



CSR REPORT - SITEL GROUP

Corporate Social Responsibility Report 2019

sitel.com



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Scope of this report

This annual Corporate Social Responsibility report serves as Sitel Group's Communication on Progress to the United Nations (UN) Global Compact. Sitel was acquired by Groupe Acticall in 2016 and the two groups reported together for the first time in 2017. Sitel Group has reported annually since.

The topics covered in this report represent our most significant environmental, social and economic impacts, highlighting the strength of our people, our products and our position as a responsible corporate citizen.



Letter from the CEO

Dear Stakeholders,

As we enter this new decade, I'm proud to reflect on the last several years and being a part of the UN Global Compact since 2011. In the next pages, you'll read about what we have achieved this past year in Sitel Group's 2019 Corporate Social Responsibility report.

In this annual report, we describe our actions to continually improve the integration of the Global Compact into our business operations and our commitment to support the 10 principles of the Global Compact in the areas of human rights, labor, environment and anti-corruption.

With our global footprint in 28 countries around the world, we are committed to our responsibility to contribute to the development of the communities in which we are located. With an emphasis on responsible business practices, the Global Compact initiative reflects our beliefs. In the past year, we have continued to bring the 10 principles to life, as demonstrated in the following pages.

We make use of our vast global footprint and solid capabilities to have a positive impact on our employees, our clients and our local communities. Being involved with the local communities in which we operate has always been a part of Sitel Group's culture and many of our community engagement projects depend on our employees' passion, time and energy.

CSR continues to be at the heart of Sitel Group. We're mindful of how our operations impact the environment and of course, we focus on developing and training our people to ensure they are prepared for the future of work with more skills and improved efficiencies.

We are continually proud of our people around the globe who take an active role in giving back to the communities in which we live and work.

Sincerely,
Laurent Uberti

President, CEO & Co-Founder, Sitel Group

A young man and woman are smiling and looking upwards. The man is wearing a red jacket with a 'NEW YORK POLICE' patch. The woman is wearing a pink top. They are in a vibrant, colorful environment with abstract shapes and colors.

About

Sitel Group.

Sitel Group's 80,000 people across the globe connect many of the world's best-known brands with their customers – 3.5 million times every day. As a global customer experience (CX) management leader, we apply our 30+ years of industry-leading experience and the entrepreneurial spirit of our group's founders to deliver omnichannel experiences through voice, chat, social media and more to customers of our 400+ clients across all verticals – from Fortune 500 companies to local startups.

Our group's breadth of capabilities – powered by our ecosystem of experts including inno, Learning

Tribes, Sitel, Sitel Insights and TSC – go beyond business process outsourcing (BPO) to support every stage of the customer journey. We are redefining the contact center and improving business results by pairing innovative solutions – such as self-care and automation - with the human touch, emotion and empathy of our people.

As a CX platform, we are powered by experts to deliver tailored CX solutions to fit our clients' needs through our consultative, customer-centric approach adding value at every touchpoint – regardless of location, channel or time of day.

Learn more at www.sitel.com and connect with us on Facebook, LinkedIn and Twitter.



Our values.

Our core values drive the way we work with our clients, their customers and with each other.



Be Bold

- Seek innovation.
- Stay open-minded.
- Do more with less.
- Be passionate.
- Dare to be different.



Build Trust

- Be authentic.
- Lead by example.
- Communicate fearlessly.
- Actively engage.
- Take ownership.



Work Together

- Have fun.
- Build relationships.
- Leverage collective genius.
- Inspire others.
- Give back.



Wow Customers

- Listen intently.
- Show empathy.
- Create unique experiences.
- Add value.
- Always over-deliver.

Our people.

Our people understand the best experiences are delivered when they make real, emotional connections and deliver rapid solutions to leave lasting impressions on behalf of our clients' brands. We are redefining and transforming the contact center and the employee experience.

Because we believe

**the associate experience is
the customer experience.**

Sitel MAX.

In 2019, Sitel Group launched MAX - My Associate Experience - leveraging the collective genius of our people to improve and shape the future of our group and our industry.



Leveraging our
collective genius



User-centric
methodology



Focused on
our frontline



Built around
small tents



Aligned to
people KPIs



Owned by
our people

Our global presence.

With our global presence and local expertise, we are close to our clients and their customers wherever (and whenever) they need us.

