

# Global Diversity, Equity and Inclusion Policy

Redefine Outsourcing with Us



## A Quick Introduction

For over 12 years, TaskUs has been leading the charge in the global outsourcing industry when it comes to delivering exceptional customer-centric support for some of the world's most notable brands and disruptive companies. Our clients range from explosive growth startups in need of an agile partner who can help them efficiently scale, to billion-dollar superstars that require operational rigor, to the most recognizable brands that embrace digital migration.

We proudly thrive at the intersection of people and technology, resulting in deep expertise in cloud-based, next-generation digital customer experience; intense attention to highly skilled and passionate Teammates; and a differentiated focus on transformational growth. We are resilient, flexible, and quick to respond to your company's evolving requirements and desires, as we have always been for other disruptors of the new economy.

The bottom line: We're smarter, better, and faster than any other outsourcer out there.

We offer our partners:

- ▶ Smarter solutions supported by digital mastery and cutting-edge technology
- ▶ Better experiences through our exceptional employee and process innovation
- ▶ Faster scaling and unparalleled agility to face unexpected changes

**We're ridiculously future-focused—because you and your customers deserve it.**



# TaskUs Global Diversity, Equity and Inclusion Policy

At TaskUs, we prioritize our People First culture, which serves as the foundation of our values as well as our diversity, equity, and inclusion (DEI) initiatives. Our dedication to this principle allows us to provide an optimal inclusive experience to our employees and clients and contributes to fostering a more connected community.

Our team is composed of individuals from a variety of backgrounds and with unique experiences. At every turn, we continue to demonstrate our commitment to fostering a People First culture that values inclusiveness, respect, and belonging and celebrates the unique qualities that each person brings to the table. By prioritizing the well-being of our teammates, we encourage collaboration and innovation, ultimately leading to the delivery of high-quality work for our clients and communities.

We firmly believe in the importance of inclusion, equity, and diversity. We seek out individuals who share our values and are passionate about making a difference, regardless of their backgrounds. We provide educational opportunities to our employees, encourage open conversations around racial and social justice issues, and contribute to local communities.

## **Objective:**

At TaskUs, we are deeply committed to fostering an inclusive workplace that enables our teams, clients, and community to thrive. The foundation for this policy is rooted in our TaskUs Core Values and People First culture. We recognize that an inclusive workplace is essential for creating a sense of belonging, where all teammates are valued, engaged, and have equal opportunities to grow and succeed.

## **Scope:**

This Global DEI Policy applies to all employees of TaskUs entities, subsidiaries, and joint ventures over which TaskUs have operational control (referred to as "teammates"). We also encourage our suppliers and business partners to uphold the standards set forth herein.

## **Define:**

We acknowledge that people differ from one another in various aspects. This includes a full range of visible and invisible differences among people that result in the diversity of thought, opinion, experiences, values, and approaches with customers and amongst employees. It is also respecting and valuing each other's identities and differences relating to race, color, religion, gender identity, age, national origin, sexual orientation, marital status, disability status, veteran status, caste, and other identifying characteristics, including the intersectionality that impacts individual identities.

Inclusion is about creating a People First culture where everyone feels valued, included, and supported so that they can participate fully and are able to reach their full potential. Equity is the act of eliminating barriers that have the potential to prevent the full participation of individuals or some groups. Equity is also about our continued efforts to ensure fair treatment, and access, as well as providing resources, opportunities, and advancement to everyone regardless of their differences. Diversity is about recognizing and celebrating differences, making sure that everyone's contributions regardless of their background and unique characteristics are appreciated, and that everyone feels a sense of belonging.

When we fully embrace inclusion, equity, and diversity, it allows us to celebrate the unique talents, skills, and abilities of each individual. People come first at TaskUs, where we celebrate everyone on a global scale daily.

### **Guiding Principles:**

This Policy aligns with TaskUs's People First culture and inclusive philosophy, endorsed and upheld by the Executive Team. By cultivating understanding, belonging, and support, we foster an inclusive People First culture. Throughout the teammate lifecycle, we embed inclusion, equity, and diversity practices to ensure that all teammates feel valued for their skills and ideas.

### **Commitment:**

- Expanding inclusion in the candidate pool for each role by using gender-neutral job descriptions, support interview panels, and ensuring that personal information is kept confidential and does not influence the hiring process.
- Creating an inclusive and welcoming onboarding experience that fosters a sense of belonging and acceptance from day one for all teammates, enabling all teammates to thrive at work.
- Conducting training and providing guidelines to raise awareness of unconscious bias in the workplace and offering strategies to overcome it.
- Supporting the success and equitable advancement of all our teammates through mentoring, sponsorship programs, specialized training, and networking opportunities.
- Providing inclusive benefits that cater to the vast diverse needs of our teammates.
- Offering reasonable accommodations for known disabilities, to the extent possible and in compliance with applicable laws and regulations.
- We also engage in community involvement to reach out to underrepresented and marginalized groups to make a positive impact worldwide.

### **Expectations:**

Inclusion, equity, and diversity are highly valued at all levels of our organization. Each teammate is expected to play an active role in creating and nurturing an inclusive workplace for everyone. Specifically:

Every teammate is expected to:

- Treat everyone with respect and dignity.

