

NiCE

2025
ESG
REPORT





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A Message from the CEO

Dear Stakeholders,

At NiCE, our mission and passion remain unwavering: bringing together technology, people, and purpose to empower organizations to transform customer and workforce experiences through AI-powered solutions. We are committed to protecting the financial ecosystem by identifying risks and preventing fraud, while also advancing public safety, protecting the truth, and promoting justice through enhanced digital evidence collection and investigation. Our brand promise to, “Create a NiCE World,” reflects our vision of delivering experiences that feel human, interactions that create value, and knowledge that transforms into action—creating a better, more trusted, and human-centered world.

2025 proved to be another defining year for NiCE, marked by bold progress and meaningful impact. As organizations increasingly embraced AI to transform their operations, we further strengthened our leadership in Customer Engagement, Financial Crime and Compliance, and Public Safety and Justice. Our AI-first strategy continued to redefine industry standards by enabling organizations to orchestrate end-to-end workflows, seamlessly combine AI and human expertise, automate complex processes, and deliver trusted outcomes at enterprise scale.

A significant milestone this year was our acquisition of Cognigy, adding a market-leading conversational and Agentic AI platform to our portfolio. Together with CXone, this strengthens

our ability to deliver intelligent, enterprise-grade solutions that automate customer service, orchestrate AI and human interactions, and accelerate digital transformation. This acquisition further cements NiCE’s position at the forefront of enterprise AI and reflects our commitment to helping organizations unlock greater value through innovation.

We are equally proud of the progress we continue to make across our ESG journey. Sustainability, responsible innovation, and ethical governance remain deeply embedded in our strategy and decision-making. During 2025, we continued refining our ESG priorities to ensure they remain aligned with our business strategy, stakeholder expectations, and the rapidly evolving AI landscape. As part of this evolution, we further strengthened our focus on responsible AI as an integral component of our Innovation, AI & ESG Value Creation strategy.

For our customers, we continued expanding our AI capabilities while maintaining our commitment to responsible innovation. By embedding responsible AI into our products and business strategy, we help organizations transform customer experiences, improve operational performance, and build trust in AI-driven decision-making.

Our workforce now spans more than 9,600 employees across 26 countries. We remain committed to fostering an inclusive, high-performing culture that empowers our people

to grow, innovate, and lead. Through leadership development, learning opportunities, and initiatives that promote diversity, inclusion, and equal opportunity, we remain committed to creating an environment where every employee can thrive and contribute to our shared success.

For our communities, we maintained our longstanding commitment to giving back through employee volunteering, charitable contributions, and partnerships that create meaningful social impact. Our employees once again demonstrated extraordinary dedication by contributing thousands of volunteer hours throughout the year, supporting initiatives that strengthen the communities in which they live and work. In 2025, we donated approximately 960,000 USD through various initiatives focused on giving back to the community.

On the environmental front, we continued making measurable progress in reducing our climate impact. During 2025, we achieved a **28% reduction in Scope 1 and Scope 2 (location-based) greenhouse gas emissions intensity** compared to 2024, while further expanding the coverage of our environmental data collection. We also strengthened our greenhouse gas calculations by expanding our Scope 3 emissions assessment, providing a more comprehensive view of our value chain emissions and reinforcing our commitment to transparency and continuous improvement. These achievements reflect our ongoing commitment to improving operational efficiency while advancing our long-term climate objectives.

Our cross-functional ESG Steering Committee continues to guide our strategy, oversee execution, and ensure that sustainability considerations are integrated into business decisions across the organization. As AI continues to reshape industries around the world, we remain committed to advancing innovation responsibly, upholding the highest standards of ethics and transparency, and creating lasting value for our customers, employees, shareholders, communities, and society.

Looking ahead, we’re energized by the opportunities before us. By pairing cutting-edge AI innovation with responsible business practices, we will continue helping organizations transform how they serve their customers, while building a more trusted, sustainable, and human-centered future for all.

Sincerely,



Scott Russell
Chief Executive Officer

NiCE



NiCE's Performance 2025



\$6T+ protected every day through our products to financial services



>40,000 volunteer hours during 2025 global community month



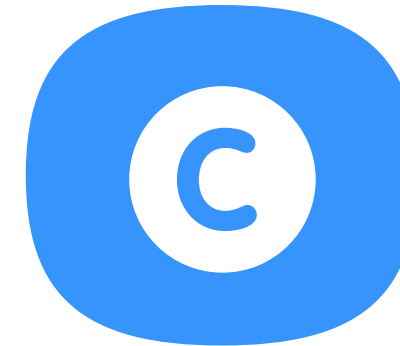
100% compliance in employee ethics training



9,626 employees



5B+ financial transactions monitored daily



>500 patents



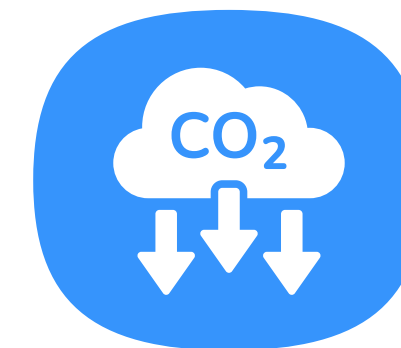
>3,500 R&D professionals



37.5% of the Board members are women



30M+ separate pieces of evidence managed daily through Evidencentral to protect society



28% reduction in Scope 1 and 2 CO₂e emission intensity vs. 2024

Evaluated by ESG agencies²

Bloomberg

ecovadis



ISS ESG



ESG Risk Rating²
15.8
Low Risk

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About NiCE

NiCE is a global enterprise software leader, providing AI-powered cloud platforms that serve two main markets: Customer Engagement and Financial Crime and Compliance. As an AI-driven company, we operate at the forefront of a significant transformation in enterprise software, leveraging AI to create customer value, drive innovation and support long-term growth. Our core mission is to automate customer service by seamlessly orchestrating workflows, AI and human agents, and enterprise knowledge through CXone, our leading AI platform. We also help financial services organizations prevent money laundering and fraud and ensure financial markets compliance in real time through embedded AI capabilities.

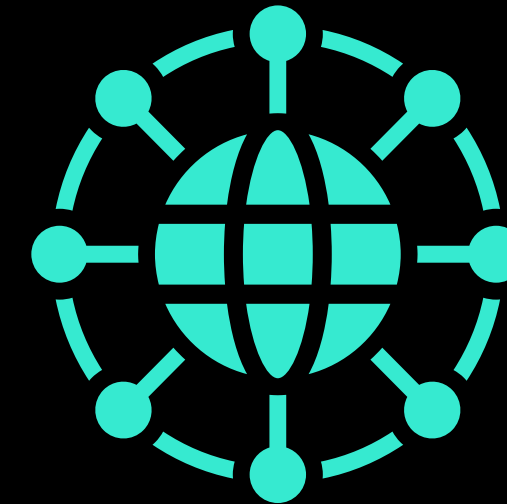
The acquisition of Cognigy in 2025 further strengthens our strategy by adding a market-leading conversational and Agentic AI platform, enhancing our ability to deliver intelligent, enterprise-grade solutions that automate customer service, orchestrate AI and human interactions and accelerate digital transformation. Together, these capabilities reinforce NiCE's leadership in shaping the future of AI-powered customer experience and enterprise software.

Our strategy is based on serving rapidly expanding, specialized markets that require feature-rich solutions, with robust, comprehensive cloud platforms that are spearheaded by AI as an overarching catalyst, propelling our unique AI-driven vectors of growth: using AI differentiation to expand our cloud win rates, positioning AI as the bedrock for driving rapid expansion into digital, utilizing AI to fuel massive platform-adoption and leveraging AI as a lucrative source for new domain-specific use-cases.

In the Customer Engagement market, our CXone platform enables organizations to automate service at scale, augment their workforce with AI-powered solutions, and unify enterprise knowledge, data and AI models to drive faster resolutions and superior customer experiences. Purpose-built AI ensures every interaction and workflow is intelligently orchestrated across all customer touchpoints, seamlessly blending autonomous Agentic AI and human assisted interactions to deliver best-in-class service that is proactive, knowledge-based, resolution-oriented and efficient. Our Public Safety and Justice business is included in our Customer Engagement segment. In this business, we are transforming the criminal justice system by using AI to uncover the truth in digital evidence, facilitating swift justice. Our AI-powered workflows help relieve police, prosecutors, public defenders, courts and correctional institutions from the tedious task of managing digital evidence.

In the Financial Crime and Compliance market, we protect financial services organizations, with embedded-AI solutions that identify risks and help prevent money laundering and fraud, as well as help ensure financial markets compliance in real-time. With our holistic, data and entity-centric approach, we leverage machine learning, NLP (natural language processing), Generative AI and Agentic AI that automate routine tasks, collaborate with analysts and adapt in real time to proactively keep ahead of emerging threats.

Over **25,000** organizations in more than **150** countries, including over **85** of the Fortune **100** companies, partner with NiCE



36 local offices



2025 total revenue:
\$2.954B



150 countries

Our Strategy

Our strategy is to further broaden our industry leadership using NiCE's unique domain-specific AI capabilities and our foundational platforms. We intend to continue leading the market by leveraging several major industry trends and evolving our offering to meet our customers' current and future needs while focusing on key strategic pillars:

Purpose-Built AI – we accelerate business transformation with purpose-built AI-embedded natively across our platforms, making our applications and business processes smarter. Our domain expertise, proprietary data, advanced technology, and pre-built AI models create leading solutions for all our market segments.

Large Language Models, Generative AI and Agentic AI – we leverage LLMs, Generative AI and Agentic AI to help consumers and employees access knowledge and interact with each other effortlessly and safely, while improving employee productivity and customer experience. In addition, we leverage these technologies and AI Agents to effectively automate tasks on a scale, and augment employees to effortlessly complete workflows.

Data – recognizing the power of data, we consider data as a key component and a strategic asset across our portfolio and leverage it as a basis for our purpose-built AI solutions. We manage our customer data with security and compliance measures while leveraging it to equip our customers with a data-driven approach to manage their business, reduce costs, improve performance and identify customer insight.

Digital Engagement – we enable organizations to deliver experiences in every possible digital way, keeping them engaged and informed, leveraging smart self-service, AI and knowledge across the full customer journey, as well as providing secure digital banking, and helping public safety organizations shift to digital interaction and digital evidence environments.

Complete Platform Suite – across all markets, we provide one of the industry's most comprehensive set of integrated, scalable, world class applications. Our ability to provide our customers with a full range of capabilities, for organizations of various sizes that can provide for their various needs using a single vendor unified suite, gives us a strong market differentiation in today's drive for simplicity, cost savings and elimination of legacy solution silos.



NiCE Values

NiCE adopted six company values, which encapsulate the NiCE culture and company DNA and reflect the spirit of NiCEs around the world:

The NiCE Values are:

A+

A+ is Our Starting Point:

We set the highest standards, execute beyond them, and demonstrate perfection from top to tail.



Obsessed with Winning:

We define targets, remain laser-focused, and always play to WIN – because we're game changers, not just players.



Super-Sizing Value for Our Customers:

We position the customer at the center of our strategy, decisions and actions, to continuously deliver an incremental super-sized value.



It's All About Speed and Precision:

We act rapidly, faster than the market and our competitors, and never compromise on precision, boosting our market-leading position.



Challenging Limits, Always:

We challenge ourselves, make bold decisions and lead transformations fearlessly, while seizing opportunities and constantly evolving.



Yes. We Definitely Can:

We have a “definitely-can-do” attitude and strong will to help in every situation, to drive outstanding results.

ESG at NiCE



NiCE is guided by a deep commitment to social contribution, environmental sustainability and good corporate citizenship. Our responsibility to the environment that we live in and the communities we serve is based on alignment between our business and corporate responsibility strategies. Whether through delivering responsible cloud-based products to the marketplace or our employees' amazing volunteer work with local communities, we are proud to uphold responsible business conduct.

Impact Through Our Products

Making a difference with our products

Organizations today are expected to move faster, operate more efficiently, and deliver consistent experiences across every interaction. NiCE helps organizations meet these expectations by leveraging AI-powered technology to improve outcomes for customers, employees, and society. Our solutions simplify how work gets done, reduce friction in everyday interactions, and enable organizations to deliver more efficient, consistent, and accessible services.

At the core of our offering is NiCE CXone, an AI platform, which brings customer engagement, workflows, AI, and enterprise knowledge together in a single environment. This allows organizations to manage interactions end-to-end, reduce operational complexity, and deliver high-quality experiences at scale.

Beyond business performance, we believe that NiCE's technologies contribute to broader societal outcomes. Our solutions help strengthen relationships between organizations and consumers, expand access to self-service options, support combatting financial crime and fraud, and support public safety and justice agencies in delivering timely and effective services.

Our technology expands access to services, strengthens trust in financial systems, and helps public sector organizations deliver timely and effective outcomes.

Transforming customer experience at scale

Delivering exceptional customer experience has become increasingly complex, requiring organizations to coordinate people, processes, data, and technology across multiple channels. CXone addresses this challenge by bringing customer interactions, workflows, AI, and enterprise knowledge together in a unified platform. This enables organizations to manage the entire customer journey more effectively, reduce operational complexity, and deliver consistent, high-quality experiences at scale.

Organizations can engage customers across multiple communication channels through a single environment, ensuring seamless and connected experiences regardless of how customers choose to interact. By connecting front, mid, and back-office operations, CXone helps organizations improve efficiency, enhance service quality, and adapt more quickly to changing customer expectations.

Agentic Experience Automation

CXone enables organizations to automate end-to-end workflows across customer service, sales, and operational processes.

AI agents can execute tasks from intent through fulfillment, reducing manual effort and accelerating resolution times while maintaining continuity across interactions.

Automation extends beyond customer engagement into broader business processes, enabling organizations to scale operations efficiently while maintaining consistency, reliability, and operational oversight. This allows employees to focus on higher-value activities while routine tasks are completed more quickly and accurately.

AI Platform

CXone is a cloud-native AI platform that brings together enterprise data, workflows, and AI models within a single architecture designed for scale.

By continuously learning from interactions and outcomes, CXone enhances decision-making and execution over time. Each interaction contributes to ongoing improvements in operational performance, helping organizations increase efficiency, improve service quality, and respond more effectively to customer needs. These benefits are delivered while maintaining strong governance, security, and organizational control.

Engagement Orchestration

CXone unifies voice, digital, self-service and Agentic interactions into a single engagement layer.

Interactions are routed and managed in real time based on customer intent, context, and business priorities. This ensures work is handled by the right resource at the right time, improving resolution speed and experience quality.

By connecting front, mid, and back-office workflows, CXone enables coordinated execution and end-to-end visibility across the enterprise.

Workforce Empowerment

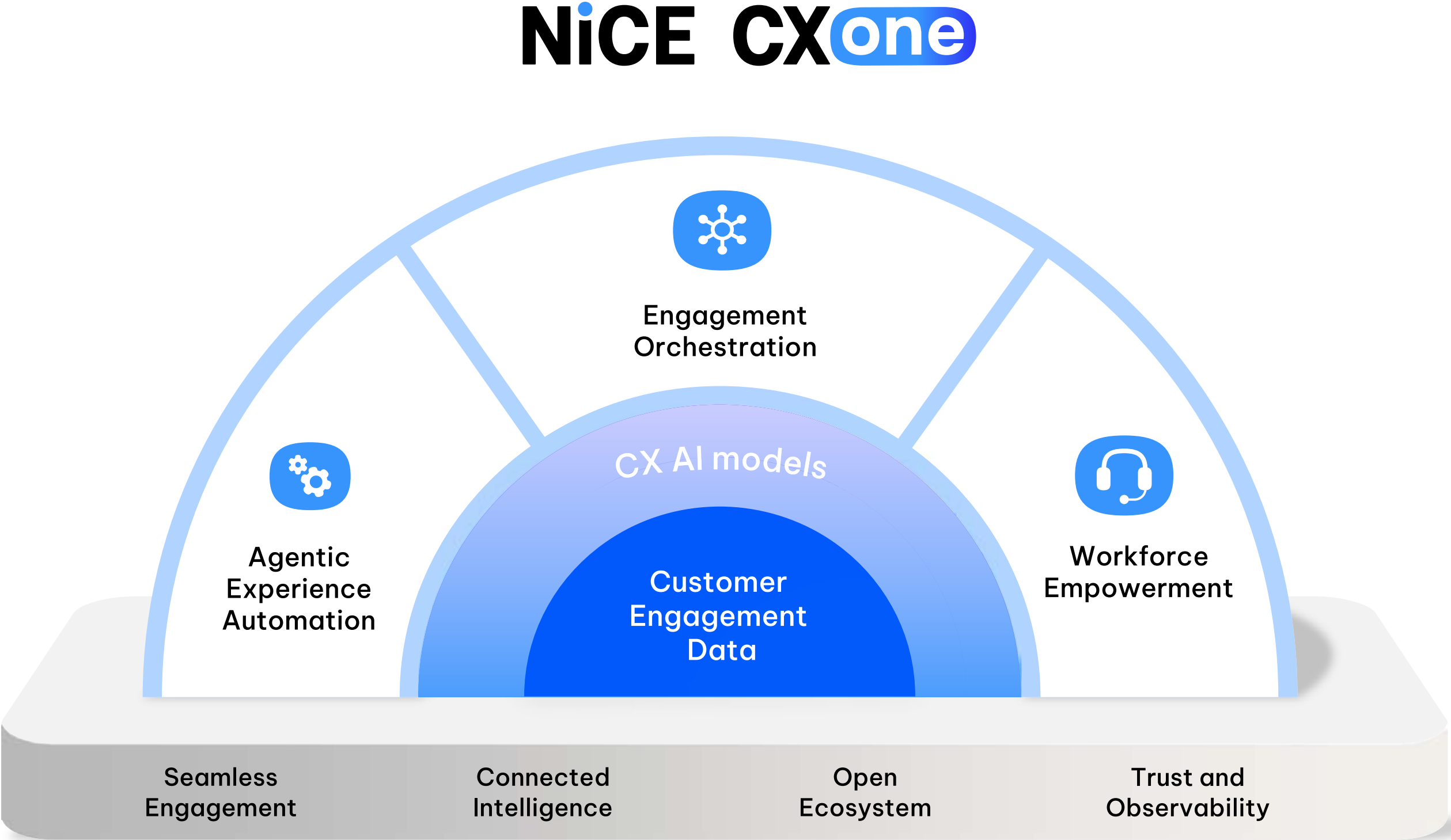
CXone helps organizations optimize performance across both human and AI-supported workforces. The platform provides capabilities for workforce scheduling, performance management, and contextual guidance, helping teams operate more effectively and efficiently.

Employees receive timely insights and support during interactions, reducing complexity and enabling more informed decision-making. At the same time, performance analytics provide visibility into capacity, quality, and compliance, helping organizations maintain high service standards while improving productivity and workforce effectiveness.

Scale and impact:

Orchestrates over 20 billion customer interactions yearly

Automates 6 billion experiences annually



AI Platform Built for CX Transformation

Strengthening financial integrity

NiCE Actimize provides market-leading purpose-built AI cloud platforms for real-time and cross-channel fraud prevention, know-your-customer, anti-money laundering and capital markets compliance. We enable financial institutions to effectively adapt to changing threats, provide excellent customer experiences and grow their business, all while protecting their organization, safeguarding their customers, and ensuring the integrity of the financial services industry. Our X-Sight and Xceed AI offerings apply advanced AI techniques, powered by insights from our global client base, to deliver rich intelligence that optimizes machine learning-driven prevention and detection analytics across our portfolio. NiCE Actimize's Agentic AI harnesses advanced machine learning, NLP, and Generative AI to reduce analyst investigation time and automate processes. Our industry leading solutions span a wide range of business use cases across risk domains and coverage areas.

All Financial Crime and Compliance solutions are powered by Always on AI, our multi-layered framework, that embeds AI, machine learning, automation, natural language processing and other advanced technologies throughout the financial crime and compliance value chain. As a result, financial institutions benefit from innovative and patented technologies which fuel automation and analytic precision to detect and prevent financial crimes in real-time, providing secure and frictionless customer experiences.

Scale and impact:



Trusted by
the top 10
U.S. Banks

>\$6 trillion
protected
each day

>5 billion
transactions
monitored
every day

NiCE Actimize

Investigation and case management



KYC and client
lifecycle
management



Anti-money
laundering



Enterprise
fraud
management



Financial
markets
compliance

Data Intelligence

Network analytics

Identity resolution

Machine learning

Artificial intelligence



Driving AI-Powered public safety and justice

A growing volume of digital evidence, contained in multiple disjointed systems, labor intensive processes and staffing challenges are all impacting the ability of government agencies to deliver on the promise of timely justice. Government agencies of all types – from police and first responders to prosecutors, public defenders, courts and corrections – are looking to digital transformation as a way to overcome the challenges of digital evidence silos and disjointed work processes. With an AI assistant embedded across workflows, agencies can augment personnel through intelligent assistance and streamlined task execution, enabling stakeholders to work smarter and more efficiently within their own agency and effectively share digital evidence throughout the criminal justice system.