Americas

Brazil
Canada
Colombia
Mexico
Nicaragua
Panama
United States

Europe

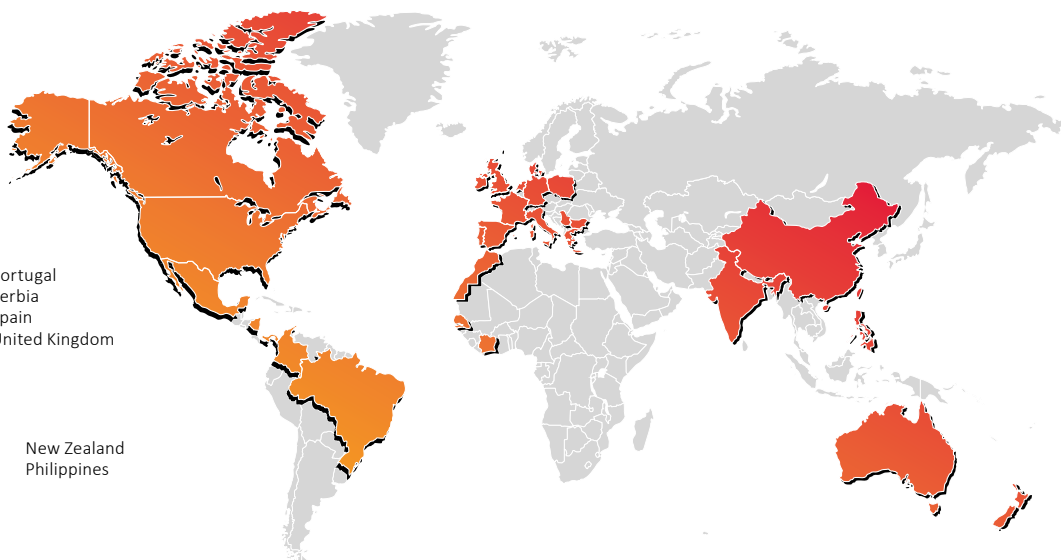
Bulgaria
Denmark
France
Germany
Ireland
Italy
Netherlands
Poland
Portugal
Serbia
Spain
United Kingdom

Africa

Ivory Coast
Morocco
Senegal

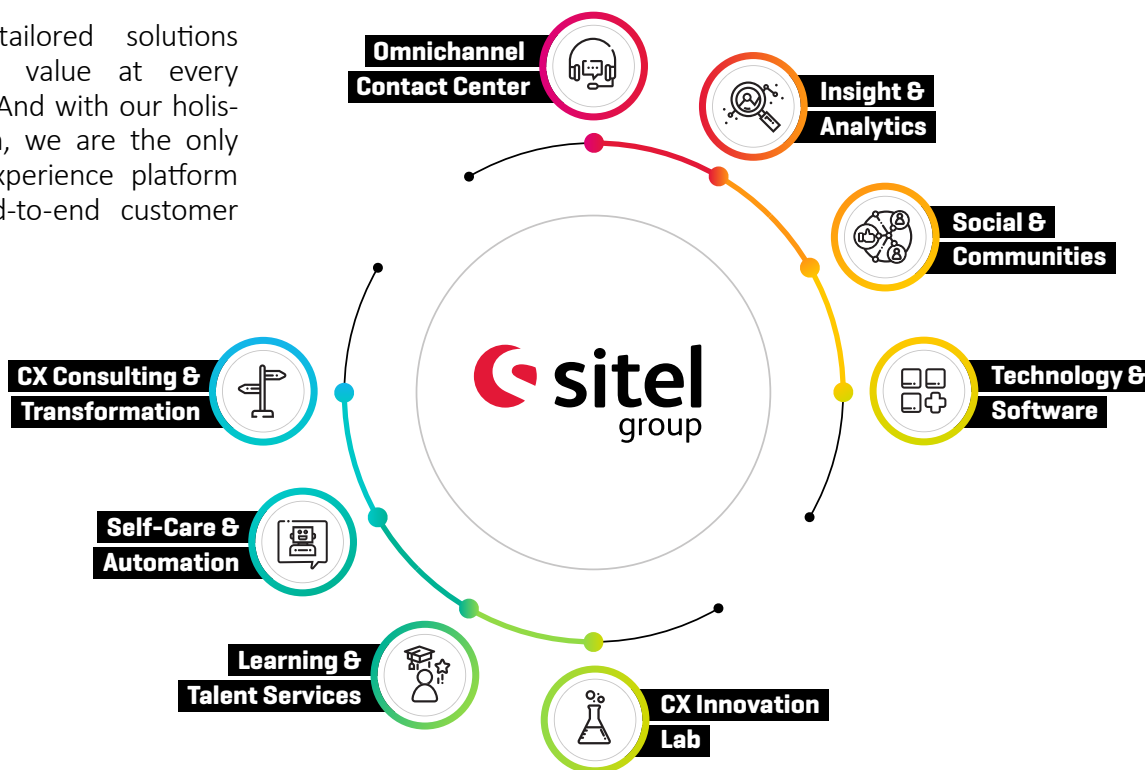
APAC

Australia
China
India
New Zealand
Philippines



Our expertise.

