

Aspect Software UK Limited Anti-Slavery and Human Trafficking Statement

Aspect Software UK Limited ("Aspect") is committed to improving awareness of the practices necessary to combat modern slavery and human trafficking. To that end, Aspect has adopted an Anti-Slavery and Human Trafficking Policy (the "Policy") that applies to all persons working for us or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners. We have a zero-tolerance approach to modern slavery and we are committed to acting ethically and with integrity in all our business dealings and relationships and to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or in any of our supply chains. Aspect's management has overall responsibility for ensuring this policy complies with our legal and ethical obligations, and that all those under our control comply with it.

Aspect provides contact center and workforce optimization software solutions to various industries, including financial services, healthcare, retail, utilities, telecommunications, transportation, travel and hospitality, education, and government.

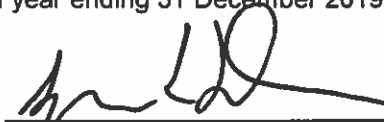
We have considered the risk profile of our business and our business partners, and have determined that, due to the nature of our business and our industry (software and technology development and sales) and that our employee demographic is mostly professional, modern slavery and human trafficking statement is a low risk at Aspect. Nevertheless, our Policy reflects our commitment to acting ethically and with integrity in all of our business relationships and to ensure that modern slavery and human trafficking are not taking place.

Our Policy is available on our intranet, and is accessible or readily available to all of our partners, staff, and contractors.

Everyone at Aspect is encouraged to report any concerns regarding modern slavery or human trafficking in accordance with our whistleblowing policy.

This statement is made pursuant to Section 54(1) of the Modern Slavery Act 2015 and constitutes our anti-slavery and human trafficking statement for the financial year ending 31 December 2019.

Approved: _____



Spencer C. Demetros
Senior VP, General Counsel

ASPECT SOFTWARE ANTI-SLAVERY AND HUMAN TRAFFICKING POLICY

Policy Statement

- Modern slavery is a crime and a violation of fundamental human rights. It takes various forms, such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain. We have a zero-tolerance approach to modern slavery and we are committed to acting ethically and with integrity in all our business dealings and relationships and to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or in any of our supply chains.
- We are also committed to ensuring there is transparency in our own business and in our approach to tackling modern slavery throughout our supply chains, consistent with our disclosure obligations under the Modern Slavery Act 2015. We expect the same high standards from all of our contractors, suppliers and other business partners, and as part of our contracting processes, we include specific prohibitions against the use of forced, compulsory or trafficked labour, or anyone held in slavery or servitude, whether adults or children, and we expect that our suppliers will hold their own suppliers to the same high standards.
- This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners.
- This policy does not form part of any employee's contract of employment and we may amend it at any time.

Responsibility for The Policy

- The management of the company has overall responsibility for ensuring this policy complies with our legal and ethical obligations, and that all those under our control comply with it.
- The legal department has primary and day-to-day responsibility for implementing this policy, monitoring its use and effectiveness, dealing with any queries about it, and auditing internal control systems and procedures to ensure they are effective in countering modern slavery.
- Management at all levels are responsible for ensuring those reporting to them understand and comply with this policy and are given adequate and regular training on it and the issue of modern slavery in supply chains.
- You are invited to comment on this policy and suggest ways in which it might be improved. Comments, suggestions, and queries are encouraged and should be addressed to your manager or the legal department.

Compliance with The Policy

- You must ensure that you read, understand and comply with this policy.
- The prevention, detection, and reporting of modern slavery in any part of our business or supply chains is the responsibility of all those working for us or under our control. You are required to avoid any activity that might lead to, or suggest, a breach of this policy.

- You must notify your manager or the legal department as soon as possible if you believe or suspect that a conflict with this policy has occurred, or may occur in the future.
- You are encouraged to raise concerns about any issue or suspicion of modern slavery in any parts of our business or supply chains of any supplier tier at the earliest possible stage.
- If you believe or suspect a breach of this policy has occurred or that it may occur you must notify your manager or report it to the legal department as soon as possible.
- If you are unsure about whether a particular act, the treatment of workers more generally, or their working conditions within any tier of our supply chains constitutes any of the various forms of modern slavery, raise it with your manager or the legal department.
- We aim to encourage openness and will support anyone who raises genuine concerns in good faith under this policy, even if they turn out to be mistaken. We are committed to ensuring no one suffers any detrimental treatment as a result of reporting in good faith their suspicion that modern slavery of whatever form is or may be taking place in any part of our business or in any of our supply chains. Detrimental treatment includes dismissal, disciplinary action, threats or other unfavourable treatment connected with raising a concern. If you believe that you have suffered any such treatment, you should inform your manager or the legal department immediately. If the matter is not remedied, and you are an employee, you should raise it formally using our Grievance Policy, which can be found on the employee portal (SharePoint).

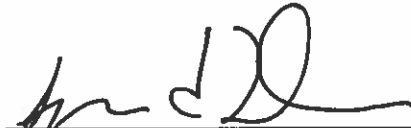
Communication and Awareness of This Policy

- Training on this policy, and on the risk our business faces from modern slavery in its supply chains, forms part of the induction process for all individuals who work for us, and regular training will be provided as necessary.
- Our zero-tolerance approach to modern slavery in our business and supply chains must be communicated to all suppliers, contractors and business partners at the outset of our business relationship with them and reinforced as appropriate thereafter.

Breaches of This Policy

- Any employee who breaches this policy will face disciplinary action, which could result in dismissal for misconduct or gross misconduct.
- We may terminate our relationship with other individuals and organisations working on our behalf if they breach this policy.

Approved: _____



Spencer C. Demetros
Senior VP, General Counsel