NiCE Evidential, our Digital Evidence Management Platform for the criminal justice system, transforms how digital evidence and data are managed. Criminal Justice agencies spend precious time managing digital evidence and data – collecting, storing, copying, analyzing, sharing and even physically transporting it. Evidential helps overcome these obstacles by breaking down data silos, applying AI, analytics and workflow automation to processes, and by connecting public safety and criminal justice agencies together, so justice can flow smoothly, from incident to court. Evidential helps agencies get control of digital evidence and data, so they can get emergency response right, be a greater force for good, ensure safer communities, and provide timelier justice for victims.

Scale and impact:

Manages
hundreds
of millions
of evidence
items

Supports
over 50,000
public safety
professionals

Used by
more than
3,000
agencies

Evidential is a leader Public Safety & Justice AI Cloud Platform



"We are able to cut down on the bureaucracy of waiting on the evidence to arrive physically through the mail, so improving our response on such things as pre-charge advice, or even bringing proceedings against a perpetrator."

Jane Robinson
Change Manager, Crown Prosecution Services

"NiCE Investigate is a win-win all the way around. It's improved our community engagement. The amount of time and money we've saved not having to travel has been hugely beneficial."

John Yoxall
Detective Inspector at South Yorkshire Police



Commitment to Sustainable Development Goals (SDGs)

In 2015, the United Nations adopted its 2030 agenda for Sustainable Development. The agenda includes 17 goals and 169 targets which aim to better our planet in all mediums. Our journey towards sustainability is ongoing, and we are proud to share examples of how we support the SDGs.



“Education liberates the intellect, unlocks the imagination and is fundamental for self-respect.”

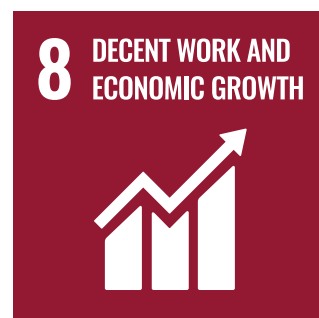
We promote quality education by empowering youth with the knowledge and tools necessary to thrive in a technological world. Across the globe, we focus on meaningful community contributions, with a particular emphasis on youth education, such as the Warmi program which introduces women and young girls from rural areas and non-IT backgrounds into coding and technology. Read more about community activity in promoting quality education for all in [NiCE Local Communities](#).



“End all forms of discrimination.”

“Ensure women’s full and effective participation and equal opportunity for leadership.”

Diversity provides valuable input for our creativity process, which helps advance better and more competitive products. In this context, we advocate for gender diversity through our Code:Coda program and our participation and workshop at the SheTech conference, providing an opportunity for girls to fall in love with technology.



“Achieve decent work for all, including persons with disabilities, and equal pay for work of equal value.”

We contribute to the achievement of SDG 8 at our NiCE offices by fostering inclusive hiring practices, investing in employee development, adhering to ethical business standards, and driving innovation for sustainable growth. Our engagement in community development projects also creates job opportunities and boosts local economies.



“Reduce inequality within and among countries”

We foster equality through our employment practices and community involvement activities. We promote diversity both in our hiring practices and among our suppliers. Through our community involvement and giving activities we also contribute to reducing inequality more widely in the communities where we work.



“Integrate climate change measures into policy and planning.”

“Build knowledge and capacity to meet climate change.”

We recognize that climate change is one of the biggest threats to society and, in this context, we are committed to SDG 13 by improving our institutional capacity to assist with climate change mitigation. Our cloud-centered strategy promotes efficient energy consumption for our customers, without them needing to compromise on high quality solutions.



“Substantially reduce corruption and bribery of all forms.”

“Develop effective, accountable, and transparent institutions at all levels.”

“Ensure equal access to justice for all.”

We strongly support the targets of SDG 16 through our products and compliance program. One of our key offerings promotes digital policing, while our Actimize solution combines AI, advanced analytics, and intelligent data to help financial institutions protect their customers and assets. Our compliance program includes policies and training of our employees, subcontractors and partners promoting compliance with anti-corruption and anti-bribery laws. Read more about NiCE Actimize in [Strengthening financial integrity](#).

Stakeholders Engagement

We consider customers, employees, investors, suppliers, and the community at large as our main stakeholders, with whom we continuously converse. The following table shows the main engagement processes and our stakeholders’ primary expectations:



Stakeholder	Engagement channels	Key ESG topics raised
Employees	• Employee surveys • Performance reviews • Training • Employee conferences • Team meetings	• Employee engagement • Inclusion and diversity • Labor relations • Learning and development • Work-life balance • Business ethics and anti-corruption
Customers	• Supporting services • Relationship with supporting team • Annual event • NICE User Group (NUG) • ClubOne • Shine • Customer surveys	• Client satisfaction • Business ethics and anti-corruption • ESG initiatives • Data privacy and security
Investors	• Investor Presentations • Annual Reports • Proxy Materials for Annual General Meeting of Shareholders (AGM) • Quarterly Earnings press releases • ESG indices and ratings • Regular Communication • Investor Conferences • Investor and analyst meetings	• Financial performance • Corporate governance • Business ethics and anti-corruption • Regulation SFDR • Social agenda • Data privacy and security
Suppliers	• Relationship with procurement team • Surveys • Audits	• Business ethics and anti-corruption • Human rights and ethical procurement, including conflict minerals reporting • Partnership approach • Inclusion and diversity
Community	• Meetings with community partners • Collaboration in social and environmental initiatives	• Community volunteering • Support in emergency situations

NiCE Material Topics for Reporting

At NiCE, we conduct ongoing dialogue to identify governance, environmental, and social issues that are material to our business and stakeholders to improve our impact and performance in these domains.

The material ESG topics of NiCE were defined with the support of ESG specialists in 2022. A materiality analysis was conducted to identify NiCE’s main influence on environmental, social and governance (ESG) topics. The analysis was based on a benchmark which included comparisons with companies that characteristically resemble NiCE, in combination with an examination of various ESG ratings and global reporting standards. The initially selected topics were then discussed with executives and with the Board of Directors, which represents the perspective of all stakeholders, where the material topics were finalized.

In 2025, our material topics were reviewed. Based on the updated review, we decided to update the “Innovation ESG value creation” topic to explicitly include Artificial Intelligence, reflecting both recent developments and the company’s approach to AI in the current business environment.

Our material topics defined for the report and for focusing our ESG efforts are:

	Material topic	Consists of
Governance	Responsible and ethical business	Implementing ethical behavior throughout the value chain, through anti-corruption and ethical codes of conduct as well as ethics training.
	Customer privacy and cyber security	Safeguarding customer data via information security management.
	Third party risk management	Managing risks associated with the company’s engagement with certain third parties, based on risk assessment.
Social	A diverse and inclusive workplace	Fostering a work environment that celebrates diversity, equal opportunity and inclusion.
	Employee development and engagement	Investing in our employees through continuous development and engagement.
	Innovation, AI and ESG value creation	Incorporating the promotion of ESG initiatives in our business operations, while integrating responsible AI into NiCE’s innovation strategy.
Environment	Community involvement and giving	Giving back to the community by contributing to social causes and encouraging employee volunteering.
	Responsible use of resources	Ethical procurement (including conflict minerals reporting), avoiding use of hazardous substances, reducing electronic waste generation and ensuring proper waste treatment.
	Reducing our carbon footprint	Committing to climate action, improving the company’s energy use and data center efficiency.

Looking at our ESG Journey

NiCE’s ESG management is overseen by the ESG steering committee, established in 2023. The committee members are appointed by the CFO, and represent different disciplines within the company, such as legal, investor relations, human resources, information security, procurement and property management. The Committee has several responsibilities, which include the following:

- Reviewing ESG matters while considering stakeholder needs, trends and developments.
- Identifying significant ESG risks and opportunities.
- Developing a holistic ESG strategy with appropriate goals and long-term targets.
- Encouraging the integration of ESG into the Company’s business strategy.
- Providing the Board of Directors of the Company with periodic ESG updates.

During 2025, the Committee developed specific short and mid-term initiatives and targets, in alignment with the Company’s vision, values, and business strategy which were incorporated into the company’s work plan. These targets are presented in the respective chapters of this report.

NiCE Governance

Our strong governance frameworks are the foundation for managing stakeholders' (employees, customers, investors, suppliers and community) expectations. These frameworks promote, among others, accountability, transparency, ethical conduct and sustainable performance while protecting the interests of our shareholders and other stakeholders. These structures are supported by our Board of Directors ("Board") and Executive Management, that have the knowledge, capabilities and experience to promote a sustainable and successful business.

Board of Directors

We are proud to have a robust governance infrastructure that includes our Board of Directors and five designated Board Committees: The Audit Committee, Internal Audit and ESG Committee, Compensation Committee, Mergers and Acquisitions Committee and Nominations Committee.

Our Board of Directors is comprised of eight members: David Kostman (Chairman), Rimon Ben-Shaul, Dan Falk, Yocheved Dvir, Caroline Tsay, Leo Apotheker, Joe Cowan and Zehava Simon. The entire Board consists of non-executive independent directors who meet the independent requirements of Nasdaq, who are over 40 years old, three (37.5%) are statutory external directors under the Israeli Companies Law- and three (37.5%) are women (compared to two female directors in 2024). The Board Diversity Matrix is available [on our website](#). The matrix provides information regarding skills, experience and attributes that our Board members contribute to enable and support the Board's effective oversight as well as information regarding the diversity of our directors. NiCE's CEO is not a member of the Board of Directors and is appointed by and reports to the Board of Directors.

The composition of the Board meets all applicable requirements of Nasdaq and the Israeli Companies Law. Our corporate governance practices are overseen by the Board and the Board committees. Our Board committees are headed by an independent director, that is also a statutory external director (meeting stricter independence requirements), in line with the Israeli Companies Law. Two of our Board Committees (i.e., the Audit Committee and the Internal Audit Committee) are led by female chairpersons.

Board Nominations and Elections

The Nomination Committee is responsible for recommending candidates to be nominated for election to our Board of Directors, including the evaluation of their independence status. The nomination process takes into consideration the structure of the Board of Directors, including familiarity with the Company and its industry and past contribution of existing members. New candidates are identified and evaluated for election to the Board of Directors, and the Nomination Committee may, but is not required to, solicit recommendations for nominees from the Board of Directors or from a professional headhunting firm.

The evaluation process includes an assessment of candidates' qualifications, such as their integrity, absence

of conflicts of interest, prior achievements, oversight, business understanding, availability, professional background, experience, expertise, perspective, and diversity (including of gender). The Nomination Committee may, at its discretion, solicit the views of the CEO, other Company senior executives, or other Board members. The evaluation process may also include interviews.

NiCE directors, other than external directors, are elected at each annual shareholders' meeting to serve until the sooner of, the next annual meeting or their resignation.

Statutory external directors are also appointed by the shareholders for a period of three years each time, with the option to extend the period by additional three-year terms, in accordance with the Israeli Companies Law and regulations.

Board Independence

All our Board members are non-executive directors determined to be “independent” pursuant to both Nasdaq listing rules and the Israeli Companies Law and three members meet the stringent requirements of the Israel Law with respect to statutory external directors.

Accordingly, all our committees of the Board are comprised solely of independent directors. The independence of each director is reviewed annually. During these reviews, the Board considers, among others, transactions and relationships between each director (and his or her immediate family and affiliates) and our Company and its management to determine whether any such transactions or relationships are inconsistent with a determination that the director is independent.

As part of this review process, each director is required to complete an annual directors’ and officers’ questionnaire, in which they disclose any employment, business, family, compensation and other relationships with us and our management. As required pursuant to Nasdaq rules, our independent directors meet in regularly scheduled executive sessions at which only independent directors are present.

Board Expertise and Effectiveness

Pursuant to the Israeli Companies Law, at least one member of our Board of Directors must be an

“accounting and financial expert”, as determined by our Board of Directors. The Israeli Companies Law requires that all external directors must be “professionally qualified.” Under applicable Nasdaq rules, each member of our audit committee must be financially literate and at least one of the members must have experience or background that reflects such member’s financial sophistication. Our Board of Directors has determined that two directors are “accounting and financial experts” according to the Israeli Companies Law, and are financially sophisticated, according to applicable Nasdaq rules.

	2024	2025
Board meetings	91%	99.2%
Audit committee	88%	100%
Compensation committee	97%	100%
Internal audit committee	93%	100%
Mergers and Acquisitions Committee	95.5%	100%
Nominations Committee	100%	100%

The Board of Directors meets regularly throughout the year on a set schedule, but at least on a quarterly basis, and holds special meetings, as needed, to approve strategic plans, business plans (including budget approval), strategic transactions and other items.

Attendance across the Board and its committees was exceptionally strong in 2025, reaching almost 100% attendance participation in each

quarter. Board meeting attendance increased from 91% in 2024 to 99.2% in 2025, while all committees recorded 100% attendance during the year, reflecting a high level of engagement and commitment. The Board is evaluated according to a self-assessment conducted by the Audit Committee members.

Directors’ and Executive Officers’ Compensation

The role of the Compensation Committee is to recommend to the Board of Directors, subject to shareholder approval by a special majority, the adoption of a compensation policy governing the compensation of executive officers based on specified criteria, to review modifications to the compensation policy from time to time, to review its implementation and to approve the actual compensation terms of office holders and extend its recommendation to the Board of Directors.

The directors’ remuneration consists of a fixed annual fee, in addition to a per meeting attendance fee for Board of Directors and committee meetings. In addition, the directors are entitled to an annual equity grant subject to valuation caps set in the compensation policy. The Chairman of the Board is entitled to an additional special annual fee due to his role.



Board Training and Role on ESG Topics

The members of the Board undergo educational sessions and receive briefings on an as-needed basis on relevant subjects, such as new accounting standards, relevant regulatory developments, risk management, cybersecurity topics, ESG and matters relating to the Company's business, strategy, products and markets.

Finally, it is important to highlight that the Audit Committee and the Board of Directors are responsible for the annual review and approval of the Company's annual report and financial statements, which includes applicable ESG disclosures, such as corporate governance practices of the Board of Directors and Board committees, compensation policy and guidelines, employee-related information, strategic plans, market trends and the Company's products.

Executive Management

As of the end of 2025, the senior management comprised of 11 executive officers including our CEO and other members of the Senior Executive Management Team.

Our General Counsel and Compliance Officer oversees corporate governance and compliance matters and reports to the Board on those, as required. Our Information security executives oversee information security,

privacy and AI governance and report to the Executive Management Team and the Board on those, as required.

Management Compensation

In line with the requirements of the Israeli Companies law, we have established an executive compensation policy which has been approved by our shareholders. Pursuant to the Israeli Companies law and subject to the terms of the terms of our Compensation Policy for executive officers, the compensation of executive officers must be approved by the Compensation Committee, followed by the Board of Directors, and, in some cases, by the Company's shareholders. According to the compensation policy, remuneration can be in cash, equity, or a combination thereof, and a portion of it must be performance-based. Generally, the performance-based compensation for our executive management team is based on several criteria types, such as Company's overall performance, the particular unit's KPIs, and individual performance. In line with requirements of the Israeli Companies Law, and following an analysis and benchmark process conducted by our compensation committee and Board of Directors, the compensation policy is approved by Shareholders at least every three years.

Risk Management

In 2024, NiCE launched an Enterprise Risk Management (ERM) Program, to further expand our risk management processes. The program is based on two pillars – updating the Enterprise Risk Assessment (ERA) and conducting

a maturity assessment of the current risk management program. The process combined top-down and bottom-up approaches to identify risks and rate them according to their impact and likelihood. For the identified risks, the company will develop proper risk mitigation strategies, as part of the ongoing ERM process.

Every three years, we perform a risk assessment. The risk assessment identifies and rates risks associated with the Company's business and operations. The Internal Audit and ESG committee reviews the identified risks and determines priorities based on which an internal audit plan is established. Following the review and recommendations of the Internal Audit and ESG Committee, the internal audit plan is reviewed and approved by our Board of Directors. Our Internal Audit and ESG Committee, the Board of Directors and Management continuously monitor and manage our primary risks.

Our main risks, including those discussed under the heading "Risk Factors" in the Company's 2025 annual report on Form 20-F, include among others:

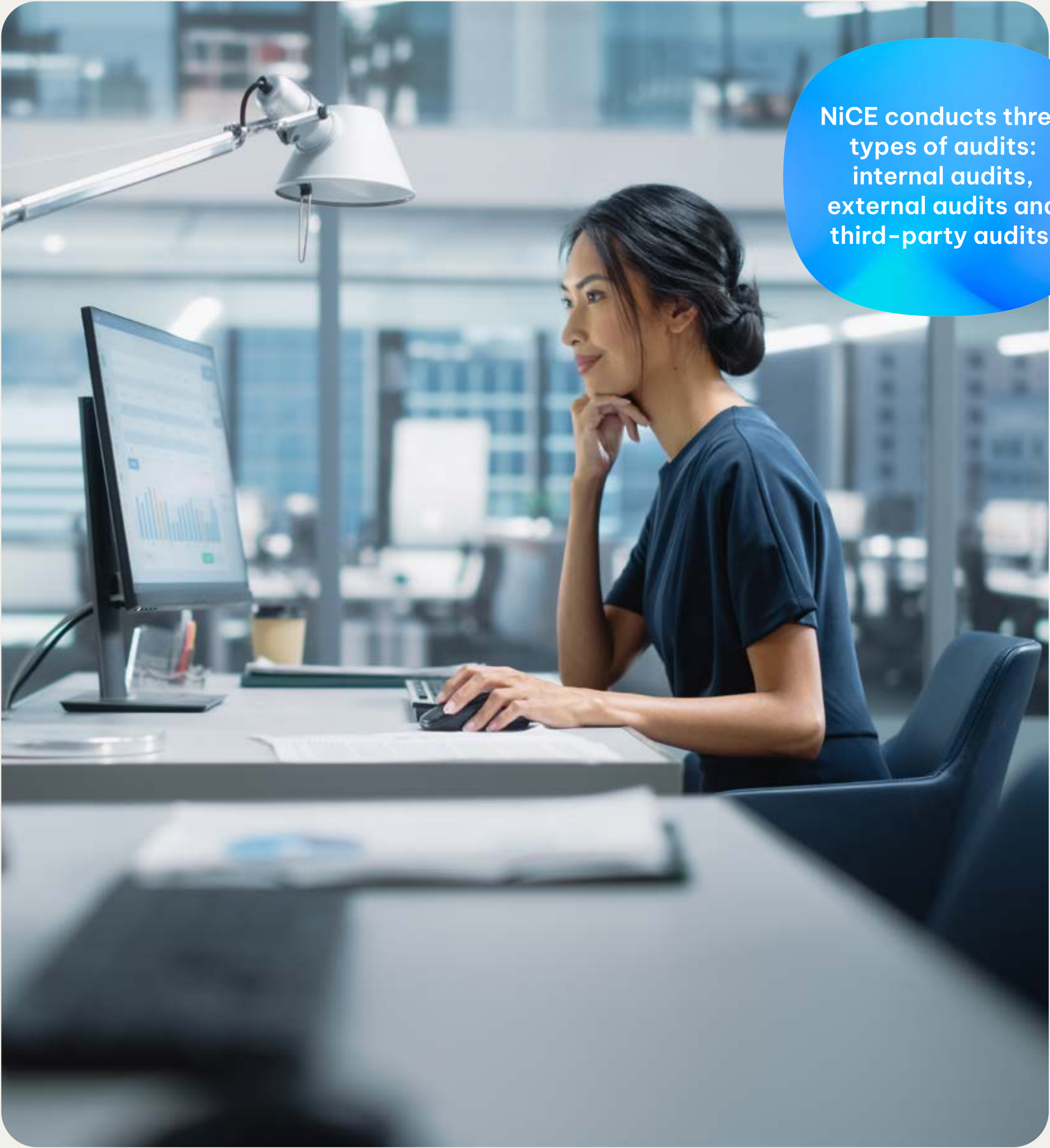
1. Risks associated with the introduction of AI technologies to the markets in which we operate, the incorporation of AI technologies in our products and the use of AI by our employees;
2. Risks associated with reliance on third party network connectivity lines, internet, network service and software suppliers;
3. Risks associated with incorrect use of and undetected errors in our technology;

4. Risk of loss or unauthorized use of customers information;
5. Risks associated with inadequate intellectual property protection;
6. Risks associated with events outside of our control, such as economic conditions, natural disasters or health pandemics;
7. Risks associated with challenges to recruit and retain qualified personnel.

The foregoing list is not exhaustive. Other events, including, circumstances or factors that we do not currently anticipate or that we currently do not deem to be material risks may also affect us. In the appendix, you can find a summary regarding the way that we manage these risks, and a further information is in our most recent annual report on Form 20-F available at this [link](#).