- Champion the principles of this policy and TaskUs's values on a daily basis.
- Be aware of potential unconscious bias and ensure it does not influence decisions, interactions, and behaviors.
- Foster an inclusive workplace free from discrimination, harassment, and bullying.
- Actively practice inclusion by taking deliberate actions that foster a sense of connectedness and belonging.

Teammates who are managers are also expected to:

- Lead by example and actively advocate for everyone and an inclusive People First culture.
- Ensure that all employment-related decisions are free from discrimination and bias, and provide equal opportunities to all teammates regardless of their protected characteristics.
- Contribute to the achievement of enterprise-wide inclusive goals.

### **Supporting Policies:**

TaskUs prohibits discrimination based on legally protected characteristics when making employment decisions such as recruiting, hiring, training, promotion, separation, or providing other terms and conditions of employment, as set forth in the Code of Conduct and other company policies.

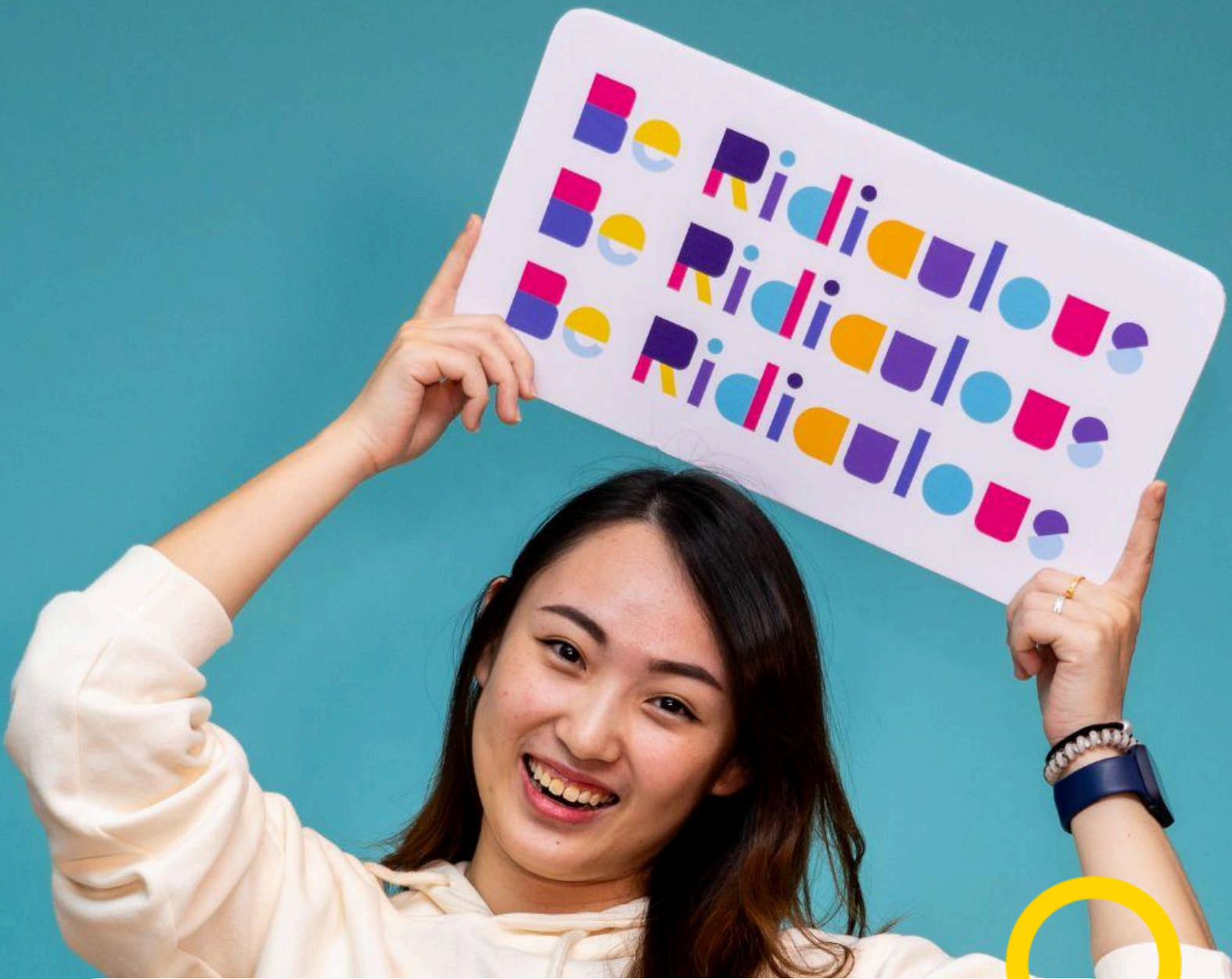
Also, TaskUs encourages employees to raise concerns about any prohibited conduct through the appropriate channels and prohibits retaliation against employees for doing so throughout our policies.

### **Policy Modifications:**

TaskUs retains the right to modify this policy as necessary.

### **Contact Us:**

If you have any questions about this policy, contact us by email at [DEI@taskus.com](mailto:DEI@taskus.com).



# Let's Redefine Outsourcing **Together**

