ttec



2023

Impact and Sustainability Report





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Forward-Looking and Cautionary Statements

TTEC has made statements in this Impact and Sustainability Report that are forward-looking including statements about commitments or goals. The forward-looking statements speak only as of the date of this Report. We undertake no obligation to update them, except as may be required by applicable law. The forward-looking statements are based on our current expectations, assumptions, and projections and by their nature address matters that are uncertain and subject to a variety of risks. The accuracy of the forward-looking statements depends on many factors outside of our control and we can provide no assurance that they will prove to be correct. More information regarding the risks, uncertainties and other factors that affect TTEC's business is outlined in the "Risk Factors" section included in our Annual Report on Form 10-K for the year ended December 31, 2023. In addition, the information in this Report contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995.

TTEC priorities



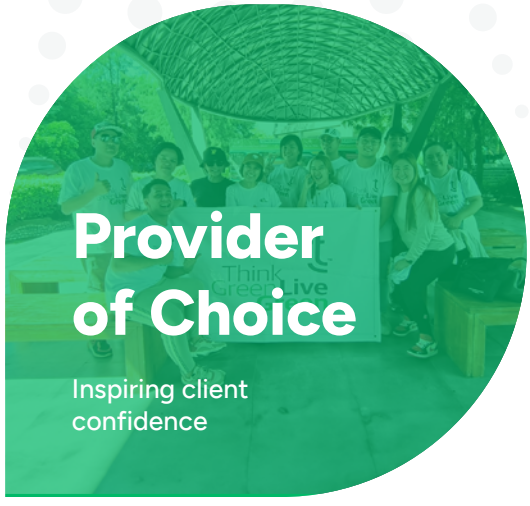
1 **Employer of Choice**

Empowering employees for success



2 **Investment of Choice**

Ensuring strong corporate governance and solid return on investment



3 **Provider of Choice**

Inspiring client confidence

About This Report

TTEC's Impact and Sustainability Report contains relevant metrics in accordance with the Sustainability Accounting Standards Board (SASB) standards and Task Force on Climate-Related Financial Disclosures (TCFD) framework. This document, which serves as TTEC's 2023 Environmental, Social, and Governance Report, chronicles a more diverse range of initiatives than were covered in previous years. This report seeks to illustrate how an agile company evolves and enriches proven strategies to achieve ambitious impact and sustainability goals through ethical decision-making and governance. The scope of performance data in this report is companywide for the fiscal year ending December 31, 2023, and all financial information is presented in U.S. dollars unless otherwise noted. We have conducted a rigorous internal review process of the report content, including subject matter reviews and validation. This report has not been externally assured. We would like to hear what you think about our 2023 Impact and Sustainability Report and related efforts. Please send any queries or comments to ttec.com/contact-us.

Message from TTEC executive leadership team

"Bringing Humanity to Business" is not just a slogan on our website. This credo represents our purpose-driven commitment to bring value to our world. We focus on cultivating great experiences for our clients, their customers, and our 60,000+ employees who enjoy growth-oriented career opportunities across six continents. Our commitment to environmentally and socially responsible business practices and insistence on good governance began in 1982. Today, these priorities remain at the heart of all we do as we position TTEC to be the Employer of Choice, Provider of Choice, and Investment of Choice.

Our 2023 Impact and Sustainability Report

TTEC's Impact and Sustainability Report highlights our progress on the journey for sustainable and social responsibility growth. In providing this annual Report, we invite our clients, employees, partners, and shareholders to hold us accountable and offer their feedback. Our 2023 Report highlights our progress on three key priorities that were refined through the Impact materiality assessment that we performed in 2023:

- **Investments in our people and communities**
- **Commitment to good governance**
- **Doing our part in climate stewardship**



"TTEC's dedication to impact and sustainability aligns with our company values and brings out the very best in all of us."

—Ken Tuchman, Chairman, CEO, and founder

What's new in 2023?

- We launched our global Scope 1 and Scope 2 carbon emissions reporting, building a foundation for Scope 3 reporting and emission-reduction targets;
- We rolled out our Impact Strategy Practice to fuel economic vibrancy around the world, where quality employment opportunities can make a generational difference;
- We embraced the transparency offered by the Task Force on Climate-related Financial Disclosures (TFCD) and United Nations Sustainable Development Goals (UNSDG), aligning to them as well as to the Sustainability Accounting Standards Board (SASB) framework that we previously provided to our stakeholders;
- We created a Responsible AI Use Council to govern ethical use of artificial intelligence in our business;
- We refined our Diversity Council's charter, expanding our Diversity, Equity, and Inclusion initiatives to all geographies where we have employees;
- We formalized our long-standing environmental stewardship commitment through the new Climate Change and Environmental Responsibility policy;
- We enhanced our Health and Safety program, launching a cross-disciplinary working group to ensure a safe and productive work environment for our employees everywhere;
- We expanded our Modern Slavery Statements from regional commitments to a global policy that covers all our operations; and
- We upgraded our supplier onboarding processes to make sure that our suppliers share our values.

Leveraging the feedback from our stakeholders, we also rebranded this document from ESG Report to Impact and Sustainability Report, highlighting how TTEC contributes to a diverse, fair, sustainable, and ethical future, while exceeding expectations of clients, stockholders, employees, partners, and other stakeholders.

Looking ahead with intention and purpose

TTEC focuses on people helping people and our impact and sustainability priorities align squarely with these goals. Although our commitment to sustainable growth is not new, how we execute on it continues to evolve with new technologies and ways of working. Current economic headwinds in many of our markets require us to fine-tune our priorities and channel our resources and energies where we can do the most good. We continue to see great opportunity to make a positive impact by maximizing shareholder value through investment in our people, our service offerings, and into the communities where we live and work.



Ken Tuchman
Founder,
Chairman, CEO



Shelly Swanback
President,
TTEC Engage CEO



Dave Seybold
CEO,
TTEC Digital



Margaret McLean
General Counsel,
Chief Risk Officer



François Bourret
Interim CFO and Chief Accounting Officer



Laura Butler
Chief People Officer



Rob Dravenstott
Chief Information Officer



John Everson
Chief Security Officer



Chuck Koskovich
Chief Operating Officer, TTEC Engage



Adam Foster
President,
TTEC EMEA



Judi Hand
Chief Revenue Officer, TTEC Engage



Nick Cerise
Chief Marketing Officer

Learn more about the TTEC executive leadership team

TTEC 2023
Highlights by the numbers

Social

Social Impact Investments

TTEC Philanthropic Foundations

$486,974

Diversity, Equity, and Inclusion

% of women in managerial roles

45%

Supplier diversity spend

8% of all U.S. spend on diverse suppliers

Employee Resource Groups

5



Employee Sentiment

This is a physically safe place to work

94%

I am given the resources and equipment to do my job

90%

When you join the Company, you are made to feel welcome

87%

I can be myself around here

83%

Learning and Development

Average annual training hours per G&A employee

15+ hours

Average training cost per G&A employee (direct cost)

$39.75

Total number of training hours completed by employees

3,355,000 hours

Environmental

Technology Recycling

186K
pounds of electronics responsibly recycled

Trees saved or planted

~14.5K

Tons of waste recycled

46.05 tons

BTU net energy reduction

695M





"By proactively investing in sustainable growth initiatives and addressing social priorities for our employees and communities, we build trust with our stakeholders and leave a positive footprint in our society."

—François Bourret, Interim CFO and Chief Accounting Officer

Governance

Board Composition

Women

25%

Tenure - average length of service for board members

9 years

Executive Leadership

Women

33%

Ethics and Compliance

Number of allegations about violations of our Ethics Code or policies

494

Training completion rates

99%
general and administrative

96%
contact center associates

Living our values and culture



Our purpose, vision, mission, and values guide who we are and who we aspire to be. These are the building blocks for how we conduct business and build relationships.

Our purpose

Deliver Humanity to Business

Our vision

Leading the world's most respected organizations to create and grow emotionally connected, valuable, lasting relationships

Our mission

Accelerate growth by simplifying and personalizing interactions that build deep engagement between people and brands

Values

LEAD EVERY DAY

We lead every day at every level to achieve results. We know that courageous, authentic leadership translates into positive impact.

SEEK FIRST TO UNDERSTAND

We delight customers every chance we get. We strive to see the world through the eyes of our clients, their customers, and our colleagues.

Do the Right thing

We expect the highest degree of integrity from ourselves and each other. We act with honesty and respect in everything we do.

Act as One

We're stronger together — one Company with one purpose and one team. We work together and have each others' backs.

REACH FOR AMAZING

We are innovators who make amazing things possible. We spark creativity and never accept "can't."

Live life passionately

We believe in our purpose and live it with intensity. We celebrate, laugh, and have fun together. We are in the business of delivering smiles — to our clients and their customers, and also our employees. Our employee experience at TTEC is important to us.

UN Sustainable Development Goals

The United Nations member states adopted the 2030 Agenda for Sustainable Development, a blueprint for peace and prosperity for people and the planet, now and in the future. The blueprint outlines Sustainable Development Goals (SDGs), which represent a call to action by all countries to improve health and education, reduce inequality, and spur economic growth while at the same time tackling climate change.

These are top priorities for us, too. TTEC's strategy and initiatives align to several of the UN Sustainable Development Goals, as outlined below:



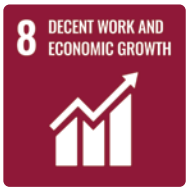
TTEC fosters well-being throughout the Company by offering comprehensive health, vision, and wellness programs, and an employee assistance mental health support program. TTEC promotes health, social, and financial wellness through ongoing communications, tools, and resources.



TTEC invests in employees by providing extensive education opportunities for professional growth through TTEC Talent, tuition reimbursement, certifications, and training. The TTEC Foundation is dedicated to fostering positive transformation within our global communities. Grounded in the belief that education is fundamental to a successful community, the Foundation actively demonstrates its commitment to quality education.



The TTEC Women in Leadership Employee Resource Group spearheads initiatives to advance gender equality within the Company and in the communities where we work. Role models in TTEC's executive ranks offer mentorship and advancement opportunities.



Through its Impact Strategy, TTEC ensures that all its employees receive fair compensation and offers career growth and training opportunities in historically underserved communities.



TTEC's Employee Resource Groups (ERGs) aim to reduce societal inequalities related to race, LGBTQIA+, disability, neurodiversity, gender, and age. Efforts extend to global inclusion and collaboration across the various geographies of the Company.



TTEC reports global Scope 1 and Scope 2 emissions, aligning with the TCFD and SASB frameworks. TTEC aims to provide insights into company-wide environmental initiatives throughout the year. In 2023, TTEC established a comprehensive global Climate Change and Environmental Responsibility policy, demonstrating its commitment to combating climate change.

Meet TTEC

TTEC is one of the largest pure-play customer experience (CX) technology and services partners in the world, serving more than 750 iconic clients. For over 40 years, our business has been helping companies make their customers happy.

TTEC Digital

Cloud Contact Center Technology Platform

Contact Center as a Service Systems Integration & Orchestration

CX Strategy & Digital Transformation Consulting

Automation (Artificial Intelligence/ Machine Learning/ Robotic Process Automation)

TTEC Engage

Customer Care Services

Customer Growth Services

Back Office & Technical Support

Fraud Mitigation

Artificial Intelligence Operations

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~$2.46B
Revenue
FY 2023

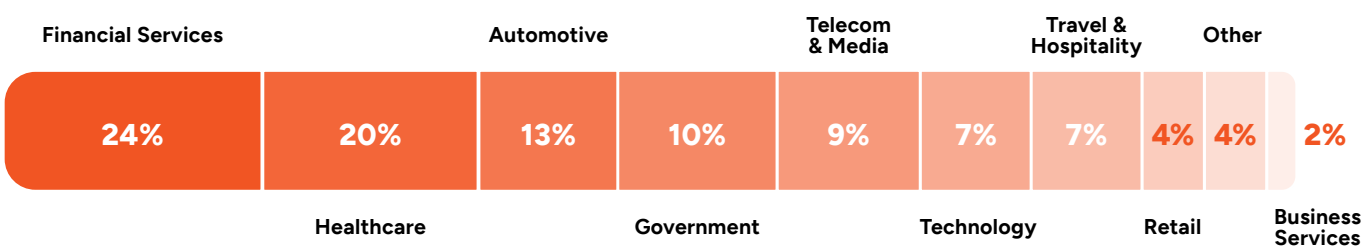
$487M **Revenue** FY 2023

~54% **Recurring Revenue** FY 2023

Revenue FY 2023 **$1.97B**

Hypergrowth Revenue ~15% of Engage FY 2023 Revenue **$301M**

Diversification



TTEC Global Footprint

(as of 12/31/23)



6 continents

22 countries and territories

70 customer engagement centers



"Our commitment to environmentally sustainable, socially responsible, and well-governed business resonates with our colleagues and our clients around the globe."

—**Chuck Koskovich,** Chief Operating Officer, TTEC Engage

Scale

(as of 12/31/23)

750+
clients

50
languages supported

60K+
total employees

~3,000
CX professionals and engineers serving clients

~63%
of employees work outside of the U.S.

60%
of revenue generated from clients with a 10+ year relationship

Oversight and accountability

Accountability for Environmental, Social, and Governance endeavors is everyone's responsibility at TTEC. We work together to *Bring Humanity to Business* by embracing the opportunity to better our world. We're driven to create an atmosphere where our employees thrive, where our clients and their customers access innovative and sustainable services built on a strong foundation of environmental stewardship and social responsibility, and where our stakeholders benefit from sustainable growth and good governance practices.



"Corporate responsibility and sustainable growth are important priorities for all of us at TTEC. We are committed to transparency and driving positive change through our environmental, social, and governance initiatives."

—Shelly Swanback, TTEC President
ESG Council Chair

ESG oversight



Board oversight

The TTEC Board of Directors oversees the company's impact and sustainability initiatives and commitments, as part of its broader governance and risk management responsibilities, by providing advice and guidance on the company's ESG priorities and strategic roadmap. To ensure effective governance, the Board delegated the oversight of various important aspects of ESG responsibilities to its committees as follows:

Nominating and Governance Committee has an overarching responsibility for company governance and for impact and sustainability initiatives at TTEC. It works closely with TTEC leaders directly responsible for ESG priorities and monitors the company's progress against annual plans.

