VERINT®

ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT 2022

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Introduction

We are pleased to present Verint's latest Environmental, Social & Governance ("ESG") report.

In this report, you will learn about our commitment to conducting business in an ethical manner, to promoting diversity and inclusion, and to working towards a sustainable future. We believe that our efforts to fulfill this commitment contribute to our objectives of creating value for our stakeholders and helping make the world a better place, and we look forward to our next steps on this journey.

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About Us

Verint® helps brands provide Boundless Customer Engagement®. For more than two decades, the world's most iconic brands—including more than 85 of the Fortune 100 companies—have trusted Verint to provide the technology and domain expertise they require to effectively build enduring customer relationships.

Verint is uniquely positioned to help organizations close the Engagement Capacity Gap™ with our differentiated Verint Customer Engagement Platform. Brands today are challenged by new workforce dynamics, ever-expanding customer engagement channels and exponentially more consumer interactions —often while facing limited budgets and resources. As a result, brands are finding it more challenging to deliver the desired customer experience. This creates a capacity gap, and brands can no longer sustain incremental hiring to keep up with the rapid increase in omnichannel

interactions. Organizations are increasingly seeking technology to close this gap. Through Verint Platform, we offer our customers and partners solutions to increase customer experience automation across the enterprise. These solutions automate workflows across enterprise silos to optimize workforce expense and at the same time drive an elevated consumer experience. Our solutions are used by approximately 10,000 organizations in over 175 countries across a diverse set of verticals, including financial services, healthcare, utilities, technology, and government. Our customers include large enterprises with thousands of employees, as well as small to medium-sized business ("SMB") organizations.

Verint is headquartered in Melville, New York, and has 14 managed offices worldwide, in addition to many on-demand, flexible coworking spaces.[1]

Elevated consumer expectations

The Engagement Capacity Gap™

Budget & Resources

Time
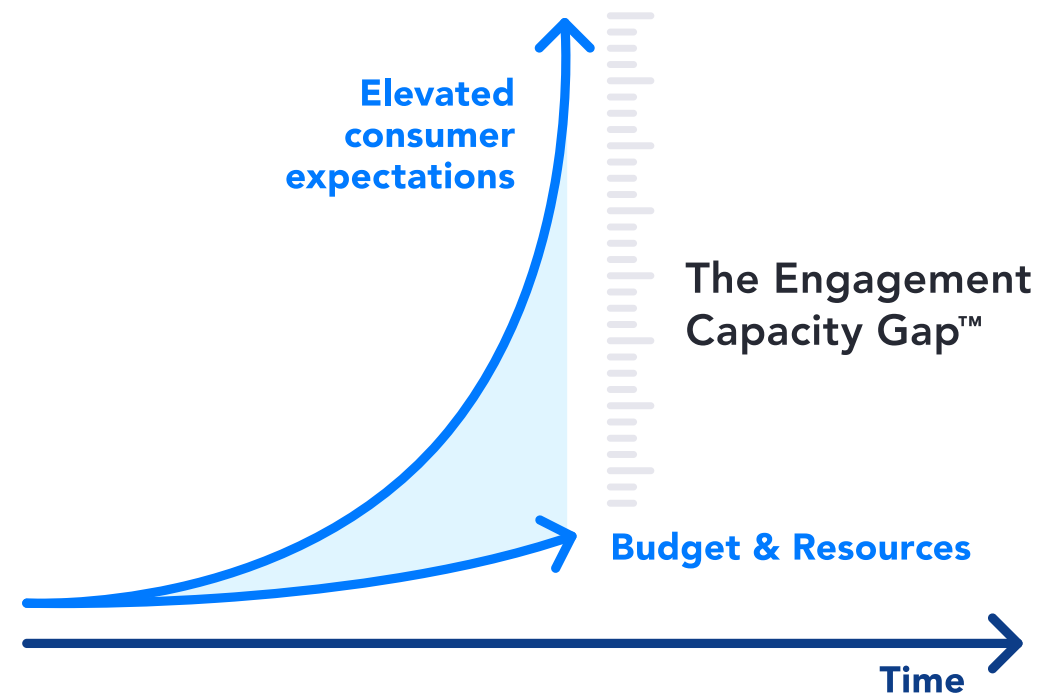
[1] The facilities data in this report is limited to our 14 managed offices and excludes data for any coworking spaces we contract for, offices that were not occupied, were abandoned or were in the process of being phased out, were subleased to third-parties, or were related to acquired subsidiaries or affiliates that had not been fully integrated into Verint, or for which we did not have sufficient information, as of the end of the reporting period.

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Our Commitment &
Our Core Values

We are committed to conducting business in an ethical manner and to working towards a sustainable future. We believe that doing so contributes to our objectives of creating value for our stakeholders, including customers and partners, employees and stockholders, the communities in which we work and the global community at large, and helping make the world a better place.

We have five core values that inform how we operate and the way we conduct our business:

1 The **integrity** to do what's right

2 The **innovation** to create leading solutions for real-world challenges

3 The **transparency** that fuels mutual trust and productive, collaborative working relationships

4 The **humility** to view our successes as milestones in our journey, and our mistakes as opportunities for improvement

5 A **passion** for making our customers and partners successful

These values are at the heart of our business activities, engagements, and relationships with stakeholders—as well as our ESG program.

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About This Report

The purpose of this report is to share information about our efforts and progress with respect to our ESG priorities based on the nature of our business and operations, management's assessment of our key associated risks, and the expectations of our stakeholders.

We have established an ESG working group comprised of members from our Legal and Risk & Compliance functions. This group, along with other contributing members from other functional areas, has general responsibility for the management of our ESG program under the supervision of our Chief Administrative Officer, our General Counsel, and other senior management.

The report is written by reference to the Sustainability Accounting Standards Board ("SASB") standard for our industry (Software & IT Services), with supplemental information provided based on our ESG priorities, the Global Reporting Initiative ("GRI") Standards, and the Task Force on Climate-Related Financial Disclosures ("TCFD").

Unless otherwise indicated, this report generally covers information for our global operations for our fiscal year ended January 31, 2023 and/or calendar year 2022. Certain acquired subsidiaries or affiliates may not be included in this report to the extent they had not been fully integrated into Verint, or for which we did not have sufficient information, as of the end of the reporting period.

Our ESG Priorities

We use a variety of means to identify our key ESG risks, develop our ESG priorities, and help guide and further develop our ESG program and strategy, highlighted below.

- In preparation for this report, our senior management participated in a materiality assessment. The assessment is a useful tool for helping us to prioritize ESG issues and build our ESG strategy.

- We perform periodic industry benchmarking analyses to understand and assess the ESG risks and priorities identified by our peers in the software and technology industry.

- Finally, we review a number of the major ESG reporting frameworks and standards (such as SASB, GRI, and TCFD) to understand their areas of focus for companies in our industry.

Based on the foregoing, we consider the issues listed in the following Materiality Table to be our core ESG priorities. We address each of these subjects in this report, in addition to other supplemental information we believe may be useful to our stakeholders.

Materiality Table

ENVIRONMENTAL	SOCIAL	GOVERNANCE
Energy use, management & greenhouse gas emissions	Diversity, equity & inclusion	Ethical conduct
	Employee wellbeing, benefits & development	Legal & regulatory compliance
	Community involvement & giving	Data privacy
		Information / cyber security
		Risk management

Environmental

Sustainability Strategy

We are committed to reducing our environmental impact and to providing our customers with environmentally-friendly solutions and services to help them reduce their environmental impact.

Our company-wide commitment to reducing energy consumption and increasing efficiency is outlined in our Environmental Health and Safety (EHS) Policy. Reducing cloud resource consumption is also a core focus of our product development strategy.

- Nearly all of our product offerings are available in the cloud, which can cut energy usage compared to traditional on-premises deployments. Our multi-tenant cloud offerings result in sharing computing resources among many customers, where we can achieve economies of scale, especially when it comes to energy consumption and carbon emissions.

- Nearly all of our product development and testing is done in the cloud, which can cut energy usage compared to traditional colocation environments.

- We seek to mitigate our carbon footprint by partnering with cloud service providers or colocation facilities that have a carbon neutral or carbon negative commitment.

- We work to optimize our cloud platform and cloud product offerings by improving central processing unit usage and reducing resource consumption thereby reducing energy consumption.

- For our deployments that are on-premises or hybrid, we typically fulfill the software electronically via download.

- We have implemented a hybrid work model and have reduced our office footprint around the world.

