

Code of Conduct

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In the Khoros Culture: **Integrity Matters.**



Agility
We move with
urgency and
purpose.



Customer-Centricity
We are obsessed with
achieving customer
value.



Accountability
We embrace an
ownership
mentality.

We create powerful software that makes it easier for brands to engage with the people that matter the most to them, wherever they are.

1.1 Message from Chris

KHOROS TEAM,

Thank you for being a part of Khoros and joining us on this journey to empower the world's greatest brands to accelerate digital connection!

At Khoros, our mission, vision, and values are the foundation for our unique culture and purpose. Our purpose unifies us in accelerating digital connection while our values reflect our behaviors and how we approach working with each other. To deliver on this, we created this Code of Conduct to articulate our expectations of ourselves and each other, holding us to a standard of doing what is right by our colleagues, partners, customers, and organization ethically, responsibly, and with integrity.

This Code is the rubric of our Compliance Department at Khoros and the foundation for our policies and expectations. As you read through this Code, know that we have a team dedicated to answering your compliance questions, guiding you when necessary, and ensuring that we all are acting on our core values. In addition, we have an anonymous reporting system to ensure that everyone feels comfortable speaking up, even in challenging circumstances.

Thank you for reviewing this Code to help us stay on the right track into the future!

Chris



1.2 Our Core Values

At Khoros, what we do is informed by who we are.

Our values are reflected in our actions, and at Khoros, the expectation is that everyone – our employees, contractors, and directors – will uphold these same values. To help us, this Code of Conduct (the "Code") provides a standard set of guidelines to ensure that integrity remains at our core as we chart our course forward. While this Code may not address all difficult situations that you will encounter, by following its principles, we are confident that this Code will make it easier for you to do the right thing – to act with integrity.

1.3 Our Integrity Code

Our ability to succeed starts with you. We expect one another to adhere to our corporate values while acting with integrity, making responsible choices, and showing conscious, positive, and ethical behavior. Our values reflect who we are and help guide everything we do.

Connection and community are at the heart of everything we do. We obsess about our customers' experience and work tirelessly to help our customers engage with the people that matter most to them.

WE BELIEVE IN CULTURAL DIVERSITY THROUGH INCLUSIVITY:

We understand, accept, and value our differences and we collaborate and support each other in a respectful environment. We treat each other fairly and strive to eliminate barriers that have held others back. By doing so, our mission, strategies, and practices support a diverse and inclusive workplace and leverage its effects.

Our Values:

AGILITY - WE MOVE WITH URGENCY AND PURPOSE:

We are agile. We act with intention and without hesitation. We work tirelessly to do right by ourselves, our customers, and each other. We take pride in working at Khoros. Demonstrating unwaivering responsibility and integrity builds trust – both with our customers and each other.

CUSTOMER-CENTRICITY - WE ARE OBSESSED WITH ACHIEVING CUSTOMER VALUE:

By focusing on value in our all of our interactions, we improve our strategies and methods to be the best. We positively influence each other to do the right thing and believe that acting ethically and responsibly maximizes our value.

ACCOUNTABILITY - WE EMBRACE AN OWNERSHIP MENTALITY:

Accountability to ourselves and our customers is at the core of all we do. From CEO to individual contributor, everyone is responsible for making ethical decisions that reinforce our emphasis on integrity, responsible business practices, and a commitment to being a reliable and trustworthy partner to our customers.



Your Responsibilities

ACT PROFESSIONALLY AND ETHICALLY.

As a Khoros employee, your actions reflect on our company and brand. Your responsibility as an employee is to make sure that the spirit of this Code is reflected in your everyday business activities.

SPEAK UP.

When you see or hear a violation or occurrence of misconduct or unethical behavior that goes against this Code or any Khoros policy, we expect you to speak up immediately. You can always notify your manager, a member of the leadership team, the Compliance Department, or use the Khoros Ethics Hotline to make a report.

ASK QUESTIONS.

If you are unsure of something and how to proceed, always reach out to your manager, Legal Department, Compliance Department, or Talent Department for guidance.