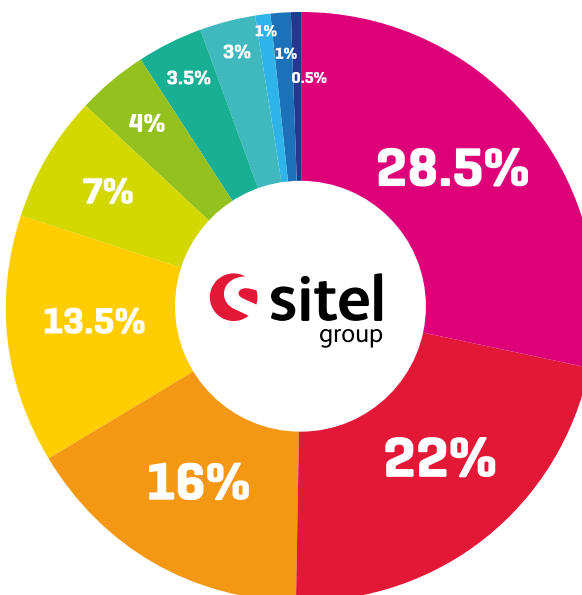
Delivering tailored solutions and adding value at every touchpoint. And with our holistic approach, we are the only customer experience platform for the end-to-end customer journey.



A diversified portfolio.

Serving **400+ clients** across **every major vertical**.

- Financial services
- Communications
- Retail
- Tech & manufacturing
- Travel & hospitality
- Media & entertainment
- Healthcare
- Energy & utilities
- Logistics
- Other
- Government



GOS.

Our Global Operating Standards – or GOS, as we call it – sets us apart in the market. No matter where they are on the globe, our clients can rely on us to deliver the same consistent level of expertise and knowledge across every stage of their customers' journey.

In 2019, we rebranded GOS to simplify the messaging and freshen up the look and feel. Below are our 10 principles:



With our brand values at the core, GOS helps us speak a common language and empowers us to work together on best practices. These guidelines allow our employees and managers to share feed-

back, collaborate and have fun together every day. Our GOS principles are driven by a collective dynamic where everyone has a defined role, and by the desire to be as simple and clear as possible.

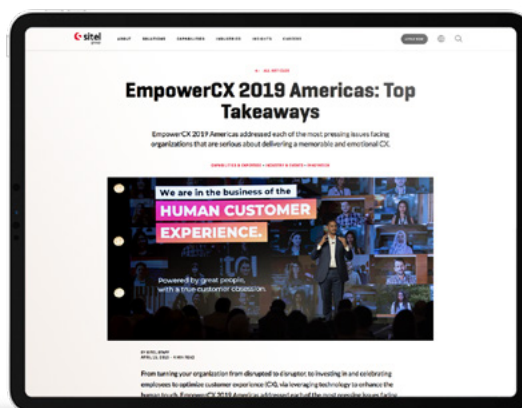


**To discover
our GOS video,**
please click on
the play icon.



EmpowerCX.

Sitel Group hosted EmpowerCX, our thought-leadership customer experience event in both the Americas and Europe. Centered around the theme of Innovation Powered by Emotion, EmpowerCX brought together nearly 500 clients, prospects, industry leaders and analysts from around the world.



Read our articles dedicated to:

EmpowerCX Americas #1
EmpowerCX Americas #2
EmpowerCX Europe

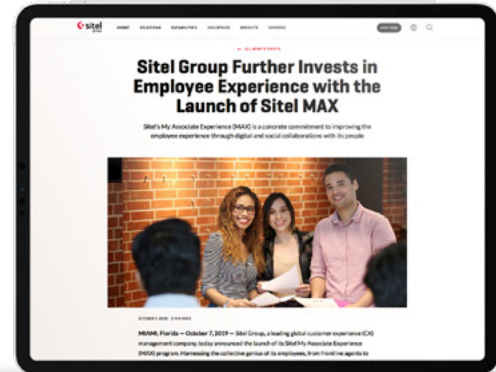
Launch of Sitel MAX.

In 2019, Sitel Group launched MAX - My Associate Experience. Based on our core belief that the associate experience is the customer experience, MAX is a business-wide mindset for transforming the associate experience, together.

Leveraging a global community of more than 2,600 MAX Insiders and local ambassadors, MAX taps into the collective genius of our people to develop initiatives focused on making their journey at Sitel more enjoyable and productive. From providing better tools and technology, to fostering inclusion and diversity, MAX initiatives are focused on providing our employees with an environment they can thrive in.

Read our article dedicated to:

Launch of MAX & MAX Day celebration.



Expanded global footprint.

In 2019, Sitel Group expanded our presence in China and announced the opening of operations in our 28th country, Greece. **Click here** to read the article.

Top 10 from 2019.

Sitel Group releases hundreds of articles on our blog on sitel.com. **Click here** for the Top 10 Blog Articles of 2019.

Sitel awards 2019.