It is important to note that regarding regulatory risks we are committed to comply with applicable laws within each jurisdiction in which we conduct our business. It is important to note that regarding regulatory risks we are committed to comply with applicable laws within each jurisdiction in which we conduct our business.





NiCE conducts three types of audits: internal audits, external audits and third-party audits.

Audit Process

Internal Audits

Internal audits are carried out by our Internal Auditor in accordance with an annual Internal Audit Plan that is based on NiCE's risk assessment, overseen by the Company's Internal Audit and ESG Committee of the Board of Directors. The main topics covered by the Internal Audit Plan are financial issues, operational issues, ethics and norms compliance, data security and privacy and others. As part of such internal audits, the Internal Auditor reviews relevant aspects such as adherence to regulatory requirements, internal codes, policies and procedures, fraud prevention, KPI setting and measurement, human resources, training and more.

The Board's Internal Audit and ESG Committee (IAEC) oversees the internal audit plan; the internal audit reports and the implementation of remedial measures as deemed appropriate. The IAEC also oversees compliance matters, including the review of complaints relating to the Company's compliance program, including the Code of Ethics and Business Conduct. The IAEC also oversees the Company's risk management.

Additionally, if and when required, the IAEC reviews interested party transactions for approval as required by the Israeli Companies Law 5759-1999.

The Internal Audit and ESG Committee is also responsible for oversight of ESG matters and receives reports from and guides the Internal ESG Steering Committee.

External Audits

External audits are conducted by independent auditors primarily executed for financial and Internal Control purposes and are designed to provide the basis for the external auditors' opinion that the Consolidated Financial Statements present fairly, in all material respects, the NiCE's financial position and the results of its operations and its cash flows for the applicable financial year, and conform with U.S. generally accepted accounting principles. Moreover, external audits express an unqualified opinion on the Company's internal control over financial reporting, based on criteria established in the Internal Control-Integrated Framework issued by the Committee of Sponsoring Organizations of the Treadway Commission.

Third-party Audits

As a software company, audits are an important part of our business operations. These audits allow us to demonstrate our commitment to security, compliance, and data protection to our customers. By undergoing third-party audits conducted by international organizations and specified customers, we assure our customers that our internal controls and security measures are effective, and that we meet industry standards. Ultimately, we view third party audits as an opportunity to build trust and credibility with our customers, and we are devoted to maintaining high standards across all aspects of our business. To read more on our security standards, please see this report's [NiCE Security chapter](#).



AI Governance

Artificial intelligence is at the core of NiCE's platform and increasingly orchestrates workflows across the organizations we serve. As adoption of AI accelerated in 2025 – including through our acquisition of Cognigy – responsible AI development and deployment constituted a central pillar of our governance framework. We continued to strengthen the principles, oversight structures, and operational tools that guide how AI is designed, deployed, and monitored across our products.

Our Responsible AI Framework

NiCE's AI governance framework, published through our [Trust Center](#), is built around six core principles: fairness, inclusiveness, transparency, accountability, reliability and safety, and privacy and security. The framework is designed to align with applicable regulatory regimes and is supported by teams responsible for responsible adoption, ongoing monitoring, and continuous improvement.

Governance and Oversight

AI governance is embedded within NiCE's governance structure and is addressed as needed, by the Internal Audit and ESG Committee, the Board and Executive Management Team, who monitor it on an ongoing basis.

Looking Ahead

As agentic AI becomes more deeply embedded in customer experience operations, we remain committed to evolving our governance framework, oversight structures, and monitoring tools and to maintaining the trust of our customers, employees, and partners. We are seeking to align our AI governance process with ISO:42001, aiming to obtain certification for CXone in 2027.

NiCE Ethics

Ethical behavior is a core value for NiCE. The success of our business and good client relationships depends on integrity and transparency in all our company dealings. We have zero tolerance for bribery and corruption, fraud, and all other illegal acts. To safeguard this value, we depend on every employee and partner to promote ethical behavior.

For this purpose, we are committed to high ethical standards and applicable laws that guide everything we do as a company and define the way we conduct our business. Our Code of Ethics and Business Conduct, Supplier Code of Conduct, Partner Code of Ethics and Business Conduct and the NiCE Anti-Bribery and Corruption Policy, reviewed and approved by our Board of Directors and Management, and amended from time to time, formalize and clearly communicate this commitment. These policies are aligned with international laws, including anti-corruption laws and regulations, such as the Foreign Corrupt Practices Act (FCPA) and the UK Bribery Act. We are committed to implementing and enforcing our company policies and providing annual compliance and ethics trainings to our employees globally. The policies were reviewed and updated in 2025.



The main stakeholders responsible for the application of our ethical commitments are the company's General Counsel and Compliance Officer and the Executive VP of Human Resources. The Internal Audit and ESG Committee of the Board of Directors has a key responsibility to oversee the implementation and enforcement of the Company's Compliance Program.

Commitment and Training Regarding Ethics

We are committed to conducting business ethically and transparently through education that promotes the honest conduct of our employees, partners and contractors representing the Company.

Our ethical commitment includes, but is not limited to, the following: prevention of bribery and corruption, including restrictions on gifts and hospitality and conflicts of interest, promoting human dignity (including diversity and non-discrimination, prevention of sexual harassment, child and forced labor, health and safety), preventing anti-competitive behavior, breach of confidentiality obligations, enforcing insider trading restrictions, intellectual property protection, prevention of fraud, and other illegal and unethical behavior.

These commitments apply not only to employees (including all our subsidiaries and affiliates) and the Board of Directors, but also to all partners, independent contractors and service providers.

NiCE's Partner Code of Conduct ("Partner Code") aims to provide guidelines to all partners that represent NiCE in the sale of products and services. The Partner Code is regularly reviewed and requires all partners to adhere to stringent requirements in the fields of ethical conduct, anti-bribery and corruption, intellectual property, confidentiality, privacy, workers' human rights, health and safety, and environmental impact. All partners must meet all legal responsibilities as well as uphold to ethical standards in these fields. NiCE's Sales Partners, who origin from Higher-Risk countries, assure NiCE in writing all their relevant employees working on NiCE accounts have completed NiCE Partner Code of Conduct online Training.

As part of our hiring process for new employees and on an annual basis, we require that our employees undergo comprehensive online compliance training with respect to our policies and procedures. In **2025, 100% of our employees participated in such ethics training.** All employees also provide an annual formal signoff, indicating their understanding and commitment to the Company's Code of Ethics and Business Conduct. Additionally, our enhanced training program, delivered by the Company's Compliance Department, is tailored for customer facing employees and gatekeepers within the organization globally. Hundreds of employees receive our live and in-person compliance training on a yearly basis. We have set KPIs to measure and maintain our high level of commitment to ethics, which include achieving a target of 100% completion rate for employees' annual training, and completing a compliance due diligence of new sales partner upon onboarding, and every three years. The Board of Directors receives periodic overviews of the Company's Compliance Program and any regulatory or other changes impacting the program.

Legal Proceedings

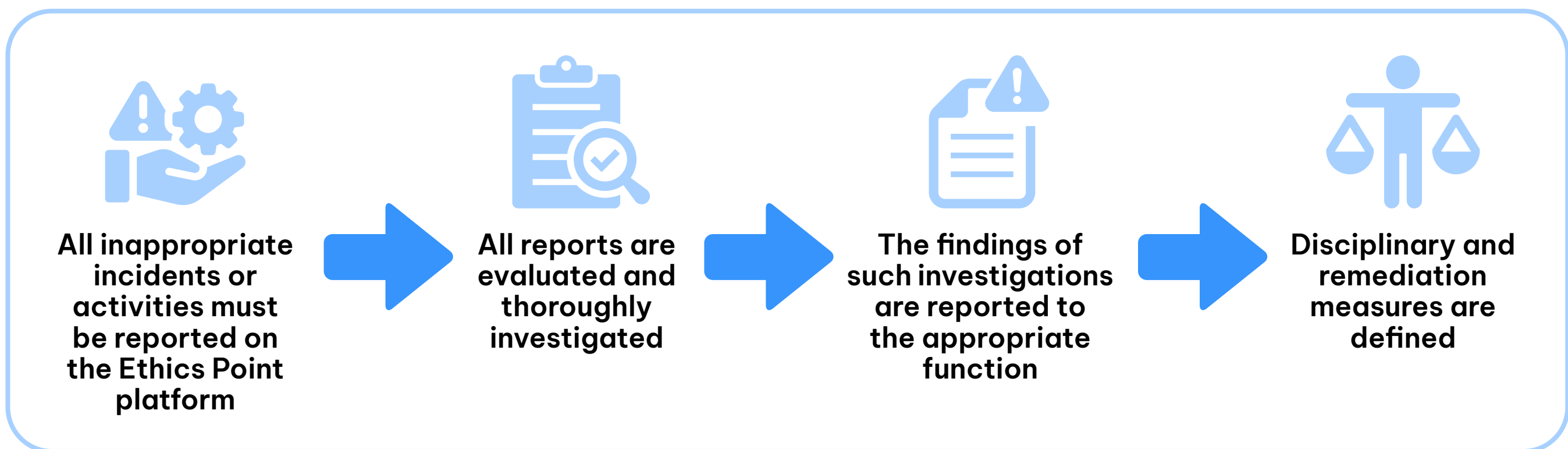
Although we are involved from time to time in various litigations and legal proceedings, mainly regarding labor related and commercial disputes, we do not believe they, individually or as an aggregate, will have a material effect on our business. It is important to acknowledge that, to our knowledge, in 2025, we were not involved in any corruption or anti-competitive incidents, nor were we involved in any public cases regarding these matters.

It is important to state that we are not involved in lobbying and political sponsorships.



Speak Up Procedures

NiCE creates a safe environment for employees to raise concerns, and stores records of all reports and investigations, as well as actions taken by the Company, in a dedicated repository. Our ethics policies are supported by our Speak Up platform, which encourages raising concerns confidentially and anonymously, all while protecting employees and third parties. The platform is hosted by a third-party provider and allows for an independent, quick and safe solution where stakeholders can comfortably report complaints online and through mobile devices. Reports are investigated pursuant to the following steps.



Bribery and Corruption

The NiCE Anti-Bribery and Corruption Policy (“ABAC Policy”) explains NiCE’s clear standards on prevention of bribery and corruption by employees and other parties representing it, and how they should promote these practices in the course of their conduct. The ABAC Policy also sets standards pertaining to giving or receiving gifts and hospitality.

Additionally, we have a process in place for conducting due diligence and risk assessment in the sales and partnership processes, with respect to anti-bribery and corruption. Through this process, we track evaluation tasks, issue alerts and formalize decisions regarding the execution of engagements with partners. This evaluation includes, among other aspects, screening of partners

against global sanctions and compliance lists and enforcement of export controls and restrictions. Pursuant to this procedure, our agreements with partners typically include a business practices clause, requiring compliance with anti-bribery and corruption and export control related restrictions.

In addition to the due diligence process, all employees undergo annual training, which is in addition to onboarding training that is conducted for all new employees as part of their onboarding process. In addition, relevant employees in customer facing roles and relevant gatekeeper roles, as well as management members, are required to undergo more in depth and customized ethical and ABAC training that relates to their roles, on an as needed basis.

Training Program for employees and partners including online modules and in-person training

Anti-bribery and corruption (ABAC) as well as ethical training are important so that employees are familiarized with the laws that criminalize bribery and corruption, and can easily recognize and mitigate associated risks. Until 2022, the company had provided employees with online training modules, with little training for partners.

We have come to realize that the human touch of face-to-face training that is tailored for specific roles would bring added value, especially when discussing ethical issues. Therefore, since 2023 and through 2025, we also offer partners in-person training focused on ABAC and Ethics, in addition to the well-established annual training, compulsory for all employees globally.

For partners in high-risk regions, we also offer online training.

We trust that this program will continue to increase awareness, guidance and compliance with Company policies and procedures, as well as relevant legislation. We periodically review all online compliance training modules to ensure they are up to date and relevant.

Conflicts of Interest

The Company's Code of Ethics and Business Conduct (the Code) prohibits all employees, directors and subcontractors from performing any activities that involve conflicts of interest. The Code establishes guidelines and procedures regarding timely and proper disclosure of possible conflicts of interests that an employee, director and certain subcontractors may have in connection with their duties and responsibilities. The Company will review and decide on each such disclosure as necessary to protect the best interests of the Company.

All actual and potential conflicts must be evaluated and approved in accordance with the provisions of the Code, including, in certain cases, by NiCE'S Compliance Officer, Internal Audit Committee or Audit Committee and the Board of Directors.

Members of the Board of Directors and executive management complete an annual questionnaire that addresses potential conflicts of interests to prevent or properly approve related party transactions (including in relation to suppliers, auditors and subsidiaries and affiliates).

Anti-Competitive Behavior

NiCE promotes fair competition by its employees and representatives, ensuring compliance with all relevant anti-trust laws and regulations. **This is specifically evaluated as part of any merger and acquisition process**, and, when applicable, regulatory approvals are obtained from antitrust authorities.

We are not facing any legal actions regarding anti-competitive behavior at this time.

Harassment and Discrimination

We do not accept any type of discrimination, harassment, and violence in relation to employees, customers, partners, suppliers and other third parties. Any employee, including managers, involved in such practices may be subject to disciplinary action, including termination. Additionally, any retaliation relating to the filing of complaints on such conduct or for cooperating with any investigation will not be tolerated. Our actions could include, as applicable, notifying the police or other law enforcement agencies and the prosecuting of violators of this policy to the maximum extent permitted by law. During 2025, we concluded that all reported cases were not material. Cases brought to our attention are handled in accordance with Company policies and procedures. All employees receive annual training on this topic, including managers who oversee the prevention of discrimination, harassment and violence in the Company.



NiCE Security and Privacy

The interconnection of the business world has led to the creation and consumption of a huge quantity of information: customer records and financial information, employee data, partner details, and our own corporate information.

At NiCE, we consider information one of our most precious assets and take great care to protect it. Thus, we are committed to adhering to the International Organization for Standardization (ISO) for initiating, implementing, maintaining, and improving our information security and privacy management framework.

Information Security Management

NiCE has established Cybersecurity Risk Program as well as Information Security Management policies and procedures to protect the confidentiality, integrity, and availability of our data while providing value to the way NiCE conducts business. These policies and procedures include the following components:

- NiCE management is committed to maintaining a robust security program which includes supplying the necessary resources to sustain the program including people, tools, processes, procedures, and education. Cybersecurity risks and controls are evaluated and reviewed regularly by our senior management, including as part of our internal audits that are presented to the Internal Audit Committee of the Board of Directors.
- NiCE maintains an inventory of all information assets, regardless of physical and geographical location.
- NiCE’s Information Security plan is driven by an on-going risk assessment of all information assets.

- NiCE requires that employees, contractors, partners, and vendors understand their security responsibilities. All of our employees conduct an annual cybersecurity training and other on-going cybersecurity awareness exercises.
- NiCE requires that only authorized users have access to information assets and services.
- NiCE requires that information security controls are designed and implemented throughout the product’s development lifecycle.
- NiCE requires that its partners, suppliers, and contractors maintain adequate security controls to ensure the security of its own information as well as its customers’ information. We maintain third party risk management process to identify, assess and mitigate the risks associated with our third-party service providers. As part of this process, we impose contractual obligations related to information security and require that our third-party partners maintain adequate security measures and controls to ensure the security of our data.
- In 2025, the company set a target to broaden the annual simulated supply

- chain breach drills to twice a year. We achieved this in 2025 and have maintained the same target for 2026.
- NiCE operates a Security Operations Center (SOC) on a 24/7/365 basis to monitor and detect any abnormal situations and react accordingly. Our incident response policy provides guidelines for the handling and reporting of cybersecurity incidents.
- Our information security management policies and procedures are verified in accordance with the ISO 27001:2013 information security management certification, as well as other certifications such as FedRAMP, PCI DSS, HITRUST, and SOC2 for specific business lines.

Through 2025, cybersecurity threats including consequences of any previous cybersecurity incidents, have not materially affected our business strategy, results of operations, or financial condition.

For more information on our security and compliance, please visit our [website](#).



Product Security

To ensure that our applications and systems are developed securely and meet predefined security requirements prior to implementation, we developed a strict product development lifecycle with well-defined milestones at each development stage.

We consider security in the development lifecycle of all products, as viewed in the following actions:

- NiCE protects all forms of code and the development artifacts from unauthorized access and tampering by safeguarding the development, build, distribution, and update environments, and following the least privilege principle.
- NiCE's employees and contractors go through security training.
- NiCE reviews security aspects during the product requirements analysis.
- NiCE designs software to meet security requirements and mitigate security risks.
- NiCE verifies third-party software complies with security requirements.

- NiCE tests its code and systems to identify vulnerabilities and verify compliance with security requirements.
- NiCE identifies, analyzes, and remediates vulnerabilities on a continuous basis.

Cloud Security

Our cloud-based solutions are highly secured.

- Various security controls are strictly enforced on our cloud environment.
- The cloud-based services and infrastructure are always maintained on a private network with data segregation dedicated solely to the customer's organization.
- NiCE only uses the services of proven secure cloud providers.
- The cloud environment is managed by the cloud service provider, including dedicated application operations teams to provide for fulfillment of the security requirements.

Privacy & Data Protection Management

NiCE is constantly pursuing and taking steps to enhance privacy and compliance. We value our customers, partners and employees, and we take measures to protect their (and others) personal data. As part of these efforts:

- Organizational measures were implemented to support our privacy compliance efforts. For instance, we:
 - Established various privacy policies and procedures (e.g., with regards to handling data breaches, data subjects access requests, etc.);
 - We have set a target to conduct supply chain breach drills twice a year.
 - Appointed staff to support our privacy compliance efforts (such as a data protection officer, a privacy committee), which is composed of legal experts who are familiar with the privacy field and an organizational privacy champion;
 - Constantly monitor privacy regulation changes across the globe (such as GDPR, CCPA, Israeli Privacy Law, etc.);
 - Consult with tier 1 international privacy law firms regarding our daily business and operations;
 - Conduct risk assessments on our vendors, while taking global privacy regulations into consideration, as part of our vendors management due diligence process;
 - Our Cybersecurity risks and controls are evaluated and reviewed regularly by the audit committee of our board of directors with regard to our privacy-related practices;

- All of our employees undergo annual cybersecurity training as well as other on-going cybersecurity awareness exercises. In addition, we conduct tailored privacy trainings to stakeholders who make crucial decisions related to, or handle personal data in a way that might have a great impact.
- Technological measures were implemented to support our privacy compliance efforts, such as:
 - Implementation of appropriate physical, technological and administrative measures, for the purpose of preventing unauthorized processing of personal data, and preventing unintended loss, damage or destruction of personal data processed by NiCE or on NiCE's behalf;
 - Working with software that helps us keep pace with the global privacy regulations and enhance our privacy compliance efforts;
 - Involving privacy-by-design and privacy-by-default paradigms in the development lifecycle of our solutions.

In the event of a potential cybersecurity incident, our Security Operations Center (SOC) conducts an initial assessment and depending on the severity of the incident, provides a report regarding the incident to our Corporate VP Information Security. The Corporate VP Information Security then consults with other internal and external parties, depending upon the nature and/or severity of the incident, including members of our Cyber Incident Response Team (CIRT) and our General Counsel.

Our Privacy Information Management policies and procedures comply with worldwide accepted standards, such as ISO 27701. We are proud of our commitment to privacy and the strong processes we have put in place.

Protecting Intellectual Assets

We rely on a combination of patents, trade secrets, copyrights, and trademarks as protected by applicable laws, together with non-disclosure and non-compete agreements, as well as third-party licenses to establish and protect the technology that is used in our systems, solutions and products.

To advance this topic, an Intellectual Property (IP) program has been structured and includes the following subjects:

- 1 Guaranteeing adequate policies and human resource agreements regarding IP.
- 2 Training and advice to employees and management on what intellectual property is and the process involved in developing and creating patents.
- 3 Supporting the process of examining ideas, evaluating priorities and patent applications.
- 4 Managing patent application processes.
- 5 Managing the patent program budget.

NiCE has an intellectual property policy, copyright policy, patent policy, open-source policy and trademark guidelines that provide frameworks for the use, generation, acquisition, and management of intellectual property.

As of the end of 2025, NiCE held 594 U.S. patents with 31 patents issued in additional countries covering essentially the same technology as the U.S. patents. NiCE had 227 patent applications pending in the United States and other countries as of the end of 2025.

In alignment with our strategic commitment to innovation and sustainable growth, we are intensifying our efforts to file patents in the field of artificial intelligence (AI), with a particular emphasis on patents for incorporating generative AI technologies into our products and services.



NiCE to be Social

Customer Experience

We recognize that our customers are the key driver for our success and our mission is aimed at improving their work and well-being by helping them provide extraordinary and trusted experiences to their customers.

Our core mission is to transform experiences to be extraordinary and trusted.

