

TTEC HOLDINGS, INC.**NOMINATING & GOVERNANCE COMMITTEE****CHARTER**

There shall be a Committee of the Board of Directors (the “Board”) of TTEC Holdings, Inc. (the “Corporation”) to be known as the Nominating & Governance Committee (the “Committee”) with the purpose, composition, authority, duties and responsibilities, as follows:

A. PURPOSE OF THE COMMITTEE

The Nominating & Governance Committee is appointed by the Board to play a leadership role in the Corporation’s corporate governance, in accordance with the relevant provisions of the Delaware General Corporate Law, the rules and regulations of the U.S. Securities and Exchange Commission, and NASDAQ Stock Market Rules.

B. DUTIES AND RESPONSIBILITIES

The operation of the Committee will be subject to the provisions of the Company Bylaws and delegation of authority from the Board of Directors. The duties and responsibilities of the Committee shall include the following, and may be modified from time to time by the decision of the Board:

1. Board Membership & Succession

- a. Establish criteria and qualifications for Board membership, including standards for assessing independence;
- b. Identify, select, and recruit individuals qualified to become Board members, consistent with the competencies and criteria approved by the Board of Directors;
- c. Recommend the director-nominee slate to the Board to be voted on at the Annual Stockholder Meeting; and, when needed, recommend to the Board individuals to fill vacancies occurring between annual stockholder meetings;
- d. Develop and execute an on-going Board succession plan; and
- e. Oversee the orientation of new directors and continuing education of directors.

2. Board Governance

- a. Develop, recommend to the Board, and periodically review a set of corporate governance principles applicable to the Corporation;
- b. Oversee, with recommendation from the Board Chairman, assignment of Board members to standing and other committees of the Board, in accordance with the Board’s delegation authority to its committees;
- c. Oversee the evaluation of the effectiveness of the Board and its committees. With an objective of increasing the Board’s effectiveness, periodically review and evaluate individual Board members, and their contribution to the Board, including the assessment of their skills and competencies against Board’s objectives, factoring in experience, judgment, integrity, diversity and other similar qualities;
- d. Make recommendations as to the size, composition, structure, operations, performance and overall effectiveness of the Board;
- e. Consider questions of possible conflicts of interest of Board members and senior executives, in collaboration with the Audit Committee, and initiate appropriate action to address any such conflicts;

- f. Consider and pre-clear all new board and board committee appointments for the Corporation's Board members to confirm that such new undertakes would not constitute a conflict of interest nor risk of 'overboarding' that may impact the Corporation's benefit from their services on its Board;
- g. Annually review the Committee Charter and amend as appropriate, consistent with the Board's delegation of authority to the Committee;
- h. Conduct an annual self-evaluation of the performance of the Committee and its members, including its effectiveness and compliance with the Charter;
- i. Review, assess, and discuss all relevant shareholder proposals regarding nomination of directors, corporate governance, and other matters within the scope of the Committee's authority;
- j. Affirmatively determine whether each director and nominee is "independent" as defined under the NASDAQ Stock Market Rules for listed companies. To assist in this determination, the Committee may develop and recommend to the Board appropriate criteria for determining director independence;
- k. Annually review other Committee charters, making recommendations to the Board and other committee chairs on the scope of the charters, as they reflect the delegated authority from the Board; and
- l. Periodically review and assess the Corporation's Articles of Incorporation and Bylaws, and, as appropriate, recommend changes thereto to the Board for its approval.

3. Management Succession

- a. Review periodically with the Chairman/CEO and the Board, the succession plans relating to the positions held by senior executives; and
- b. Provide oversight for development of senior members of management to support its succession planning.

C. AUTHORITY AND RESOURCES

The Committee shall have the authority to take appropriate actions necessary to discharge its responsibilities, and shall have access to resources to do so. The Committee may hire and retain outside counsel, and other advisors to assist in the performance of its functions. The Committee may retain any search firm to be used to identify director candidates. The Committee members may seek and receive any information from management and other company employees as it deems appropriate in the fulfillment of its functions.

D. COMPOSITION

The Nominating & Governance Committee shall consist of at least two members, each of whom shall meet the independence requirements of the NASDAQ Stock Market. The members of the Committee shall serve at the discretion of the Board. The chair of the Committee shall be appointed by the Board Chairman, in consultation with other independent directors of the Board.

Any action taken by the Committee during a period in which one or more of the members subsequently is determined to have failed to meet the membership qualifications shall nevertheless constitute duly authorized actions of the Committee and shall be valid and effective for all purposes, except to the extent required by law or determined appropriate by the Committee to satisfy regulatory requirements.

E. MEETINGS

The Nominating & Governance Committee shall meet at least twice annually, and more often as may be deemed necessary or appropriate in its judgment, either in person or telephonically, and at such times and places as the Chairman of the Committee shall determine.

In addition to the meetings, the Committee may act by unanimous written consent with proper materials provided to make an informed decision.

The Committee may invite members of management and outside consultants to participate in its meetings, provided however, that it shall also meet in the executive session (with only Committee members present) as appropriate.

F. MINUTES AND REPORTS

The Committee may rely on the Corporate Secretary to produce the minutes of each meeting (except the Executive Sessions where the Committee shall have discretion to keep or not to keep minutes as it deems appropriate). The minutes of all meetings shall be reviewed and approved (with modifications as necessary) by the Committee members. The Committee shall produce a summary of the actions taken at each Committee meeting and shall present them to the Board at the next regularly scheduled Board meeting.

Last revised: May 13, 2020