

TTEC Equal Employment Opportunity Policy

I. POLICY STATEMENT

TTEC is committed to fostering, cultivating, and preserving a culture of diversity and inclusion, as reflected in the company's values. Our employees are our most valuable asset. The collective sum of individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part of our culture, our reputation, and our achievements.

TTEC prohibits unlawful discrimination against applicants or employees on the basis of race, color, religion, sex, gender, national origin, age, disability, veteran status, sexual orientation, gender identity, genetic information, or any other legally protected status. This prohibition includes unlawful harassment based on any of these protected classes. This policy applies to all employees, including business leaders, managers, team leads, associates, and contingent agency workers, as well as to third-party non-employees such as customers, clients, vendors, suppliers, consultants, temporary service workers, independent contractors, unpaid interns, and volunteers.

TTEC will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship to the company or cause a direct threat to health and safety. TTEC will make reasonable accommodations for employees whose work requirements interfere with a religious belief, unless doing so poses undue hardship on the company. If you need of such accommodations, please immediately contact your supervisor, the Human Capital Department, or AskHC.

TTEC does not permit or tolerate retaliation against applicants and employees for filing a discrimination complaint, assisting in an investigation, opposing discriminatory practices, or engaging in any other legally protected activity. TTEC maintains an open-door policy. If you believe this Policy has been violated, you should contact the Human Capital Department. In addition, you may report issues with or violations of this Policy to your supervisor or any other member of management. You may also report issues with or violations of this Policy through We Hear You, TTEC's confidential reporting tool that allows you to report anonymously.

We Hear You is available through:

- A. A link on the TTEC intranet, Mosaic (under Toolkit >Systems/Applications)

- B. The TTEC We Hear You website at [TtecWeHearYou.com](https://app.convercent.com/enus/LandingPage/65a3d788-59c6-e311-8ce6-441ea1084c22)
<https://app.convercent.com/enus/LandingPage/65a3d788-59c6-e311-8ce6-441ea1084c22>
- C. Telephone at 1-800-461-9330

II. APPLICABILITY

This Policy applies to the United States-based employees 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.

III. RESPONSIBILITY

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 civil and criminal liability (which may include large monetary fines as well as jail time). Violations of the Policy will result in disciplinary action, up to and including termination of employment.

IV. EXCEPTIONS TO THE POLICY

There are no exceptions to this Policy.

V. RELATED POLICIES AND PROCEDURES

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

- Harassment and Discrimination Prevention
- Open Door Policy
- Ethics Code: How TTEC Does Business

Last revised date: January 17, 2024