- When appropriate, we encourage virtual rather than in-person meetings in part to reduce greenhouse gasses associated with travel.

- Verint is certified for the ISO 14001 Environmental Management Standard in applicable locations.

- We encourage our suppliers to pursue "green" policies and sustainability efforts, in addition to requirements that we impose regarding the health and safety of their employees.

- We educate our employees on environmentally sound practices relative to their job functions and provide them with opportunities to recycle in our managed offices.

- We monitor our progress to help us set future goals.

Reducing Our Office Footprint

We have implemented a hybrid work model and have reduced our office footprint around the world. For the 14 remaining offices that we continue to manage, we strive to reduce energy consumption, including through the use of motion sensor light switches, smart thermostats, and the configuration of computers and monitors to enter sleep mode when not in use. Two of these 14 managed offices are also located in buildings that are certified as green under local standards.

Our actions in reducing our number of managed offices are expected to have a number of benefits to us and to the environment, including, among others, reducing electrical consumption, our carbon footprint, and the emission of greenhouse gasses associated with employee commuting.

Electrical Energy Consumption

We rely on energy resources, primarily electricity, for powering the operation of our managed offices and in the deployment of our solutions. With respect to our managed offices, during the fiscal year ended January 31, 2023, our electricity use totaled approximately 7,600 megawatt-hours ("MWh") (or approximately 27,400 gigajoules) globally. Using the Greenhouse Gas Equivalencies Calculator from the U.S. Environmental Protection Agency, this equates to approximately 3,300 metric tons of CO2 equivalent ("MTCO2e") of emissions globally (classified as Scope 2 emissions). We have estimated that approximately 18% of this electricity came from renewable sources, with the remainder coming from non-renewable sources.[2]

[2] See footnote 1.

Migration to the Cloud

In 2021, we began a process to fully transition both our internal data centers and our external cloud operations to third-party cloud service providers or colocation facilities, enabling us to leverage technology partners to provide best-in-class data center and cloud services at scale. As this process has progressed, we are now transitioning our colocation operations to the cloud as well. We expect this process to be completed during 2023. As noted above, we seek to partner with cloud service providers that have a carbon neutral or carbon negative commitment.

Customer Cloud Platform

Our solutions are used by approximately 10,000 organizations in over 175 countries. Over the last few years, we have seen an accelerating trend of customers migrating to our SaaS solutions and we expect to substantially complete our SaaS transition next year (the fiscal year ending January 31, 2025).

Estimated emissions attributable to our customer cloud operations were approximately 180 MTCO2e for the 12-month period from January 2022 to December 2022.[3]

Internal Cloud Operations

Virtually all of our overhead IT has been migrated to third-party cloud providers or colocation providers. Estimated emissions attributable to our primary outsourced overhead functions were approximately 1 MTCO2e for the 12-month period from January 2022 to December 2022.[4]

[3] Data obtained from reporting tools provided by our cloud vendor(s). We understand that these figures reflect our attributable share of the vendor(s)' Scope 1 and Scope 2 emissions associated with our utilization of their cloud platforms. Our vendor(s) may alter the methodology they use for calculating and/or presenting the data on their platform(s) from time to time, which may result in lack of comparability of the data available to us from period to period. For this 2022 report, we understand that the vendor data available to us does not include an attribution of the vendor(s)' Scope 3 emissions. For clarity, we currently classify all emissions associated with our utilization of our vendor(s)' cloud platforms as Scope 3 emissions (relative to Verint).

[4] See footnote 3.

Water Utilization

We do not directly make use of water other than for the restrooms and kitchenettes at our managed offices. Additionally, two of our managed offices participate in grey water recycling programs in their local areas.

We seek to partner with cloud hosting providers who are committed to the reduction of water usage in cooling their data centers.

In 2022, our holiday gift giving event in the U.S. included a give back of six months' worth of clean water to over 1,500 individuals in developing countries.

E-Waste Diversion Program

We have implemented an e-waste diversion program in the U.S. which includes unrepairable product and competitor products that we have replaced. We estimate that this program prevented approximately 1.8 kilopounds (or approximately 0.8 metric tons) of e-waste from being disposed of in landfills during 2022. Our e-waste diversion program is ISO 14001 certified.

Waste Electrical and Electronic Equipment Compliance

Under the Waste Electrical and Electronic Equipment (WEEE) Directive and implementing regulations, when customers within our EMEA region buy new electrical and electronic equipment from us they are entitled to send old equipment back to us for recycling under certain circumstances, such as at end of life.

Social

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Our Global Workforce

As of our most recent fiscal year end, our worldwide team was comprised of approximately 4,300 innovative customer engagement employees, plus a few hundred contractors. Our employees are located in more than 35 countries across three regions, representing approximately 75 nationalities and 60 native languages.

We are not dependent on foreign nationals in any of the countries where we have operations. Overall, about 4% of our employees worldwide are on work visas.

Our overall employee attrition rate has been below average for our industry for the past several years.

In locations where we maintain physical offices, we encourage local employment and the hiring of local managers. Working hand in hand with local communities to foster job creation, our goal is to support local economies and create ecosystems of employees rich in technical and professional knowledge from which we can recruit.

Our globally distributed workforce and hybrid work model has enabled us to be resilient, agile, and flexible in operating our business, supporting our customers, and recruiting the best new talent available to us, irrespective of location.

## PERCENTAGE OF TOTAL EMPLOYEES BY LOCATION

34%
43%
23%
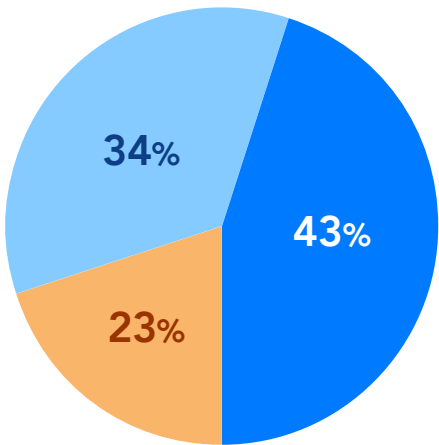
- Americas
- EMEA (including Israel)
- APAC

Diversity, Equity, & Inclusion

Our goal is to have our company reflect the global communities in which we work and the customers we serve. We are dedicated to fostering an inclusive and diverse global workforce and believe that our business is further strengthened by that diversity.
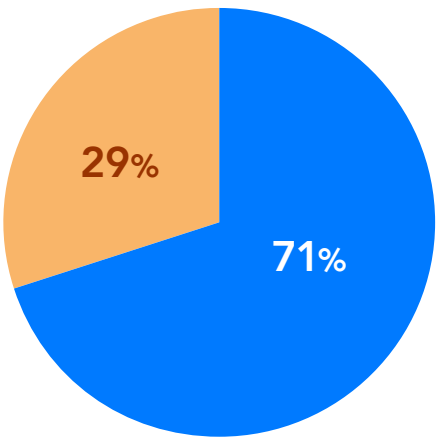
As of the end of our most recent fiscal year, on a global basis, female representation remained stable at approximately 33% of our employee base and 29% of our leadership roles.

FYE 2023 GLOBAL GENDER OF EMPLOYEES

33%

67%
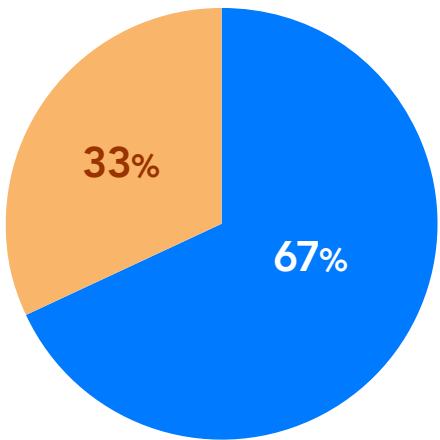
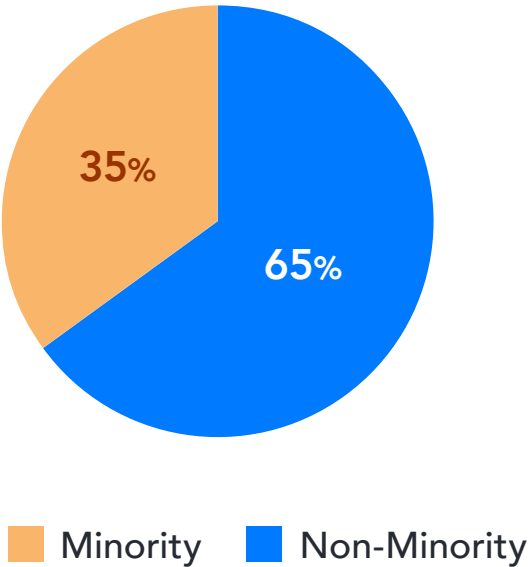Female   Male

FYE 2023 LEADERSHIP GENDER

29%

71%

Female   Male

US MINORITY & NON-MINORITY

As of the end of our most recent fiscal year, approximately 35% of our U.S. workforce was comprised of minorities.