Our approach is built on long-term partnership and consistent execution. From initial deployment through ongoing optimization, we work alongside our customers to ensure they achieve their business objectives. We maintain continuous engagement through structured communication, shared planning, and proactive support. This ensures solutions remain aligned with evolving customer needs.

Our skilled experts and advanced tools and methodologies, combined with our portfolio of end-to-end services, address all stages of our technologies' life cycle offerings. From project planning and design through implementation, optimization, proactive maintenance, and product support, we are there for our customers globally each step of the way. This allows customers to adopt new capabilities faster and realize value sooner.

NiCE's Quality Management policies and procedures hold ISO 9001 certification, ensuring consistency, accountability and continuous improvement.

As a people-centric company, we aim to build good relations with all stakeholders, including customers, employees, suppliers, investors, neighborhood communities, and others. We are committed to respecting, supporting, and taking care of them and, in this way, create a NiCE world.

NiCE Customers



25,000
organizations
globally



150
countries

Customer User Group

NiCE fosters a unified and highly engaged customer community through the NiCE User Group (NUG), a dynamic online platform designed for all NiCE customers regardless of role or tenure. The NUG is led by a board of customers who help guide the community's direction, ensuring it remains relevant, valuable, and aligned to real customer needs. NUG serves as a central hub where thousands of active users log in daily to connect with peers, exchange knowledge, submit product ideas, access expert guidance, and continuously improve their skills and outcomes.

The community plays a critical role in shaping the NiCE product and customer experience strategy, with customer insights, feedback, and advocacy directly influencing innovation and business decisions across the company. NUG members not only gain value through collaboration and learning, but also contribute meaningfully to the broader NiCE ecosystem, making the community a key driver of both customer success and company growth.

Complementing this is Club Shine, NiCE's customer advocate program, which amplifies the voice of the customer by enabling participants to share their success stories, engage with peers, and establish themselves as trusted thought leaders. Together, NUG and Club Shine create a powerful, customer-led engine that drives engagement, loyalty, and mutual growth.

To learn more about NiCE clubs, [click here](#).

“Interactions” (Now known as “NiCE World”)

NiCE's annual customer event brings together customers, industry experts, and partners to share insights, innovations, and best practices. The event focuses on practical strategies for exploring how AI is shaping the future of customer experience. With more than 2,500 attendees, this event continues to grow as a forum for collaboration and learning.

At the event, we also honor our customers through the CX Excellence Awards Program. The program offers customers an opportunity to highlight the value of their NiCE implementations. Through this program, NiCE celebrates our customers' incredible achievements in different categories of excellence and gives them the recognition they deserve during an inspiring award ceremony.





NiCE User Satisfaction

NiCE has always been a company that is focused on improving the experiences of its customers and delivering real, long-term value.

Standardized on the Net Promoter System (NPS) methodology and best practices, NiCE conducts surveys along the full customer journey to monitor customer satisfaction, including the following:

- **The Customer Support Survey** helps us understand customer satisfaction with our solution and how highly they rate NiCE team members who provide service in the customer support organization.
- **The Professional Services Survey** assesses customer satisfaction during the implementation and upgrades phase, which includes NiCE business consulting.
- **Training Surveys** assess customers' level of satisfaction with NiCE's training courses.
- **Relationship Surveys** assess brand loyalty and customer satisfaction for decision makers and influencers as well as satisfaction with NiCE's products and other services (sales, professional services, support and training).
- **Product Surveys** assess the In-App user experience of the customer while using our products.

In 2025, NiCE continued using the NPS, conducting surveys across the

full customer journey enabling NiCE to pinpoint dissatisfaction drivers and areas for improvement. NiCE has implemented several technical upgrades to improve the survey experience and data reliability, to enable real-time survey feedback collection and integration with other systems. NiCE's overall brand NPS for 2025 increased year over year, reflecting continued investment in customer experience.

In 2025, we made it our mission to improve overall customer satisfaction by:

- Strengthening and leveraging the relationship between our customer operations leadership with direct marketing and influencers.
- Providing a single point of contact within global customer operations leadership for key accounts.
- Coaching and training customer operations leadership on managing relationships with direct marketing and influencers.

NiCE is open to customer feedback and takes direct action to minimize concerns expressed in surveys and in other forms of feedback.

By implementing an on-going closed loop program, NiCE further utilizes a feedback management system, to raise real-time alerts to business unit leaders and customer-facing staff regarding issues raised on surveys. The resolution of each alert is centrally tracked and managed. Action plans are developed for each business unit that regularly reports on KPI measured improvements for each driver of loyalty.

The survey results are continually monitored and analyzed. The business units review the results quarterly in business review meetings and share them with the NiCE Executive Leadership Team, headed by the CEO.

As a result of our continuous focus on customer experience over the last 5 years, the NPS score including the overall satisfaction with the cloud solutions improved significantly year over year.

Understanding Customers' Needs for Innovation

At NiCE, our vision and business strategy are directed towards growth, profitability, innovation, and customer focus, all with a long-term perspective.

NiCE sees the power of innovation as a way to help address some of our customers' most urgent needs. NiCE intends to continue investing in innovation, both through organic growth and through acquisitions, to broaden our product and technology portfolio, expand our customer base, increase our distribution channels, and grow our presence in key verticals, adjacent markets and geographic areas. In 2025, Net research and development expenses represented 12.2% of revenues.

NiCE Wins Overall Best of Enterprise Connect 2025 Award

NiCE won the 2025 Overall Best of Enterprise Connect award, at the 2025 Enterprise Connect conference and exhibition. NiCE was also named winner in the category "Best Innovation in Customer Experience". Both awards were won for CXone Orchestrator, reinforcing NiCE's leadership in AI-driven customer experience.

Accessibility in Our Products

At NiCE we believe that everyone deserves equal access to technology and the productivity it enables. When we design with accessibility at the forefront, we're not simply checking compliance boxes – we're opening doors for users who have historically been excluded from digital experiences and ensuring that everyone can participate fully in our connected world.

Our commitment to accessibility creates profound value for users with disabilities who rely on features like screen readers, keyboard navigation, and high-contrast displays to accomplish their daily work. But the beauty of accessible design is that it benefits everyone – larger fonts assist users in bright sunlight, clear navigation helps people on mobile devices, and simplified interfaces reduce cognitive load for all users, regardless of ability. When we design inclusively, we create products that are more intuitive, more flexible, and ultimately more human.

We've partnered with accessibility specialists to transform our entire product pipeline, ensuring that users with visual, motor, and cognitive disabilities can fully engage with our platforms. The majority of our CXone consumer and agent-facing interfaces now meet current accessibility standards, with Accessibility Conformance Reports (ACR) available for key products. We've embedded automated testing throughout our development process and provided our R&D, and UX and Development

teams with specialized training – offered both live and recorded company-wide to ensure accessibility thinking is embedded into every design decision. Accessibility compliance is now a CXone Suite standard across all applications supported by UX and development accessibility guidelines, used across product teams to ensure consistent development practices.

Our commitment extends beyond moral obligation – we recognize that our government customers require Section 508 and ADA compliance, and that businesses across all sectors are realizing that accessible workplaces are more productive and inclusive. All new product releases now include essential accessibility features such as customizable font sizes, color interpretation support, full keyboard navigation, and screen reader compatibility.

In 2024, we adopted WCAG 2.2 as our standard for product testing, following the release of the updated guidelines in late 2023. As part of this transition, we implemented specific accessibility enhancements to key products, including CXone Agent and Digital Chat, and significantly expanded our accessibility testing coverage as part of our journey toward WCAG 2.2 Level AA compliance across the CXone suite.

Our goal for 2026 is to have each product in our CXone suite meet the WCAG 2.2 compliance criteria. We have invested heavily in design, development and quality resources to accomplish this goal.

In 2025, we made significant progress in advancing the overall accessibility of our products using updated shared components, design system updates and accessibility guidelines. We have established an accessibility center of excellence that includes Product Management, UX and QA to drive accessibility best practices, training and testing across our products. Furthermore, we have added more than ten additional products to our accessibility testing program in 2025 and will continue to add more in the coming year.

We actively gather and integrate feedback from customers on accessibility issues through regular meetings and reviews. These insights are shared with our design, product, and development teams, enabling improvements that enhance usability for people using assistive technologies.

This is not the final destination, but an ongoing commitment. As we build new features and applications, accessibility remains central to our design process – because every user deserves technology that works for them, not against them.

Looking ahead to 2026, we continue to measure our accessibility progress across our products, reflecting both the regulatory needs of our enterprise, government, and education customers, and our belief in inclusive innovation.



NiCE People

At NiCE, we value our employees, or “NiCErs,” as the driving force behind our innovation and success. To support their development and growth, we prioritize employee engagement and foster an open, fair, and respectful work environment.

Ethics, honesty, and respect are an integral part of the NiCE Code of Ethics and Business Conduct. We are therefore dedicated to respecting human rights, including the fight against child and forced labor, ensuring equality, and preventing workplace discrimination. Moreover, we embrace diversity and encourage diverse perspectives and healthy dialogue among our employees.

We prioritize a safe and healthy work environment and provide resources for professional and personal growth. All aspects of human resources are detailed in our Employee Handbook, with specific versions available on our intranet for each operation. We have an Executive Vice President of Human Resources who manages all employment matters and dedicated senior managers for topics such as development and employment conditions.

As of the end of 2025, NiCE had 9,626 employees worldwide, a 10% increase relative to the previous year, mainly attributable to the acquisition of Cognigy and the integration of its employees in 2025. Employee benefits are provided to all full-time, temporary, or part-time employees in accordance with local laws and regulations.



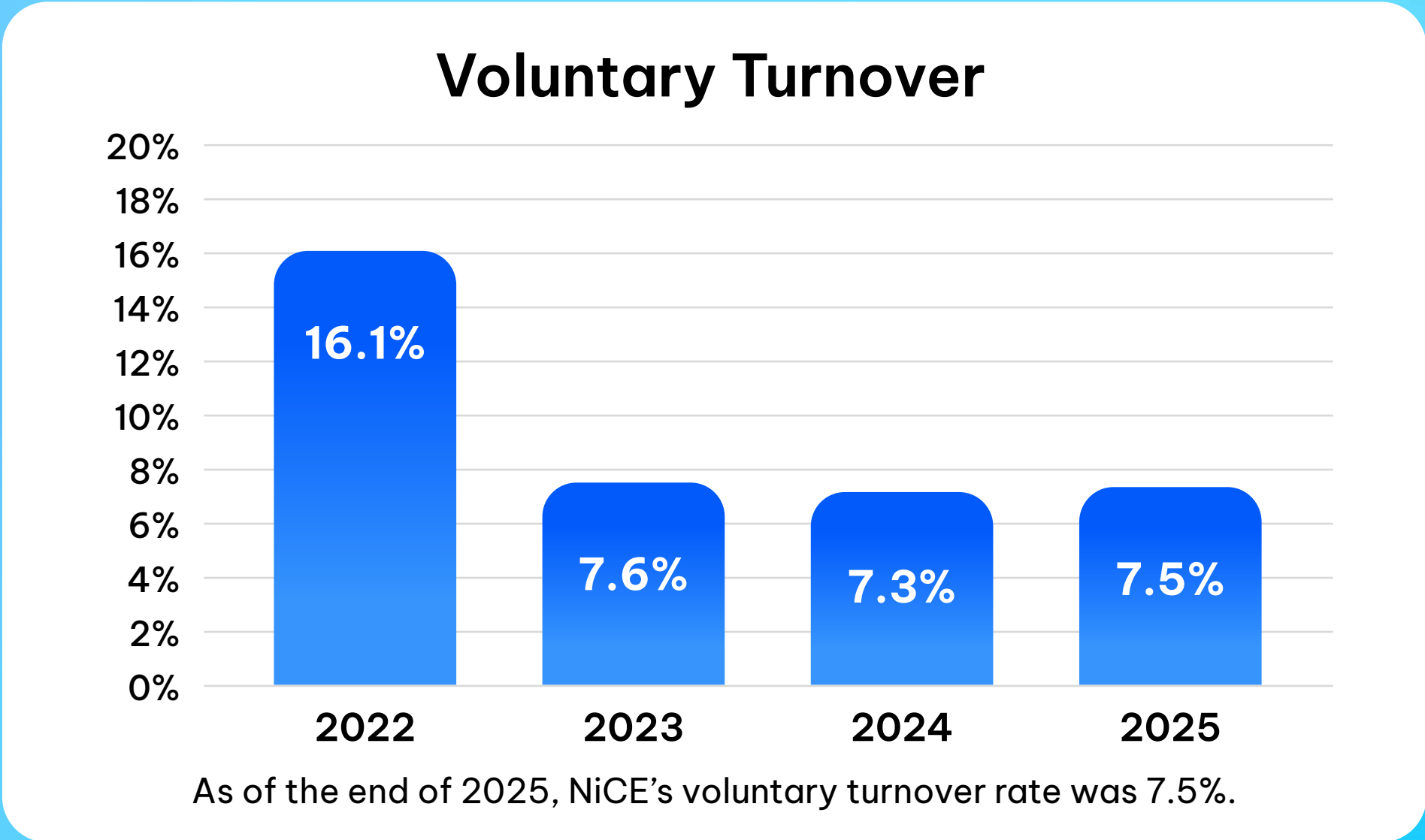
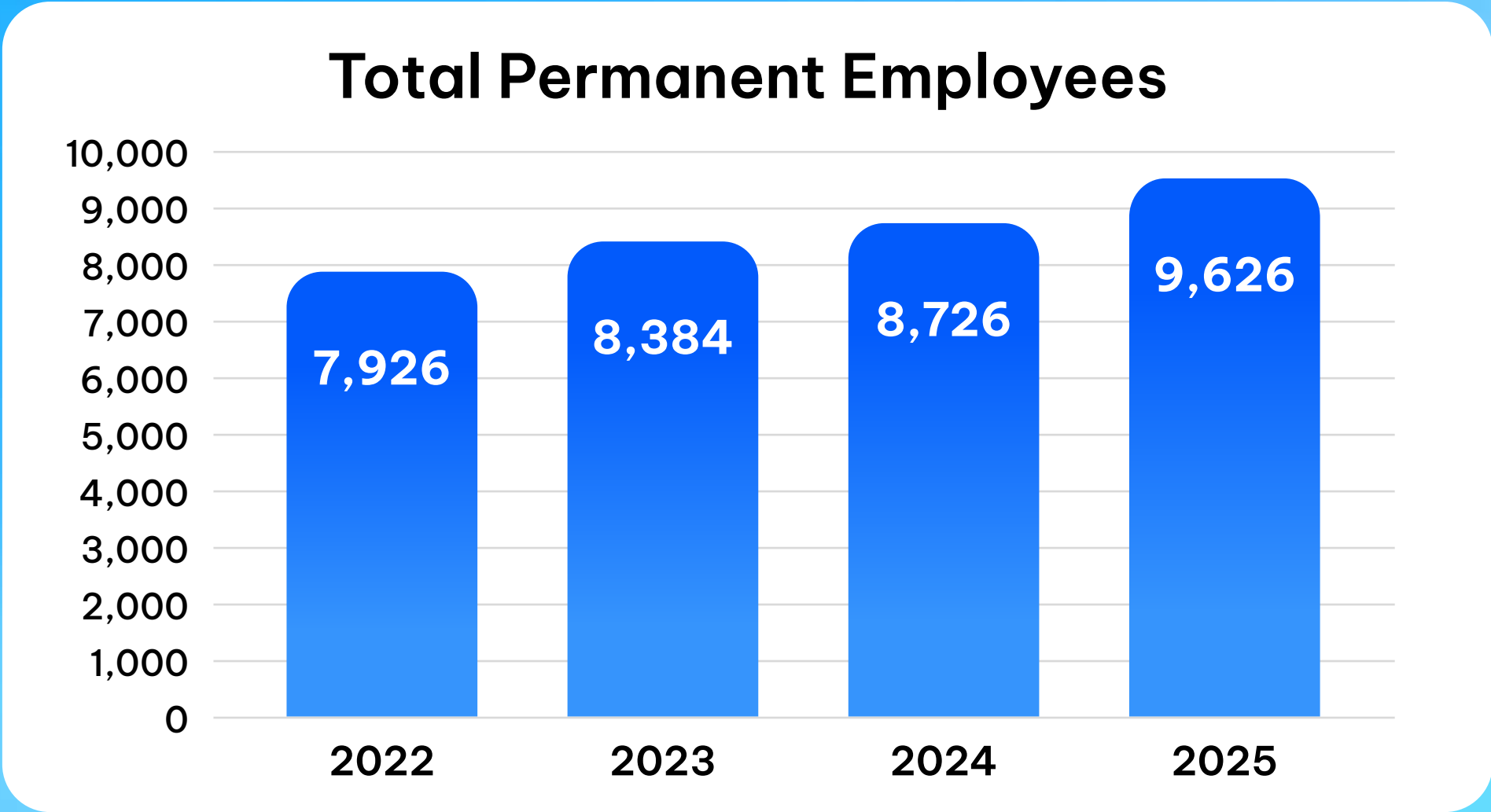
9,626
full-time employees



26
countries



High
employee
satisfaction
rate



We are not a party to any collective bargaining agreement with our employees or with any labor organization in all jurisdictions where we operate. However, in Israel, we are subject to certain labor related statutes and provisions of collective bargaining agreements between the Histadrut (General Federation of Labor in Israel) and the Coordinating Bureau of Economic Organizations (including the Industrialists’ Association of Israel) that apply to our Israeli employees under the regulations of the Israeli Ministry of Labor and Welfare.



Human Rights

We respect the protection of human rights in accordance with accepted international conventions and practices, such as those of the United Nations’ Universal Declaration of Human Rights, ILO Core Conventions on Labor Standards, UN Global Compact, and OECD Guidelines for Multinational Enterprises. Our activity concerning human rights involves relevant stakeholders and we intend to continue our work on these issues.

Slavery and Human Trafficking

Modern slavery is a crime and a violation of fundamental human rights that remains a hidden blight on our global society. It takes various forms, such as slavery, servitude, forced and compulsory labor and human trafficking, all of which have in common the deprivation of a person’s liberty by another in order to exploit them for personal or commercial gain. NiCE is committed to ensuring that our business practices combat slavery and human trafficking in any form.

We are dedicated to improving our practices to combat slavery and human trafficking, checking that those practices are not taking place in the execution of our business, including through our supply chains. As part of that effort, we publish an annual statement on modern slavery in accordance with section 54(1) of the Modern Slavery Act 2015.

Aiming provide a high level of understanding of the risks of modern slavery and human trafficking in our supply chains and our business, we intend to provide training to our staff to identify signs and risks of slavery and human trafficking. We require suppliers and business partners to provide training to their staff, suppliers, and providers.

For more information, please see NiCE’s [Slavery and Human Trafficking Statement](#)³

Diversity and Equal Opportunity

NiCE boasts a diversified workforce and substantial representation of many different population sectors and groups throughout our offices across the world. We encourage our employees to bring their individual identities to the table and to work in teams that foster inter-cultural communication and ultimately, innovation.

We provide an inclusive workplace, a safe environment for all people of different religions, nationalities, and gender orientations.

NiCE is committed towards its stakeholders, with an emphasis on its employees. It is NiCE’s policy to afford equal employment opportunities to qualified individuals, regardless of their age, race, color, religion, and/or any other status protected by any applicable federal, state and/or local statute or regulation. This applies to the entire life cycle of a candidate / employee, including during recruiting, selection, training,

placement, promotion, wages and benefits, transfers, terminations, and working conditions.

