

Modern Slavery Statement

This statement sets out the commitment by Medallia, Inc, its affiliates, and subsidiaries, (together, “Medallia”) to the purpose and principles of the United Kingdom Modern Slavery Act of 2015 and Australian Modern Slavery Act of 2018 (Cth)(Aust) (together, the “Modern Slavery Act”).

Introduction

Medallia is a feedback management SaaS company that captures experience signals created on daily journeys in person, on calls and digital channels, over video and social media and IoT interactions and applies proprietary AI technology to reveal personalized and predictive insights that can drive action with tremendous business results. Medallia is used by global organizations of all sizes and therefore, Medallia recognizes that it has the responsibility to ensure that its business and supply chains are free from any form of modern slavery, including human trafficking.

Medallia opposes to all forms of modern slavery, including human trafficking, slavery, servitude, forced or compulsory labour, forced child labour, and all other trafficking-related activities (“Modern Slavery”). To that end, Medallia is committed to:

- Acting ethically, in a transparent manner, and with integrity in all our business dealings and our supply chains, including business partners, suppliers, contractors, and other third parties who provide or deliver any goods and services to Medallia.
- Fully complying with all applicable labour and employment laws, rules and regulations and working to mitigate the risk of Modern Slavery in Medallia’s business and supply chains.
- Implementing policies to ensure Modern Slavery is not in Medallia’s business and supply chains.

Medallia’s Policies

To demonstrate Medallia’s commitment to the letter and spirit of the Modern Slavery Act, Medallia maintains a program that includes the following internal and external policies.

Internal

Medallia has established several internal policies to prevent Modern Slavery in its business and supply chains.

- **Recruitment:** We maintain robust recruitment processes in line with applicable employment law, including the “right to work” document checks, and written contracts of employment for all global employees. We also require prospective employees to undergo comprehensive screening the hiring process, and subject to any restrictions imposed applicable law and based on jurisdiction, these background checks include criminal background checks, employment validation, and education validation as applicable.

- **Code of Business Conduct and Ethics:** Medallia requires all employees, contractors, and consultants to reaffirm their commitment to and compliance with Medallia's Code of Business Conduct and Ethics (the "Code of Conduct"). The Code of Conduct, adopted by Medallia's Board of Directors, states Medallia's expectations that all employees, contractors and consultants must not engage in actions that constitute any form of Modern Slavery and that they must display good judgement and maintain the highest personal ethical standards.
- **Employee Training:** Medallia provides regular employee training on conduct that is ethical, professional and reflective of a safe workplace environment.

External

Medallia has implemented measures to ensure that we work with businesses that are aligned with Medallia's commitment to have its business and supply chains free from any Modern Slavery.

- **Suppliers:** Medallia is committed to working with suppliers that comply with applicable laws and regulations and adhere to Medallia's highest standards for ethical business practices. As part of Medallia's vendor due diligence process, Medallia conducts a rigorous screening of our suppliers to ensure Medallia only engages with suppliers that aligns with Medallia's values as detailed in the Code of Conduct. Medallia has zero tolerance for those in our supply chain who do not meet and comply with Medallia's standards and expectations.
- **Alliance Partners:** All partners are required to go through a due diligence process and are contractually bound to act ethically and in compliance with applicable laws in carrying out their partnership roles with Medallia.
- **Acquisition:** Medallia performs extensive due diligence process and review of organizations that we acquire.

Continuous Commitment in Combating Modern Slavery

Medallia will continue to develop and implement measures to prevent any Modern Slavery activities in its business and supply chains. We will periodically conduct investigations to verify that our operations are in compliance with this statement, and if necessary, we will update this statement as appropriate.

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Hanna Steinbach
EVP & Chief Legal Officer