



Modern Slavery Statement

COVERING THE PERIOD OF 01 JANUARY TO 31 DECEMBER 2025

May 1, 2026



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Introduction

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About This Statement

The Attorney General's Department in Australia mandates that organizations with an annual global revenue exceeding \$100M must comply with the requirements of the Australian Modern Slavery Act (2018). ISG has prepared its Sixth Modern Slavery Statement, detailing the company's activities for the financial year ending December 31, 2025.

ISG is deeply committed to ensuring that neither its operations nor its supply chain engage in any form of human exploitation anywhere in the world. Unfortunately, the global prevalence of modern slavery continues to rise, with an estimated 50M individuals currently living in such conditions, including approximately 28M in forced labor and 22M in forced marriages.

ISG remains steadfast in its mission to combat modern slavery and eradicate it, striving to uphold human rights and conduct all business operations responsibly and ethically.

This statement is made pursuant to section 13 (1) of Modern Slavery Act (Commonwealth) 2018 and has been approved by the ISG's Internal Executive Board.

In approving this statement, the ISG Board has verified that robust due diligence processes are in place to effectively identify, address, and mitigate any risks of human exploitation within ISG's operations and supply chains.



Michael P. Connors

Chairman & Chief Executive Officer

A handwritten signature in black ink that reads "Michael P. Connors". The signature is written in a cursive, flowing style.



Structure, Operations and Supply Chain

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Strategic Acquisition Journey

2026

 **AI Maturity Index**

Workforce AI Readiness SaaS Platform

2025



Strategic Advisory Firm for Italy

2023



Software Research & Analyst Firm

2022



Enterprise Transformation Specialist

Recent Acquisitions

2022



Automated Contracting Solutions

2020



A Global Intelligent Automation Firm

2016



Transformation & Sourcing Advisory

2016



Leading OCM consulting firm

2015



Advisory & Benchmarking Provider

2015



Next-Gen IT Research & Insight Leader

2014



Italian Public Sector IT Advisory

2014



Satisfaction Benchmarking

2011



Global Sourcing & Operations Advisory Leader

2011



Business & IT Benchmarking. Data. Analytics.

2007



Public Sector Technology Advisory Leader

Core Capability Buildout

ISG Global Leadership

Board of Directors

Gerald S. Hobbs (Lead Director), Samuel Molinaro, Jr., Bruce N. Pfau, Christine Putur, and Kalpana Raina



President
ISG Research



President
EMEA



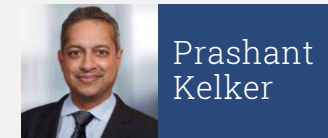
President, ISG
Enterprise Growth &
Chair, ISG GovernX®



President
ISG Client Experience



President
Chief AI Officer



Chief Strategy
Officer & Partner,
Americas Consulting



Executive Vice
President &
Chief Human
Resources Officer



Vice Chairman
& President,
ISG Americas &
Asia Pacific



President
Network & Software



Chief Data & Analytics
& Head of DATO



Executive Vice
President &
Chief Financial
Officer

Last updated: March 2026

ISG Operations

- ISG's workforce consists mostly of remote staff, operating from various locations to serve our clients globally.
- In addition to the remote workforce, ISG also has offices in key locations around the world.
- ISG employs approximately 1,500 people globally and our operations are supported by staff, based in offshore locations, such as India, which provide services to our clients as well as business, compliance and administrative support services to our global team.

ISG Global Footprint

As a global AI-centered technology research and advisory firm, ISG operates as a virtual global company, deploying our highly mobile workforce to any jurisdiction around the world in which our clients conduct their business.

900

Clients Served Annually

17

Countries

1,500

Professionals



ISG's Supply Chain

As part of conducting business, ISG relies on a supply chain within Information Technology, Finance, Events and Marketing, Facilities, HR as well as other consulting companies around the world.

In our operational centres, we interact with suppliers at both a global and local level. Some services are derived from global suppliers and distributed across our international workforce, but many others are smaller, local suppliers.