Compensation Committee has oversight responsibilities for TTEC employee-focused initiatives, including the company's investment in employee development and health and wellness benefits, as well as Diversity, Equity, and Inclusion (DE&I) commitments, pay equity, and equal opportunities.

Security and Technology Committee has oversight responsibility for technology resilience and security strategy, data governance initiatives, and global privacy initiatives.

Audit Committee has the overall risk management oversight responsibility, including controls over financial reporting and the quality of the company's disclosures associated with its financial performance and risk mitigation practices.

ESG Executive Council

TTEC's ESG Executive Council oversees initiatives around the globe and ties these initiatives directly to TTEC's objective of being the Employer, Provider, and Investment of Choice.



Subject matter expert steering committees

The work of our ESG Executive Council builds on the ongoing efforts of our focused steering committees of experts:

TTEC Ethics and Compliance Steering Committee, chaired by our chief risk officer, focuses on promoting ethical ways of doing business through our TTEC Code of Ethics, We Hear You (WHY) helpline, and our compliance training curriculum.

TTEC Security Steering Committee, chaired by our chief security officer, focuses on technology security, compliance, and reliability, data governance, and business continuity initiatives.

TTEC Diversity, Equity & Inclusion (DE&I) Council, whose executive sponsor is the chief people officer, brings together company leaders representing a range of ethnicities, nationalities, genders, abilities, and sexual orientations who advise TTEC management on DE&I best practices and support our Employee Resources Groups.

TTEC Disclosure Committee, chaired by the chief financial officer, focuses on the accuracy of our public disclosures about the state of the business, including our periodic financial reporting.

TTEC Healthcare Committee, co-chaired by the chief compliance officer and the ranking executive in charge of our Healthcare client portfolio, focuses on how we serve our healthcare industry clients and their customers to meet regulatory requirements and best practices.

Materiality assessment

Our impact and sustainability program is designed to align with our stakeholders' priorities. In 2023, we updated our ESG materiality assessment (previously conducted in 2018) to learn what matters most to our employees, clients, Board, and investors when selecting employers, service providers, and investments. We augmented these insights with input from various assessment frameworks, rating agencies, and emerging regulations. We learned that our stakeholders endorse our commitment to our people and communities where we live and work. It became clear our stakeholders want us to do more for the environment and they expect us to continue our tradition of good governance. Inspired by this feedback, we rebranded our program and this Report from ESG to TTEC Impact and Sustainability Report. We also sharpened our focus on the following priorities for 2023-2025:

Social



Employee recruitment, training, and retention

Diversity, Equity, and Inclusion

Employee engagement and well-being

Community impact

Governance



Good governance for a sustainable business

Ethics and integrity in everything we do

Stewardship of data through privacy and cybersecurity

Board and leadership that represent our values

Environmental



Greenhouse gas emissions tracking

Management of our energy and water usage

Recycling and reuse

Informed by our 2023 materiality assessment, we continue to evolve our impact and sustainability priorities and vision. In 2024, our plans include enhancing employee training and retention, taking our DE&I program global, leveraging our philanthropic efforts to impact our communities, and focusing on the well-being of our employees through innovative health and safety initiatives. Further, we intend to continue to streamline processes to reduce waste, track CO_2 emissions and launch programs to reduce them, and expand our recycling and reuse programs. We are committed to bolstering security to safeguard our data and the data belonging to our employees, our clients, and our clients' customers.



"At TTEC, listening and aligning with what matters most to our stakeholders isn't just a 'check-the-box' motion, it is an intentional step in an overarching commitment to strengthen relationships with our clients, our investors, our employees, and other stakeholders who share our values."

—Judi Hand, Chief Revenue Officer, TTEC Engage

Employer of Choice

Throughout our 40 years, TTEC has continuously refined and enriched its culture to reflect the spirit and passion of our most treasured asset: our people. We understand what matters most to our employees—because we ask. TTEC is a great place to work because our shared purpose inspires us, our values guide our actions in everything we do, and our humanity connects us.

From day one on the job, our employees are set up for success with training and development programs that enable them to map out their own careers. Our commitment to inclusion, employee engagement, wellness, and mentorship secures TTEC's standing as the Employer of Choice.



In this section

- Empowering employees for success
- Employee engagement
- Employee wellness and retention
- Diversity, Equity, and Inclusion
- Impact Strategy
- Philanthropy
- Employee health and safety
- Supply chain management



Our People & Culture strategy empowers the organization to prioritize the well-being, growth, and opportunities for all employees. At TTEC, everyone is valued, respected, and equipped to reach their full potential."

—Laura Butler, Chief People Officer
Head of Social in ESG

Empowering employees for success



TTEC employees are eager to start their workday because they know they have the appropriate tools, systems, and support to achieve their professional goals and build a rewarding career. Among the resources we developed to help employees reach for amazing and become leaders of tomorrow:

Louie, the onboarding buddy

Our virtual assistant, "Louie," is the onboarding buddy for new employees, accompanying them from day one and throughout their first year working at TTEC. Louie is animated and reassuring, empathetic to the natural reticence some new hires may feel as they get acclimated to a new work environment. Louie provides an immersive experience that reinforces our cultural priorities and values, while introducing countless resources designed to help employees succeed. By checking in periodically throughout the year, Louie provides employees just-in-time digital training and development opportunities customized to specific roles.

Louie enhancements for 2023 include: onboarding journey for our Digital team and Engage Sales team, and expansion to more of our global team. Icing on the cake: Louie commemorates work anniversary dates, too.

TTEC Talent, our development secret weapon

Career development is managed through our online portal, TTEC Talent. Here, employees create the career path of their dreams and take an active role in setting their own goals. This platform provides access to best-in-class training, development, and professional guidance. TTEC Talent is a rich, interactive, multidimensional learning hub that contains millions of digital courses for employees. It's also a gateway to free professional and technical certification and prep programs. We've made significant investments in this vital development resource in 2023, including a new TTEC Talent mobile app, to ensure our employees are competent and always growing to keep step with the marketplace's changing demands.

Other 2023 highlights include partnerships with Pluralsight and Coursera to enhance our digital training curriculum and co-hosting a course delivered by Pluralsight's Casey Ayers on "The Agile Transformation."

15+ hours

average training time per G&A employee

$39.75

training cost per G&A employee



Education reimbursement builds knowledge capital

TTEC's tuition reimbursement programs motivate employees to boost proficiency in new techniques relevant to their jobs by removing financial barriers to continuing education.

Our assistance fuels a pipeline of future-ready talent equipped with sharper skillsets that bring fresh thinking and solutions to their teams. Investment in employees' job-related growth makes them feel valued and validates their role in our success.

In 2023, TTEC paid out nearly $400,000 in tuition, books, and fees reimbursement to U.S. employees, a 77% increase over the year prior. Employee participation in our tuition reimbursement program rose 55% from 2022 to 2023.

Initially offered to U.S. workers, TTEC's program expanded in 2023 to 18 geographies abroad. Courses from accredited institutions of higher learning must be pre-approved by TTEC.

- U.S. workers are eligible for up to $5,250 tuition reimbursement ($2,000 for part-time) in a calendar year.
- International employees qualify for tuition reimbursement ranging from $500 to $4,500 (USD) per calendar year.

Tuition reimbursement is offered to full-time employees in good standing who've served continuously in their roles six months and who earn a minimum grade of "C" or "pass." Employees can instead choose the professional certification benefit.

55% rise in employee participation in tuition reimbursement program



> At TTEC, your opportunities are only limited by your willingness to go the extra mile and learn from mentors who are personally invested in your success."
>
> —**Bria Martin,** ESG Program Leader and former LDI intern

Global Leadership Development Internship (LDI)

An aspirational employee experience is foundational to TTEC's future. We're dedicated to attracting and developing the most promising talent and LDI sets out the welcome mat.

High-achieving, early career professionals are drawn to our paid, 10-week summer intern program focused on leadership development. While they have diverse personal backgrounds and academic majors, interns share something in common: a passionate desire to make an impact at work and in their own communities.

TTEC's LDI program engages interns in meaningful projects that expose them to leadership and top-tier clients, while giving them a real-world sense of what it's like to work for a public company. Intern projects demand and nurture creative, problem-solving skills across a wide array of business areas such as customer experience (CX), global real estate, product management, data analytics, automation, artificial intelligence, people and culture, and end-to-end digital transformation journey mapping, to name a few.

LDI had a big year in 2023, with milestones in Mexico and India. In Mexico, 80% of our inaugural intern class was hired into full-time roles at TTEC. This was our best-ever, full-time conversion rate since the program's inception in 2020. In India, we hosted our second annual MBA-level spring internship program. We are exploring opportunities to expand LDI to more global regions in the future.

Employee engagement



Employee engagement survey

Because TTEC takes employee experience seriously, we elevated our approach to measuring engagement in 2023, underscoring our commitment to enhancing workplace culture. We upgraded our processes and systems to gain a comprehensive understanding of employees' sentiments across all levels of the Company.

This involved migrating to a more robust platform, empowering us to more effectively track and understand employee satisfaction over time. Utilizing a data-driven model facilitated by our partner, the new employee engagement software integrates feedback from over 100 million employees worldwide, offering a comprehensive view of our organizational culture.

Moreover, TTEC achieved eligibility for Great Place to Work certification in several countries, with over 80% of global employees surveyed in 2023 affirming TTEC as a Great Place to Work. To leverage this endorsement, TTEC leaders will undergo training and coaching to further enhance the overall employee experience based on the insights gained.

2023 Employee Engagement survey results

Justice

87%

Employees perceive that management promotes inclusive behavior.

Support

80%

Employees feel supported.

Pride

80%

Employees feel a sense of pride in their work.

Camaraderie

80%

Employees feel a sense of enjoyment in the workplace.

Community

80%

Employees feel a sense of community.

Respect

78%

Employees feel respected by management.

Caring

78%

Employees feel cared for.

Fairness

78%

Employees feel that management's practices are fair.

Magic Makers embody best of the best

We celebrate our employees every day but in 2023, we pulled out all the stops. With a "go big or go home" mindset, we celebrated top employees with an extravaganza to coincide with TTEC's 40th anniversary. We chose the Walt Disney World Resort in Florida as the venue to host our most exceptional employees for an all-expense-paid, five-day gala to express our appreciation for their dedication and performance. We call them Magic Makers and 100 of these superstars traveled from eight countries to attend the celebration in early March 2023. Many of our blue-ribbon clients attended the event, too.

TTEC Magic Makers were nominated by their peers. All told, 512 nominations were submitted. Magic Makers — a total of 128 honorees in 2023 — embody our values, such as "lead every day," "reach for amazing," and "live life passionately."

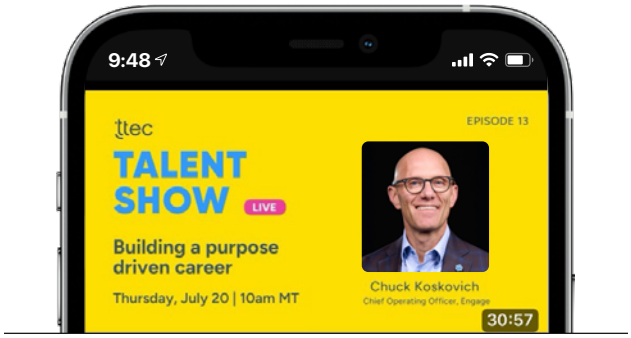
After the fireworks, confetti, and streamers settled at the "happiest place on Earth," our Magic Makers joined TTEC rally teams to work on various initiatives involving automation, branding, career development, recognition, and impact and sustainability. These rally teams, which presented their findings and recommendations for the future of our business, ensure we continue to gather feedback from our most impactful and dedicated Magic Makers.

Check out the Magic Makers Gala

30% Magic Makers based in the Philippines

4 Magic Makers have 25+ years' experience

100 Magic Makers attended Disney gala



TTEC Talent Show: Sharing inspiration

Powered by TTEC on LinkedIn Live, Talent Show is a live video series showcasing TTEC people who bring the skills, the energy, and life to TTEC. Now in its fourth year, Talent Show features guests from around the globe across various departments and levels.

3,000+

average unique views per episode

Our goal is to go behind the scenes with the people who create amazing customer experiences every day. We celebrate DE&I events to highlight our inclusive culture. It's an opportunity to shine a spotlight on our global team and amplify the work they do every day to support TTEC's purpose to *Bring Humanity to Business*. Our guests, such as TTEC Engage COO Chuck Koskovich, shared career advice and each episode closed with a focus on our hot jobs segment to connect the audience with TTEC career opportunities around the world.

Highlights from the 2023 program, which featured 26 Talent Shows on LinkedIn Live:

- 3,000+ unique views on average for each episode
- 350-450 participants for each episode

The most popular episodes were driven by our Employee Resource Groups (ERGs), such as Women in Leadership; TTEC MINDS, whose episodes focused on neurodiversity; and Prism, which advocates for the LGBTQIA+ community and allies.

Employee wellness and retention



Acknowledging that employees can't bring their best selves to work when other aspects of their lives are unbalanced, we provide support and flexibility through various means. Parental leave, wellness programs, and flexible policies aimed at fostering well-being not only contribute to reducing absenteeism but also empower our employees to dedicate time and energy for personal improvement.

Respecting our employees' personal responsibilities and offering avenues for career mobility and growth help form the core of our retention strategy.

Global wellness and mental health

TTEC initiatives fostering well-being include a global wellness program and mental health program. Employees can learn about specific opportunities available to them through our Health and Wellness online portal, which details programs specific to each country. From education to savings to physical fitness, suicide prevention, and confidential professional counseling, these programs are designed to promote mental, physical, financial, and social well-being. Our Wellness Navigators help our employees find and access the resources they need.

TTEC offers private medical plans in most countries, which may include dental or vision. Our overall enrollment rate is 42% on average. We have a dependent care FSA offering for U.S.-based employees and we comply with all country and state requirements and legislation regarding options for employees around the globe.

