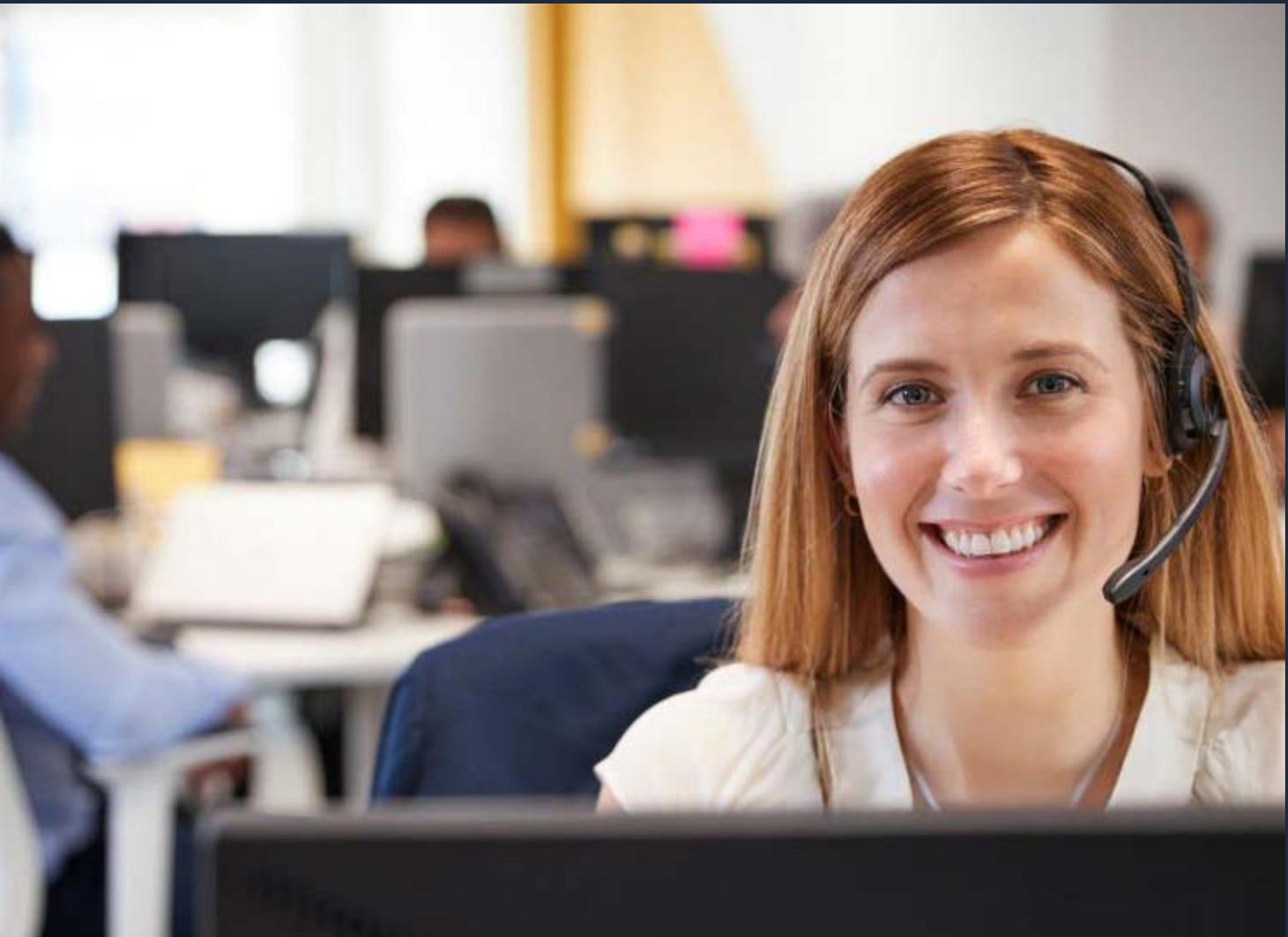


2025

Modern slavery statement



Our Commitment to Minimising Modern Slavery Risks



At Probe Group, our purpose is to consistently deliver meaningful experiences by empowering people, driving innovation and harnessing technology. This commitment extends to our steadfast dedication to ethical conduct and the eradication of modern slavery. Our core values of diversity, empowerment, accountability, innovation, customer obsession and empathy for all are deeply ingrained in our commitment to combating modern slavery. We firmly believe that every individual deserves to be treated with dignity, respect and fairness. This statement outlines our ongoing efforts to uphold these values and the proactive steps we have taken over the past year to minimise the risk of modern slavery in our operations and supply chain.

