Religion
- Gender (sex)
- Gender Identity
- Sexual Orientation
- Pregnancy
- National Origin
- Ethnicity
- Marital Status
- Age
- Physical or Mental Disability
- Veteran Status
- Or any other basis protected by [law](#)

# Prohibiting Substance Abuse

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Substance abuse limits our ability to do our work safely, and therefore puts us all in jeopardy. We may never work while under the influence of alcohol, illegal drugs, misused prescription drugs, or over-the-counter medications that impair our ability to perform our jobs safely. In addition, we may never use, possess, transfer, or sell illegal drugs or alcohol, or misuse prescription drugs during working hours or while on Company premises. Our Company makes an exception to this rule when alcohol is transferred in a sealed container for authorized gift purposes or is used in moderation at an authorized Company event.

- > If you are taking a legally prescribed drug that may be affecting your judgment or reaction time, discuss the situation with your supervisor or a People Solutions representative to determine if you should report to work.
- > Always follow local laws and customs when they are more restrictive than Company policy.
- > If you observe that another game-changer's performance on the job is impaired due to the use of alcohol, drugs, or other substances, or that another game-changer is using illegal substances or abusing alcohol on the job, notify your supervisor, a member of management, or the People Solutions Department.
- > Our Company recognizes that substance abuse and alcohol-related problems, as well as other problems, can be treated. Confidential assistance is available through our Company to all game-changers who wish to inquire.



# Preventing Violence

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Our Company prohibits actual or threatened violence against co-workers, visitors, or anyone who is either on our premises or has contact with game-changers in the course of their duties. Every threat of violence is serious. We must report any such event immediately.

Any actual or threatened violence should be reported immediately to security, management, or People Solutions, who will determine appropriate action, including possible involvement of the local police department or other authorities.

Any employee who ignores or violates any of our Company's ethical standards, and any manager who penalizes a subordinate for trying to follow these ethical standards, will be subject to corrective action, including immediate dismissal. However, it is not the threat of discipline that should govern your actions. Our Company expects you to share its belief that a dedicated commitment to ethical behavior is the right thing to do and is good business, as well as being the surest way for our Company to remain a world-class organization.

# Protecting Privacy

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There are numerous international, federal, and state laws designed to safeguard the public from unwarranted dissemination of personal information. Our Company respects the confidentiality of our game-changers' personal information. This means that only game-changers who have authorization and a clear business need should have access to personal records.

Privacy protection is important. We manage your personal information consistent with these guiding principles:

- > Keep game-changer records accurate and up-to-date.
- > Permit access and use only for legitimate business purposes, e.g, payroll and benefits administration.
- > Prevent disclosure to third parties except under circumstances permitted by our policies.
- > Follow established retention and destruction policies and procedures.
- > Promptly respond to any questions or concerns raised by game-changers about their records.

If you have questions about your information, talk to your supervisor or People Solutions.

# Maintaining Quality and Safety

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We maintain our Company's valuable reputation by providing safe, quality products and services. This means that our products and services must respond to important client needs, must represent superior value to the user, and must be reliable. We ensure this by following all quality processes and safety requirements in place in the locations where we work. We also comply with all applicable standards and regulations on the development of our products and services.

With a disciplined approach, Company employees work with great integrity to accomplish:

- Customer Satisfaction First
- Commitment to the Highest Quality
- Continuous Improvement of Processes
- Can-Do Attitude
- Concise Communication

At our Company, we pride ourselves in offering the highest levels of quality products and services. We strive for excellence in achieving and optimizing business results, which reflect total quality commitment to our customers and vendors.

# Using Technology Appropriately

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We must use Company technology appropriately and adopt any new technology responsibly. We have a responsibility to use computer, data, software, and telecommunication resources in a safe, ethical, lawful, efficient, and productive manner. Use of Company technology must not interfere with your job duties. Unauthorized, inappropriate or unlawful use, relocation, or transfer of computer, data, software, or telecommunication resources may result in disciplinary and legal action.

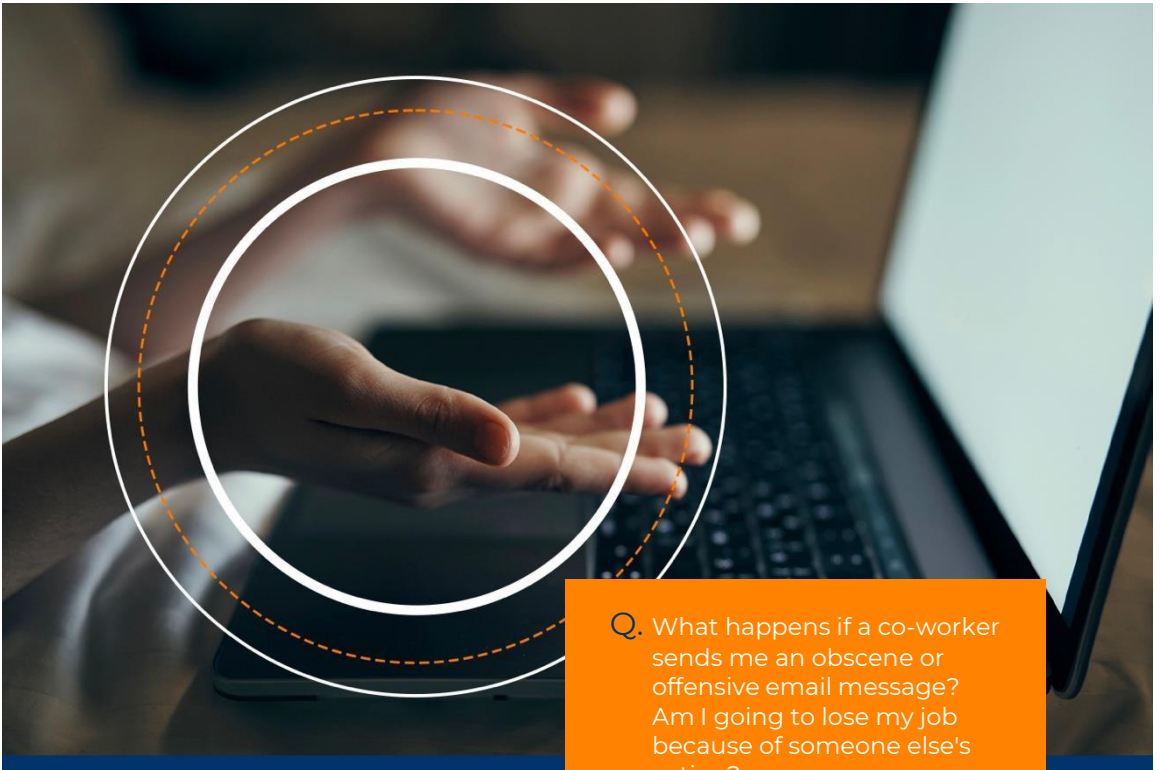
Under no circumstances should you use our Company's computer and network systems to communicate, store, or view inappropriate, sexually explicit, or offensive statements