What we Buy

Facilities
Management

Software

Human
Resource

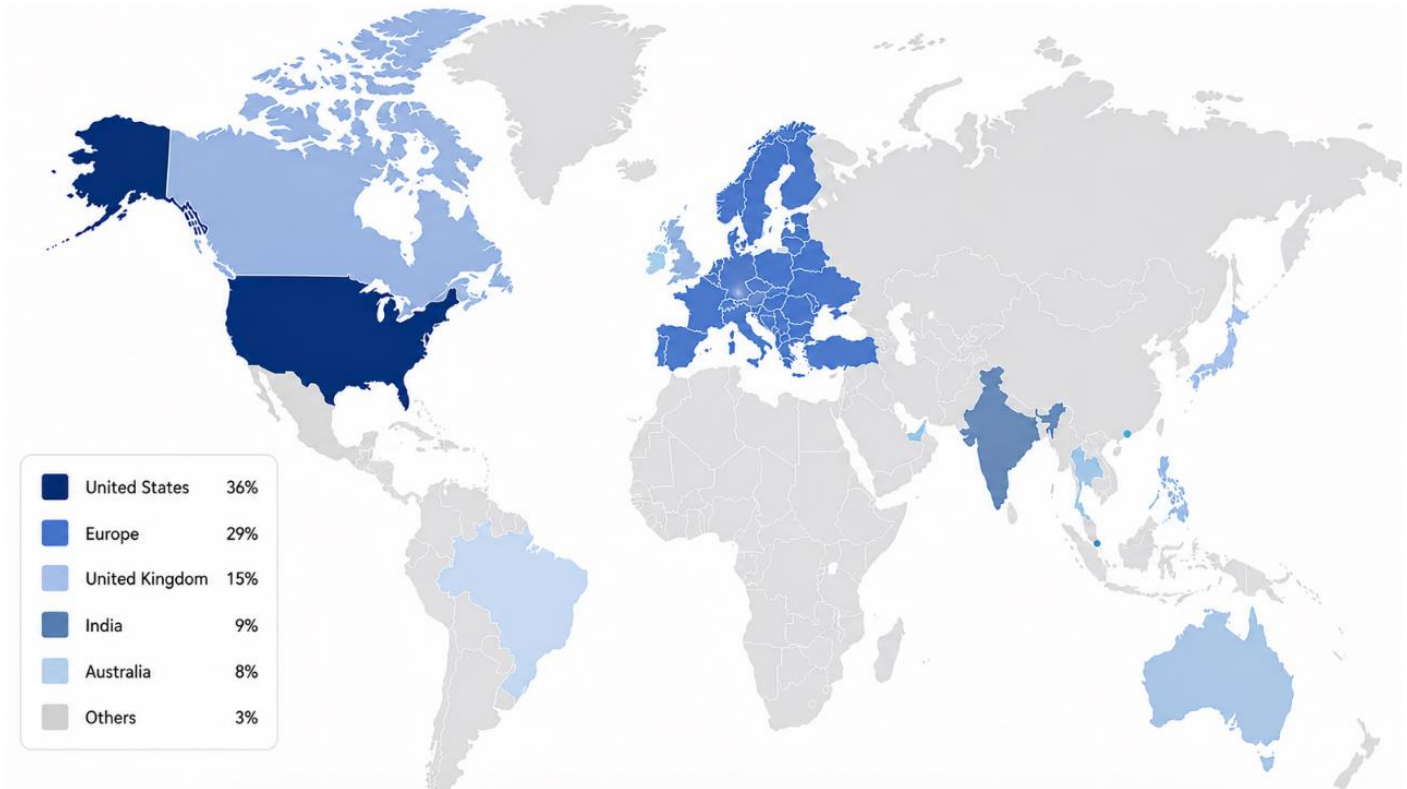
Security

Financial
Services

Event
Management

IT Services

Where our Suppliers are Based





Risk of Modern Slavery in Our Operations and Supply Chain

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Potential Risks and Management of Our Supply Chain



ISG acknowledges the complexities of managing a global supply chain and the associated risks of modern slavery. We are committed to continuous monitoring and robust risk management to ensure our global partners meet our high ethical standards.

As with most global organisations, ISG consumes electronic goods such as laptops, mobile phones and other equipment in the course of our business as an advisory, technology and research organisation. ISG is acutely aware of the risks associated with the production of electronic goods in high-risk countries and actively collaborates with peers and suppliers to strengthen our response to modern slavery and work towards the elimination of human exploitation in the manufacturing and distribution of the electronic goods, consumed by ISG.

As an organiser of global events, ISG remains alert to potential risk within certain food and hospitality industries. In 2025, ISG has continued to monitor its catering and hospitality supply chain to ensure that any potential risks are identified and mitigated in a timely manner.

Over the past five years and in line with the Modern Slavery Act, ISG has significantly improved its ongoing management of suppliers throughout the supplier lifecycle. ISG regularly reviews our existing suppliers and undertakes due diligence when considering taking on new suppliers.

ISG's Modern Slavery Framework is anchored by our [Supplier code of conduct](#) which outlines the policies that govern the processes, pertaining to supplier engagement and the minimum requirements and prohibitions with respect to the purchasing of goods and services on behalf of ISG. Thus, ISG's contracts with suppliers include the obligation to comply with the ISG Supplier Code of Conduct.

ISG Actions to Mitigate Potential Risks

1

ISG maintains continuous oversight across all business units to ensure that any potential risks of human exploitation are promptly identified, assessed, and effectively managed.