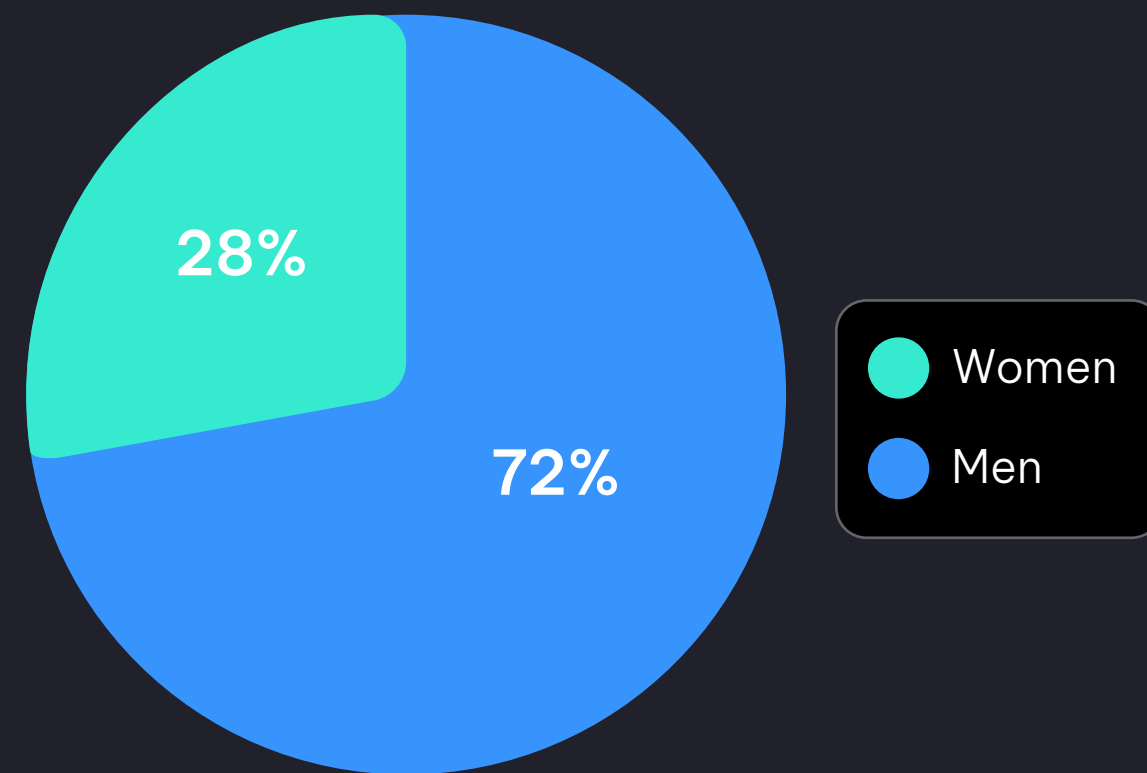
In 2025, four workshops were held for employees and managers on the topics of cultural intelligence, team diversity, and inclusive decision making in the promotion and hiring process. These sessions empowered participants to discuss best practices for communicating and navigating diverse professional environments.

Diversity and inclusion principles are embedded into our culture and business practices, from our hiring processes to the development of our employees:

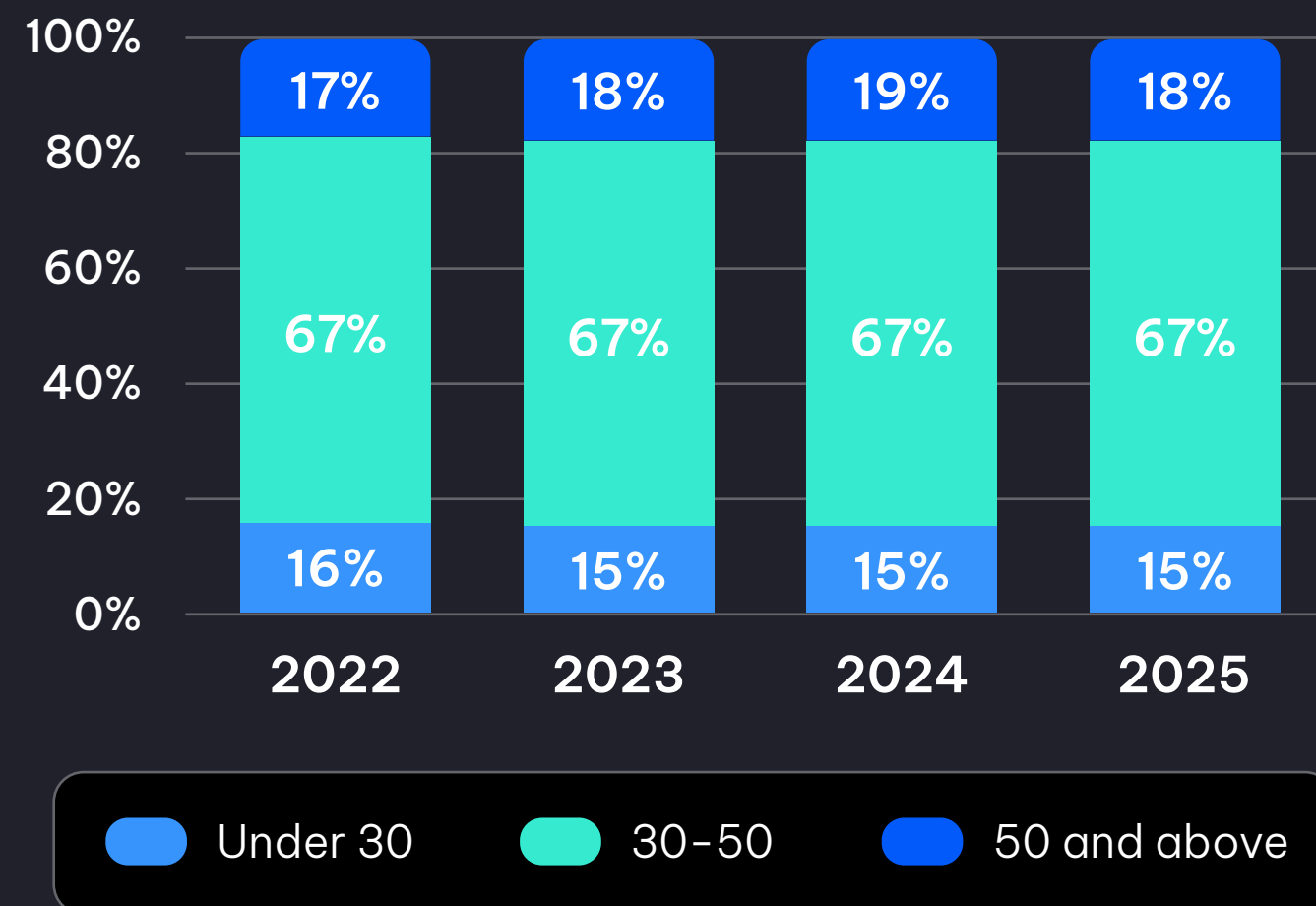
- All our managers are trained to ensure that recruitment evaluation is based on professional skills and to avoid unconscious biases. In addition, this training supports them in promoting a multicultural work environment on a day-to-day basis.
- We partner with several non-governmental organizations which supply tools and frameworks that break unemployment barriers for women, immigrants, and other minorities, in addition to the older generation. We are proud to take part in paving the way into high-tech careers, by supporting organizations in the recruitment and placement of those in need of a chance.
- Action plans have been put in place, helping us assess our facilities and vehicle purchases in addition to ensuring their accessibility.

³ Adopted by NiCE in the UK.

Employees by Gender as of December 31st, 2025



Employees by Age*



* Percentages may not sum to 100% due to rounding

29% of New Hires in 2025 are Female

As market leader, NiCE strives to shape the future of technology by closing the gender gap and encouraging talented women to forge ahead and make an impact. **In 2025, NiCE was recognized by Forbes as a top 25 “World Top Companies for Women” globally.**

Shaping Tomorrow’s Growth

Every year, NiCE honors International Women’s Day and Month with a packed agenda of talks by NiCE leaders and guest speakers. In 2025, we highlighted a group of 15 trailblazing women who have made their mark at NiCE by “Shaping Tomorrow’s Growth”.

Throughout March, many activities and workshops were held in NiCE offices around the world. Kicking off our lineup of events, we started with an insightful, global talk with leading AI researcher and professor Dr. Kira Radinsky, who discussed how AI can empower decision-makers to tackle global challenges.



2025 Gender Pay Gap Report

Israel:

NiCE’s fifth annual Israel Gender Pay Gap Report for 2025 analyzed employee salaries and remuneration by job type and rank across nine professional groups within the company. The results confirmed that NiCE’s remuneration policy remains consistent across genders with most groups showing a balanced pay structure. Notably, in some of the groups, the pay gap favored women.

The identified disparities are attributed to differences in skills, experience, and professional abilities, as well as specific market conditions for each group.

UK:

NiCE UK is proud to have submitted its 2025 Gender Pay Gap Report in line with UK Government regulations, which aim to provide transparency for all employers in England, Wales and Scotland with over 250 employees.

The report, based on a snapshot of April 5th, 2025, for NiCE Systems UK Limited, reflects our ongoing commitment to pay equity. NiCE’s median hourly pay difference favors males by 9.10%, compared to about 6% last year. This is below the national median average of 12.8% reported by the Office of National Statistics (ONS, 2025). These figures do not account for differences in skills, experience and professional abilities, or market conditions specific to each role, however we continue to strive for further progress in narrowing this gap.

Support for LGBTQ+ equality initiatives

NiCE continued to support LGBTQ+ inclusion in 2025 by participating in the Equality Index, where it achieved a Golden rating (94 score). In addition, the Company conducted a workshop for Recruitment and HR teams focused on inclusive leadership and equitable hiring practices, with emphasis on integrating inclusive behaviors into daily decision-making and interactions with diverse candidates, including members of the LGBTQ+ community.

During Global Pride Month, NiCE reinforced its ongoing commitment to fostering an inclusive, equitable, and safe workplace through a series of global engagement initiatives aligned with its ESG strategy. Across sites worldwide, NiCEs participated in meaningful conversations, community celebrations, pride-themed activities, local on-site events, and employee-led initiatives designed to strengthen awareness, allyship, and a sense of belonging.

These activities were complemented by the Global Pride Lecture, which brought together employees around shared values of authenticity, inclusion, and advocacy through the perspective of a leading LGBTQIA+ voice. NiCE's efforts this year were further recognized with Gold Status in the LGBTQ+ 2025 Employment Equality Index, reflecting its sustained commitment to embedding diversity, equity, and inclusion into its culture, policies, and practices. Collectively, these initiatives demonstrate that inclusion at NiCE is not limited to a designated month, but is a core, year-round principle embedded in the organization's values and broader ESG framework.

Prohibited Discrimination and Harassment

NiCE strives to maintain a discrimination and harassment-free environment, where all employees and other stakeholders treat each other with respect, dignity, and courtesy. NiCE policy emphatically and unequivocally prohibits discrimination and harassment of any kind, and is intolerant towards any retaliation against filed complaints. This policy applies to all phases of employment, including hiring, training, promoting, transferring, terminating, and granting benefits.

At the beginning of the hiring process, each manager receives a “dos and don'ts” presentation. Part of the presentation addresses the issue of biases, questions that should not be asked in an interview and the different ways in which new hires should be evaluated.

Employment Conditions

We care about our employees’ wellbeing and therefore accordingly, we offer fair employment conditions as will be described in this section, for example: performance-based payments, internal mobility, a health and safety structure, and a wide range of benefits, including comprehensive pension schemes and pension consultations, flexible working hours for our employees around the world and recognition of our employees’ diverse situations and needs. We introduced our NiCE-FLEX model, which offers employees the flexibility of working from the office for two days a week, enjoying the in-person collaboration in our offices, and working remotely for the remaining weekdays.

We celebrate global and local holidays, and within this framework, employees enjoy various non-salary benefits. NiCE places great importance on family life and employees’ hobbies, and several annual events are dedicated to NiCE’s employees and their families.

We follow local labor laws that generally address the length of the workday and the workweek, minimum wages, insurance coverage of work-related accidents, severance pay, and other employment provisions.

Employee Care and Resilience

In response to local escalations during 2025, NiCE acted swiftly to safeguard employee wellbeing and ensure business continuity. Through dedicated response teams and ongoing employee outreach, NiCE maintained a strong focus on employee resilience, care, and operational continuity.

Beyond crisis response, NiCE continued to strengthen its global employee wellbeing strategy, adapting initiatives to local cultures and employee needs across regions. The Company emphasized psychological safety, inclusion, flexibility, and healthier everyday habits, helping employees feel supported both professionally and personally.

A Great Place to Work in NiCE Around The World!

NiCE India has always been a great source of pride for the global organization. Led by the Global Talent Center (GTC) in Pune which was inaugurated 9 years ago, NiCE India boasts over 3,073 employees today, and has teams representing all of NiCE’s divisions.

Moreover, NiCE India has always been one of the company’s most lively, spirited and colorful regions, with employees enjoying many cultural and social events, and always demonstrating great community spirit.

In 2025, NiCE India’s great leadership, growth opportunities and vivacious work culture were formally recognized, with NiCE India receiving the prestigious certification of a Great Place to Work®. This endorsement is an exciting testament to the dedication and commitment of our NiCErs and reflects our positive and inclusive work culture where everyone feels valued, respected and supported.

Our offices in Singapore and Australia have also been certified as Great Place to Work®. In Israel, we are among the top 15 hi-tech companies to work for according to BDI, and among the top 40 tech companies according to Duns100. Globally, NiCE has been recognized by Forbes as one of the “World’s Best Employers 2025” and “World’s Top Companies for Women”. NiCE has also been recognized by TIME Magazine as one of the “World’s Best Companies of 2025”.



Compensation

Every year, we conduct a market survey to stay informed about industry trends, ensuring our benefits remain competitive and attractive to our employees. Our formal salary table considers job functions per region, allowing us to accurately calculate proper wages. Moreover, our cash incentive plans include variable compensation based on business results and achieved specific goals, as well as our Equity programs, that guarantees that the company pays based on performance evaluation.

Internal Mobility

We strongly encourage both lateral and vertical mobility. Our employees have many options available to them, including role transfers, promotions, relocations, even transitioning to a new discipline. In 2025, more than 45% of our open positions were filled as part of our internal mobility program. We plan to continue advancing the program in the future to better accommodate our employees and as a result improve organizational performance. To that end, we have set a target to maintain at least 45% of roles filled internally in 2026 and 2027.

Dialogue with Employees Regarding Operational and Organizational Changes

We recognize that our employees are the backbone of our success and understand the importance of effective communication. Significant organizational changes

(e.g., moving or downsizing offices, leadership or wage policy changes, etc.) are communicated to employees in a timely manner and are supported with job placement services when appropriate.

Health and Safety

We prioritize the safety and well-being of our employees by providing a secure work environment that adheres to strict policies and procedures.

In order to minimize safety risks, we require our employees, as well as contractors providing services on NiCE premises, to familiarize themselves with these policies and procedures by completing a periodical online training.

Additionally, at all the company's sites, the work safety conditions are examined, and any hazards are corrected immediately. When it is necessary, NiCE provides personal protective equipment to any employee in order to fulfill his or her duties. Broadly speaking, the main rules that have been established are:

- Employees should perform only operations for which they are trained and qualified.
- When entering the offices, employees must learn emergency procedures.
- Cleanliness and tidiness should be maintained at all times.
- All accidents, regardless of severity, will be reported immediately to the supervisor/manager.

Non-compliance with these procedures may result in serious disciplinary action. Regarding driver safety, we map the main risks, provide theoretical and/or practical training and provide benefits to employees with a good safety record.

Additionally, we offer insurance plans and free private health insurance for employees as well as discounted insurance for employees' family members, subject to applicable plans in each of our locations. NiCE also provides additional annual benefits related to medical issues at our main sites (e.g., breast cancer screenings). We constantly evaluate our benefits plans, to be aligned with the market and in order to enhance our employees' wellbeing.



A Healthy 2025

In 2025, NiCE continued to strengthen its commitment to employee well-being through a wide variety of global and local wellness initiatives designed to support both body and mind. Throughout the year, employees across sites enjoyed engaging in onsite and online experiences focused on physical health, mental wellness, nutrition, movement, and work-life balance.

During Global Health Month, NiCE employees participated in wellness challenges, ergonomic awareness activities, sports initiatives, healthy food experiences, and expert-led talks covering topics such as sleep, stress management, neurodiversity, preventive health, and healthy habits. Employees also took part in community-driven fitness activities, mindfulness sessions, and interactive workshops that encouraged healthier lifestyles both at work and at home.

Across the globe, NiCE continued fostering a culture that promotes well-being, connection, and healthy everyday choices while adapting activities to local cultures and employee needs.

Employee Development

We place great importance on the development and growth of our employees, with comprehensive programs that nurture the employees’ and manager’s learning, reskilling, upskilling, professional growth and career path at NiCE.

In this context, we have a shared responsibility approach to learning and career development:

- 1 Our employees are proactive, building on their strengths and skills, and following through on internal opportunities to develop themselves.
- 2 Our managers raise the bar, enabling employees to aim higher while aligning their development with team goals and providing coaching and a supportive environment.
- 3 Our organization drives the culture that encourages employee development and provides the right environment for it to thrive.

NiCE offers a comprehensive range of learning opportunities to all employees worldwide. Online learning platforms coupled with prestigious external certifications enable the employee to advance their professional development, from any place, and at any time. Moreover, employees participate regularly in conferences, extension courses, webinars, practical technical training, leadership workshops and more. These company-wide efforts are complemented by a diverse range of specialized learning programs and advanced technology platforms, coordinated by our business units.



Onboarding Process

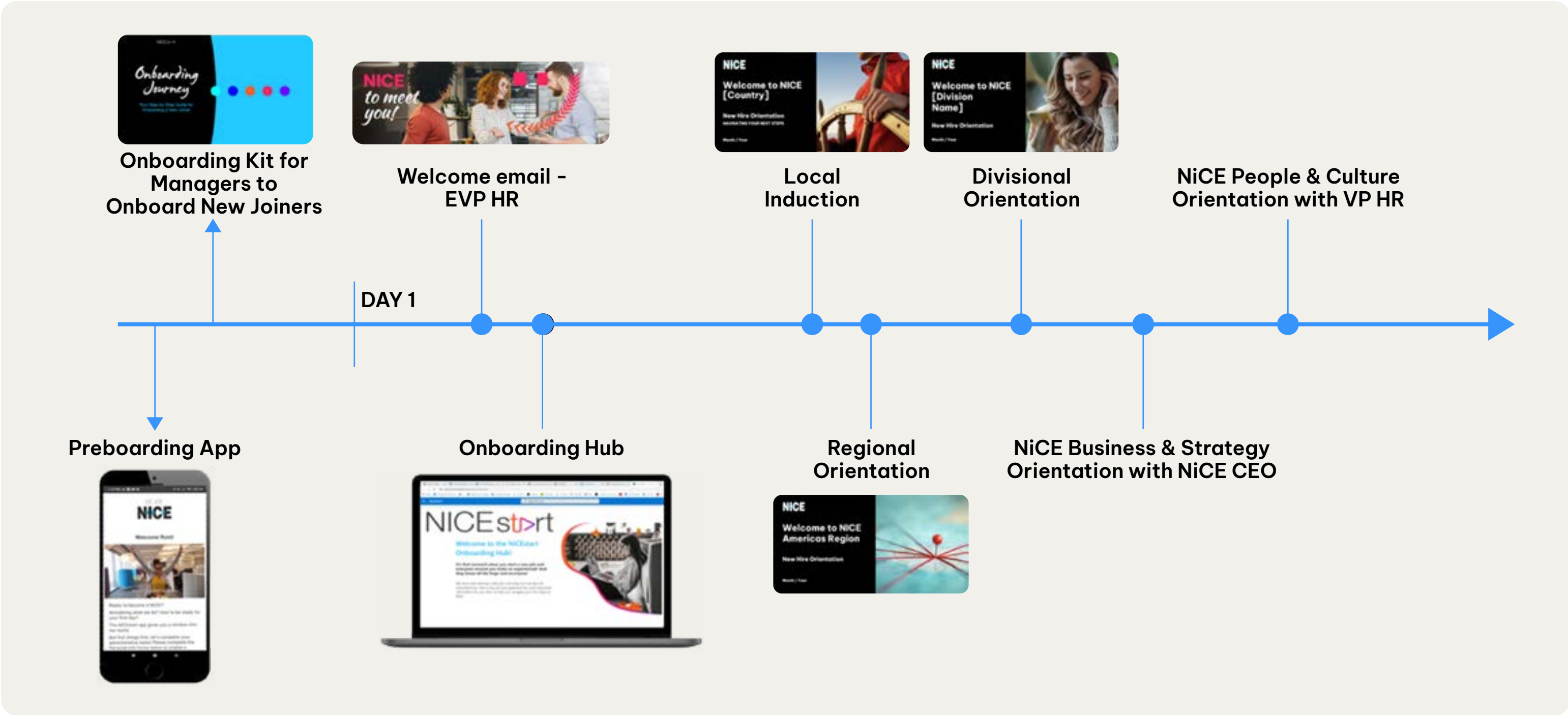
For us, onboarding starts even before the employee’s first day, as our preboarding app (powered by Appical) gives new employees a window into our NiCE world. This is a fantastic way to engage with the new NiCErs to get them excited about starting at NiCE.

Once hired, NiCErs are invited to enter the onboarding hub and access information related to NiCE, its products, market, learning opportunities, and other internal relevant tools and topics. Additionally, once a quarter we initiate the Global New Employees Orientation (NEO), two live webinars for all new employees regarding NiCE’s organizational culture and DNA.

In addition to all global and company-level activities, each region and division has their own orientation sessions to support the arrival of our new NiCErs.

We developed an interactive, practical, onboarding toolkit for our managers to take them step by step through the process of onboarding a new NiCEr into their team.

Onboarding Journey at NiCE



Learning and Development

NiCE strives to provide in-house training and development to help employees reach their full potential. The company commits to the training and development of all professional categories, all levels of responsibility, regardless of gender. To highlight our commitment to the development of our employees, we have set a goal of offering 10 different career development programs every year during 2025 through 2027. We have exceeded this target in 2025 and offered dozens of divisional and corporate programs. We intend to continue doing so in the future.

