

**2026 US VIP Performance Celebration Events at Universal Helios Grand Hotel
in Orlando, FL April 23-26 (the “VIP Event”)
Employee Release and Waiver of Liability and Indemnification Agreement**

In consideration of being permitted to voluntarily participate in the VIP Event, I, the undersigned, hereby release, waive, discharge and covenant not to sue IBEX Global Solutions, Inc., its parents, subsidiaries or other affiliates, officers, agents or employees (“**IBEX” or “Releasees”**”) I agree to:

- (1) Follow IBEX’s written policies and procedures regarding conduct governing off site visits (Violating this policy, could result in IBEX taking adverse action against your employment, which could include termination);
- (2) Follow any specific written or posted policies regarding my conduct during the VIP Event;
- (3) **Alcohol** – While we want everyone to enjoy themselves, please remember over-indulging may lead to a not-so-good outcome. Therefore, we are prohibiting any employee from consuming alcohol if they’re already intoxicated. You are prohibited from driving your self during stay in Orlando. All required transportation will be provided to you (Violating this policy, could result in IBEX taking adverse action against your employment, which could include termination);
- (4) **Amusement Park Attractions** – My participation or use of any Amusement Park Ride is purely voluntary, and I have independently accessed the risks of such use and hereby assume said risks and that the release below specifically covers this risk; and
- (5) Reimburse IBEX for any fees related to damages to my hotel room or facilities at the Universal Helios during my stay for the VIP Event that are caused by me (except for normal wear and tear).

I understand that my participation in the VIP Event including those activities specifically listed above and on the attached itinerary (See Exhibit “A”) may involve an inherent risk of personal injury and even death, and I hereby elect to voluntarily participate in said VIP Event knowing may be potentially hazardous to me, my health and my property. I understand that IBEX Global Solutions, Inc. does not require me to participate in the VIP Event. I assume full responsibility for any risks of loss, property damage or personal injury, including death, that I or my property may sustain as a result of being engaged in such the VIP Event, whether caused by the negligence of the Releasees or otherwise, including as a result of negligent rescue operations. I hereby acknowledge that I know of no medical reason why I should not participate in the VIP Event .

I further covenant and agree to indemnify and hold harmless the Releasees from any loss, liability, damage or costs, including attorneys' fees and court costs, they may incur arising out of or related to my participation in the VIP Event, whether caused by the negligence of the Releasees or otherwise, including as a result of negligent rescue operations.

It is my express intent that this Employee Release and Waiver of Liability and Indemnification Agreement ("**Release**") bind my family members, spouse, heirs, assigns, personal representatives and anyone else entitled to act on my behalf to the extent they act on my behalf and is deemed as a release, waive discharge, and covenant not to sue the Releasees.

I further covenant and agree that this Release shall be construed in accordance with the laws of the Delaware and that any mediation, arbitration, suit or other proceeding relating to this Release and any activities covered hereby must be filed or entered into only in Delaware and the federal or state courts of Delaware. Any portion of this Release deemed unlawful or unenforceable is severable and shall be stricken without any effect on the enforceability of the Release as a whole to the full extent authorized by law.

I agree and acknowledge that I am under no pressure or duress to sign this Release. No failure or delay by either party in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any other right, power or privilege hereunder. This Release supersedes all previous oral or written agreements, if any, between the parties regarding IBEX's liability for the purpose of this Release, and the parties agree that this Release constitutes the entire agreement between the parties with respect to IBEX's liability.

I have read and fully understand this Release as set forth above and understand that I have given up substantial rights by signing it. I certify that I have signed under my own free will and am suffering under no legal disabilities. I understand that my signed waiver may be retained in my employee personnel file.

I HAVE READ THIS RELEASE AND UNDERSTAND IT. I FURTHER UNDERSTAND THAT BY SIGNING THIS RELEASE, I VOLUNTARILY SURRENDER CERTAIN LEGAL RIGHTS.

Employee Signature: _____

Employee Name and Title: _____

Date: _____

Addendum A – Event Itinerary
US VIP 2026

Friday, April 24 – Day 1 | Arrival & Welcome

VIP Arrival Day

- VIP attendees arrive at Orlando International Airport (MCO) and transfer to the host hotel.
- Tribal welcomes will be announced in real time as attendees arrive.

Afternoon / Evening

- Free time for the remainder of the day after arrival.
 - ibex Cares activity (optional; confirmation of attendance occurs during registration for headcount purposes).
 - 5:30 PM – 6:30 PM: ibex Cares activity held in the ballroom.
 - Evening free time following the ibex Cares activity.
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Saturday, April 25 – Day 2 | Activities & Awards Night

Morning / Daytime

- Free time throughout the day.
- Epic Universe early entry for ibex employees begins at 9:00 AM local time (room key required for entry).

Evening

- 7:30 PM – 11:30 PM: Awards dinner and reception held in the ballroom.
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Sunday, April 26 – Day 3 | Departures

- All attendees depart the hotel and travel home.