2

ISG's Modern Slavery Risk Management Framework is an integral component of our global Enterprise Risk Management strategy. This integration ensures that all entities, employees, and contractors have clear visibility of their roles in identifying and mitigating exploitation risks across our operations and supply chain.

3

ISG consistently reviews and strengthens our employment policies to prevent any inadvertent involvement in practices that could contribute to modern slavery. By refining these internal processes, we ensure our workforce upholds the highest standards of ethical conduct in every aspect of their roles.

4

ISG has further expanded its modern slavery awareness training for both employees and contractors. This comprehensive program covers how to identify red flags, the specific protocols for reporting suspected cases, and how to prevent any practices that might inadvertently contribute to exploitation within our operations or supply chain.

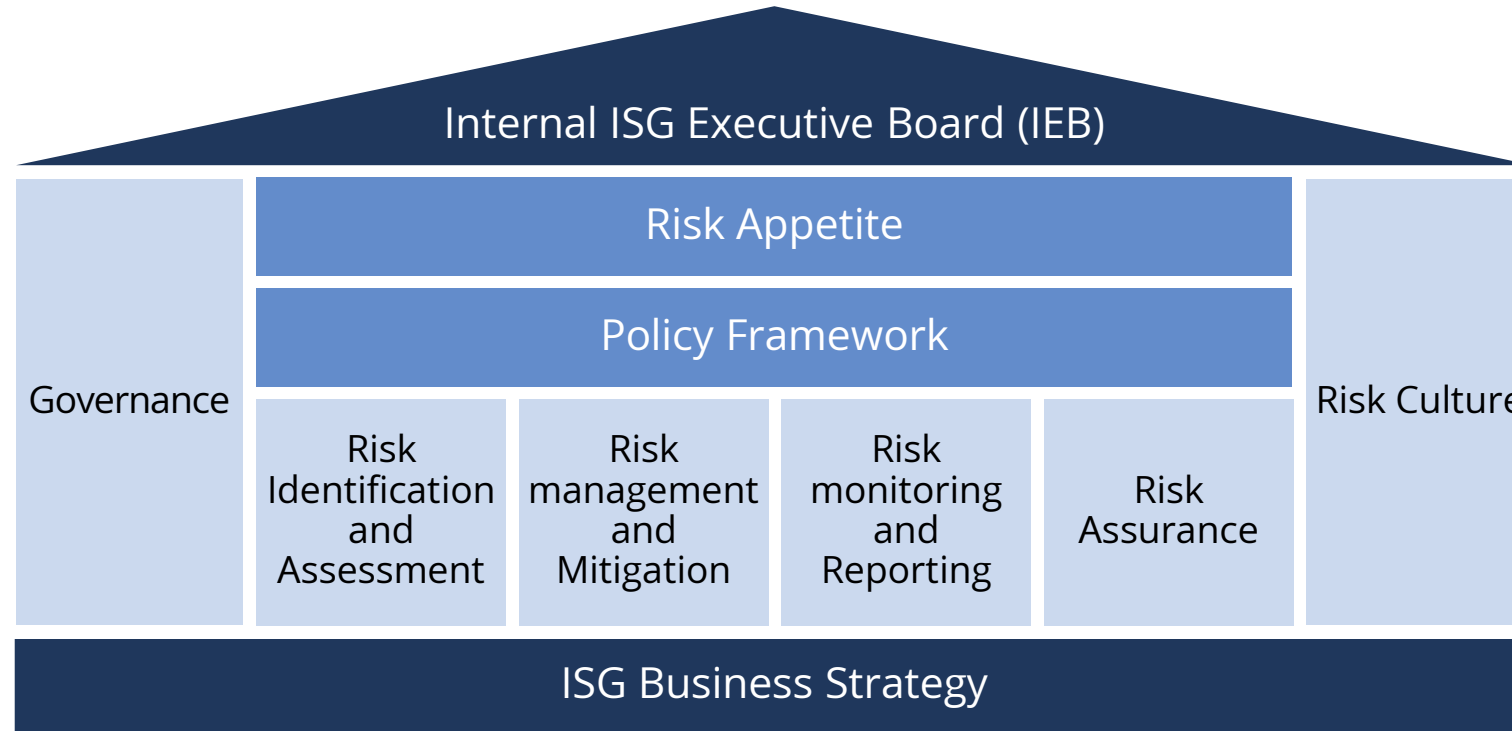


Actions Taken to Assess and Address Modern Slavery Risks

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Modern Slavery Risk Management Framework

ISG's **Modern Slavery Risk Management Framework**, a subset of ISG's **Enterprise Risk Management Framework**, forms the backbone of our commitment to the eradication of business-related human exploitation.



The IEB is accountable for ISG ANZ's compliance with Modern Slavery Act 2018.

