



Your TTEC Journey

Get to know our culture,
our values, and our people

ttec™

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Ken Tuchman

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Ken Tuchman
Chairman and Chief Executive Officer

A word from our CEO

At TTEC, we aspire to deliver experiences that are simple, inspired, and more human. This is true not only for our clients and their customers, but also for our employees.

We understand that exceptional customer experiences could not be achieved without exceptional employees. We also recognize that to attain and retain exceptional employees, we need to provide an exceptional work environment.

That's why we continually strive to up the ante on our employee offerings, whether it's developing additional learning and career development opportunities, enhancing our total rewards package, or providing more events where employees can have fun and connect.

As an employer, we're committed to creating exceptional experiences for every employee, every day. We hope you'll join us, so you can start experiencing something exceptional for yourself!

Our culture

Our culture is fast-paced, entrepreneurial and inclusive. We believe in growth, opportunity, engagement and connection. And we believe that the future is full of exciting possibilities just waiting to be discovered.

We take pride in our ability to stay on the cutting edge of the constantly shifting world of customer experience, in the investments we make in our communities, and in the values we strive to live every day. Values that speak to our drive to reach for amazing, to live life passionately, and to see the world through the eyes of our clients, their customers and each other.

The best thing about our culture, however, is the people who thrive in it. There's something special about us. About our friendly faces. Our caliber of talent. Our ability to adapt to change. Our commitment to our work.

And there's something special about the sense of camaraderie and purpose we all share.

This Culture Guide was designed to share how we help new employees make a smooth transition into our culture.

In it, you'll learn a little bit about who we are and what you could expect on your journey. You'll also find descriptions of the purpose, mission, and vision we live by and the values and behaviors that guide our way.

Ready? Let's begin!



Year One...

Sometimes, starting a new job can be a little intimidating. There are new relationships to form, processes to learn, information to absorb. That's why we have programs specifically designed to support new employees during their journey—from their first day through their first year!

Onboarding Program: Welcome aboard! This program introduces new employees to the company, explains our policies, values, and self-service platforms, and provides other helpful information based on their role.

Year One Program: We know most employees want to develop and grow. This program provides career support at key milestone dates throughout the year. Employees in their first year with the company learn about performance management processes, how to leverage professional development resources, career mobility opportunities, and more.

...and Beyond!

Our support doesn't just stop at the end of an employee's first year. We have opportunities to help our employees grow their career, right here at TTEC.

Mentoring program: When it comes to building a successful career, it's nice to have a little help along the way! This six-month program—available to employees who have been with the company for at least one year—matches mentees with mentors that provide them guidance on reaching their career goals.

iAspire: It's human nature to reach, to grow, to dream big! That's why we have iAspire, a talent community that matches employees' career aspirations with opportunities within the company. When employees sign up, they receive email alerts whenever jobs match their interests, putting them one step ahead when they're ready to make their big move!

Purpose

Deliver humanity to business.



Vision

Leading the world's most respected organizations to create and grow emotionally connected, valuable, lasting relationships.

What we live by



Mission

Accelerate growth by simplifying and personalizing interactions that build deep engagement between people and brands.



Our values

Lead every day

We lead every day at every level to achieve results. We know that courageous, authentic leadership translates into positive impact.

Do the right thing

We expect the highest degree of integrity from ourselves and each other. We act with honesty and respect in everything we do.

Reach for amazing

We are innovators who make amazing things possible. We spark creativity and never accept "can't."

Seek first to understand

We delight customers every chance we get. We strive to see the world through the eyes of our clients, their customers and our colleagues.

Act as one

We're stronger together - one company with one purpose and one team. We work together and have each others' backs.

Live life passionately

We believe in our purpose and live it with intensity. We celebrate, laugh and have fun together.

- Lead by example.
- Know your stuff and be prepared.
- Create value with every interaction.
- Respectfully stand up when others prefer to sit down.
- Own your results and their impact on others and the company.

- Deliver on your promises.
- Do the right thing – all of the time.
- Be accountable and hold each other accountable.
- Act as an owner – treat the company's, clients' and each others' time and money as your own.

- Go the extra mile to make something happen.
- Don't be afraid to fail, then learn quickly and adapt.
- Believe in optimism's power to affect positive results.
- Embrace problems as opportunities and look for creative solutions.
- Challenge the status quo – ask "what if?" or "why not?" Never accept "we can't."

