



# Supplier Code of Conduct

July 2023

## 1. Introduction

NICE Ltd. and its subsidiaries and affiliates (collectively, “**NICE**”) are committed to ensuring that working conditions in its operations and supply chain are safe, that all workers are treated with respect and dignity, and that business operations are environmentally responsible and conducted ethically. Therefore, NICE has adopted this Supplier Code of Conduct (the “**Supplier Code**”) for its suppliers of products and services (each a “**Supplier**”) based on global industry standards as well as NICE’s values. The Supplier Code may be amended from time to time by NICE, and Supplier shall comply with the then-current version of the Supplier code.

A Supplier must, in all of its activities, comply with the laws, rules, and regulations of the countries in which it operates, and must fully adhere to, and comply with, this Supplier Code. If a signed written contract between NICE and a Supplier contains: (a) stricter requirements than those contained within this Supplier Code; or (b) requirements that are in addition to, or more specific than, the requirements contained in this Supplier Code, Supplier shall comply with such stricter, additional, or more specific requirements.

To maintain compliance at the lower tiers of NICE's supply chain, NICE expects each Supplier to be responsible for ensuring that all of its employees and suppliers are informed of, and agree to comply with, the requirements contained in the Supplier Code. NICE will assess a Supplier’s commitment to compliance with these requirements when making procurement decisions.

## 2. Records, Management and Control

Supplier must retain documents and records in accordance with all applicable laws, including accounts, quality reports, time records, expense reports, and submissions to NICE, regulatory authorities, or others. This also includes documentation necessary to demonstrate compliance with law and this Supplier Code, or relevant to any pending litigation, audit or investigation.

Supplier is expected to apply and monitor the observance of the principles described in the Supplier Code. If requested, Supplier will cooperate with NICE and provide additional information to ensure adherence to the Supplier Code.

Supplier must cooperate with requests for inspections, audits, and investigations by NICE or any of its authorized agents relating to compliance with this Supplier Code, as well as requests for environmental, social, and governance (ESG) information. If NICE determines that any Supplier has violated the Supplier Code, NICE may, at its discretion, require the Supplier to implement corrective actions. If Supplier fails to promptly implement any such corrective actions, NICE may terminate any current contracts or orders between NICE and Supplier.

We thank you for your ongoing support and commitment to conducting business responsibly. It is our intent that the Supplier Code makes explicit our shared commitment and practices to extend our values into all of our operations.

### 3. Labor

**NICE is committed to upholding the human rights of workers, and to treating them with dignity and respect. This applies to all workers, including temporary, student, contract, and any other type of worker. The labor standards include the following:**

- Human Rights  
NICE supports fundamental human rights and requires Supplier to comply with all applicable human rights, civil rights and employment laws wherever they operate.
- Freely Chosen Employment; Anti-Human Trafficking  
Modern slavery is a violation of fundamental human rights. Modern slavery takes on various forms, including slavery, servitude, forced and compulsory labor and human trafficking, all of which have in common the deprivation of a person's liberty by another to exploit them for personal or commercial gain. NICE has a zero-tolerance approach to modern slavery and Supplier is required to act ethically and implement and enforce effective systems and controls to ensure modern slavery is not taking place within their organization and their supply chain. Supplier will not use or permit any form of modern slavery, including forced or involuntary labor or human trafficking in any aspect of its operations. All work must be voluntary, and all workers must be free to leave work at any time or terminate their employment without reprisal. Supplier shall not impair workers' freedom of association.
- Child Labor Avoidance  
Supplier will not use child labor in any aspect of its operations. The term "child" refers to any person under the minimum age for employment in the relevant jurisdiction.
- Working Hours  
Supplier's workweeks and working hours will not exceed the maximum, if any, set by local law.
- Wages and Benefits  
Compensation paid to workers must comply with all applicable wage laws, including those relating to minimum wages, overtime hours, and any legally mandated benefits. Supplier will compensate workers for overtime consistent with applicable local law.
- Humane Treatment  
Supplier will not tolerate harsh or inhumane treatment, including any sexual harassment, sexual abuse, other forms of abuse or harassment, whether mental or physical. Supplier will clearly define and communicate to workers its disciplinary policies and procedures in support of these requirements.
- Diversity and Non-Discrimination  
NICE recognizes the value of diverse skills, ideas, and backgrounds and requires Supplier's workplaces to be professional and free from discrimination, harassment and abuse. Supplier must ensure that its workforce is, consistent with local laws, entitled to fair wages and hours, freedom of association and a work environment free from discrimination, harassment and retaliation. Supplier will not engage in discrimination

based on race, color, age, gender, sexual orientation, ethnicity, disability, pregnancy, religion, political affiliation, union membership, or marital status, in its employment practices. Supplier must treat each person with dignity and respect and afford them equal opportunity to the fullest extent provided by law and not discriminate in hiring and employment practices.