or materials. In addition, you may not use these systems to access illegal material, send unauthorized solicitations, or conduct business for yourself or for another organization.

You should not assume that the communications or documents you create, send, or receive via Company computer, data, or telecommunication resources are private. To the extent allowed by applicable law, our Company has the right to examine and monitor use of Company assets and communications systems to ensure compliance with Company policies.

**Q.** Isn't it illegal for our Company to read my email?

**A.** No, it is not illegal. In fact, an employer-provided computer system is the property of the employer and, in most cases, our Company has the right to monitor all email traffic and Internet surfing that occurs on our Company systems.



Electronic data can also be “records” which must be maintained by law.

Q. What happens if a co-worker sends me an obscene or offensive email message? Am I going to lose my job because of someone else's action?

A. You cannot control other game-changers' actions, but you can control your own. If you receive an offensive email message from another game-changer, take the following steps:

- Do not forward, delete or reply to the message. Leave it in your electronic mailbox for management to review.
- Report the incident to your supervisor, manager, or the People Solutions department. Management will handle the situation from there.

# Ethical Use of Artificial Intelligence

We are committed to the ethical use of Artificial Intelligence (AI) technologies wherever we use AI to support our business. Our approach ensures that AI systems are designed and deployed responsibly, in line with key principles such as fairness, transparency and accountability, as well as strict adherence to privacy laws and regulations. Rigorous oversight of AI initiatives helps to ensure compliance with ethical standards, safeguarding the trust we build with our clients and with our broader communities.

# Protecting Intellectual Property

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Our Company is built upon years of hard work and innovation by our passionate game-changers and the intellectual property created by them, including such things as patents, trademarks, copyrights, and trade secrets. Protecting our intellectual property is of critical importance, and we must all act collectively to ensure that it is not misused or misappropriated. You should neither allow our intellectual property to be used or shared with people outside of our Company without appropriate legal documents in place, nor should you infringe the intellectual property rights of any other companies.

## Remember:

Any inventions, designs, discoveries, ideas, concepts, works of authorship, and trade secrets created during the employment relationship -- or which arise out of an employee's work or are created using our Company's time, materials or assets -- are owned by our Company. Every employee is expected to cooperate with our Company in documenting the ownership of all intellectual property developed by employees during their employment with our Company.



Q. I just got offered a job by another company that not only operates in the same area of business as our Company but is in fact a direct competitor of our Company. May I use our Company pricing information and client contacts I learned while performing work for our Company to assist my potential new employer?

A. No. When you became a game-changer of our Company you signed a proprietary information and inventions agreement," in which you acknowledged that your employment with our Company created a relationship of confidence and trust between our Company and yourself, respecting private Company information. Consequently, you are prohibited from sharing with any other company, any of our Company's proprietary information acquired by you during your employment at our Company. Furthermore, upon going to work for a different employer, our Company has the right to notify your new employer of your rights and obligations to our Company.



# Information and Data Security: Confidentiality

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One of the ways we protect our intellectual and proprietary information is by keeping that information confidential. Thus, every game-changer is required to sign a proprietary information and inventions agreement. By signing this agreement, each game-changer agrees to protect the confidential information of both our Company and others with whom our Company does business. Our Company has substantial relationships with its clients and vendors, which our Company expends significant time and resources to acquire and maintain. The particulars of these relationships are Company confidential information and constitute a significant and valuable asset of our Company. Game-changers shall not, during or after their employment with our Company, use their knowledge of these relationships for any entity other than our Company.

Our Company recognizes that, as a result of their prior employment, our game-changers may have entered into a confidentiality agreement with that employer requiring that they keep in confidence that company's proprietary information. Game-changers must ensure that they do not violate any obligations of confidentiality to a prior employer in connection with their employment with the Company. This includes improperly disclosing or using, in connection with their employment with the Company, information that is subject to obligations of confidentiality to the prior employer.

Also, regardless of other restrictions on confidential information, our game-changers may be entitled to immunity, including protection from retaliation, under the Defend Trade Secrets Act of 2016 for disclosing a trade secret or confidential information under certain circumstances, such as participating or disclosing as part of a government investigation of a suspected violation.



**Q.** I just joined our Company as a new game-changer. My prior employer is one of our Company's largest competitors. Can I share some important confidential marketing information that I developed while working for this competitor?

**A.** No. This would breach the Code, your obligations to your previous employer, and might break the law as well. You are obliged to protect your past employer's confidential information just as Company game-changers are obligated to protect our Company's confidential information. The general knowledge and skills that you learned at a prior employer may certainly be used at your new job with our Company, but you must not bring to our Company any confidential (or otherwise protected materials) that you, or others, produced for your prior employer. If you have any questions about the status of any specific information you may have, check with our Company's Legal Department before using it or disclosing it.