NiCE uses LinkedIn Learning and other platforms which provide an extensive catalogue of online video lessons. Every NiCEr receives free access to LinkedIn Learning, which offers over 16,000 online courses across a range of topics including business, tech and soft skills. In 2025, more than 2,600 employees participated in LinkedIn Learning modules. We track the rate of usage of the platform as part of our targets.

NiCE Wings is our flagship career and development event. Launched in 2018 as a local roadshow, we held the 2025 edition of NiCE Wings as a global, live event in multiple sites with over 3,500 participants.

NiCE Wings is all about developing a career mindset, exploring different career opportunities and professional domains at NiCE, and hearing about today's career development trends. Our NiCE Wings 2025 edition presented a selection of fascinating keynote sessions, compelling one-on-one dialogues, multi-speaker panels featuring our very own NiCErs, exceptional NiCE career stories, workshops and more.

This annual event is a central point of the NiCE learning strategy. Employees are invited to participate in dozens of sessions delivered by prominent speakers, NiCE business leaders and tech gurus. During this two-days event, they upskill their technical proficiencies, learn new business skills and the best practices, and explore broader career opportunities.



Leadership Development

Our managers are essential to driving success and are the engine that propels our organization forward. To support their growth, we continue to invest in leadership development through dedicated learning initiatives for both new and experienced managers. Each year, we design programs that align with the needs of our leaders and equip them with practical tools and methodologies relevant to their day-to-day responsibilities.

To support our leadership pipeline and strengthen management capabilities across the organization, we delivered a range of development initiatives in 2025, including the following programs:

Leadership Development Programs in 2025

CORE – A new leadership boot camp for first-line managers across NiCE. The program equips first-time managers with essential tools for navigating a constantly changing environment and leading teams to success. It includes two full-day, in-person sessions at major sites and five virtual sessions for remote employees.

4D – A role induction program for new directors. A new cohort is launched each quarter, bringing together recently appointed directors. The sessions focus on setting team direction, addressing common transition challenges, and enabling fast impact and early wins.

Quantum Leap – A dedicated development initiative for Vice Presidents across functions and business units. Built around four pillars—senior leadership complexities, leading systemic change, driving cross-functional partnerships, and applying strategic thinking—the program combines plenary sessions, individual coaching, and small-

group work. Participants conclude the journey by presenting key insights and outcomes to the ELT.

Emerge – An executive development initiative for MVP top talent at the Director and Senior Director levels. Introduced in 2025, the program provides experiences that increase exposure to strategic priorities, accelerate individual growth, and strengthen future readiness, with the objective of building NiCE’s future VP pipeline.

Divisional Programs – In addition to corporate-led initiatives, each division delivered leadership programs tailored to its own managers and leaders, including CX Top Talent Below Directors, Actimize Gold, Americas L.E.A.D, and India’s Incubate and E.A.G.L.E.

Performance Evaluation

We have a formal and mandatory **evaluation process for all employees**. The evaluation is divided into three stages:

- **Continuous feedback:** Daily conversations about specific deliveries to foster progress and development.
- **GrowPro check in:** Mid-year process, employees and their managers discuss objectives progress, individual growth focuses and steps the directions and action for the rest of the half year.
- **GrowPro annual:** Employees annually meet up with managers for feedback and feedforward. The conversation includes evaluating previous performance, setting objectives for the upcoming year, assessing and planning the next growth focuses.

In 2025, **94%** of our employees received performance and career development reviews.



Employee Engagement

We want to create a good and healthy environment for our employees, letting them view NiCE as their second home. Thus, it is vital that our employees feel that their needs and concerns are heard. We work to empower our workers by engaging with them in the following actions.

NiCE Engineers’ Developer Community

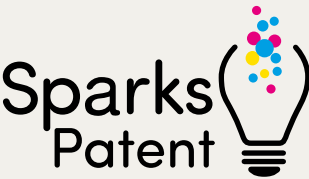
NiCE Sparks is a program with dedicated innovation activities, focused on creating new products and solutions, all while gathering, collaborating, evaluating, and advancing innovative ideas. The program aims to regularly infuse our portfolio with next-generation products and cutting-edge technologies, fueled by the creativity of individuals from R&D and Product divisions. The program comprises a range of initiatives that work in tandem to bring new innovations to life:



Continuous Innovation



Annual global technology conference where product demos and technical lectures are presented by R&D and Product experts



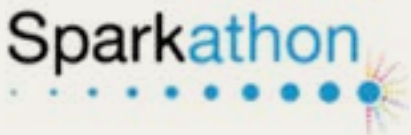
Initiative to ease the patent submission process and to enhance our patents portfolio

Tech meetups & Conferences

SHOW & TELL Initiative to provide visibility into the AI work across teams, encourage knowledge sharing and align on best practices



Sparkathon



Annual global hackathon where teams join forces to develop innovative ideas



Coday Developers contest to solve a well defined problem using the most efficient code

AI Ambassadors community

AI Ambassadors community to promote the benefits of AI adoption and stay updated with the latest AI trends

SPARKS Patent

In 2025, thousands of engineers participated in three events: CX Tech Fest, Coday and Sparkathon. Additionally, several initiatives were started to further promote innovation:

- Adopting AI Coding tools for development tasks
- Holding a targeted innovation week per release for teams to invest in innovation activities
- An AI ambassadors Community was established
- AI BOTs were developed for internal use in R&D

Tech Fest

In 2025, more than 2,000 NiCErs participated in the annual Tech Fest. The inspiring two-day event was held across multiple NiCE offices, including Atlanta, Sandy, Richardson, India, Israel, UK, Prague and Ukraine, and streamed worldwide.

This year's Tech Fest featured sessions covering a wide range of topics and cutting-edge solutions, including Languages & Frameworks, Security, Architecture, DevOps, Design for Cost, AI & ML, GenAI, plus live demos. From unveiling AI-driven coaching opportunities in "The Future of CXone Coaching" to exploring evaluation frameworks for large language models in "Choosing the Right LLM for Enlighten Copilot," Tech Fest offered a glimpse into the forefront of technological advancement within NiCE.

Sparkathon

In 2025, NiCE held its 11th annual Sparkathon, our global hackathon where teams join forces to develop innovative ideas and practical solutions to real-world challenges. During the multi-day event, employees from across NiCE, including Customer Experience, Actimize, Public Safety and Compliance, collaborated across more than 20 global offices. Building on previous years, the 2025 Sparkathon focused on six innovation pillars: Generative AI, Data and AI, Security and Compliance, Digital and Self Service, Productivity, and Cost Optimization. Participants developed working demos with demonstrated use cases, showcasing creativity, technical expertise and cross-functional

collaboration. Consistent with Sparkathon's legacy, many of the ideas generated have strong potential to inform future product development and operational improvements, reinforcing NiCE's culture of innovation, collaboration and continuous learning.

IT Hackathon

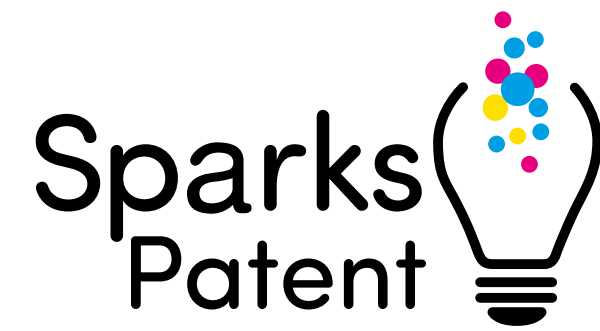
In 2025, NiCE held its fifth annual IT Hackathon, with artificial intelligence as the central theme. The event brought together 24 teams of employees from across the company's global sites, including Israel, India, the United Kingdom, Hoboken, and Salt Lake City - who developed and presented AI-driven ideas, transforming concepts into working prototypes. The hackathon, which has grown in scale and impact each year, reflects NiCE's ongoing commitment to employee engagement, cross-regional collaboration, and cultivating a culture of innovation and creativity throughout the organization.

NiCE NextGen: AI Minds Shaping Our Future Innovation

NiCE NextGen is our student program, designed to bring the brightest AI-driven talent straight into our innovation engine.

Across our Pune and Israel sites, and soon expanding to Sandy, 20 top university students in their final year of studies are embedded in our R&D teams to create, innovate, and bring fresh perspective to work. With 50% representation of women, NiCE NextGen is a true equal opportunity launchpad.

During the year-long immersion program, the students are exposed to real-world AI projects, learning from seasoned NiCErs, and contributing to meaningful initiatives. The students also have the opportunity to join company-wide events, and participate in exclusive tech lectures, career journey panels and roundtables.



The ongoing initiative aims to streamline the patent submission process and enhance the patent portfolio of the organization throughout the year. The program is designed to make it easier for NiCE employees to submit their patent ideas, thereby fostering a culture of innovation and creativity within the company.

The Sparks Patents program has received significant investment from the organization, demonstrating its commitment to promoting intellectual property and supporting the development of new ideas. The program identifies and protects valuable inventions that have the potential to create significant value for NiCE and its customers, and encourages patent submissions and new inventors by providing them with badges and rewards.

Through Sparks Patents, NiCE is able to boost collaboration and teamwork among its employees, as they work together to develop and protect their ideas. By streamlining the patent submission process, the initiative enables employees to focus on what they do best - creating innovative solutions that solve real-world problems and improve people's lives.

Sparks Patents is a key component of NiCE's strategy for driving innovation and achieving long-term growth. The program is a testament to the organization's commitment to creating a culture of innovation and supporting the development of new ideas that can benefit both the company and society as a whole.

Employee Engagement Surveys

NiCE conducts annual employee engagement surveys, in which employees give confidential feedback on the following topics: employee engagement and perception, market leadership, EVP, values, upward feedback on their direct manager, teams, cross collaborations, M&A and overall satisfaction. We have set a target to meet a response rate of 85% and a score of 80 every year during 2025 through 2027. We met this goal in 2025, reaching a response rate of 88% and an overall engagement score of 89.

The surveys are administered by a top-notch external company that specializes in employee engagement surveys. The results are analyzed across multiple dimensions, including business units and roles, to understand developments and trends. Upper-level management is then provided with insights on strengths and areas on areas for improvement that require further development and investment. The insights, trends and opportunities are also analyzed on the divisional level, to allow more focused and detailed action plans for engagement growth.

In 2025, **88%** of our employees participated in the survey, with a high engagement score as well as high rating in each of the above indexes.

NiCE Community Involvement and Giving

At NiCE we believe in leveraging our strengths to benefit our local communities: sharing our knowledge, expertise, capabilities, and investing time in giving back to the communities in which we operate. The best way to contribute is through a close alignment between our business and community relationship strategies. In this context, the two main pillars of our strategy are sharing software knowledge and promoting diversity in high-tech companies. Support of the community is also expressed in donations to social and welfare services (food, medicine, hygiene products) and in financial support of different institutions (educational, sports, and institutions for the elderly).



To address this topic, we employ a community manager specialist in the headquarters to manage global community programs. Through e-mail and the contacts section of the NiCE website, you can contact the manager to ask for support, communicate grievances and make suggestions.

It is important to highlight that, as a software company, we do not see ourselves as having any direct negative impact on local communities. Yet, we seek to support various social goals that are in line with our business agenda.

Employee Volunteering and Community Engagement

NiCE encourages employees to engage in volunteering activities and has established a structured global volunteer program that includes partnerships with nonprofit organizations, guidance on volunteering opportunities, and defined principles for participation and evaluation of volunteer activities.

Encouraging Women and Girls to Pursue Careers in Technology

NiCE continues to invest in initiatives that promote gender equality and increase female participation in technology through education, mentorship, and early exposure to STEM opportunities.

Since its launch in 2019, **Code:Coda**, developed in partnership with the Cyber Education Center and approved by the Israeli Ministry of Education, has encouraged girls aged 13–14 to explore coding and technology before selecting their high school study majors. Led by 75 female engineers who serve as mentors and role models, the program has reached 501 graduates as of the end of 2025, with an additional 128 participants continuing into the second year. Notably, 85% of graduates chose STEM majors in high school.

In Bolivia, NiCE launched the virtual **Warmi Code** program to introduce women and young girls, particularly those from rural areas and non-IT backgrounds, to coding and careers in technology. Supported by the Women in Tech committee and dozens of employee volunteers, the inaugural six-week program graduated 330 participants and resulted in 191 final projects in web development and Python.

In addition, for the eighth consecutive year, employees from NiCE's Sandy office participated in the **SheTech** initiative in partnership with the Women Tech Council. The conference brought together more than 3,000 high school girls for workshops, innovation challenges, and career exploration activities, with NiCE employees serving as speakers and mentors. In recognition of these efforts, NiCE was named to the Women Tech Council Shatter List 2025 for the eighth consecutive year.

Our Pune team partnered with **Katalyst India**, a nonprofit organization focused on empowering young women from economically disadvantaged backgrounds. Through this collaboration, NiCE supported and mentored **177 students**, helping them build essential technological and professional skills. The program aims not only to foster individual career development but also to generate a positive ripple effect on the students' families and communities. This initiative reflects our commitment to **gender equality, education, and social mobility**, aligning with our broader ESG goals of promoting inclusive opportunities and long-term community impact.





Investing in the Next Generation: Internships, Exposure and Inspiration:

Throughout the year, NiCE Israel continued to invest in developing future talent through a range of educational initiatives aimed at encouraging young people to pursue studies and careers in technology.

At the heart of this effort is a **dedicated internship program** for students in Computer Science, Software Engineering, and related fields. The program offers hands-on experience, professional mentorship, and integration into real R&D and business teams, preparing students for successful entry into the tech industry.

In addition, NiCE regularly **hosts educational visits** from middle and high school students, as well as outstanding university students from various excellence programs across the country. These visits include guided tours, hands-on workshops, career talks, and inspirational meetings with NiCE professionals. The goal is to provide early exposure to the tech world and to highlight the importance of education, role models, and social values in shaping future career paths.

As part of its commitment to social impact and equal opportunity during 2025 NiCE launched a mentoring program to help computer science and software engineering students successfully transition into their first professional roles in the technology industry. In partnership with a local organization, NiCE developed a six-month initiative focused on professional development, career readiness, and personal empowerment.

As part of the program, 25 NiCE employee volunteers served as mentors, providing one-on-one guidance, career coaching, interview preparation, resume and LinkedIn optimization, and support in developing the professional and interpersonal skills needed to enter the technology sector. Participants also attended

workshops and networking events at NiCE offices, engaging directly with employees, hiring professionals, and technology leaders.

By the end of the program, more than 50% of participating mentees had secured employment, demonstrating the impact of focused mentorship, employee volunteering, and industry-community collaboration.

Global Community Month (GCM)

Global Community Month (GCM) is NiCE's flagship annual volunteering initiative held every May. It provides employees across the Company with opportunities for local volunteering, strengthens the One NiCE culture, and reflects the Company's commitment to community engagement.

In 2025, NiCE marked 15 years of Global Community Month. In 2025, more than 65% of employees globally participated, contributing over 40,000 volunteer hours across more than 120 nonprofits worldwide. Activities included renovating school classrooms in underprivileged communities, supporting senior citizens and children with special needs, environmental cleanups, and volunteering at animal shelters. The Company has set a target of 70% employee participation by 2026-2027.

Michal Sela Hackathon and Awareness Initiatives

As part of GCM, NiCE employees in Israel participated in the Michal Sela Forum Hackathon, focused on developing technological solutions to address violence against women. A development team designed an application enabling community-based monitoring and real-time reporting of women in distress situations and advanced to the final stage of the competition, receiving recognition for the impact and social value of their solution.

In addition, NiCE partnered with the Michal Sela Forum to host an awareness lecture for employees in Israel during November, aligned with the international month dedicated to combating violence against women. The proceeds from the lecture were donated to support the organization's ongoing activities.

Holocaust Remembrance Day Volunteering

As part of Holocaust Remembrance Day activities, NiCE employees participated in a volunteering initiative supporting Holocaust survivors experiencing loneliness and financial hardship. Employees prepared and delivered food boxes and essential supplies, providing direct assistance alongside a sense of dignity and care. The initiative reflected NiCE's commitment to social responsibility and support for vulnerable and elderly populations in Israeli society.

Community Support During the Ongoing Crisis

In response to the local geopolitical conditions in the middle east during 2025, NiCE implemented a range of humanitarian and community support initiatives focused on employee wellbeing, dignity, and resilience.

Support included: Assistance to displaced communities, medical and rehabilitation support, support for affected local businesses and families, and partnership with non-profit organizations.

These initiatives, delivered largely in collaboration with employee volunteers, reflect NiCE's commitment to community support, social responsibility, resilience, and long-term investment in education, equal opportunity, and youth empowerment.

Charitable Contributions to the Community

During 2025, NiCE continued its efforts to help bridge the digital divide and promote equal opportunities by donating computers and technological equipment to organizations, educational institutions, nonprofits, and communities serving underserved populations across Israel.

These contributions provided children, youth, and families with improved access to digital learning, technology skills development, and tools that are increasingly essential for both education and future workforce participation.

The company views access to technology and digital literacy as important drivers for reducing social and economic gaps, particularly for populations facing limited resources or restricted access to technological infrastructure. Beyond the material value of the donations themselves, the initiative reflects NiCE’s broader commitment to strengthening education, empowering communities, and creating meaningful opportunities for growth, learning, and inclusion in an increasingly digital world.



Through collaborations with nonprofits, schools, and community organizations, NiCE continues to support communities in need while creating long-term social impact centered around accessibility, knowledge, and opportunity.

In 2025, NiCE donated a total amount of approximately 960,000 USD throughout various initiatives – all related to giving back to the community. Throughout 2025, NiCE continued to support the community through the following programs and initiatives:

- **Eitan Association Race** – On Autism Awareness Day, over 30 NiCErs and their family members took part in the “Eitan Run”, organized by an association that promotes equal opportunities for people with special needs through professional sport activities. In line with the association’s slogan “Every Body Can”, NiCErs woke early on their weekend to participate in the 3km, 5km and 8km funruns, alongside “Eitan trainers” accompanying people with disabilities.
- **School Bag Donation** – NiCE collects second-hand school bags during the summer vacation which are distributed to kids at risk before school starts.
- **International Women’s Month** – Collecting self-care products for female victims of violence – Within the framework of our activities for International Women’s Month, NiCErs made their mark by supporting an organization that aids female victims of violence and girls at-risk. NiCErs packed up special hygiene products, cosmetics & toiletries which were sent to women and girls at-risk who stay at shelters. The total global donation products cost was 15,000 USD
- **My Wave** – NiCE support this educational NGO that works with at-risk youth, using surfing as an empowering educational tool. The program teaches youth how lessons learned in the waves can be applied to life, helping them pave new paths. NiCErs and their teens participated in surf lessons, enjoying both the experience and the opportunity to connect with the organization’s mission. Through this initiative NiCE donated 16,773 USD in 2025.

- **NiCE has established a club for parents of newborns.** As part of the club, we donate a full basket of food and diapers for every baby born and “joining” NiCE. The donation is primarily intended for single mothers or families in need. We donated throughout this project 3,000 USD in 2025 for this cause.
- **“Every Step Counts” Initiative** – Each October, during Breast Cancer Awareness Month, NiCE employees around the world participate in a global wellness campaign, where every step they take is converted by the company into a financial donation. Through this initiative, NiCE donates to global organizations working to advance the fight against breast cancer. This year, the company contributed approximately 13,000 USD through the program.
- **Share the Warmth Project** – Employees donated hundreds of coats and warm clothing to underprivileged families and blankets to animal shelters in preparation for winter.
- **Inclusive Sourcing and Social Enterprises Support** – During holidays and employee recognition events, NiCE intentionally sourced gifts from social enterprises with demonstrated community impact.

Throughout the year, NiCE also hosted sales events at its offices to provide social enterprises with exposure and direct sales opportunities, enabling participation in inclusive economic activity. One example is HUB-ILITY, which supports artists on the autism spectrum in earning income through their artwork. Through these activities, NiCE supports equitable economic participation and strengthens community-driven initiatives beyond its core business operations.

Through these initiatives, NiCE continues to foster a culture where every individual feels seen, respected, and empowered to thrive, while promoting fair and inclusive opportunities across the employee journey and beyond its core business operations.

NiCE Suppliers

NiCE is committed to conducting business in a diverse and ethical manner and this includes our supply chain.

Our suppliers are subcontractors and vendors of the following products and services: cloud services, software, telecom, marketing, hardware, facility and rent, human resources and employee experience, finance, legal, sales and travel.

We are making an active effort to diversify our supply chain by partnering with small business, minority-owned and women-owned businesses which distribute IT equipment, laptops, servers and components, and integration services.