Minority   Non-Minority

Our efforts to recruit, develop, and retain a more diverse workforce continue to be a priority, with a focus both on gender and on those groups historically underrepresented in the technology field.

- We continue to build relationships in the U.S. with historically black and women colleges, including establishing expanded connections with career centers, attending career fairs they organize, and participating in recruiting programs for interns and new graduates from such schools.

- Our U.S. talent recruitment efforts focus on strategic outreach to build diverse pools of qualified candidates, including posting open jobs with over 70+ minority-based organizations and job alliances, such as those focused on opportunities for veterans and disabled persons.

- In EMEA, we support a robust recruiting program focused on driving more diversity, including, but not limited to, interns and new graduate hires from various colleges, and utilizing our U.K. memberships in Women in Tech® and in Neurodiversity in Business organizations.

Our Diversity, Equity & Inclusion Council focuses on promoting an environment that attracts and retains the best talent, values diversity, educates our employees, and encourages innovation. The council has two main objectives:

1 Continue to increase diversity across the organization when attracting new talent; and

2 Increase cultural and diversity awareness within the organization through training, education, community partnership, and employee events.

The council currently has several initiatives underway and is actively promoting gender inclusion, through our "Women's Inclusion Network (WIN)" employee resource group, various other inclusion awareness and education campaigns relating to disabilities, ethnic-based programs and other activities targeted at driving an inclusive culture.

Board Diversity

Our Board of Directors is currently comprised of 11 directors, including three female directors, one of whom identifies as racially / ethnically diverse. We were pleased to have increased female representation on our Board in 2022 and both female and minority representation on our Board in 2023. The composition of the current Board reflects diversity in business and professional experience, skills, gender, and age among our directors.

The Board has adopted a policy (reflected in the corporate governance guidelines contained in the charter of the corporate governance & nominating committee) that the initial list of candidates from which new director nominees are selected as part of any independent search process initiated by the Board include candidates with a diversity of gender, race, or ethnicity.

Employee Wellness, Development & Engagement

We are focused on employee wellness, including by providing programs that focus on mental health, financial and physical wellness, and advice to improve work life balance. We also provide a company paid employee assistance program ("EAP") that provides for over 200 learning opportunities for our employees' personal and professional growth and other initiatives focused on providing employees with a toolkit of professional development options.

Our company paid or subsidized benefits, competitive paid time off programs, flexible work schedules, and family-friendly environment are key in recruiting and maintaining high-caliber talent globally.

We recognize differences in family composition and our U.S. benefit plans provide options for employees in diverse family circumstances, including domestic partner benefits, adoption assistance, and fertility assistance.

Our hybrid work model gives employees the flexibility to work from home or remotely. We provide each employee with a full technology stack comprised of a laptop, monitors, and other accessories to support a remote work setup.

We make efforts to listen to the voice of our employees. Part of the feedback we received from our last employee survey included requests for additional development and collaboration opportunities. In 2022, we enhanced our learning and development options to include Verint Academy. Employees have extended learning options for additional soft skills, and technical and professional training through this self-service option. Additionally, we launched collaboration sites, partnering with a global provider for co-working space, that allow employees from all over the world to reserve local collaboration/office space as needed to work with their colleagues in person. We have also invested in converting our offices into high-tech collaboration sites for employees to work with colleagues and teams in person as needed. We also enhanced our benefit offerings through a gamified well-being application called vWellness, which offers hundreds

of programs. The launch of this global vWellness program provides our employees with the tools necessary to focus on physical, mental, financial, and professional well-being, in addition to providing more work life balance, as part of our new hybrid work model.

Our fast-paced, challenging, and collaborative work environment nurtures professional growth and offers a wide array of career advancement opportunities. Our workforce planning tools provide managers with a framework for thinking strategically about the talent our company requires to achieve our business goals. Continuous learning and the professional development of our employees are key factors in our success. All our employees are afforded the opportunity to take part in our training programs, with the ability to focus their learning on the skills and knowledge that are most relevant for their professional development. We offer thousands of training courses through multiple channels of learning, including Verint Academy, technical skills training, online training offerings through our EAP and wellness applications, mentorship sessions and leadership coaching, and traditional classroom and external training engagements assigned by leadership for personal and professional development. We conduct annual performance reviews for all of our employees which include an opportunity for employees to discuss career development with their managers.

Community Involvement and Giving

We are committed to giving back to the communities in which we live and work. In 2005, we launched the Verint Next-Generation Program, which engages our employees around the globe in projects that benefit children in need.

As part of the program, our employees have engaged in various community activities, including supplying food pantries, participating in blood drives, collecting clothing and school supplies, building playgrounds, cleaning parks and planting gardens. We are also proud to support our employees' community service activities with programs for donating employee time to qualified children's organizations and matching grants. For the fiscal year ended January 31, 2023, Verint and our employees donated over $450,000 to children's charities through the program, with nearly 500 of our employees supporting approximately 40 local non-profit organizations in our local communities. We also focused on supporting vulnerable children in Ukraine.

Human Rights and Labor Practices

We maintain policies and procedures to comply with the UK Modern Slavery Act in an effort to ensure that our practices are in line with relevant human rights and labor standards.

We are committed to ensuring that neither our own business practices nor those of our suppliers involve any form of slavery, forced labor, human trafficking, or child labor. See "Supply Chain / Third-Party Responsibility" below for more information on our expectations for our suppliers.

Governance

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Ethical Conduct and Oversight

We view sound corporate governance and ethical conduct as essential to the success of our business and our ability to create value for our stakeholders. We believe that enduring economic success is inextricably linked to ethical business conduct and responsible corporate citizenship.

We understand that a company is only as ethical as its employees. We believe that the most important and effective way to communicate the importance of ethics and compliance to our employees is to set an effective "tone at the top", starting with our Board and senior management. We seek to accomplish this by:

- Modeling ethical behavior at the Board and management team level, as well as adopting an open and responsive approach to concerns that are raised by others.

- Communicating about ethics and compliance issues frequently, seriously, and openly at all levels of the organization.

- Building and maintaining a strong governance and compliance infrastructure for the company.

We keep our Board and its committees informed of our compliance activities several times a year as part of scheduled updates, and more frequently where necessary. The Board and its committees are actively involved in setting compliance priorities, evaluating the company's assessment of its risk and control environment, and overseeing progress on risk mitigation activities.

- Our corporate governance & nominating committee has general responsibility for overseeing our ESG program and related ESG risks, including with respect to environmental / climate change factors. This committee is also responsible for establishing our corporate governance guidelines, overseeing the Board's operations and effectiveness, and identifying, screening, and recommending qualified candidates to serve on the Board.

- Our audit committee assists the Board in its oversight of our compliance with all applicable laws and regulations, including the quality and integrity of our financial reporting, internal controls and audit functions, as well as general risk oversight.

- Our compensation committee is responsible for setting our compensation philosophy, oversight of compensation and human capital risks, approving compensation arrangements for our executive officers, and administering our stock incentive compensation plans for all our employees.

Compliance Program

We have adopted a broad corporate governance and compliance program, which includes policies and procedures, training, systems, and tools.

We are firmly committed to maintaining strong corporate governance and compliance programs informed by best practices and we periodically review our policies and procedures to ensure they are up to date with regulatory requirements.

We are also committed to maintaining a strong control environment and to making effective controls an integral part of our routine business practices, with checks and balances in place to help us address issues before they become larger problems.

We require our employees to act in compliance with all applicable laws and regulations and to maintain a high level of ethical conduct in their dealings with customers, suppliers, and other stakeholders.

We conduct periodic audits or assessments of our programs.