Industry Leader

Leader in the Everest Group Contact Center Outsourcing (CCO) Peak Matrix for 7th consecutive year



Industry Leader

IAOP – Global Outsourcing 100 for 13th consecutive year



Best Culture

Frost & Sullivan Customer Contact West CC “Work Hard, Play Hard” award for 2nd consecutive year



Industry Leader

ISG Provider Lens™ Archetype Report – Leader in Customer Service Buyers, Peak Season Buyers and Digital Experts



Learning Experts

Stevie Awards - Gold Award for Customer Service or Call Center Training Practice of the Year (Learning Tribes)



Cloud Expert

NICE inContact Interactions 2019 - Best in Cloud Award (for the Sitel Omniplatform+ Product and Aon implementation)

And more...

- Sitel Group’s culture was recognized for the second consecutive year by Frost & Sullivan
- Sitel Group takes home Gold and three Bronze Stevie Awards in 2019
- Sitel Group selected as Finalist for BPO of the year
- Sitel Group recognized as Global Contact Center Outsourcing Leader by Everest Group for seventh consecutive year
- Sitel Group recognized on IAOP Best of the Global Outsourcing 100 for 13th consecutive year



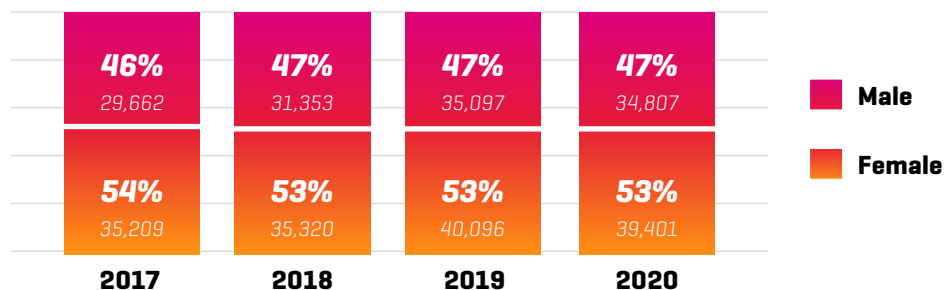
Empowering the Associate Experience.

Diversity and Inclusion.

Our diverse workforce sets the pace for creativity and innovation in our organization. Driven by our core values, we encourage diversity and inclusivity across our sites and teams - from the application process to new employee onboarding. Investing in our employees is a top priority for continued employee satisfaction, and vital in preparing our employees for the future of work. We introduced

MyAcademy to support continued professional development and grow our talent. Employees are required to participate in annual training for security awareness. Since 2017, our employees have participated in over 2 million hours of training. We continue to invest in our online learning platform to support new skills and development in the industry.

**Employees
by Gender
(worldwide)**



Our zero-tolerance policy for discrimination fosters a thriving environment where our associates are excited to come to work and feel free to be themselves in a fun, respectful environment free of harassment. Through an inclusive approach to

hiring, we eliminate unconscious bias and welcome diversity. Any concern brought to the attention of management or EthicsHotline will be taken seriously and addressed as needed.

Talent Acquisition.

In September 2019, we hosted our fourth annual National Hiring Event, hiring 1,500 full-time associates throughout North America and internally promoting 1,196 associates. We currently employ 80,000 associates worldwide and encourage feedback through our annual global employee survey, Sit & Tell. Responses are collected to understand the current pulse of our operations and to support targeted action plans led by our Human Resource

Department in partnership with global leadership. The use of Walking Management throughout our sites encourages leaders to maintain engagement with associates and to ensure support is available should it be needed. When we put our people first, we encourage the sense of leadership as a guiding principle to foster trust and to promote the best associate experience and ultimately provide the best customer experience.

