



Nuance third party code of conduct

Understanding your responsibilities
and compliance requirements as
a Nuance third party vendor or
business partner.





Contents

This Code is made up of seven sections and by clicking on the links below you are able to navigate this document easily:

[Acting with integrity / p5](#)

[Labor / p6](#)

- Freely chosen employment
- Young employees
- Working hours and rest breaks
- Wages and benefits
- Humane treatment
- Diversity and equal opportunity
- Freedom of association
- Lawful employment

[Health and safety / p10](#)

- Occupational safety
- Emergency preparedness
- Occupational injury and illness
- Physically demanding work
- Machine safeguarding
- Sanitation, food, and housing
- Health and safety communication

[Environmental / p12](#)

- Environmental permits and reporting
- Pollution prevention and resource reduction
- Hazardous substances
- Wastewater and solid waste
- Air emissions
- Materials restrictions and labelling
- Energy consumption and greenhouse gas emissions

[Ethics / p14](#)

- Business integrity
- Anti-bribery and gifts/entertainment
- Disclosure of information
- Intellectual property
- Whistleblowing: protection of identity and non-retaliation
- Responsible sourcing of minerals
- Privacy and information security
- Conflicts of interest
- Insider trading
- Trade controls and antitrust laws
- Government sector sales
- Expenses

[Compliance program / p20](#)

- Outlines the elements of an acceptable system to manage conformity to this Code

[Your compliance with the code / p22](#)

- Explains how to best ensure your compliance with the Code

[Asking questions and reporting violations / p23](#)

- Explains how you can ask us questions or report violations of this Code to Nuance

Intro

Third party code of conduct

Nuance Communications, Inc. and its global affiliates (“Nuance” or “we” or “our” or “us”) require our business partners, vendors, licensors, service providers, distributors, resellers, system integrators, agents, customers, Nuance non-employees and all other third parties who are in a business relationship with Nuance, including your directors, officers, employees, contingent employees (“Third Party(ies)” or “you” or “your”) to understand and follow this third party code of conduct (the “Code”).

Acting with integrity

Nuance takes enormous pride in our longstanding reputation for acting with integrity and making a real difference to people's lives through technology. This reputation is vital to our success as a company. The strength of our reputation is based not only on our own conduct but also on the actions of those with whom we do business. Nuance's internal [code of business conduct and ethics](#) sets out how we act with integrity in all of our interactions – toward each other and with our customers, vendors, shareholders, government regulators, and the community at large. Additionally, [Nuance's ESG report](#) contains an overview on our values and further details on our compliance activities regarding social, environmental and corporate governance topics.

For that reason, we aspire to work only with third parties who share our values, treat others with respect and reflect the same high ethical standards. Behaving in an ethical manner at work and making the right decisions on behalf of your company is vital.

This Code establishes standards to ensure that Nuance's third party community complies with applicable laws and regulations, provides working conditions that are safe, that employees are treated with respect and dignity, and that business operations are environmentally responsible and conducted ethically.

Fundamental to this Code is the understanding that your business, including your management and employees, must at all times operate in full compliance with the laws, rules and regulations of the countries in which you operate. The Code also requires that you operate in full compliance with any anti-corruption laws, like those of the US or UK, which can apply to conduct in your country of operation.

The Code encourages you to go beyond legal compliance, drawing upon internationally recognized standards, in order to advance social and environmental responsibility and business ethics. In alignment with the [UN Guiding Principles on Business and Human Rights](#), the provisions in the Code are derived from key international human rights standards including the [ILO Declaration on Fundamental Principles and Rights at Work](#) and the [UN Universal Declaration of Human Rights](#).

Labor



You must be committed to upholding the human rights of employees, and to treat them with dignity and respect as understood by the international community.

This applies to all of your workers and employees including temporary, migrant, student, contract, direct employees, and any other type of worker. The subsequent sections refer to them all collectively as “employee(s)”.