Supplier Code of Conduct

In 2025, NiCE reviewed its Supplier Code of Conduct to further reinforce safe working conditions across all our operations and supply chain, reaffirming our commitment to treating all workers with respect and dignity and conducting business in an environmentally responsible and ethical manner. All suppliers are required to comply with and commit to the Supplier Code of Conduct as part of their engagement with the Company. NiCE's responsible procurement framework establishes ESG-related expectations for suppliers and enables the Company to request ESG information and conduct reviews, audits, and investigations related to compliance with the Supplier Code of Conduct.

According to the Supplier Code of Conduct, suppliers are required to: comply with the laws, rules, and regulations of the countries in which they operate; require that their employees and contractors comply with the Supplier Code; monitor and, if necessary, report on compliance with the Supplier Code; and implement corrective actions to require compliance with the Supplier Code. In cases of non-compliance, NiCE may terminate any current contract or order.

The main topics covered by the Supplier Code are:



Labor: Commitment to the human rights of all workers, who should be treated with dignity and respect, free of harsh or inhumane treatment and discrimination; prohibition of child labor, forced or involuntary labor, slavery, or human trafficking; limiting working hours in accordance with local laws; compliance with the law regarding minimum wages, overtime, and any legally mandated benefits;



Health and Safety: Commitment to supervising worker exposure to potential safety hazards, including in emergency situations; and prevention, management, tracking, and reporting occupational injuries and illnesses;



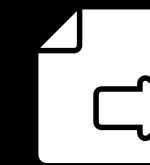
Environmental: Commitment to complying with environmental law and minimizing adverse effects on the community, environment, and natural resources, while safeguarding the health and safety of the public;



Ethics: Commitment to following the highest standards regarding anti-bribery, corruption and conflict of interest; compliance with business, advertising and competition laws; and responsible sourcing of minerals including the performance of due diligence regarding this aspect;



Intellectual Property, Confidentiality and Privacy: Commitment to never using data, technology, know-how or intellectual property rights for personal gain or outside of the scope of the supplier's business with NiCE; prohibition of obtaining, distributing, or using copyrighted software or information without proper authorization or licensing; restriction of use of NiCE's trademarks, images, logos or other materials owned or controlled by NiCE; protecting NiCE's confidential information; and compliance with applicable privacy, data protection, and information security laws.



Records, Management and Control: Commitment to retaining documents and records per applicable laws; maintaining compliance documentation related to the Supplier Code and pending litigation; cooperating with NiCE in audits, inspections, and information requests; obligation to implement corrective actions for any violations; and appreciation for support in conducting responsible business practices.



Reporting Concerns: commitment to maintaining an open and safe environment for raising concerns through the Speak Up policy, available 24/7 at www.nice.ethicspoint.com, which permits anonymous reporting where allowed by law. NiCE encourages the immediate reporting of any violations of this Supplier Code and strictly prohibits retaliation against those who report concerns in good faith.





Paying Attention to Conflict Minerals

For our own sector, the suppliers of hardware, which generally contain minerals, have especially important social and environmental aspects. Some minerals, mainly tantalum, tin, tungsten, and gold, might be illegally sourced from armies and rebel groups that contribute to violence, do not respect human rights and damage the environment.

While our hardware spend is relatively minor, we are dedicated to ensuring that all materials used in our business come from socially and environmentally responsible sources. We do not tolerate, nor by any means profit from, contribute to, or facilitate any activity that fuels conflict, leads to serious environmental degradation or violates human rights, as set forth in international conventions and [NiCE's Conflict Mineral Policy and Slavery and Human Trafficking Statement](#).

To support efforts of avoiding conflict minerals, NiCE has incorporated and implemented an annual due diligence process of applicable suppliers who obtain information regarding the source and origin of any minerals that may be present in the products we provide to our clients, and implement a remediation process accordingly. The process is compatible with the [OECD framework](#) and includes a steering committee responsible for reviewing the due diligence findings and reporting. The company annually files a [Specialized Disclosure Report](#) on Form SD with the SEC to disclose its conflict mineral due diligence process and findings.

In 2025, NiCE conducted a supply chain survey with 89 contract manufacturers and suppliers identified during the applicability assessment phase. The survey was based on the Electronics Industry Citizenship Coalition/Global e-Sustainability Initiative (EICC/GeSI) and evaluated the sourcing of conflict minerals to ensure compliance with regulations and ethical sourcing practices, particularly in conflict-affected regions. In 2025, about 87% of surveys were completed. All completed surveys were received, reviewed and logged by the company.

In reviewing the completed surveys, we found no instance where it was necessary to implement risk mitigation efforts, temporarily suspend trade or disengage with manufacturers or suppliers.



NiCE to be Green

We are committed to maintaining market leadership while also prioritizing a cleaner and safer world. Compliance with environmental standards, regulations, and requirements is a crucial aspect of this commitment. We take full responsibility for our environmental impact and strive to operate with integrity and responsibility in the communities where we operate.

Our environmental strategy focuses on reducing energy consumption, waste generation, and carbon footprint, while promoting recycling. To achieve this strategy, we have set targets for specific KPIs for the years 2025-2027. Those include:

- Increase the rate of waste recycling by 10% in company sites with a headcount of higher than 100.
- Increase adoption of EVs by 10% in our sites in Pune and Israel.

In 2025, we achieved the yearly targets for both KPIs. Recycling was increased to 6,600 kg in total, and EV adoption was increased by 10% in both Israel and Pune.

NiCE's Environmental Policy

Our environmental policy complies with ISO 14001, applicable environmental legislation,

regulations, and the majority of customer requirements. The policy strives to prevent and reduce any adverse environmental effects of our activities and products. It demonstrates continued improvement in environmental objectives and fosters environmental awareness among NiCE personnel by promoting internal communication regarding the environment.

Policy Implementation

Our environmental management policy and procedures include:

- **Environmental aspects evaluation:** The evaluation identifies and manages our environmental impact. As a result of this evaluation, we identified that energy consumption is the only issue with a medium impact level. Although other evaluated issues presented a low impact level, we still define operational control to decrease our negative impact in these fields. Our energy management is explained in the Energy and Climate Change section.
- **Laws and regulation management:** A yearly updated checklist raises and evaluates our compliance regarding all environmental requirements.
- **Training:** Environmental training is provided to new employees as part of our onboarding process and it covers reporting on environmental issues, waste segregation, recycling and water, energy, and fuel saving. In addition, employees

annually participate in Health, Safety and Environmental computer-based tests, to ensure that employees are aware of the potential hazards and risks associated with their work environment and job tasks.

- **Responsibility:** Most environmental responsibilities (energy, waste) fall under NiCE's VP of Operations and CIO.
- **Audit:** Annually performed by an independent auditor to evaluate our environmental management policy and procedures. It indicates improvement opportunities that we address.
- **Management reviews:** Environmental Management policy and procedures results are annually presented to the senior management to receive advice and define the next steps.

Although our environmental commitment and policies apply across all operations, we recognize that the implementation of our Environmental Management policy and procedures varies between offices. We initially implemented our Environmental Management policy and procedures in Israel, where our operations are certified to ISO 14001.

In 2025, our Pune and UK offices also obtained ISO 14001 certification, marking an important milestone in the expansion of our environmental management practices. We plan to continue the implementation across additional operations in the coming years.

Climate Change

Climate change is widely recognized as one of the most significant environmental challenges facing the world today. As a leading global hi-tech company, NiCE recognizes the importance of environmental responsibility in its daily operations and has implemented various measures to mitigate its environmental impact, including tracking its corporate carbon footprint and producing a comprehensive greenhouse gas inventory. These efforts are also reflected in NiCE’s Climate Change CDP questionnaire, which has been submitted annually since 2012 and publicly disclosed since 2021.

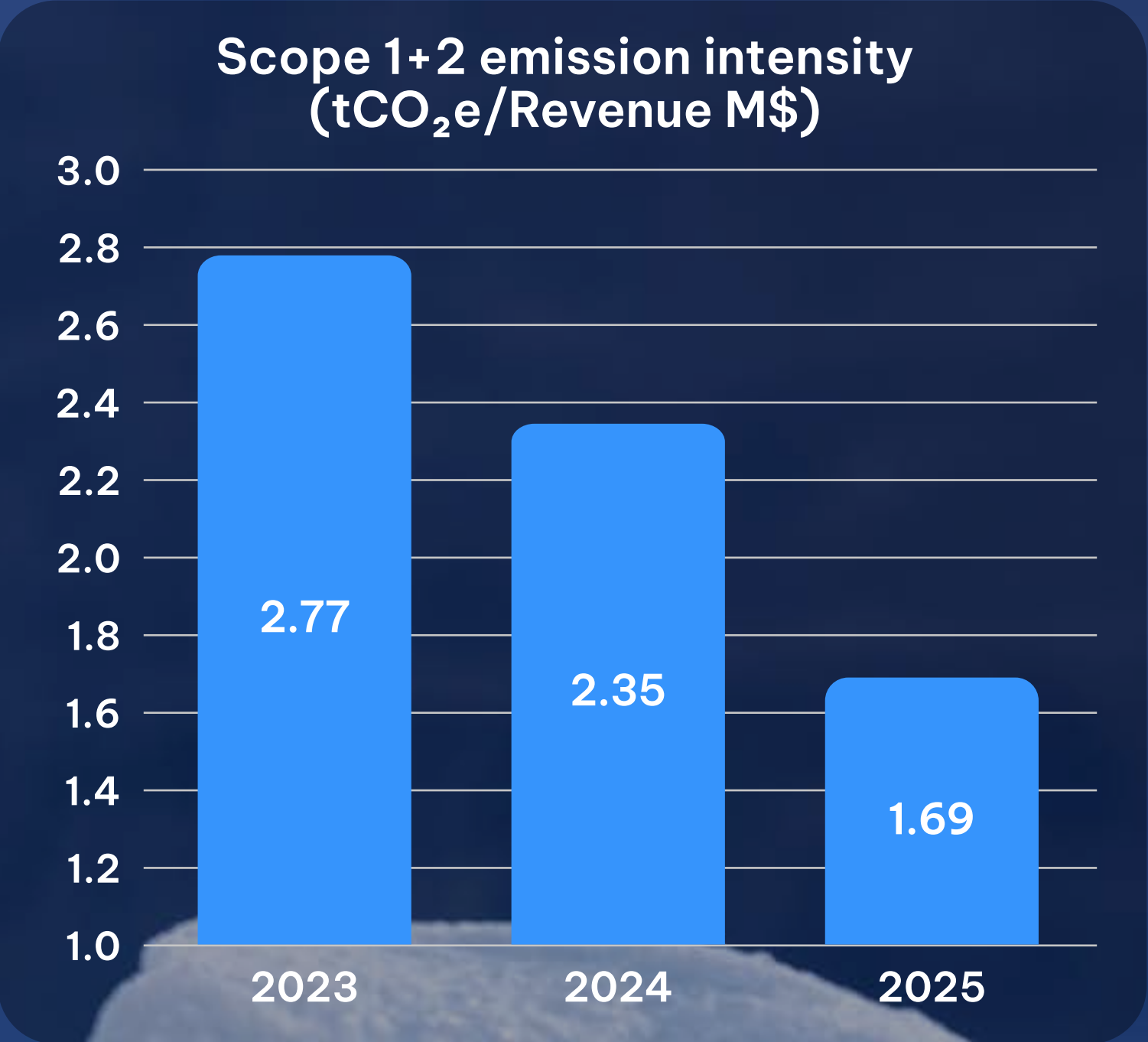
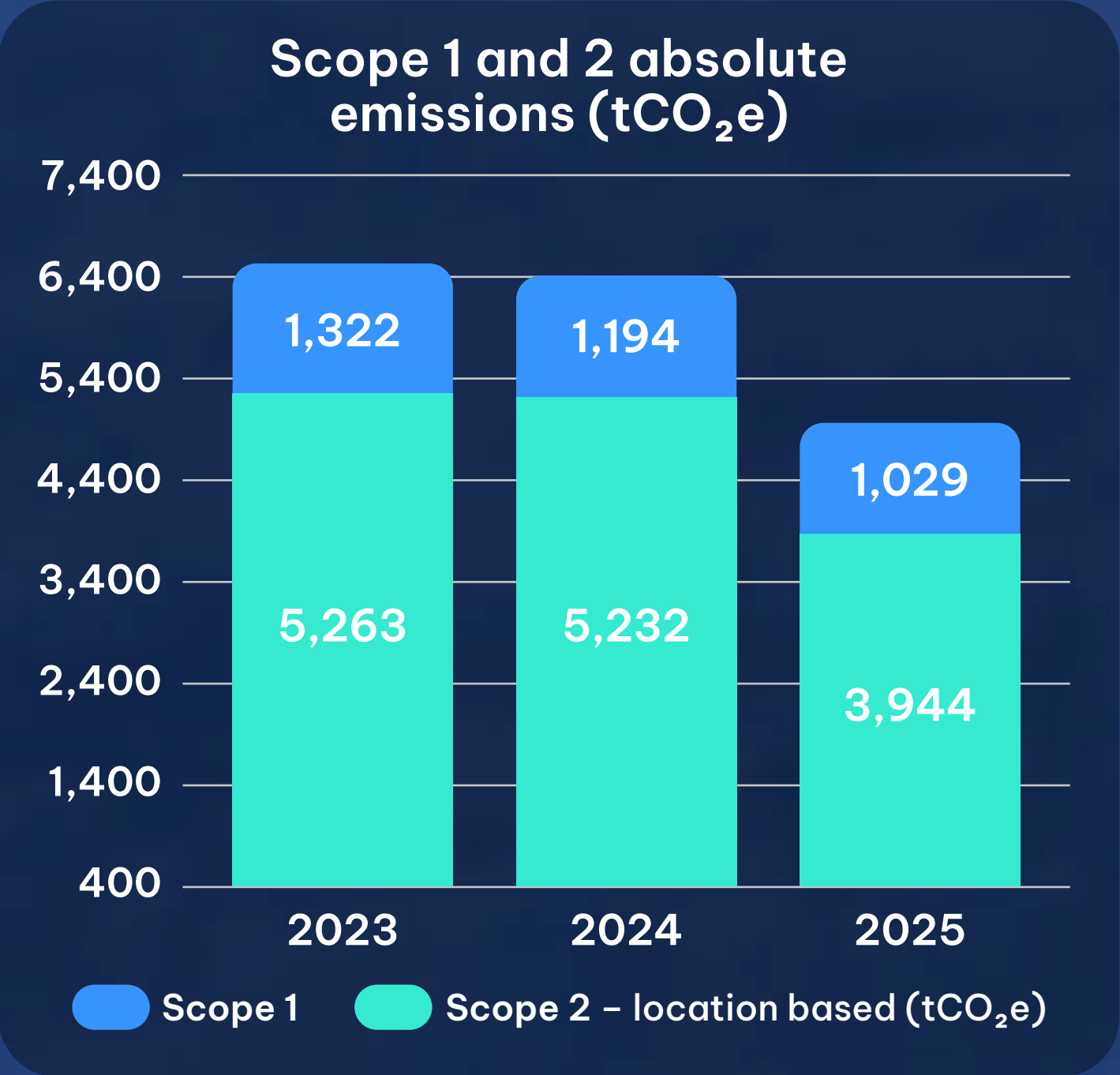
In addition, following NiCE’s acquisition of Cognigy, its environmental data has been incorporated into our 2025 reporting. As part of our company-wide business continuity management procedure, among other risks, we evaluate climate change on an ongoing basis. Our annual risk evaluation has shown that extreme weather events pose the most significant risk to our operations and those of our vendors, as they can cause power outages, damage to infrastructure, and impede employees’ mobility. We assess these risks on a case-by-case basis for our sites and assets that we deem vulnerable to extreme weather events since they vary from one location to another. While we do not expect our core business as a software company to be significantly affected by climate change, we take these risks seriously and prioritize them accordingly.

Our Carbon Footprint

NiCE reports its scope 1 and scope 2⁵ greenhouse gas emissions. As part of our ongoing efforts to expand data coverage, our Scope 2 electricity consumption reporting reached 98% coverage in 2025, compared to 88% in 2024, representing a 10-percentage-point increase.

In 2025, we continued to improve NiCE’s operational efficiency by optimizing our office footprint as part of our NiCE FLEX hybrid work program. During the year, we also migrated our Israel data center to the cloud.

These efforts are reflected in our environmental performance. In 2025, our Scope 1 and Scope 2 emissions in 2025 decreased by 23% compared to 2024 levels, while our greenhouse gas emissions intensity decreased by 28%.



⁵For the first time in 2025, NiCE began reporting Scope 2 greenhouse gas emissions using the market-based method. Scope 2 (market-based) emissions totaled 4,128 tCO₂e in 2025.



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Driving Energy Efficiency and Renewables @ NiCE Pune

Beginning in 2024, NiCE Pune implemented an energy optimization initiative by aligning its sanctioned electrical load with actual operational requirements, generating annual savings of approximately USD 3,615.

Building on these efficiency gains, the office reinvested part of the savings in 2025 to expand its use of renewable electricity by converting two utility connections to Green Power supply. As a result, approximately 30% of the Pune office’s electricity consumption is now sourced from renewable energy.

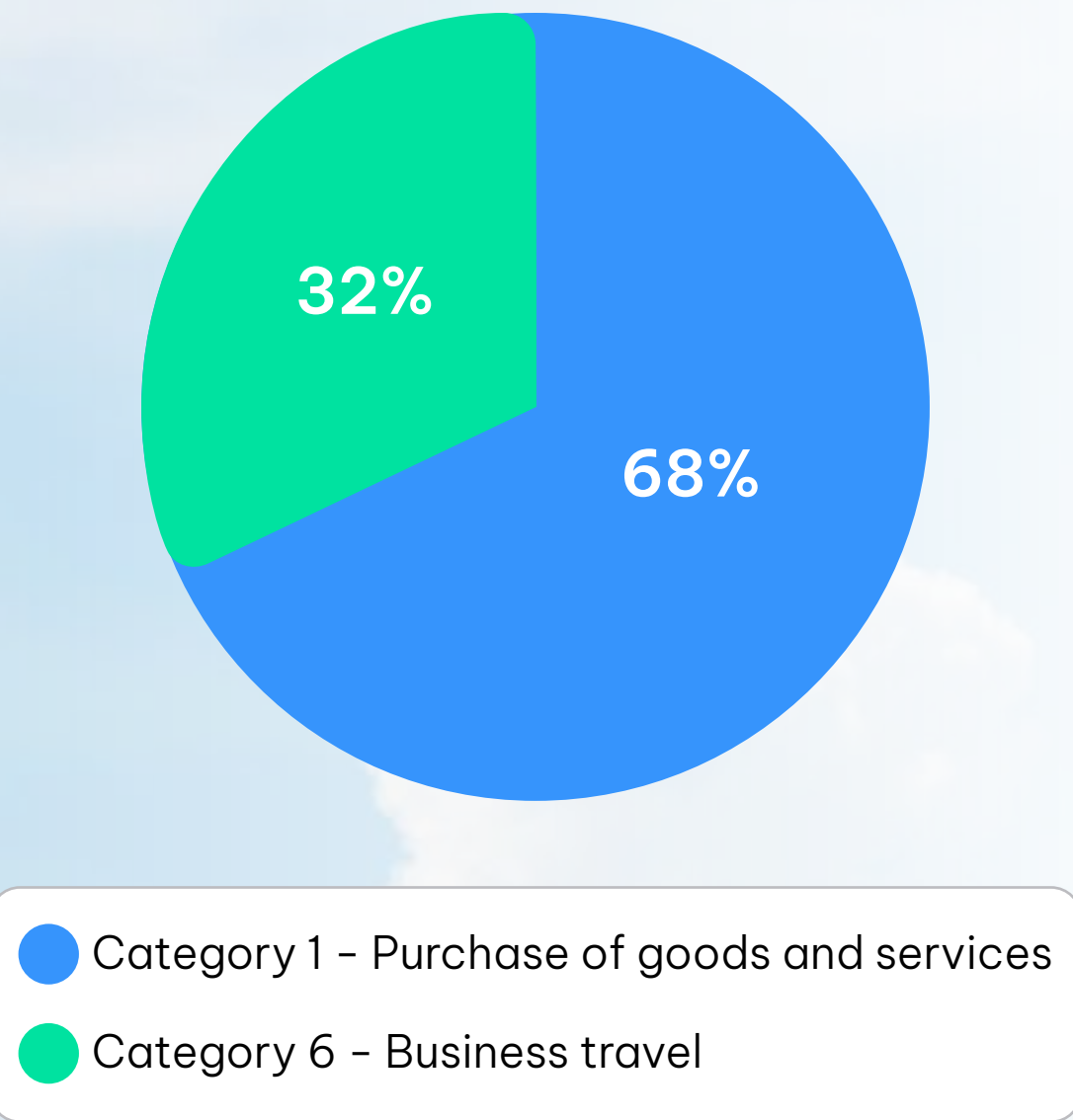
Looking ahead, NiCE Pune plans to further increase Green Power utilization to 50% by 2026 and continue implementing energy efficiency measures, including upgrading lighting systems with higher-efficiency fixtures to reduce electricity consumption and improve energy performance.