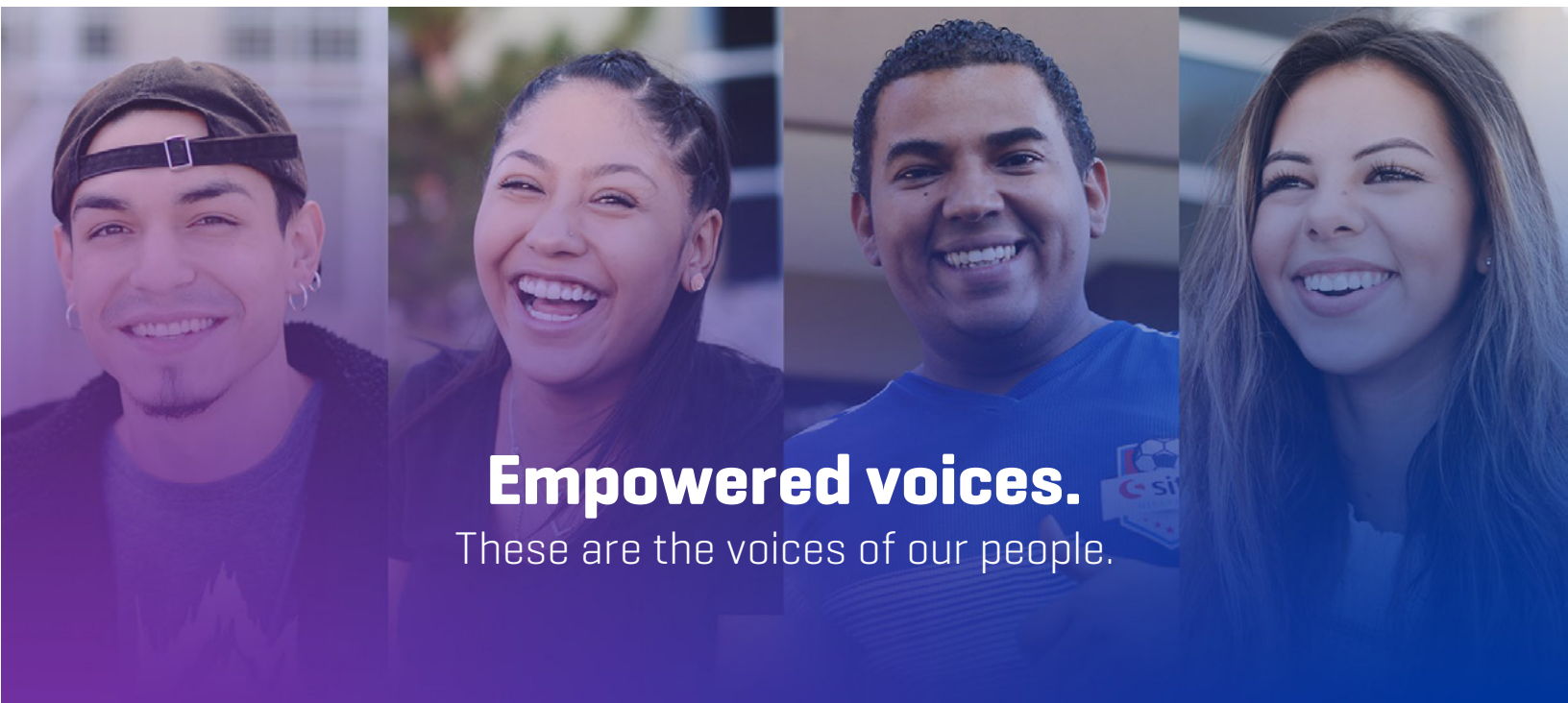


Empowered voices.

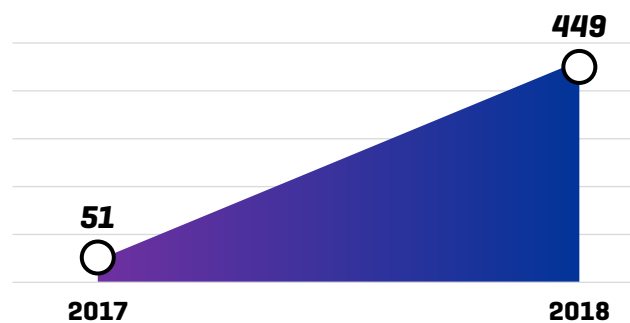
In 2018, we launched our *Empowered voices.* campaign and platform during Customer Service Week as an opportunity for our associates to share their personal *#SitelLife* story. *Empowered voices.* features real stories from real people and the positive impact our associates experience as part of the Sitel family. This online community fosters a sense of belonging amongst peers with inspirational testimonials recognizing individual accomplishments,

overcoming adversity and thriving in an inclusive workplace.

From its initial success, we have continued to use this platform throughout 2019, celebrating *Empowered voices.* and engaging our associates during Pride Month, Customer Service Week, International Women's Day and more.



**Number of
Stories
Evolution on
Empowered
voices.**



Training and Development.



426

Courses



78,042

Learners



102,244

Certificates
delivered



2:40:58

Average time spent
per active learner

A knowledgeable and passionate workforce is key to our success. We encourage and provide continuous training to support our associates through every stage of development. By fostering a safe workplace, in turn, we create a safe and empowering learning environment.

Communication is our expertise. So, whether training is specific to one of our clients or for new

hire orientation, we target interactive training and roll out a red carpet welcome at each of our site locations. Associates are provided on-the-job training to support strategic alignment while familiarizing our team members with our brand values. By identifying skill gaps, we encourage specific training through job shadowing and support with individual improvement plans.



MyAcademy.

Since 2017, Sitel Group's e-learning platform, MyAcademy, has been used for internal training in support of onboarding and on-the-job training to enhance growth and readiness for future promotions and internal transfers. MyAcademy contains micro-learning training, which provides users with

targeted information for specific learning objectives. Our micro-learning training includes examples, problems and challenges that our associates face daily. Successful completion of this training closes skill gaps and provides the knowledge and training to better support a successful associate.

Empower Center.

Launched in May 2019, our Empower Center is a platform that supports diversification, skills training and knowledge for our associates. This platform allows associates to concentrate on personal and professional development and offers external resources in support of personal and professional development through videos, articles and courses. Through self-paced modules, users can complete

courses and earn certifications. We are continuously adding new content and subjects as per the request of our associates for more engaging and applicable content. From cognitive coaching to maximizing time efficiency, Empower Center offers motivating and inspiring content to support leadership, accountability and team building development.

