

Asurion Australia 2023 Modern Slavery Statement



Welcome to the neighborhood
Walk into the alcove, wave your hand and experience one of five unique stories.



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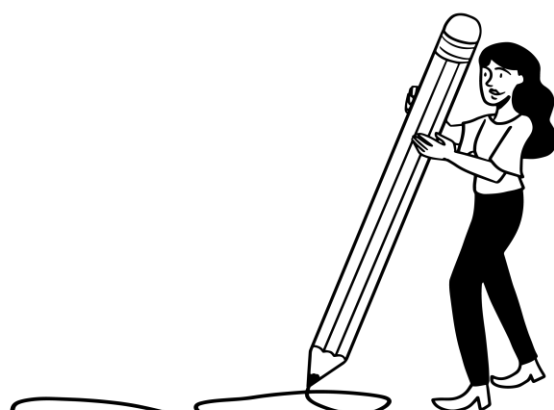
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Introduction

This statement is made under the *Modern Slavery Act 2018* (Cth). It sets out the actions taken by Asurion Australia Pty Ltd ACN 155 388 275 (“**Asurion Australia, we, us, our**”), an entity registered in Australia, to address modern slavery risks in its operations and supply chain over its financial year ending 31 December 2023. Asurion Australia has chosen to make a voluntary statement to the Attorney-General’s Department as it is committed to responsible sourcing and combating human trafficking and slavery in its operations and supply chain.

Acknowledgement of Country

We acknowledge and pay our respects to the Traditional Owners of the land on which we work and live throughout Australia. We pay our respect to Elders past, present and emerging.

About Us – Structure, Operations and Supply Chains

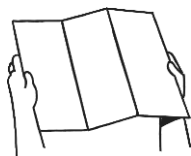
Asurion Australia is part of the global Asurion Group and is ultimately owned by NEW Asurion Corporation, which is headquartered in Nashville, USA (**Asurion HQ**). The Asurion Group has entities located across Europe, Latin America and the Asia Pacific region. Asurion Australia is a proprietary company registered in Australia and it does not own or control any other entities.

Asurion Australia is a leading provider of after sales and trade-in services for consumer electronic devices.

As at 31 December 2023, Asurion Australia had a workforce of 53 people, employed on either a permanent or fixed term contract basis. Employees are primarily based in Sydney and Melbourne but are also located in Adelaide and Brisbane.

Asurion Australia operates a warehouse facility in Regents Park, New South Wales, which is responsible for logistics and device restoration. The corporate office is located in Melbourne, Victoria. Our customer base is also supported by an overseas call centre based in the Philippines.

Asurion Australia’s supply chain network includes:



Postal network
providers



Authorised
device
repairers



Telecommunication
carriers



Original
equipment
manufacturers



Device
monetisation
partners



Lawyers



Accountants



Professional
consultants



Security
personnel

Risks of Modern Slavery Practices in our Operations and Supply Chains

Asurion Australia has conducted a risk assessment to determine the risk of modern slavery practices in its operations and supply chain. We primarily source goods and services from within Australia or from major global corporations through our direct supply chain. We have assessed the risk of modern slavery in our direct operations as low.

Asurion Australia engages its Australian based staff under employment contracts that are compliant with Australian law. We also engage device repairers who are Australian based. Other suppliers such as lawyers, accountants, professional consultants and security personnel are locally based and assessed as low risk.

The call centre based in the Philippines is managed and operated by a sister entity to Asurion Australia, being an entity that is ultimately owned by Asurion HQ, and all employees are engaged pursuant to internal Asurion Group policies and paid above market salaries. Recruitment processes in the Philippines are equivalent to those adopted in Australia. Onsite inspections of the Philippines call centre are also carried out in relation to working conditions.

Asurion Australia appreciates that there is an inherent risk of exposure to modern slavery and labour exploitation in connection with the purchase of electronic devices, parts and equipment (particularly from overseas sources). We source our devices and parts from major international manufacturers with recognised brands under comprehensive contract conditions (the larger of which are managed on a global basis through Asurion HQ).

We continue to monitor our suppliers to consider the risks of modern slavery within their operations and supply chains and to enhance our understanding of the risks attached to our device supply chain.



Assessing and Addressing Modern Slavery Risks in Our Business

Asurion Australia continues to be committed to upholding practices against modern slavery in its supply chains or any part of its business.

In its 2023 financial year, Asurion Australia did not identify any instances of modern slavery in its operations or supply chain. It continues to address any potential risks of modern slavery in its operations and supply chain in the following ways:

- 1) **Supplier Code of Conduct:** Asurion Australia has a Supplier Code of Conduct (“**Supplier Code**”) that is applicable to all entities in our supply chain. The first section of the Supplier Code focuses on our prohibition on forced labour, with the second section detailing our opposition to the use of child labour. These topics occupy a pre-eminent position in the Supplier Code due to their importance to Asurion Australia and the Asurion Group globally. Suppliers are asked to report any potential violations of the Supplier Code to our ethics hotline (maintained by Asurion Australia’s parent company for all of its entities globally) and Asurion Australia retains the right to monitor facilities to ensure compliance with our Supplier Code.