FIND AND GET FAMILIAR WITH THE KHOROS ETHICS AND COMPLIANCE HOTLINE:

Website: khoros.ethicspoint.com

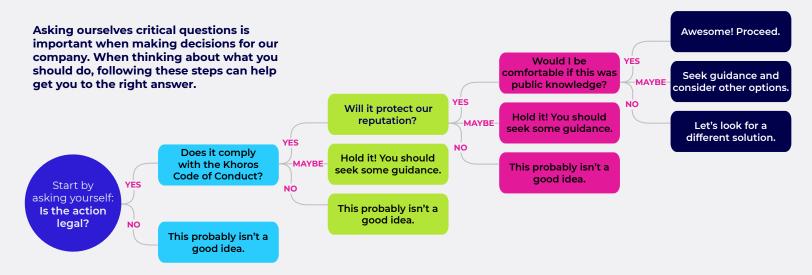
Mobile: khorosmobile.ethicspoint.com

CALL TOLL-FREE:	
United States	833-331-1342
Australia	Dial 1-800-551-155 (Optus) or 1-800-881-011 (Telstra), then dial 833-331-1342
Canada	833-331-1342
France	Dial 0-800-99-0011 (Orange) or 0805-701-288 (Telecom Development), then dial 833-331-1342
Germany	Dial 0-800-225-5288, then dial 833-331-1342
India	Dial 000-117, then dial 833-331-1342
Netherlands	Dial 0800-022-9111, then dial 833-331-1342
United Kingdom	Dial 0-800-89-0011, then dial 833-331-1342



2.1 Making The Right Decision

Doing the right thing is a universal expectation that applies to all of us at Khoros. At times, you may be faced with a situation where the right thing to do is unclear. If you are, you can use this guide to help you adhere to our values and this Code when faced with a question or dilemma:



Violating the law, our company values, Khoros policies, or this Code is never the right thing to dono matter the business need. If you are still unsure after working through this decision matrix, either reconsider your actions or contact the Compliance Department by emailing compliance@khoros.com.

Further, as we hold each other to the same standard of acting with integrity, we expect you to come forward and let us know if you see someone who may not be acting in accordance with this Code. The Compliance Department is here to help you navigate difficult business situations and provide you with guidance where a choice is unclear. You don't need to do it alone.

2.2 Accountability and Discipline

There are several options to choose from if you feel the need to report a possible violation of this Code or any laws, rules, or other regulations.

- Talk to your manager
- Email compliance@khoros.com The Compliance Department is here to help. If you feel uncomfortable talking to your manager, the Compliance Department can help you resolve the issue.
- Email our VP of Legal, Chief Talent Officer, or Chief Financial Officer
- Use The Khoros Ethics and Compliance Hotline Use our official company hotline to report (anonymously if you choose) your concern. Visit khoros.ethicspoint.com or call one of our toll-free numbers (listed in Section 2.0) to file a report.



HANDLING YOUR REPORT

When we receive a report, we will review it and, where appropriate, conduct an investigation. If you would like to learn more about the reporting and investigation process, we encourage you to reference the Khoros Compliance Reporting and Investigation Policy, located on our internal Atlas page. We expect all employees to fully cooperate with internal and external audits, investigations, and inquiries.

ANTI-RETALIATION

Khoros strictly prohibits and does not tolerate unlawful retaliation of any kind. All forms of unlawful retaliation are prohibited, including any form of discipline, reprisal, intimidation, or other form of retaliation for participating in any activity protected by law. Any employee found engaging in any form of retaliation will be subject to discipline, up to and including termination of employment.



Khoros Culture: Integrity together

In the Khoros culture, our level of integrity reflects who we are as a business and formulates the image in which our employees, customers, and business partners see us. It speaks to our level of commitment to responsible and ethical choices. Each day, we represent Khoros with our words and actions and we recognize that in our roles as employees, our statements and actions reflect on Khoros. As such, we agree to always be mindful of how we act and what we say. We are a source of reliable, honest, and accurate information, and we always do the right thing, no matter how tough it may be.

Our Code provides as a set of guidelines on how employees should act and treat each other. It helps employees know what the right thing is – and when to speak up. By acting in accordance with this Code, we are acting in accordance with Khoros values and contributing to the Khoros culture.