# Information and Data Security: Confidentiality and Third Parties

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In the course of our business activities for, or on behalf of, Concentrix, we may receive or process information, or use or have access to tools and functionalities that others deem to be confidential. This may include, for example, Concentrix proprietary data, client and/or end-customer personal data, business strategies, or access to other sensitive information within client or Concentrix tools. We should not receive or disclose any such information unless we have a written confidentiality agreement in place that has been approved by Legal. We should ensure that we treat the information in accordance with the terms of the agreement, including avoiding any disclosure or use that is prohibited by the terms of the agreement.

## Basic Rules:

Always protect and never disclose any confidential Company intellectual property or any other confidential information to third parties.

On occasion, we may need to share Company intellectual property with people outside of our Company. However, you must never disclose such information without Management's prior approval and then only under a written confidentiality agreement approved by the Legal Department.

You may not disclose, or induce our Company to use, any confidential or proprietary information belonging to any previous employer or others.

In general, information about our clients or our clients' customers that we access in connection with our provision of services will be subject to confidentiality restrictions in our agreement with the client. Such information should not be disclosed or used other than as required in connection with our provision of services to the clients' customer. All game-changers have a responsibility to safeguard the credentials used to access Concentrix and any client systems. Logging into Concentrix networks and client tools is only permissible through use of company issued devices. Disclosing, sharing or using confidential information and Concentrix or client tools for personal gain or unauthorized purposes is strictly prohibited.

Game-changers are also advised to refrain from using names and/or logos of our clients anywhere outside the company (including pictures or verbal or written statements that can result in identification of our clients or their products), especially on social media.

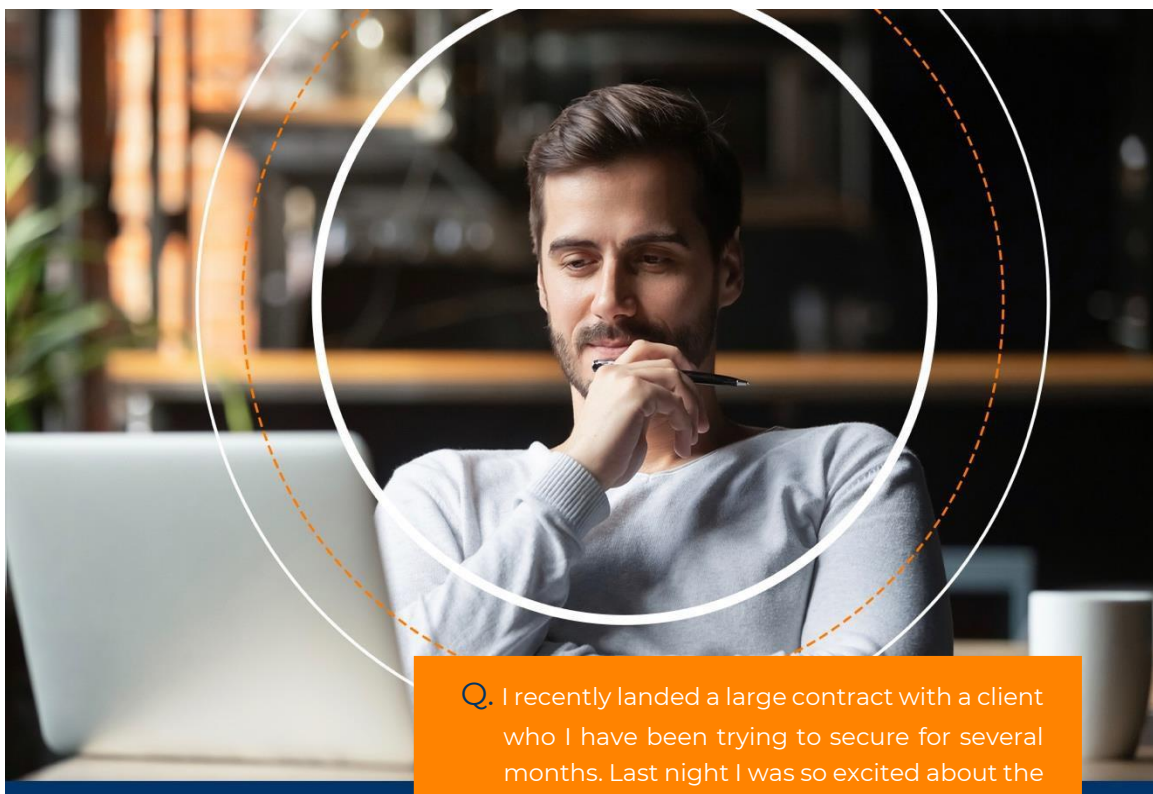
# Social Networking

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As part of our commitment to protecting confidential information, we must exercise caution when using social media, including chat rooms, message forums, and social networking sites. While our Company does not seek to limit our personal or professional interactions on such sites, we are expected to conduct ourselves appropriately in accordance with Company standards. This means that we must never disclose confidential information of the Company, our clients or any of their clients, or other business partners through our use of these sites. Such information also includes names or logos of our clients or any statement that could identify the client or its product(s) or service(s) including merely stating that we render services to such clients. We must also ensure that we do not attribute our personal opinions to our Company. Never post inappropriate or offensive materials or material that violates our Company policies while representing our Company. The Company may require that a game-changer take down offensive or inappropriate material or posts, and game-changers are also requested to bring to our notice any such posts that they may come across on social media.

Our Company understands how the use of Internet social network sites and blogs can shape the way the public views our products, services, employees, suppliers, and clients. Our Company respects your right to maintain your own blog(s) or post personal comments on social networking sites. However, our Company is committed to ensuring that the use of such communications serves the needs of our business by maintaining our Company's identity, integrity, and reputation in a manner consistent with our values and policies.

In case of any posts that could be connected with the Company, (such as your picture with the company name or logo taken at a company event or sharing a news item or video clip of the Company), please ensure that you mention that the comments posted by you are your personal opinions and not that of the Company. In the event that the company finds such a post to be inappropriate, you may still be required to take it down.



