

# Modern Slavery Statement



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**PROPRIETARY INFORMATION**

# Contents

<b>1. Introduction</b> .....	<b>2</b>
<b>2. Our Structure, Operations and Supply Chains</b> .....	<b>2</b>
Our Structure and Operations .....	2
Our Supply Chains .....	3
<b>3. Identifying Risks</b> .....	<b>3</b>
Assessing the risks of modern slavery .....	3
Results .....	3
<b>4. Risk Mitigation and Remediation – Our Approach</b> .....	<b>5</b>
Hansen’s policies and processes.....	5
<b>5. Effectiveness of Actions</b> .....	<b>6</b>
<b>6. Consultation with related entities</b> .....	<b>6</b>
<b>7. Our Ongoing Commitment</b> .....	<b>6</b>
<b>Board approval</b> .....	<b>7</b>
<b>Annexure 1</b> .....	<b>8</b>

## 1. Introduction

This is the second Modern Slavery Statement (**Statement**) for Hansen Technologies Limited (ACN 090 996 455), an Australian public company listed on the Australian Securities Exchange (ASX: HSN). This Statement has been published in accordance with the *Modern Slavery Act 2018* (Cth) (**Modern Slavery Act**). The Statement identifies the steps taken, and approach adopted, by Hansen Technologies Limited and other relevant group companies, including each wholly-owned entity or Hansen Technologies Limited and any entity under the control of Hansen Technologies Limited (**Hansen, we, our or us**) during the period from 1 July 2020 to 30 June 2021 to ensure that we have implemented the necessary framework and processes to minimise the risk of modern slavery in our business operations and across our supply chain. As entities within our group use the same policies and processes, operate in the same sector and have many shared suppliers, this Statement has been prepared to provide a single and consolidated description of our actions to address modern slavery risks.

We are committed to acting ethically and with integrity to ensure that there is no modern slavery or human trafficking in our supply chains or in any part of our business. We are committed to implementing and enforcing effective systems and controls to ensure modern slavery practices are not taking place anywhere in our operations and supply chains. We are committed to acting in compliance with modern slavery laws that are applicable to Hansen.

The following Hansen entities are considered reporting entities under the Modern Slavery Act –

- Hansen Technologies Limited
- Hansen Corporation Pty Ltd

## 2. Our Structure, Operations and Supply Chains

### Our Structure and Operations

Hansen is a leading global provider of software and services to the energy, water and communications industries. With its award-winning software portfolio, Hansen serves 550+ customers in over 80 countries, helping them to create, sell, and deliver new products and services, manage and analyse customer data, and control critical revenue management and customer support processes. Our services include software development services, IT technology consulting services, and data centre operation services.

Hansen owns a range of entities operating in the technology industry, providing different types of software products for telecommunications, media, high-tech companies and for the energy sector. These entities comprise of both companies incorporated in Australia and overseas, including New Zealand, Canada, China, Vietnam, Denmark, Finland, India, South Africa, the United Kingdom and the United States. Collectively, Hansen and its related entities employ approximately 1,500 employees working across the globe, from our offices in North and South America, South Africa, Europe and the Asia Pacific region.

A full list of entities that Hansen owns and controls is set out in Hansen's 2021 Annual Report, which is available on Hansen's website. Further information about our structure and operations can be found on our official website.

## Our Supply Chains

As an IT services company, we have relationships with suppliers in each of the countries where we operate. These suppliers provide technological goods and services to our business, including the provision of servers and equipment used by our employees and in our data centres, office cleaning services, office consumables, and leasing services. Services arrangements with these suppliers are generally in the form of stable longer-term contractual relationships, and given the nature of these services, our suppliers are sourced locally.

## 3. Identifying Risks

### Assessing the risks of modern slavery

In accordance with the Modern Slavery Act, Hansen has taken steps to identify and assess risks of modern slavery in our operations and supply chains. These include reviewing existing information about Hansen and its related entities' operations and supply chains, mapping out our entire global supply chain and determining the areas where there may be a higher risk. Our methodology for assessing risk took into account such factors as the nature of the services being provided, geographic location of such services, the propensity of the likelihood of modern slavery in relation to those services, and whether there were any general indicators of modern slavery with those suppliers. We then prioritised the higher risk areas in order to perform further due diligence into potential modern slavery practices, using the methodology set out below.