3.1 Non-Discrimination and Harassment

We're stronger when we're diverse. We aim to recruit, hire and retain the best talent which leads to a sustained competitive advantage in our industry. When we say everyone should feel included at work, we mean every. single. person. So, at Khoros, we are committed to examining unconscious biases and creating and fostering a culture of inclusion and diversity. Khoros provides equal opportunity to all – we treat each other with respect and do not discriminate for any reason including race, national origin, gender, gender identity, religion, sexual orientation, age, physical or mental disability, political affiliation, veteran status, or any other characteristic protected by applicable laws, regulations, and ordinances.

We do not tolerate harassment to any degree or in any form (verbal, visual, sexual, or otherwise). It's our responsibility to create a safe, respectful, and engaging workplace for all our employees and we have an obligation to treat everyone with dignity and respect. We will not tolerate any form of workplace violence, such as bullying, intimidation, physical abuse, written or verbal threats, or any acts done in to harass employees and/or create a hostile work environment. Examples of harassing behavior include unwelcome sexual advances or other behavior, offensive jokes, disparaging comments, and inappropriate or disrespectful displays.

Employees found engaging in any form of misconduct listed above are subject to discipline, up to and including termination. For more information around harassment, discrimination and workplace conduct please consult the Khoros Non-Discrimination and Anti-Harassment Policy.

To report a violation or possible violation of discrimination or harassment, please reach out to the Talent by emailing Khoros' Director of Talent Engagement directly. You can also file a report through the Khoros Ethics and Compliance Hotline.



3.2 Human Rights

We seek to enrich individual and shared experiences across the globe and we conduct our business activities in a way that illustrates how we value human dignity. Part of acting with integrity is making sure that we're treating all humans – not just Khoros employees and our partners – as well as the environment with respect and in a responsible manner. We do not utilize any form of forced, child, or otherwise unjust or unfair labor practices. We speak up when we think there may be a violation to human rights the same way we would speak up if we witnessed a violation of this Code.

3.3 Environmental Responsibility

We care about our planet – it's important that we take steps to make our world a better place to live. We encourage you to practice environmentally conscious activities in your day to day lives. Help us take steps to fight climate change and join us in committing to do our part in changing the world. We adhere to all applicable federal and state requirements put in place for the betterment and protection of our environment. We strive to choose responsible, environmentally conscious business partners to help further our environmental mission.

3.4 Social Responsibility

We show that we care about our communities by sharing Khoros' integrity standards. Demonstrating social responsibility means embedding our ethical business practices and policies into everything that we do. Be a good neighbor and make a difference by giving back, engaging in philanthropic activities and volunteering. For more information on how to participate in philanthropic activities, check out our Philanthropic Opportunities Atlas page.

3.5 Health and Safety

We believe physical and mental health wellness is vital to your success at work. Khoros is committed to providing a safe and healthy workplace. In turn, we expect that you will abide by on-site requirements and protocols, as well as general guidelines for what is appropriate in terms of how we speak to each other and how we act around each other, our business partners, and customers. Violence in the workplace is never tolerated. Instances of workplace violence should be reported immediately to management or law enforcement. You are required to follow all Khoros safety and security measures and contact your manager and/or a medical professional if you feel your health or safety are being compromised while working.

3.6 Alcohol & Drugs

We desire to conduct business free from the influence of any substance that could impair your performance. Sometimes there may be alcohol at work events. If you choose to partake, we expect that you will do so responsibly while exercising good judgment. Illegal drugs/narcotics are prohibited on Khoros property, in Khoros offices, at Khoros events, and while you are performing



work for Khoros. Khoros expects that you will not sell, distribute or abuse alcohol, illegal drugs, controlled substances or medication, prescribed or otherwise, in the workplace or at any Khoros-related event. Such behavior may result in disciplinary actions, up to and including termination.

3.7 Conflicts of Interest

We appreciate the fact that you have relationships and interests outside of work. However, your personal experiences and interactions outside of work should not influence or impact your business decisions. We, therefore, expect you to avoid situations in which your personal relationships and interests either conflict with Khoros' interests or are intertwined with a Khoros decision. Avoiding conflicts of interest allows us to make informed, guided, and intentional decisions to ensure that we put Khoros first.