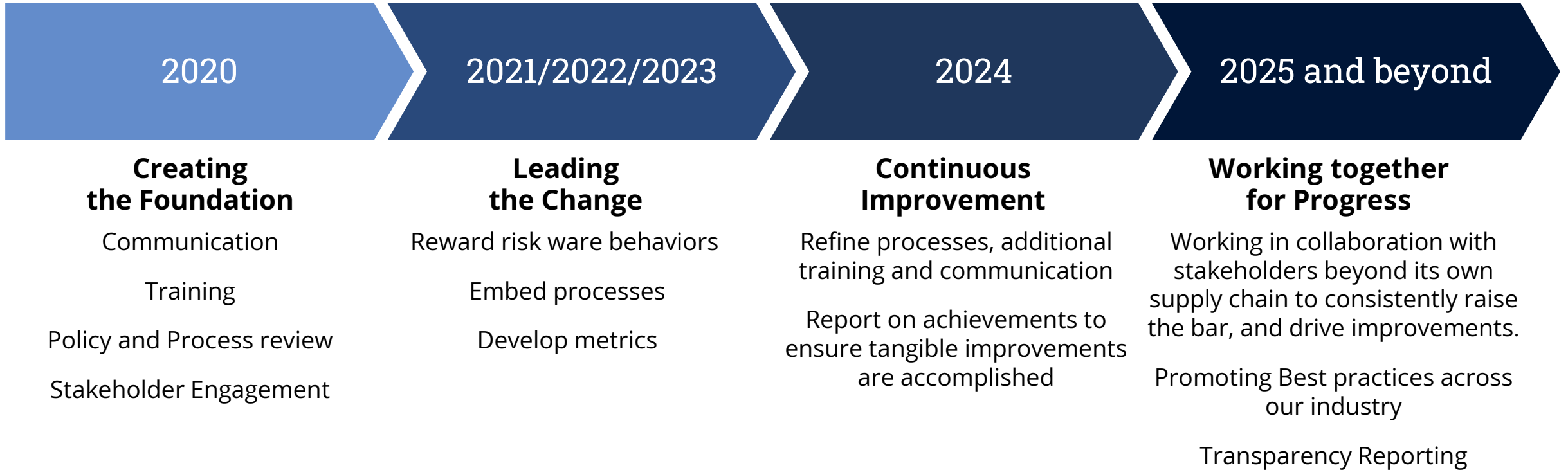
The IEB signs off on ISG ANZ's Modern Slavery Statements.

As per the Modern Slavery Act requirements, the ISG Modern Slavery statement must be approved by the Internal ISG Executive Board (IEB).

Before the Modern Slavery Statement is approved, the IEB must satisfy itself that adequate due diligence has taken place to identify, manage and mitigate any risks of human exploitation anywhere in ISG's operations and supply chain.

Operationalisation of ISG Modern Slavery Framework

Over the past six years, ISG has operationalised our Modern Slavery Framework and continued to build a positive risk culture which emphasises zero-tolerance for human exploitation in our operations and supply chain.



Operationalisation of ISG Modern Slavery Framework

The foundation of our Modern Slavery Risk Management Framework are:

Risk Appetite

- An effective risk management framework relies on a clearly articulated appetite statement that informs decision-making at every organisational level.
- Organisations quantify their risk appetite by evaluating their tolerance for modern slavery risks. In 2025, ISG completed a comprehensive review to reaffirm our commitment and risk threshold in this critical area.
- ISG maintains a "Low" Risk Appetite, signifying a zero-tolerance policy toward any form of human exploitation within our operations or global supply chain.

Policy Framework

- ISG conducts frequent policy reviews to maintain global relevance and ensure our standards align with evolving international regulations.
- As part of our commitment to continuous improvement, we regularly audit the maturity of our frameworks, internal controls, and remediation protocols.
- The Supplier Code of Conduct sets out the expected behaviors of ISG's suppliers, not just in terms of compliance to the Modern Slavery Act but also in relation to how ISG expects its suppliers to conduct themselves and treat their suppliers, ISG's fourth and fifth parties.
- We provide a dedicated, secure whistleblowing channel for employees, contractors, and suppliers to report suspected exploitation or ethical concerns.

Governance

- ISG has implemented a Modern Slavery Risk Management Framework that defines the specific responsibilities of key stakeholders for both initial supplier onboarding and the continuous monitoring of our supply chain.
- To ensure a unified approach to risk, our Modern Slavery Framework is fully integrated with ISG's global Enterprise Risk Management (ERM) system.

Operationalisation of ISG Modern Slavery Framework (continued)

The foundation of our Modern Slavery Risk Management Framework are:

Business Strategy

- ISG maintains a zero-tolerance policy toward forced labor, a stance strictly enforced through our global Codes and Standards. Recognising that our clients and partners look to us for leadership in eradicating human exploitation, we have implemented a robust internal framework to ensure our operations and supply chains remain free from modern slavery risks.
- Beyond our internal commitments, ISG provides a specialised professional service to help clients identify, assess, and mitigate exploitation risks within their own global footprints. This service is available across all jurisdictions with modern slavery legislation, ensuring compliance and ethical integrity far beyond our Australian operations.