- Treat others as you wish to be treated.
- Be present and assume positive intent.
- Understand others' perspectives before you act.
- Keep customers at the heart of everything you do.
- Listen beyond the surface to customers and colleagues.

- Stand behind your colleagues.
- Bring out the best ideas from everyone – none of us are as smart as all of us.
- Share information openly and have impact across our matrixed organization.
- Take responsibility individually and for each other – when one wins, we all win; when one fails, we all fail.

- Live big or go home.
- Take time to celebrate successes.
- Love what you do and bring joy to work every day.
- Show up with energy, commitment and a determination that doesn't let up.



Lead every day

We believe that anyone has the ability to lead.
Any position. Any gender. Any age. **Any time.**

We also believe leadership isn't just about leading people. It's about taking the lead in situations too. Whether we're an executive running a division of the company, a team lead coaching a team member, or an employee taking the lead in organizing a donation drive for the community, we're all marching towards the same goal—to make a positive impact!

Most of all, we're confident we'll succeed.
Because we know the ability to lead is within us.
Every one of us. Every day.

Val Farlow's leadership style makes a lasting impression

One sign of a great leader is the ability to take the reins wherever one goes, even when it's into unfamiliar territory. This is definitely true of Val Farlow, Sr. Vice President, Operations. Val traveled to the Philippines to support a client program that was having some challenges and immediately took ownership, rolling up her sleeves and digging into the details of the operation and how she could help.

Barbie Quizan, Executive Director, Operations, who worked closely with Val, feels Val is firm, fair, consistent and patient. "She's grace under pressure when faced with tough situations," says Barbie, who describes Val's leadership style as 'servant leadership.' "She puts others first and cheers on our achievements without seeking recognition for herself."

Thanks to Val's leadership style and ability to not only adapt to the Philippine culture but understand what makes it great, she was able to transform the flagging program into something wildly successful. "The legacy of servant leadership she has created for me and my team will be carried on wherever in the world we may be," claims Barbie.

Ironically, while Barbie considers Val a great mentor, turns out Val feels the same way about her. She credits Barbie for teaching her how to lead in the Philippines, which just goes to show that mentorship—and leadership--don't always follow an org chart.





Do the right thing

As M.H. Mckee once said: “Wisdom is knowing the right path to take...Integrity is taking it”.

Doing the right thing isn't always easy, but here it's our culture to **expect the highest degree of integrity from ourselves and each other**. That means striving to act with honesty and respect in everything we do and treating the company's, clients' and each other's time and money as our own.

Employees return found money

So what would you do if you came across a pile of cash just lying around and no one was there to see what you did with it? For two of our employees the answer was easy: you Do the Right Thing and return it.

Jennifer Alcorn in Springfield, Missouri, found \$200 in our company's parking lot and turned it in to security. It belonged to someone who had just cashed their paycheck. Stacy Webb in Kalispell, Montana found a bank bag lying in the roadway, opened it up, saw a bunch of money, and immediately zipped the bag back up and called the Kalispell Police Department. The money—thousands of dollars—was a bank deposit for Weight Watchers.

Kudos to both Stacy and Jennifer for having the integrity to **Do the Right Thing.**





Reach for amazing

If you were to look up the word “amazing” in the thesaurus, you would find words like “astonishing,” and “incredible.” Amazing goes “beyond.” Beyond average. Beyond ordinary. Often beyond what people think is possible. And that’s what we shoot for here. We go the extra mile to make amazing things possible, whether it’s coming up with an amazing solution for a client or overcoming a seemingly unmovable obstacle.

Our culture is to never accept “can’t” because, ultimately, we believe that if we reach high enough and believe strongly enough, we can achieve not only the possible, but also the impossible!

TTEC team goes above and beyond to bring Connexions into the fold

Talk about achieving the (near) impossible! Our Due Diligence and Integration teams completed the most complex acquisition in our history—the acquisition of health services company, Connexions, Inc. —in 34 days. On top of that, they have an ambitious plan of integrating Connexions into our company in nine months. (As a point of reference, it had taken 21 months to integrate Connexions into United Healthcare Group!)

The job before the team, made up of 70 team members from various departments, was daunting. Within the condensed timeframe, they needed a tight plan to close two underperforming sites, construct two new sites, staff the various locations, determine pricing, and figure out how to integrate Connexions onto our IT systems—among other things. To add to the complexity, eight legal agreements—rather than the typical one agreement—needed to be negotiated within the 34-day window.