If you are aware of or find yourself in a potential or actual conflict of interest situation, you must immediately report it to management or the Compliance team. If you are unsure if a certain situation poses a conflict, remember that your goal is to always act in the best interest of Khoros. For more information about conflicts of interest, please consult Khoros' Conflicts of Interest Policy.

3.8 Outside Employment

We require full disclosure of your paid outside activities, including outside employment, to the Talent Department and your manager before you begin working at Khoros or before you begin engaging in such paid activities, while working at Khoros. Your manager and the Talent Department will work together to determine whether your outside activity is a conflict of interest. If your manager and the Talent Department determine that your outside activity is a conflict of interest, you may be asked to cease such activity to protect Khoros' interests. For additional information on approvals that may be required for outside employment, please consult the Employee Handbook.

The paid or unpaid assumption of an office or appointment on a non-Khoros affiliated management board, non-profit board, supervisory board, advisory board, or political office may lead to a conflict of interest. For that reason, you must seek approval from Khoros before you assume such duties.



Khoros Culture: Integrity with others

The success of Khoros' culture depends on your safe use and exchange of Khoros data and information. We risk damage to our reputation and competitive advantage when we do not carefully safeguard our communications and disclosures.

You must ensure that you protect the private and confidential information of Khoros, its employees, customers, and clients. Doing so means limiting access to only those with a "need to know" basis for information and using information for authorized, business purposes only.

Always remember: you must assess the risks associated with any information you handle so you can properly manage those risks and protect that information.

4.1 Information Integrity

We are responsible stewards of our data and take the necessary steps to make sure it stays accurate and reliable. We have a dedicated Information Security Department that has controls in place to safeguard our data and information from things like cyber-attacks and manipulation. Our Information Security Department also has controls in place to protect our employee systems from things like malicious codes and has a robust continuity and disaster recovery plan to make sure we are always protected against both internal and external risk. For more information on how Khoros' Information Security Department works to protects our data and information, please consult the Khoros Information Security Code of Conduct and the supplemental policies that support it.

To safeguard our data and information, you should always:

- Follow all Khoros confidentiality policies and/or confidentiality requirements contained in employment agreements with Khoros;
- · Categorize information received based on level of risk;
- Store information based on its level of risk category;
- Share information with only "need to know" individuals;
- Ensure third parties with access to information have signed confidentiality agreements and are using it according to Khoros guidelines;
- Retain information pursuant to legal and regulatory requirements;
- Refrain from storing or retaining confidential information on portable devices, such
 as external drives, thumb drives, etc., and/or promptly and permanently deleting such
 information after use if use of such devices is otherwise necessary for business purposes;
 and
- Refrain from keeping, using, or disclosing Khoros information post-employment or for non-business reasons.



4.2 Confidentiality

We keep our data safe and secure – from emails and training materials to customer projects - we place a strong emphasis on the importance of proper confidentiality practices. Customer, vendor, and employee data is all considered proprietary, on a "need to know" basis, and should be treated as confidential unless otherwise indicated. Though there are many ways to mitigate risk when it comes to our data, you should, at a minimum:

- Proactively identify risks prior to engaging with private, confidential, or sensitive information:
- Keep workstations secure, password protected and locked when not in use;
- Adhere to the guidance provided by our Information Security team;
- Complete required trainings and other activities as otherwise assigned by Khoros Security and/or Legal;
- · Adhere and comply with all confidentiality agreements Khoros has with third parties; and
- Report misuse or improper disclosures immediately.

We put the highest level of importance on safeguarding and maintaining our proprietary information, confidential data, and personally identifiable information. Protecting information and ideas is critical to building trust in our industry. We have an obligation to protect not only Khoros information, but also the information of the people and companies we do business with.

4.3 Intellectual Property

As a leader in the CX software industry, intellectual property ("IP") is an invaluable asset. It reflects our hard work, time, effort, and dedication to create a valuable tool for our customers. Examples of our IP are our product, our source code, and our trade secrets. Our IP allows us to stay competitive and we want to ensure it is not exploited by third parties. It's important that you exercise caution when discussing or disclosing any information that may be considered proprietary or confidential to protect our IP. It is also important that you avoid infringing on the IP rights of others to avoid legal action and preserve our reputation in the industry.

