

Anti-slavery and human trafficking statement

Master List Ref COM-020	Release Date March, 2020	Review Date January, 2024	Next Review Date December, 2024
Version: 5.0	Process Owner HR	Reviewed by UK Board	Approved by Joanne Carlin, SVP – Huma Resources

Purpose

Modern Slavery can take many forms including the trafficking of people, forced labour, servitude and slavery.

Here at Firstsource, we recognise the responsibility we share with our suppliers to deliver our services in an ethical manner and are committed to upholding human rights and improving our practices to combat slavery and human trafficking.

As part of this commitment, we acknowledge our responsibility towards the prevention of slavery and human trafficking including the UK Modern Slavery Act 2015 (and any other applicable Modern Slavery regulations for the year ending 2024) and will ensure transparency within the organisation.

The standards outlined are applicable across the whole of the Firstsource group and all of its global affiliates and subsidiaries. We want our clients and customers to be confident that we, and our business partners, treat their employees fairly, with respect to human rights and are not exposed to unsafe working practices or in any way forced to work in slavery.

Only suppliers who share our standards and values will be considered appropriate to work with Firstsource.

Our organisation

Firstsource are a provider of business process outsourcing services; we provide customised business processing to clients operating in a variety of industries.

We will only work with organisations who also commit to the eradication of slavery and human trafficking.

Our standard supplier contract includes a requirement that all our suppliers confirm that they are also committed to eradicating slavery and human trafficking and that they acknowledge their responsibility towards this.

As a responsible business, we are committed to sustainable business performance. Our annual reports and ESG reports on [Investor relations - Firstsource](#) provide more information on our sustainable business performance.

Our policy on slavery and human trafficking

We are committed to ensuring that there is no modern slavery or human trafficking in our supply chains or in any part of our business.

Our policies reflect our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking is not taking place anywhere in our supply chains.

Our Whistleblowing Policy provides a mechanism and framework for our employees to raise concerns without fear of retaliation and our Standard Operating Procedures of our Global Commercial Team details our supplier evaluation process.

Supplier adherence to our values

Firstsource and the board have a zero tolerance policy to slavery and human trafficking, which is reflected within our policies.

We have taken steps to ensure all those in our supply chain and contractors comply with our values and are adhering to their responsibilities under anti-slavery and human trafficking laws. These include:

- Insisting, in our agreements, that our suppliers comply with local laws.
- Building long-standing relationships with suppliers and making our expectations of behaviour clear.

Training

As part of our initiative to identify and mitigate risk we ensure that all staff are made aware of the anti-slavery and human trafficking statement and all appropriate policies, and that appropriate training is given as and when required.

As such, relevant staff are able to identify and assess potential risk areas in our supply chains and therefore mitigate the risk of slavery and human trafficking occurring in our supply chains.

Further steps

Firstsource is committed to combating slavery and human trafficking. As such, we will continue to review the processes that we have in place and improve them regularly.

This statement is made pursuant to section 54(1) of the UK's Modern Slavery Act 2015 and constitutes our slavery and human trafficking statement. This statement will be reviewed and published annually.

Signed: 

Date: 19/02/2024

Rajiv Malhotra

President – EMEA and Director

On behalf of the Board of Firstsource Solutions UK Limited