Risk Culture

- ISG defines risk culture as the collective mindset and behaviors that govern how we manage uncertainty. We are committed to embedding a positive risk culture where identifying and managing modern slavery risks is an intrinsic part of every employee's daily responsibilities. This open environment encourages transparent discussions regarding both risks and opportunities, empowering our people to voice concerns through established escalation channels.

Risk Management

- ISG believes that robust modern slavery and third-party risk management must be underpinned by advanced technology. We have invested in a dedicated Third-Party Risk Management (TPRM) platform that provides end-to-end visibility, allowing us to identify, mitigate, and report on risks across our global operations and supply chains.
- By leveraging the latest in automation—including predictive auto-scoring—we can efficiently evaluate supplier risk profiles in real-time. This automated approach ensures that potential vulnerabilities are flagged instantly, allowing our teams to focus their interventions where they are needed most.

ISG's Approach to Modern Slavery Risk Identification

ISG has established a robust and repeatable Modern Slavery Risk Management Framework designed to identify, assess, and continuously monitor for exploitation across our global operations. By integrating cutting-edge AI and automation, we ensure high levels of consistency and efficiency in risk detection. This technological foundation is complemented by a dedicated team of qualified risk professionals who apply industry best practices to maintain a rigorous and expert-led oversight process.

ISG's third-party Risk Management team consists of qualified risk professionals who apply industry best practice to the Modern Slavery risk identification process.



Identify

Who are ISG's suppliers and their third parties?
Collate all available supplier information, including

- Supplier Controls (Policies and Standards)
- Geographical Prevalence of Modern Slavery
- Type of Industry
- Adverse News



Assess

In 2025, ISG assessed the risk posture for suppliers and their suppliers (ISG's fourth parties), taking into consideration assessment responses and all available secondary sources of information.



Manage

Manage any issues through to resolution, working with the relevant ISG business owners.



Monitor

Continue to monitor for changes to suppliers' risk posture. Use internal information (e.g., changes to scope or location) and external sources (e.g., adverse news, alerts and sanctions) to ensure risks are identified and addressed on an ongoing basis.

Supplier Due Diligence

ISG identifies human rights risks as the foundational step toward enhancing internal policies and management systems. These efforts are strictly aligned with the United Nations Guiding Principles (UNGPs) framework to identify, mitigate, prevent, and remedy human rights risks throughout the organisation.

ISG prioritises mechanisms that drive continuous improvement and is committed to partnering with suppliers across all tiers to remedy identified issues. This includes implementing preventative systems to ensure long-term ethical resilience.

ISG adopts a risk-based approach to supply chain due diligence, focusing resources where individuals are most vulnerable. This includes annual screenings for adverse media, sanctions, bribery, and corruption to surface indicators related to modern slavery.

ISG's supplier due diligence process

1

All new suppliers

- Before engagement commences, all suppliers must comply with ISG's [Supplier Code of Conduct](#), which mandates zero tolerance for modern slavery practices globally.
- Suppliers must agree to the inclusion of a modern slavery provisions in contractual agreement with ISG.



2

Suppliers with a medium or high inherent Modern Slavery risk

- During the onboarding phase, suppliers are required to complete a Modern Slavery Supplier Assessment specifically designed to detect indicators of human exploitation.
- ISG makes use of secondary sources of information such as Code of Conduct, Ethical Sourcing, Whistle-blower Policies, responses to Human Exploitation legislation outside Australia, news and alerts including adverse media, and any other information which may be used in risk identification and mitigation.



3

Suppliers with a high residual Modern Slavery risk

- Suppliers are required to complete a Modern Slavery Assessment on regular basis, dependent on risk categorisation (country, industry, adverse news).
- ISG utilises advanced external data feeds to monitor for adverse media, legal alerts, and emerging events, ensuring a proactive response to supply chain vulnerabilities.



4

Ongoing Modern Slavery Controls Assurance

- Suppliers may be required to undergo audits for ISG to obtain assurance that adequate controls are in place to mitigate modern slavery risks appropriately.
- ISG's audits may be in the form of physical audits (site visits) or virtual audits (interviews, evidence gathering etc.).

Key Performance Indicators (KPIs)

ISG has further strengthened its due diligence framework by implementing enhanced operational controls. The following sections detail the KPIs to measure the effectiveness of ISG's strategy and ensure meaningful progress in risk mitigation.



