

Statement on Modern Slavery

INTRODUCTION

This statement is made pursuant to Section 54, Part 6 of the Modern Slavery Act 2015 and sets out the steps TLScontact has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains and to ensure there is transparency in our own business and approach. According to the **International Labour Organization (ILO)**, an estimated 40.3 million people are in modern slavery, including 24.9 million in forced labour, with 1 in 4 victims of modern slavery being children. Out of 24.9 million people trapped in forced labour, 16 million people are exploited in the private sector. TLScontact has a zero-tolerance approach to Modern Slavery within our operations and supply chains. We encourage our staff to immediately report related concerns and incidents through one of the various available channels: directly to their line

manager, Regional Security Analyst, Company Fraud email fraudalert@tlscontact.com or by using our Global Ethics webpage www.teleperformance.com/en-us/ethics-hotline. In addition, TLScontact encourages cross-departmental collaboration in building, maintaining, and exercising risk prevention, control, and improvement measures.

TLScontact is present in over 90 countries around the world, operating Visa Application Centres on behalf of government clients. Our services are tailored to individual client requirements and business needs. TLScontact fully supports the aims of the Act and is committed to tackling slavery and human trafficking wherever it can. We expect the same high standards from all our contractors and suppliers.

OUR APPROACH

Within our organisation we ensure that employees are treated with respect and work in a safe environment. When recruiting new staff, we ensure that our employment practices respect local labour regulation. For example, TLScontact does not use child labour or employ candidates without the correct eligibility to work in their country of employment, etc. During the hiring process, employees are informed in writing about their job descriptions, roles, responsibilities, and rights. A grievance handling process is also clearly outlined.

Additionally, we work to ensure that our staff are well-informed of our zero-tolerance policy related to Modern Slavery and are aware of the ways they can respond and escalate to any related instances. Employees are encouraged to familiarise themselves with the policy, that is available on the TLScontact website, and inform their line managers as necessary. Awareness training is offered to ensure that our staff understand the concept of Modern Slavery and the circumstances under which it arises, and are aware of the various channels within our organisation that can be used to raise flags and report suspected violations.

We endeavour to conduct training courses in the following manner:

- New hires are provided with onboarding materials that include our Modern Slavery policy. Upon completion of the onboarding training, newly hired staff are required to complete an online quiz to assess their understanding of the policy and the escalation channels available.

- Annual refresher training mandatory for all TLScontact employees contains the same online learning module and quiz as for newly hired staff. Completion and scores are tracked per department.

- An online learning module and quiz (including readily available reading materials and links to a case study), can be easily accessed by our staff at any time from Company equipment.

- Employees are actively encouraged to report any suspicious activity or circumstances through the various available channels (line manager, Regional Security Analyst, Company Fraud email, Global Ethics webpage).

- TLScontact is raising further awareness of the issues surrounding modern slavery and human trafficking through its internal Citizen of the World programme.

We also ensure that any newly adopted changes in the Modern Slavery policy will be communicated to our staff immediately after the implementation into relevant TLScontact official documents.

In addition to internal mandates for TLScontact staff, we also encourage our suppliers to have their own suitable anti-slavery and human trafficking policies and contractual obligations. A due diligence process is in place to ensure that we do not fall short of our company standards and values when selecting partners to work with. We do not and will not support or deal with businesses that are knowingly involved in slavery and human trafficking.

As such, we are working towards implementing the following:

- Increasing the completion rates of supplier questionnaires from both new and existing suppliers

- Reminding employees regularly of our Global Ethics system which has been established to allow employees or members of the public to raise concerns/whistle blow via our website or hotline number

- Tracking cases raised through the new Global Ethics system and ensuring that they are responded to and resolved within set timelines

- Raising further awareness of the issues surrounding modern slavery and human trafficking through our Citizen of the World programme

- Adding provisions in our agreements with our suppliers and subcontractors in order to comply with all modern slavery and human trafficking laws and regulations.

- Adding a reference on our website to share the TLScontact modern slavery and human trafficking policy.

This policy will be reviewed annually and published.