We also offer life and/or disability coverage along with retirement plans, depending on market competitiveness, prevalence, and local requirements.

Flexible work opportunities

Flexible scheduling provides our associates with a greater level of control and the ability to manage and adjust their schedules as needed, which ultimately provides a greater level of work-life balance. Evolving new labor models like this attract talent looking for non-traditional employment options.

Flexible scheduling at TTEC is a client- and program-specific option. With TTEC's FlexEX scheduling, high-performers, for example, are granted the privilege to select work shifts that accommodate their personal schedules, before the rest of the worker population is assigned work shift hours.

Most employees, up to 75% of whom we surveyed across multiple sites, indicated a preference for flexible scheduling.



Parental leave

In 2023, TTEC offered a new benefit for U.S. employees, a parental leave program for employees in our Digital division and for employees at career level 2 and above across TTEC (excluding Percepta and FCR). There is no legal requirement in the United States for this benefit.

Outside the United States, we offer parental leave programs in compliance with country requirements or laws.

iAspire bolsters retention

TTEC's commitment to our employees extends beyond mere support; it actively fosters career growth and development, serving as a powerful tool for retention. Central to this commitment is our iAspire program, a streamlined process facilitating career mobility within the Company for existing employees.

71% of requisitions filled via the iAspire platform in 2023

In 2023, we enhanced our iAspire program by integrating it with the TTEC Talent portal. This integration ensures that internal candidates' resumes remain up-to-date, providing internal hiring managers with visibility into newly acquired certifications.



"I've been with TTEC for 13 years, initially starting as a coordinator and now serving as a consultant in our people and culture department. What's more, I have the honor of leading one of the Employee Resource Groups at TTEC, Persons with Disability. As a person with a disability, I am proud to be part of this awesome Company that offers such a wide range of support and growth opportunities for individuals with diverse capabilities and abilities, like me."

—Natni Badiola, People and Culture Consultant
Leader of Persons with Disability ERG

Through iAspire, employees receive alerts whenever a new opportunity aligning with their career aspirations becomes available at TTEC. The fact that 71% of requisitions were filled through iAspire in 2023 speaks volumes about its effectiveness.

Performance appraisals: Autonomy that empowers

Complementing our dynamic career mobility initiatives, TTEC conducts performance appraisals, known as "check-ins," on a quarterly basis. These assessments are pivotal to employee retention, providing ongoing evaluations throughout the year. The process, based on the SMART goal methodology, engages employees to take ownership of their career development. Managers and employees jointly set performance goals relevant to employees' roles and aligned to their department's specific strategic objectives. The check-in process involves self-assessment and provides a holistic view of performance and development — crucial for retaining top talent. Results of check-ins are transparently shared with employees to identify specific training and development needs and opportunities.

Empower, our dedicated performance tracking tool for contact center associates and team leads, provides valuable insights into both individual and team performance. Each program features specific KPIs tailored to their unique requirements, allowing employees to view their performance against these metrics. This level of autonomy and visibility into their performance contributes to a sense of control and accomplishment. Additionally, Empower facilitates a streamlined process for team leads to document coaching sessions with employees — a key element of our commitment to employee development and retention.

Freedom of association and collective bargaining

Per the TTEC Contact Centre Enterprise Agreement 2021, TTEC International Pty Ltd is committed to fostering a workplace environment that upholds the principles of freedom of association and collective bargaining. The policy, applicable to our Australian operations, demonstrates our dedication to fair labor practices.

Diversity, Equity, and Inclusion



TTEC is able to infuse humanity into everything we do because we embrace and celebrate diversity. We insist on equity and inclusion. With more than 60,000 employees engaging in more than 3.5 million daily interactions across six continents, TTEC represents a vibrant mosaic of world views, experiences, and cultures.

Our progress on DE&I initiatives is reported to the TTEC Board of Directors annually, and sometimes more frequently whenever we achieve important milestones.

TTEC's Diversity Council revamped its charter in 2023 to become more inclusive and to better assess engagement and participation across the organization. Specifically, the Council sought out members with greater intentionality in 2023, to ensure voices from all departments and geographic regions are represented across people and culture, legal, operations, talent acquisition, enterprise services, and our Employee Resource Groups. The updated charter encourages input from all business functions, reveals new opportunities to improve, and ensures the Council is effective when making recommendations to company leadership.

The Diversity Council chair, who holds a seat on the ESG Executive Council, leads work in four focus areas.

- **Strategy and infrastructure**, covering sustainability, philanthropic impact, supplier diversity, and partnerships.
- **Awareness and education**, to ensure resources are deployed appropriately to promote awareness that enables an inclusive workforce to thrive.
- **Employee engagement and retention**, to cultivate Employee Resource Groups and nurture growing communities of support.
- **Talent acquisition and development**, which includes targeted training and development opportunities that maximize performance, enable upward professional mobility, and increase employee engagement.

Among TTEC's DE&I achievements in 2023:

- **Diversity compliance courses:** For the first time, DE&I training, delivered through the TTEC Talent portal, was mandatory for our employees. Course completion rates among G&A employees reached 99% and completion rates for contact center associates hit 96%.

99% Diversity training completion rate, TTEC G&A employees

96% Diversity training completion rate, TTEC contact center associates

- **Impact, Sustainability, and Diversity dashboard:** The Diversity Council collaborated with IT and other internal department leads to build a digital hub to capture critical data points related to DE&I, philanthropy, and sustainability to ensure TTEC remains the Employer of Choice.

- **DE&I global calendar:** DE&I is not a seasonal holiday to be celebrated at a designated time of year; at TTEC, advocacy is a yearlong endeavor. We commemorate World Mental Health Day, Breast Cancer Awareness Month, International Transgender Day of Visibility, Women's Equality Day, Neurodiversity Month, and much more. DE&I is promoted through our monthly TTEC in Action newsletter and on social media channels. We ask our employees to alert us to holidays that are important to them and their cultures so we can celebrate with everyone.

- **Spectrum**, our DE&I group in the Philippines, was active in 2023. More than 700 employees participated in the Metro Manila Pride March and more showed up for the Iloilo Pride March in October. Spectrum partnered with Philippine Financial Inter-industry Pride (PFIP), an NGO that promotes LGBTQ+ inclusion. Its Think Green, Live Green group took part in a waste cleanup project to benefit women-owned small businesses in Las Pinas.

Looking ahead, the Diversity Council continues to partner with Management Leadership for Tomorrow with the objective of becoming a designated Black equity-certified employer by 2024.





"We drive an inclusive culture because it is the right thing to do, and also because we understand that it is a business imperative to stay competitive for the best talent in the market."

—Ebony Langston, VP, Sales, Healthcare Solutions
Chair of TTEC Diversity Council

92%

of global employees agree that "People here are treated fairly regardless of their **sexual orientation**"

91%

of global employees agree that "People here are treated fairly regardless of their **gender**"

90%

of global employees agree that "People here are treated fairly regardless of their **race**"

88%

of global employees agree that "People here are treated fairly regardless of their **age**"

Workforce Demographics

(U.S. Population)

Employee Resource Groups

TTEC Employee Resource Groups (ERGs) are established and led by our employees, who are energized to welcome and uplift underrepresented voices to advance career development and overall well-being. Through peer mentorship and open discussion, historically marginalized groups are empowered to share their knowledge and experiences so we all can become more aware and attuned to each other's needs.

Our ERGs educate about social injustices so we can un-learn preconceived notions and shed biases we may not even know we hold. The result: enlightenment that makes it easy to infuse humanity into everything we do.

Check out Employee Resource Group photos



Women in Leadership (WIL) elevates women through mentorship, educational programs, networking, and advocacy. In 2023, WIL United States donated $1,000 to Carroll County Emergency Shelter in Georgia; WIL Mexico donated daily essentials to the Casa Hogar Madres Solteras A.C. women's shelter; and WIL India, together with TTEC Foundation India, provided 300 toilets (and pledged 700 more) to private homes in remote villages near Ahmedabad, where sufficient sanitation is lacking.



TTEC's newest addition is our **Persons with Disability (PWD)** Employee Resource Group, which seeks to ensure all employees attain a fulfilling career with full support from the Company. Established in July 2023, this group was jumpstarted by our employees in the Philippines. With 94 self-declared members plus 29 global allies, this thriving ERG is supported by executive sponsors and regional ambassadors from North America, EMEA, and LATAM. PWD promotes diversity, inclusivity, and equal employment opportunities through awareness programs and projects that engage and unify.



Prism is dedicated to employees who identify as LGBTQIA+ and their allies. Our 725 members share opportunities in education, career development, and networking via webinars, podcasts, published employee profiles, and focus groups. Other activities included celebrating International Transgender Day of Visibility in March and Pride Month in June 2023, when Prism was among the many sponsors of the Denver Pride 5K run and Pride Fest that drew more than 500,000 attendees. In the Philippines, Prism made $4,000 in monetary and equipment donations to Gabay sa Pulang, a nonprofit that supports people living with HIV in the Philippines.



TTEC MINDS, founded by TTEC employees in 2022, provides support for neurodiverse employees, fostering a sense of belonging and inclusivity. Monthly, member-led interactive sessions explore tips, tricks, and challenges, while sharing stories and moments of celebration. Guest speakers in 2023 included global advocates for neurodiversity inclusion and accessibility in the workplace.



Champions of Color fosters a safe and collaborative environment for TTEC employees of Black, African American, and African descent. The group's 2023 Barber/Beauty Shop series focused on discussion topics that resonate such as Black representation in the media, policing, and code-switching. Champions of Color supported the partnership with Management Leadership for Tomorrow (MLT) in pursuit of MLT Racial Equity at Work Certification for TTEC by 2024.

Impact Strategy



The newest initiative that enriches TTEC's positive influence on the world got going in earnest in 2022 and the momentum really kicked in in 2023.

In 2023, TTEC set the foundation for our Impact Strategy. We built the infrastructure and defined a framework to drive systemic change for our own organization and for our clients. And, because you can't manage what you can't measure, we adopted a system of measurement to track key performance metrics — those proof points that quantify socioeconomic improvements to validate an Impact Strategy is delivering on its objectives.

TTEC's Impact Strategy is not a marketing tactic. It is a philosophy that centers on the impact we can make on an individual, a community, a region, and the world as we provide a great customer experience on behalf of brands everywhere.

It's how we do business.

7 pillars underpinning a holistic approach to our Impact Strategy

TTEC has a long history of hiring practices that focus on historically marginalized groups facing obstacles in finding employment including single mothers and other care givers, refugees, military veterans, displaced workers, LGBTQIA+, persons with disability, and Dreamers.

Until recently, these talent acquisition efforts were carried out in siloes on a country-by-country basis. In 2023, TTEC developed a holistic Impact Strategy business model, supported by seven pillars, that can be deployed globally and aligns to the United Nations Sustainability Development Goals (UNSDGs).

This model is multidimensional and sourcing of talent is merely one of the seven pillars. Other Impact building blocks set in place in 2023 include:

- **Establishment of a global Impact Practice Advisory Group** comprised of like-minded clients, partners, and key stakeholders who are committed to long-term objectives.

- **Impact Economics** methodology and metrics: In 2023, TTEC adopted a robust set of globally recognized and location-specific measures of meaningful impact to illustrate the breadth and depth of our initiatives. Because each community is unique, metrics are defined and reported based on the most pressing needs of a given location. Among the areas to measure so we can report our progress:

  - access to employment, residential stability improvement, reduced commute cost/time
  - access to education, workplace readiness training, access to high-quality learning environments, employee retention
  - wage parity, job security improvements, career mobility, total jobs created, "first job" hiring rates
  - direct funding and nonfinancial support, supplier diversity

- **In-country Impact ambassadors** are our boots on the ground in regions across the globe. Ambassadors build local relationships and facilitate projects that align to the global model while adapting to the local context. Ambassadors report up to our Global Impact Operations Delivery Committee and keep our Global Impact Executive Steering Committee apprised of progress. In 2023, TTEC appointed its first Impact ambassador, who is based in South Africa.
- **Impact Partners:** We work with local governments, nongovernmental organizations (NGOs), educational institutions, nonprofits, and more to unearth opportunities for collaborative projects that uplift communities.

Check out our Impact Strategy in action



A holistic impact approach for TTEC and our clients

Going beyond impact sourcing to amplify our Impact Strategy for systemic change in the geos where we operate

1 **Impact Locations**

Source a location that both benefits the employees we hire and their communities.

Taking the work to where the people are.

2 **Impact Education**

Partner with local and regional education entities to design and deliver specialized certification classes to start graduates on a path to success in customer service, technical support, inside sales, and other career opportunities.

3 **Impact Sourcing**

Reduce barriers to entry for marginalized individuals.

4 **Impact Careers**

Hire with sustainability in mind—proper employment contracts, meaningful and competitive pay, and employment benefits. Through our people model, we will be deliberate about the development paths for impact hires.

5 **Impact Community**

Look across our procurement requirements to see how we can source from within these communities—catering, transport, and other related services.

6 **Impact Measurement**

Derive a set of quantifiable and shared long-term measures on which to report progress and overall social return on investment.

7 **Impact Investing**

Work with our clients to explore how we unlock new impact investments to amplify our strategy.



Recruitment — just one arrow in the quiver of our Impact Strategy

We're aware that inclusion doesn't just happen organically. We need to make it happen. Our marketing and recruitment teams work together to target and source community organizations that represent marginalized communities. Our outreach and rich relationships with these groups create the foundation for successful hiring and development initiatives.

Africa

Day of 1,000 Opportunities is an annual event hosted by CapeBPO and Futur-ED e-learning centers that attracts 1,000 unemployed youth from Athlone and surrounding areas. In 2023, TTEC met with and interviewed individuals from this talent pool, who participated in a three-day BPO work readiness accelerator program.

Colombia

In 2023, TTEC Colombia participated in an English for Work language skills program in Barranquilla. Classes were taught in grammar, vocabulary, listening comprehension, and speaking, focusing on topics and situations related to the work environment in the BPO sector. As a registrant in Barranquilla's Universidad del Atlántico employability portal, TTEC participated in job fairs that resulted in 236 job applications.