The labor standards are:

— **Freely chosen employment**

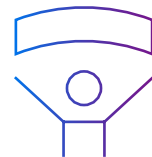
You will not use or engage in forced, bonded (including debt bondage) or indentured labor, involuntary prison labor, slavery or trafficking of persons. This includes transporting, harboring, recruiting, transferring or receiving persons by means of threat, force, coercion, abduction or fraud for labor or services. You will not unreasonably restrict employees’ freedom of movement in the facility or unreasonably restrict entering or exiting company-provided facilities, unless required by local law. As part of the hiring process, you must provide employees with a written employment agreement in their native language that contains a description of terms and conditions of employment prior to the employee departing from his or her country of origin. All work must be voluntary, and employees must be free to leave work at any time or terminate their employment. You and your employment agents may not hold or otherwise destroy, conceal, confiscate or deny access by employees to their identity or immigration documents, such as government-issued identification, passports or work permits, unless required by law.

Employees must not be required to pay employers’ or agents’ recruitment fees or other related fees for their employment.

— **Young employees**

You must not use Child labor in any stage of manufacturing or providing services. The term “Child” refers to any person under the age of 15, or under the age for completing compulsory education, or under the minimum age for employment in the country, whichever is greatest. The terms and conditions of employment for individuals under the age of 18 must comply with all local laws and regulations related to Child labor. Employees under the age of 18 must not perform work that is likely to jeopardize their health or safety, including night shifts, overtime, and engaging in dangerous or hazardous activities. The use of legitimate workplace learning programs, which comply with all laws and regulations, is supported. You must ensure proper management of student employees through proper maintenance of student records, rigorous due diligence of educational partners, and protection of students’ rights in accordance with applicable

law and regulations. You must provide appropriate support and training to all student employees. In the absence of local law, the wage rate for student employees, interns and apprentices must be at least the same wage rate as the rate that applies to other entry-level employees performing equal or similar tasks.



All work must be voluntary and employees must be free to leave work at any time or terminate their employment.

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The term “**Child**” refers to any person under the age of 15, or under the age for completing compulsory education.

— **Working hours and rest breaks**

Studies of business practices clearly link employee strain to reduced productivity, increased turnover and increased injury and illness. Your work weeks must not exceed the maximum set by local law. Further, a work week should not be more than 60 hours per week, including overtime, except in emergency or unusual situations. Employees must be allowed at least one day off for every seven days worked, and it is expected that you will follow local law if it is more generous. You must follow all local legislation pertaining to working hours and rest breaks.

— **Wages and benefits**

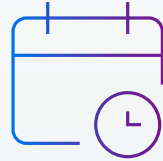
The compensation that you pay to employees must comply with all applicable wage laws, including those relating to minimum wages, overtime hours and legally mandated benefits. In compliance with local laws, employees must be compensated for overtime at pay rates greater than regular hourly rates. Deductions from wages as a disciplinary measure are not permitted. For each pay period, employees need to be provided with a timely and understandable wage statement that includes sufficient information to verify accurate compensation for work performed. All use of temporary, dispatch and outsourced labor will be within the limits of the local law and must be in compliance with the requirements set forth in this Code.

— **Humane treatment**

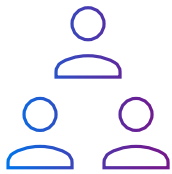
You must not engage in harsh and inhumane treatment including any sexual harassment, sexual abuse, corporal punishment, mental or physical coercion or verbal abuse of employees; nor is there to be the threat of any treatment of that type. You must clearly define and communicate your disciplinary policies and procedures in support of these requirements to your employees.

— **Diversity and equal opportunity**

You need to be committed to a workforce free of harassment and unlawful discrimination. You need to make all decisions of employment with consideration to appropriate principles of equal employment and affirmative action. You must not, when making decisions on hiring and employment practices such as wages, promotions, rewards, and access to training, engage in discrimination based on race, color, age, gender, sexual orientation, gender identity and expression, ethnicity or national origin, physical or mental disability, history of disability, ancestry, citizenship status, pregnancy, religion, political affiliation, union membership, covered veteran status, protected genetic information, status as a parent, marital status, any category deemed protected



A work week should not be more than **60 hours per week**, including overtime, except in emergency or unusual situations.