Empower Center

Keep Learning. Keep Growing. Keep Moving.



Sitel Scholarship.

Our Sitel Scholarship allows our U.S.-based staff (and their families) to continue and further their education through DeVry University. In 2019, we awarded three associates with a scholarship to attend DeVry University. Our first-place winner received a \$10,000 scholarship and our second and

third-place winners each received a \$5,000 scholarship. The perks of our partnership with DeVry University are available to Sitel full-time associates and their immediate family members (located in the U.S.).



CSR at Sitel Group.

Our Corporate Social Responsibility commitment is to conduct business in a socially responsible and ethical manner. In 2019, we had an opportunity to strengthen our policies and training for ethical standards. We live our Sitel values and practice them daily, holding ourselves to a higher standard. We have embedded our sustainability practices and expectations throughout global operations to

support our corporate social responsibility strategy. We encourage community involvement and are proud to see the high levels of commitment and passion from our associates each year. Sitel Group is committed to supporting the 10 Principles of the United Nations Global Compact and looks to collaborate with our associates and vendors for positive impact and improvement.



Give Back.

Supporting local communities for a positive local impact.



Go Green.

Reducing our carbon footprint to protect the planet.



Live Well.

Promoting health and wellness initiatives to encourage a healthy lifestyle.



Be Ethical.

Living our values to foster a fair, safe and respectful workplace.

Our global sustainability efforts are driven by making a difference. We remain a proud participant of the United Nations Global Compact comprised

Give Back.

Principle 8

Undertake initiatives to promote greater environmental responsibility

Principle 7

Businesses should support a precautionary approach to environmental challenges

Live Well.

Principle 6

The elimination of discrimination in respect of employment and occupation

Go Green.

Principle 7

Businesses should support a precautionary approach to environmental challenges

Principle 8

Undertake initiatives to promote greater environmental responsibility

Principle 9

Encourage the development and diffusion of environmentally friendly technologies

of 10 principles that we use to guide our four corporate social responsibility pillars.

Be Ethical.

Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights

Principle 2

Make sure that they are not complicit in human rights abuses

Principle 3

Business should uphold the freedom of association and the effective recognition of the right to collective bargaining

Principle 4

The elimination of all forms of forced and compulsory labour

Principle 5

The effective abolition of child labour

Principle 6

The elimination of discrimination in respect of employment and occupation

Principle 10

Businesses should work against corruption in all its forms including extortion and bribery United Nations Global Compact



Sustainable Development Goals.

Sitel Group continues to invest in our associates and the communities where we work. Our continued support of the UN Global Compact's Sustainable Development Goals allows us to collaborate with nonprofits and community partners. We strive to empower our associates and improve lives by

preparing our workforce and creating success pathways for further education and employment opportunities. As our business grows, we continue investing in our operations practices to reduce our environmental footprint further.

SUSTAINABLE DEVELOPMENT GOALS



Give Back.

Language Improvement Programs.

Around the world, we have various programs which offer candidates English as a second language (ESL) upskilling with the ability to learn or improve their English skills supporting a possible opportunity to be employed in a contact center.

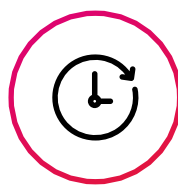
For example, in 2011, we introduced our Free Language Improvement Program (FLIP) in Managua, Nicaragua. This training program supports the community by investing in locals who are interested in enhancing and improving their English skills. As we attract new talent, we have developed an upskilling program to boost morale, encourage job growth and support the needs of our customers. Shared

language promotes community and shares in our value of creating an inclusive environment.

Throughout the 480 hours, we provide a weekly stipend, a free meal and transportation. Students accepted into the program learn fluency, vocabulary, grammar structure and support to strengthen soft skills in active listening, comprehension and problem-solving. The FLIP program has a 97% graduation rate and 30% of graduates have been hired as Sitel employees. In 2019, we had 442 students enroll in the program and 296 students who successfully completed the training.

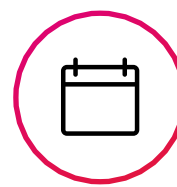
Sitel Footprints.

Every year, we engage with our local communities to host clothing, food and school supply drives. At the heart of our mission are our associates, who volunteer and give back to those in need. Sitel Footprints is centered around our ability to leave a positive, lasting impact - and every year, our teams strive to increase community engagement.



2,084

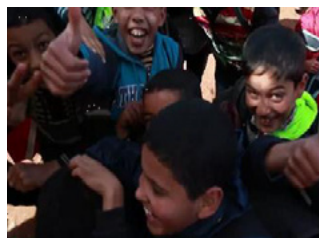
Total Volunteer Hours



365

Total Volunteer Days

CSR Around the World.



Africa (Morocco, Senegal and Ivory Coast)

Donated **100+ backpacks** to support underprivileged children and help them prepare for the upcoming school year.



