

# Code of Conduct

This TaskUs Code of Conduct (“Code”) provides important guidelines for interacting with each other, our clients, contractors, consultants, suppliers, the communities in which we operate and our stockholders. This Code is based on our Core Values, which guide all of our decisions and actions. We ask that you familiarize yourself with this Code and make a commitment to follow it. Our company’s integrity and commitment to ethics and integrity start with you. TaskUs is built on trust and integrity. Our success is in part based on the trust we have established with our employees, officers, directors, contractors, consultants, suppliers, clients, the communities in which we operate, and our stockholders. It is our responsibility to protect this trust by building strong preventative measures against fraud, unethical conduct, and behavior that is against the overall TaskUs culture. If you ever have questions or concerns about the right thing to do, please see the “How to Speak Up” section of this Code.

Regards,  
Bryce Maddock, CEO & Co-Founder  
Jaspar Weir, President & Co-Founder

In the case of the Company’s non-employee directors, compliance with this Code is subject to applicable provisions of the Company’s amended and restated certificate of incorporation, amended and restated bylaws and any stockholders agreement with the Company.

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# OUR MISSION

To empower people to deliver ridiculous innovation to the world's best companies.

# OUR VISION

To empower people and partner with best-in-class customer experience technologies to power the world's most innovative companies.

# OUR CORE VALUES: I Do, WE ACT, Be Ridiculous

## 1. Inspire Others by Believing in Yourself

A positive, can-do attitude is infectious. We inspire one another by believing in our abilities and encouraging each other to do the same.

## 2. Teamwork Makes the Dream Work

As individuals we are strong, but together we are formidable. We believe that teams that work together and that choose selfless dedication over personal ambitions can build something truly excellent.

## 3. Do More with Less

We are intrinsic, creative problem solvers who don't give up. No matter the circumstances, we go above and beyond what is required to achieve our goals in the most efficient and resourceful way possible.

## 4. Continuous Self Improvement

We believe every experience teaches us something and helps us to grow. We also believe that it is our duty to help others to grow whether it's through our charitable foundation or by providing our team with professional education to assist them in advancing their lives.

## 5. Always Strive for Excellence

We're not satisfied with "good" or even "great." We want to be the best in everything we do for our clients so that they can be the best at what they do. Period.

## 6. Work Hard, Have Fun

We work hard. We put forth the effort, the dedication and the care into everything that we tackle. We love what we do, we love who we do it for and we love why we do it. It's that simple.

## 7. Exercise Emotional Intelligence

We believe in looking beyond our understanding to empathize with our clients and colleagues so that we can find the best solution possible – not simply the most convenient.

## 8. Be Ridiculous

The craziest ideas are the seedlings that sprout genuine innovation. We encourage our team to approach problems by first proposing a ridiculous solution and asking, "why not?". This applies to our communities as well. We always ask ourselves "what impact can our work make?"—on each other, for our clients, and for our communities. The traditional path does not always work when one is trying to change the world.

# SCOPE & PURPOSE

At TaskUs, Inc. and all of its subsidiaries and affiliates (“TaskUs,” the “Company,” “we,” or “our”), we do business honestly and ethically. This Code establishes fundamental principles, policies and procedures that shape the Ridiculously Good work we do. The Code is a valuable tool designed to help each of us make ethical decisions not only in our daily work, but also when we face difficult situations at TaskUs.

This Code applies to directors, officers, and employees of TaskUs (hereafter, collectively “personnel,” “you,” and “your”) and its subsidiaries, controlled companies, agents, and third-party representatives worldwide. We all have a duty to read, understand and apply this Code and applicable <sup>1</sup> Company policies. All our personnel must conduct themselves accordingly and seek to avoid even the appearance of improper behavior. [Our business partners are expected to follow our Global Supplier Code of Conduct.]

While this Code does not cover every issue that may arise, it sets out basic principles to guide you in meeting your ethical and legal obligations at the Company. Because this Code cannot anticipate every situation we may encounter, it is important to also review local policies and to Speak Up and ask questions when you are unsure.

Any waiver of any provision of this Code for executive officers or directors of the Company must be approved by the Board of Directors and will be promptly disclosed as required by applicable securities law and/or stock exchange rules.

## HOW TO SPEAK UP

### I. Our Responsibility to Speak Up

It’s our responsibility to Speak Up. You are encouraged to report your concerns about violations of this Code, company policies or procedures, and the law. If you have concerns, please voice them! We all have the right to work in a positive environment and with that right comes the responsibility of acting in an ethical manner and letting the appropriate people know if someone is not acting appropriately. By working together, we can maintain a healthy and productive environment. If you suspect or are asked to commit any illegal or unethical activity at TaskUs, you must promptly Speak Up. The Company will promptly and thoroughly investigate all such concerns and take appropriate action. The Company will not allow retaliation for reports of misconduct that are made in good faith by personnel. Please refer to our Whistleblower Policy for more detail. Personnel are expected to cooperate in internal investigations of misconduct. Any violation of this Code will be subject to corrective action, up to and including termination of employment with TaskUs.

For any accounting related issues, please use any of the following methods to report your concerns:

- accessing the website of Intrado, TaskUs’ independent service provider at <https://www.whistleblowerservices.com/TASK>;
- in writing to TaskUs, Inc., Attn: Audit Committee or, General Counsel, 1650 Independence Drive, Suite 100, New Braunfels, Texas 78132;
- calling (877) 909-4623 at any time;
- sending an email to [AuditCommittee@TaskUs.com](mailto:AuditCommittee@TaskUs.com) (subject line “TaskUs”); or
- reporting to any manager, supervisor, the HR Team, or the Legal Team.