Philippines

In 2023, we worked with Public Employment Service Offices (PESOs) to host citywide job fairs, TTEC-exclusive job fairs at their offices, and community engagement to share career opportunities TTEC offers.

United States

Through the Healthcare College of Insurance (COI) training program, TTEC guides students through pre-licensure training, enabling learners to pass their state's licensure exams. Once licensed and fully trained, these employees aid vulnerable populations in researching and selecting critical healthcare coverage. Through this program, we're able to help upskill marginalized communities and support their accomplishments of licensure, which they can take anywhere in their career.

Inspired by the spirit of service for Mandela Day 2023, our U.S. recruitment team hosted a free Resume Glow Up on Facebook to help job seekers make their resumes shine. Our recruiters reviewed resumes ahead of our live conversation and emailed personalized advice back to job seekers.

TTEC partnered with the Urban League in Kansas City to participate in mock interviews and hiring events that produced 15 TTEC hires in 2023. Our work with Kansas City Workforce resulted in 27 hires in 2023.

To encourage stronger community connections, TTEC hosted a live series on Facebook that served as a gateway to resources social media followers may not realize are available to them. Among the guests on the Pay it Forward series in 2023 were WorkReady OKC, the Wounded Warrior Project, Goodwill Industries of Central Oklahoma, and PACareerLink.



> "Driving positive impact and economic vibrancy to communities with limited opportunities is a stride to a sustainable future, where prosperity is not limited by geographies."
>
> **—Adam Foster,** President, TTEC EMEA

2,200

employees underwent TTEC's College of Insurance training under the Texas on-the-job training program

319

learners in the College of Insurance class of 2023

Philanthropy



The sense of belonging and deep connections we nurture through diversity and inclusion is bolstered by TTEC's global philanthropic endeavors. We encourage our employees to call our attention to causes that matter most to them — community needs that may not even be on our radar — so support and resources can make a difference in people's lives.

TTEC Foundation

Our Foundation is employee-driven. Grant requests are initiated by our own people and community leaders because they witness firsthand the need for education and other resources that can improve the lives of children in need. We fund programs across the globe and focus on literacy, technology, state-of-the-art learning environments, and tools.

Together, TTEC philanthropic foundations donated a total of

$486,974

to communities across the globe



> "TTEC Foundation is passionate about education. Each year, we seek new ways to uplift communities where our employees live and work by providing funds, volunteers, in-kind services, and donations of technology focused on those in greatest need."
>
> **—Rich Herbst,** VP, Learning and Development
> *TTEC Foundation Chair*

In 2023, the TTEC Foundation approved 93 employee-sponsored grants globally, totaling nearly $280,000. Monetary donations and tangible gifts are awarded to a vast array of causes and here are just a few highlights from across our geographies:

During summer 2023, we staged a Grand Donation event in the Philippines, where we visited 12 schools and institutions simultaneously on the same date to present worthy groups with donations valued at more than $35,000. Computer laptops and tablets were issued to enhance the learning experience. TTEC Foundation also unveiled plans to build a music library and a deep well water system in a remote location of the Philippines.

All told, 5,000 students across the Philippines benefited.

Learn more about TTEC Foundation

In the United States, a grant was awarded to the East End United Community Center in Uniontown, Pa., where 60% of the children live at or below the poverty level. This included new and upgraded playground equipment for the Little Legends daycare center, impacting 180 children.

In Mexico City, we awarded a grant to the Christel House, funding new school uniforms for 360 children just in time for the back-to-school season.



TTEC India Foundation

- **Improving sanitation:** Founded in 2021, the TTEC India Foundation allocated $82,000 to construct 1,000 toilets for families in Indian villages lacking proper sanitation. The pledge is part of a five-year plan and the first batch of 300 units was constructed and delivered in 2023 to three remote villages outside the city of Ahmedabad. Lack of proper sanitation poses health risks and affects the dignity and quality of life of those living in these areas. By providing toilets to private homes, TTEC is helping to improve the sanitation infrastructure, promote better hygiene practices, and reduce disease risk.



"In our philanthropic endeavors, we don't measure success solely in dollars; we measure it by the lasting change we can bring and how we can impact lives in a meaningful way."

—**Arnab Ray,** Head of APAC and India Operations

$66K

TTEC India Foundation grant funds construction of center for children with intellectual disabilities

- **Lifting up children with challenges:** Construction of a training and rehabilitation center for children with intellectual disabilities was completed in September 2023, thanks to a $66,000 grant from the TTEC India Foundation. The goal of the project, in partnership with the Chinmay Residential Institute for Mentally Challenged Children, is to defray operating expenses and double capacity of the center from today's 50 children to 100 children over the next three years.

300 toilets constructed for families in Indian villages

- **Walking for causes:** The 2023 TTEC Charity Walk raised $37,500 to benefit four NGOs supporting specific groups in need: education and rehabilitation of the most vulnerable children in rural areas, underprivileged patients in need of comprehensive cancer care, surgical treatment to address health issues of underserved children and women in remote villages, and higher education and vocational skills training for girls.

- **Showcasing excellence to emulate:** Nothing inspires us more than people who excel in the face of challenges, always with a smile. That's why the TTEC India Foundation funded a $10,000 sponsorship of Paralympic Sports athlete Bhavani Kedia, representing India in the World Deaf Tennis Championship in 2023.

Employee health and safety

A prepared workforce protects everyone's safety and well-being

To protect our people and visitors, we promote awareness and education on an ongoing basis to keep everyone's knowledge and safety skills current. Much of our training and testing is mandatory, ensuring our workforce is well-equipped to safeguard themselves, co-workers, and visitors against any type of threat.

P3: Predict, prevent, protect

In 2023, TTEC engaged crisis management firm BDO USA to develop and deploy hands-on, in-person training for our leaders along with digital courses for all employees globally. This TTEC-specific program — implemented at all levels in the organization — fosters a culture of preparedness for troubling situations and behaviors. The P3 Program is built on three key tactics: predict, prevent, and protect.

Learning modules show employees how to assess behaviors and situations to determine risk level and take appropriate action as well as how to recognize when a low-risk scenario may suddenly escalate to high risk. Through digital simulations of active assailant encounters, employees practice de-escalation and other responses to stay safe both within and outside the workplace.

Understanding workplace violence and its many forms

Violence in the workplace can erupt suddenly. Sometimes the warning signals are there but go unheeded. Mindful of this, we urge our employees to be observant of their surroundings and make clear there is no such thing as good-natured bullying. Our zero-tolerance policy encourages employees to report any safety concerns they may have, anonymously if they choose, through our We Hear You (WHY) helpline.

Our training covers a range of simulated active assailant situations so employees learn the best course of action to take, whether it is to calmly withdraw from a potentially dangerous situation, take shelter quickly if unable to flee, or in the most extreme cases, defend themselves against an immediate violent threat.

Tailor-made policy for Philippines

Our employees in the Philippines are required to complete a six-course learning module that covers safety hazards and controls, risk assessment, emergency preparedness, and compliance.

To promote wellness, TTEC provides employees free, on-site clinics at most Philippines locations, where they can access annual physical exams, emergency care, wound care, vital signs monitoring, prescription management, health education, and more. Additionally, employees must comply with TTEC policies relating to HIV-AIDS, hepatitis B, tuberculosis prevention and control, dangerous drugs, and substance and alcohol abuse.

All reported workplace injuries, illnesses, accidents, and hazards are investigated.

Health and safety oversight that evolves and flexes

TTEC's Health and Safety committee reviews incident reports to identify hazards, proposes corrective measures, and provides guidance to help make safety part of the company culture. The committee is comprised of global leadership across legal, operations, people and culture, facilities, and sourcing.

The welfare of our most cherished asset, our people, is paramount. TTEC revisits and revises its Health and Safety policies on an ongoing basis to ensure they address the full scope of potential risks and hazards in the workplace.

TTEC's unwavering commitment to a safe and healthy workplace is paramount. We proudly declare our intent to develop a more robust Health and Safety policy in 2024 to fortify our commitment to employee welfare and demonstrate our dedication to responsible and sustainable business practices.

Supply chain management

TTEC respects and protects the rights of those who work for us, directly and through our vendors, and provides appropriate working conditions and fair wages. Forced labor, child labor, and other human trafficking practices have no place in our business. We demand no less from our suppliers who we require to share their practices and align to our values.

We take steps to ensure we do not do business with organizations lacking similar standards. We are committed to a zero tolerance policy on modern slavery and take steps to ensure our processes, systems, and training minimize the risk of human rights violations in our business and among those who do business with us.

Read our Global Modern Slavery policy

In 2023, TTEC made our supplier due diligence process more vigorous by requiring our third-party partners to respond/answer/address these critical questions:

- Does your company agree to meet all the required labor laws of your country and any applicable local laws and standards specified in the contract?
- Can you confirm that your corporate policies support and respect legal and contractual rights of workers, both permanent and casual?
- Do you have mechanisms for your workers to raise concerns about their working conditions and other work-related grievances including discrimination?
- Do you have mechanisms in place to evaluate and address the risks of modern slavery and child labor?
- Can you confirm that under no circumstances will you employ workers under the local legal minimum age for work by depriving them of the opportunity to attend school?

Our current process is a self-certification approach on suppliers' commitment to these standards. TTEC's onboarding process is automated in a third-party risk management solution to include due diligence and onboarding assessments. Our supplier contracts also enforce governing laws to be followed.

In addition to self-certification, there are also periodic and scheduled meetings to review KPIs, performance, and contractual obligations with the sourcing supplier and the global procurement team as part of their master service agreement/statement of work requirement.



"Impact sourcing serves as a catalyst for our sustainable growth. We integrate ESG principles in our supply chain operations to ensure purpose driven sourcing."

—Burce Anderson, VP, Global Procurement

TTEC's due diligence and onboarding assessments examine:

- Anti-bribery and anti-corruption
- Business continuity and disaster recovery
- Environmental, Social, Governance (ESG)
- Global privacy
- General third-party risk management
- OFAC sanctions screening
- Corruption Perceptions Index (CPI)
- Geo location
- TINCheck (U.S. only)

Investment of Choice



As a publicly traded Company, TTEC is committed to strong corporate governance and transparency, ensuring our business is conducted ethically and with integrity. Our corporate governance structure includes an independent Board of Directors that provides oversight and guidance, promoting informed and ethical decision-making at the highest level, and a personally accountable executive team that takes responsibility for how TTEC does business. To support these principles, TTEC maintains robust policies and the Code of Ethics that sets clear standards for ethical conduct by all employees, partners, and suppliers.

Through our comprehensive governance policies and programs, we drive principled actions and appropriate monitoring of compliance and performance. We are steadfast in our efforts to remain a commercially successful, socially responsible enterprise that maximizes value for our stakeholders and delivers exceptional service to our clients.

Read our corporate governance policies

In this section

- How TTEC is governed
- Ethics and compliance
- Responsible AI use
- Data privacy and security
- Resiliency management
- Business continuity and disaster recovery
- Enterprise risk management



"Our governance is built on a solid foundation of public company transparency, ethical business practices, robust compliance policies, and efficient risk management. Our Values and our ethical compass direct every business decision, making TTEC an Investment of Choice."

—Margaret McLean, General Counsel,
ESG Executive Sponsor
Head of Governance in ESG

How TTEC is governed

TTEC recognizes strong corporate governance is essential to achieve industry leadership and the appropriate balance between the objectives and priorities of our stockholders and other stakeholders — our valued clients and the communities where we work.

TTEC's Board of Directors adopted these corporate governance guidelines, which together with TTEC Restated Certificate of Incorporation, our company bylaws, and charters of the board's committees, provide a framework for how TTEC is governed.

These guidelines are reviewed each year by the board's Nominating and Governance Committee to ensure they advance the best interests of TTEC, stockholders, and other stakeholders, while complying with relevant laws that regulate TTEC's business.

How TTEC is governed

Our Company is led by our Board of Directors, elected by our stockholders. The board's responsibility is to oversee and guide the TTEC management team in its overarching objectives of a commercially successful, socially responsible enterprise that maximizes value for our stakeholders and delivers exceptional service to our clients. The Board is responsible for the oversight of TTEC's strategy and monitoring of the company's financial reporting, ethics, and regulatory compliance programs. The Board delegates the day-to-day operations of the Company to its management team led by TTEC's chief executive officer.

Board composition and performance

Board size and composition

TTEC's Restated Certificate of Incorporation provides for a board size of between two and 11 directors. The Board, which currently has eight members, believes that the interests of the Company and its stockholders are best served when the majority of directors are independent. The Board is led by TTEC Founder and CEO Ken Tuchman, who serves as the chairman of the Board.

Today, the Board does not require separation of the positions of chairman and chief executive officer. The Board, however, retains the flexibility to determine from time to time whether the Chief Executive Officer and the chairman positions should be combined or separated, whether an independent director should serve as chairman of the Board, and whether to appoint a lead independent director to serve as a liaison between independent directors and the chairman.

Director independence

The Board performs an annual review of its members' independence in accordance with the independence standards of the NASDAQ Stock Market. Each director, and any nominee, provides the Board with full information regarding his/her business and other relationships with the Company and its affiliates, including executive officers, to enable the Board to make its independence determinations. Directors are required to inform the Board of any material changes in their circumstances or relationships that might affect the board's determination of the directors' independence.

In 2023, seven out of eight members of the Board of Directors were independent directors pursuant to the standards set forth in the NASDAQ Stock Market Rules, which is the standard used by the Company to determine board member independence.

Director selection process

The Board is responsible for selecting and approving nominees for outside directors and for approving management director nominees. The Board has delegated responsibility for overseeing the director nominee screening process to the Nominating and Governance Committee.

Shareholders may recommend future nominees for board membership by submitting written suggestions in accordance with the company's bylaws, Restated Certificate of Incorporation, and applicable law, to: Chairman of the Nominating and Governance Committee; c/o TTEC, 6312 S. Fiddler's Green Circle, First Floor, Suite 100N, Greenwood Village, CO 80111, USA, Attention: General Counsel and Secretary. The Nominating and Governance Committee uses one set of criteria for evaluating candidates regardless of referral source.