Not accepting “can’t,” each team member **Reached for Amazing** and went the extra mile to make their piece of the puzzle happen. Together, they turned “impossible” into “possible and successfully welcomed Connexions into our family!”



Seek first to understand

It's when you really understand someone's issue or point of view that you're most effective in solving a problem or having a meaningful conversation. That's why we always **strive to see the world through the eyes of our clients, their customers and each other**—whether it's during a meeting with a client, communicating with one of their customers, hanging out with our colleagues at a Town Hall meeting, or catching up with a co-worker in the hallway. And, it turns out, the more we see things from others' perspective, the more unified our world—and those of us in it—become!

Solution team lands new client by seeking first to understand

One of the behaviors of our Seek First to Understand value is to "listen beyond the surface to customers and colleagues." Our Solution Architects team certainly did that when they received a Request for Proposal (RFP) from a Fortune 500 company. Rather than simply send their answers in the RFP, they set up time to talk with the potential client to ask questions, dig deeper and discover any needs not expressed in the RFP. In other words, they sought first to understand!

In the meeting, they learned some things that were not included in the RFP, such as that the company struggled with cumbersome IT systems that were frequently down. They also discovered that the company's agents received little training regarding the medical technology they were supporting. As a result, they proposed a software solution that would make their systems more proficient and a redesign of their curriculum that would provide their agents with the medical device and terminology training they were lacking. By seeking first to understand the company's true needs, we won the account. More importantly, we were able to help them make their associates' lives easier, reduce attrition, and provide faster, more effective service to their customers.



Act as one

None of us are as smart as all of us. That's our motto. We know that **we're stronger together**, whether we're working to solve a problem or come up with a brilliant idea, celebrating something special, or joining forces to help a worthy cause. Though we're made up of many different offices and subsidiaries around the globe, we stand together as one company with one team and one purpose—to deliver humanity to business. And we know that by working together and having each other's backs, we can achieve it—as one!

Rowing in the same direction—as one

There's no better example of employees coming together and rowing in the same direction to achieve the same purpose than these six women from Consulting in Europe who, well, literally rowed together as one to raise money for the AHOY Centre, a charity that teaches disabled and disadvantaged children life skills through rowing and sailing.

More than 300 boats and 2,000 rowers participated in the 21.6 mile event, in which rowing teams raced under 21 bridges on the River Thames. By **working together and having each other's backs**, these employees were #strongerasone and completed the course with an outstanding time of 3:29:14. Better yet, they raised £5000 for the AHOY Centre! Check out this video. Link to <https://mosaic.teletech.com/videos/48827>





Live life passionately

Live big or go home. That's what we say. It's just not in our nature to be apathetic.

Whether it's singing Karaoke, playing games during Culture Days, throwing ourselves into our work, or dressing up for Halloween, we believe in living life with zest, doing work we enjoy, and laughing and celebrating with the teammates that work so diligently beside us day after day. It's this passion that keeps us going, and that enables us to continually progress as a business and a culture. More importantly, it's this living big that makes our days more vibrant and just plain more interesting—both at work and at home!

Philippines team lives (work)life with passion

There are no employees that live life more passionately than our engagement team in the Philippines. In fact, part of their role includes bringing joy to other employees by organizing fun activities and events where team members have opportunities to celebrate and laugh. "It can be crazy days and long hours before and during an event, but we're all back the next day ready for more," says Senior Communications Manager, Armi de los Reyes. "Without passion, we'd run out of gas. And we figure if we put our heart into something, it should be well-done, not medium rare!"

When the team sees employees showcasing their talent at events like the Summer Party and TeleTech Idol, and the audience having such fun, they feel it was worth the effort. "The truth is, we love what we do," Armi says. "We live our work life so passionately that it has become a big part of who we are. The office has literally become our second home!"

Sounds like this team not only believes in the value behavior "live big or go home," they live big and *are* home!



Congratulations

you've made it to the end of this Culture Guide. (Assuming you didn't just flip to the last page, of course. 😊)

Thank you for taking the time to get to know us! We hope you now have a better understanding of who we are and the values that guide our way. Most of all, we hope you feel this is the type of place where you'd like to hang your hat.

All that's left now is getting to know us in person.

Join our team, and let your exceptional journey begin!



9197 south peoria street
englewood, co 80112

ttec.com
+1.800.835.3832