Code of Conduct

All of our employees, officers, and Board members are required to comply with our Code of Conduct. Our Code of Conduct clearly articulates our core values, describes our policies and procedures, and provides our people with guidance on important ethics and compliance issues, including a framework for making good decisions and instructions for communicating areas of concern. Our Code of Conduct covers the following areas:

- Ethical and legally compliant business conduct, including in dealings with customers, suppliers, and competitors

- An inclusive, fair, and diverse work environment, including equal opportunity in hiring and promotion practices

- A safe and healthy work environment

- A zero-tolerance policy for unlawful discrimination or harassment or for workplace violence

- Prioritization of company business and activities during working hours and proper conduct during off hours

- Protection and safeguarding of company assets and resources, both tangible and intangible (including intellectual property), customer information, personally identifiable information, and responsible use only for designated proper purposes

- Securing the company's physical and electronic assets and systems, and its product offerings

- Proper handling of actual or potential conflicts of interest

- Compliance with applicable laws, including prohibition on bribes or other improper payments, adherence to applicable import / export requirements, and prohibition on insider trading

- Rules and guidance on gifts and entertainment from / to third parties

- Accurate record keeping and public disclosure

- Authorized and coordinated public statements or disclosure

- Reporting concerns

Anti-Bribery / Anti-Corruption (ABC)

As a global organization, Verint is committed to complying with all applicable laws in the countries in which we operate including, importantly, laws concerning public or private bribery and corruption. We prohibit the giving, offering, or receiving, of anything of value, if intended for unlawful purposes. This includes a prohibition on corrupt payments of all kinds, including facilitation payments.

We also expect our third-party partners to share our commitment to uphold the highest ethical standards in this regard. See "Supply Chain / Third-Party Responsibility" below for more information on our expectations for our suppliers.

Our ABC program includes:

- Risk-based third-party due diligence procedures and screening

- Employee ABC training

- ABC contractual requirements and representations from third parties with whom we do business

Our ABC program also includes ABC awareness training requirements for certain third-party partners based on the results of our due diligence review, which is currently in the process of being reviewed and revised.

Trade Compliance

We have a trade compliance program that is designed to ensure that we and our counterparties comply with all applicable export and import laws, rules, and regulations.

Our trade compliance program includes:

- Screening of transaction counterparties

- A process for product classification (for import / export)

- Periodic employee trade compliance training

- Contractual requirements and representations from third-parties we do business with

- Sanctions compliance

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Data Privacy

The use of our solutions and the operation of our business involves the collection, storage, and transmission of data, including data belonging to our employees, customers, and partners, some of which constitutes personal data.

Verint understands the importance of handling information assets, respecting the rights of individuals, and compliance with data privacy laws. When we obtain personal data for our own business purposes, for instance through our marketing or business development activities or otherwise from business persons or entities with whom we do not have an agreement, our Global Privacy Notice explains how we collect such personal data, the purposes for which data is used, and our compliance procedures. For example:

- Where we collect personal data from such third-parties we are clear this is with consent or another legal basis and we outline the purposes for which personal data will be used.

- We do not knowingly process data about children.

- We do not sell data we have acquired for marketing purposes.

- We do not sell personal data.

Verint's policy and practice is to only use data in accordance with the primary purposes for which it was lawfully obtained. The Global Privacy Notice also explains how to contact us in the event of concerns or questions regarding privacy rights.

For our recruiting efforts, Verint provides job applicants with a privacy notice that describes how we collect, process, and store their personal data.

With respect to our customers and partners, we act in a limited capacity as an appointed service provider and may process personal data on a customer's or partner's behalf under our customer and partner agreements. When appointed as a service provider, we will enter into an appropriate written agreement which details the purposes for which we collect and process data from the relevant counterparties.

When we contract with third parties for the provision of goods or services to us, we undertake privacy due diligence and ensure that appropriate contractual measures are put in place.

In addition to our Global Privacy Notice, we maintain internal policies and procedures relating to data privacy, including:

- Regional employee privacy policies

- General Data Protection Regulation (GDPR) policies for customer and employee data

- Global information security

- Incident management

Besides our regional employee privacy policies, we are in the process of developing a global employee privacy policy, which will apply to our current/former employees, temporary staff, independent contractors, or contingent workers. The policy will provide assurance to our workforce regarding our efforts to safeguard and protect their data and let them know how we collect, process, use, store, and share their information for business purposes. Our data privacy compliance program also includes the following measures:

- Monitoring of privacy regulations (such as EU & UK GDPR, the Brazilian LGPD, and the California Consumer Privacy Act and California Privacy Rights Act) and how we comply with differing laws and standards across our global operating footprint.

- Regular consultations with leading international privacy advisers to determine how evolving information regulations impact our business functions and customer operations.

- Establishment and administration of privacy and information security policies and procedures for the collection, storage, processing, and maintenance of personal data.

- Use of specialized technology tools to strengthen our compliance activities and assist us in mapping, monitoring, and benchmarking our data processing activities.

- Data privacy training for our employees.

Our Global Privacy Office function resides within our Legal department, which reports to senior management and ultimately to our Board. The Global Privacy Office seeks to ensure the appropriate oversight and expertise are provided on global privacy laws and requirements. We have also established regional Data Protection Officers to ensure we understand and take the necessary steps to comply with the range of evolving data privacy and protection laws applicable to the numerous jurisdictions in which we operate.

Verint does not typically receive law enforcement requests for user information. In the event such a request is received, our usual practice is to refer the law enforcement agency to the relevant customer organization. Our products or services do not incorporate government-required monitoring, blocking, content filtering, or censoring.

Our solutions are designed to help our customers comply with their own privacy compliance requirements. For example, our solutions enable selective access rights, rectification, erasure, and data portability.

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Information / Cyber Security

Verint is committed to the protection of our data and third-party data through the implementation of technological and organizational measures designed to reduce the risk of data theft or destruction. These measures include:

- The adoption of best practices frameworks for our cybersecurity program, including SOC 2, PCI-DSS, ISO 27001, and NIST CSF and 800-53

- Certifications or conformance for applicable products and services, including SOC 2, PCI-DSS, ISO 27001, and HIPAA

- The adoption of best practices frameworks by applicable partners, including SOC 2 and FedRAMP

- Experienced personnel with certifications that include Certified Information Systems Security Professional (CISSP), Certified Information Systems Management (CISM), and Certified Information Systems Auditor (CISA)

- Independent third-party verification of risk management standards for portions of our products and services, with planned expansion in the future

As part of our adherence to the foregoing security frameworks:

- We maintain a dedicated security operations team to monitor our back office and customer facing cloud environments 24x7x365.

- We make use of industry-leading cyber security tools and services for real-time security monitoring, vulnerability management, and threat intelligence.

- We encrypt data at rest and in transit.

- We use least privilege access methodology.

- We maintain internal controls, including for identity and access management and logging.

- We maintain policies and procedures relating to information security, including for incident management and business continuity.

- We conduct regular vulnerability assessments on our infrastructure and solutions.

- We maintain emergency response procedures which are tested at least annually.

- We maintain backups and disaster recovery plans which are tested at least annually.

- We conduct employee information security training.

Any data breaches or law enforcement issues associated with cyber security, or other material legal proceedings, are disclosed in our U.S. Securities and Exchange Commission ("SEC") filings where required.

Artificial Intelligence

AI: Empowering Our Customers

Verint's solutions empower our customers with market-leading AI technologies, which can be configured to address each customer's priorities and unique challenges. Our current SaaS platform enables our customers to make use of artificial intelligence anywhere within our solution portfolio.

Our Verint Da Vinci™ AI tools are designed to augment the human workforce for maximum impact, to increase productivity, and to improve process outcomes. Verint Da Vinci enables people and AI-powered bots to work together to deliver faster and better experiences and outcomes to end customers and employees.

Commitment to Ethical AI Practices

We work to ensure fairness and avoid bias in our AI systems and are dedicated to complying with relevant laws, regulations, and industry standards governing AI development and deployment.

For current and future development of AI-enabled products and services, we are implementing a responsible approach to AI focused on fairness, accountability, transparency, and ethical principles, from project definition to model deployment, with continuous monitoring and improvement, including the following safeguards:

Human-in-the-Loop Models

Making use of human-curated and fully interpretable models that can be audited in their potential and live behavior.

Statistical Tests

Applying automated statistical techniques and responsible AI toolkits to review training data sets. These reviews help to protect sensitive information, maintain privacy, and identify and understand imbalances or biases that may affect the resulting model's decisions. These reviews also help ensure that we can explain results and predictions. Findings are reviewed by humans so that imbalances can be corrected, and the model retrained.