For all other concerns, please use any of the following methods to report your concerns:

- TaskUs Integrity Line, accessible via Glowstick or <https://secure.ethicspoint.eu/domain/media/en/gui/108160/index.html>;
- in writing to TaskUs, Inc., Attn: General Counsel, 1650 Independence Drive, Suite 100, New Braunfels, Texas 78132;
- calling the Compliance & Ethics Hotline at (800) 661-9675; or
- sending an email to [integrity@taskus.com](mailto:integrity@taskus.com).

## How to Report a COC Violation

### Speak Up!

Report any CoC-related concerns or violations.



### Reach out!

via any of these methods:

- Inform your manager, supervisor, the HR Team or the Legal Team;
- Report to the TaskUs Integrity Line, accessible via Glowstick or <https://secure.ethicspoint.eu/domain/media/en/gui/108160/index.html>;
- Call the Compliance & Ethics Hotline at (800) 661 9675;
- Send an e-mail to [integrity@taskus.com](mailto:integrity@taskus.com); or
- For accounting-related issues only, you can also contact the TaskUs Confidential and Anonymous Financial Concern Hotline at <https://www.whistleblowerservices.com/TASK> or (877) 909-4623 at any time.

### Remember, You Matter to Us

We take your concerns seriously. We will promptly and thoroughly investigate all such concerns and take appropriate action. We will not allow retaliation for good faith reporting of suspected or actual violations.



## II. Manager Responsibilities

Being a manager at TaskUs comes with important duties. As a manager, you should model and encourage lawful and ethical behavior and support a culture of compliance. Managers are expected to have regular conversations with their direct reports and foster a spirit of ethics, integrity, and lawfulness by personally leading compliance efforts. Managers must understand and promote this Code and Company policies; have an open door so employees feel comfortable reporting concerns and asking questions; and not retaliate against employees for raising a concern. Managers must immediately report any concern raised by employees through the methods described above. TaskUs will make every effort to promptly and thoroughly investigate complaints, whether received through the TaskUs Integrity Line, Glowstick ticket or any other channel, and take appropriate action. Corrective action may include, but is not limited to a warning, suspension, demotion, transfer or termination of employment.

# BUSINESS PRACTICES

## I. Compliance with Laws & Regulations

At TaskUs, in addition to complying with this Code, we must comply with all applicable laws, rules and regulations when performing our duties anywhere we do business around the world. All personnel must respect and obey the laws, rules, and regulations of the cities, states, and countries in which we operate. If a law or regulation conflicts with a policy in this Code, you must comply with the law and/or regulation. Should you ever have questions or concerns in this regard, you should immediately contact the TaskUs Legal Team at [integrity@taskus.com](mailto:integrity@taskus.com) about how to handle the situation.

## II. Anti-Bribery and Corruption

TaskUs is committed to conducting business according to the highest standards of ethical conduct. Throughout our operations, we seek to avoid even the appearance of impropriety in the actions of its directors, officers, employees and agents. Compliance with The Foreign Corrupt Practices Act of 1977 (“FCPA”), the United Kingdom (“UK”) Bribery Act 2010 (“UK Bribery Act”) and other similar legislation where we conduct business activities is an important part of this commitment. We will engage with public officials and private parties in an ethical manner in line with all legal requirements in order to protect ourselves and our clients from liability. We will not tolerate bribery, kickbacks, or corruption of any kind, directly or through third parties, whether or not explicitly prohibited by this Policy or by law.

Broadly speaking, anti-bribery and corruption laws prohibit:

- Offering or providing
- Anything of value
- To a “government official”
- To influence the official in the performance of his or her official duties
- In order to obtain or retain business or secure an improper business advantage

Similarly, our employees and third parties working on our behalf may not solicit or accept such improper payments. “Anything of value” includes not only cash, but also gifts, meals, entertainment, travel expenses, charitable donations, free services, loans and job offers (even for unpaid internships). And for purposes of the anti-bribery and corruption laws, “government official” is defined very broadly to include anyone with any affiliation to a government department, agency, or instrumentality, at any level, including:

- Government employees (at any level, whether national, provincial or local);
- Directors, officers and employees (regardless of position or level) of entities owned or controlled by, or affiliated with, a foreign government (e.g., state owned enterprises);
- Members of public international organizations;
- Candidates for political office and political party officials; and
- Anyone acting on behalf of any of the above, such as lobbyists or advisors.

While we should be particularly careful in our dealings with “government officials,” the anti-bribery and corruption laws also prohibit making improper payments to persons who are not government officials. This is known as “commercial bribery.” Anti-bribery and corruption laws prohibit not only giving bribes, but also offering (even if the offer is not accepted), and soliciting or accepting bribes. As explained in further detail in the Gifts, Entertainment and Hospitality section below, the anti-bribery and corruption laws do not prohibit reasonable gifts and hospitality. However, specific rules apply to the giving of gifts, entertainment or hospitality, and without advance written approval from the Legal Team, you should not offer or give any gifts, entertainment or hospitality. With prior approval from the Legal Team, TaskUs branded gifts and an invitation to privately organized entertainment events can be extended for value not exceeding US \$100 in value (or its equivalent in local currency).

The prohibitions of the FCPA apply to actions taken by all personnel and by all outside parties engaged directly or indirectly by the Company (e.g., agents, consultants, professional advisers, etc.). You may not hire a third-party company or person to do something that would not be allowed under this Code. We must do our utmost to ensure that our agents, consultants, and other third parties refrain from engaging in corrupt practices on our behalf. We cannot make any payment to a third-party if it will be used to make an improper payment. We should perform due diligence on our business partners to avoid working with parties engaging in corrupt practices. If you have reason to believe that a third-party company or person may attempt to engage in corrupt activities, or will not act in accordance with TaskUs’ ethical standards, you may not hire that third party, and you should alert the Legal Team immediately.