We understand that combating modern slavery is a continuous journey that demands vigilance, innovation, commitment and partnership. Through this statement, we reaffirm our dedication to protecting the dignity and rights of all individuals connected to our business and to driving meaningful change across our industry and supply chain.

This is our fifth joint Modern Slavery Statement which sets out the steps Probe Group have taken to address modern slavery risks in our business for the financial year ending 30 June 2025 in accordance with the Modern Slavery Act 2018 (Cth) and is prepared on behalf of Probe BPO 1 Pty Ltd and in consultation with its wholly owned subsidiaries including, but not limited to, Probe Contact Solutions Australia Pty Ltd ACN 006 688 955, Probe Operations Pty Ltd ACN 624 615 925, Probe Asia Pacific Pty Ltd 86 082 618 148, Innovior Pty Ltd ACN 619 169 881, Convai Pty Limited ACN 002 561 515, Convai New Zealand Limited, Probe Contact Solutions New Zealand Limited, Beepo Support Services Pty Ltd ACN 167 554 967, Beepo Inc, Probe Group's Microsourcing operations including:

Microsourcing International Ltd, Probe Contact Philippines Inc, Probe Group Philippines Inc and Probe North America LLC. For the purposes of this joint statement, Probe, Probe CX or Probe Group refers to all reporting entities.

We are committed to ensuring there is transparency in our own business and in our approach to tackling modern slavery throughout our supply chains, consistent with our disclosure obligations under Australian modern slavery legislation. We expect the same high standards from all of the contractors, suppliers and other business partners who do business with us.

Our Business and Organisation Structure

We are proud to be a global provider of digitally enabled customer service solutions. Using human-led technology, we help organisations transform their digital capabilities to remain relevant to their customers in an ever changing world. From workforce management and people and culture, to intelligent automation, outsourced services, end to end credit management and collections solutions; our focus is on creating environments for digitally-enabled CX to thrive.

Our tech-enabled, empowered and engaged workforce delivers global customer contact solutions servicing 21 countries, seamlessly and reliably. Over 40+ years, the combination of people and technology has driven us to deliver best-in-class contact centre environments, leading the way when it comes to customer experience, results, continuous improvement, innovation and insights.



In preparing this statement we have acted collaboratively and in consultation with wholly owned subsidiaries of Probe BPO 1 Pty Ltd with whom we make this joint statement by virtue of our Ethical Supply and Anti-Slavery Committee and consistent due diligence processes throughout our group established by our in-house Legal and Compliance team. As the entities within Probe Group use similar policies and processes and operate in the same sector with many shared suppliers, we will provide a consolidated description of the actions our group are taking to address modern slavery risks.

Our head office is based in Melbourne, Victoria. Probe Group has close to 17,000 employees and we deliver services in Australia, New Zealand, the Philippines, the United States and India.

At Probe Group, we have a culture that seeks to attract and retain reliable, respectful and ethical employees. Our people are central to achieving our goal of delivering digitally-enabled CX. Probe Group is committed to ensuring its people work under conditions that comply with all applicable national, local and international labour standards and laws and codes of the countries in which it operates.

Our business is organised into eight business units:



