



TTEC Canada certified as a 'Great Place to Work®' through continued commitment to Employee Experience

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Company earns certification for third consecutive year based on credibility, respect, fairness, pride, and camaraderie

DENVER, April 13, 2023 /PRNewswire/ -- TTEC Holdings, Inc. (NASDAQ: TTEC), one of the largest global customer experience (CX) technology and services innovators for end-to-end digital CX solutions, today announced its Canada operations have been certified as a Great Place to Work® for the third consecutive year.

This certification is awarded after a thorough, independent analysis conducted by Great Place to Work® Institute Canada and is based on direct feedback from nearly 300 employees, provided as part of an extensive and anonymous survey.

"I am proud that our Canada team has, once again, been certified as a Great Place to Work®. Earning this recognition three years running is the result of our ongoing commitment to delivering an exceptional employee experience," said Chuck Koskovich, Chief Operating Officer at TTEC Engage. "We are dedicated to fostering a welcoming, belonging culture, enabling our teams with world-class training and tools, and empowering our colleagues with professional development and career growth opportunities."

TTEC offers remote work positions across Canada with opportunities available to multilingual speakers. According to employee surveys, Canadian associates rate TTEC highly in topics such as "Living the Values" and "Performance and Accountability." The company further improves employee experiences with data-driven decision making, a culture focused on creating better human connections, and taking feedback to create actionable insights.

Nancy Fonseca, Senior Vice President of Great Place to Work® Canada, says that a great workplace is about the level of trust that employees experience in their leaders, the level of pride they have in their jobs, and the extent to which they enjoy their colleagues.

"Our data shows that great workplaces benefit from stronger financial performance, reduced turnover, and better customer satisfaction than their peers. What's more, work environments with trust at the foundation are ripe for innovation, agility, resilience and efficiency," said Fonseca.

To learn more about TTEC's available positions in Canada, and around the globe, visit www.ttecjobs.com.

About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is one of the largest, global CX (customer experience) technology and services innovators for end-to-end, digital CX solutions. The Company delivers leading CX technology and operational CX orchestration at scale through its proprietary cloud-based CXaaS (Customer Experience as a Service) platform. Serving iconic and disruptive brands, TTEC's outcome-based solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next gen digital and cognitive technology, the Company's Digital business designs, builds, and operates omnichannel contact center technology, conversational messaging, CRM, automation (AI / ML and RPA), and analytics solutions. The Company's Engage business delivers digital customer engagement, customer acquisition & growth, content moderation, fraud prevention, and data annotation solutions. Founded in 1982, the Company's singular obsession with CX excellence has earned it leading client NPS scores across the globe. The company's nearly 69,400 employees operate on six continents and bring technology and humanity together to deliver happy customers and differentiated business results.

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