There are many scenarios that could potentially violate anti-corruption laws. Anti-bribery and corruption laws across different geographies are complicated. For guidance regarding permissible gifts, entertainment and hospitality, please see the Gifts, Entertainment & Hospitality section of this Code. If you have any questions, please review the TaskUs Anti-Corruption Policy and Procurement Policy, and/or seek advice from your supervisor, TaskUs Legal Team, or reach out anonymously to the Integrity Line.

### **III. Gifts, Entertainment and Hospitality**

Gifts, entertainment and hospitality can in certain circumstances foster good working relationships and create goodwill. Nevertheless, they present significant risks to you and the Company. You should never give gifts to government officials unless authorized by TaskUs’s Anti-Corruption Policy and Procurement Policy. As noted in the Anti-Bribery and Corruption section above, “government official” is broadly defined and can include government personnel, employees, officers, officials of foreign governments, foreign political candidates, as well as officers or employees of a company or business owned in whole or in part by a government.

As a general rule, the Company prohibits the provision of gifts. However, polite and customary conduct of business may require that Company employees or agents give modest gifts to counterparts as a token or courtesy. You should not give or accept a gift, entertainment, or hospitality if it might create a real or apparent sense of obligation, compromise your professional judgment or the performance of your duties, influence business decisions, or give the appearance of impropriety. When dealing with government officials more restrictive rules apply. Such rules vary by jurisdiction. However, even nominal gifts should first be reviewed by the TaskUs Legal Team to ensure that they do not violate any regulations. Other gifts are permitted only in limited circumstances as outlined below. In addition to traditional gifts, both hospitality and entertainment that are provided to business relationships where Company employees are not in attendance shall be considered gifts, and subject to the requirements for gifts specified in the Anti-Corruption Policy and Procurement Policy.

All gifts to a client or other third party are required to adhere to the following:

- It is not in cash or cash equivalent and is kept to a reasonable value of under US \$100 or the equivalent in local currency (unless you obtain advance written approval from the TaskUs Legal Team to exceed this limit);

- It is accurately recorded in the Company's books and records;
- It is provided as a token of esteem, business courtesy or in return for hospitality and should comport with local custom and be appropriate to the business relationship;
- It is legal in both your country and the country of the recipient, as well as under United States law;
- It is permitted under our contractual arrangement(s) with the recipient's employer; and
- It complies with TaskUs's Anti-Corruption Policy and Procurement Policy.

You should never give or accept a gift of money or a money equivalent such as gift cards. Please refer to the Anti-Corruption Policy and Procurement Policy for the guidelines for accepting gifts from third parties. If you are unsure as to whether any gift, entertainment or hospitality is appropriate, you should consult with the TaskUs Legal Team.

## **IV. Fair Competition**

TaskUs values a marketplace in which we compete to sell superior services at fair prices. In many places where we do business around the world, the laws are designed to protect fair and open competition. The Company requires full compliance with these laws. All personnel should endeavor to respect the rights of and deal fairly with the Company's customers, suppliers, competitors, and personnel. Even if predicated in the Company's business interest, no employee, officer or director should take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other illegal trade practice. You must always present TaskUs services in a manner consistent with our Core Values and must not discuss pricing or markets with competitors, induce a third-party to breach an existing agreement in order to benefit you or TaskUs, or act in a way that could be seen as an attempt to exclude competitors or control market prices. Avoid any activity, or even the appearance of any activity, that might unfairly limit competition, distort the free market, or appear to abuse a dominant market position. If you suspect any violations of this policy or if you have any questions, you should consult with the TaskUs Legal Team.

## **V. Competitive Intelligence**

Because we value fair and open competition, we only gather competitive information in legal and ethical ways. This means, for example, that we do not gather information about our competitors through deception, manipulation or misrepresentation. While we welcome new employees who have previously worked for our competitors, we prohibit those new employees from sharing any confidential or proprietary information about that competitor. Further, while working for TaskUs and thereafter, we require that all current and former employees comply with the confidentiality and non-solicitation agreements included in our employment agreements. If you are in doubt regarding the confidentiality of information learned while working for TaskUs, we ask that you refrain from sharing information.

## **VI. Political Activities**

TaskUs funds or assets must not be used as a contribution to political campaigns or political activities under any circumstances without the prior written approval of the Board of Directors or a committee thereof. Political activities must be conducted on your own time and using your own resources. You may not use Company time or resources for personal political activity. Individual employees or agents may not make political contributions on behalf of the Company or its affiliates. The Company prohibits political contributions (directly or through trade associations) by the Company, including: (a) any contributions of Company funds or other assets for political purposes; (b) encouraging individual employees to make any such contribution; or (c) reimbursing an employee for any such contribution. You are free to make your own personal political contributions as you see fit. However, in keeping with this policy you should not state, or even imply, that the Company influences, requires, guides or supports your personal political activities, a candidate for office, or any political cause of decision of any government.

Contributions to candidates for non-US political office are prohibited unless a VP of Legal pre-approves them in writing. Charitable contributions to non-US charities must also be pre-approved in writing by a VP of Legal. Company employees and agents may not make political or charitable donations, whether in their own name or in the name of the Company, to obtain or retain business or to gain an improper business advantage. In certain



instances where there is heightened risk of corruption, the Legal Team may require diligence to be conducted. The Legal Team must be notified if a foreign government official solicits a political or charitable contribution in connection with any government action related to the Company or its affiliates.

## VII. Insider Trading

You may have access to material, non-public information ("inside information") about TaskUs, our clients and any third-parties who engage in business with the Company. Inside information is any information about TaskUs, its clients and parties who engage in business with the Company, that is not known to the public which a reasonable investor would consider important in deciding to buy, sell or hold a particular security.