TTEC directors are elected by a plurality of the votes cast at any meeting of stockholders. All director nominations are made in accordance with the bylaws of the Company and are communicated to the corporate secretary in writing not earlier than close of business on the 120th day and no later than close of business on the 90th day prior to the first anniversary of the preceding year's annual meeting of the company's stockholders.

Board member qualifications

The Nominating and Governance Committee is responsible for periodically reviewing with the Board the appropriate skills and characteristics of board members in the context of the then-current makeup of the Board and the company's needs at that time, and for selecting director nominees for full board consideration.

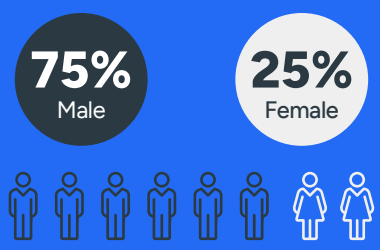
The Nominating and Governance Committee selects director nominees on the basis of their experience, background, judgment, integrity, ability to make independent analytical inquiries, understanding of the company's business environment, personal accomplishment, geographic, gender, age, or ethnic diversity, and willingness to devote adequate time to board duties. In making its nominations, the Board evaluates each individual in the context of the Board as a whole, with the objective of recommending a group who can best achieve the success of the company's business and represent stockholders' interests through the exercise of sound judgment.

Term limits and retirement age

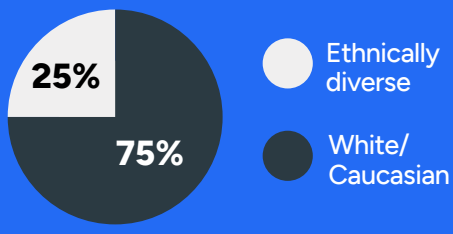
TTEC directors are elected for a term of one year. The Board does not believe it should establish limits on the number of terms a director may serve. Term limits may cause the loss of experience that is important to the optimal operation of the Board.

Board composition

Board membership by gender



Board membership by ethnicity



The Board does not believe that mandatory retirement age is necessary for TTEC directors. It is the view of the Board that directors who have served for an extended period of time provide valuable insight and continuity to the operations of the Company. With its annual assessment, member competency reviews, and annual director nomination process, the Board believes it has appropriate mechanisms in place to maintain the expertise on the Board necessary to support the business and serve TTEC's stockholders.

Board equity holding requirements

To create alignment with long-term shareholder interests, our Board believes that directors should be long-term owners and requires each outside TTEC director to hold equity in the Company with a current value of 5x the value of the director's annual cash retainer.

Ethics, conflicts, and board conduct

Members of the Board shall act at all times in accordance with TTEC Ethics Code: How TTEC Does Business, which applies to all directors and TTEC employees. This includes, in particular but without limitation, strict adherence to TTEC's policies with respect to conflicts of interest, confidentiality, and ethical conduct in all business and personal dealings. Board members are required to be mindful of possible conflicts of interest, including anything that could impair their independence as directors of the Company, and should discuss any issues that may raise ethical or conflict of interest concerns with the company's general counsel, board chairman, or the chair of the Nominating and Governance Committee. If a significant conflict arises and cannot be resolved, a director is expected to resign. The Board is further committed to full disclosure in accordance with all applicable requirements of potential conflicts and any waiver approved by the Board.

Avoiding overboarding

TTEC expects its directors to devote sufficient time to their responsibilities and they are encouraged to limit their membership on boards of other public companies. TTEC believes that the issues the Company faces are complex and evolving, requiring focused time and attention from its board members. To help ensure that the company directors have adequate capacity to focus on their responsibilities and to serve in the best interest of its shareholders, the Company expects its outside directors will sit on no more than four public company boards in addition to the TTEC Board, provided, however, that five public board memberships may be permitted in certain circumstances when some of the boards are not very active (have fewer than four meetings a year, for example). Additionally, TTEC expects that if directors are employed in a senior executive capacity, then such directors will serve on no more than one public company board in addition to the TTEC Board and the board of the company where they work. Moreover, TTEC directors may not hold more than two public company audit committee roles.

Performance evaluation

The Board conducts an annual evaluation of its overall effectiveness and the effectiveness of each committee. The Nominating and Governance Committee manages this process by directing the general counsel and company secretary to administer the annual evaluation. The chairman of the Nominating and Governance Committee reviews the evaluation feedback and uses the information to work with the full Board to implement changes or improvements in the functioning of the Board and to recommend board education.



TTEC Board of Directors



Kenneth D. Tuchman
Founder

Committee:
- Executive (Chair)

Qualifications: Founder and controlling stockholder of TTEC; extensive private equity experience



Gregory A. Conley
12 years at TTEC

Committees:
- Audit (Chair)
- Compensation
- Security and Technology

Qualifications: Public company board experience; extensive experience as Chief Executive Officer and director of technology companies; leadership in technology innovation



Tracy L. Bahl
11 years at TTEC

Committees:
- Compensation (Chair)
- Nominating and Governance
- Executive

Qualifications: Experience in the healthcare industry; extensive experience as public company and private equity executive



Robert N. Frerichs
12 years at TTEC

Committees:
- Nominating and Governance (Chair)
- Audit
- Compensation

Qualifications: Global business experience; public company board and consulting industry experience; significant risk management experience; public company audit experience



Ekta Singh-Bushell
7 years at TTEC

Committees:
- Security and Technology (Chair)
- Audit

Qualifications: Public company board experience; experience in finance, public company audit, technology, cybersecurity; experience outside of the U.S., and ESG credentials



Marc L. Holtzman
10 years at TTEC

Committee:
- Nominating and Governance

Qualifications: Public company board experience, extensive experience as a financial industry executive and board member; extensive emerging markets experience



Steve J. Anenen
8 years at TTEC

Committees:
- Audit
- Nominating and Governance
- Executive

Qualifications: Experience as a senior executive at a global public technology company; chief executive, automotive, and technology experience markets



Gina L. Loften
3 years at TTEC

Committees:
- Compensation
- Security and Technology

Qualifications: Extensive technology, cybersecurity, public sector experience; public company board experience; diversity leadership

Learn more about the TTEC Board of Directors

Executive Leadership Team

Executive Security Steering Committee



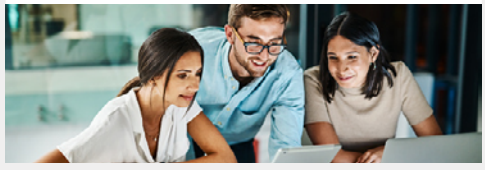
Financial Risk Management Committee



Responsible AI Council



Ethics Steering Committee



ESG Executive Council



Healthcare Compliance Committee



Health and Safety Committee



DE&I Council



Ethics and compliance

How TTEC Does Business, our Ethics Code for global stakeholders, is the ethical compass for our employees and suppliers on how we collaborate with our business partners, engage with the marketplace to compete for business opportunities, support communities where we live and work, and most importantly, declare what we expect from each other, as we deliver the highest quality of service and innovation to clients and value to shareholders.

TTEC provides a confidential, 24-hour helpline managed by a third party. The helpline, We Hear You, or WHY, added a new AI category in 2023 so employees can report AI-related concerns. We Hear You is available to our employees and suppliers globally, in most languages spoken by our 60,000+ employees. Employees and suppliers can use the helpline to ask questions or report suspected violations of our Ethics Code, company values, policies, or laws. The helpline is available electronically and telephonically, and users can choose to engage anonymously. Every report is assessed and investigated by a member of our ethics or people and culture compliance teams.

Along with our other operations, various ethical standards topics (i.e., privacy, fraud, We Hear You helpline, background checks) are audited every one to three years based on input from the business.

99% Ethics and compliance completion rate, TTEC G&A employees

96% Ethics and compliance completion rate, TTEC contact center associates

We use artificial intelligence ethically

TTEC uses AI tools on behalf of the Company to run our business, support our employees, and to serve our clients. We use these tools for good, including meeting our business aspirations and our clients' expectations, while following relevant regulatory requirements and best practices.

We understand the importance of proactively addressing ethical issues, establishing decision-making principles on the use of AI in our organization, including careful selection of training data, transparency about how AI is being used, and appropriate oversight of its use. We value the responsible and ethical use of AI as an enablement tool and not a wholesale, unsupervised replacement of people and functions. AI at TTEC supplements and enhances human abilities but it does not lessen their value.

Ethics and compliance training

All new employees are required to complete our ethics, information security, and privacy training within 30 days of joining the Company. As a part of onboarding, our employees are required to attest, and their managers are required to confirm, that they've reviewed our Ethics Code and understand the company's expectations about ethical conduct. Such attestation is a condition of employment at TTEC, and all people managers are held accountable for the completion of this training by their direct reports.

Tenured employees are assigned a tailored compliance training schedule annually that includes, depending on the role, conflict of interest, anti-corruption, workplace harassment, phishing/smishing, HIPAA, wage and hour pay practices, and whistleblower and nonretaliation.

All senior executives and financial officers annually attest to their understanding of topics including code of conduct, fostering diversity and inclusion, financial ethics, workplace harassment, protecting intellectual property, and cybersecurity. The completion rates for ethics and compliance training among G&A employees reached 99%, while contact center associates achieved a 96% completion rate.

Political Contributions and Lobbying

TTEC is committed to being a responsible corporate citizen everywhere the Company does business. TTEC encourages employees to take an active interest in public service and good government in the communities where they live and work. Equally important, it is the policy of TTEC that while political discussions by employees are not prohibited in the workplace, they also are not encouraged. The Company supports employees' right to be free of politicizing by others.

The use of TTEC's funds, assets, premises, and resources in connection with political activities can only be made in accordance with the applicable laws, rules, and regulations that apply to political activities in jurisdictions where we operate. Such usage must also comply with TTEC's global Political Activity policy. All lobbying activities in the name of the Company or on TTEC's behalf, including participation in any trade groups or associations, must be aligned with TTEC's business strategy and interests.

Written approval for such activities must be obtained in advance from TTEC's chief marketing officer, the head of the business segment funding the participation, and TTEC's general counsel and chief legal officer. TTEC's Political Activity policy prohibits any supervisor, manager, or officer of the Company from directing an employee to make contributions to, speak on behalf of, or support political causes of any kind.

494

allegations about violations of our Ethics Code or policies.

44%

of concerns brought to our attention required action, our investigations determined.

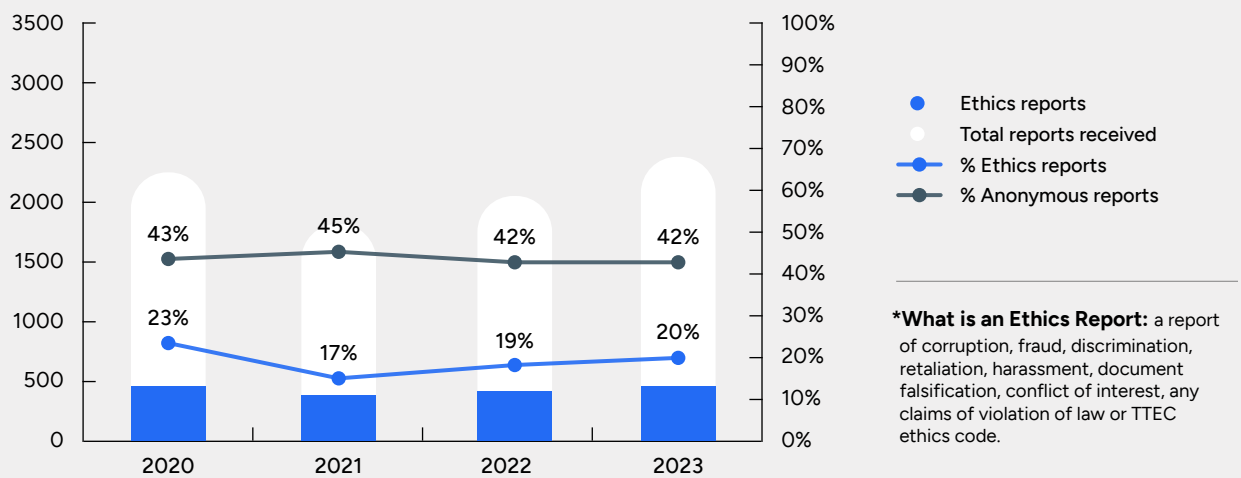
18 days

median number of days in 2023 it took us to investigate an ethics concern and take corrective actions as appropriate

2,460

total questions and concerns addressed through our WHY helpline in 2023.

We Hear You (WHY) Helpline Traffic Trends YOY



***What is an Ethics Report:** a report of corruption, fraud, discrimination, retaliation, harassment, document falsification, conflict of interest, any claims of violation of law or TTEC ethics code.

Responsible AI use



As the use of artificial intelligence proliferates throughout the world, TTEC has taken proactive steps to ensure we help our stakeholders identify and source AI tools in value-added contexts and also make sure that in providing such advice and services, we use AI ethically and in accordance with our values. In 2023, we adopted TTEC's AI Use policy to provide guidance on the responsible use of AI in the company's business and as part of our client solutions. We also established the TTEC Responsible AI Council appointed by executive leadership to oversee, govern, and approve generative AI tools and use cases at the Company. All utilization of AI tools in TTEC practices must be cleared with TTEC's Responsible AI Council, the governing body for our AI use.

Our objective is to use this technology for good, while meeting our business aspirations, clients' expectations, regulatory requirements, and best practices. At TTEC, we value the responsible and ethical use of AI as an enablement tool — not as an unsupervised replacement of people. When TTEC utilizes AI-powered, large language models, we understand the importance of proactively addressing ethical issues, establishing decision-making principles on the use of AI in the workplace, including careful selection of training data, transparency about how generative AI is used, and oversight of its use.

Our AI Use policy requires strict adherence to the following guidelines in connection with our use of generative AI tools:

I

Data Privacy/security and proprietary and sensitive information: Must comply with data protection laws, and we must handle any personal or sensitive data with appropriate care. TTEC will respect the rights of individuals and will only process confidential or personal information in accordance with applicable laws and TTEC's contractual commitments. TTEC's use of generative AI tools is subject to all relevant TTEC policies, including its privacy and information security policies. All use of TTEC proprietary information and other sensitive information, including employee sensitive information in generative AI tools, must be reviewed and approved by the Responsible AI Council.