**Q.** I recently landed a large contract with a client who I have been trying to secure for several months. Last night I was so excited about the new contract that I posted the information, including the new client's name, on LinkedIn. Is this a violation of our Company's policy?

**A.** Yes. We understand your right to engage in social networking, such as posting information on LinkedIn. However, our policy specifically prohibits the posting of confidential Company information on social networking sites. By identifying yourself as an employee of our Company and disclosing a contract that may not have been made public yet and the name of our client, you have put yourself and our Company at risk. You should delete your posting immediately and report the violation to your supervisor or to the Legal Department.

# Avoiding Conflicts of Interest

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We are expected to act in the best interest of our Company at all times. This means that business decisions should be made free from any actual or apparent conflict of interest. We must make our decisions based on sound business reasoning.

As a result, we need to watch for potential conflicts of interest.

For example, there is a likely conflict of interest if you:

- > Cause our Company to engage in business transactions with relatives or friends;
- > Use nonpublic Company, client, or vendor information for personal gain by you, relatives, or friends (including securities transactions based on such information);
- > Have more than a modest financial interest in our Company's vendors, clients, or competitors;
- > Receive a loan, or guarantee of any obligation, from our Company or a third party as a result of your position at our Company;
- > Compete, or prepare to compete, with our Company while still employed by our Company; or
- > Receive a loan, or guarantee of any obligation, from any third party as a result of your position at our Company.

As an employee, director, or officer of our Company, it is imperative that you avoid any interest or association that interferes, or appears to interfere, with your independent exercise of judgment in our Company's best interests. You should not exploit your position or relationship with our Company for personal gain.

It is our responsibility to report actual or apparent conflicts between our work with our Company and our family, business, personal, or financial interests as they develop.

In most cases, potential conflicts can be easily resolved once they are brought into the open and discussed. Early disclosure and discussion facilitates the resolution of potential conflicts before they affect our work or our reputation. Our Company may ask you to excuse yourself from some relevant decisions or add an approval step in the process if there is a possible conflict of interest between yourself and the matter being discussed or approved.

# Safeguarding Our Assets

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Every game-changer must safeguard our Company's property from loss or theft and may not take such property for personal use. Company property includes confidential information and other intellectual property, software, computers, office equipment, and supplies. You must appropriately secure all Company property within your control to prevent its unauthorized use. Game-changers may make limited non-business use of our Company's electronic communications systems, provided that such use: 1) is occasional; 2) does not interfere with your professional responsibilities; 3) does not diminish productivity; and 4) does not violate this Code or our Company's electronic communications system policy then in effect.

At our Company's request, or upon termination of employment, all game-changers are required to deliver to our Company all items that belong to our Company, including any data or intellectual property.

At our Company, we regularly produce valuable, non-public ideas, strategies, and other kinds of business information – "intellectual property" -- which we own and need to protect just as we do other kinds of property. Because it is the product of our Company's own hard work, various laws allow us to protect this information from use by outsiders.

## Tips

- All employees should protect our Company's property and ensure its efficient use.
- All property should be used for legitimate Company business purposes.
- Take care to prevent waste, loss, damage, misuse, theft, misappropriation, or infringement of Company property.

# Receiving Gifts and Hospitality

Our Company's commitment to integrity requires us to adhere to the highest ethical standards, including avoiding situations that have even the appearance of impropriety.

Business gifts and hospitality or entertainment can create goodwill in our business relationships but can also make it hard to be objective about the person providing them. Our choice of suppliers, vendors, and partners must be based on objective factors like cost, quality, value, service, and ability to deliver. We must avoid the appearance of making business decisions based on gifts received through these relationships.

Gifts, hospitality, and business amenities may be accepted, but only if they are not given with an expectation of preferential treatment in return and are of nominal value and not prohibited by law or known practices of the giver. This includes promotional discounts and programs offered by various businesses such as those in travel, hospitality, restaurant, retail and such other industries in the regular course of their business to individual clients, which may be accepted.

Any gift, business amenity or hospitality that is not acceptable as above, even if received by a family member of the game-changer, whether solicited or otherwise, shall be promptly returned or received on behalf of the company or otherwise reasonably handled by the manager. Infrequent business hospitality is appropriate provided it isn't excessive, and it does not create the appearance of impropriety. All gifts given to individuals or small groups of individuals (i.e, not gifts to an entire team or business unit) should be reported to the manager of the most senior game-changer receiving the gift(s).

**Please refer to our dedicated policy regarding Gifts and Hospitality.**

## Always refuse gifts that...

- Are cash or a cash equivalent
- Are illegal or violate the law
- Cause you to feel an obligation
- Influence, or give the appearance of influencing, business judgment
- Are given as part of an agreement to do something in return
- Would violate the gift and entertainment policy of the giver's employer
- Are for entertainment that is unsavory or otherwise contrary to our commitment to mutual respect



# Prohibiting Insider Trading

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You may become aware of material information about our Company or other companies we do business with (e.g., clients or vendors) that is not publicly available to all investors. It is illegal to purchase or sell securities in a company (including stock, debt, or equity, options, and shares held in retirement plans) based upon “material non-public information” – this is commonly referred to as “insider trading” -- If you engage in insider trading, you could lose your job and be subject to significant civil and criminal penalties.

We must never use material non-public information about our Company or other companies we do business with, for personal gain. In addition, we must never pass material non-public information on to others who may trade on it. If you provide a “tip” to someone who then buys or sells securities, both of you can be convicted of insider trading.

“Non-public information” is information that is known within our Company and has not been publicly released. “Material information” is information that a reasonable investor would consider important when deciding to buy or sell securities.

Game-changers who are in possession of material, non-public information may not complete a security transaction until the first business day that is at least 48 hours after the time that the information is publicly released. You should contact Legal if you have any questions regarding what constitutes “material non-public information” and associated restrictions with regard to insider trading.



