



## TRANSPARENCY IN SUPPLY CHAINS STATEMENT

### I. Introduction

This statement is made pursuant to section 54 of the UK Modern Slavery Act 2015 and describes the steps that Talkdesk Inc. is taking to ensure modern slavery is prevented within its business and supply chain. The term “modern slavery” includes forced labor, servitude, slavery and human trafficking.

### II. About Talkdesk Inc.

We are a multinational company with headquarters in California and are regarded as a global leader in the enterprise Contact Center as a Service (CCaaS) space.

Currently, Talkdesk Inc. and its subsidiaries have over 1,500 employees and provide services to over 1,900 customers in more than 100 countries. Our customers range in size from small and medium-sized enterprises to large multinationals across all industries.

Talkdesk is experiencing significant growth and expansion into new markets. As a result of this, we are working with an increasing number of suppliers and business partners around the globe to support us in offering a world-class service to our customers. Our main suppliers are providers of network and infrastructure, as well as IT and related services.

### III. Our stance on the issue of modern slavery

We take very seriously our role in promoting high standards of honest and ethical business conduct and compliance with applicable laws and regulations.

As we enter into new markets and increase our global footprint, it is our duty to act with care to ensure that fundamental rights and freedoms in the workplace are respected, and that we play our role in the prevention of modern slavery within our business and supply chain.

Therefore, we are fully committed to (i) abiding by applicable laws and regulations; (ii) ensuring transparency within our business and supply chains; and (iii) identifying risks and taking the necessary steps to prevent modern slavery within our business and supply chain.

### IV. Measures we are taking

#### IV.1 Policies

Talkdesk has zero tolerance towards forced labor, servitude, slavery and human trafficking. To ensure we conduct our business ethically and transparently, we operate a number of policies:

Our [Code of Ethics and Business Conduct](#) applies to all of our directors, officers, employees, agents and representatives worldwide. This code is part of our company culture and outlines our commitment to: (i) comply with applicable laws, rules and regulations, (ii) maintain a safe and healthy work environment where everybody is treated with dignity; and (iii) high standards of ethical conduct under which we carry out our business.

Our [Anti-Corruption Policy](#) describes our commitment to full compliance with anti-corruption laws.

#### IV.2 Supply Chain

Our initiatives to identify and mitigate risks in our supply chain involve:



Procurement. We have centralized our procurement function with processes, procedures and tools to mitigate wasteful spending and supplier risks.

Supplier due diligence. Following a risk-based approach, we actively monitor our supply chain by undertaking due diligence on new suppliers and ongoing monitoring for existing suppliers. For example, we may: (i) obtain and assess supplier certifications; (ii) require our suppliers to complete a self-assessment questionnaire or provide evidence that they operate in a responsible and ethical manner; (iii) carry out audits.

Supplier Code of Conduct. We expect our suppliers and business partners to uphold the same core values and high standards we commit to, and to ensure that no form of slavery or human trafficking takes place within their business or supply chain.

Contractual requirements. Our standard contracts include clauses requiring our suppliers and business partners to comply with all applicable anti-slavery and human trafficking laws, statutes, regulations, and codes.

Enforcement. We will act on any violation of our core policies by our suppliers or business partners. We will firmly require prompt remediation of any issues identified or, if necessary, terminate the business relationship.

Supplier Diversity, Sustainability and Inclusion. We provide equal opportunities to all suppliers regardless of diversity status to participate in competitive solicitations to support our corporate social, and economic responsibility. We are committed to diversifying our supply chain to generate opportunities for inclusiveness. Our objective is to find the most qualified suppliers who can meet our needs, while giving back to the community.

Risk assessments. We have undertaken (and will continue to undertake) risk assessments as part of our expansion into new markets to identify our exposure to risks such as modern slavery, fraudulent activity and geopolitical risks, among others. We are committed to implement further controls and develop sustainable practices as part of those risk assessments.

### **IV.3 Training**

We are developing a training program and internal communications to raise awareness and ensure that our staff understands the complex issue of modern slavery, including our legal obligations and the compliance measures we have adopted.

### **V. Revision date**

Last Revision Date: 1st March 2023, for the financial year ending 31st January, 2024.

### **SIGNATURE**

Signed for and on behalf of Talkdesk Inc. and its affiliates

By:           Tiago Paiva          

Title: Chief Executive Officer

Date: March 30, 2023