



# **NICE Partner Code of Ethics and Business Conduct**

April 2023

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## 1. Introduction and Applicability

NICE Ltd. and its subsidiaries and affiliates (collectively, “NICE”) are committed to ensuring that working conditions in its operations and sales channels are legal and conducted in compliance with its policies and all applicable laws. Therefore, NICE has adopted this **Partner Code of Ethics and Business Conduct** (the “**Partner Code**”) applying to all NICE Partners selling, or representing NICE in the sale of, products and services (each a “**Partner**”) based on global industry standards as well as NICE’s values. The Partner Code may be amended from time to time by NICE and posted on the company website, and Partner shall comply with the then-current version of the Partner code.

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

Each Partner is responsible for ensuring that all of its employees and any of its service providers and subcontractors performing work for, or related to, NICE, are informed of, and agree to comply with, the requirements contained in the Partner Code. NICE will assess a Partner’s commitment to compliance with these requirements when entering into a contract or renewing a contract with its Partners.

## 2. Management and Control

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

If NICE determines that any Partner has violated the Partner Code, NICE may, at its discretion, require the Partner to implement corrective actions. If Partner fails to promptly implement any such corrective actions, NICE may terminate any current contracts or orders between NICE and Partner, without liability.

We thank you for your ongoing support and commitment to conduct business responsibly and ethically.

### 3. Ethics and Compliance with Laws

**To meet all legal responsibilities, Partner will uphold the highest ethical standards, including compliance with the following:**

- Business Integrity: Anti Bribery and Corruption

NICE has a zero-tolerance policy for bribery and corruption. Therefore, Partner shall comply with all applicable anti-bribery and anti-corruption laws (FCPA, UKBA and all others that apply), regulations, and standards. Partner shall not (either directly or indirectly) offer, promise, give, or receive bribes or inducements for any purpose whatsoever.

Partner will ensure that it maintains accurate books and records and implements monitoring and enforcement procedures to ensure compliance with anti-corruption laws.

Partner will ensure a compliance and ethics-oriented tone from the top to allow a strong culture of compliance.

Partner will provide a safe environment for employees to come forward and speak up, ensuring employees who speak up are not retaliated against (more on this in section 5 below).

- Fair Business

Partner will comply with all applicable fair business, advertising, and competition laws, including fair trading and antitrust laws.

- Conflict of Interest

Partner 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. Partner must not offer or provide excessive gifts, hospitality or entertainment to any NICE employee, family member of NICE employees or NICE customers, including customers purchasing NICE products and services from the Partner. Partner must disclose to NICE any event that raises a concern that a conflict of interests exists or that impedes Partners' ability to act objectively on behalf of and/or with NICE.

- International Trade

Partner will comply with all applicable laws and regulations concerning importing and exporting products and services and doing business with parties subject to applicable financial sanctions.

- Responsible Sourcing of Minerals

NICE expects Partner'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, Partner will exercise due diligence to comply, and demonstrate compliance, with the Act, regarding the source and chain of custody of these materials. Partner 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. Partner will implement a policy to ensure compliance with this section as applicable.

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

- Proprietary Information and Intellectual Property

Partner 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 Partner's business with NICE.

- Proper Use

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

- Trademarks

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

- Confidentiality

Partner shall maintain in strict confidence any information disclosed by or obtained from NICE or any party on its behalf. Partner 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, Partner shall protect such information with a reasonable degree of care, but no less than the same degree of care as is used in Partner’s protection of its own confidential information.

- Privacy

Partner 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 other party on its behalf, or obtained by Partner, including on behalf of NICE or its customers. Upon request, Partner shall execute appropriate data protection and transfer agreements with NICE in any form that NICE or its customers are required by applicable laws to execute with service providers or to flow down to partners or subcontractors.

## 5. 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:**

- Freely Chosen Employment; Anti-Human Trafficking

Partner will not use or permit any form of forced or involuntary labor, slavery, 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.

- Child Labor Avoidance

Partner 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

Partner’s work 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.

- Humane Treatment

Partner will not tolerate harsh or inhumane treatment, including any sexual harassment, sexual abuse, other forms of abuse or harassment, whether mental or physical. Partner will clearly define and communicate to workers its disciplinary policies and procedures in support of these requirements.

- Non-Discrimination

Partner will be committed to a workforce free of harassment and unlawful discrimination. Partner 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.

- No Retaliation

Partner will have a defined process that it communicates to its personnel to enable its personnel to raise any concerns without fear of retaliation. Partner will also maintain procedures to ensure the confidentiality and protection of personnel who make a disclosure or raise a concern (e.g., whistleblower procedures).

## 6. Health and Safety

Partner 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 Safety
- Emergency Preparedness
- Occupational Injury and Illness

## 7. Environmental

NICE recognizes that environmental responsibility is integral to producing world-class products. In its manufacturing operations, if any, Partner will minimize adverse effects on the community, environment, and natural resources, while safeguarding the health and safety of the public. Partner must ensure its operations comply with all laws related to air emissions, water discharges, toxic substances, and hazardous waste disposal. Partner must maintain sufficient knowledge of input materials and components to ensure they were obtained from permissible sources, and in compliance with laws and regulations.

## 8. Summary

It is important to remember that while the Partner Code cannot answer every question, it provides, among other, guidance on the basic principles for ethical behavior. These principles include:

- **Compliance** - with all applicable laws and regulations, as well as internal policies and contractual obligations.
- **Honesty and Integrity** - be honest and fair in all business dealings.
- **Respect** - promote and sustain a work environment that fosters mutual respect, openness and individual integrity.
- **Confidentiality** - protect the Company's assets and confidential information.
- **Professionalism** - strive to provide high-quality products and services, in all aspects of the business.

## 9. Contact

**For any questions or concerns, you may always contact**

- NICE contact person assigned to your account
- NICE Compliance department at: [compliance@nice.com](mailto:compliance@nice.com)

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Name \_\_\_\_\_

Signature \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_