Digital Solutions



Contact Solutions



Field Services



Collections

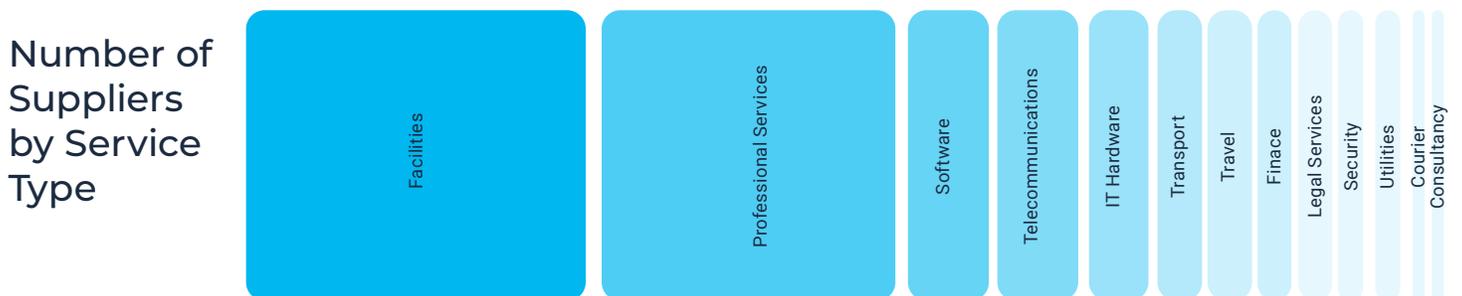
Our Supply Chains

Probe Group’s supply chain is a vital component of our operations comprising in excess of 2000 suppliers spanning various sectors. A large portion of our suppliers are within facilities (including office supplies and services), utilities, telecommunications, IT hardware, software, professional services, transportation, purchased goods and services and IT. We recognise the significance of these relationships in achieving our organisational objectives and consequently, we require our suppliers to adhere to standards of ethical conduct and responsible business practices as outlined in our Supplier Code of Conduct.

As an office-based organisation, our supply chain is primarily composed of professional services and indirect suppliers that support our operational and technological infrastructure. These include, for example, providers of:

<p>office supplies and office services (postage, stationary, cleaning, fire protection, security, waste disposal and maintenance services etc)</p>	<p>leasing of facilities utilities and telecommunications services IT infrastructure and software</p>	<p>office equipment (furniture) transportation, travel and accommodation (when required)</p>	<p>professional services (including external auditing and legal services, finance, insurance labour hire, locksmith, recruitment, consulting, security, marketing, construction and maintenance services).</p>
---	--	--	---

Our suppliers operate in many locations across the world however a large portion of our suppliers are based in Australia, Philippines, New Zealand, USA and Singapore. To strengthen our visibility and control across all tiers of our supply chain, we are actively working to expand our due diligence processes through IPro. This platform supports us in gathering and verifying critical supplier information, including the geographical location of operations and subcontractors. By enhancing our understanding of where and how our suppliers operate, we are better positioned to identify, assess, and respond to modern slavery risks, even beyond our immediate suppliers. This ongoing effort forms part of our broader commitment to responsible sourcing and continuous improvement in our modern slavery risk management.



Key Supplier Source Locations

USA	PHILIPPINES	SINGAPORE	AUSTRALIA	NEW ZEALAND

Our Values in Action



Diverse and Empowered Workforce

We celebrate diversity and empower our employees to deliver exceptional customer experiences. Our commitment to ethical practices ensures that our workforce is free from exploitation and empowered to thrive.



Accountability and Transparency

We hold ourselves accountable for maintaining the highest standards of ethical conduct. Our transparent business practices and robust reporting mechanisms ensure that we identify and address any potential risks of modern slavery.



Innovation and Customer Obsession

We leverage innovation to drive exceptional customer experiences while remaining vigilant in our pursuit of ethical sourcing and supply chain management. Our dedication to customer satisfaction is matched by our dedication to social responsibility.



Respect and Empathy for All

We prioritise the well-being of our employees and stakeholders, fostering a culture of empathy and support. Our commitment to respect and fair working conditions reflects our belief in the inherent dignity of every individual.

Our ongoing Efforts to Combat Modern Slavery

Modern slavery refers to various forms of exploitation and coercive practices that deprive individuals of their freedom, rights, and dignity. It encompasses situations where individuals are forced or coerced into labour, servitude, or human trafficking against their will. Modern slavery can take different forms, including forced labour, debt bondage, forced marriage, human trafficking, and child labour.

The International Labour Organisation estimates that over 50 million people around the world are victims of modern slavery. In recent years, supply chain transparency is a key policy strategy used by governments to identify and prevent business practices that lead to modern slavery.

1
IN
5

Research by the Australian Government and Walk Free Foundation estimated that only 1 in 5 modern slavery victims in Australia is detected.

Our Policies on Anti-Slavery, Due Diligent and Risk Assessment and Training and Awareness

At Probe Group, we are steadfast in our commitment to ethical business practices and human rights. We are committed to ensuring, so far as reasonably possible, that there is no modern slavery in our operations, as well as our supply chains or in any part of our business. Probe Group's commitment to anti-slavery is reflected in various corporate policies which seek to prevent dishonest or unethical conduct and foster a culture of honesty and accountability including the following:



Code of Ethics and Conduct



Recruitment Policy



Procurement and Third Party Management Policy



Anti-Slavery Policy



Corporate Social Responsibility Policy



Whistleblower Policy

By adhering to these policies, we strive to contribute to the eradication of modern slavery and uphold the principles of fairness, integrity, and respect for human dignity.