- No Retaliation

Supplier will have a defined process that it communicates to its personnel to enable its personnel to raise any concerns without fear of retaliation. Supplier will also maintain procedures to ensure the confidentiality and protection of Supplier personnel who make a disclosure about improper conduct by an employee or officer of Supplier, or by a public official or official body (e.g., whistleblower procedures).

- Hiring or Use of Private or Public Security Forces

To the extent applicable, Supplier shall only hire or use private or public security forces for the protection of a project if Supplier provides sufficient instruction and control to avoid torture, cruel, inhumane, or degrading treatment, damages to life or limb of individuals.

- Right of Local Communities

To the extent applicable, Supplier will ensure that no unlawful eviction from land, forests, and waters takes place when acquiring, building on, or otherwise using land, forests, and waters that serve as a person's livelihood.

## 4. Health and Safety

**Supplier recognizes that, in addition to minimizing the incidence of work-related injuries and illnesses, a safe and healthy work environment enhances the quality of products and services, consistency of production, and worker retention and morale. The health and safety standards include the following:**

- Occupational and Product Safety

Supplier will conduct operations in compliance with all applicable health and safety laws and regulations. Supplier will control worker exposure to potential safety hazards through proper design, engineering, and administrative controls, preventative maintenance and safe work procedures, and ongoing safety training. Workers will not be disciplined or retaliated against for raising safety concerns. NICE also requires that, as applicable, Supplier know, understand and comply with all applicable laws governing product safety and quality.

- Emergency Preparedness

Supplier will identify and address potential emergency situations and events and will minimize their impact by implementing written emergency plans and response procedures, including emergency reporting, employee notification and evacuation procedures, worker training and drills, appropriate fire detection and suppression equipment, adequate exit facilities, and recovery plans.

- Occupational Injury and Illness

Supplier will have procedures and systems in place to prevent, manage, track, and report occupational injuries and illnesses, including procedures designed to encourage worker reporting, classification, and recording of injury and illness cases, provide necessary medical treatment, investigate such cases, and implement corrective actions to eliminate their causes and facilitate return of workers to work. Workers will not perform work that is likely to jeopardize their health, safety, or well-being.

## 5. Environmental

NICE recognizes that environmental responsibility is integral to producing world-class products. Supplier is required to comply with all applicable environmental laws, regulations, and standards and minimize any adverse impact on the environment. In its manufacturing operations, if any, Supplier will minimize adverse effects on the community, environment, and natural resources, while safeguarding the health and safety of the public. Supplier must ensure its operations comply with all laws related to air emissions, water discharges, toxic substances, and hazardous and non-hazardous waste reduction and responsible disposal. Supplier must maintain sufficient knowledge of input materials and components to ensure they were obtained from permissible sources, and in compliance with laws and regulations. Supplier is strongly encouraged to use renewable energy sources whenever possible. To the extent applicable, Supplier must perform the following environmental management practices: conserve natural resources, including air, soil and water; address energy usage; report on greenhouse gas emissions; decrease carbon footprint; protect biodiversity; reduce deforestation and improper land use; reduce noise pollution; reduce, reuse and recycle waste; reduce or eliminate the use of hazardous substances.

## 6. Ethics

**To meet social responsibilities and to achieve success, Supplier will uphold the highest standards of ethics including compliance with the following:**

- Business Integrity; Anti Bribery and Corruption

NICE has a zero-tolerance policy for bribery and corruption. Therefore, Supplier shall comply with NICE's Anti-bribery and Corruption Policy and all applicable anti-bribery and anti-corruption laws, regulations, and standards. Supplier shall not (either directly or through a third party) offer, give, or receive bribes or inducements for any purpose whatsoever. Supplier will ensure that it maintains accurate books and records and implements monitoring and enforcement procedures to ensure compliance with anti-corruption laws.

- Gifts, Entertainment and Hospitalities

Supplier is required to fully comply with this Supplier Code and the law when offering or accepting any gifts, favors, meals, entertainment or hospitalities to or from NICE employees, customers, suppliers, business partners or their family members. Any such gift, entertainment or hospitality must be consistent with customary business practices and the recipient's policies.