The following types of (positive or negative) information, if non-public, are examples of what might be “material,” in which case their use and disclosure can lead to insider-trading violations:

- Gains or losses of substantial clients or suppliers, or significant pricing changes;
- New service or product offering announcements or research results of a significant nature;
- Significant product defects, recalls or modifications;
- Major changes in senior management;
- Significant litigation exposure due to actual or threatened lawsuits;
- Financial results, or projections of future earnings or losses;
- News of pending or proposed mergers, acquisitions, and disposition of subsidiaries, stock splits, new equity, or debt offerings;
- Impending bankruptcy or financial liquidity problems.

Both the U.S. Securities and Exchange Commission and Congress are very concerned about maintaining the fairness of the U.S. securities markets. These laws require publicly traded companies to have clear policies on insider trading.

# Maintaining Accurate Records

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Full, fair, accurate, timely, and understandable disclosures in our Company's periodic reports, disclosures and regulatory filings are essential to the success of our Company's business. Each of us has a duty to ensure that all entries in our Company's financial records give an honest picture of the results of our operations and our financial position. We do this by complying not only with our Company's policies, but also with the laws, rules and regulations that govern our financial accounting and reporting.

Each of us needs to exercise the highest standard of care in contributing to or preparing such reports in accordance with the following guidelines:

- > All our Company accounting records, as well as reports produced from those records, must be in accordance with the laws of each applicable jurisdiction;
- > All records must fairly and accurately reflect the transactions or occurrences to which they relate;
- > All records must fairly and accurately reflect, in reasonable detail, our Company's assets, liabilities, revenues, and expenses;
- > Our Company's accounting records must not contain any false or intentionally misleading entries;
- > No transactions should be intentionally misclassified as to accounts, departments, or accounting periods;
- > All transactions must be supported by accurate documentation in reasonable detail and recorded in the proper account and in the proper accounting period;
- > You should cooperate fully with internal and external auditors to gather information as requested, explain processes, and suggest possible improvements; and
- > You must comply with our Company's system of internal accounting controls.

# Managing Our Records

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Various laws and good-business practices require our Company to keep certain business records, including electronic records, for specific periods of time. In addition, we may not destroy certain relevant records when litigation, subpoenas, audits, or investigations are pending or anticipated. Storing business records longer than necessary, however, incurs needless costs for our Company and prevents the efficient retrieval and accessibility of relevant records. We must all strictly comply with Company policies on management of company records. For specific information regarding how long to keep and how to dispose of business records, consult our Records Retention Policy or ask the Legal Department.

The Legal Department may issue a Legal Hold on certain documents, in certain circumstances such as litigation, and documents subject to a Legal Hold shall not be tampered with or destroyed except with the prior written authorization of the Legal department. Under such circumstances, all instructions of the Legal Department are to be complied with.

The Record Retention Policy covers both electronic (soft copy) and hard-copy materials. They apply to ALL record types regardless of the medium in which they exist, including paper; email; video; hard drive; thumb drive; and compact disc or other electronic-storage device.

You should give special care to ensure that records containing confidential information are retained and disposed of in accordance with both the Record Retention Policy and our Company's information-protection policies and practices.

**Q.** The accounting department receives a letter from a customer's attorney, demanding that our Company fulfill certain oral promises that our Company allegedly made. Your manager asks you to review your email to determine whether you have any email messages that would support such a promise. You identify one email that could be construed as constituting a promise to a person who was unfamiliar with the customer relationship but you believe, in good faith, that no such promise was ever made to the customer. Should you delete the email?

**A.** No. Our Company's Records Retention Policy requires employees to preserve all records that may be relevant to a matter in which our Company reasonably anticipates litigation. You should immediately contact the Legal Department to help determine whether, under the circumstances, there is a reasonable anticipation of litigation.

# Maintaining Fair Competition

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Our Company is a staunch supporter of free and fair competition. Our actions in the marketplace define who we are as a Company. By competing based strictly on the quality of our services and deliverables, and never in an unethical manner, we uphold our Company's reputation as an ethical leader in our industry. No Company employee, director, or officer should take unfair advantage of anyone through manipulation, concealment, or abuse of privileged information, misrepresentation of material facts, or any other unfair practice. We concentrate on delighting our clients, and we will not seek to limit the competitive opportunities of our rivals in deceitful or fraudulent ways.

## Interacting with Competitors:

We must exercise caution when interacting with competitors. We must avoid cooperating, or even appearing to cooperate, with competitors. We must never discuss any of the following topics with our Company's competitors without prior permission from the Legal Department:

- Pricing or pricing policies, costs, marketing or strategic plans
- Proprietary or confidential information Technological improvements Promotions we will
- conduct with clients
- Division of clients, markets, territories, or countries
- Boycotts of certain clients, suppliers, or competitors
- Joint behavior towards customers

# Respecting Human Rights

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Our Company supports the protection of basic human rights throughout its worldwide operations. Our game-changers work with clients, suppliers, and partners in every region of the globe. We are truly a global enterprise and with that comes the responsibility to behave responsibly as a corporate citizen in every town, in every country, with every game-changer engagement, every partner relationship, and every client. We do this by running our global business with great respect for human rights. In support of this commitment, we adhere to applicable laws relating to working hours, wages, human trafficking, modern slavery, child labor, and working conditions that are a threat to life or health. Our support for these principles is embedded in this Code, in our position on labor relations, in our employment practices, and in our relationships with suppliers.

## Political Participation

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Concentrix is an apolitical company and does not have the practice of making political contributions with respect to any party, candidate, or issue. Game-changers are free to participate in political processes, including making contributions, in their personal capacity. They must not, however, do anything to create a perception that their activity is on behalf of the Company, and all other Company policies with relation to conduct of personal activities using Company assets or on Company time apply to the conduct of political activity. The Company will not reimburse game-changers for any time spent in political activity, except to the extent required by law.

# Our Commitment to Sustainability

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Concentrix recognizes its responsibility to contribute to sustainable development globally, in line with the UN Sustainable Development Goals, to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. This means a balance between people, planet and progress and recognizing the organization's impact both to our people and the world in general. We have developed our ESG framework and policies to support our commitment to operating our business in line with these values.