Examples of insider information may include but are not limited to the following:

- quarterly or annual results;
- guidance on earnings estimates, significant variances in results from previous guidance and changing or confirming such guidance on a later date or other projections of future financial performance;
- mergers, acquisitions, dispositions, tender offers, joint ventures, or changes in assets;
- significant developments with respect to products or technologies;
- developments regarding the Company's material intellectual property;
- developments regarding customers or suppliers, including the acquisition or loss of an important contract;
- changes in control or in senior management;
- significant changes in executive compensation policy;
- change in or dispute with the Company's independent registered public accounting firm or notification that the Company may no longer rely on such firm's report;
- financings and other events regarding the Company's debt instruments and securities (e.g., defaults, calls of securities for redemption, refinancings, amendments, share repurchase plans, stock splits, public or private sales of securities, changes in dividends and changes to the rights of securityholders);
- significant transactions in the Company's securities by its equity holders;
- significant write-offs;
- significant pending or threatened litigation or governmental investigations or significant developments with respect to litigation or governmental investigations;
- a significant disruption in the Company's operations, or loss, potential loss, breach or unauthorized access of the Company's property or assets, including information technology infrastructure and cybersecurity and privacy incidents or events; and
- impending bankruptcy, corporate restructuring, or receivership.

Consistent with the Company's Securities Trading Policy and Procedures for Compliance with Regulation FD, personnel who have access to such inside information are not permitted to use or share that information for trading purposes or for any purpose other than Company business. To use inside information for personal financial benefit or to "tip" others who might trade on that information is not only unethical, it is also illegal. You violate insider trading laws if you disclose inside information to third parties who may then trade stock based on that information or you trade while aware of inside information. You must always exercise caution and not disclose Company inside information during casual conversations with family and friends. These restrictions also apply to transactions conducted in your personal accounts or any other account over which you have direct or indirect control. You should carefully review and observe the Company's Securities Trading Policy.

If you commit an insider trading violation, the consequences may include immediate termination of your employment, and civil and/or criminal liabilities not only to you but also to anyone to whom you have provided the inside information. This causes damage to the reputation of TaskUs as a company. If you are unsure about whether certain information is inside information, you should presume that it is and not share such information with anyone. Please refer to the Securities Trading Policy and our Policy and Procedures for Compliance with Regulation FD for further details. If you have any questions about Insider Trading, please contact the General Counsel.

## VIII. Conflicts of Interest

A conflict of interest exists when your loyalties or actions are divided, or even appear to be divided, between the Company and a competitor, vendor or client. You should always act in the Company's best interest and not permit outside interests to interfere with your duties to the Company. Prior to accepting an offer to join TaskUs, you must disclose any outside employment or other business or personal relationships which create, or have the potential to create, a conflict of interest between you and the Company. Conflicts of interest are prohibited as a matter of Company policy, except as approved by the Board of Directors. Please refer to the Related Persons Transaction Policy for further details. Conflicts of interest may not always be clear-cut, so if you have a question or concern, you should consult with your Manager. While working here, any actual or potential conflict(s) should be immediately reported to your Manager.

Some examples of situations in which conflicts of interest may arise:

- Being employed by or consulting for a business that services TaskUs. "Services" is defined in our Global Procurement Policy.
- Being employed by or consulting for a TaskUs competitor, client or supplier.
- You or your family member make a substantial direct or indirect investment in a business that competes with TaskUs.
- You or your family member make a substantial direct or indirect investment in a business that is a TaskUs supplier or client.
- Acting on your own or anyone else's behalf in any transaction with TaskUs.
- Personally engaging in transactions with TaskUs.
- If you take part in any activity that enhances or supports a competitor's position or accepts simultaneous employment with any other company or business entity, it is considered outside employment and a conflict of interest.
- Material transactions, particularly those involving the Company's directors or executive officers, must be reviewed and approved in writing in advance. It is important that all such transactions be fully disclosed, conducted at arm's length and with no preferential treatment.

## IX. Charitable Contributions

TaskUs believes that charitable contributions and donations are an integral part of its corporate social responsibility. Typical areas for granting support are education and research, social welfare, disaster relief, and other similar social causes. Only TaskUs personnel authorized by the TaskUs General Counsel or his or her designee may make a charitable contribution on behalf of TaskUs. Company employees and agents may not make political or charitable donations, whether in their own name or in the name of the Company, to obtain or retain business or to gain an improper business advantage.

When making contributions to charitable causes, TaskUs requires the following:

- The recipient is a registered, tax-paying, recognized organization;
- The contributions are permissible under applicable local laws;
- Contributions are made without demand or expectation of business return;
- Beneficiaries of such contributions should not be related to the directors or executive officers of TaskUs;
- Contributions shall not be made in cash or to the private account of an individual; and
- Any amounts contributed or donations made towards charitable causes shall be fairly and accurately reflected in TaskUs books of accounts.

## X. Records & Disclosures

The integrity of our financial transactions and records is critical to the operation of our business. If you have responsibility for or any involvement in financial reporting or accounting, you should have an appropriate

understanding of, and you should seek in good faith to adhere to, relevant accounting and financial reporting principles, standards, laws, rules and regulations and the company's financial and accounting policies, controls and procedures. If you are a manager, you should establish and promote compliance with applicable internal controls and procedures. Additionally, you should take every precaution, whether you are otherwise required to be familiar with finance or accounting matters or not, to ensure that every business record or report with which you deal is accurate, complete, timely and reliable.

In certain circumstances, such as litigation or internal investigations, you may be informed by the Legal Team that a legal hold is placed on records for which you are responsible. A legal hold prevents the destruction of documents which may be required for such investigations. We must all comply with instructions of the Legal Team if a legal hold is placed. Please refer to the Records Management Policy for further details.