II

Fairness and bias avoidance: Do not reflect harmful bias and are fair. When training AI for deployment in internal or external use applications, TTEC shall strive to remove inappropriate data to avoid harmful bias. When using third-party generative AI tools in the company's business and in our client solutions, TTEC will seek to understand how these generative AI tools were trained and will review and validate the outcomes produced by these tools to minimize risk of harmful bias.

III

Fair practices: Do not lead to discrimination against individuals based on the protected characteristics, including race, gender, gender identity, age, disability, sexual orientation, religious affiliations, and veteran status.

IV

Intellectual property: Do not infringe on the intellectual property rights of others. Those involved in the utilization of AI in TTEC's business and client solutions must consult with the Responsible AI Council and with the company's legal department to take appropriate steps to protect the company's intellectual property and avoid releasing it into the public domain without appropriate protection.

V

Transparency: Must be transparent and we must inform our employees and our clients about how we use it, what data we collect in connection with its use, and what data we use to train our AI tools.

VI

Validation: Must be regularly evaluated, validated, and audited in order to identify and address potential biases in its outcomes and to seek to correct inaccurate information created by such tools.

VII

Performance and accuracy: Must perform in a manner that is consistent with the intended purposes for such AI tools. This includes ensuring that our AI tools produce outputs that have an appropriate level of accuracy and are sufficiently robust in their design, development, and deployment to provide the functionality that is reasonably expected for its utilization.

VIII

Continuous improvement and feedback: Must be such that its results are observable and can incorporate feedback. Those employees who utilize AI in their work or have the opportunity to observe its outputs and see flaws, inaccuracies, or meaningful improvement opportunities, will have the responsibility to come forward with their observations to those responsible for the specific AI tool. Such employees can also bring their concerns to their supervisors, any member of the Responsible AI Council, or connect with We Hear You (WHY), the TTEC ethics helpline, reachable at www.ttecwehearyou.com.

IX

Human oversight: If used in connection with decisions that affect our applicants, employees, or client customers, TTEC will make sure that human oversight is present in the decision-making process as required by law and such humans will also be able to override any such decisions made by applicable AI tools. Any party impacted by an automated decision may challenge such decision and receive a review by an employee of the Company with appropriate expertise in the subject matter involved in the decision.

Responsible AI Council

TTEC formed the generative AI utilization oversight governance body known as the Responsible AI Council in 2023. Council members are appointed by the TTEC executive leadership team and include AI subject matter experts and at least one representative from key stakeholder groups: business segments, corporate functions, information technology, legal/risk, data governance, and ethics.

Responsible AI Council members may represent multiple stakeholder organizations as long as they have the required background and expertise. The Council approves, denies, or modifies the parameters of generative AI usage as they best meet TTEC's business needs, subject to all of TTEC's relevant policies (including our AI Use policy), as well as relevant legal requirements. The Council periodically reviews its activities with TTEC's executive leadership team and the Security and Technology Committee of the Board of Directors.



"We harness the power of AI to innovate responsibly and give our clients and our people an opportunity to use AI as a force for good."

—Dave Seybold, CEO, TTEC Digital

Data privacy and security



TTEC safeguards the data of our clients, their customers, and our employees with policies and data-handling practices that protect their privacy and security.

TTEC routinely collects personal information from job applicants, employees, customers, business partners, and website visitors. We've created straightforward policies to explain how we gather, store, and use personal information. It's important these privacy practices are easily understood so we've made our data policies easy to find and comprehend.

In 2023, we refreshed our Global Privacy policy to incorporate new geographies where TTEC does business. We also updated existing privacy policies globally.

TTEC's website privacy policy informs data subjects that they can exercise their rights as data subjects by contacting privacy@ttec.com. Client customer data is processed in accordance with the privacy commitments of our clients and as agreed to in our contracts with clients.

Written in plain language, our Website Privacy policy applies to all operations and covers:

- The type of personal data we collect
- The use of data collected from our website
- The use of cookies
- Sharing of data with third parties
- Use of sensitive, personal data
- Data security practices

As of 2023, TTEC participates in the EU-U.S. Data Privacy Framework (DPF), the Swiss-U.S. DPF, and the U.K. DPF, which provide U.S. organizations with mechanisms for personal data transfers in compliance with EU, U.K., and Swiss laws. The Data Privacy Framework program, which is administered by the International Trade Administration within the U.S. Department of Commerce, enables eligible U.S.-based organizations to self-certify their compliance.

Cybersecurity

TTEC relies on an extensive set of data security tools and best practices to anticipate and mitigate potential cybersecurity threats. We focus on application, cloud, web security, and threat intelligence, which we leverage as part of an overarching data management framework called Project Trust. Our Project Trust for data is a collaborative effort that spans the entire organization, with leadership from security, legal, technology, people and culture, and operations, as well as oversight by the Security and Technology Committee of the Board of Directors and the global chief operations officer.

In line with recent SEC rules, TTEC has established a thorough process involving relevant

stakeholders, such as TTEC's global information security teams, legal, and the Disclosure Committee among others to review, evaluate impact, and report any cybersecurity incidents that meet the materiality threshold established by the SEC rules through timely 8K filings and necessary updates.



"TTEC's commitment to privacy is unwavering. We continuously monitor the evolving privacy regulations around the globe and work very hard to ensure the protection of privacy rights for our employees, clients, and their customers."

—Shannon Brennan, Chief Privacy Officer

Vulnerability assessments are performed annually and TTEC has multiple third-party audits and certifications for security. We are considering a third party audit/certification for privacy. All of our operations are covered by a security management system certified by the ISO 27001 standard.

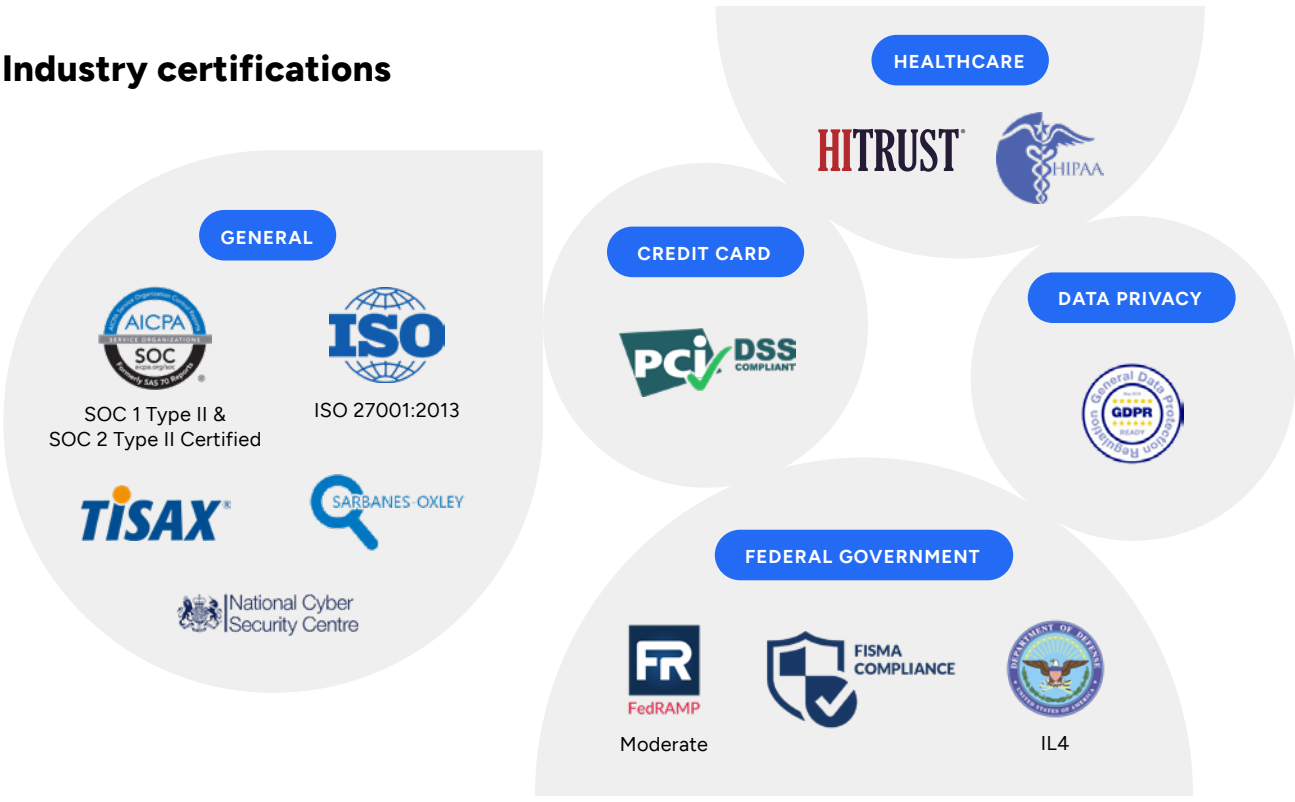
Data security and privacy support

Our systems are monitored 24/7 for security integrity, data movement, and threat protections, including a 24/7 Security Operations Center (SOC). Our team also oversees commercial and public sector compliance. We have earned and maintain these certifications listed in the chart below.

Data privacy training

As part of TTEC's mandatory annual compliance training, employees learn how to identify what constitutes personal and confidential information and how such data is to be handled so that individual data privacy rights are safeguarded.

Industry certifications



Resiliency management

Resiliency management at TTEC comprises the crisis management, disaster recovery (service continuity), and business continuity teams. Our resiliency management team is part of our Security, Resiliency, and Governance organization. In conjunction with the Global Information Security (GIS) teams, our mission is to enable and promote our business while mitigating risk to company assets through people, information, collaboration, policy, process, awareness, and technology.

Security, Resilience and Governance (SRG)

Global Information Security (GIS)

- **Policy and Anti-Fraud**
- **Architecture**
- **Client Governance**
- **Security Operations**
  - SOC
  - Vulnerability Management
  - Continuous Response
  - Tools

Resiliency

- **Crisis Management**
- **Business Continuity**
- **Disaster Recovery**
- **Assurance**

Three principles guide how we operate:

1. **Put people first:** People's safety and well-being is the top priority; act with care and compassion.
2. **Establish trust:** Use honesty, integrity, and ethical principles to guide actions and decisions; actively communicate and collaborate with internal and external stakeholders before, during, and after a crisis.
3. **Provide leadership:** Integrate within and among teams before, during, and after a crisis; anticipate and address stakeholder needs; integrate with, and build upon, existing capabilities and processes across the organization to include risk- and resilience-focused programs.



"Security at TTEC is a strategic imperative and an important part of our commitment to be the trustworthy partner that our clients deserve."

—John Everson, Chief Security Officer

How it all fits — working with teams across the Company



Crisis management, business continuity, and disaster recovery are important. By simplifying and standardizing our resiliency program, we prioritize critical business processes, establish and follow consistent recovery efforts, support compliance with regulatory and contractual requirements, and minimize the financial impacts of a crisis.



Business continuity and disaster recovery



The Business Continuity Plans address the following areas that are necessary to recover and restore business operations:

1. Restoration of processes and procedures following an event
2. Availability of associates trained per the program's training requirements
3. Ability to make, receive, and record phone calls and other applicable transactions
4. Ability to access client systems

Successfully sustaining our business during emergencies and thereafter requires TTEC to ensure the technology that employees need is available and recoverable after any event.

Because no two disruptive events are alike, TTEC has client-specific plans and processes in place to ensure continuity of business operations during recovery. Likewise, TTEC protects the livelihood of its employees by maintaining operations while recovering from a significant disruption to its business. Because each program and its client requirements are unique, each program creates and updates a Business Continuity Plan.

The Business Continuity Plans have established metrics that are determined based on client needs and event type.

The IT Disaster Recovery Plan is used with disruptive events whose impacts on critical infrastructure cannot be successfully managed within standard incident management processes and timeframes. The IT Disaster Recovery Plan allows for restoration of critical information systems by the business from either its primary site or its recovery site, determined based on client need and event type.



"Technology resilience, business continuity and disaster recovery are integral to how we run our business. We review and test our recovery plans frequently, so that we continuously improve and maintain operational excellence even during unexpected situations."

—Rob Dravenstott, Chief Information Officer



The IT Disaster Recovery Plan:

- Identifies the critical infrastructure, minimum information security requirements, and applications necessary to restore business operations
- Contains disaster recovery action plans, tailored for each type of infrastructure component and application including temporary operational procedures to follow pending completion of recovery and restoration
- Outlines the duties of the accountable individuals, describing who is responsible for executing which component of the plan
- Identifies alternate storage and processing site(s) at a sufficient distance from the primary facility, configured with security measures equivalent to the primary site, where applicable

Where technology across programs is similar and supported at an enterprise level by TTEC's information technology department, IT creates and maintains a Disaster Recovery Plan by identifying critical business processes and integrating the information security management requirements of business continuity with other continuity requirements relating to operations, staffing, materials, transport, and facilities.

Emergency response preparedness

TTEC is committed to providing a safe work environment for its employees, clients, suppliers, and guests. Upholding this commitment requires planning, practice, and site leadership to address specific safety concerns most relevant to a TTEC site.

