

Anti-slavery and human trafficking statement

March 2020

We are committed to improving our practices to combat slavery and human trafficking. Here at Firstsource, we recognise the responsibility we share with our suppliers to deliver our services in an ethical manner. As part of this commitment, we acknowledge our responsibility towards the prevention of slavery and human trafficking including the UK's Modern Slavery Act 2015 and will ensure transparency within the organisation. The standards outlined are applicable across the whole of the Firstsource group.

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

We 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.

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 anti-slavery and human trafficking policy reflects 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.

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 policy 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, any individual raising concerns about slavery will be protected under the whistleblowing policy.

Supplier adherence to our values

We have a zero tolerance policy to slavery and human trafficking which is reflected within our anti-slavery and human trafficking policy and take 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.

To ensure a high level of understanding of the risks of modern slavery and human trafficking in our supply chains and our business, we ensure staff are aware of this upon starting employment with us.

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 for the financial year ending 31 March 2020. This statement will be reviewed annually and published.