We must fully and truthfully cooperate with any examination or request for information from a regulator or law enforcement agency. Any contact with law enforcement agencies or regulators must be coordinated through the General Counsel.

## **XI. Our Commitment to the Environment**

Being part of TaskUs also means caring about the environment and the communities with which we engage, TaskUs and its employees must adhere to different practices in order to reduce the footprint of our operations.

TaskUs is committed to complying with laws, regulations and policies designed to protect the environment and obtaining all required environmental permits, approvals and registrations. Additionally, TaskUs staff should always seek ways to minimize the environmental impact of our operations and work, avoid or prevent environmental pollution, and continually improve our environmental protection efforts. Efforts like our paperless office environment, recycling, and conserving electricity, water and other natural resources, and our efforts to eliminate single use plastic from our facilities, help to minimize our environmental impact.

# **RESPECT & DIGNITY**

At TaskUs we treat each other with respect and dignity. This means we are all entitled to work in an environment free of harassment, bullying and discrimination. Similarly, we treat our clients with the same respect and dignity that we treat each other. We also do not harass or discriminate against our clients.

## **I. Prevention of Harassment**

Harassment creates or contributes to an offensive, intimidating and uncomfortable employment and commonly includes verbal, physical, visual or written conduct. Harassment can include inappropriate, offensive or demeaning jokes or comments; unwanted physical contact; threats; or sexually suggestive statements or acts.

TaskUs strictly prohibits and does not tolerate all types of workplace harassment, including sexual harassment and other forms of employment harassment based upon an individual's race, religion, creed, color, national origin, ancestry, disability, medical condition, genetic information, marital status, sex, pregnancy, gender, gender identity, gender expression, age, sexual orientation, military and veteran status, natural hair texture/protective hairstyles, citizenship or any other status protected by federal, state, or local laws. TaskUs will not tolerate any form of harassment by employees, managers, vendors, visitors, customers, clients or any other third party, that is considered unlawful under local, state and federal laws. Workplace includes any TaskUs location, TaskUs-sponsored event, and for the TaskUs Cirrus Work-From-Home Model, to conduct that occurs remotely during work hours via electronic means.

Harassment is prohibited regardless of whether it is welcome or unwelcome and whether the individuals involved are of the same or different sex, sexual orientation, race, or other status. As discussed in the How to Speak Up section above, TaskUs prohibits any form of retaliation and will not terminate, demote or otherwise discriminate against employees for reporting concerns. If any employee, officer, or director believes they have been harassed

by anyone at the Company, such person should immediately report the incident. Similarly, supervisors and managers who learn of any such incident are required to immediately report it to the Human Resources team. Human Resources will promptly and thoroughly investigate any complaints and may further coordinate with the Legal Team and take appropriate action. Please refer to the Anti-Bullying Policy, the Sexual Harassment Policy and the Policy Against Workplace Harassment for further details on these topics.

## **II. Diversity & Non-Discrimination**

Our commitment to diversity, equity and inclusion is deeply rooted in our culture and core values. We aim to drive innovation and a higher business performance by welcoming talent from all walks of life, ensuring our practices and processes enable our leaders to make inclusive decisions and giving back and supporting the communities in which we operate.

TaskUs provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, ethnicity, gender, sex, pregnancy, sexual orientation, marital status, religion, creed, age, disability, medical condition, gender identity, genetic information, military service, citizenship, natural hair texture/protective hairstyles, or any other characteristic protected by applicable law. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training. Please refer to our Diversity and Inclusion Site for further details on our Diversity Hiring action plan. Any questions or concerns about equal employment opportunities in the workplace should be brought to a supervisor, HR Team, or TaskUs's Integrity Line. TaskUs will not tolerate any form of retaliation against individuals who raise a complaint of discrimination or harassment based on a protected characteristic.

## **III. Drugs & Alcohol**

You may not use or possess alcoholic beverages on Company property, except where alcohol is specifically permitted at a Company-sponsored event. You may not use or possess illegal drugs or controlled substances on Company property or while you are engaged in a work-related activity. You may not work under the influence of alcohol, illegal drugs or controlled substances. Please refer to the Drug and Alcohol Policy and the Professionalism and Appropriate Conduct Policy for further details.

## **IV. Workplace Safety**

The Company strives to provide all personnel and external invitees with Company premises that are safe and healthy. We are committed to complying with all applicable laws on Occupational Safety and Health Standards, as well as all other applicable laws in each country where we do business. To build and maintain a safe workplace, we need your help. Employees are expected to follow all safety rules, practices and training and cooperate with the safety officers in times of emergencies in the workplace. Employees should immediately report all workplace accidents, injuries and unsafe practices or conditions.

## **V. Work From Home Safety and Health**

To build and maintain safe and healthy work from home, we need your help. Employees are expected to follow all safety and health rules and practices while working in their designated workspace at home. You are expected to attend required training on safety and health programs in order to protect yourself while working in your designated workspace at home during work hours. Please refer to the WFH Workplace Security Requirements and Guidelines for further details.

## **VI. Wage and Hour Rules and Expenses**

**Wage and Hour:** We are committed to following all applicable wage and hours laws and regulations in the locations where we do business. Where applicable, you are required to accurately and promptly report your hours worked so we can ensure you are correctly compensated. It is a violation of the law for you to work without compensation or for a supervisor to request you work without compensation. You should never perform any work for TaskUs without compensation. If you have any concerns regarding your compensation, contact Human

Resources or Payroll, or see the “How to Speak Up” section of this Code.

Expense Claims: Each supervisor, manager, and the individual employee has an obligation to each other and to the Company to comply with TaskUs business expenses and reimbursement policies and practices. All business-related expense claims must be authorized by your manager before being incurred. Personal expenses will not be reimbursed by the Company. Please refer to the Reimbursements Policy and the Global Business Travel Policy for further details.