Our Anti-slavery Policy also 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 is not taking place anywhere in our supply chains.

This commitment is also reflected in our Supplier Code of Conduct which we have established to outline our expectations for ethical behaviour, including strict prohibitions on modern slavery practices. This code serves as a blueprint for setting clear guidelines for our suppliers to adhere to and reinforces our zero-tolerance approach towards any form of modern slavery.

Due Diligence and Risk Assessment

In FY 25 we introduced a new due diligence tool called iPro to assess our supply chain and modern slavery risks. Participating suppliers were asked to complete a self-assessment questionnaire online. After each supplier completed and submitted the questionnaire, their responses were assessed to determine their modern slavery risk scores and associated risk category. Suppliers that completed the self-assessment were given action items to complete post-assessment. The action items provided to each supplier were based on their responses to the questionnaire, and if implemented, will reduce the unmitigated risks identified during the assessment.

Our risk assessment processes are designed to identify and address potential vulnerabilities.

Training and Awareness

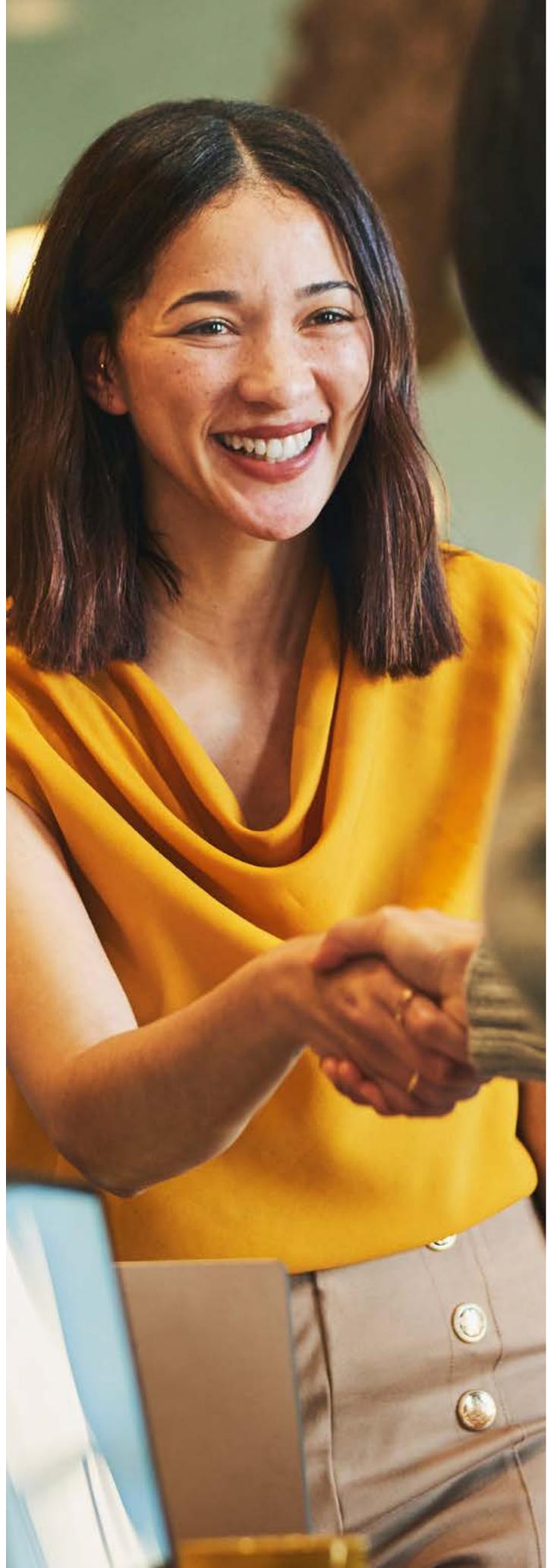
To support our commitment to identifying and preventing modern slavery within our operations and supply chains we provide targeted training to employees involved in the procurement of goods and services. This training is designed to raise awareness of modern slavery risks, equip staff with the knowledge to identify potential red flags and ensure they understand our policies and procedures for ethical sourcing. By empowering our procurement team with the necessary skills and awareness, we strengthen our ability to make informed decisions and uphold our standards of responsible and transparent supply chain management.

