

# Modern Slavery Report

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## Overview

Genesys empowers more than 8,000 organizations in over 100 countries to improve loyalty and business outcomes by creating the best experiences for customers and employees. Through Genesys Cloud, the #1 AI-powered experience orchestration platform, Genesys delivers the future of CX to organizations of all sizes so they can provide empathetic, personalized experience at scale. As the trusted, all-in-one platform born in the cloud, Genesys Cloud accelerates growth for organizations by enabling them to differentiate with the right customer experience at the right time, while driving stronger workforce engagement, efficiency and operational improvements. Our corporate headquarters is in Menlo Park, California.

Genesys conducts business in Canada through the entity Genesys Cloud Services Corp. (“GCSC”). GCSC is incorporated in Canada (Corporation Number: 773331-3) with a registered office at Spaces North York, 5200 Yonge Street, North York, ON M2N 5P6, Canada. GCSC is an affiliate of the global Genesys group of companies and purchases and resells Genesys software products to customers in Canada and provides professional services and research and development services to affiliated Genesys companies. GCSC has approximately 320 employees.

## Modern Slavery

Genesys takes a zero-tolerance approach to modern slavery and is committed to acting ethically to implement and enforce effective systems and controls to ensure modern slavery is not taking place within Genesys or its supply chains. Genesys expects its employees, suppliers and business partners to prevent acts of modern slavery from occurring within both its business and supply chains. We aim to work in partnership with our suppliers and business partners to ensure that they share and work towards the same values we hold, which is to conduct ourselves ethically, morally, responsibly, with integrity and in compliance with all applicable laws, including those on modern slavery.

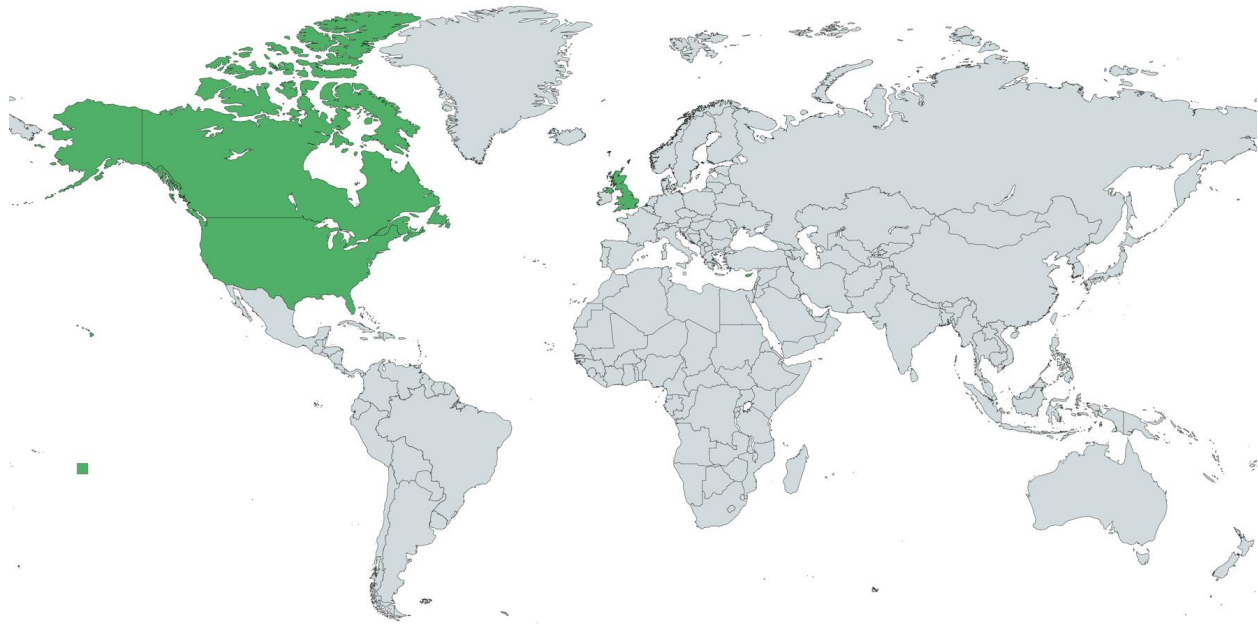
This annual report for GCSC (“**Report**”) is made pursuant to Section 11 of the Fighting Against Forced Labour and Child Labour in Supply Chains Act (Canada) for the period February 2023 to January 2024 (“**Reporting Period**”).

## Our Supply Chain

GCSC's supply chain is as follows:

Construction	- Office additions and alterations works
Food and beverage	- Office catering
Goods	- IT hardware and software - Office equipment and consumables - Promotional merchandise
Logistics	- Postal services - Courier services - Warehouse rental
Professional services	- Legal - Finance - IT
Real estate and facilities management	- Office lease - Office equipment rental - Office cleaning and maintenance - Office security
Sub-contractors	- Systems Integrator
Technology	- Cloud services - AI

The following diagram illustrates the locations of GCSC suppliers and our percentage spend during the Reporting Period.



- Canada (82.18%)
- United Kingdom (1.94%)
- Cyprus (1.26%)
- United States (12.65%)

## Modern Slavery Risk Assessment

Genesys is a provider of customer experience and call center software and services, and therefore, GCSC’s supply chain does not consist of typical high-risk industries like raw materials and manufacturing. GCSC’s supply chain supports the operational and day-to-day aspects of the business.