Model Drift Monitoring

Making use of tools to monitor drift (e.g., deterioration of the model's predictive power resulting in decreased accuracy) using a human-curated baseline training data set.

We perform an AI ethics review as part of scoping and defining our AI research. This assessment affords us the opportunity to explore possible harms or effects associated with the use of the AI technology, including assessing whether the outputs of such use produce: (a) high quality results, (b) incorrect or low-quality results, (c) the misapplication of results, or (d) the correct or incorrect application of continued learning.

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Business Continuity

Verint recognizes the critical role of Business Continuity Management ("BCM"), and has established processes, resources, and guidelines designed to ensure the availability of Verint business functions and services to customers and partners in the event of emergency or other operational disruption.

The BCM program, which is based on the principles of the ISO 22301 standard, is focused on maintaining continuity in the delivery and support of our products, as well as traditional back-office support functions. The BCM program also provides for data and knowledge redundancy and includes robust backup and recovery processes. Verint has put in place the infrastructure, policies, and procedures to allow employees to seamlessly

work remotely, as required. We also require our key suppliers and subcontractors to define and maintain their own business continuity management plans and to make them available to Verint for review upon request.

We have not historically experienced material performance issues, material service disruptions, or material customer downtime in our cloud-based product offerings.

Supply Chain / Third-Party Responsibility

Compliance matters

In addition to our Code of Conduct, we have an established Third-Party Code of Conduct which outlines our expectations of suppliers and third-party partners regarding, among other things:

- Compliance with relevant laws and regulations, including anti-bribery & anti-corruption

- Protection of human rights and fair and non-discriminatory labor practices

- Prohibitions on the use of child and forced or involuntary labor

- Protection of the environment

- Employment, diversity, and provision of equal opportunities

- Workplace conditions and employee health and safety

- Management of conflicts of interest

- Information security and protection of data

- Use of Verint's technology and electronic assets

- Record keeping

In addition, we have adopted a Conflict Minerals Policy in compliance with applicable SEC rules regarding the responsible sourcing of certain minerals, which we expect our suppliers to follow. We conduct annual supply chain due diligence in furtherance of this policy and to support our annual conflict minerals report filed with the SEC.

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Supplier Management

We have implemented a supplier management program designed to maximize the value of our key supplier relationships while mitigating risks. Key elements of the program include:

- Supplier prioritization – Assessing each supplier's business impact versus the difficulty of moving to an alternative provider

- Supplier qualification – A vetting process based on sound and responsible business practices and in compliance with regulatory and customer commitments

- Supplier performance management – A measurement system which tracks performance against contractual obligations, stakeholder expectations, and strategic goals

- Supplier relationship management – A series of value creating strategies to foster mutually beneficial partnerships

Diversity and Socially Responsible Procurement Practices

We encourage socially responsible procurement practices by actively pursuing business relationships with small businesses and suppliers owned by minorities or by women.

To facilitate this objective, we utilize a third-party tool which aggregates data about the diversity qualifications of more than a million potential suppliers and then allows us to measure our spending with these suppliers.

In 2022, we spent over $22 million across nearly 90 diverse suppliers in the U.S., including $4 million to suppliers owned by women or minorities.

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Training

Verint® has a broad corporate compliance training program that consists of five core course topics: Code of Conduct, Information Security and Data Privacy, Anti-Bribery / Anti-Corruption, Insider Trading, and Global Trade Compliance. During the fiscal year ended January 31, 2023, we revised and enhanced our training modules on each of these core topics. These new training modules were delivered to thousands of our global employees during the year, and we seek to achieve a 100% completion rate for each training cycle.

Reporting Concerns

Verint has an open-door policy in which we encourage open communication, feedback and discussion about any questions, problems, suggestions, or other matters of importance to an employee. We actively encourage our employees to report issues or concerns to their managers, human resources contacts, legal department contacts, or members of senior management. We also maintain an Ethics Help Line where employees can submit issues or concerns, including potential violations of the Code of Conduct or other policies, 24 hours a day, 365 days a year, via phone or the Internet, with a link available on our public website. Any matter reported to our Ethics Helpline may be requested to be sent directly to the audit committee of our Board.

Anti-Retaliation Policy

We believe it is essential that our employees feel empowered to raise concerns with the expectation that these concerns will be promptly reviewed and appropriately addressed, and that they will not be subject to retaliation as a result. As such, Verint prohibits retaliation in any form against any employee by another employee or the company.

Risk Management

The Board and its committees take an active role in overseeing the assessment and management of our risks. The Board believes an effective risk management system will:

- Timely identify the material risks that we face.

- Ensure communication of necessary information with respect to material risks to senior executives and, as appropriate, to the Board or relevant committees.

- Facilitate implementation of appropriate and responsive risk management strategies consistent with our risk profile.

- Integrate risk management into our decision-making.

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The Board and its committees regularly receive information regarding our financial position, capital structure, operations, strategy, compensation, compliance activities, information/cyber security, and risk management from senior management. During its review of such information, the Board and its committees discuss, review, and analyze risks associated with each area, as applicable.

- The audit committee oversees management of financial and compliance risks, including with respect to financial reporting and related information systems, credit and liquidity, legal compliance, potential conflicts of interest, and related party transactions.

- The compensation committee discusses, reviews, and analyzes risks associated with our compensation plans and arrangements, including human capital risks related to recruiting, retention, and attrition. The committee also receives updates on trends and developments in compensation and related matters from its independent compensation consultant at least annually.

- The corporate governance & nominating committee oversees risks associated with our overall governance practices and the leadership structure of our Board. The committee receives updates on corporate governance and public company legal matters from internal and external counsel on a regular basis throughout the year, including with respect to ESG trends and developments, and periodic reports from management on our ESG program, as part of its oversight of ESG-related risks, including those associated with environmental / climate change factors. To date, we have not identified material climate-related risks to the company as part of our assessment processes, however, we continue to monitor this area as one of our ESG priorities.

The full Board is regularly informed about the activities of its committees through committee reports and other communications, as well as participation in committee meetings by non-committee member directors from time to time. The Board also oversees risk management and compliance generally, including information security / cyber security, on which it receives reports at least quarterly. The quarterly briefing on information security / cyber security includes information about our information security systems and tools, policies and procedures, security events, testing, audits, risk areas, and mitigation plans.

Under the oversight of the Board, we have also undertaken a number of enterprise risk assessments over the years and have implemented policies, procedures, and programs designed to help manage the risks to which we are exposed in our business and to align risk-taking appropriately with our efforts to increase stockholder value. For example, we conduct a quarterly survey process encompassing hundreds of employees which seeks to ensure that material information about our operations, finances, and compliance activities is effectively conveyed to senior management on a timely basis.

Board Independence and Refreshment

Our Board is currently comprised of eleven members, ten of whom are independent directors, including our lead independent director. All of our standing Board committees are comprised solely of independent directors.

We endorse the concept of Board refreshment, with seven new independent directors in the last five years, including one new independent director in 2023.

Stockholder Engagement

We are committed to frequent and extensive stockholder engagement to learn what issues are important to our stockholders.

It is and has been our practice for many years to engage with our investors on a regular basis. Each year, we typically meet with well over a hundred investors as part of our investor relations program, during which we make ourselves available to discuss, subject to the limitations of applicable securities law, any subject our stockholders wish to raise with us, including matters of strategy, capital allocation, corporate governance, and executive compensation. We believe this program of regular stockholder engagement has been productive and provides an open exchange of ideas and perspectives for both management and our stockholders.

As part of our overall stockholder engagement, each fall we proactively reach out to substantially all of our large stockholders, with the direct participation of our compensation committee chairman.

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Awards and Recognition

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Additional Information

Verint® (Nasdaq: VRNT) helps the world's most iconic brands build enduring customer relationships by connecting work, data, and experiences across the enterprise. Approximately 10,000 organizations in 175 countries – including over 85 of the Fortune 100 companies – are using the Verint Customer Engagement Platform to draw on the latest advancements in AI, analytics, and an open cloud architecture to elevate customer experience.

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Learn more at Verint.com.

Our Code of Conduct and many of our other corporate governance or compliance policies are available on the corporate governance page of our website.

Additional information about our Board of Directors, our stockholder engagement efforts, and our executive compensation, including CEO pay ratio and pay-for-performance, is included in our annual proxy statement.

Our ESG team can be reached at ESG@verint.com.