Employees must be able to openly communicate and share ideas and concerns with management.

by local legislation, or other basis that has the effect of substantially interfering with an individual's work performance or creating an intimidating, harassing, hostile, or offensive working environment. Employees must be provided with reasonable accommodation for religious practices and physical or mental disabilities. In addition, employees or potential employees should not be subjected to medical tests or physical exams that could be used in a discriminatory way.

— **Freedom of association**

In conformance with local law, you agree that you will respect the right of all employees to form and join trade unions of their own choosing, to bargain collectively and to engage in peaceful assembly as well as respect the right of employees to refrain from activities of that kind. Employees and/or their representatives must be able to openly communicate and share ideas and concerns with management regarding working conditions and management practices without fear of discrimination, reprisal, intimidation or harassment.

— **Lawful employment**

You have to, prior to employing any employee, validate and review all relevant documentation to ensure that each employee has the legal right to work in that jurisdiction.

Health and safety



In addition to minimizing the incidence of work-related injury and illness, a safe and healthy work environment enhances the quality of products and services, consistency of production and employee retention and morale. It is important that you foster ongoing employee input and education as this is essential to identifying and solving health and safety issues in the workplace.

The health and safety standards are:

— **Occupational safety**

You have to control employee exposure to potential safety hazards (e.g. chemical, biological and physical agents, electrical and other energy sources, fire, vehicles, and fall hazards) through proper design, engineering and administrative controls, preventative maintenance and safe work procedures (including lockout/tagout), and ongoing safety training. Where hazards cannot be adequately controlled by these means, you must provide employees with appropriate, well-maintained, personal protective equipment and educational materials about risks to them associated with these hazards. Employees must be encouraged to raise safety concerns.

— **Emergency preparedness**

We expect you to identify and assess potential emergency situations and events, and their impact must be minimized by implementing emergency plans and response procedures including: emergency reporting, employee notification/evacuation procedures, employee training and drills, appropriate fire detection and suppression equipment, adequate exit facilities and recovery plans. Your plans and procedures must focus on minimizing harm to life, the environment and property.

— **Occupational injury and illness**

You should put in place procedures and systems to

prevent, manage, track and report occupational injury and illness including provisions to: encourage employee reporting; classify, record and report to the appropriate authorities any injury and illness cases; provide necessary medical treatment; investigate cases and implement corrective actions to eliminate their causes; and facilitate a healthy recovery and return of employees to work.

— **Physically demanding work**

We expect you to identify, evaluate and control employee exposure to the hazards of physically demanding tasks, including manual material handling and heavy or repetitive lifting, prolonged standing and highly repetitive or forceful assembly tasks. Safeguards must be implemented to prevent injury.

— **Machine safeguarding**

We expect you to evaluate production and other machinery for safety hazards. Physical guards, interlocks and barriers must be provided and properly maintained where machinery presents an injury hazard to employees.

— **Sanitation, food, and housing**

You must provide employees with ready access to clean toilet facilities, potable water and sanitary food preparation, storage, and eating facilities. Employee dormitories provided by you or a labor agent are to be maintained to be clean and safe, and provided with appropriate emergency exit, hot

water for bathing and showering, adequate heat and ventilation, and reasonable personal space along with reasonable entry and exit privileges.

— **Health and safety communication**

You have to provide employees with appropriate workplace health and safety training in their primary language. Health and safety related information must be clearly posted in the facility.



We expect you to put in place procedures and systems to prevent, manage, track and report occupational injury and illness.



Environmental

Environmental responsibility is integral to producing world class products and services. In manufacturing operations and service locations, adverse effects on the community, environment and natural resources are to be minimized while safeguarding the health and safety of the public.

The labor standards are:

— **Environmental permits and reporting**

All required environmental permits (e.g. discharge monitoring), approvals and registrations are to be obtained, maintained and kept current by you, and your operational and reporting requirements are to be followed.

— **Pollution prevention and resource reduction**

You need to prevent environmental pollution (including storm water management) and reduce or eliminate your use of resources and generation of waste of all types, including water and energy at the source or by practices such as modifying production, maintenance and facility processes, materials substitution, conservation, recycling and re-using materials.

— **Hazardous substances**

Chemicals and other materials posing a hazard if released to the environment are to be identified and managed by you to ensure your safe handling, movement, storage, use, recycling or reuse and disposal of these materials.