The goals in responding to an emergency situation include:

- Safety of all employees and guests
- Physical and emotional well-being of all employees and guests
- Timely stabilization of an emergency situation
- Protection of the entire site, property, and the belongings of employees and guests



Enterprise risk management



Proactive risk management is fundamental to how TTEC does business. At TTEC, risk is continuously assessed and managed with the oversight from the Audit Committee of our Board of Directors and our executive leadership. Key elements of our risk management program include:

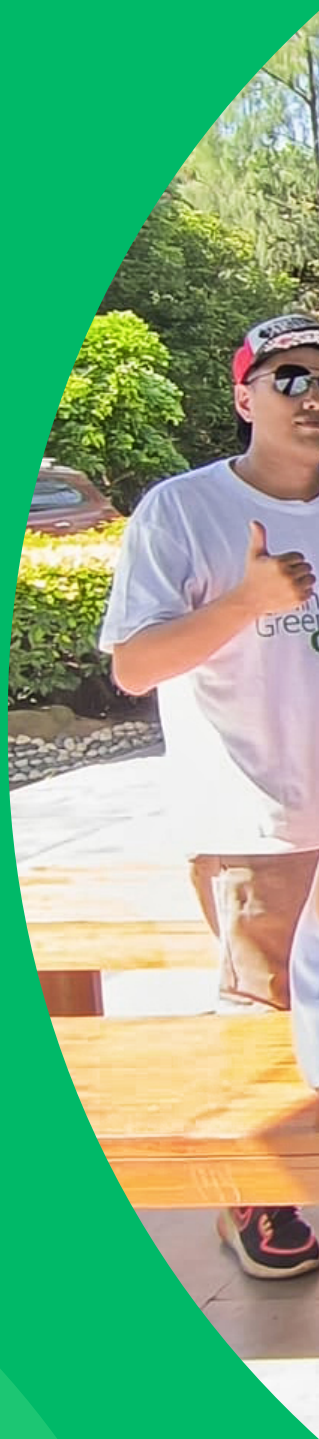
- Staying at the forefront of relevant developments in our business to understand and continuously assess potential risks and disruptors, including impacts of economic trends and consumer sentiment.
- Monitoring clients' business to understand likely impacts on the demand for the company's services.
- Requiring business leaders to manage risk proactively in alignment with TTEC's appetite and tolerance for risk.
- Identifying certain prioritized risks that could not be reasonably mitigated and transfer them through insurance or risk-sharing strategies, if these risks are outside of TTEC's tolerance level.
- Communicating risks throughout the organization in clear and timely fashion to keep relevant stakeholders informed about potential short-term and long-term risks in their part of the business. Stakeholders are held accountable for understanding the risks and escalating them as appropriate.
- Conducting periodic formal risk assessments though interviews and surveys of company leaders, across geographies and business segments, and analyzing risk-specific data on the likelihood of occurrence and severity of impact. Risks with highest scores are then further evaluated to adjust risk scores based on the effectiveness of existing mitigation processes.
- Identifying certain prioritized risks that could not be reasonably mitigated and transfer them through insurance or risk-sharing strategies, if these risks are outside of TTEC's tolerance level.
- Continuously evolving how business is done, or abandoning certain aspects of the business, as needed, to reduce the likely impact of unmitigated risks.
- Climate-risk assessments are done, on average, every two to three years to identify and assess climate-related risks. These risks are measured and prioritized by the potential impact they could have and likelihood of occurring. In addition to managing these identified risks and opportunities, we ensure we are kept up to date on and compliant with any existing or emerging climate-related regulatory requirements as they relate to TTEC through our third-party partner.

This ongoing and comprehensive enterprise risk management system is continuously reassessed to enable an agile and proactive approach to risk management.

Provider of Choice

TTEC grasps the magnitude of our obligation to positively impact the world and do our part to protect our environment. We are mindful of the impact our operations have locally and globally and we are committed to climate stewardship.

In 2023, we took significant strides to demonstrate our dedication, as reflected in our Climate Change and Environmental Responsibility policy, employee-led initiatives, and the disclosure of global greenhouse gas emissions. TTEC remains committed to continuous improvement, actively seeking new ways to champion sustainability while contributing to the broader global movement for environmental stewardship.



In this section

- TTEC's commitment to sustainability
- TTEC's impact on the environment
- TTEC's initiatives to minimize impact



"We're committed to environmental stewardship and are thoughtful about how we use and re-use resources. The practices we implement today set the course for a greener and more sustainable future."

—Michael Stefanski, VP, Global Real Estate Operations
Head of Environmental in ESG

TTEC's commitment to sustainability



TTEC is committed to running our Company in an environmentally responsible manner, taking the necessary and reasonable steps to safeguard the environment from the impact of our operations while meeting our business goals and client expectations. Specifically, TTEC's environmental policy requires us to:

Environmental management and oversight
We share this one planet. All of us are accountable for our actions — and to one another.

TTEC's head of environmental, VP of global real estate operations, is a member of the ESG Executive Council, which is chaired by the company's president, and overseen by the Board of Directors. Supporting the head of environment are executive leaders from global facilities, site selection, delivery, real estate, procurement, and communications.

Our management's commitment to environmental stewardship focuses on energy conservation, waste reduction, and recycling. We encourage awareness in our employees and empower them to drive impact.

To enhance oversight and implementation, we also work closely with our management team and Schneider Electric to evaluate and monitor our greenhouse gas (GHG) emissions, water, and wastes and identify climate-related risks and opportunities. In 2023, we focused on publicly reporting our environmental footprint. TTEC is first working on collecting data to measure our impact, so we can more effectively manage and reduce our emissions.

Use
energy and natural resources efficiently

Reduce
waste and emissions

Foster
environmental awareness and environmentalism among TTEC employees

Encourage
environmental commitment among our supply chain partners

Consult
with our stakeholders, including the local communities where we work, on our environmental protection priorities

Monitor
environmental performance in proactive fashion

Report
regularly on TTEC environmental commitments as part of our annual Impact and Sustainability Report

More on TTEC's Environmental policy

TTEC's impact on the environment

Carbon Disclosure Project scores

TTEC is committed to doing its part to mitigate climate change and publishes its Carbon Disclosure Project (CDP) scores each year. By tracking our performance, we can identify opportunities for improvement and build on momentum where we have seen success.

By participating in the Carbon Disclosure Project, which is aligned with the Task Force for Climate-related Financial Disclosures, TTEC is able to capture a snapshot of our environmental performance and publish data in a singular disclosure. In 2023, TTEC's overall score was D (Disclosure), which signifies our disclosure, awareness, and transparency about climate issues. According to CDP, approximately 27% of North American IT and software companies received a comparable score in 2023.

TTEC's CDP score is broken down into benchmarking categories such as emissions reduction initiatives, risk management processes, and value chain engagement. The areas where TTEC bested its overall average CDP score in 2023 included:

- Risk disclosure
- Targets

In these categories, TTEC received a score of C, which corresponds to Awareness and reflects the comprehensiveness of TTEC's self-evaluation regarding how environmental issues intersect with its business and how its operations affect people and ecosystems.

TTEC is committed to continuous improvement aimed at minimizing our environmental impact. TTEC's environmental commitments will continue to evolve in 2024 by working with industry leaders. We strive to achieve a higher CDP ranking and move to a C score.

2023 Recycling Impact

(U.S. only)



145 metric tons

Total greenhouse gas reduction

This is the equivalent to one of the following:

28 Homes' electricity use for one year

695 MBtu net energy reduction *(Million British thermal units)*

335 Barrels of oil consumed

16,271 Gallons of gasoline consumed

31 Gasoline-powered passenger vehicles driven for one year

171 Tons of carbon sequested by acres of U.S. forests in one year

Data collection efforts

TTEC operates across multiple countries and regions, managing a diverse portfolio of 70+ sites. Our primary energy source is electricity. We collaborate with landlords to obtain necessary data, while the majority of our data is sourced from utility bills.

Greenhouse gas (GHG) emissions

TTEC's GHG inventory is consistent with the principles and guidance of the World Resources Institute and the World Business Council for Sustainable Development's Greenhouse Gas Protocol Initiative (GHG Protocol) for corporate GHG accounting and reporting.

TTEC defines its organizational boundary conditions consistent with The GHG Protocol according to the control approach for Scope 1 and Scope 2. This means the scope of TTEC's organizational boundaries includes locations in the company's ownership or under its control where they have the responsibility of GHG emissions from these locations. Under the control approach, the operational control criteria is the most appropriate organizational boundary for TTEC because it reflects where they can influence decisions that impact GHG emissions.

Scope 1

TTEC has very limited Scope 1 GHG emissions because our existing real estate portfolio is leased.

Scope 2

GHGs are sourced to the production of energy TTEC purchases and uses. For example, the emissions caused when generating the electricity we use in our buildings would fall into this category.

FY2023 TTEC Environmental Metrics

Greenhouse Gas (GHG) Inventory	
Scope 1 emissions by source	
Natural gas	2,202 MT CO_2-e
Scope 2 emissions by source, market-based	
Electric power	31,855 MT CO_2-e
Total GHG emissions	34,057 MT CO_2-e
Carbon intensity (Total GHG emissions / net revenue)	15.37 MT CO_2-e/ mill dollars

Energy Use – Utility	
Total energy consumed	73.61 mill kWh
Energy intensity (Total energy consumed / net revenue)	33,244 kWh/mill dollars
% Grid electricity	100%

Water Use	
Total water consumed	972.82 mill gallons

Waste Diversion (US only)	
Total waste generated	164.90 tons
% of waste recycled	22%



TTEC's initiatives to minimize impact



TTEC employees volunteered their time in 2023 participating in activities to clean up, beautify, and expand green space in a number of communities:

- Onshore cleanup in the Coastal area of Las Piñas and Parañaque, Philippines. The cleanup generated 1,576 pounds of trash to be recycled.
- Remulching and tree planting at Rose Memorial Garden in south suburban Denver
- Park cleanup and citrus tree planting in McAllen, Texas, where we adopted a local park and partnered with the City of McAllen and Keep McAllen Beautiful
- Cleanup along the coast of the Marikina River in eastern metro Manila, Philippines
- Litter collection in Krakow, Poland, on World Environment Day in June 2023
- Tree-planting event and recycling station to collect and properly dispose of used batteries at our site in Athens, Greece
- Clothing recycling events in Athens, Greece, and the United Kingdom

TTEC works to minimize its impact on the environment in a host of other ways, some of which are modest but that build momentum over time. For instance, we embrace energy-efficient practices such as high-efficiency HVAC equipment, LED lighting, motion sensors, touchless fixtures, and building management systems that regulate energy use to reduce waste.

We incorporate LEED guidelines as part of real estate due diligence so we can ensure decisions on new sites prioritize building efficiency and decrease operational costs. Through site surveys and audits, we develop recycling programs appropriate for each of our locations based on local circumstances and needs.

We ensure environmental awareness is top of mind with our employees through periodic communications. We want them to be mindful that they play an important role in minimizing our impact on the environment and hopefully, these good practices carry over into their personal lives, too.

In 2023, our brick-and-mortar headquarters footprint was reduced by 234,000 square feet with the move to our new headquarters in Greenwood Village, Colo., a suburb of Denver. As a result, we recycled digital technology through our partnership with Staples.

199,643

pounds of electronics diverted from landfills

13,499

pounds of electronics diverted for reuse

186,144

pounds of electronics responsibly recycled

Frameworks

TTEC recognizes the value of sustainability reporting, which defines, aligns, and tracks our improvement efforts. As part of our commitment to global sustainability, we have aligned with the Task Force on Climate-related Financial Disclosures (TCFD) framework. This alignment strengthens our dedication to addressing climate-related issues. Additionally, we maintain our alliance with the Sustainability Accounting Standards Board (SASB), which helps identify sustainability factors likely to impact the financial condition and operating performance within our industry. We strive for transparency with our partners, ultimately contributing to a more sustainable and responsible global economy.



In this section

- **TCFD**
- **SASB Standards Index**



"The best approach to ESG is to be proactive and purposeful. The business mindset, informed by ESG best practices and measurable goals, is our default. Transparency is the best way we know to drive accountability."

—Javier Blanco, Chief Counsel for the Americas
Head of ESG Delivery

Aligning to the Task Force on Climate-related Financial Disclosures

This section details TTEC's actions in line with implementing the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). As part of our commitment, we voluntarily share climate-related information on:

1. Governance
2. Strategy
3. Risk Management
4. Metrics

1. Governance

Board oversight

The TTEC Board of Directors has an oversight responsibility for TTEC's climate-related risks and opportunities, as well as the impact and sustainability/ESG initiatives specific to climate stewardship and environmental sustainability. The Board delegates to its Nominating and Governance Committee the annual impact and sustainability/ ESG goals oversight; and the committee works with management to establish the company's annual ESG priorities and disclosure reporting standards. In reviewing the company's annual ESG priorities, the committee makes sure that management places equal emphasis on TTEC social, governance, and climate-related objectives and that such objectives align with the ESG materiality assessment that the Company performs and updates from time to time. The committee periodically (at least twice annually) monitors the progress that the Company makes against such goals and shares the information with the Board for further input.

The Board also delegates to its Audit Committee the enterprise risk assessment and risk management oversight, including the climate-related risk assessment and mitigation opportunities monitoring. The committee works with management to oversee a periodic (at least once every two years) comprehensive enterprise risk assessment as part of TTEC's enterprise risk management (ERM) program, including climate-related risk assessment. The committee periodically (at least twice annually) reviews with management the progress being made against agreed risk mitigation priorities. The committee informs the Board about progress being made and how it impacts the business.

In assessing the company's climate-related risks and opportunities, the Board, armed with the information shared by the committees, also engages with key subject matter experts (SMEs) at the Company to gain deeper understanding of TTEC risk assessment methodologies and mitigation planning. As part of its oversight of TTEC strategy development and execution, the Board considers TTEC climate-related risks and opportunities and engages with management to make sure they are appropriately reflected in the company's strategy.

Management's role

TTEC management, through its risk and internal audit functions, conducts a periodic (at least every two years) comprehensive, global enterprise risk assessment focused on key strategic, financial, operational, regulatory, and emerging risks in the business, including climate-related risks and opportunities. In assessing these risks, TTEC incorporates sustainable business strategies into its business plans to mitigate risk and leverage opportunities specific to climate stewardship as further outlined in our Climate Change and Environmental Responsibility policy.

2. Strategy

Identified climate-related risks and opportunities

TTEC is expanding its understanding about climate-related risks and opportunities specific to its business. In 2023, the Company started working with a consulting partner that specializes in climate-

related risks and the TCFD framework to educate senior management and prepare executives for the analysis the Company must undertake to assess and quantify its climate-related risks and opportunities over the short, medium, and long term. As part of its periodic enterprise risk assessment exercise, the Company identified weather risks specific to TTEC's key delivery locations, cost of energy and other utilities, and availability of qualified labor in locations that may be impacted by climate change. The Company is working on strategies to mitigate these risks.