Forward-Looking Statements

This report may contain "forward-looking statements," including statements regarding expectations, predictions, views, opportunities, plans, strategies, beliefs, and statements of similar effect relating to Verint Systems Inc. These forward-looking statements are not guarantees of future performance and they are based on management's expectations that involve a number of known and unknown risks, uncertainties, assumptions, and other important factors, any of which could cause our actual results to differ materially from those expressed in or implied by the forward-looking statements. The forward-looking statements contained in this report are made as of the date of this report and, except as required by law, Verint assumes no obligation to update or revise them, or to provide reasons why actual results may differ. For a more detailed discussion of how these and other risks, uncertainties, and assumptions could cause Verint's actual results to differ materially from those indicated in its forward-looking statements, see Verint's filings with the SEC.

This report does not cover all the information about our business. The inclusion of information or references in this report, including the use of "materiality" or similar terms, should not be construed as a characterization regarding the materiality of such information to our financial results or that such information is necessarily material to investors or other stakeholders for purposes of U.S. federal securities laws.

SASB CONTENT INDEX (Software & IT Services)

Company: Verint Systems Inc.

Reporting Period: February 1, 2022 to January 31, 2023 or calendar year 2022 (unless otherwise indicated)

All disclosures, including metrics and other statements, information, and data set out in Verint's ESG Report and/or the SASB Index below are estimates based on available data at the time of collection.

Topic	SASB Code	Metric	Disclosure	Location
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Total Electricity Consumption: approx. 7,600 MWh (approx. 27,400 gigajoules)* Electricity generated from renewable sources: We have estimated that approximately 18% of this electricity came from renewable sources, with the remainder coming from non-renewable sources. *See footnote 1.	2022 ESG Report - Environmental, Electrical Energy Consumption
	TC-SI-130a.2	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	We do not directly make use of water other than for the restrooms and kitchenettes at our managed offices.	2022 ESG Report - Environmental, Water Utilization
	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	As part of our sustainability strategy, we seek to partner with cloud service providers and colocation facilities that have a carbon neutral or carbon negative commitment, or are committed to reduction of water usage in cooling their data centers.	2022 ESG Report – Environmental, Sustainability Strategy

Topic	SASB Code	Metric	Disclosure	Location
Data Privacy & Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	Verint's Global Privacy Notice explains how we collect personal data, the purposes for which data is used, and our compliance procedures. The Global Privacy Notice can be accessed via Verint's website.	2022 ESG Report - Governance, Data Privacy Verint Global Privacy Notice
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	Verint's policy and practice is to only use data in accordance with the primary purposes for which it was lawfully obtained.	2022 ESG Report – Governance, Data Privacy
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Any data breaches or law enforcement issues associated with cyber security, or other material legal proceedings, are disclosed in our SEC filings where required.	2022 ESG Report – Governance, Information Security / Cyber Security
	TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	Verint does not typically receive these types of requests. In the event that such a request is received, our usual practice is to refer the law enforcement agency to the relevant customer organization.	2022 ESG Report - Governance, Data Privacy
	TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Our products or services do not incorporate government-required monitoring, blocking, content filtering, or censoring.	2022 ESG Report - Governance, Data Privacy
Data Security	TC-SI-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	Any data breaches or law enforcement issues associated with cyber security, or other material legal proceedings, are disclosed in our SEC filings where required.	2022 ESG Report - Governance, Information / Cyber Security
	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Our cybersecurity program is designed to mitigate data security risks through a variety of technological and organizational measures. A description of our program and these measures can be found in the body of our ESG report.	2022 ESG Report - Governance, Information / Cyber Security

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Topic	SASB Code	Metric	Disclosure	Location
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.1	Percentage of employees that are (1) foreign nationals and (2) located offshore	Foreign national employees: approximately 4% of our employees worldwide are on work visas.	2022 ESG Report - Social, Our Global Workforce
	TC-SI-330a.2	Employee engagement as a percentage	We periodically conduct employee surveys and, where possible, use the feedback received from those surveys to drive certain initiatives. Please refer to the body of our ESG report for a description of certain enhancements made as a result of feedback gathered from our most recent employee survey.	2022 ESG Report - Social, Employee Wellness, Development & Engagement
	TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	Board of Directors: (as of May 1, 2023) - 27% (Female); 73% (Male); approx. 91% (White); approx. 9% African American or Black. Global Employees: 33% (Female); 67% (Male). Leadership Roles 29% (Female); 71% (Male). U.S. Employees: 35% (Minority); 65% (Non-Minority)	2022 ESG Report - Social, Our Global Workforce FYE 2023 DEF14A (Proxy)
Intellectual Property Protection & Competitive Behavior	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Any data breaches or law enforcement issues associated with cyber security, or other material legal proceedings, are disclosed in our SEC filings where required.	2022 ESG Report - Governance, Information / Cyber Security
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	We have not historically experienced material performance issues, material service disruptions, or material customer downtime in our cloud-based product offerings.	2022 ESG Report - Governance, Business Continuity
	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	A detailed description of our identified risk factors, including those related to our business continuity, can be found in our SEC filings. We provide an overview of our Business Continuity Program and how we address certain business continuity risks in the body of our ESG report.	2022 ESG Report – Governance, Business Continuity FYE 2023 Form 10-K

GRI CONTENT INDEX

Statement of use:

Verint Systems Inc. has reported the information cited in this GRI content index for the period February 1, 2022 to January 31, 2023 or calendar year 2022 (unless otherwise indicated) with reference to the GRI Standards.

All disclosures, including metrics and other statements, information, and data set out in Verint's ESG Report and/ or the GRI Index below are estimates based on available data at the time of collection.

GRI 1 used:

GRI 1: Foundation 2021

GRI STANDARD	GRI Standard Title	Disclosure	Location or Omission
Gri 2: General Disclosures 2021	2-1 Organizational details	Legal Name: Verint Systems Inc. Traded on NASDAQ: VRNT Headquarters: 175 Broadhollow Road, Melville, NY, 11747 The countries where we have our primary operations are listed in our Form 10-K each year. For the fiscal year ended January 31, 2023, these countries were: United States, United Kingdom, India, Israel, Indonesia, and Australia.	2022 ESG Report – About Us FYE 2023 Form 10-K
	2-2 Entities included in the organization's sustainability reporting	Unless otherwise indicated, this report generally covers information for our global operations for our fiscal year ended January 31, 2023 and/or calendar year 2022. Certain acquired subsidiaries or affiliates may not be included in this report to the extent they had not been fully integrated into Verint, or for which we did not have sufficient information, as of the end of the reporting period.	2022 ESG Report – About This Report FYE 2023 Form 10-K
	2-3 Reporting period, frequency and contact point	Reporting Period: February 1, 2022 to January 31, 2023 or calendar year 2022 (unless otherwise indicated) Frequency: Annual Point of Contact: esg@verint.com	2022 ESG Report – About This Report

GRI STANDARD	GRI Standard Title	Disclosure	Location or Omission
Gri 2: General Disclosures 2021	2-4 Restatements of information	None.	GRI Index
	2-5 External assurance	Our report is reviewed internally and by several external advisors, but we do not currently engage a third-party to provide external assurance. We may undertake such an external review for future reports.	GRI Index
	2-6 Activities, value chain and other business relationships	Information about our activities, value chain, and other business relationships is described in the body of our ESG report and in our SEC filings.	2022 ESG Report – About Us FYE 2023 Form 10-K
	2-7 Employees	Global Employees (Total): approx. 4,300, plus a few hundred contractors Global Employees (Gender): 33% (Female); 67% (Male). Global Employees (Region): Americas (43%); EMEA (Including Israel) (34%); APAC (23%)	2022 ESG Report - Social, Our Global Workforce FYE 2023 Form 10-K
	2-9 Governance structure and composition	Verint's Board of Directors currently includes three standing committees: audit; compensation; and corporate governance & nominating. More information about our Board, its committees, and our corporate governance policies can be found on the leadership and corporate governance sections of our website.	2022 ESG Report - Governance, Risk Management Verint Corporate Governance Verint Leadership
	2-10 Nomination and selection of the highest governance body	Candidates for our Board of Directors are nominated each year by the incumbent directors based on the recommendation of the corporate governance & nominating committee. Stockholders may also propose director candidates in compliance with the terms of our bylaws and applicable SEC rules. The Board has adopted a policy (reflected in the corporate governance guidelines contained in the charter of the corporate governance & nominating committee) that the initial list of candidates from which new director nominees are selected as part of any independent search process initiated by the Board include candidates with a diversity of gender, race, or ethnicity. The composition of the current Board reflects diversity in business and professional experience, skills, gender, and age among our directors. We do not have a classified Board and all directors stand for re-election annually.	2022 ESG Report – Social, Diversity Equity & Inclusion, Board Diversity 2022 ESG Report – Governance, Risk Management Verint Leadership