Supplier Adherence

As part of our commitment to ethical procurement and the prevention of modern slavery, Probe Group has established a Supplier Code of Conduct that clearly outlines our expectations for suppliers regarding human rights, labor practices, and ethical standards. This Code requires all suppliers to comply with applicable laws and regulations relating to modern slavery, forced labor, and human trafficking, and to implement measures to ensure these practices are not present in their operations or supply chains.

At Probe Group, we view our suppliers as integral partners in upholding shared principles of integrity and ethical conduct. Our Supplier Code of Conduct was reviewed this year to ensure it continues to remain relevant to the standards expected of Probe Group suppliers. The Supplier Code of Conduct is published on our Probe Group website and is an important part of our approach to ethical and responsible procurement.

We believe that by cultivating a strong network of suppliers who share our values, we not only enhance the quality and reliability of our supply chain but also contribute to a global business community that prioritises ethical conduct and social responsibility.



Due Diligence Processes for Ethical Supply and Anti-Slavery

Probe Group is committed to human rights and understands the important role our business plays in contributing towards the global elimination of modern slavery and human trafficking.

Probe Group procures a range of goods and services both from Australia and internationally. Probe Group conducted a risk assessment of modern slavery taking into account supplier geographical location and known industry risks. Our risk assessment processes are designed to identify and evaluate potential areas of vulnerability within our supply chain. This includes thorough scrutiny of high-risk sectors, such as computer hardware manufacture and cleaning services.

We anticipate that due to our global operations, our purchase of goods and services may potentially be susceptible to risks of modern slavery and that specific sectors pose heightened risks for modern slavery, notably within the purchase of goods and services from the following high risk sectors: accommodation and food service activities, building services contractors, construction, cleaning, labour hire, manufacturing, retail, transportation and storage, security services, wholesale, personal services, maintenance and repair of motor vehicle, wholesale, agriculture, forestries and fishing. We intend to continue utilising our due diligence tool iPro to identify opportunities to minimise modern slavery risks in our supply chain including promoting education and awareness and the utilisation of action plans through iPro.



Due Diligence Processes for Ethical Supply and Anti-Slavery

Probe Group’s due diligence framework seeks to minimise the risk of modern slavery in our operations and supply chain. We have in place systems to:



Identify and map our supply chain



Mitigate the risk of slavery occurring in our supply chains



Assess and monitor potential risk areas in our supply chains



Protect whistleblowers.

As part of our initiative to identify modern slavery and mitigate associated risks in our business and supply chain, we undertake a risk assessment of suppliers to identify areas within our supply chain that may be susceptible to modern slavery practices. This includes thorough scrutiny of sectors with high-risk profiles or high-risk locations. Through this assessment we gain a good understanding of the potential vulnerabilities and implement targeted measures to mitigate risk. As part of our supply chain risk analysis, we seek to identify:

- suppliers and partners located in high-risk countries where labour rights are not protected
- suppliers and partners who we spend the most within our supply chain
- high-risk industries that have previously been affected by undeclared labour, illegal labour and/or a high incidence of trafficked persons
- where there is temporary labour
- where there are sub-contractors or temporary agency staff.

A risk rating is then attached of low, medium or high risk for each supplier/partner based on publicly available information about indicators of modern slavery. To date, our focus in our supply chain mapping and risk assessment has been on direct suppliers. The utilisation of iPro in FY25 has enabled us to enhance the effectiveness of our due diligence process. Our focus for FY 26 is on increasing supplier participation in the surveys.

As part of our commitment to transparency, ethical conduct, and the protection of human rights, we actively promote our Whistleblower Policy as a mechanism to encourage the reporting of suspected instances of modern slavery across our operations and supply chain.

The policy is designed to support individuals—whether employees, contractors, suppliers, or other stakeholders—in raising concerns safely and confidentially. It outlines clear reporting procedures and provides multiple accessible channels through which concerns can be raised, including anonymous reporting options where permitted by law.

Probe Group’s Whistleblower Policy, which is published on our website, serves as a vital pillar in our modern slavery compliance framework. It provides a secure avenue for employees and stakeholders to report any suspicions or evidence of modern slavery within our operations or supply chain. This policy ensures confidentiality, protection against retaliation and timely investigation of reported concerns. We recognise that enabling and encouraging individuals to speak up is critical to identifying and addressing modern slavery risks. Through the continued promotion and strengthening of our Whistleblower Policy, we aim to provide a trusted and effective avenue for raising concerns, ultimately contributing to the prevention and remediation of modern slavery in all its forms.