- Fair Business, Advertising and Competition

NICE does not tolerate dishonest or fraudulent behavior. Supplier will comply with all applicable fair business, advertising and competition laws, including fair trading and antitrust laws. Supplier is required to uphold fair business standards in advertising, sales, and competition, and not engage in dishonest or fraudulent behavior. Supplier is required to comply with all applicable antitrust and competition laws where they do business. These laws prohibit agreements between competitors that affect prices, costs, terms or conditions of sale, the markets in which they will compete, or customers or suppliers with whom they will do business. These laws may also regulate distribution agreements, rebates, discounts, or territorial restrictions on resellers. NICE conducts business only with reputable parties involved in legitimate business activities using funds from legitimate sources. Supplier is required to comply with all applicable laws relating to money laundering.

- Anti-Counterfeit

Supplier is expected to know the origins of all parts and materials supplied to NICE and to ensure their authenticity. Supplier must respond to reasonable requests by NICE for information regarding the source of any parts or materials and minimize the risk of introduction of counterfeit parts into final products.

- Conflict of Interest

Supplier must avoid any situation or relationship that may involve an inappropriate conflict or the appearance of a conflict with the interests of NICE or its employees. Supplier must not offer or provide excessive gifts, hospitality or entertainment to any NICE employee or family member of NICE employees. Supplier must disclose to NICE any event that raises a concern that a conflict of interests exists or that impedes Supplier's ability to act objectively on behalf of NICE.

- Responsible Sourcing of Minerals

NICE expects Supplier's full compliance with the Dodd-Frank Wall Street Reform and Consumer Protection Act's provision and corresponding enabling regulations regarding conflict minerals, including regulations passed by the Securities and Exchange Commission and other applicable laws and regulations (collectively, the "Act"). To the extent applicable, Supplier will exercise due diligence to comply, and demonstrate compliance, with the Act, regarding the source and chain of custody of these materials. Supplier will make its due diligence measures available to NICE upon NICE's request and will respond to NICE's request for compliance information in a timely manner. Supplier will implement a policy to ensure compliance with this section, as applicable, in its supply chain.

- International Trade

Supplier will comply with all applicable laws and regulations concerning importing and exporting products and services. This includes complying with regulations preventing companies from supporting or cooperating with an unsanctioned boycott of another country, or from doing business with certain persons or entities.

- Animal Welfare

To the extent applicable, Supplier will follow the national and international regulations regarding animal protection and animal testing.

## **7. Intellectual Property, Confidentiality and Privacy**

- Proprietary Information and Intellectual Property

Supplier will respect any data, technology, know how, or intellectual property rights to which it or its personnel may have access through its/their dealings with NICE, and will never use that access for personal gain or outside of the scope of Supplier's business with NICE.

- Proper Use

Supplier may not obtain, distribute, or use copyrighted software or information without proper authorization or licensing.

- Trademarks

Supplier may not use NICE's trademarks, images, logos or other materials owned or controlled by NICE, unless explicitly authorized in writing by NICE.

- Confidentiality

Supplier shall maintain in strict confidence any information disclosed by or obtained from NICE or any party on its behalf. Supplier will use NICE's confidential information, data, copyrights, and trademarks only in a manner that is permitted under its contract with NICE and, at a minimum, Supplier shall protect such information with a reasonable degree of care, but no less than the same degree of care as is used in Supplier's protection of its own confidential information.

- Privacy

Supplier shall comply with all applicable privacy, data protection, and information security laws and regulatory and judicial requirements regarding the collection, storage, processing, transmission, or disclosure of data, whether provided by NICE or any party on its behalf, or obtained by Supplier, including on behalf of NICE or its clients. Upon request, Supplier shall execute appropriate data protection and transfer agreements with NICE in any form that NICE or its clients are required by applicable laws to execute with service providers or to flow down to subcontractors.

## **8. Reporting Concerns**

NICE has a Speak Up policy and concerns can be raised 24 hours a day, 7 days a week, at [www.nice.ethicspoint.com](http://www.nice.ethicspoint.com), which allows for anonymous reporting to the extent permitted by law. NICE encourages anyone with questions or who may be aware of a violation of this Supplier Code to immediately report such misconduct. NICE will not tolerate retaliation against a reporter for reporting a concern in good faith.