GRI STANDARD	GRI Standard Title	Disclosure	Location or Omission
Gri 2: General Disclosures 2021	2-11 Chair of the highest governance body	Dan Bodner, Verint's CEO since the company's inception in 1994, serves as Chairman of the Board of Directors. John Egan serves as our lead independent director.	Verint Leadership
	2-12 Role of the highest governance body in overseeing the management of impacts	Our Board of Directors and its committees actively oversee the assessment and management of our identified risks. The corporate governance & nominating committee is charged, in part, with general oversight of our ESG program and related ESG risks, including with respect to environmental / climate change factors.	2022 ESG Report – Governance, Ethical Conduct and Oversight
	2-13 Delegation of responsibility for managing impacts	We have established an ESG working group comprised of members from our Legal and Risk & Compliance functions. This group, along with other contributing members from other functional areas, have general responsibility for the management of our ESG program under the supervision of our Chief Administrative Officer, our General Counsel, and other senior management.	2022 ESG Report – About This Report
	2-14 Role of the highest governance body in sustainability reporting	The corporate governance & nominating committee receives updates on corporate governance and public company legal matters from internal and external counsel on a regular basis throughout the year, including with respect to ESG trends and developments, and periodic reports from management on our ESG program, as part of its oversight of ESG-related risks, including those associated with environmental / climate change factors.	2022 ESG Report – Governance, Risk Management
	2-15 Conflicts of interest	The audit committee of our Board of Directors is responsible for overseeing the management of potential conflicts of interest and related party transactions.	2022 ESG Report – Governance, Risk Management
	2-16 Communication of critical concerns	Consistent with our Company values of transparency and integrity, our employees are expected to promptly report any situation that may constitute a violation of law or our Code of Conduct and company policies. Employees may raise such concerns with their supervisor, our Human Resources or Legal Departments, or via our Ethics Helpline. Any matter reported to our Ethics Helpline may be requested to be sent directly to the audit committee of our Board.	2022 ESG Report - Governance, Reporting Concerns Verint Corporate Governance
	2-17 Collective knowledge of the highest governance body	Details regarding our Board members' qualifications can be found on our website and in our SEC filings.	Verint Leadership FYE 2023 DEF14A (Proxy)

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GRI STANDARD	GRI Standard Title	Disclosure	Location or Omission
Gri 2: General Disclosures 2021	2-18 Evaluation of the performance of the highest governance body	Pursuant to the corporate governance & nominating committee charter, the Board undertakes an annual performance evaluation of itself and its committees.	Corporate Governance & Nominating Committee Charter
	2-19 Remuneration policies	Details regarding our Director and Executive Officer compensation policies and processes can be found in our SEC filings.	FYE 2023 DEF14A (Proxy)
	2-20 Process to determine remuneration	Details regarding our Director and Executive Officer compensation policies and processes, can be found in our SEC filings.	FYE 2023 DEF14A (Proxy)
	2-21 Annual total compensation ratio	The ratio of CEO compensation to that of the median employee (as defined under applicable SEC rules) is 104:1.	FYE 2023 DEF14A (Proxy)
	2-22 Statement on sustainable development strategy	Verint is committed to reducing our environmental impact and to providing our customers with environmentally friendly solutions and services to help them reduce their environmental impact. Our company-wide commitment to reducing energy consumption and increasing efficiency is outlined in our Environmental Health and Safety (EHS) Policy.	2022 ESG Report - Environmental, Sustainability Strategy
	2-23 Policy commitments	A number of our policies addressing our commitments regarding responsible business conduct are publicly available on our website: Verint Code of Conduct Verint Third-Party Code of Conduct Anti-Corruption Policy UK Modern Slavery Act Statement Conflict Minerals Policy	Verint Code of Conduct Verint Third-Party Code of Conduct Anti-Corruption Policy UK Modern Slavery Act Statement Conflict Minerals Policy
	2-24 Embedding policy commitments	The Verint Code of Conduct details the expectations and requirements that we set out for our employees, officers, and Board.	2022 ESG Report – Governance, Code of Conduct

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GRI STANDARD	GRI Standard Title	Disclosure	Location or Omission
Gri 2: General Disclosures 2021	2-25 Processes to remediate negative impacts	The Verint Code of Conduct, along with other established policies, procedures, and requirements help to mitigate our risks.	2022 ESG Report – Governance, Code of Conduct
	2-26 Mechanisms for seeking advice and raising concerns	Consistent with our Company values of transparency and integrity, our employees are expected to promptly report any situation that may constitute a violation of law or our Code of Conduct and company policies. Employees may raise such concerns, or seek advice, with their supervisor, our Human Resources or Legal Departments, or via our Ethics Helpline. Any matter reported to our Ethics Helpline may be requested to be sent directly to the audit committee of our Board.	2022 ESG Report - Governance, Reporting Concerns Verint Corporate Governance
	2-27 Compliance with laws and regulations	Any data breaches or law enforcement issues associated with cyber security, or other material legal proceedings, are disclosed in our SEC filings where required.	2022 ESG Report - Governance, Information / Cyber Security
	2-28 Membership associations	U.K. memberships in Women in Tech® and in Neurodiversity in Business organizations	2022 ESG Report – Social, Diversity Equity & Inclusion
	2-29 Approach to stakeholder engagement	Feedback from our various stakeholders helps inform and drive our strategies and priorities. Our stakeholders include our employees, customers, and investors. An overview of our stockholder engagement efforts is described in the body of our ESG report, with more details available in our SEC filings.	2022 ESG Report FYE 2023 DEF14A (Proxy)
	2-30 Collective bargaining agreements	Our employees in the United States are not covered by any collective bargaining agreements. In some cases, our employees outside the United States are automatically subject to certain protections negotiated by organized labor in those countries directly with the government or trade unions, or are automatically entitled to severance or other benefits mandated under local laws.	FYE 2023 Form 10-K
GRI 3: Material Topics 2021	3-1 Process to determine material topics	The ESG priorities listed in our ESG report were informed by feedback from our internal stakeholders, benchmarking against our industry peers, and review of selected ESG reporting frameworks and standards, including GRI.	2022 ESG Report – Our ESG Priorities

GRI STANDARD	GRI Standard Title	Disclosure	Location or Omission
GRI 3: Material Topics 2021	3-2 List of material topics	Please see the ESG priorities listed in our Materiality Table. A number of these ESG priorities align with the following GRI Topics: GRI 205: Anti-Corruption GRI 302: Energy GRI 305: Emissions GRI 401: Employment GRI 404: Training and Education GRI 405: Diversity and Equal Opportunity GRI 418: Customer Privacy	2022 ESG Report – Our ESG Priorities
	3-3 Management of material topics	Each of our ESG priorities and the list of GRI Topics is managed as described in our ESG report.	GRI Index
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	As part of our compliance program, we conduct periodic audits or assessments to identify and mitigate our risks.	2022 ESG Report – Governance, Compliance Program
	205-2 Communication and training about anti-corruption policies and procedures	Verint's Code of Conduct and Anti-Corruption Policy directly addresses the issue of anti-bribery and corruption as well as the expectations that we have for our employees to comply with applicable law and Verint policy concerning the matter. Additionally, all employees are assigned a broad suite of compliance training annually, which includes a training module on anti-bribery and corruption.	2022 ESG Report – Governance, Compliance Program 2022 ESG Report – Governance, Training
	205-3 Confirmed incidents of corruption and actions taken	Any data breaches or law enforcement issues associated with cyber security, or other material legal proceedings, are disclosed in our SEC filings where required.	2022 ESG Report - Governance, Information / Cyber Security
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Any data breaches or law enforcement issues associated with cyber security, or other material legal proceedings, are disclosed in our SEC filings where required.	2022 ESG Report - Governance, Information / Cyber Security