Bulgaria

Collected more than **1,000 leva** for children with disabilities.



Canada

Hosted a food drive and collected over **600 units of food**.



Colombia

Collected **donations** and delivered them to an **animal shelter**.



France

Raised **breast cancer awareness**.



India

Hosted a stationery **donation drive for students** and provided **450 backpacks** filled with school supplies for underprivileged children in Uttiramerur and surrounding villages.



Mexico

Visited children with disabilities.



Nicaragua

Focused on youth health and wellness to support three levels of development: **education, sports and personal growth**.



Panama

Raised **awareness for endometriosis** by wearing yellow during Worldwide Endometriosis March.



Philippines

Our team in the Philippines adopted a school of 75 students and gifted them with **educational toys** for the holidays.



Portugal

Collected **160kg of non-perishable food items and hygiene products** to aid in the fight against poverty and social exclusion.



Spain

Donated **pet food** to a local shelter.



United Kingdom

Raised **€1,125 for a local charity**.



United States

Volunteered at a food bank and fed over 3,500 people, donating **seven pallets of food**.

Charitable Giving Fund.

In North America, our charitable giving fund donated nearly \$60,000 to 77 non-profit organizations throughout the United States in 2019.

Since its inception in 2016, we've donated around \$215,000 to more than 200 organizations.



- Sitel Footprints donated **\$1,500** to the Boys and Girls Club of Marion County
- Supporting United Way in Mississippi with a donation of **\$500**
- Sitel donated **\$850** in San Angelo for the Pink Ribbon Run
- New Brunswick raised **\$500** for Motionball
- **\$500** contribution to Joshua Group
- **\$1,000** to sponsor the Fire-K Five-K in Augusta
- Albuquerque donated **\$1,740** to UNM Children's Hospital
- **\$500** donation to The Kristen French Child Advocacy Centre
- Ocala raised **\$1,053** for March of Dimes
- Starkville donated **\$1,000** to the Pushmataha Council Boy Scouts Annual 5k Glow Run
- Donated **\$1,000** to Project Impact
- **And more!**

Live Well.

SitelFit.



We value our associates' well-being and understand the importance of establishing healthy habits. Empowering our associates to be their best is at the core of SitelFit, our wellness program, and reinforces our people-centric culture.

SitelFit is designed to educate and motivate our associates, encouraging healthy eating and exercise in their daily life. We leverage sports - a universal language that all of our associates around the globe understand - to promote global associate engagement through the United Heroes platform, allowing associates to take an active role in their own wellness goals.

Launched in 2018, United Heroes continues to enhance our associate experience through its global challenges. In 2019, *SitelFit* launched a global challenge to collect the most number of badges

against our three regions: EMEA, the Americas and APAC. For eight weeks, our associates worked tirelessly, tracking their walking, running, biking, training and other activity in the United Heroes app. During this eight-week global challenge, we launched a simultaneous individual challenge. Associates who earned 400 points through the app would automatically be entered to win a grand prize trip to our Sitel Headquarters in Miami, Florida. During the eight-week challenge, we held weekly drawings for a lucky winner.

sitel *fit*
⚡ **Be your best!**

The global *SitelFit* challenge resulted in 12,013 badges and a total of 1,023,440Km traveled. At the end of the challenge, twelve grand prize *SitelFit* winners joined us in Florida to participate in local

expeditions and a focus group. For the future, our goal is to grow participation and make *SitelFit* even more inclusive and exciting for our associates.

CHALLENGES – KEY FIGURES



7,626

Number of participants



73%

Active participants



12,013

Total number of badges



1,023,440

Total distance traveled
[Km]

Communicating Wellness.

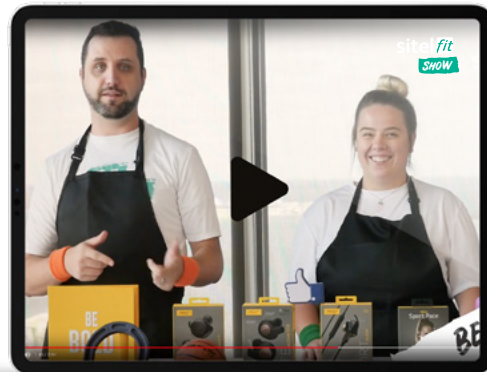
In 2019, we introduced the *SitelFit Show*, a nine-episode Workplace series promoting *SitelFit* challenges. Each week, our hosts addressed different health and wellness topics, like healthy eating, fitness tips and activity tracking. For example, the Back to Basics initiative encouraged our associates

to eat simple, natural foods. Sites participated by offering snacks like fruit, nuts and balanced meals. Each *SitelFit Show* episode also presented a weekly challenge, where participants were encouraged to track and follow along on social media using the hashtag #SitelFit.

Click on the
play icon
to discover
our **SitelFit**
challenge.



sitel*fit*
⚡ Be your best!



sitel*fit*
SHOW

Click on the
play icon
to discover
a **SitelFit**
Show
episode.