## **VII. Prohibition of Child Labor, Forced Labor, and Human Trafficking**

We do not employ workers under the legal age of employment in the locations where we do business. We also do not do business with third parties that we suspect or know employ workers in an unlawful manner.

Using any form of slave, forced, bonded, indentured, or involuntary labor is strictly prohibited by us, regardless of local business customs.

We prohibit engaging or assisting in human trafficking or exploitation. If you observe or suspect human trafficking activity in the workplace you should immediately contact the TaskUs General Counsel.

## **VIII. Personal Activities and Social Media Responsibility**

Work life balance is just as important to us as it is to you and your coworkers. We understand that you also have a personal and family life, but TaskUs employees should not impose their personal beliefs or opinions on each other or represent their personal opinions as those of the Company.

At TaskUs, we understand that social media can be a fun and rewarding way to share life and opinions in a personal capacity with family, friends, and co-workers around the world. We encourage you to elevate our #RidiculouslyGood brand and share your experiences with TaskUs. The TaskUs brand will always follow you even outside of work. Personal activities include all personal beliefs or opinions expressed in all forms of social media, but we urge you to do so properly, exercising sound judgment and common sense. With that in mind, be sure that your profile and related content is consistent with how you want to present yourself with clients and colleagues.

As explained in further detail in the Intellectual Property and Proprietary Information section below, all employees should ensure their use of social media does not compromise the confidentiality of TaskUs trade secrets and confidential Company-related commercially-sensitive information. You must also protect all personal information of any kind in accordance with our Privacy Policy. Publication of any of the above is strictly prohibited and will result in discipline up to and including termination. Do not access or collect such information unless necessary to perform your job and only as directed by your manager. If you suspect there may be a breach of such personal information, please report the incident to the Integrity Line or notify a member of management, Human Resources or Legal Team.

Your personal activities outside of work can remain confidential. However, we encourage you to remember that you are a representative of TaskUs, and your conduct outside of work can influence others' perceptions of the Company.

Please refer to the Social Media Policy and Communications Policy for further details. If you come across positive or negative remarks about TaskUs, please share them with our Social Media Team. Avoid responding to negative content about TaskUs and pass the post(s) to the team who are trained to address these situations by emailing them at [socialmediateam@taskus.com](mailto:socialmediateam@taskus.com).

## **IX. Holistic Wellness + Resiliency**

TaskUs has a dedicated Wellness + Resiliency Department supporting employee success and wellness, leveraging on clinician-led and research-based health and safety programming, providing true end-to-end support to employees.

What we offer includes:

- ▶ Global Life Coaching: We partner with employees in their pursuit of personal well-being through transformative coaching conversations.
- ▶ The Resiliency Studio: A psychological health and safety program providing innovative interventions to bolster brain health and protect employees from the potential effects of content moderation.
- ▶ Division of Wellness + Resiliency Research: We have a dedicated behavioral health research team committed to enhancing employees' mental health through innovative research and enhanced data collection.
- ▶ Advanced Services, Consulting, and Technology: We leverage our expertise to help companies assess, create, and deploy culturally competent and comprehensive programming and tools.

The Wellness + Resiliency Programming scope and reach follows a preventative care approach, leveraging existing best practices in the industries of mental health care, medicine, and occupational health and safety to inform the type, scope, and degree of interventions. The attention to care is addressed in the primordial, primary, secondary, and tertiary phases of intervention with nuance throughout to ensure individualized mental health care that leads to well-being protection, harm prevention, and well-being promotion.

Additionally, TaskUs addresses wellness throughout the employee life-cycle with attention to wellness recruitment practices, onboarding practices, during employment, and even post-employment care.

Our employees have access to state of the art gyms, nursing clinics, day cares, and nap rooms. Our Facilities team works alongside our Wellness team to ensure healthy neurochemistry is at the center of our site designs. Employees also have access to licensed mental health professionals, clinical skills training groups, transformational coaching, and psycho-education awareness programs to promote a safe working environment where employees succeed and thrive.

## **INTELLECTUAL PROPERTY & PROPRIETARY INFORMATION**

### **I. Confidentiality**

TaskUs promotes a culture of confidentiality. You are required to protect confidential information related to the Company, our business partners, and our clients, in the same way you would protect your own most private information. Confidential information may include trade secrets, intellectual property (patents, trademarks, service marks, and copyrights), proprietary information, and commercially-sensitive information (i.e., financial or sales records/reports, marketing, business and service strategies/plans, product development, customer lists, engineering and manufacturing ideas, designs, databases, records, salary information, any unpublished financial data and reports, etc.) and any information to which the public does not have general access, of the Company, our business partners or clients. Disclosing such information might give undue advantage to competitors or other parties or may cause great harm to the Company, its customers or business partners.

You have a responsibility to do the following:

- Regard and preserve all Company information as highly confidential;
- Not disclose, or permit to be disclosed, any of the confidential information to any person or entity without written consent from the Company, and if confidential information owners are business partners, clients or



- others, the owners of the confidential information
- Not photocopy or duplicate or otherwise disclose via online means, including posting on social media sites, online forums, or otherwise, any of the confidential information without the Company's written approval;
- Not make any use of the confidential information for your own benefit or the benefit of a third-party other than the Company;

Remember, confidential information and intellectual property may be disclosed intentionally or accidentally. Never discuss company business outside of work in a public place, including on public transportation, a crowded elevator, or a coffee shop, where unauthorized people could hear confidential information. Follow the guidelines in the Champions of Confidentiality learning module on ACE to protect confidential information against disclosure. Do not discuss or otherwise share any confidential information regarding interactions with clients, customers of clients or others with friends, family members or acquaintances.