— **Wastewater and solid waste**

You have to implement a systematic approach to

identify, manage, reduce, and responsibly dispose of or recycle solid waste (non-hazardous). Wastewater generated from operations, industrial processes and sanitation facilities are to be characterized, monitored, controlled and treated as required prior to discharge or disposal. In addition, measures must be implemented to reduce generation of wastewater, including conducting routine monitoring of the performance of wastewater treatment systems.

— **Air emissions**

You need to characterize, routinely monitor, control and treat air emissions of volatile organic chemicals, aerosols, corrosives, particulates, ozone depleting chemicals and combustion by-products generated from operations as required by law prior to discharge. You must conduct routine monitoring of the performance of your air emission control systems.

— **Materials restrictions and labelling**

You must adhere to all applicable laws and regulations regarding prohibition or restriction of specific substances in products and manufacturing, including labeling for recycling and disposal.

— **Energy consumption and greenhouse gas emissions**

Energy consumption and greenhouse gas emissions are to be tracked and documented by you, at your facilities and/or at your corporate level. You must look for cost-effective methods to improve energy efficiency and to minimize your energy consumption and greenhouse gas emissions.



We expect you to implement a systematic approach to identify, manage, reduce, and responsibly dispose of or recycle solid waste.



Ethics

To meet social responsibilities and to achieve success in the marketplace, you and your employees are to uphold the highest standards of ethics including:

— **Business integrity**

The highest standards of integrity must be upheld in all business interactions with Nuance and when you resell Nuance products/ services. You must have a zero-tolerance policy to prohibit any and all forms of bribery, corruption, extortion and embezzlement. All business dealings must be transparently performed and accurately reflected on your business books and records in accordance with applicable laws. You must ensure that your management and employees receive sufficient information (e.g. in the form of a policy document) and training about the prohibition of bribery, corruption, extortion and embezzlement. You must implement monitoring and enforcement procedures to ensure compliance with all anti-corruption laws. Only by complying with Nuance’s zero-tolerance policy can you ensure your compliance with

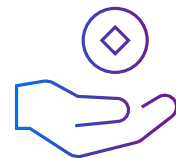
the anti-corruption laws where you operate, as well as the anti-corruption laws of other countries, like the US and UK, that can apply to conduct anywhere in the world. For comparison, practical examples, and “questions and answers”, please see Nuance’s [code of business conduct and ethics](#) that we have implemented for our organization.

If you become aware of any issues or have any questions for us, please contact our General Counsel or visit the Nuance Service Reliability Center Healthcare and Enterprise Incident Hotline (1-800-206-0393) or by email at security@nuance.com listed on [page 23](#).

— **Anti-bribery and gifts/ entertainment**

(A) Nuance strictly prohibits **bribery** or other improper payments in any of its business operations. This prohibition applies to all business activities,

anywhere in the world, whether involving government officials or commercial enterprises. A bribe is an inducement or reward that is offered, promised or provided in order to gain any commercial, contractual, regulatory or personal advantage. Bribes include not only the payment of money, but also the providing of any benefit or thing of value to secure a business advantage. A bribe is never acceptable and can expose you and Nuance to possible criminal prosecution, fines, harm to reputation and other serious consequences.



Nuance strictly prohibits bribery or other improper payments.

As per Nuance’s internal policy, Nuance employees may not accept any gift or hospitality from business partners.

- If it exceeds **\$USD 50** (or equivalent amount in local currency) for each individual gift or **\$USD 500** in value for each hospitality event unless approved in writing by a Nuance Director
- If it is in cash
- If there is any suggestion that a return favor will be expected or implied

You must not promise, offer, authorize, give or accept bribes as means of obtaining undue or improper advantage in relation to (a) your business dealings with Nuance and (b) customers to whom you may resell our products and services. You must neither give nor offer bribes (whether directly or indirectly) to any person or company to further your or Nuance’s business nor encourage or collude with others for them to do so. You must never accept or agree to accept bribes to further your or Nuance’s business. The law prohibits payments even if: (1) the benefit is for someone other than the party making or receiving the payment; (2) the payment does not result in business being awarded; (3) the provision is merely attempted, offered or is ultimately unsuccessful; or (4) you are acting on the suggestion of another person or party.