### Results

From the assessment mentioned above, we have made the following observations. First, given the nature of our services and having considered the hiring practices and employment terms adopted by Hansen, Hansen's internal employee operations were identified as little to no risk. Hansen identified that the higher risks areas were suppliers to Hansen, who provide physical services such as cleaning and security services. The following were identified as the highest risk sectors of our operations:

Geographic Location	Sectors and Industries at Highest Risk	Modern Slavery Risk/Indicators of Modern Slavery
Australia and New Zealand	<ul style="list-style-type: none"> <li>• Physical services (cleaning, catering, and security services)</li> <li>• Recruitment strategies by suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• Forced / bonded labour</li> <li>• Excessive working hours</li> <li>• Underpayment of wages</li> </ul>
Canada and United States	<ul style="list-style-type: none"> <li>• Physical services (cleaning, catering, and security services)</li> <li>• Recruitment strategies by suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• Forced / bonded labour</li> <li>• Excessive working hours</li> <li>• Underpayment of wages</li> <li>• Exploitation of migrant workers</li> </ul>
Central and Latin America	<ul style="list-style-type: none"> <li>• Physical services (cleaning, catering, and security services)</li> <li>• Recruitment strategies by suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• Forced / bonded labour</li> <li>• Underpayment of wages</li> <li>• Exploitation of migrant workers</li> <li>• Deceptive recruitment</li> </ul>
Europe and the United Kingdom	<ul style="list-style-type: none"> <li>• Physical services (cleaning, catering, and security services)</li> <li>• Recruitment strategies by suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• Forced / bonded labour</li> <li>• Excessive working hours</li> <li>• Underpayment of wages</li> <li>• Exploitation of migrant workers</li> </ul>
South Africa	<ul style="list-style-type: none"> <li>• Physical services (cleaning, catering, and security services)</li> <li>• Recruitment strategies by suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• Forced / bonded labour</li> <li>• Excessive working hours</li> <li>• Underpayment of wages</li> <li>• Exploitation of migrant workers</li> </ul>
China	<ul style="list-style-type: none"> <li>• Physical services (cleaning, catering, and security services)</li> <li>• Recruitment strategies by suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• Forced / bonded labour</li> <li>• Excessive working hours</li> <li>• Underpayment of wages</li> <li>• Exploitation of migrant workers</li> </ul>
India	<ul style="list-style-type: none"> <li>• Physical services (cleaning, catering, and security services)</li> <li>• Recruitment strategies by suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• Forced / bonded labour</li> <li>• Deceptive recruitment</li> <li>• Excessive working hours</li> <li>• Underpayment of wages</li> <li>• Exploitation of migrant workers</li> </ul>

Geographic Location	Sectors and Industries at Highest Risk	Modern Slavery Risk/Indicators of Modern Slavery
Vietnam	<ul style="list-style-type: none"> <li>• Physical services (cleaning, catering, and security services)</li> <li>• Recruitment strategies by suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• Forced labour</li> <li>• Deceptive recruitment</li> <li>• Exploitation of migrant workers</li> <li>• Excessive working hours</li> <li>• Underpayment of wages</li> </ul>

## 4. Risk Mitigation and Remediation – Our Approach

### Hansen’s policies and processes

Hansen has in place many formal policies to ensure our high standards of ethical conduct and legal compliance. This includes our ethics, diversity, privacy, and modern slavery policies, which are made available on our official website. Our Modern Slavery Policy outlines Hansen’s minimum standards in relation to modern slavery (**Minimum Standards**), that Hansen expects of itself, as well as of its suppliers of goods and services within its supply chain. These Minimum Standards include a prohibition of any type of forced, bonded or indentured labour and a commitment that Hansen, its related entities and suppliers comply with the minimum legal working age in the relevant country or in the absence of such law, by the International Labour Organisation Convention 138 (the **Minimum Age Convention**). In addition to identifying any new service suppliers where there may be a higher risk of modern slavery in order to perform any further due diligence during this reporting period, Hansen has also contacted any previously identified suppliers to affirm their commitment to our principles.

