

## **KHOROS, LLC**

### **MODERN SLAVERY ACT TRANSPARENCY STATEMENT**

This statement is given on behalf of Khoros, LLC and its subsidiaries (together "**Khoros**").

We are publishing this statement (although not strictly required to do so under the Modern Slavery Act 2015) as a demonstration of our commitment to anti-slavery practices and an affirmation of the values we hold and adopt across our businesses.

Khoros is determined to ensure that the way in which we operate and manage our business is consistent with the highest standards of social and ethical conduct. We are committed to showing that our practices combat modern slavery and human trafficking, and to working with and encouraging our suppliers as they uphold the principles in this statement, including ensuring that those involved in our business and supply chain are treated with respect and dignity.

#### **Our organisational structure and our business**

Khoros, formerly Spredfast and Lithium, is the leading customer engagement platform built to turn siloed knowledge into enterprise value, and customers into contributors. By connecting consumer insights across all departments, Khoros gives companies the ability to run their business with their customers, anticipating their needs and accelerating sales, loyalty, and innovation.

With over 2,000 customers, including 52 of the Interbrand 100, and ten offices globally, Khoros powers approximately 500 million digital interactions every day. From social media to online communities and messaging to digital customer care, Khoros helps companies authentically connect with customers throughout their journey.

#### **Our staff**

It is fundamental to our business that we operate ethically and openly. As part of that we ensure that the manner in which we engage with our staff, and the way they are treated, is consistent with those high standards. This applies across all of our offices across the world.

At the core of our engagement with staff is our belief in diversity and inclusion, and transparency and equality. These are well-established company values which apply to everything we do and the way we engage with our staff.

When we say everyone should feel included at work, we mean every single person. We're stronger when we're diverse, which means our business relies on having different voices and perspectives at the table. All backgrounds, national origins, races, religions, sexual orientations, ages, abilities, and family structures are welcome at Khoros.

We are also committed to equal pay across the organization as well as advocating for equality in the communities where we live and work. This is the kind of work that is never "done", and we believe we should be vocal about the progress we still need to make.

#### **Our supply chains**

As a business specialising in software solutions, we have a relatively short supply chain. Our main supplies come in the form of cloud storage, in relation to which we purchase services

from a well-established global provider. Our other major suppliers are based in the United States.

### **Our due diligence processes**

It is imperative to us that our contractors, suppliers and other business partners uphold the same high standards as we do, by ensuring that all employees and workers are treated with dignity and respect in a fair and ethical environment.

Our methods of engaging with suppliers ensure that we are confident that we remain fully compliant with the law at all times. We do remain constantly vigilant and periodically monitor risks at all levels of the supply chain.

### **Assessing and managing risk**

We work to identify, assess, and monitor any potential areas of risk in relation to our business and supply chains. This includes considering the type of services being carried out, the nature of what is being supplied and the location from where it is being supplied. We will continue to look to manage any risks identified and work with our suppliers and manufacturers to uphold ethical standards.

We also include various contractual provisions within our terms with suppliers to mitigate against risks. This includes express obligations to comply with all applicable laws in the delivery of goods and services.

### **Our Policies**

#### *Corporate Social Responsibility*

The way that we engage with our partners and the public as a whole is central to the way we operate as an organisation. This is reflected in our CSR policy. This stresses our commitment to equality of opportunity, diversity as well as the health and safety of all those who work with us.

#### *Code of Conduct*

We have also implemented a Code of Conduct which applies to all officers, director and employees as well as a number of our vendors, partners and contractors. This expressly requires those we engage with to act lawfully and ethically, complying with all applicable laws, rules and regulations. Compliance with the requirements of the Modern Slavery Act is a key and essential part of this.

All employees, officers and directors are expected to report any potential violation of the Code, including concerns about practices occurring within our supply chain. We are committed to investigating and taking appropriate action in relation to any concerns which are raised and we strictly prohibit retaliation for reports made in good faith.

### **Training**

It is important to us that our employees are aware of the issues surrounding modern slavery and support our values. Our legal and compliance team is aware of and trained in the requirements of the Modern Slavery Act. We also intend to train other relevant employees to reinforce our policy and the steps to be taken in the event of any concerns.

**Looking ahead**

We recognise that compliance with the Modern Slavery Act is an ongoing commitment and we will continue to develop our practices to minimise any risk of slavery and human trafficking occurring anywhere in our business.

Specifically we are aiming to incorporate training on the Modern Slavery Act into our staff learning curriculum. We are also in the process of appointing an external provider to perform a restricted parties screening process as part of enhancing our due diligence.

This statement is made pursuant to section 54(1) of the UK Modern Slavery Act 2015 and constitutes Khoros' slavery and human trafficking statement for the financial year ending 31 January 2019.

  
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Signature of Director of Khoros, LLC.