Go Green.

Sitel Footprints on the ground.

We partner with our associates across the world who help us protect our planet, with many of our

site locations engaging in environmental initiatives throughout the year.



Bulgaria

Cleaning the Vitosha Mountain as part of Let's Clean Bulgaria Together.

Panama

Participating in the International Coastal Clean Up.

Supporting the Grand National Reforestation.

"Pista y' Ang Cagueban" (Pista ng Kagubatan)

Tree Planting Activity. Sitel joined in the 29th year.

Philippines

40 employees volunteered to plant trees.

Carbon Footprint.

Our Environmental Policy addresses water, waste, carbon footprint and our suppliers. We strive to be good stewards and protect our natural environment, supporting a circular economy. Operating in 28 countries, we work together to make a positive impact on our environment to reduce, reuse and recycle in our daily operations. We encourage the following in each site to help lower our carbon footprint:

- Energy-efficient commuting
- Teleconferencing
- Go paperless
- Responsible disposal of e-waste
- In-kind donations

Carbon Emissions.

In 2019, we performed a greenhouse gas emissions assessment, which included data from 2018. Our total measured carbon emissions were 37,920

tons and we are committed to reducing energy consumption, paper use, unnecessary business travel and water use.

**Emissions
(tCO2e)
in 2018**

SCOPE 1	SCOPE 2	SCOPE 3	TOTAL
1,348	17,441	19,131	37,920

Sitel at Home.

Our work from home operation, Sitel at Home, eliminates the daily commute of traveling to and from work and has less impact on the environment. We have approximately 2,000 associates

who work virtually supporting a work-life balance making for a happier associate with less stress and a more productive day.



Supply Chain.

Our Procurement professionals add value through excellence from our suppliers to all of our locations. As an extension of our operations, our supply chain is a reflection of our company, giving due consideration to our ethical, environmental and social obligations. Through our measures of

due diligence and our commitment to doing responsible business, procurement decisions are based on ethics and labor standards with all applicable laws and regulations and our Supplier Code of Conduct. Our procurement decisions are based on the highest ethical standards.

Be Ethical.

Responsible Business.

As a corporate citizen, we understand our responsibility to foster a safe workplace for all stakeholders. Our high level of compliance standards serves as the foundation of ethical leadership in our organization, reflecting our substantial commitment to upholding laws, regulations and industry

standards. Serving in 28 countries, our global policies and procedures, set forth by our global executive team, promote a culture of compliance and ethics to maintain trust through exceptional customer experiences upheld by our values: *Be Bold. Build Trust. Work Together. Wow Customers.*

Awareness and Prevention.

With 80,000 associates around the world, we prioritize ethical awareness in the workplace. Our strategy supports an understanding of ethical implications and encourages moral actions. Standards of behavior, values and principles are found in our Global Code of Conduct and Ethics. Consis-

tency in training supports our ethical culture and encourages trust with peers and management. Associates are required to participate in annual Global Security and Awareness training through MyAcademy, promoting ethical competence and clarity of our industry standards.

Privacy and Protection.

We work closely with our associates and clients, building trust by protecting the privacy and the security of data. Privacy and protection of information has been globally embedded into our business operations as we train our associates annually on requirements to protect confidential, sensitive and personally identifiable information. We have maintained a strong framework of protection and security through our internal policies, including our **Security and Ethics Incident Management, Risk Management, Global Privacy Policy and Fraud Management** and adhere to global compliance requirements including:

- European Union General Data Protection Regulation (GDPR)
- Health Insurance Portability and Accountability Act (HIPAA)
- ISO 27001:2013
- Client Specific Privacy Requirements
- Country and EU Member State Country Privacy Laws
- Payment Card Industry Data Security Standard (PCI DSS)



Anti-Bribery and Anti-Corruption.

We are committed to maintaining comprehensive policies, procedures and training. These systems are reviewed annually to ensure they are up-to-date with applicable laws, regulations, industry standards and best practices. Our organization's Compliance Program provides guidelines on the prevention and management of bribery and corruption-related risks. Our Global Anti-Bribery and Corruption Policy requires adherence to all relevant anti-bribery and anti-corruption laws, including the U.S. Foreign Corrupt Practices Act, the United Kingdom Bribery Act 2010 including all laws

of countries where we operate. Our Compliance Program ensures a proactive approach through the following areas of prevention and management:

- Fostering a culture of compliance
- Continuous monitoring through assessments and audits
- Risk management
- Due diligence
- Whistleblowing hotline and procedure
- Compliance training

Grievance and Transparency.

We have zero-tolerance for unethical behavior and corruption in any form. Any possible conduct violations viewed as unethical, illegal, in violation of professional standards or otherwise inconsistent with Sitel Group's policies and procedures, which

may affect the moral or physical integrity of its employees, can be reported using EthicsPoint for further investigation. This third-party, 24-hour hotline is available to report ethical violations anonymously.





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