Hansen also conducts regular employee training to ensure that its employees are aware of, and understand their ethical and legal obligations. They are also made aware of our internal reporting mechanisms in order to report any actual or suspected non-compliance with the Minimum Standards by Hansen or our suppliers.

Our procurement processes contain due diligence steps to perform to confirm that new suppliers conform with the Minimum Standards and have implemented a risk based approach to ensure current suppliers conform with the Minimum Standards. Our due diligence include: determining whether the supplier has a pre-existing modern slavery policy covering its operations, where necessary, performing the assessment described in section 3 to assess the risks, and where necessary, communicating our Minimum Standards to the supplier and taking further steps to ensure that the supplier conforms with the Minimum Standards. In addition, Hansen’s procurement contracts for new suppliers includes provisions that incorporate Hansen’s modern slavery policy, and ensures that the supplier (and its suppliers) are obligated to comply with the Minimum Standards.

## 5. Effectiveness of Actions

Hansen appreciates the importance of assessing the effectiveness of the actions we are taking to identify and address modern slavery risks. We have implemented several tools to ensure that our actions are working, including those set out in the table below.

Tool	Activity	Measurement of Effectiveness
Governance	<ul style="list-style-type: none"> <li>• Policy reviews</li> <li>• Supplier contracts requiring modern slavery compliance</li> <li>• Team member training</li> </ul>	<ul style="list-style-type: none"> <li>• Completed policy reviews in a timely manner</li> <li>• % of high risk suppliers agreeing to the Minimum Standards</li> <li>• % of team trained</li> </ul>
Risk Management	<ul style="list-style-type: none"> <li>• Annual supply chain data disclosure and risk assessments</li> <li>• Identifying trends from risk data</li> </ul>	<ul style="list-style-type: none"> <li>• Number of identified risks</li> <li>• Performance of annual risk assessments by geographical locations and services</li> </ul>
Grievances mechanisms	<ul style="list-style-type: none"> <li>• Cases remediated</li> <li>• Identifying trends from grievance data</li> </ul>	<ul style="list-style-type: none"> <li>• Total number of issues raised</li> <li>• Channel through which issues were raised</li> <li>• Remedy for affected persons</li> </ul>

## 6. Consultation with related entities

All entities that Hansen owns or controls operate under a common set of policies and programs, including the Whistleblower Policy and the Modern Slavery Policy. The risk identification and assessment process referred to in part 3 and the drafting of this statement were carried out in consultation and collaboration across the Hansen Group. This included engagement with members of the Executive Leadership Team of each entity.

## 7. Our Ongoing Commitment

Hansen has implemented an ongoing process of identifying and assessing areas of our business where there may be a higher risk that there is non-compliance with the Minimum Standards, to then further investigate and remediate appropriately. Where any possible non-compliance of the Minimum Standards has been identified, then Hansen shall further investigate the risk, and assess whether there are any violations and remediate.



December 2021

Hansen has incorporated the Minimum Standards into our new supplier agreements, to also ensure that appropriate due diligence is performed for any new supplier engagement.

## Board approval

This statement was approved by the Board of Hansen Technologies Limited on behalf of Hansen Technologies Limited and Hansen Corporation Pty Ltd (as reporting entities) at its board meeting on 15 December 2021.



David Trude

Chairman

15 December 2021

## Annexure 1

This Statement was prepared in accordance with the mandatory criteria for modern slavery statements set out in section 16 of the Modern Slavery Act.

The table below outlines where each criterion can be found.

Mandatory criteria for Modern Slavery Statement	Location of Information in this Statement
Identify of the reporting entity	Introduction (part 1)
Describe the reporting entity's structure, operations and supply chains	Our structure, operations and supply chain (part 2)
Describe the risks of modern slavery practices in the operations and supply chains of the reporting entity, and any entities that the reporting entity owns or controls	Identifying risks (part 3)
Describe the actions taken by the reporting entity and any entity that the reporting entity owns or controls, to assess and address those risks, including due diligence and remediation processes	Risk Mitigation and Remediation – Our Approach (part 4)
Describe how the reporting entity assess the effectiveness of such actions	Effectiveness of actions (part 5)
Describe the process of consultation with any entities that the reporting entity owns or controls	Consultation with related entities (part 6)
Provide any other information that the reporting entity, or the entity giving the statement, considers relevant	Our ongoing commitment (part 7)



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