We are committed to focus our efforts and resources on five impact areas:

1. Our Planet-- We will accelerate towards a more sustainable planet by reducing our company's impact and by protecting and restoring the planet as we race towards Net Zero by 2050.
2. Our Game-Changers-- We will elevate our game-changers' experience by developing an inclusive and supporting workplace that prioritizes people's wellbeing, personal growth, diversity, equity, inclusion and belonging.
3. Building Trust-- We will build and foster trust by acting with integrity in everything we do. Always
4. Innovation and Tech-- We will promote innovation and tech for good and drive positive change through creative solutions that address societal and environmental challenges.
5. Our Communities--We will empower and give back to our communities by strengthening and building resilient communities everywhere we operate, and by supporting causes our game-changers are most passionate about.

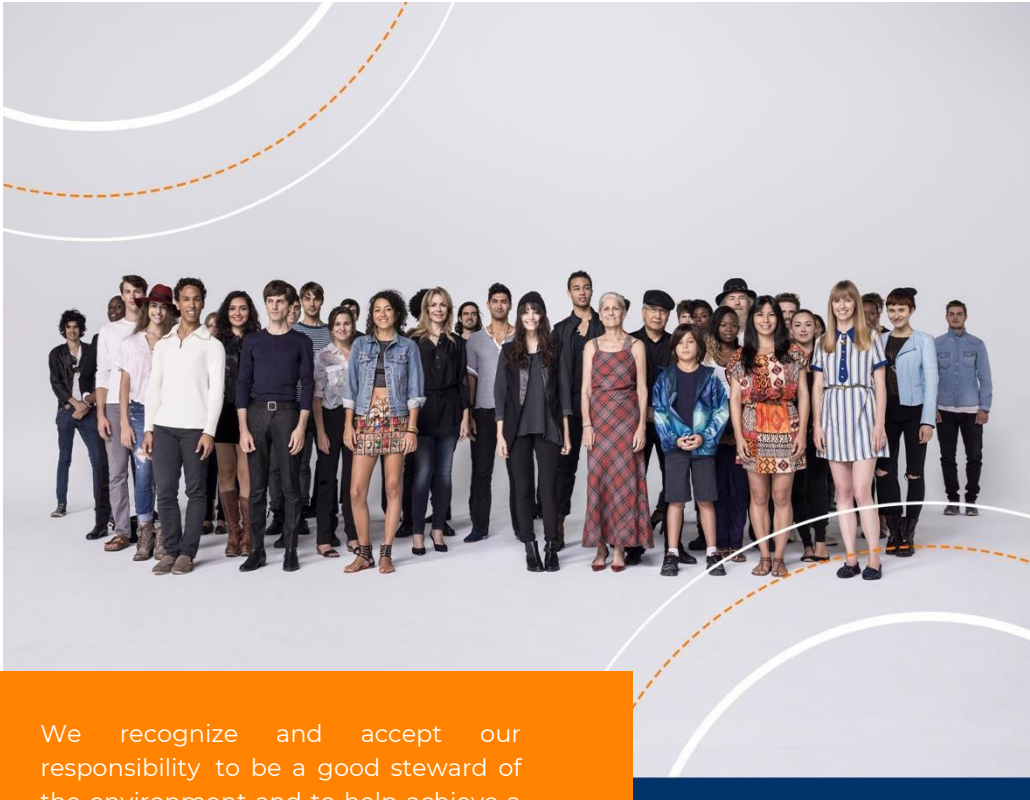
We encourage you to read our latest Sustainability Report to understand our sustainability goals, our progress so far, and our alignment to the 2030 UN Sustainable Development Goals.

# Our Environmental Responsibility

We remain strongly committed to environmental protection and stewardship and will continue to operate in a manner that strives to minimize our impact on the environment and supports actions that contribute to the planet's regeneration. In particular, we will pursue the following initiatives across the organization:

1. Assessment of our environmental performance against our environmental goals and mitigation of our impact, especially our carbon footprint;
2. Training and promotion of game-changers' awareness on environmental best practice;
3. Efficient waste management practices that include waste segregation and recycling;
4. Efficient energy use and renewable energy in our facilities;
5. Promotion of the use of recycled and sustainable materials throughout our operations;
6. Partner with environmentally responsible suppliers;
7. Meet all applicable regulatory and statutory requirements where we operate.





We recognize and accept our responsibility to be a good steward of the environment and to help achieve a state of sustainable development. In support of these responsibilities, our Company has established the following commitments:

- Prevention of pollution in all its forms
- Conservation of natural resources, including energy, through source reduction, reuse, and recycling wherever practical
- Continual environmental performance improvement through the involvement of all game-changers, subcontractors, suppliers, and through partnerships with local communities
- Integrate environmental considerations into our business activities

# Abiding by Anti-Corruption Laws (Bribes and Kickbacks)

Our Company has a zero tolerance policy for bribery. As such, we may never make, accept, or offer any form of improper payment while conducting business on our Company's behalf. We abide by all international laws, treaties, and regulations that forbid bribery of government officials, including the U.S. Foreign Corrupt Practices Act (FCPA).

Almost every country prohibits the bribery of its government officials. In addition, some countries have laws that make it illegal to bribe officials of other countries. To be responsible members of our business communities, we must follow these laws wherever we do business, regardless of local law or custom. This means we may never offer, attempt to offer, authorize, or promise any sort of bribe or kickback or facilitation payments to a government official for the purpose of obtaining or retaining business or an unfair business advantage or influencing their official actions. Moreover, we may never solicit or accept a bribe or kickback. Anti-corruption laws are complex, and the consequences for violating these laws are severe. For this reason, you should avoid any activity that could be construed as bribery.

