

Concentrix Strategy in Relation to Taxation

In September 2016, the Parliament of the United Kingdom (“UK”) enacted Finance Act 2016 (the “Act”). Among other things, the Act requires that businesses of a certain size within the United Kingdom publish a Tax Strategy Statement (“Statement”) disclosing (a) the approach of the group to risk management and governance arrangements in relation to UK taxation, (b) the attitude of the group towards tax planning (so far as affecting UK taxation), (c) the level of risk in relation to UK taxation that the group is prepared to accept and (d) the approach of the group towards its dealings with Her Majesty’s Revenue and Customs (“HMRC”).

This strategy applies to Concentrix Corporation and to the affiliated UK group of companies in accordance with paragraph 19 of Schedule 19 to the Finance Act 2016. A list of the entities to which it applies is set out below. In this strategy, references to ‘Concentrix, ‘the Company or ‘the group’ are to all these entities. The strategy has been published in accordance with paragraph 19(2) of the Schedule by being included in Concentrix Corporation’s investor relations website.

This strategy applies from the date of publication until it is superseded. The Act requires that the Statement cover the following types of tax: income tax, corporation tax, value added tax, amounts for which the company is accountable under PAYE regulations, diverted profits tax, insurance premium tax, annual tax on enveloped dwellings, stamp duty land tax, stamp duty reserve tax, petroleum revenue tax, customs duties, excise duties and national insurance contributions. References to ‘tax’, ‘taxes’ or ‘taxation’ are to UK taxation and to all corresponding worldwide taxes.

Group Overview

Concentrix Corporation (“Concentrix”, “we” or “the company”), an entity listed on NYSE as CNXC, is the ultimate parent of the companies that form the Concentrix Group. The Concentrix Group is headquartered in California, U.S.A.

The Concentrix Group has one reportable segment. The Concentrix segment offers a portfolio of strategic solutions and end-to-end global business outsourcing services focused on customer engagement strategy, process optimization, technology innovation, front and back-office automation and business transformation.

Introduction - Our Approach to Tax

As a responsible business, our approach to tax aims to align with the requirements of the tax authorities. Concentrix’ tax affairs are managed in a way which takes into account the Company’s wider corporate reputation in line with Concentrix’ overall high standards of governance. This tax strategy applies to Concentrix Group companies and includes application of U.K. tax laws and tax laws of all other jurisdictions in which we operate. We will uphold all laws relevant to countering tax evasion, including the Criminal Finances Act 2017, and this is supported through The Concentrix Anti-Facilitation of Tax Evasion Policy.

How We Manage Our Tax Risks

As a multi-national group, we are exposed to a variety of risks, both internally and externally, that could affect our business. A description of the material risks affecting the Concentrix Group is contained in our latest SEC Form 10-K filing.

- The Company operates a system of tax risk assessment and controls as a component of the overall internal control framework applicable to the Company's financial reporting system;
- Processes relating to different taxes are allocated to appropriate process owners, who carry out a review of activities and processes to identify key risks and mitigating controls in place.

Responsibility for setting and implementing our tax strategy and the management of our tax risks ultimately sits with the Chief Financial Officer (CFO). Oversight is provided by the Audit Committee of the company's Board of Directors. Day-to-day responsibility for the application of the tax strategy and the management of our tax affairs is delegated by the CFO to the Vice President of Tax.

Our Tolerance of Tax Risks

We are committed to complying with the tax laws and regulations in all countries in which we operate and monitoring changes to the tax laws in those countries. Our internal policies and procedures are designed to ensure we comply with applicable tax laws. Our tolerance of tax risks is continually evaluated and managed to ensure compliance while remaining consistent with the long-term interests of our company and various stakeholders. Where appropriate, we will seek advice from professional advisors.

Our Attitude to Tax Planning

Our tax planning affairs are conducted in a manner consistent with the commercial needs of the Concentrix Group. We also conduct our tax planning affairs in a manner consistent with the tax legislations and advice obtained from external counsel.

Relationships with Tax Authorities

We believe in professional, open and transparent relationships with the tax authorities in all jurisdictions in which we operate, including HMRC in the U.K. and the Internal Revenue Service ("IRS") in the U.S. We maintain relationships with tax authorities, based upon mutual trust and respect which will enable constructive dialogue and responsiveness by all parties.

List of UK entities covered by this Tax

Concentrix CX UK Limited (FKA SYNEX-Concentrix UK Limited)
Concentrix Technologies Limited
Concentrix Europe Limited

The Global Email Trustee Limited
Concentrix Services UK Limited
Concentrix CRM Services UK Limited
Concentrix Business Services UK Limited
Concentrix Catalyst Ltd. (FKA Tigerspike Ltd)
Concentrix CVG Intelligent Contact Limited
Concentrix CVG CMG UK Limited
Concentrix CVG Group Limited
Concentrix Digital Services Limited
Intervoice Limited
Convergys Holdings (GB) Limited
Convergys Holdings (UK) Ltd.
Concentrix SREV Europe UK Limited
ServiceSource Europe (UK Branch) Ltd.
Concentrix Europe Limited
Concentrix Technologies Limited
Dalglen (No 823) Limited
Gem Online services Limited
Go Beyond Services Ltd
OEE Consulting Limited
Telecom Services Centres Limited
Webhelp Management Services (UK) Limited
Webhelp Medica UK Limited
Webhelp Payment Services UK Ltd
Webhelp UK Holdings LTD
Webhelp UK Trading Limited

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