Immediately contact the Company if you become aware that this policy has been, or, in your reasonable opinion will be, violated, even if the violation is unintentional or minor. Access to confidential information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed, or released without prior authorization from a Manager. In some situations, a Non-Disclosure Agreement (NDA) is required before company information can be disclosed. Ask your Manager for more information on whether and when an NDA is required.

Violation of this policy is serious and may result in the corrective action or termination of any employee, as well as subject you to monetary penalties, civil and/or criminal liability. The duty of confidentiality continues even after employment (or other work relationships) ends, and also applies to communications transmitted through the Company's electronic communications system.

If you have information that leads you to suspect that an employee or competitor is obtaining confidential information, you are required to inform your Manager or Human Resources or report the incident on the Integrity Line.

Notwithstanding the foregoing, you may communicate, cooperate or file a complaint with any U.S. federal, state or local governmental or law enforcement entity concerning possible violations of any legal or regulatory requirement, and may make disclosures to any governmental entity that are protected under the whistleblower provisions of any law or regulation, so long as (1) such communications and disclosures are consistent with applicable law and (2) the information disclosed was not obtained through a communication that was subject to the attorney-client privilege (unless disclosure of that information would otherwise be permitted by an attorney pursuant to the applicable federal law, attorney conduct rules or otherwise). Any agreement inconsistent with the above language is deemed invalid and will not be enforced by TaskUs.

## **II. Intellectual Property**

All works created or developed by employees and independent contractors, in the course of their employment or engagement by TaskUs, shall exclusively and solely belong to TaskUs. As an employee or independent contractor, you are required to assign all rights, titles, and interests of any sort throughout the world over your works to TaskUs. This includes software programs, improvements, ideas, discoveries, inventions, designs, artwork and written materials and all other works you create or develop, in part or in whole, within the term of your employment or engagement or through the use of Company resources or information. All these works shall be deemed to be works-for-hire. You must immediately tell us, in writing, about any such work product and cooperate with the Company to protect the Company's interest in and rights to such intellectual property (including reasonable assistance in securing patent protection and copyright registration and executing all documents as reasonably requested by the Company)..

We also want to make sure TaskUs receives the benefit of work done by outside consultants. For this reason, it is very important that the appropriate written agreement or release be in place before the outside consultant begins work.

TaskUs employees must also avoid improperly using someone else's work product, such as intellectual property belonging to another company or individual. This includes: inventions, software, creative works, photographs, art, music, videos or images. When using intellectual properties of clients, vendors, and other third parties, you must ensure that the Company has a valid license or is expressly permitted or authorized in writing from the owner thereof and its use should be in accordance with the terms of the license or applicable permission or authorization, as well as policies and procedures of the Company. Please refer to the Intellectual Property Rights Policy and Software License Inventory Procedure and other applicable TaskUs policies, for further details on guidelines relating to intellectual

property rights and use of software products.

You should not create or use any intellectual property that is, or may be determined to be, illegal, harmful, dishonest, misleading, defamatory, inflammatory, hate speech, derogatory, disruptive or degrading, abusive or offensive to others.

You warrant and represent that all the intellectual properties you shall create or develop are your original work, unless you notify the Company otherwise prior to submission of the work, and that you should not sign or agree to enter into any agreements, written or otherwise, with other parties involving any intellectual property of the Company without the review and approval of the Company's Legal Team.

You must not use, revise, reengineer, or otherwise do anything to any intellectual property that may harm or impinge upon:

1. the delivery of services;
2. any systems; or
3. any materials provided by Company's, clients or others or which are associated with any related technology including but not limited to providing content which contains malicious software code, viruses, malware, spyware, disabling devices, or any code intended to erase, modify, hide, mask alter decode, reverse engineer disable degrade, copy or otherwise alter any intellectual property, processes, any systems, services, or any content.

You should not use intellectual property in any way which may interfere with Company's business or the business of others. All employees and independent contractors must comply with the Company's intellectual property policies and procedures and all related policies and procedures at all times.

You are required to return all information to the Company immediately upon request or when you leave your employment with TaskUs.

### **III. Data Privacy**

At TaskUs, we recognise and protect the privacy and confidentiality of employee personal records and client records. Such records would be shared strictly on a need to know basis or as required by any law, rule and regulation or when authorized by the employee or as per subpoena or court order and requires approval by internal counsel. In the event a client or other third party requires access to TaskUs employee personal records, please engage a VP of Legal for review of the request before agreeing to it. Do not agree to structure agreements with clients or prospects in a manner that requires TaskUs to disclose the private or confidential information or records of employees in exchange for contracts or other items of value without first engaging a member of the Legal Team to review and approve the proposed agreement.

#### **Dos and Don'ts**

##### **Do**

- Properly control access to your work areas and computers and keep sensitive information safe and secured in all forms, physical or electronic;
- Ensure appropriate destruction of information (both physical or electronic) when the same is not required for work anymore;
- Obtain any relevant information directly from the person concerned;
- Access to information or data by outsourced will also be subjected to the relevant employee's accountability, in case such data is misused;
- Keep customer information secured at all times and uphold TaskUs Privacy promise for customers;
- Limit access to non-public information strictly to authorized personnel on a 'need to know' basis;
- Comply with local data protection and privacy laws that affect the collection, use and transfer of personal customer information;
- While accessing Intranet and Internet, ensure compliance with internal policies and procedures;



- Ensure that worldwide electronic information exchange and dialogue, electronic business dealings are all as per internal policies and procedures;
- Report information security incidents such as suspicious emails, individual password sharing, data leakage or data theft, phishing or malware attacks, hacking attempts etc. through the reporting mechanisms of TaskUs;
- It is your responsibility to protect and prevent misuse of confidential information. Any incident resulting in loss or misdirection of confidential information must be immediately reported to the Privacy Office at [privacy@taskus.com](mailto:privacy@taskus.com). You may read the Privacy Statement here [Privacy Statement](#).
- You may read the CCPA Privacy Statement for residents in California here [CCPA Statement](#).