It is also important to note that we may not hire a third party to do something that we cannot ethically or legally do ourselves. Engaging a third party to indirectly make an improper payment violates this Code and anti-corruption laws. We must carefully screen all third parties before retaining them

- A “bribe” is an offer, payment, or promise to pay money or anything of value to any person for the purpose of obtaining or retaining business or to obtain an improper business advantage.
- A “kickback” is the return of a sum already paid or due to be paid as a reward for awarding or fostering business.
- A “government official” can be a national or local government official or employee, a political candidate, a representative of an organization like the World Bank, or an official or employee of government-owned or -controlled entities, such as state-owned oil companies.

Game-changers with duties involving transactions or travel outside of the United States must be familiar with the FCPA, the UK Anti-Bribery Act, and similar local laws. Management and Compliance approvals are required before any gift or payment can be made to a government or public official. All game-changers must immediately report any demand for a bribe or kickback to the Legal Department.

**Please refer to our dedicated policy on Anti Bribery and Ethics.**

**Q.** I recently met an agent who can assist our Company in obtaining business in a country where it has been particularly difficult for us to become established. May I engage this agent on behalf of our Company?

**A.** Speak with your supervisor or the Legal Department to ensure that the agent's contacts and methods are aligned with both local and U.S. laws. Due diligence on this agent is critical because our Company may face legal liability if we consciously avoid learning relevant facts. If the agent clears due diligence, internal procedures for obtaining business approval, purchase orders, and legal approval must be followed.

**Q.** Susan needs to obtain approval for a project as quickly as possible. The government employee Susan contacted offers to speed up the approval process for a "small fee." Can Susan make a small payment to a government employee to speed up the approval process?

**A.** No. This is known as a "facilitation payment" and is prohibited by law as well as against our Company policy. Susan may not offer or pay any amount to facilitate government approvals, even if it will speed up a project. Susan should notify her manager and the Legal Department of this request for a facilitation payment.

# Giving Gifts and Hospitality

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We sometimes entertain our clients and suppliers in order to build or strengthen good working relationships with them. Good judgment, discretion, and moderation should always serve as our guides in these situations. Providing hospitality or entertainment is not appropriate if doing so makes us appear biased or as if we are attempting to influence a business decision.

You may offer gifts or hospitality when they meet all of the following criteria:

- There is a clear legitimate business purpose;
- It is legal;
- The cost is reasonable;
- It is socially acceptable and consistent with generally accepted business practices and ethical standards;
- It is incidental to a discussion of business.

The giving of gifts or entertainment is not permissible if it meets any of the following criteria:

- It could make us appear biased or as if we are attempting to influence a business decision;
- It was solicited by a client or supplier;
- It could be viewed as a bribe or payoff or a facilitation payment;
- It would embarrass our Company if publicly disclosed; and
- It involves the giving of cash or cash equivalents (including gift certificates and vouchers).

The giving of gifts and hospitality to government officials, including employees of government-owned or -controlled companies, is also subject to the requirements of this Code. When giving gifts or offering to entertain a business partner, ensure that your offer does not violate the recipient's own policies. If you work with public officials, be aware that even simple offers, such as purchasing a meal or refreshments, may be unacceptable or even against the law.

In some locations it is customary to provide items of nominal value (e.g. sweets or Concentrix logoed mugs and similar items) to government officials. However, providing gifts of even nominal value to a government official requires special consideration to ensure compliance with applicable laws. You should consult with Compliance prior to providing anything of value to a government official.

## **Please refer to our dedicated policy on Gifts and Hospitality**

Note that government officers and employees of government-controlled companies, both in the U.S. and abroad, are subject to strict government standards. Violation of these standards can result in civil and criminal penalties for individuals, our Company, and the officers in question. Please refer to Abiding by Anti-Corruption Laws in the section titled "Our Commitment to Global Communities" in this Code.

# Trade Controls and Restrictions

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As a global company, we may deliver goods, services, software, and technology all over the world crossing national borders. It is therefore critical that we carefully comply with all national and international rules and regulations that apply to our cross-border trade activity, which includes our imports, exports, and re-exports. Many countries have laws that restrict or otherwise require licensing for the export and/or import of certain goods and services to other countries and to certain parties. Countries may also impose various kinds of trade sanctions or embargoes against other countries or people. These sanctions or embargoes typically focus on national security, foreign policy, or humanitarian concerns.

To maintain compliance with these requirements when applicable to our Company, we must screen our international transactions to ensure we see no evidence of any prohibited end-destination, end-user, or end-use, and watch for “red flags” that suggest a counterpart may be trying to evade applicable laws.

Due to the complexities of the legal requirements under many of these international trade laws, we must seek guidance from the Legal Department before exporting or importing goods or services or engaging in transactions that might be affected by trade sanctions.

An “export” occurs when a good, service, software, or item of technology is shipped or otherwise delivered in tangible or intangible form, to a person in another country. An export also occurs when we provide technology or software to someone who is not a national of the country where they are located (e.g., someone in the U.S. who is not a U.S. citizen or U.S. permanent resident). A re-export is the movement of the good, software, or technology from one foreign country to another foreign country.

# Global Citizenship

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Charitable activities, contributions and donations are part of the Company's Empowering and Giving Back to Communities efforts. Such contributions are made without any demand or expectation of a business return. No such payment shall be made to an individual or organization whose goals and values are incompatible with that of the Company. Beneficiaries of any such contribution shall not be related to any of the directors or the Company.

Game-changers are encouraged to engage in charitable activities in their personal time and at their personal cost, in order to give back to the community they belong to. Such activities shall not be undertaken or performed on behalf of the Company, and the Company will not reimburse game-changers for any time and cost incurred on account of any charitable activity, unless the game-changer was acting on behalf of the Company, with prior written authorization to do so.

## Communicating with External Audiences

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It is important that our Company provides fair, accurate, timely, and understandable disclosures to the public and to governmental authorities, both verbally and in writing. For this reason, only designated spokespeople are approved to respond to or communicate with outside parties -- namely members of the media, industry analysts, financial analysts, and investors. By having these spokespeople on hand, we avoid having our words taken out of context by reporters or other members of the media or other external organizations. If you receive a request from the media for information, for an interview, or to author a technical article or present a paper, you should forward the request to a member of our Global Marketing and Communications team, who will handle the request or provide support and guidance. Similarly, requests from financial analysts and shareholders should be forwarded to Investor Relations. If you have any doubt about a request, you can also contact the Legal Department before responding to the request.

