

<b>Policy Name:</b> Equal Employment Opportunity	<b>Policy No.:</b> CNX-HR-02-pl-049
<b>Approval Authority:</b> Senior Executive Team	<b>First Effective:</b> 01/30/2026
<b>Responsible Department:</b> People Solutions	<b>Reviewed/Revised:</b>

## **I. Policy Statement**

Concentrix ("the Company") is committed to providing a workplace free from discrimination, harassment, and inequity. We strive to promote diversity and inclusion at all levels within our organization and ensure that employment opportunities are accessible to all individuals, regardless of race, gender, age, national origin, disability, sexual orientation, religion, or any other characteristic protected by applicable law.

This Equal Employment Opportunity ("EEO") policy applies to all phases of employment, including recruitment, hiring, promotion, compensation, benefits, training, and termination, and complies with all applicable federal, provincial, and territorial laws governing employment practices in Canada.

## **II. Scope**

This policy applies to all employees, applicants for employment, contractors, and other individuals who may engage with the Company in any capacity.

## **III. The Policy**

Discrimination includes any practice or policy that has a negative effect on an individual or group based on any of the characteristics listed below, regardless of intent. Discriminatory practices may include unequal treatment, disparate impact, or failure to provide equal opportunities.

Concentrix prohibits discrimination on the basis of any of the following protected grounds under applicable Canadian laws:

- Race
- Colour
- National or Ethnic Origin
- Citizenship
- Religion
- Gender, Gender Identity, or Gender Expression
- Sexual Orientation
- Marital Status
- Family Status
- Disability
- Age
- Political Belief
- Language
- Criminal Convictions (unless directly related to the job)
- Pregnancy or Childbirth

#### **IV. Harassment**

Harassment of any kind, including but not limited to verbal abuse, bullying, or intimidation, is strictly prohibited. Harassment based on any of the protected grounds listed in Section 3 of this policy will not be tolerated.

Examples of harassment include, but are not limited to:

- Sexual Harassment: Unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature.
- Racial or Ethnic Harassment: Offensive jokes, comments, or actions directed at an individual based on their race, ethnicity, or national origin.
- Bullying or Intimidation: Repeated, unreasonable actions intended to intimidate, degrade, or belittle others.

All employees have the right to work in an environment free from harassment. Employees who believe they have been subjected to harassment are encouraged to report it immediately, in accordance with the Company's established procedures, including those through Confidentially Speaking and Integrity Counts.

Retaliation against employees who file harassment complaints in good faith is strictly prohibited.

#### **V. Accessibility and Accommodation**

Concentrix is committed to ensuring equal access for all employees and applicants. In compliance with the Canadian Human Rights Act, the Accessible Canada Act, and provincial and territorial legislation, the Company will provide reasonable accommodations to individuals with disabilities or other protected grounds, enabling them to participate in the recruitment process and, once employed, to perform their job duties effectively.

Applicants and employees are encouraged to notify management of any accommodation needs related to a disability or other protected ground. The Company will work collaboratively with both applicants and employees to assess and provide necessary reasonable accommodation to ensure full participation in the recruitment process and within the workplace.

#### **VI. Recruitment and Hiring Practices**

Concentrix follows fair and inclusive recruitment practices. Employment decisions, including hiring, promotion, and advancement, will be based solely on the qualifications, experience, and skills required for the position. No employee or applicant will be discriminated against based on any protected characteristic during any phase of the recruitment or hiring process.

**Commitment to Inclusion:** Concentrix actively seeks to hire candidates from diverse backgrounds and encourages applications from underrepresented groups, including women, Indigenous peoples, persons with disabilities, and visible minorities.

## **VII. Training and Development**

We are also committed to fostering an environment where all employees have equal access to opportunities for career advancement, training, and professional development and provide necessary resources and support for employees to thrive in their careers.

## **VIII. Reporting and Complaint Procedure**

Employees who believe they have been subjected to discrimination, harassment, or any violation of this policy may file a complaint using Concentrix's established procedures. This includes confidential reporting options via Confidentially Speaking and Integrity Counts, as well as reporting directly to their manager or People Solutions.

All complaints will be taken seriously and treated with the utmost confidentiality. No individual will face retaliation for making a complaint or participating in an investigation in good faith.

## **IX. Commitment to Inclusion and Belonging**

Concentrix recognizes the importance of diversity in the workplace. Accordingly, we are dedicated to fostering a culture of inclusion and belonging where every employee is treated with respect, dignity, and fairness and thus is empowered to contribute to the success of the Company. That includes fostering a work culture that encourages the exchange of diverse ideas and perspectives.

## **X. Legal Compliance**

This policy is designed to comply with all applicable federal, provincial, and territorial laws and regulations related to employment and human rights, including but not limited to:

- The Canadian Human Rights Act;
- The Accessible Canada Act;
- Provincial and Territorial Human Rights Codes; and
- Labour Standards and Employment Legislation in each jurisdiction.

Concentrix will continuously monitor and update this policy to ensure full compliance with all legal requirements. In the event of any legislative changes, the Company will adapt its practices to meet new legal standards.

## **XI. Responsibility for Implementation**

It is the responsibility of all employees to uphold this policy. In particular, managers are required to take proactive steps to prevent discrimination, harassment, and any barriers to equal opportunity. Employees are expected to treat their colleagues with respect and to contribute to an inclusive and non-discriminatory workplace.

## **XII. Policy Review**

This policy will be reviewed regularly to ensure it remains current and in compliance with all applicable federal, provincial, and territorial laws.

**XIII. Policy History**

Revision	Revision Date	Author	Description
1.0		A. Grant	EEO Policy Statement, Canada