Adequately protecting IP requires us to:

- Use brands and trademarks appropriately;
- Report new developments, technologies and innovations and seek approvals for use through the Legal or Compliance Departments;
- Classify and store Khoros material under adequate controls;
- · Only disclose confidential information pursuant to an appropriate written agreement;
- · Accept confidential information pursuant to appropriate written agreement only; and
- Avoid and report any misuse or suspected misuse of our IP immediately.



4.4 Artificial Intelligence

Artificial Intelligence ("AI") is a huge component of our business model. It helps shape our products, provide customer solutions, and improve our corporate compliance. Before AI is implemented, it should be tested for accuracy and reliability. AI should be used in a safe and responsible manner and only for designated business purposes. There should always be a purpose and rationale behind the use of AI, and its development and use should be transparent. Most importantly, it should protect and safeguard Khoros assets.

4.5 Third Party Protections

We use vendors and other third parties to help us get things done. Employees may have to interact, contract, negotiate, or partner with these third parties while carrying out their duties at Khoros. If you find yourself working with a third party, it's important to ensure that the third parties are delivering their services in compliance with our privacy and data security requirements. Before committing to payment or execution of services with any party outside of Khoros, you must check with the Procurement and Legal Departments to make sure that the necessary documents and safeguards are in place.

4.6 Social Media

When you post on a Khoros social media account or when you post on your private social media account about Khoros, you represent Khoros. What you say online matters and you should always be conscious of what you're posting and do a C.H.E.C.K before you hit that "post" button:

- Could this be interpreted as offensive?
- How would I feel reading this post?
- Experience matters do I have the authority to make this post?
- Can this post be a negative reflection on Khoros?
- Keep it on target. Have purpose when posting on behalf of Khoros and make your message complete and to the point.

Remember, we maintain integrity by being transparent and consistent. To that end, we keep our messaging clear and accurate by designating the function and responsibility of communicating with the media and the public to designated employees only. Do not participate in any online forum, blog, or chat room to discuss official Khoros business unless you are one of these designated employees. Any personal comments on social media about Khoros should include a disclaimer that such commentary is in your personal capacity only and should not use offensive or harassing language. Never disclose confidential or non-public business information or comment on Khoros business plans or performance. See more about our social media guidelines in our Social Media Policy.



4.7 Use of Company Resources

Employees have an obligation to safeguard Khoros assets, resources, and information and to ensure their efficient use. Theft, carelessness, and waste have a direct impact on Khoros business. Employees also have an obligation to protect the assets, resources, and information of others if we are entrusted to protect such assets. Employees must always abide by Khoros' Information Security Code of Conduct when using Khoros assets, resources, and information.

Occasional or incidental personal use of certain of Khoros assets is permissible. For example, the occasional personal phone call or e-mail from your workplace is acceptable, while excessive personal calls or e-mail is a misuse of assets. Only authorized software should be used on Khoros systems and technology unless approval has been obtained from Information Security prior to the installation and use. You also may not use Khoros computers and equipment for outside businesses, or for illegal or unethical activities such as gambling, pornography or other offensive subject matters.



Khoros Culture: Integrity and the law

In working with our customers, business partners, and third parties, we assume certain risks. Ensuring compliance with relevant industry laws and regulations is how we protect our company and its reputation. To build trust, our business interactions must be legal, ethical and professional.

All employees have an important responsibility to preserve and guard Khoros' integrity. Khoros is committed to complying with all laws and regulations that apply to our business. As a result, employees should avoid even the appearance of wrongdoing and conduct Khoros business in compliance with all applicable laws. In some cases, violation of such laws may result in penalties for Khoros and the employees involved in the violation. Though not all employees are expected to know the details of all applicable laws, you are responsible for seeking advice to determine those laws that apply to your position and what is required for compliance with such laws. You should contact your manager or the Legal Department if you do not know the laws that apply to your position or if you have any questions about those laws.

5.1 Competition and Antitrust Laws

Competition is healthy – it creates growth and spurs innovation. Khoros competes fairly in the marketplace and each of us is expected to follow laws, rules, and regulations that ensure that the marketplace remains competitive and free. This means that we abide by competition laws, otherwise called antitrust laws. You must endeavor to deal fairly with customers, suppliers, competitors, employees, and agents of Khoros, and not take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair dealing practice.