This prohibition covers promising, offering, authorizing, giving or accepting anything of value, either directly or indirectly through a third party, in order to obtain or retain business, direct business to any person/ organization, or otherwise gain an improper advantage.

(B) The following rules apply with regard to anyone providing **gifts/ hospitality** to Nuance employees: If offering a gift, meal, or entertainment to Nuance employees, the use of good judgment, discretion, and moderation must be applied. Any gifts and hospitality (meals

or entertainment) must comply with applicable law and must not violate either your policies or Nuance’s policies and must be consistent with local custom and practice.

- **Disclosure of information**
Information regarding your labor, health and safety, environmental practices, business activities, structure, financial situation and performance is to be disclosed in accordance with applicable laws and regulations. Falsification of records or misrepresentation of conditions or practices in the supply chain are unacceptable and a breach of the Code.
- **Intellectual property**
You must respect Nuance’s and other party’s intellectual property rights. Transfer of technology and know-how is to be done in a manner that complies with the law and with the content of your contract with Nuance.
- **Whistleblowing: protection of identity and non-retaliation**
Programs that ensure the confidentiality, anonymity and protection of your employee whistleblowers are to be maintained, unless prohibited by law. You should as a best practice have a communicated process for your personnel to be able to raise any concerns without fear of retaliation. Whistleblowers are any person who makes a disclosure about improper conduct by an employee or officer of a company, or by a public official or official body.



Falsification of records or misrepresentation of conditions or practices in the supply chain are unacceptable and a breach of the Code.

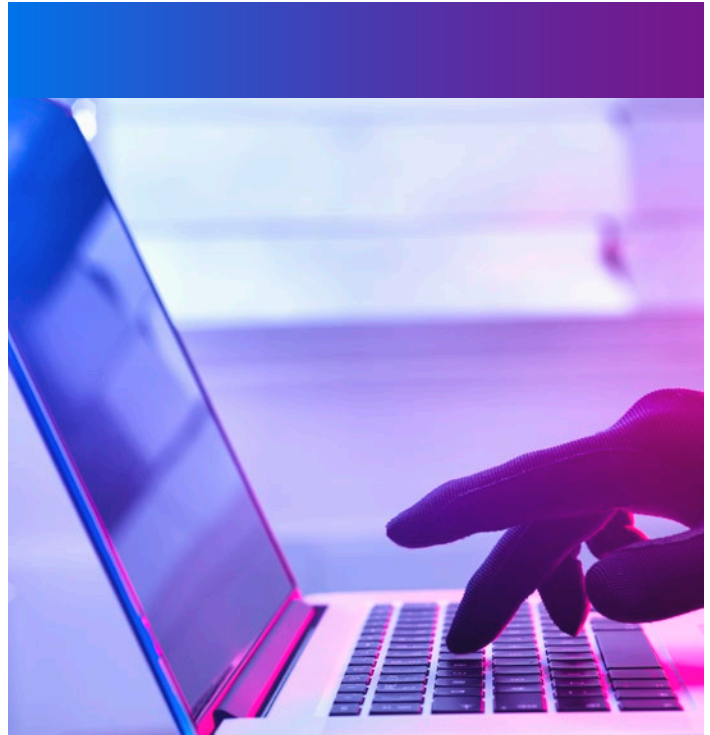
— **Responsible sourcing of minerals**

If you sell any tangible products to Nuance, you must have a policy to reasonably assure that the tantalum, tin, tungsten and gold in the tangible products you manufacture does not directly or indirectly finance or benefit armed groups that are perpetrators of human rights abuses in the Democratic Republic of the Congo or an adjoining country. You must exercise due diligence on the source and chain of custody of these minerals and make your due diligence measures available to us upon our request.