#### Don't

- Discuss sensitive matters or confidential information in public places;
- Violate the Information Security Policy applicable to your Company;
- Transfer official information into personal databases or carry hard copies of official information (otherwise than for official purposes) outside the office, without prior permission from your superior;
- Pass information, in any manner, directly or indirectly to any recruitment/search agencies or to competitor or any other organizations;
- Share sensitive information in the subject line or body of emails or through unprotected attachments without proper authorization and approved controls.

Q: I'm not sure what is meant by personal information?

A: Personal information means any information relating directly or indirectly to an identifiable person, examples include name, email address, phone, national identifier, credit card number etc.

**WHAT ARE THE CONSEQUENCES OF COMMITTING A PRIVACY BREACH:** If TaskUs determines you have violated the provisions of this Code and Privacy Policy you will be subject to disciplinary action up to and including termination of employment and, potentially, criminal or civil liability. TaskUs is committed to remediate privacy and data protection issues in compliance with applicable laws and regulations.

## IV. Information Security

It is your responsibility to ensure you protect Personal Information (PI) or Sensitive Personal Information (SPI), Personal Identifiable Information (PII), and all other information assets, from all types of threat, whether internal or external, deliberate or accidental. Written or with electronic storage of PI, SPI and PII is strictly prohibited. You are also expected to adhere strictly with the Information Security and Workplace Security Requirements and Guidelines, to protect TaskUs and our client or client's customers. If any unauthorized access or disclosure occurs, employees must [inform infosec@taskus.com](mailto:infosec@taskus.com) immediately.

Some examples of how you are expected to adhere to our Information Security guidelines:

- If working from home, work in a privately established workspace within your home.
- Ensuring that no member of your family or other person in your home can view your computer screen or any of the confidential information contained therein.
- Keeping your workstation clear of any and all non-compliant items such as cellular mobile phones, pens, and pencils unless otherwise authorized to do so.
- For our teammates working on applicable campaigns, all instruments which can be used to record information, such as but not limited to pen, pencil, paper, smart devices, cameras, and similar items are prohibited in the workspace or workstation during working hours, except where otherwise authorized. TaskUs employees may use personal mobile devices for PingID MFA authentication during workstation login.

## V. Company Books, Records & Financial Reports

We are committed to managing the life cycle of all Company books and records in a way that supports our business needs and complies with our legal obligations effectively.. We are required to keep complete and accurate Company books and records so that we can provide full, fair, accurate, timely and understandable disclosure in reports and documents TaskUs files with or submits to the Securities and Exchange Commission, other government agencies and in other public communications. The books, accounts, financial statements and TaskUs records should be maintained as required by law and generally accepted accounting principles. In addition, all TaskUs assets and liabilities should be properly recorded in our books. There are also strict rules relating to processing and handling private and secret information.

If you prepare or maintain TaskUs records, it is important that you are familiar with the TaskUs Records Management Policy and Records Retention Schedule and that records should always be retained or destroyed according to this policy. A suspension of our regular records retention schedule may be required in the event of a legal hold or tax hold. Please refer to our Records Management Policy for further details, and if you have any questions please contact the General Counsel.

## VI. Company Assets

TaskUs assets have value and must be protected from loss, damage, misuse and theft. We must only use Company assets such as equipment, facilities and documents for authorized business-related purposes and activities. Company assets also include our time, financial data and other information about the Company.

It is also important to use TaskUs assets efficiently and avoid waste. If you suspect or have information about lost, damaged, misused or stolen assets, you must promptly report it to your Manager or Human Resources or to the Integrity Line.

## VII. Proper Use of Company Technology

Our use of Company computers, communication systems, the network or other technology must be ethical and legal. In addition, it is important we secure all confidential Company information in order to protect it from theft, loss or misuse. You may only share Company information based on a real business need. In addition, An executed NDA is required from the party receiving the information before confidential Company information may be disclosed. TaskUs reserves the right to monitor all employees' use and access of company systems, to the extent permitted by law.

\* \* \*

TaskUs provides an exceptional platform for exceptional people. We create a space where people can realize their full potential; a partnership where clients can experience unparalleled service; and a culture that espouses the highest standard of ethical behavior.

Our culture is the foundation on which everything at TaskUs is built. The TaskUs culture defines how employees relate to each other as people, how we deliver results for the business and our clients and how we operate as a company.

Although not every ethical dilemma can be covered by this Code, we trust that you will live by our culture and always exercise good judgment. We rely on you to stay loyal to our core values!

The bottom line is: practice our culture and be **Ridiculously Good!**

## **Compliance with TaskUs Global Code of Conduct**

I have received my copy of the TaskUs Global Code of Conduct ("Code"). I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in the Code and to comply with the Code. I certify that I am not currently aware of any violations of this Code, and if I am, I have reported such violations. I also understand that TaskUs can change any and all policies or practices at any time, whether in this Code or not. I understand and agree that other than the President or CEO of TaskUs (and then only in writing, signed by the President or CEO of TaskUs), no manager, supervisor, or representative of TaskUs has authority to change the terms of this Code. I further understand that a violation of the Code or Company policies and procedures can lead to corrective action, up to and including termination of my employment at TaskUs.

Click [here](#) to sign the Acknowledgment Form.

Employee Signature\_\_\_\_\_

Employee Name \_\_\_\_\_

Date \_\_\_\_\_