To ensure that we are doing what is fair and compliant, we must:

- Protect Khoros' confidential information and only share it subject to a non-disclosure agreement that has been approved by the Legal Department.
- Obtain or disclose competitive information without legal reason.
- Refrain from discussing or making any formal or informal agreement with any
 competitor or partner regarding prices, discounts, business terms and conditions,
 without approval and where the purpose or result of such discussion or agreement
 would be to unfairly limit free competition in the marketplace.
- Be conscious to not release non-public information to competitors.

5.2 Anti-Money Laundering

Hiding proceeds of illegal activity in legitimate business sources is criminal and contrary to the Khoros culture. To identify and prevent potential money laundering schemes:

 Familiarize yourself with Khoros customers and their businesses and obtain sufficient information to determine whether products, services and processes are appropriate;



- Do not accept, use or hold money or property unless you know its origin and purpose;
 and
- Report any suspicious transactions or behaviors to the Legal and Compliance Departments.

5.3 Anti-Bribery and Corruption

We let the quality of our products and customer service speak for itself. As such, when evaluating business partners or engaging with vendors, we do not offer or take bribes and we do not permit others to exert undue pressure or influence on us. Engaging in bribery or any corrupt conduct not only carries reputational repercussions, but can result in fines and jail time for both Khoros and you. We have a zero tolerance policy for corrupt behavior at Khoros by our employees, regardless of their role, and no payment from Khoros funds should ever be made to or for the benefit of a representative of any government, labor union, current or prospective customer or client, or for any sale, purchase, contract or other commercial benefit.

In our day-to-day dealings with our customers and business partners, gifts, invitations, and entertainment are common practice, but they can also be one of the most common forms of bribery. As such, gifts are permitted only if they are within appropriate limits as set out in the Khoros Travel and Expense Policy. For additional information on Khoros' stance on anti-bribery and corruption, please see our Anti-Bribery and Corruption Policy.

5.4 Political Contributions and Activity

If you desire to make political contributions or engage in political activities, you must do so on your own time. You must also keep your political interests and affiliations separate from your employment. You are prohibited from:

- Using any of Khoros' funds, assets, or other company resources to fund political campaigns, parties or candidates, political action committees (PACs) or make a charitable donation;
- · Expressing political views on behalf of Khoros; and
- · Undertaking any lobbying efforts without prior approval.

5.5 Gift Giving and Business Entertainment

No employee may solicit gifts of any type or amount, or accept any funds (other than normal compensation paid by Khoros and reimbursement of expenses) for services rendered as a Khoros representative. Employees may accept offers of normal business entertainment, such as a meal or tickets to a show or a sporting event, if the entertainment is reasonable and appropriate and takes place in connection with conducting business or fostering better business relations. Employees must exercise good judgment in providing business gifts and entertainment. No gift, entertainment or other personal benefit should be offered or provided by any employee



unless it is consistent with customary business practices and is not excessive in value. Under no circumstances shall any gift, entertainment or other personal benefit be offered or provided as a condition for commencing business or continuing to transact business with Khoros. Offering anything of value, either directly or indirectly, to a governmental official (including foreign governmental officials or representatives of foreign political parties will not be tolerated and may constitute a crime.

You should consult Khoros' policies on Travel and Expenses as well as our Anti-Bribery and Corruption Policy for further guidance. If you have additional questions about appropriate gift giving procedures or permissible business expenses, please reach out to the Compliance or Legal Department.

5.6 Financial Integrity, Accurate Books and Records

We maintain our books, records, accounts, and financial statements accurately, with reasonable detail, and in conformity with applicable law and internal controls. As such, every employee must accurately record Khoros' information, whether it's tracking hours, expenses (including expense reports), or sales contracts. Fraudulent activities of any kind are strictly prohibited and may constitute a crime.

If you have any questions or require more specific information about the information presented in this Code of Conduct, you should consult with your manager, Legal, or the Compliance Department.

This Code of Conduct is not an employment contract and does not modify the employment relationship of any employee with Khoros.

This Policy has been reviewed and approved on February 7, 2024.

Jacqueline Coyne, Head of Global Compliance

Jacqueline Coyne