Internal training

ISG has maintained a dedicated Modern Slavery training program for six consecutive years. As a mandatory component of the onboarding process, all new employees and contractors must complete this training, while existing personnel undergo regular refresher modules to stay informed of evolving risks. During this reporting period, ISG is pleased to report a 100% training compliance rate across its Australian workforce.



Policy development and implementation

To maintain regulatory excellence, ISG proactively reviewed and updated its internal policies throughout the reporting cycle. This initiative confirms that ISG's operational frameworks are fully compliant with the Modern Slavery Act and effectively address the evolving complexities of human rights risks.



Supplier Due Diligence

ISG has strengthened its supplier vetting processes to ensure deeper visibility into its supply chain. By integrating specialized risk management into various business units, ISG subjects every supplier to comprehensive initial and ongoing evaluations. This systematic approach ensures that any identified modern slavery risks are managed and remediated according to ISG's robust procedural standards.



Modification of supplier contracts

ISG has continued to execute supplier contracts with Modern Slavery specific clauses, including a requirement for suppliers to comply with ISG's [Supplier Code of Conduct](#).



Supplier survey response rate

ISG has maintained its practice of categorizing suppliers as High, Medium, or Low risk, considering factors such as industry, geography, and other critical risk indicators. We remain committed to collaborating with our suppliers to enhance their response rates annually by fostering greater awareness throughout our supply chain.



Reported incidents, and corrective actions

For the 2025 reporting cycle, ISG's monitoring systems and due diligence processes recorded zero incidents of modern slavery.

Actions Taken – ISG Operation and Supply Chain

Actions taken during the 2025 Reporting Period

Integrated advanced external data feeds to track adverse media and legal alerts, enabling a proactive response to emerging supply chain vulnerabilities.

We have conducted a full review of ISG's policies, including the **Code of Ethics and Business Conduct**, [Whistle-blower](#) and [Supplier Code of Conduct](#) policies, to ensure continued alignment to the Modern Slavery Act.

Refined ISG's internal risk rating heat map by incorporating updated global indices (e.g., Global Slavery Index data) to prioritize due diligence more effectively.

Deployed global supplier assessments to identify and evaluate potential vulnerabilities within ISG's supply chain.

Continued specialised Modern Slavery Awareness and refresher training for employees and contractors.

Enhanced ISG's **Supplier Due Diligence process** by working closely with internal stakeholders to leverage existing supplier information collection processes, such as the Data Protection Impact Assessment, to minimise the overhead and impact on our suppliers.

ISG formalized the reporting of modern slavery assessment findings, mitigation actions, to the Internal Executive Board. This ensures high-level visibility, rigorous review, and formal authorization of all outputs as required for the annual Modern Slavery Statement.

ISG further matured its operational and supply chain due diligence during this cycle, enhancing its ability to identify and mitigate modern slavery risks.

Actions Taken to Assess and Address Modern Slavery Risk

In this reporting period, ISG assessed modern slavery risks by analysing supplier participation and the extent of available supporting information, providing a clearer understanding of risk exposure related to Modern Slavery.

Risk Identification Assessment and Management

- The TPRM CoE distributed Modern Slavery questionnaires to relevant suppliers to assess compliance with the Modern Slavery Act. The TPRM CoE reviewed the responses to evaluate risk levels and identify any areas of concern. Based on supplier responses, risks were identified, assigned to relevant stakeholders, and addressed through action plans with ongoing monitoring. Residual risk ratings were then determined as part of the overall assessment.
- This process provided deeper insights into suppliers' Modern Slavery policies, practices, awareness, and the integration of related risks into internal processes.
- During the 2025 reporting period, a total of 666 assessments were conducted to evaluate modern slavery risks across ISG global supplier base.
- At the time of analysis, 124 suppliers have responded to the assessment questionnaires, with additional insights supplemented through 246 secondary sources .
- Out of the 666 suppliers assessed:
 - 71 suppliers have responded and have secondary or tertiary source data available.
 - 53 suppliers have responded but do not have any supporting secondary or tertiary data.
 - 175 suppliers have not responded but have secondary or tertiary data available for due diligence.
 - ISG continues to work with the remaining 367 suppliers who are yet to respond.

