

# Global Health & Safety Policy (en)

## I. PURPOSE

This Health and Safety Policy establishes the framework for how TTEC Holdings, Inc., and its global group of companies (collectively, "TTEC" or the "Company") manage the health and safety of its employees in all of the Company's brick-and-mortar facilities and those who work from home ("WFH"). Incidents, injuries, accidents, or illness ("Incidents") from work-related hazards (including WFH) or unsafe work practices ("Work-Related Hazards") are costly and preventable. The purpose of this policy is to outline TTEC's general global guidelines to prevent Incidents, to the extent possible using commercially reasonable steps.

## II. POLICY STATEMENT

TTEC is committed to maintaining a safe and healthy work environment for all our employees in all our facilities and at home. To achieve this, TTEC has established the TTEC Health and Safety Committee to implement all health and safety global initiatives and policies. All employees are expected and encouraged to (i) participate in and support all general health and safety program initiatives and activities in their region; (ii) report all Work-Related Hazards and Incidents immediately to their supervisors as set forth herein; and (iii) follow all health and safety instructions issued by TTEC as necessary to implement this policy.

As a global company, TTEC has implemented and will update as necessary, country specific health and safety policies in accordance with local law. Employee representatives will be responsible for recommending safety and health improvements and best practices in the workplace and for WFH employees within their regions ("Regional Health and Safety Committees"). Each Regional Health and Safety Committee will strive to identify Work-Related Hazards and Incidents, institute a program to prevent Work-Related Hazards and Incidents ("Incident Prevention Program"), and help TTEC evaluate the Incident Prevention Program within their region. All Regional Health and Safety Committees will strive to keep informed about general best practices on workplace safety and health hazards and will regularly review and update their Incident Prevention Program and work closely with the Global Health and Safety Committee to update all health and safety global initiatives and policies.

## III. GENERAL SAFETY RULES AND GUIDELINES

It is TTEC's policy for all employees working at any TTEC facility or WFH to: (i) perform their job in the safest manner possible and in accordance with this policy and TTEC's safety rules, policies, and procedures within their country and region (including all of TTEC's WFH policies within their country and region); (ii) always act taking into consideration their personal safety and that of their co-workers; (iii) keep work area organized and free of any

hazards; (iv) follow emergency procedures in accordance with TTEC's Emergency Response and Preparedness Plan; (v) report Work-Related Hazards and Incidents.

#### **IV. PREVENTATIVE ACTIONS; EMERGENCY MANAGEMENT; ADDITIONAL MEASURES.**

It is TTEC's policy to analyze all job risk assessments and hazards and identify potential threats/dangerous situations and to take all preventative action to avoid Incidents. It is TTEC's policy to implement TTEC's Emergency Response and Preparedness Plan in all our facilities in the event of sudden catastrophes like fire, flood, earthquake, explosion, civil unrest. TTEC will use commercially reasonable efforts to (i) schedule fire drills and emergency evacuations periodically; (ii) monitor performance of regional health and safety procedures (including all regional Incident Prevention Programs, revising as needed); (iii) work to keep all Regional Health and Safety Committees and supervisors aware of all health and safety changes. TTEC will update policies as needed in response to changes in occupational health and safety legislation; implement root-cause analysis on Incidents; continually review work procedures and update them as necessary; and consult experts to maintain Company's compliance with applicable local and international health and safety standards.

#### **V. INTERNAL REPORTING.**

It is TTEC's policy to establish clear guidance for internal reporting of Work-Related Hazards and Incidents. If an employee is a witness of any Work-Related Hazard and/or Incident, they are encouraged to immediately notify their supervisor. In the event no action is taken, employees should notify any member of the People & Culture team and/or report the same to We Hear You (TtecWeHearYou.com). TTEC will not discharge, discriminate, or otherwise retaliate against employees for reporting Work-Related Hazards and Incidents. TTEC prohibits any form of discipline, reprisal, intimidation, or retaliation for reporting a health and safety concern or a violation of this policy or for cooperating in related investigations.

#### **VI. APPLICABILITY**

This Policy applies to all employees, remote and on-site, of all TTEC companies worldwide, including subsidiaries and controlled affiliates, and all acquired companies subject to earn-out provisions, whether they trade under the TTEC brand or as part of a different trading platform. This policy is subject to and may be amended or superseded by a regional or country specific policy (as applicable) if there is one in place.

#### **VII. EXCEPTIONS TO THE POLICY**

There are no exceptions to this Policy.

#### **VIII. RESPONSIBILITY**

The responsibility for administering TTEC's Health & Safety Policy is shared by the Health & Safety Committee, which includes leaders from the People & Culture, Facilities, Operations,

and Legal departments. Compliance with this Policy is the responsibility of all TTEC employees. Each member of the TTEC Executive Leadership Team (Executive Committee or its successor in responsibilities) is responsible for Policy compliance in his/her respective business segment and function. Failure to comply with the Policy will put TTEC at a substantial risk and may subject the Company and employees to substantial liability (which may include large monetary fines). Violations of the Policy will result in disciplinary action including termination of employment.

## IX. RELATED POLICIES AND PROCEDURES

This Policy is aligned with other TTEC related policies and procedures, including without limitation:

- Ethics Code: How TTEC Does Business
- Employee Concerns Policy
- Drug-Free Workplace Policy
- Bullying and Violence Policy
- Stress at Work Policy
- Substance-Free Workplace and Drug Testing Policy
- Building Security Policy
- Remote Work Policy
- Global Remote Workstation Policy
- Country-specific health and safety related policies for on-site and WFH employees which can be found on Mosaic (e.g., Australia Work Health and Safety Policy; United States Work-from-Home Policy; Philippines Work-at-Home Policy)

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