— **Privacy and information security**

Numerous privacy laws apply to our business, which vary depending on the jurisdiction and industry in which we operate. Some of these laws include, but are not limited to, The Health Insurance Portability and Accountability Act (HIPAA), the California Consumer Privacy Act of 2018 (CCPA), and the EU General Data Protection Regulation (GDPR). You must comply with all applicable laws, regulations, and standards related to privacy and data protection. You have the responsibility to safeguard the privacy, confidentiality, and security of personally identifiable information and other personal information of Nuance’s employees, customers, partners, and other third parties, which is in your possession due to your interaction with Nuance. Nuance expects you to implement appropriate safeguards, to ensure the protection, integrity, and security of personal data in accordance with applicable data privacy laws and security standards, which includes requiring your subcontractors to comply with similar requirements. You will only access, store, use or process personal data provided by and under the instruction of Nuance in connection with a legitimate business purpose.

You may only disclose personal information as approved by Nuance for legitimate business needs within the scope of your duties and in accordance with applicable laws and policies, and the disclosure must be limited to those purposes for which it was received to ensure that individuals’ privacy rights are protected. You also have to notify Nuance without undue delay should a suspected or actual breach of Nuance’s data privacy rules occur.



You have to follow Nuance’s Privacy Policy and relevant data privacy policies to protect the personal information of others and prevent its unauthorized use or disclosure.

Nuance expects you to take information security seriously and implement and maintain efficient and adequate technical and organizational measures to maintain the confidentiality, integrity and availability of your data, Nuance’s data and our end customers’ data in line with applicable laws and regulations and industry standards. Ideally this includes transparency regarding your information security risk management, partnering with Nuance to continuously monitor the effectiveness of your security controls, and disclosure of your independent assessments, certifications and other information necessary for Nuance to verify the adequacy and effectiveness of your security measures.

— **Conflicts of interest**

In order to make good decisions, you need to be aware of your biases and make sure that they are countered in order to avoid any conflicts of interest. A conflict of interest may exist in a situation where you are in a position to derive personal benefit from actions or decisions made in your official capacity as a Nuance Third Party. You must avoid taking actions that create a conflict of interest wherever possible. If you become aware of a conflict of interest in your dealings with Nuance, please contact us immediately ([see page 23](#)).

— **Insider trading**

In your business dealings with Nuance you may learn things about Nuance, Nuance customers,

or our other third parties before the general public does. It is illegal for you to use that information for “insider trading,” which means buying or selling stock based on material non-public information that you learned through your dealings with Nuance. Also, you should never disclose non-public information to anyone (even Nuance employees) who do not have a business reason to know the information. Insider trading violates both this Code and securities laws and may result in civil and/or criminal sanctions. If you suspect that anyone at Nuance or in another third party organization has or is engaging in insider trading, you must report it ([see this section](#) for details) so that Nuance can investigate and respond appropriately. Nuance’s [code of business conduct and ethics](#) also bars a variety of other trading activities, including short selling Nuance stock and transacting in publicly traded options on Nuance stock.