TTEC generally defines the threshold for "financial material impact" to be 5% to 10% of total revenue. As it relates to business strategy and the useful life of an organization's assets or infrastructure, TTEC considers:

- Short term as fewer than three years
- Medium term as three to five years
- Long term as more than five and up to 10 years

TTEC may consider this material financial threshold and these time horizons when considering climate-related risks and opportunities.

Overall, chronic physical risks, transition risks related to policy, litigation and legal issues, technological and market changes, are identified as potential low-level risks to be considered by the Company.

TTEC does not see the physical risks associated with climate change as having a strong impact on the Company; however, chronic physical risks related to long-term climate changes (e.g., sea level rise, increased frequency and severity of hurricanes) in TTEC's areas of operations are seen as posing a low risk in the medium to long term.

Transition risks related to policy change, litigation, or legal issues are viewed as medium-term risks posed to the Company in the next five years.

Technological advancements and risk associated with changing technology is viewed as a potential risk in the short term.

Overall, TTEC identifies a number of potential climate-related opportunities related to:

- resource efficiency
- energy sources
- resiliency of the organization

Resource efficiency is identified as an opportunity in the short and medium term. Diversification of energy sources is identified as an opportunity in the medium term as is the resiliency of the organization's business strategy.

Impact of risks and opportunities

Financial impacts of climate-related risks:

TTEC continues to evolve its business continuity and disaster recovery plans and processes, extending beyond our delivery centers to include remote delivery.

In a distributed remote delivery model, our current plans and processes may be limited, especially in the event weather impacts internet access and causes power grid downtime. This may be difficult to manage where system redundancies are not possible. Infrastructure challenges and a lack of sophisticated disaster and pandemic preparedness in some countries where we operate may affect our service delivery, insurance risks, losses related to property damage, and business interruption exposures. (TTEC 10-K 2023).

Overall, chronic physical risks, transition risks related to policy, litigation and legal issues, technology, and market changes are identified as potential low-level risks, with minimal financially material impacts, to be considered by the Company.

TTEC identifies some financial risk related to the chronic physical risks of climate change. Potential financial impacts may be felt in the areas of capital and financing, company assets and liabilities, and revenues. There could be potential business disruption due to extreme climate events.

TTEC identifies material financial risk related to the transition to a low-carbon economy, specifically related to policy change and legal or litigation issues. Policy changes may create negative financial impacts in the areas of expenditures, capital, and financing. TTEC acknowledges that this risk is highly dependent on the political context and environment of its countries of operation. Litigation or legal issues may pose a negative financial impact on company expenditures, revenues, assets, and liabilities.

Technological advancement is viewed as a potential risk with impacts related to the longevity of infrastructure grids that the Company relies on and impacts on the company's supply chain. Specifically, the ability of the Company to source replacement parts is a risk associated with technological change in the near term.

Market risk is identified as a low risk to the Company with potential negative financial impacts on revenues.

Financial impacts of climate-related opportunities:

Reputational change is identified as a possible opportunity for the Company over the short term with a potential positive financial impact on revenues.

Resource efficiency is identified as an opportunity with potential positive financial impacts on expenditures, assets, and liabilities. Similarly, shifting energy sources to renewables and mixes is identified as an opportunity with positive financial impacts on expenditures and revenues.

Products and services are not identified as an opportunity. TTEC does not identify opportunities related to its markets.

3. Risk management

Processes for identifying and assessing climate-related risks

Climate-risk assessments are done every two to three years on average to identify and assess climate-related risks. These risks are measured and prioritized by the potential impact they could have and likelihood of occurring. In addition to managing these identified risks and opportunities, we ensure we are kept apprised and compliant with existing or emerging climate-related regulatory requirements as they relate to TTEC through our third-party partner.

The following groups hold oversight and responsibility of climate-related risks and opportunities

Physical Risks	
Acute	Finance, Operations, People and Culture, Legal and Compliance
Chronic	Finance, Operations, People and Culture, Legal and Compliance
Transitional Risks	
Policy	Legal and Compliance, Finance, People and Culture
Litigation	Legal and Compliance
Technology	Finance, Operations, Global Technology Office, IT
Market	Operations, Finance, Legal and Compliance
Reputation	Legal and Compliance, Finance, People and Culture, Corporate Communications
Opportunities	
Resource Efficiency	Finance, Operations, People and Culture, Legal and Compliance
Energy Sources	Finance, Operations, People and Culture
Markets	Operations, Finance, Legal and Compliance, Sales and Marketing
Resilience	Legal and Compliance, Operations

Processes for managing climate-related risks

In 2018, TTEC conducted a materiality assessment, which was updated in 2023 with the assistance of a third-party consultancy. As part of developing our ESG program, we have identified key environmental focus areas. These include understanding and addressing our:

1. Carbon emissions
2. Energy usage and management
3. Overall environmental impact to strategize reduction efforts

Given this, we've increased our focus on climate-related risks and incorporated it into our normal risk management processes, at both the local and corporate levels.

Integrating into overall risk management

Executive officers are responsible for day-to-day management of risk at TTEC. Meanwhile, the Board oversees and monitors:

- Enterprise risk management (ERM)
- Regulatory compliance
- ESG initiatives (including some climate-related risks)
- Technology resilience and cybersecurity
- Business continuity
- Financial disclosure practices

This oversight occurs as part of ongoing review of the company's strategy, business plans, risk management, and financial reporting programs. (TTEC Proxy 2023)

4. Metrics and targets

Climate-related metrics

In 2023, TTEC conducted its inaugural greenhouse gas (GHG) inventory. With this information, TTEC will better understand its environmental impact to inform its overall business strategy and outlook as it relates to climate-related risks and opportunities.

Greenhouse gas emissions

Refer to FY2023 TTEC Environmental Metrics – page 58

Targets

In 2023, TTEC conducted its inaugural greenhouse gas (GHG) inventory. While we intend to establish targets in the future to manage climate-related risks and underscore our dedication to addressing climate change, we firmly believe it's crucial to first establish a solid baseline before setting reduction targets, ensuring we have comprehensive data to inform our decisions.



SASB Standards Index

Environmental footprint of hardware infrastructure

SASB code	Report sections	Page
TC-SI-130a.1 (1) Total energy consumed, (2) percentage grid electricity, and (3) percentage renewable	2023 Impact and Sustainability Report - Environmental - TTEC's impact on the environment	58
TC-SI-130a.2 (1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	As a customer experience as a service (CXaaS) technology Company, we do not have a water intensive footprint. Our water utilization is minimal, and we do not believe that our operations have a significant impact on water conservation areas as designated by national/international government bodies or NGOs. Therefore, we have not conducted a water stress analysis.	58
TC-SI-130a.3 Discussion of the integration of environmental considerations into strategic planning for data center needs	TTEC integrates environmental considerations into all strategic planning decisions, prioritizing small carbon footprint and resource preservation as we consider strategic business alternatives. We substantially rely on third-party vendors for data center management and therefore do not directly participate in data center planning activities.	N/A

Data privacy and freedom of expression

SASB code	Report sections	Page
TC-SI-220a.1 Description of policies and practices relating to targeted advertising and user privacy	2023 Impact and Sustainability Report - Governance - Data privacy and security https://www.ttec.com/privacy-policy	46-47
TC-SI-220a.2 Number of users whose information is used for secondary purposes	TTEC does not collect user information for secondary purposes.	N/A
TC-SI-220a.3 Total amount of monetary losses as a result of legal proceedings associated with user privacy	In 2023, TTEC settled several unauthorized data disclosure lawsuits related to a previously disclosed 2021 cybersecurity incident for $2.5 million in the aggregate. Although no evidence of harm has been demonstrated by those whose data may have been impacted in the 2021 incident, TTEC settled the matter to close it out. Following the incident, TTEC implemented many enhancements to its cybersecurity protocols to mitigate similar future cybersecurity exposure. For additional information about the 2021 cybersecurity incident and how TTEC protects its technology environment from cybersecurity threats, please refer to our 2023 Annual Report on Form 10-K, Item 1A Risk Factors. *Cyberattacks, cyber fraud, or unauthorized data access could harm us or our clients and result in liability, and could adversely affect our business and results of operations;* Item 1C Cybersecurity.	N/A
TC-SI-220a.4 (1) Number of law enforcement requests for user information, (2) number of users whose information was requested, and (3) percentage resulting in disclosure	(1) TTEC had zero requests for user information. (2) No users' information was requested. (3) TTEC had zero requests resulting in disclosure.	N/A
TC-SI-220a.5 List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TTEC does not provide services in countries where such services are subject to government-required monitoring, blocking, content filtering or censoring.	N/A

Data security

SASB code	Report sections	Page
TC-SI-230a.1 (1) Number of data breaches	(1) In 2023, TTEC discovered what it believes to be an isolated wage arbitrage scheme where a few employees who worked from home held multiple jobs, used non-employees to perform their work, and shared wages. The investigation did not uncover evidence that unauthorized access to customer data by non-employees resulted in harm, as the goal of the scheme appeared to be access to wages and not misuse of data. In response to the incident, TTEC implemented enhanced employee identification and geolocation measures to monitor identity and work location for employees who work from home, and to expedite detection and mitigation of potential other schemes in the future. For more information, please refer to our 2023 Annual Report on Form 10-K, Item 1A Risk Factors. *Services delivered by employees working from home represent a large portion of our delivery for some of our clients and this operating model may subject us to new untested risks which we cannot always mitigate.*	N/A
TC-SI-230a.2 Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	2023 Impact and Sustainability Report - Governance - Data privacy and security https://www.ttec.com/privacy-policy	46-47

Recruiting and managing a global, diverse, and skilled workforce

SASB code	Report sections	Page
TC-SI-330a.1 Percentage of employees who require a work visa	In 2023, only 0.21% of our employee population required a work visa, which constitutes a *de minimis* percentage, and we do not consider it a significant risk.	N/A
TC-SI-330a.2 Employee engagement as a percentage	2023 Impact and Sustainability Report - Social - Employee Engagement	20
TC-SI-330a.3 Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	2023 Impact and Sustainability Report - Social - Diversity, Equity, and Inclusion	25

Intellectual property protection and competitive behavior

SASB code	Report sections	Page
TC-SI-520a.1 Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	TTEC did not experience monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations.	N/A

Managing systemic risks from technology disruptions

SASB code	Report sections	Page
TC-SI-550a.1 Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	In 2023, TTEC did not experience any major performance issues nor service disruptions as defined by this SASB standard. On average, TTEC services had 99.6% uptime during the relevant period.	N/A
TC-SI-550a.2 Description of business continuity risks related to disruptions of operations	2023 Impact and Sustainability Report - Governance - Business continuity and disaster recovery	50-51

Awards and recognition

We are recognized by numerous industry trade groups and publications for customer experience excellence. Additionally, our work has been honored for operational excellence, exceptional employee engagement, and workplace innovation.

We are proud to be an award-winning, global customer experience technology and services innovator for end-to-end, digital CX solutions.



In this section

2023 awards and recognition



"We strive for excellence at every level in our organization. Awards and recognition we receive benchmark how we are doing in areas that matter to our stakeholders and serve as tangible proof that our priorities resonate with the global community."

—Nick Cerise, Chief Marketing Officer

2023 awards and recognition

TTEC certified as a Great Place to Work after a thorough, independent analysis conducted by Great Place to Work Institute Philippines

TTEC Named #7 on InHerSight's Best Outsourcing/ Offshoring Companies to Work For As Rated by the Women Who Work There

International Business Excellence Awards

Gold for: Best Company to Work For, recognizing our continuous focus on employee experience and support of our employees through crises (COVID-19, Russo-Ukrainian War, Wildfires in Türkiye, etc.)

European Contact Centre & Customer Service Awards

Silver for: Best Multilingual Customer Service

European Contact Centre & Customer Service Awards

Gold for: Most Effective Learning & Development Programme

TTEC Canada Certified as Great Place to Work for the third consecutive year. Award measures the level of trust in the workplace by focusing on credibility, respect, fairness, pride, and camaraderie.

TTEC EMEA earned the HRO Association Award for: Diversity, Equity, and Inclusion (DE&I) Excellence

International Business Excellence Awards

TTEC Krakow recognized as a Best Company to Work For for the International Business Excellence Awards (IXBA)

TTEC named to Comparably's annual Best Companies for Career Growth, large companies list, based on millions of ratings from employees

European Contact Centre & Customer Service Awards

Bronze for: Outsourced Contact Centre of the Year

European Contact Centre & Customer Service Awards

Highly Commended: Best Employee Experience



TTEC Philippines earned the #1 spot for the Talent Board Candidate Experience (CandE) Benchmark Research Program in APAC



TTEC once again Named to Virtual Vocations' Top 25 Employer Partners for Remote Work in 2023



TTEC Philippines earned a spot on the HR Asia Best Companies to Work for in Asia in 2023



The OnCon Icon Top 100 Awards honored Vicki Steere, TTEC executive director, global talent acquisition marketing, as Top 50 Talent Acquisition Professional Award winner.



TTEC Mexico recognized for the fifth year in a row as a Best Workplace in the BPO Industry by Computrabajo



TTEC Poland won two Silver Awards at the Türkiye Customer Experience Awards 2023



TTEC Named a Top 100 Company to Watch for Remote Jobs in 2023. TTEC ranked high among companies hiring remote workers for the ninth consecutive year.

Check out all our accolades

About TTEC

TTEC (pronounced T-TEC) Holdings, Inc. (NASDAQ:TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enabled digital CX solutions. Serving iconic and disruptive brands, TTEC's outcome-based solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next-gen digital technology, the company's TTEC Digital business designs, builds, and operates omnichannel contact center technology, CRM, AI, and analytics solutions. The company's TTEC Engage business delivers AI-enabled customer engagement, customer acquisition and growth, tech support, back office, and fraud prevention services. Founded in 1982, the company's singular obsession with CX excellence has earned it leading client, customer, and employee satisfaction scores across the globe. The company's over 60,000 employees operate on six continents and bring technology and humanity together to deliver happy customers and differentiated business results. To learn more visit us at **ttec.com**.

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