



LivePerson (UK) Limited & LivePerson Netherlands B.V. Pursuant to the Modern Slavery Act 2015

March 11, 2021

This statement is made on behalf of LivePerson (UK) Limited and LivePerson Netherlands B.V., both subsidiaries under LivePerson, Inc. ("LivePerson"). LivePerson respects human rights and does not accept, support or use any forms of modern slavery in its operations, including unlawful child labor, forced labor or human trafficking. LivePerson commits to adhering to all applicable employment laws in the locations in which it operates and has processes in place designed to maintain compliance with the Modern Slavery Act 2015.

LivePerson Policies, Practices & Trainings

LivePerson maintains a number of internal policies and practices to ensure that it conducts business in an ethical and transparent manner. These include the following:

1. **Recruitment Practices.** LivePerson operates a robust recruitment process, including conducting checks to confirm each individual's eligibility to work in their location, in order to safeguard against human trafficking or individuals being forced to work against their will.
2. **Whistleblower Policy.** LivePerson maintains a Whistleblower Policy so all employees know they can raise concerns about how colleagues are being treated, or practices within LivePerson's business, without fear of retaliation.
3. **Code of Conduct.** LivePerson's Code of Conduct sets forth guidelines for honest and ethical practices as an organization and for each employee individually.
4. **Code of Ethics.** LivePerson's Code of Ethics provides guidelines on the business practices and principles of behavior that support LivePerson's commitment to the highest standards of ethical business conduct.
5. **Guiding Principles.** LivePerson is committed to maintaining high standards and has measures in place designed to ensure that, as a company, our actions will continuously raise the bar for ourselves.

In addition, LivePerson conducts regular employee trainings regarding employee obligations to comply with the code of conduct, the code of ethics and the whistleblower policy, as well as other applicable laws, rules and regulations.

Due Diligence

LivePerson has conducted a risk assessment of its suppliers and determined that the majority of its suppliers are considered to be a low risk of engaging in forced labor. LivePerson will continue to conduct detailed risk assessments and revisit supply chain due diligence regularly. Our Legal Department will review any potential compliance matters to ensure that they are handled appropriately and that a proper investigation takes place where needed.

Vendors

LivePerson commits to operating its business in an ethical and responsible manner and expects the same from its vendors. As part of its contracting process, LivePerson requires its vendors to commit to comply with all applicable laws and regulations, including laws such as the UK's Modern Slavery Act. In the event that LivePerson becomes aware of any violations or issues related to slavery or human trafficking, LivePerson will work to ensure that appropriate measures are taken, which may include reporting this information to appropriate authorities and terminating its relationship with the supplier.

Pursuant to Section 54 of the Modern Slavery Act of 2015, this statement constitutes LivePerson's slavery and human trafficking statement for the previous financial year (FY20) ending on December 31, 2020. This statement has been approved by the board of directors of the relevant subsidiaries.

Signed for and on behalf of LivePerson

Robert LoCascio

Robert LoCascio (Mar 16, 2021 17:04 EDT)

Robert LoCascio
Chief Executive Office