Please check with the marketing team for applicable guidelines and rules regarding brand usage and corporate communications.

# Reporting Misconduct

The majority of concerns likely to be faced at work can be resolved by talking to and working with management, People Solutions, the Legal Department, or Compliance. In addition there are multiple channels available for game-changers to ask questions, raise concerns, or report instances of non compliance with this Code, Concentrix policies, or applicable laws and regulations.

We encourage game-changers to help maintain the integrity of our Company by reporting any misconduct. We each have an affirmative duty to do this. To assist in these efforts, any game-changer may submit a complaint regarding questionable accounting or auditing matters, instances of actual or suspected corporate fraud, or violation of applicable laws to the management of our Company.

Questions, concerns and reports of actual or suspected misconduct can also be raised or reported anonymously, subject to local laws, via the Integrity Counts website, [www.integritycounts.ca/org/concentrix](http://www.integritycounts.ca/org/concentrix). Every reasonable effort will be made, consistent

If you become aware of a situation that may involve a violation of our Code, Company policy, or any applicable law or regulation, you are encouraged to report it by contacting your manager or People Solutions. If you prefer, you can also go directly to the Senior leader in your business area, or the Legal Department. Alternatively, you can also follow our Company's Whistle-blower Policy and report any violations to one of the following:

**Teh-Chien Chou**  
**Chairperson of the Audit**  
Committee  
Concentrix Corporation  
[audit@concentrix.com](mailto:audit@concentrix.com)

**Allison Leopold Tilley**  
Pillsbury Winthrop LLP  
2475 Hanover Street 44201  
Palo Alto, California  
+1 94304-1114  
Telephone: 650.233.4537

[allison@pillsburylaw.com](mailto:allison@pillsburylaw.com)

Company's ethics and whistleblowing website at:

[www.integritycounts.ca/concentrix](http://www.integritycounts.ca/concentrix)

with laws and Concentrix policy, to maintain the confidentiality of any game-changer who reports in good faith a violation or suspected violation of our Code, other Company policy, or applicable laws or regulations.

All questions and/or reports will be investigated promptly and thoroughly, consistent with applicable law.

Appropriate answers and/or corrective or disciplinary action for violations of our Code will be applied whenever necessary.





## How Will I Know If There Is A Problem?

Our Code attempts to address the most-common legal and ethical issues we might encounter. It cannot, however, address every question that arises. When you face an ethical dilemma, think through the issue and reference available resources, such as Company policies and procedures.

You can assess the situation by asking yourself the following questions:

- Do I think my action complies with the law?
- Does it feel like the right thing to do?
- Does it follow our Code and all other Company policies?
- Would I feel comfortable if others knew about it?

If you cannot answer “yes” to all of these questions, do not take the action. Seek guidance if you have any additional questions about the situation.

You may also come across situations that pose ethical dilemmas while conducting business internationally. If another country’s local laws, customs, or practices conflict with U.S. law, Company policy, or this Code, seek guidance from the Regulatory Compliance Department or write to [coebc@concentrix.com](mailto:coebc@concentrix.com). In such circumstances, we must always adhere to the law, custom, or practice that is most stringent.

# Protecting Against Retaliation

Even companies with the highest ethical standards occasionally have issues that may arise. When they do, we want them to be reported to us so that they can be addressed. It is not always easy to report a question or concern that is or even has the appearance of being contrary to the requirements set forth in our Code, Company policy or applicable law or regulation. Our pledge to you is that our Company will not retaliate against any game-changer for good faith reporting of ethical concerns or cooperating in a company investigation. Disciplinary action may be taken against anyone who retaliates against such game-changers.

Q. I'm concerned about reporting a suspected fraud. What if I am wrong and it gets me in trouble, or I hurt someone's reputation?

A. We do not hold employees accountable for reports made in good faith, even if they turn out to be incorrect or unable to be proven. We are careful when looking into alleged wrongdoing to ensure that employees' reputations are protected. Investigations are conducted in an objective, fair and confidential way.

## Health and Safety

Our Company strives to ensure that we provide healthy and safe conditions on our premises by complying with applicable regulations and best practices. We aim to provide an environment with no risk to our game-changers' health and safety and provide access to care, minimizing noise, dust, odors, particles and other sources of location pollution.

## RECEIPT AND ACKNOWLEDGMENT

# Receipt and Acknowledgment

I attest that I have read, understand, and will abide by the Company's Code of Ethical Business Conduct.

I understand that it is my obligation to comply with the law, this Code, and all applicable Company policies and contractual obligations and I commit to adhering to them.

I acknowledge and accept that any violation of the guidelines, practices, and policies in the Code of Ethical Business Conduct may result in disciplinary action up to and including termination of my employment.

I further understand that I have an affirmative duty to report any suspected illegal or unethical conduct, including violations of law, the Code, Company policies and contractual obligations, or any concerns about accounting, internal controls, auditing matters, or suspected fraud and abuse. The Company maintains a strict non-retaliation policy for reports made in good faith of actual or potential illegal or unethical conduct.

I am aware that our Company reserves the right to modify, amend, or eliminate any or all of the information contained in this Code of Ethical Business Conduct at any time as dictated by circumstances of the business.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Employee Number: \_\_\_\_\_

Locations: \_\_\_\_\_

Waivers of any provision of the Code are generally not permitted and, in any event, may be granted only by the Board of Directors in writing and must be disclosed in accordance with applicable law. This Code of Ethical Business Conduct may be amended from time to time at our Company's discretion. The current version of the Code will be posted and maintained on our Company's intranet sites and can be obtained from People Solutions or the Legal Department.



CONCENTRIX Corporation

1.800.747.0583

[www.concentrix.com](http://www.concentrix.com)

**concentrix**

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