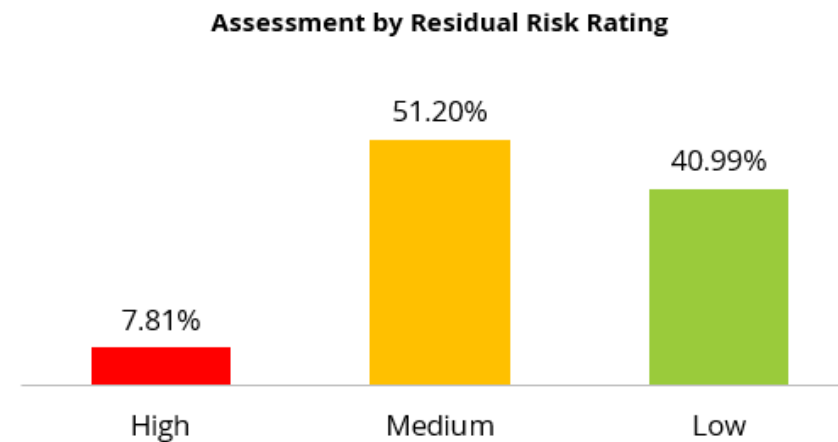
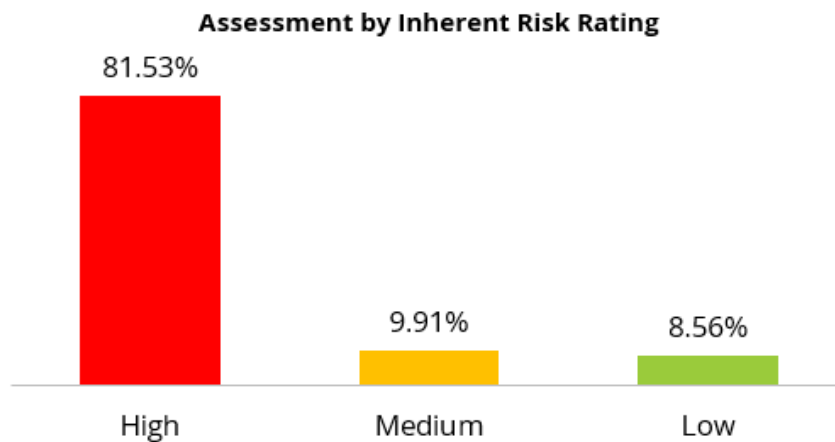
Actions Taken to Assess and Address Modern Slavery Risk

Detailed analysis of the suppliers' responses indicates the following trends:

- No evidence of slavery or human trafficking was identified within ISG's business or supply chain. Among the suppliers who responded, several have policies in place aimed at preventing modern slavery and ensuring acceptable working conditions.
- Suppliers confirmed that mitigation or action plans are in place to address any identified risks of Modern Slavery within their organisations.
- Several suppliers indicated that training on Modern Slavery and Human Trafficking is provided to enhance awareness and enable the identification of related risks within their organisations and supply chains.
- Small to medium enterprises may not necessarily have the same level of corporate policies in place as larger organisations.
- Most of the suppliers confirmed that they do not conduct business in high-risk countries. For those operating in such jurisdictions, they confirmed the implementation of relevant policies, due diligence procedures, and control measures to address and mitigate Modern Slavery risks.
- As a result of this comprehensive assessment methodology, only 7.81% of suppliers were identified as High Risk, 51.20% as Medium Risk and 40.99% as Low Risk.
 - Suppliers with a residual risk rating 'High', were identified based on the risk rating methodology, namely, high risk location and industry.

Inherent and Residual Risk Ratings

- Inherent risk, or the baseline, is the natural level of risk in a process or activity without doing anything to reduce the likelihood or mitigate the severity of a mishap. This view should be an indication of where the biggest risks are found.
- Residual risk is the amount of risk remaining after the inherent risk has been reduced by controls. The Residual risk should either be equal or less than the inherent risk level.
- The inherent risk has been reduced significantly by conducting extensive due diligence and identifying secondary sources to mitigate any Modern Slavery risks.
- Risk scores are calculated, based on supplier location and industry along with the artefacts, provided by suppliers.
- The inherent risk of 81.53% has been reduced to 7.81%% indicating improved risk visibility and mitigation through due diligence and the use of secondary source data.
 - The suppliers identified as 'high risk' are due to lack of response, high risk location and industry. ISG will continue to work with these suppliers to record relevant responses and artefacts which will act as risk controls.



Operational Due Diligence and Supplier Agreements



Operational Due Diligence

- ISG mitigates operational modern slavery risks through a rigorous workplace relations policy framework. Supported by a robust governance structure, ISG maintains a zero-tolerance mandate against all forms of modern slavery.
- ISG validates that all employees receive their legal entitlements and undergo thorough background checks. This includes rigorous "Right to Work" documentation verification at the point of hire and mandatory alignment with the ISG Code of Ethics and Business Conduct.
- ISG actively engages with offshore operational teams to strengthen controls in high-risk locations. This collaborative approach ensures that ethical standards are maintained and improved across all global business units.



Supplier Due Diligence

- ISG continues to refine its due diligence framework through a multi-layered approach, including regular assessments, location-based impact evaluations, and comprehensive audits. This methodology ensures risks are identified and mitigated with precision across the global supply chain.
- Our risk mitigation strategy is informed by industry best practices and led by our Third-Party Risk Management Centre of Excellence team, composed of modern slavery subject matter experts. This approach ensures that our supplier due diligence processes remain adaptive to global developments and emerging risks, enabling us to take proactive measures to address any modern slavery concerns within our business and supply chain.
- ISG mandates adherence to modern slavery standards through enforceable contractual provisions, including audit rights that extend across all tiers of a supplier's operations.