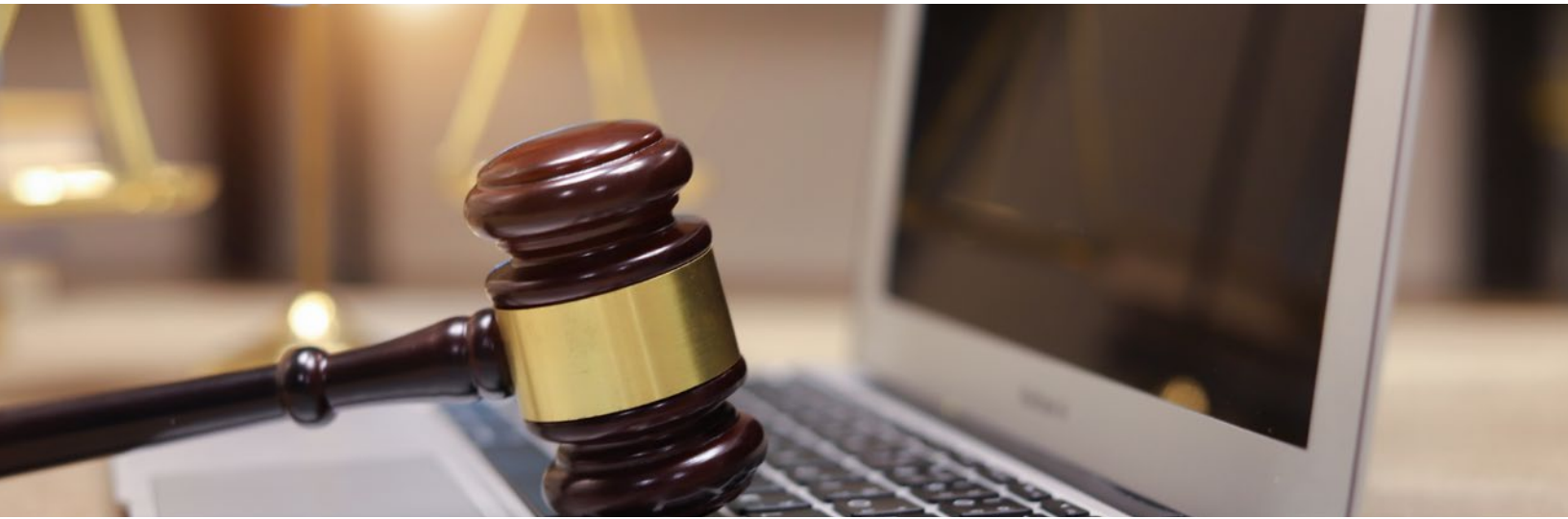
— **Trade controls and antitrust laws**

Regardless of where in the world you are operating, you must comply with all applicable trade and antitrust laws, controls and regulations, must compete fairly in every jurisdiction in which you do business, work through reputable customs agents, and declare the value of exports/imports accurately and transparently to customs authorities. You are responsible for complying with the applicable laws and regulations of the United States and all relevant countries relating to exports and re-exports. You agree that without obtaining prior authorization from the

Please see [Nuance’s code of business conduct and ethics](#) that we have implemented for our organization.



You are responsible for complying with the applicable laws and regulations of the United States and all relevant countries relating to exports and re-exports.



United States Department of Commerce and other competent government authorities and to the extent required by those laws, you will not export or re-export and will not allow any employee, representative, or agent to export or re-export, directly or indirectly, including via remote access, all or any portion of any Nuance intellectual property, intellectual property rights, or any other intellectual property rights obtained through Nuance (including information, software, technical data, maintenance and professional services relating to Nuance software), to any country or region where export or re-export is restricted or prohibited by (a) United States law (i.e. that is subject to a U.S. embargo or comprehensive trade sanctions, including but not limited to Cuba, Iran, North Korea, Sudan, Syria and the Crimea region of the Ukraine) or (b) non-United States law or (c) to any individual or entity identified on any U.S. Government

restricted party lists (including the Consolidated Sanctions, Specially Designated Nationals, Denied Persons, Entity, or Unverified Lists) or (d) to any end user where you have knowledge or reason to know that Nuance's products will be used for nuclear, chemical, or biological weapons proliferation, or for missile-development purposes. No matter where located, you must comply with the U.S. Export Administration Regulations and any Office of Foreign Assets and Control regulations. In connection with Nuance business you are also prohibited from participating in boycotts that are not sanctioned by the U.S. government.

- **Government sector sales**
In addition to the [Anti-Bribery Compliance](#) requirements outlined in the Code, certain additional restrictions may apply to you if you are engaged directly or indirectly in government sector sales. You must observe all laws, regulations and contract clauses that relate

to sales to government entities, and you must always act in a transparent manner, but especially when interacting with government agencies and officials.

- **Expenses**
Nuance will not reimburse your expenses unless they are expressly identified as reimbursable in a written contract with Nuance and have been pre-approved by an authorized representative of Nuance in writing prior to being incurred. Any reimbursable expense must be supported by detailed documentation including valid invoices or receipts.



You have to observe all laws, regulations and contract clauses that relate to sales to government entities.



Compliance program

We expect you to adopt or establish a compliance program that covers the topics covered in this Code.