Actions Taken to Address Modern Slavery Risks

Action we have taken to address modern slavery risks in our operations in FY 25 include:

- ✔ Implemented iPro a third party modern slavery due diligence system to enhance the effectiveness of our modern slavery risk assessment process and enhance our ability to understand our supply chain.
- ✔ Leveraged capabilities within iPro to provide suppliers who complete modern slavery questionnaires with automatic tailored action plans designed to assist them in identifying and addressing potential modern slavery risks within their own operations and extended supply chains.
- ✔ Utilised iPro to identify opportunities to enhance supplier knowledge and awareness of modern slavery risks;
- ✔ Reviewed our commitment to anti-slavery through our Anti-Slavery Policy aligning our commitments with our company values of respect and empathy for all.
- ✔ Reviewed our internal risk assessment of modern slavery risks within our operations.
- ✔ Training and awareness continues to be an important pillar in our anti-slavery framework. Our employees involved in the procurement of goods and services are required to complete anti-slavery training to ensure that their decisions and actions align with Probe Group's commitment to respect human rights.
- ✔ Reviewed our standard supplier terms as part of our Procurement Policy to ensure our commitment to anti-slavery is clear for the suppliers with whom we do business.

In addition we continue to promote awareness of our commitment to anti-slavery consistent with our company values of respect and empathy for all.



Effectiveness in Combatting Slavery

Awareness

Ensuring modern slavery awareness training is provided for all staff engaged in procuring goods or services to raise awareness and to implement Probe Group's anti-slavery policies effectively.

Measurement or Effectiveness

Number of relevant staff who have received training on modern slavery risks.

Policies

Ensuring applicable Probe Group policies confirm Probe Group expectations in regards to preventing modern slavery in Probe Group's operations and supply chains.

Measurement or Effectiveness

Policies are reviewed annually to identify any opportunities for improvement. Supplier access to Probe Group policies related to modern slavery.

Due Diligence

Monitoring of suppliers with maintenance of Probe Group supplier register and implementation of modern slavery due diligence software.

Measurement or Effectiveness

Tracking the number of suppliers who have been assessed for modern slavery risks and complete the iPro modern slavery questionnaires.

Risk Management

Understanding exposure both within Probe Group operations and externally in our supply chain.

Measurement or Effectiveness

Completion of annual risk assessment.

Commitment

Maintaining the Anti-Slavery and Ethical Supply Committee

Measurement or Effectiveness

Anti-Slavery and Ethical Supply Chain Committee to monitor progress against our action plan, collaborate and discuss current trends, issues and opportunities.

Procurement

Inclusion of express modern slavery terms in supplier contracts

Measurement or Effectiveness

Continuing to evaluate new supplier contracts to identify modern slavery terms and include express terms where practicable to address modern slavery risks.

Internal Reporting

Reporting of our progress to our group's leadership team.

Measurement or Effectiveness

Updates to be provided to our group's leadership team.

Probe Group is dedicated to regularly evaluating the success of its anti-slavery initiatives. This evaluation is done through Probe's Anti-Slavery and Ethical Supply Committee.



Effectiveness in Combatting Slavery

Probe Group is dedicated to regularly evaluating the success of its anti-slavery initiatives. This evaluation is done through Probe's Anti-Slavery and Ethical Supply Committee.

Our key focus in FY 26 is seeking to increase supplier completion of iPro modern slavery questionnaires and encouraging suppliers to review and implement actions to minimise modern slavery action plans. These action plans highlight specific areas for improvement based on the supplier's responses and provide practical guidance and resources to help them strengthen their risk management practices. This may include recommendations for improving transparency, enhancing worker protections, or reviewing sourcing practices in higher-risk regions or sectors.

By equipping our suppliers with clear, actionable steps, we aim to foster a shared responsibility for ethical sourcing and create a more robust and resilient supply chain. This approach not only supports compliance but also encourages long-term, meaningful engagement with the issue of modern slavery

In FY26, we are committed to advancing our efforts to combat modern slavery by prioritising education and awareness initiatives within our supplier network. We recognise that empowering our suppliers with knowledge and understanding is a critical step toward fostering ethical practices throughout the supply chain. By enhancing suppliers' capabilities to identify and respond to potential issues, we aim to build a collaborative environment where continuous learning and improvement are central to our collective efforts.

