

# Anti-Modern Slavery and Human Trafficking Statement

This Anti-Modern Slavery and Human Trafficking Statement (the "**Statement**") describes the actions taken by Enghouse Systems Limited (the "**Company**" or "**Enghouse**" or "**our**" or "**we**") during the financial year ended on October 31, 2023 ("**FY23**") to prevent modern slavery including slavery, servitude, forced or compulsory labour, child labour, and human trafficking (collectively, "**Modern Slavery**") within our operations and supply chains. This Statement is made in compliance with the *Fighting Against Forced Labour and Child Labour in Supply Chains Act*, S.C. 2023 (Canada). Enghouse Holding (UK) Limited, a subsidiary of the Company, is a reporting entity under the *Modern Slavery Act 2015* (United Kingdom).

## STRUCTURE, ACTIVITIES, OPERATIONS AND SUPPLY CHAINS

### **Structure**

Enghouse is a public company listed on the Toronto Stock Exchange (:ENGH). Enghouse provides vertically focused enterprise software solutions focusing primarily on contact centers, video communications, healthcare, education, telecommunications, public safety and the transit market. Enghouse has a two-pronged growth strategy that focuses on internal growth and acquisitions, which are funded through operating cash flows. The Company is organized around two business segments: the Interactive Management Group and the Asset Management Group.

Enghouse's head office is located in Markham, Canada and, as of October 31, 2023, the Company had approximately 1,880 employees worldwide. The Company operates principally in the Americas, Europe and Asia Pacific.

### **Supply Chains**

Enghouse's supply chain is primarily composed of the following two streams:

- Third-party service providers, including partners, professional services, and software vendors ("**Third Party Service Vendors**");
- Hardware products that are sold as part of Enghouse's suite of product offerings ("**Hardware Products**"). These hardware products include video recording and room systems, tablets, computer servers and boards. Hardware products represent a small part of our business.

## **RISKS OF MODERN SLAVERY PRACTICES IN OPERATIONS AND SUPPLY CHAINS**

The steps taken by Enghouse to assess the risk of Modern Slavery in its supply chains and operations included considering the latest governmental advice and guidance, and conducting a preliminary risk-based assessment of its operations and supplier base with a specific focus on third-party manufacturers of Hardware Products.

### ***Potential Risks in Enghouse's Operations***

Enghouse considers the overall risk of Modern Slavery occurring within the operations of Enghouse to be low. Geographically, our workforce and activities are primarily based in regions that pose a lower risk of Modern Slavery.

### ***Potential Risks in Enghouse's Supply Chains***

Overall, given the nature of its business and industry, Enghouse considers its Third-Party Service Vendors supply chains to pose a low risk of Modern Slavery.

Enghouse relies on third parties to manufacture and/or supply Hardware Products. These third parties may have operations based outside of North America and certain suppliers are located in regions with historically less robust regulation in the labour context. While Enghouse expects its direct suppliers to comply with all applicable laws, including those related to labour, health and safety, human rights, and business ethics, the risk inherent to complex global supply chains is that there is less visibility into the operations of sub-suppliers several levels down the supply chain.

To date, Enghouse has not identified any instances of Modern Slavery in its supply chains or operations. Accordingly, no remedial steps were deemed necessary, including those related to the remediation of income loss to the most vulnerable families that results from remediation measures.

## **ACTIONS TAKEN TO ASSESS AND ADDRESS MODERN SLAVERY RISKS**

### ***Policies***

Enghouse's Code of Conduct underscores its commitment to standards of ethical behaviour. It sets out the fundamental values and standards of behaviour for all employees, officers, directors, agents and contractors of Enghouse.

Enghouse's Business Partner Code of Conduct, and its Human Rights Statement set out the standards of conduct expected of suppliers and vendors of goods and services to Enghouse. These include compliance with all laws and regulations, and adoption of sound labour practices and the fair treatment of workers. More fundamentally, the Human Rights Statement commits to the conduct of business on a basis consistent with internationally recognized norms, such as the United Nations Universal Declaration of Human rights, and specifically prohibits the use of forced or child labour.

The Company requires suppliers to acknowledge and sign Enghouse's Business Partner Code of Conduct as part of the client onboarding process.

Enghouse also maintains a whistleblower hotline, a confidential platform to report potential violations of laws, regulations, or industry standards including breaches of the Company's Code of Conduct.

### ***Contractual Provisions and Due Diligence***

Enghouse's standard supplier agreements include clauses that require suppliers, including suppliers of Hardware Products, to comply with applicable laws and to indemnify Enghouse for noncompliance, which includes laws related to force labour, as applicable. Enghouse's standard form agreements also include audit rights to ensure suppliers are complying with the terms of the agreement, including rights to inspect records, documents, and activities related to the agreement. Additionally, provisions in agreements with direct suppliers of Hardware Products generally provide Enghouse the ability to conduct inspections at supplier facilities before accepting goods.

### ***Training***

New employees undergo training and certification on the Code of Conduct and Business Partner Code of Conduct when they join the Company.

## **ASSESSING EFFECTIVENESS**

Enghouse recognizes and understands the importance of the laws regarding Modern Slavery and is committed to reviewing and assessing the Modern Slavery risks in its supply chain. The Company plans to continue to assess risks related to Modern Slavery as appropriate and evaluate policies and practices accordingly.

## **ATTESTATION**

The Statement was approved pursuant to subparagraph 11(4)(a) of the Act by the Board of Directors of Enghouse Systems Limited.

In accordance with the requirements of the Act, and in particular section 11 thereof, I, the undersigned, attest that I have reviewed the information contained in this report for the entity listed above. 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 year listed above.

I have the authority to bind Enghouse Systems Limited

Per: Steve Sadler

Full Name: Steve Sadler

Title: Chief Executive Officer and Chairman of Enghouse Systems Limited

Dated: May 29, 2024