The compliance program needs to be designed to ensure: (a) compliance with applicable laws, regulations and customer requirements related to your operations and products; (b) conformance with this Code; and (c) identification and mitigation of operational risks related to this Code. It should also get updated and improved at regular intervals. Please see below for examples of industry best practice that should be included in your compliance program:

- **Company commitment**
A corporate social and environmental responsibility policy statement affirming your commitment to compliance and continual improvement, endorsed by executive management needs to be made available to your employees in a language they understand/ speak well.
- **Management accountability and responsibility**
Clearly identify senior executive and company representative[s] responsible for ensuring implementation of the management systems and associated programs. Senior management should review the status of your management system on a regular basis.
- **Legal and customer requirements**
A process to identify, monitor and understand applicable laws, regulations and customer requirements, including the requirements of this Code.
- **Risk assessment and risk management**
A process to identify the legal compliance, environmental, health and safety and labor practice and ethics risks associated with your operations. Areas you should include in a risk assessment for environmental health and safety are (to the extent they are existent in your organization) production areas, warehouse and storage facilities, and plant/facilities.
- **Improvement objectives**
Written performance objectives, targets and implementation plans to improve your social and environmental performance, including a periodic assessment of your performance in achieving those objectives.
- **Training**
Programs for training managers and employees to implement your policies, procedures and improvement objectives and to meet applicable legal and regulatory requirements.
- **Communication**
A process for communicating clear and accurate information about your policies, practices, expectations and performance to employees, other third parties and customers.
- **Employee feedback and participation**
Ongoing processes to assess employees' understanding of your compliance program including obtaining their feedback on practices and conditions covered by your compliance program to foster continuous improvement.
- **Audits and assessments**
Periodic self-evaluations to ensure conformity to legal and regulatory requirements, the content of your compliance program and this Code.
- **Corrective action process**
A process for timely correction of deficiencies identified by internal or external assessments, inspections, investigations and reviews.
- **Documentation and records**
Creation and maintenance of documents and records to ensure regulatory compliance and conformity to company requirements along with appropriate confidentiality to protect privacy.
- **Third Party responsibility**
A process for you to (a) communicate the requirements and responsibilities described in this Code to relevant third parties who you do business with; and (b) monitor these third parties' compliance to the Code.

Your compliance with the code

This Code sets high standards of integrity for you. It outlines the commitment Nuance needs from you to act compliantly and ethically in business activities. It is your responsibility to ensure that your employees, agents and subcontractors working on Nuance related business and business opportunities understand and comply with the Code. Failure to adhere to the Code or any applicable law is grounds for Nuance to terminate your business relationship.

Nuance may audit or appoint a third party to conduct an audit of your books, records, information security protection measures and/or work site(s) to review compliance with your contract with Nuance, including (without limitation) compliance and anti-corruption contract clauses and compliance with this Code in general. Nuance requires you to have reasonable and appropriate systems in place to investigate and remediate any allegations of wrongdoing, to the extent permissible by local law.

You are required to notify Nuance as soon as reasonably possible (see section Asking questions and reporting violations) upon becoming aware of any violations of applicable law or the Code, or of any other allegations of wrongdoing related to your business with Nuance.

If you have any questions regarding the Code, or about Nuance's expectations from you, please contact Nuance in accordance with the reporting mechanism on [page 23](#).

You need to also **immediately notify Nuance** upon becoming aware of any negative or adverse publicity concerning your business or any product or service you provide to or buy from Nuance, or any event or circumstance related to your business that could be reasonably expected to cause negative or other adverse publicity concerning Nuance.

Asking questions and reporting violations

We are here to help you with any problem or question you encounter about the topics covered in the Code and our various company policies. If you are not sure how to handle something, or if you think there is a problem or something is wrong, please contact us (see below).

If you become aware of any violation (or have reasonable grounds to suspect a violation) of the Code by any individual, including any Nuance employees, other third parties or agents of Nuance, please inform Nuance in one of the following methods so that we can investigate the issue and try and put things right:



Contact the General Counsel by telephone (1-781-565-4731) or by email (GeneralCounsel@nuance.com).



Contact the Service Reliability Center Healthcare and Enterprise Incident Hotline by telephone (1-800-206-0393) or by email at security@nuance.com to make a confidential report.

The Nuance Service Reliability Center Healthcare and Enterprise Incident Hotline empowers you to confidentially report concerns or complaints through a secure server managed by a third party vendor.



About Nuance Communications, Inc.

[Nuance Communications](#) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and more than 75 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others. Nuance is a Microsoft company.

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