If an entity fails to comply with the Supplier Code, Asurion Australia has the right to terminate its relationship with the supplier in order to remediate the situation. While there have been no instances of Asurion Australia terminating a supplier in the 2023 financial year, Asurion Australia ensures it retains this right to enable it to take action if any concerns arise.

The Supplier Code is reviewed regularly and was last updated in 2022.

- 2) **Due Diligence:** A due diligence check is undertaken by internal compliance personnel prior to onboarding a new supply chain vendor to identify and assess the supplier including any modern slavery risks. For vendors supplying devices parts, part of this check is ensuring that the supplier has a valid and legitimate 'chain of custody'. That is, Asurion Australia will seek confirmation that the supplier is sourcing genuine parts directly from the original manufacturer (OEM), including evidence of a contract between the supplier and the OEM.

Asurion Australia also conducts an initial inspection when onboarding a supplier to check for any modern slavery risks and compliance with the requirements of the Supplier Code.

- 3) **Supplier Contracts:** All of Asurion Australia's suppliers are provided with an Asurion drafted standard form agreement that is compliant with Australian law, and which includes the Supplier Code. Whilst the supplier can modify some clauses of the agreement, they cannot modify or omit the clauses pertaining to anti-bribery, ethics or Asurion Australia's right to audit for compliance with the Supplier Code. Asurion Australia's suppliers can be large global companies. Where the supplier is a large global company, the global relationship and supplier compliance is managed by Asurion HQ.
- 4) **Supplier Audits:** Asurion Australia carries out periodic audits on an ongoing basis on its suppliers. These audits may be desktop audits or onsite audits and are conducted by a member of Asurion Australia's Supply Chain team. The frequency of audits is based on volume of supply, ranging from semi-annually to annually. The audits consider any modern slavery issues as well as workplace health and safety issues, including for example, checking that staff are using and have access to proper safety and protective equipment. Regular Committee meetings are held to review any audit findings.
- 5) **Asurion Australia Employee Policies:** Within our own organisation, Asurion Australia has employment policies that outline our commitment to ethical principles and a safe and secure workplace for all of our employees. We ensure all Asurion Australia employees are paid in accordance with the amounts specified by the modern awards.
- 6) **Asurion Policies, Procedures and Global Code of Conduct:** The Asurion Group's Global Code of Conduct (**GCC**) provides the bedrock for decision making at Asurion Australia. The GCC establishes the common set of ethical principles and standards which guide our actions as we conduct business and serves as a resource for all Asurion Australia employees. These standards and principles include:
 - a focus on a safe and healthy working environment for our employees and our suppliers;
 - diversity, inclusion and equal employment opportunity;
 - anti-harassment and anti-discrimination;
 - a zero-tolerance stance on the use of child or forced labour, slavery, and human trafficking across all global operations and facilities.

Additional policies and procedures are maintained to support our commitment to ethical business practices, and ensuring there is no modern slavery or human trafficking in our supply chains or any part of the business. These policies and procedures are reviewed and updated regularly.

All staff are regularly reminded that they can report any concerns, illegal behaviour or violations of the GCC to a member of Human Resources or the Legal Department. Additionally, employees can access Asurion's Ethics help line, Integrity Plus, which is a confidential reporting system monitored by an independent third party and is available to employees to report areas of concerns 24 hours a day, 7 days a week. Employees can make such reports on an anonymous basis.

- 7) **Training & Employee Relations:** Upon induction with the organisation, employees must complete compliance training that establishes Asurion Australia's position as an ethical workplace. Refresher training is carried out thereafter on an annual basis. Additionally, all Asurion Australia staff are recruited and reviewed through a formalised global process.

- 8) **WH&S Inspections:** Asurion Australia engages an external consultant to conduct WH&S inspections on its work sites on an annual basis.

Effectiveness of Actions

Asurion Australia seeks to measure the success of the actions it is taking to reduce the risk of modern slavery in its operations and supply chain. It currently does this both through the audit framework mentioned earlier in this statement as well as through an enterprise risk management framework that has been established in Australia.

Asurion Australia holds quarterly Risk & Compliance Committee meetings, attended by the Board and senior management of Asurion Australia. Matters monitored through this committee include Asurion Australia's regulatory compliance risk and remediation practices, workplace health and safety matters and program partner risks. Asurion Australia continues to enhance its discussions on supplier risks and the effectiveness of actions taken to minimise those risks.

Asurion's Global supplier compliance team also continues to update its due diligence practices and supplier audit requirements by keeping informed and abreast of the relevant laws in each jurisdiction it operates in and receiving ongoing feedback from auditors.



Approval of Statement

This statement was approved by the Board of Asurion Australia on 21 June 2024.

Asurion Australia looks forward to continuing to be part of the effort to combat modern slavery.



Craig Horneman
Board Chairman and Director
Asurion Australia Pty Ltd

