

Voluntary Modern Slavery Statement

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1. Purpose

Modern slavery includes forced labor, servitude, human trafficking, debt bondage, and other practices that undermine human rights and deny a person’s freedom and dignity. Firstsource

recognizes the shared responsibility businesses have in preventing these practices and maintaining ethical, transparent, and responsible supply chains.

Although Firstsource Solutions Australia Pty Ltd does not meet the mandatory reporting threshold under the Modern Slavery Act 2018 (Cth), we have chosen to prepare this voluntary Statement. This reflects our commitment to responsible business conduct and supports the expectations of our clients, including those with statutory reporting obligations.

We expect our own operations and those of the suppliers and partners we work with to uphold high standards of integrity, lawful employment practices, and respect for human rights. Only suppliers who share these principles will be engaged by Firstsource.

2. Our organization

Firstsource provides business process outsourcing (BPO) services in Australia. Our Australian operations are based primarily in Melbourne, Victoria, and we service clients across multiple regulated and non-regulated sectors.

We engage both local and overseas suppliers for technology, telecommunications, professional services, facilities management, recruitment, and shared services. While the nature of our work is predominantly office-based and professional, we recognize that certain suppliers and offshore jurisdictions may present heightened modern slavery risks that require careful oversight.

As part of the global Firstsource group, our operating practices align with our group-wide commitments to ethical conduct, governance, sustainability, and responsible sourcing.

3. Our policy on modern slavery and human trafficking

Firstsource is committed to ensuring that modern slavery and human trafficking have no place in our business or supply chain. Our approach combines legal compliance, practical risk controls, and a broader sustainability focus.

Key policies supporting this commitment include:

- Code of Business Conduct & Ethics
- Whistleblower Policy
- Anti-Bribery and Corruption Policy
- Supplier Code of Conduct

These policies set clear expectations of ethical behavior, prohibit all forms of labor exploitation, and outline mechanisms for raising concerns confidentially and without retaliation.

4. Supplier adherence to our standards

Firstsource has zero tolerance for modern slavery and expects the same from its supply chain. Steps taken to uphold this include:

- Requiring suppliers to comply with all applicable workplace, human rights, and modern slavery laws.
- Embedding ethical sourcing and modern slavery obligations into our supplier contracts.
- Communicating expectations clearly at the outset of each supplier relationship.
- Preferring long-term, reputable suppliers who can demonstrate responsible labor and sourcing practices.
- Conducting due diligence and periodic reviews, particularly for categories that may carry elevated risk (e.g., cleaning services, facilities management, global hardware supply chains, and certain offshore arrangements).

We reserve the right to disengage from any supplier that fails to meet these standards.

5. Further Steps

Firstsource remains committed to further strengthening our controls and transparency. Over the next reporting period, we intend to:

- Enhance supplier onboarding and monitoring processes, with additional focus on higher-risk categories.
- Review and update our Supplier Code of Conduct to ensure alignment with current expectations.
- Increase internal training frequency, including targeted training for higher-risk roles.
- Continue working with our global compliance and procurement teams to align oversight across jurisdictions.

We will continue reviewing our systems, controls, and practices on an ongoing basis to ensure they remain effective and aligned with our commitment to preventing modern slavery.

Approval

This Voluntary Modern Slavery Statement has been prepared in good faith to demonstrate Firstsource's ongoing commitment to ethical sourcing and responsible business conduct. It has been reviewed and approved by the CHRO of Firstsource Group.