In 2025, we undertook a comprehensive review and enhancement of our Scope 3 data management processes, implementing clarifications and data revisions to improve the accuracy and completeness of our emissions reporting. These efforts support our broader plan to initiate the calculation of our full Scope 3 greenhouse gas emissions. NiCE also plans to build a decarbonization plan, which when finalized will include emissions reductions targets.

For this reporting year, our Scope 3 inventory includes emissions from our main cloud provider (Category 1 – Purchased Goods and Services) and business travel (Category 6), totaling 14,192 tCO₂e.

Going forward, we plan to further expand our Scope 3 assessment, strengthening the completeness of our greenhouse gas inventory.

Source of emissions – Scope 3



⁶ Scope 1 figures for 2023 and 2024 have been updated due to revisions to the emission factors based on new and improved data. Scope 1 includes: fuel use in the Netherlands and Israel, and refrigerants use in seven of our offices. Scope 2 data for 2024 has been updated following an expansion of data coverage, to include an additional office. These updates also affect the emission intensity, which has been updated retroactively.

⁷ Our total Scope 2 emissions reflect approximately 98% measured emissions and 2% estimated emissions.

⁸ Emissions intensity is defined as the ratio of total tracked scope 1 and scope 2 CO₂e emissions and NiCE’s annual revenue.

A Greener Approach to Software

While software itself may not consume energy or emit harmful discharges, its development and usage can have significant environmental implications. That's why we are committed to taking a greener approach to software development and usage.

Software performance and energy efficiency is an integral part of our sustainability efforts. This means that we evaluate software not only on traditional parameters such as functionality, security, scalability, and accessibility, but also on its energy efficiency. As part of this effort, we have included green practices and targets as criteria for Chief Information Officer performance reviews.

NiCE adheres to several principles to conserve energy in IT, including:

- **Cost optimization and resource efficiency** - Significant investments in cost optimization allow for more efficient use of resources, reducing energy and computational needs to run the software.
- **Architecture best practices around elasticity** - Dynamically scaling cloud infrastructure with both scale-out and scale-in strategies, ensuring resources are only utilized when needed, reducing idle time and energy consumption.
- **Multi-tenant system design** - Developing a multi-tenant architecture that optimizes resource sharing across clients, improving overall resource utilization and contributing to a more sustainable software operation.

- **Shutdown of development resources** - Leveraging tools to automatically shut down development resources during off-hours, minimizing unnecessary energy usage.
- **Energy-efficient code** - Writing optimized code that consumes less CPU, memory, and energy, contributing to a lower carbon footprint.
- **Sustainable data management** - Implementing strategies such as data compression and efficient retrieval to reduce storage requirements and energy use.
- **AWS well-architected framework** - We adhere to the AWS Well-Architected Framework, which includes sustainability as one of its key pillars, ensuring our cloud architecture is designed with environmental impact in mind.
- **Sustainable development practices** - Using automated tools like continuous integration and testing to minimize energy consumption during development.

As we continue to develop and use software, we remain committed to minimizing our digital impact on the environment. By taking a greener approach to software development and usage, we believe we can make a positive difference.

Expansion of ISO 14001 Certification in 2025

Our Pune, Southampton, and London offices were awarded ISO 14001 certification in 2025. This achievement shows our ongoing efforts at improving environmental practices.

⁶ Scope 1 figures for 2023 and 2024 have been updated due to revisions to the emission factors based on new and improved data. Scope 1 includes: fuel use in the Netherlands and Israel, and refrigerants use in seven of our offices. Scope 2 data for 2024 has been updated following an expansion of data coverage, to include an additional office. These updates also affect the emission intensity, which has been updated retroactively.

⁷Our total Scope 2 emissions reflect approximately 98% measured emissions and 2% estimated emissions.

⁸Emissions intensity is defined as the ratio of total tracked scope 1 and scope 2 CO₂e emissions and NiCE's annual revenue.





NiCE's solutions to utilize dark data and decrease the use of data centers

Dark data refers to unstructured, unused data that organizations often store for compliance, incurring costs and increasing energy consumption and emissions. NiCE addresses this by offering a unified cloud platform that integrates technologies, reduces the need for multiple servers, and uncovers valuable insights from dark data. Our solutions prevent redundant data storage, optimize knowledge content, and provide tools for automatic data deletion.

By using these solutions, NiCE not only helps organizations make productive use of their dark data but also reduces their general energy consumption and carbon footprint as a result of efficient data management.

Materials and Waste

Focusing on our environmental policy commitment of prevention and continuous reduction of any adverse environmental effects from our activities and products, we are acting to avoid the use of hazardous substances and to reduce the potential impact of electronic waste related to our activity.

Avoiding the Use of Hazardous Substances

We have been in compliance with the European Union Restrictions on the Use of Hazardous Substances (RoHS) Directive since 2006. None of our electronics use materials such as lead, mercury, cadmium, hexavalent chromium, polybrominated biphenyls (PBB) and polybrominated diphenyl ethers (PBDE). We further adhere to the EU Registration, Evaluation, Authorization and Restriction of Chemicals (REACH) Directive which requires us to manage risks and provide safety information of all chemicals found in our products.

E-Waste

Although our products' hardware manufacturing is minimal, we have adopted responsible end-of-life policies for the applicable products to ensure ease of dismantling, removal of hazardous materials and participation in take-back schemes with hardware manufacturers. In Europe, all electrical and electronic equipment used in our operations and clients' operations are disposed of by complying with the 2006 EU Battery Directive and the 2012 Waste from Electrical and Electronic Equipment (WEEE) Directive of the EU. In this context, we support the collection, disassembly, and recycling of replaced or retired client equipment. This compliance is registered in the UK, France, and Germany, where we have a legal presence, or from where we import electronic equipment. In these countries, we have recycled all client equipment since 2005 through expert WEEE-certified companies. For other EU countries, we employ partners to ensure compliance.

We monitor and ensure responsible treatment of all our electronic waste. NiCE prioritizes the reuse of electronic equipment by donating all usable computers and other electronic devices to the community, extending their useful life and supporting resource conservation. During the year, we donated **0.4 tonnes** of electronic equipment for reuse. Electronic equipment that could not be reused was sent to approved recycling facilities. In total, we generated **25.8 tonnes⁹** of electronic waste in 2025, all of which was responsibly recycled.

The higher volume of electronic waste generated during the year was a one-time increase resulting from the decommissioning and complete clearance of our data center in Israel following the migration of its operations to the cloud.

⁹ Includes waste from operations in Israel, USA, UK and India.

Water Consumption

Monitoring water usage is crucial to promote sustainability and minimize our environmental impact. In 2025, to strengthen water management practices, we implemented in our offices in Israel a smart water monitoring system that enables leak detection and automatic shut-off of water flow, supporting more efficient water use and reducing the risk of water loss. This year, we increased our data coverage to represent 61% of NiCE offices by floor area, compared to 57% in 2024. Our offices consumed 16,811 m³ of water in 2025.¹⁰

Promoting Environmental Awareness @ NiCE India

NiCE Pune introduced several employee engagement and awareness initiatives related to environmental responsibility in 2025.

In April 2025, during our **Earth Day event**, we conducted a **compost bin awareness** session for employees to promote waste segregation and sustainable disposal practices.

As part of the same event, we organized a **seed ball activity** to support afforestation in drought-prone areas and a **birdhouse assembly workshop** specifically designed for our leadership team to promote biodiversity and environmental stewardship.

In September 2025, we celebrated **Car-Free Day**, encouraging employees to adopt sustainable commuting practices such as carpooling and using office-provided transportation, aiming to reduce carbon emissions from daily travel.

¹⁰ Water withdrawal data includes Czech Republic, England, India (Bangalore, Pune, Mumbai), Israel, Philippines, Singapore, UK (London and Southampton), USA (Richardson) and Cognigy's data. The percentage from previous year has been slightly revised due to a correction in the floor space (SF) of one office.





About NiCE's ESG Report

This is NiCE's fifth ESG report. The information provided in this report reflects the Company's ESG performance from January 1st to December 31st, 2025, and covers all NiCE global operations, unless stated otherwise.

This report has been prepared with reference to the GRI 2021 Standards. In addition, the report is aligned with the United National Sustainable Development Goals (UN SDGs), that define 17 goals to promote a better world.

We have assured the content through an internal review process, and the report has been approved by NiCE's ESG Steering Committee and the Board of Directors.



The report was written with support of BDO Consulting's ESG Department.

The 2025 NiCE ESG report details NiCE's policies, procedures, programs, and performance regarding the company's main environmental, social and governance issues. The Company is committed to continually increase its transparency and stakeholder engagement through the ESG report. NiCE's 2025 Annual Report best represent the Company's information and can be viewed [here](#).

We welcome your feedback and questions on the activities and programs described in the report, as well as the issues you expect to see addressed in the future.

Dovi Malik
Director of Corporate Compliance

Dovi.Malik@NiCE.com



Forward-Looking Statements

This report contains forward-looking statements as that term is defined in the Private Securities Litigation Reform Act of 1995. Such forward-looking statements are based on the current beliefs, expectations and assumptions of the management of NiCE Ltd. (the “Company”).

In some cases, such forward-looking statements can be identified by terms such as “believe,” “expect,” “seek,” “may,” “will,” “intend,” “should,” “project,” “anticipate,” “plan,” “estimate,” or similar words. Forward-looking statements are subject to a number of risks and uncertainties that could cause the actual results or performance of the Company to differ materially from those described herein, including but not limited to the impact of changes in general economic and business conditions; competition; successful execution of the Company’s growth strategy; success and growth of the Company’s cloud Software-as-a-Service business; rapid changes in technology and market requirements; the implementation of AI capabilities in certain products and services, decline in demand for the Company’s products; inability to timely develop and introduce new technologies, products and applications; difficulties in making additional acquisitions or difficulties or effectively integrating acquired operations; loss

of market share; an inability to maintain certain marketing and distribution arrangements; the Company’s dependency on third-party cloud computing platform providers, hosting facilities and service partners; cyber security attacks or other security incidents; privacy concerns; changes in currency exchange rates and interest rates, the effects of additional tax liabilities resulting from our global operations, the effect of unexpected events or geo-political conditions, including those arising from political instability or armed conflict that may disrupt our business and the global economy; our ability to recruit and retain qualified personnel; the effect of newly enacted or modified laws, regulation or standards on the Company and our products and various other factors and uncertainties discussed in our filings with the U.S. Securities and Exchange Commission (the “SEC”).

For a more detailed description of the risk factors and uncertainties affecting the company, refer to the Company’s reports filed from time to time with the SEC, including the Company’s Annual Report on Form 20-F. The forward-looking statements contained in this report are made as of the date of this report, and the Company undertakes no obligation to update or revise them, except as required by law.

GRI Content Index

NiCE has reported the information cited in this GRI content index for the period January 1st 2025 - December 31st 2025, with reference to the GRI Standards.

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GRI Standard	Disclosure	Description	Location
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	205-2	Communication and training about anti-corruption policies and procedures	20
	205-3	Confirmed incidents of corruption and actions taken	20
GRI 206: Anti-competitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	22

Reducing our Carbon Footprint			
GRI Standard	Disclosure	Description	Location
GRI 3: Management of material topics	3-3	Management of material topics	47-48
GRI 302: Energy 2016	302-1	Energy consumption within the organization	58
	302-3	Energy intensity	58
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	58
	305-2	Energy indirect (Scope 2) GHG emissions	58
	305-3	Other indirect (Scope 3) GHG emissions	58
	305-4	GHG emissions intensity	58
Responsible Use of Resources			
GRI 3: Management of material topics	3-3	Management of material topics	51
GRI 303: Water and Effluents 2018	303-3	Water withdrawal	51
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	51
	306-2	Management of significant waste-related impacts	51
A Diverse and Inclusive Workplace			
GRI 3: Management of material topics	3-3	Management of material topics	32-33
GRI 402: Labor/ Management Relations 2016	402-1	Minimum notice periods regarding operational changes	34
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	32

GRI Standard	Disclosure	Description	Location
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	33
GRI 412: Human Rights Assessment 2016	412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	31, 45
Community Involvement and Giving			
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	42-44
	413-2	Operations with significant actual and potential negative impacts on local communities	42
Employee Development and Engagement			
GRI 3: Management of Material Topics	3-3	Management of material topics	36-39
GRI 404: Training and Education 2016	404-2	Programs for upgrading employee skills and transition assistance programs	37, 38
	404-3	Percentage of employees receiving regular performance and career development reviews	38
Innovation, AI and ESG Value Creation			
GRI 3: Management of Material Topics	3-3	Management of material topics	8-10
Customer Privacy and Cyber Security			
GRI 3: Management of Material Topics	3-3	Management of material topics	23-24
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	23
Third party risk management			
GRI 3: Management of Material Topics	3-3	Management of material topics	18

Appendix

Associations/Memberships

American Bankers Association	Editialis S.A.S.	Pmk Verlags Gmbh
American Registry for Internet Numbers, Ltd	El Desarrollo De La Experiencia De Cliente - Dec	Professional Association for Customer Engagement, Inc
Arizent	Getty Images (Us), Inc.	Shanghai Guanglin Network Technology Co., Ltd
Asociacion Espanola De Expertos En La Relacion Con Clientes	Healthcare Information & Management Systems Society	Society Of Telecommunications Consultants Inc
Association Francaise De La Relation Client (Afrc)	Hubspot Inc,	Sporting Edge Solutions Limited
Association Pour Le Management De La Reclamation Client (Amarc)	I.F. Executives S.L.U.	Storylane Inc.
Calendly Llc	In The Park Mdr Llc	Teenspire Global Mission LLC
Call Centre Association Limited	Inasia Media Pte Ltd	Tenderlink.Com
Callnet.Ch	Meeting Professionals International	The Knoble, Inc.
Chartered Institute for Securities and Investment	Muck Rack LLC	T-Radius Holdings, Inc.
Corporate Mailings Inc	National Association Of State Technology Directors	Verve Management Dmcc
Ediciones Peldano, S.A	National Investor Relations Institute	Wistia Inc.

Employment

	2023			2024			2025 ¹¹		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
Employees by contract type									
Permanent	2,328	6,056	8,384	2,404	6,322	8,726	2,683	6,943	9,626
Temporary	17	21	38	23	28	51	41	43	84
Employees by job scope									
Full-time	2,302	6,043	8,345	2,387	6,308	8,695	2,670	6,931	9,601
Part-time	26	13	39	17	14	31	13	12	25
Employees by job category									
Executive management	2	6	8	2	7	9	2	9	11
Non-executive management	326	1,075	1,401	351	1,128	1,479	405	1,207	1,612
Technical employees	1,424	3,997	5,421	1,466	4,220	5,686	1,638	4,725	6,363
All other employees	576	978	1,554	585	967	1,552	638	1,002	1,640
Workers who are not employees	362	1,141	1,503	455	1,396	1,851	556	1,618	2,174

	2023	2024	2025
Voluntary turnover rate	7.6%	7.3%	7.5%

¹¹ Beginning in 2025, employment data includes Cognigy's workforce data following its acquisition by NICE.

Environment

Energy consumption	2023	2024 ¹²	2025
Total fuel consumption (Gasoline) within the organization (L)	213,334	228,739	204,608
Electricity consumption in (MWh)	10,909	10,956	9,073
Total energy consumption within the organization (GJ)	46,569	47,266	39,660
Energy intensity ratio for the organization (GJ/MM USD Revenue)	19.59	17.28	13.47

GHG Emissions (tCO ₂ e) ¹³	2023	2024	2025
Scope 1 (direct emissions)	1,322	1,194	1,029
Scope 2 (electricity emissions) – location-based approach	5,263	5,232	3,944
Scope 1 and 2	6,585	6,426	4,973
GHG emissions intensity ratio (emissions/revenue – tCO ₂ /MM USD Revenue) ¹⁴	2.77	2.35	1.69
Scope 3			14,192

Inventory based on Operational Control approach.

¹² Electricity consumption figure for 2024 have been updated. These changes also affect the energy intensity ratio and the total energy consumption within the organization, which has been updated retroactively. For more details, please refer to “Our Carbon Footprint” section.

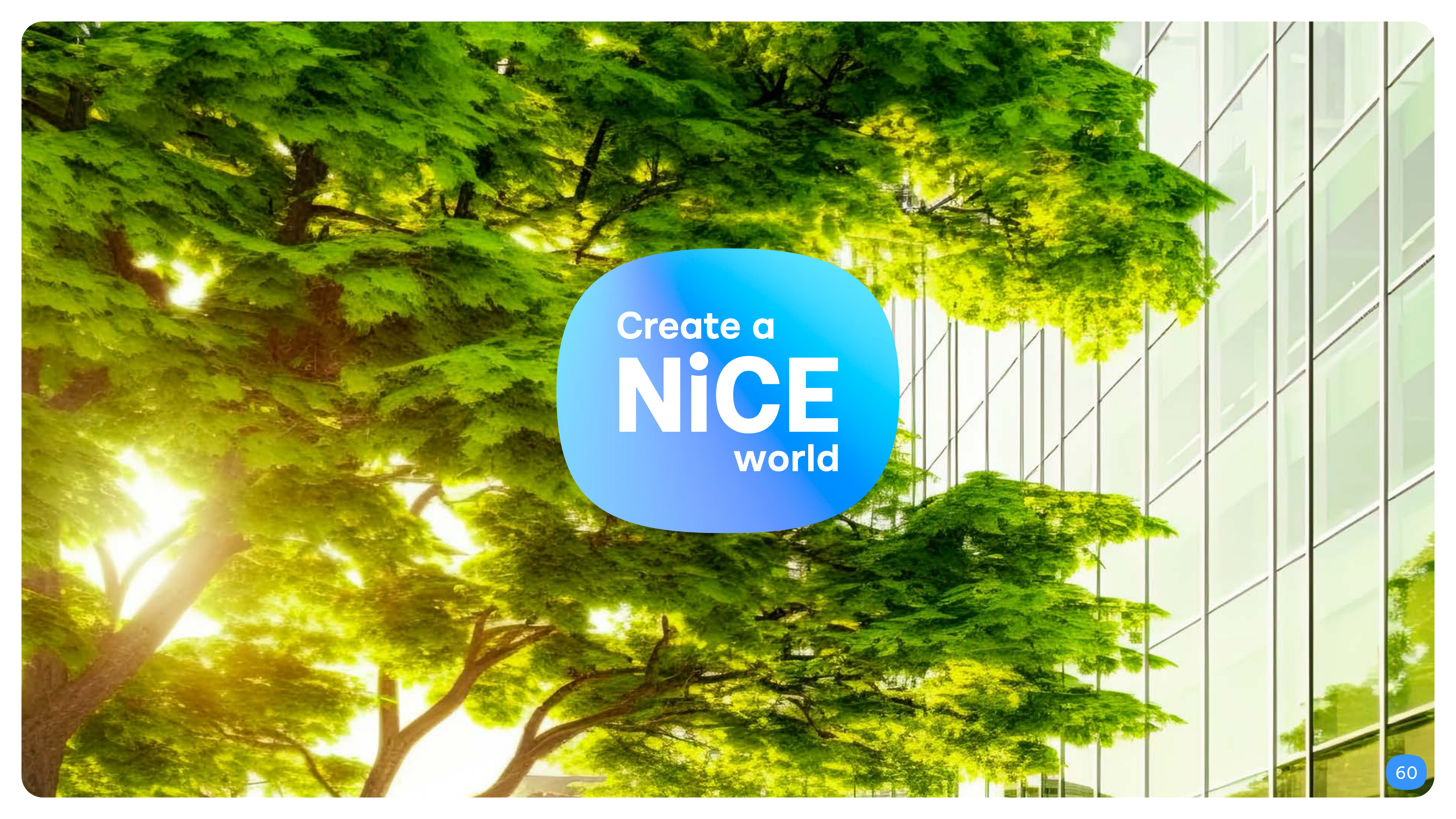
¹³ Calculated according to GHG Protocol via operational control location-based approach. Emissions include CO2, CH4 and N2O gases. Source of GWP factors: GHG Protocol (AR5). Emission factors from DEFRA, EPA, and other local sources.

¹⁴ Covers Scope 1 and 2.

Scope 1 figures for 2023 and 2024 have been updated due to revisions to the emission factors based on new and improved data. Scope 1 includes: fuel use in the Netherlands and Israel, and refrigerants use in seven of our offices. Scope 2 data for 2024 has been updated following an expansion of data coverage, to include an additional office. These updates also affect the emission intensity, which has been updated retroactively.

Recycled E-Waste (kg)*	2023	2024	2025
	1,937	931	25,829

* For 2023–2024 includes Israel’s operations only. For 2025 includes USA, UK, Israel and India. The higher volume of electronic waste generated during the year was a one-time increase resulting from the decommissioning and complete clearance of our data center in Israel following the migration of its operations to the cloud.



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