GRI STANDARD	GRI Standard Title	Disclosure	Location or Omission
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Total Electricity Consumption: approx. 7,600 MWh (approx. 27,400 gigajoules)* Electricity generated from renewable energy: We have estimated that approximately 18% of this electricity came from renewable sources, with the remainder coming from non-renewable sources. *See footnote 1.	2022 ESG Report - Environmental, Electrical Energy Consumption
GRI 303: Water and Effluents 2018	303-5 Water consumption	We do not directly make use of water other than for the restrooms and kitchenettes at our managed office facilities.	2022 ESG Report - Environmental, Water Utilization
GRI 305: Emissions 2016	305-2 Energy indirect (Scope 2) GHG emissions	Our estimated GHG emissions associated with our electrical energy consumption was approximately 3,300 MTCO2e2. This reflects the data that we have collected as of the end of the reporting period and may not represent the totality of our Scope 2 emissions.	2022 ESG Report – Environmental, Electrical Energy Consumption
	305-3 Other indirect (Scope 3) GHG emissions	Estimated emissions attributable to our customer cloud operations were approximately 180 MTCO2e for the 12-month period from January 2022 to December 2022.* Estimated emissions attributable to our primary outsourced overhead functions were approximately 1 MTCO2e for the 12-month period from January 2022 to December 2022.* This reflects the data that we have collected as of the end of the reporting period and may not represent the totality of our Scope 3 emissions. * Data obtained from reporting tools provided by our cloud vendor(s). We understand that these figures reflect our attributable share of the vendor(s)' Scope 1 and Scope 2 emissions associated with our utilization of their cloud platforms. Our vendor(s) may alter the methodology they use for calculating and/or presenting the data on their platform(s) from time to time, which may result in lack of comparability of the data available to us from period to period. For this 2022 report, we understand that the vendor data available to us does not include an attribution of the vendor(s)' Scope 3 emissions. For clarity, we currently classify all emissions associated with our utilization of our vendor(s)' cloud platforms as Scope 3 emissions (relative to Verint).	2022 ESG Report – Environmental, Migration to the Cloud
GRI 306: Waste 2020	306-4 Waste diverted from disposal	Approximately 1.8 kilopounds (or approx. 0.8 metric tons) of e-waste were diverted from being disposed of in landfills during 2022.	2022 ESG Report - Environmental, E-Waste Diversion Program

GRI STANDARD	GRI Standard Title	Disclosure	Location or Omission
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Our overall employee attrition rate has been below average for our industry for the past several years.	2022 ESG Report - Social, Our Global Workforce
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	We offer a number of company paid or subsidized benefits, competitive paid time off programs, and flexible work schedules. Our U.S. benefit plans provide options for employees in diverse family circumstances, including domestic partner benefits, adoption assistance, and fertility assistance.	2022 ESG Report – Social, Employee Wellness, Development & Engagement
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	We offer thousands of training courses through multiple channels of learning, including Verint Academy, technical skills training, online training offerings through our EAP and wellness applications, mentorship sessions and leadership coaching, and traditional classroom and external training engagements assigned by leadership for personal and professional development.	2022 ESG Report – Social, Employee Wellness, Development & Engagement
	404-3 Percentage of employees receiving regular performance and career development reviews	We conduct annual performance reviews for all of our employees which include an opportunity for employees to discuss career development with their managers.	2022 ESG Report – Social, Employee Wellness, Development & Engagement
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Board of Directors: (as of May 1, 2023) - 27% (Female); 73% (Male); approx. 91% (White); approx. 9% African American or Black. Global Employees: 33% (Female); 67% (Male). Leadership Roles 29% (Female); 71% (Male). US Employees: 35% (Minority); 65% (Non-Minority)	2022 ESG Report - Social, Our Global Workforce FYE 2023 DEF14A (Proxy)
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Any data breaches or law enforcement issues associated with cyber security, or other material legal proceedings, are disclosed in our SEC filings where required.	2022 ESG Report - Governance, Information / Cyber Security

TCFD CONTENT INDEX

All disclosures, including metrics and other statements, information, and data set out in Verint's ESG Report
and/or the TCFD Index below are estimates based on available data at the time of collection.

Topic	Recommendations	Disclosure	Location
Governance	Describe the board's oversight of climate-related risks and opportunities.	Our Board of Directors and its committees actively oversee the assessment and management of our identified risks. The corporate governance & nominating committee is charged, in part, with general oversight of our ESG program and related ESG risks, including with respect to environmental / climate change factors.	2022 ESG Report – Governance, Ethical Conduct, and Oversight
	Describe management's role in assessing and managing climate-related risks and opportunities.	We have established an ESG working group comprised of members from our Legal and Risk & Compliance functions. This group, along with other contributing members from other functional areas, have general responsibility for the management of our ESG program under the supervision of our Chief Administrative Officer, our General Counsel, and other senior management.	2022 ESG Report – About This Report
Strategy	Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	Under the oversight of the Board, we have undertaken a number of enterprise risk assessments over the years and have implemented policies, procedures, and programs designed to help manage the risks to which we are exposed in our business and to align risk-taking appropriately with our efforts to increase stockholder value. To date, we have not identified material climate-related risks to the company as part of our assessment processes, however, we continue to monitor this area as one of our ESG priorities.	2022 ESG Report – Governance, Risk Management
	Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	As a software company, we believe the climate-related risks are not material to our business, strategy, or financial planning. We do, however, seek to monitor and mitigate such risks through our ESG program, and to identify ways in which we can minimize our impact on the environment.	TCFD Index
	Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	As a software company, we believe the climate-related risks are not material to our business, strategy, or financial planning. As a result, to date, we have not tested against such scenarios. However, as our ESG program continues to evolve, we may consider doing so as part of our processes.	TCFD Index

Topic	Recommendations	Disclosure	Location
Risk Management	Describe the organization's processes for identifying and assessing climate-related risks.	Under the oversight of the Board, we have undertaken a number of enterprise risk assessments over the years and have implemented policies, procedures, and programs designed to help manage the risks to which we are exposed in our business and to align risk-taking appropriately with our efforts to increase stockholder value. To date, we have not identified material climate-related risks to the company as part of our assessment processes, however, we continue to monitor this area as one of our ESG priorities.	2022 ESG Report – Governance, Risk Management
	Describe the organization's processes for managing climate-related risks.	We have established an ESG working group comprised of members from our Legal and Risk & Compliance functions. This group, along with other contributing members from other functional areas, have general responsibility for the management of our ESG program under the supervision of our Chief Administrative Officer, our General Counsel, and other senior management.	2022 ESG Report – About This Report
	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	Under the oversight of the Board, we have undertaken a number of enterprise risk assessments over the years and have implemented policies, procedures, and programs designed to help manage the risks to which we are exposed in our business and to align risk-taking appropriately with our efforts to increase stockholder value.	2022 ESG Report – Governance, Risk Management
Metrics and Targets	Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	We collect climate-related data where feasible. In our 2022 ESG report, we have disclosed several climate related metrics including certain estimated GHG emissions, and certain consumption and utilization data.	2022 ESG Report – Environmental, Migration to the Cloud 2022 ESG Report – Environmental, Electrical Energy Consumption

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Topic	Recommendations	Disclosure	Location
Metrics and Targets	Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.	Our estimated GHG emissions associated with our electrical energy consumption was approximately 3,300 MTCO2e2. This reflects the data that we have collected as of the end of the reporting period and may not represent the totality of our Scope 2 emissions. Estimated emissions attributable to our customer cloud operations were approximately 180 MTCO2e for the 12-month period from January 2022 to December 2022.* Estimated emissions attributable to our primary outsourced overhead functions were approximately 1 MTCO2e for the 12-month period from January 2022 to December 2022.* This reflects the data that we have collected as of the end of the reporting period and may not represent the totality of our Scope 3 emissions. * Data obtained from reporting tools provided by our cloud vendor(s). We understand that these figures reflect our attributable share of the vendor(s)' Scope 1 and Scope 2 emissions associated with our utilization of their cloud platforms. Our vendor(s) may alter the methodology they use for calculating and/or presenting the data on their platform(s) from time to time, which may result in lack of comparability of the data available to us from period to period. For this 2022 report, we understand that the vendor data available to us does not include an attribution of the vendor(s)' Scope 3 emissions. For clarity, we currently classify all emissions associated with our utilization of our vendor(s)' cloud platforms as Scope 3 emissions (relative to Verint).	2022 ESG Report – Environmental, Electrical Energy Consumption 2022 ESG Report – Environmental, Migration to the Cloud
	Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	We strive to identify opportunities to improve upon all of our programs and initiatives, including with respect to ESG. As our ESG program continues to evolve, we may consider setting future climate related targets. To date, we have not identified material climate-related risks to the company as part of our assessment processes, however, we continue to monitor this area as one of our ESG priorities.	TCFD Index 2022 ESG Report – Governance, Risk Management