FY26

Consultation

Probe Group actively consults with other legal entities within the group to comprehensively identify, assess, and mitigate modern slavery risks across our corporate structure. This collaborative approach ensures a unified and consistent strategy in addressing potential human rights abuses.

Regular engagement occurs through dedicated working groups, joint risk assessments and information-sharing that involve key stakeholders from various business units. These consultations enable us to:

- Share insights and emerging trends related to modern slavery risks specific to our industry and geographic locations.
- Harmonise policies and due diligence processes to uphold high standards throughout the group.
- Coordinate responses to identified risks, ensuring robust remediation measures and continuous improvement.
- Align training programs to enhance awareness and accountability among employees across all group entities.

By fostering open communication and leveraging the collective expertise within our corporate family, we strengthen our capacity to prevent modern slavery and promote ethical business practices throughout our operations and supply chains.

The development of this Modern Slavery Statement involved active consultation with various entities within the Probe Group. This consultation process was facilitated through the Anti-Slavery and Ethical Supply Committee, ensuring that the perspectives and insights of different group entities were considered in the assessment and management of modern slavery risks.

Our Commitment to Continuous Improvement

Continuous improvement is fundamental to our commitment to combatting modern slavery, guided by our core company values of accountability, respect and empathy for all. We actively review and enhance our policies, procedures and performance to ensure that we are effectively address evolving risks. We cultivate a culture of respect and empathy, acknowledging the inherent dignity of all individuals impacted by modern slavery. Through continuous training, proactive due diligence and risk management we aim to uphold human rights and demonstrates our commitment to ethical practices free from exploitation.

Together, we can create positive change.

This statement was approved by the Board of Probe BPO Pty Ltd on 23 October 2025.



Sanj Ahuja

CEO, Director

23 October 2025

Modern Slavery Act 2018 (CTH) – Statement Annexure

Principal Governing Body Approval

This modern slavery statement was approved by the principal governing body of

Probe BPO Pty Ltd

as defined by the Modern Slavery Act 2018 (Cth)¹ (“the Act”) on

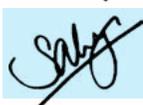
23 October 2025

Signature of Responsible Member

This modern slavery statement is signed by a responsible member of

the Board of directors of Probe BPO Pty Ltd

as defined by the Act²:



Sanj Ahuja, Director and CEO

Mandatory criteria

Please indicate the page number/s of your statement that addresses each of the mandatory criteria in section 16 of the Act:

Mandatory criteria	Page number/s
a) Identify the reporting entity.	2
b) Describe the reporting entity’s structure, operations and supply chains.	3 & 4
c) Describe the risks of modern slavery practices in the operations and supply chains of the reporting entity and any entities it owns or controls.	8
d) Describe the actions taken by the reporting entity and any entities it owns or controls to assess and address these risks, including due diligence and remediation processes.	6, 9, & 10
e) Describe how the reporting entity assesses the effectiveness of these actions.	11
f) Describe the process of consultation on the development of the statement with any entities the reporting entity owns or controls (a joint statement must also describe consultation with the entity covered by the statement).*	13
g) Any other information that the reporting entity, or the entity giving the statement, considers relevant.**	12 & 13

* If your entity does not own or control any other entities and you are not submitting a joint statement, please include the statement ‘Do not own or control any other entities’ instead of a page number.

** You are not required to include information for this criterion if you consider your responses to the other six criteria are sufficient.

1. Section 4 of the Act defines a principal governing body as: (a) the body, or group of members of the entity, with primary responsibility for the governance of the entity; or (b) if the entity is of a kind prescribed by rules made for the purposes of this paragraph— a prescribed body within the entity, or a prescribed member or members of the entity.

2. Section 4 of the Act defines a responsible member as: (a) an individual member of the entity’s principal governing body who is authorised to sign modern slavery statements for the purposes of this Act; or (b) if the entity is a trust administered by a sole trustee— that trustee; or (c) if the entity is a corporation sole— the individual constituting the corporation; or (d) if the entity is under administration within the meaning of the Corporations Act 2001— the administrator; or (e) if the entity is of a kind prescribed by rules made for the purposes of this paragraph— a prescribed member of the entity.