In assessing the modern slavery risks within GCSC’s supply chain, Genesys takes into consideration risk factors such as the industry and sector, country of operation, nature of workforce, and goods and services involved. We identified the following industries and sectors within GCSC’s supply chain that may be exposed to a higher risk of modern slavery:

Construction - Office additions and alterations works

Food and beverage - Office catering

Goods	<ul style="list-style-type: none"> <li>- IT equipment</li> <li>- Office equipment and consumables</li> <li>- Promotional merchandise</li> </ul>
Labor	<ul style="list-style-type: none"> <li>- Contingent</li> <li>- Contractors</li> </ul>
Logistics	<ul style="list-style-type: none"> <li>- Postal services</li> <li>- Courier services</li> </ul>
Real estate and facilities management	<ul style="list-style-type: none"> <li>- Office cleaning and maintenance</li> <li>- Office security</li> </ul>

Suppliers within these identified industries and sectors are prioritised accordingly in Genesys’ efforts to address and manage modern slavery risks.

## Addressing Modern Slavery Risks

Genesys has in place a risk management framework to address and manage modern slavery risks. The framework applies to GCSC and includes codes and policies to guide employee and third party conduct, employee training to build knowledge and awareness, supplier due diligence processes to understand and evaluate our supply chain, and reporting mechanisms to identify possible instances of modern slavery. The framework is continuously being evaluated, refined and improved to remain effective and keep pace with changes to the legal, regulatory and business landscapes.

### Code of Conduct and Modern Slavery Policy

The Genesys Code of Conduct defines the company’s expectations of our employees and guides them in carrying out their roles and responsibilities ethically, morally, responsibly, with integrity and in compliance with all applicable laws, including those on modern slavery. Genesys also has a Modern Slavery Policy that reflects our commitment to ethical trading principles and sets out the steps we are taking to tackle modern slavery in our business and supply chains.

Our suppliers and business partners are expected to conduct themselves similarly, and these expectations are set out in the Supplier and Business Partner Code of Conduct which is available on the Genesys website. Genesys also expects our suppliers and business partners to hold their own suppliers to the same rigorous standards.



## **Employee Training**

New Genesys employees undergo compliance training on the Genesys Code of Conduct as part of their onboarding process. All employees also undergo compliance training annually and acknowledge that they will comply with our Code of Conduct. The training includes a module on modern slavery. Genesys has had a hundred percent annual compliance training completion rate for all employees worldwide since 2016.

## **Supplier Due Diligence**

Genesys utilizes a vendor qualification and risk mitigation process to evaluate and approve new suppliers and ensure their practices align with our values. This vetting process evaluates suppliers along various dimensions of risk, including regulatory and legal risk, geopolitical country risk, information security risk and modern slavery risk.

## **Reporting**

Genesys has a Compliance Helpline, available 24 hours a day, 7 days a week, that is accessible to employees anytime at [www.genesys.ethicspoint.com](http://www.genesys.ethicspoint.com). Reports can also be made by telephone in the U.S. and Canada at +1 (855) 260-7436. Telephone numbers for other global locations are available at [www.genesys.ethicspoint.com](http://www.genesys.ethicspoint.com). Genesys encourages anyone with questions or who may be aware of a violation of our Code of Conduct to immediately report the conduct to their manager and a member of the Ethics and Integrity Team. Genesys does not tolerate retaliation against an employee for reporting a concern in good faith, even when no evidence is ultimately found to substantiate the report.

Suppliers and business partners may use the Compliance Helpline or contact our Ethics and Integrity Team at [ethics@genesys.com](mailto:ethics@genesys.com). These reporting mechanisms are set out in the Supplier and Business Partner Code of Conduct. All reports that Genesys receives are looked into promptly and tracked to closure.

## **Measuring Effectiveness**

It is important to Genesys that we are able to determine the effectiveness of our anti-slavery measures. We monitor and review key metrics such as the completion rate of our employee compliance training and the number of modern slavery-related reports that we receive. Our policies and procedures are also reviewed annually by a cross-functional team.

## Consultation

GCSC developed this Report in consultation with various stakeholders. The consultation process involved engagement between the directors and management of GCSC and our corporate Legal and Procurement teams on modern slavery risks for GCSC, our current risk management measures and areas for improvement going forward.


## Going Forward

Genesys takes a continuous improvement approach to addressing and managing modern slavery risks. For the next few years, we will continue to focus on enhancing our risk management capability, increasing supplier engagement and building greater internal awareness.

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This Report reflects Genesys' zero-tolerance approach to modern slavery and our commitment and efforts to addressing modern slavery risks. This Report is made pursuant to Section 11 of the Fighting Against Forced Labour and Child Labour in Supply Chains Act (Canada) and was approved by the Board of Genesys Cloud Services Corp. dated May 13, 2024.

In accordance with the requirements of the Act, and in particular Section 11 thereof, I attest that I have reviewed the information contained in this Report for Genesys Cloud Services Corp. Based on my knowledge, and having exercised reasonable diligence, I attest that the information in this Report is true, accurate and complete in all material respects for the purposes of the Act, for the Reporting Period.

DocuSigned by:  
  
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By:

Director  
May 13, 2024

"I have the authority to bind Genesys Cloud Services Corp."