Awareness and Training



ISG has further embedded its Modern Slavery Risk Management Framework by delivering comprehensive global training and refresher courses to employees and contractors, while simultaneously synchronising risk-management protocols across key operational functions including Finance, HR, and IT to embed ethical due diligence into departmental decision-making.

Throughout this reporting period, ISG emphasized to employees and suppliers the importance of identifying and mitigating Modern Slavery risks and its significance to the organization's values and objectives.

Important to protect our workforce, direct and indirect, from any form of modern slavery (debt bondage, forced labour etc.)

ISG is required by law to report upon slavery in our organisation and supply chains.

Addressing modern slavery in our supply chains also improves the quality and integrity of our supply chain.

Taking a leadership role in fight against modern slavery is critical to our credibility among clients, investors and the global community.



Effectiveness of Actions Taken

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Assessment and Effectiveness of Our Actions

ISG's Commitment

- ISG supports the United Nations Guiding Principles on Business and Human Rights, recognising these as the global benchmark for preventing and addressing business-related human rights violations. ISG acknowledges its responsibility to contribute to the eradication of human exploitation and remains dedicated to respecting human rights across all regions of operation.
- ISG's ethical and legal standards are central to its global culture. This commitment is operationalised through the Responsible Business and Legal Compliance Programme, which ensures statutory compliance and the fulfilment of human rights obligations worldwide.
- The programme is supported by visible executive leadership and a robust framework encompassing continuous risk assessments, rigorous policy controls, and targeted training. ISG maintains a zero-tolerance mandate regarding legal and human rights violations in every jurisdiction where it operates, underpinned by comprehensive monitoring, auditing, and incident response protocols.

ISG's Actions

- During this reporting period, ISG's focus has been on fortifying the foundation of the structure which underpins ISG's commitment to the UN Guiding Principles and the Modern Slavery Act:
 - Conducted a comprehensive review of ISG's Modern Slavery Risk Management Framework, ensuring all policies and procedures remain robust and aligned with global efforts to eradicate human exploitation.
 - Executed a rigorous assessment of ISG's internal operations and global supply chain to identify and mitigate emerging vulnerabilities.
 - Sent out Modern Slavery questionnaires to ISG's suppliers, assessed responses and raised issues where appropriate.
 - Continued to update contractual commitments to include Modern Slavery provisions throughout ISG supply chain.

Assessment and Effectiveness of Our Actions (continued)

ISG's Acknowledgement and Actions

- 1** ISG acknowledges that modern slavery risks are inherent in the procurement of goods and services and the geographical regions of operation. These risks are multifaceted, stemming from country-of-origin vulnerabilities, industry-specific labor practices, and the ethical conduct of entities within the broader supply chain.
- 2** During the 2025 reporting period, ISG significantly matured its supplier onboarding and due diligence framework. The process now integrates financial risk indicators—including Anti-Money Laundering (AML), Counter-Terrorism Financing (CTF), and anti-bribery protocols—with non-financial risk vectors such as adverse media, global litigation, Sanctions, and Politically Exposed Persons (PEPs). This holistic data set allows ISG to categorise suppliers into High, Medium, or Low risk tiers. Furthermore, ISG has enhanced its Modern Slavery questionnaire by leveraging Artificial Intelligence (AI) and automation within its digital assessment platform to proactively flag high-risk entities.
- 3** ISG utilises a diverse range of reputable global sources to maintain an accurate risk profile. This includes the Australian Department of Foreign Affairs and Trade (DFAT) Consolidated List, the Walk Free Foundation's Global Slavery Index, Dow Jones Factiva, and industry-specific insights from the Clean Energy Council (Australia). The synthesis of these secondary data sources has sharpened ISG's ability to identify "High Risk" suppliers and implement mitigation strategies that align with the company's defined risk appetite.
- 4** While certain suppliers exhibit high inherent risk due to geographic location or sector-specific challenges, ISG focuses on reducing this to an acceptable residual risk level. This is achieved through active engagement and capacity building, assisting suppliers to understand and fulfill their statutory obligations under the Modern Slavery Act.
- 5** As a principles-based piece of legislation, the Modern Slavery Act mandates ongoing evolution. ISG considers its current approach to be a robust, comprehensive, and effective due diligence framework that continues to mature in line with global best practices and legislative expectations.

Grievance and Remediation

We encourage our people, suppliers and subcontractors to raise ethical and legal concerns, including potential human rights issues, and we provide a range of secure channels for them to do so confidentially, and anonymously.



ISG maintains a zero tolerance for retaliation of any kind. The Whistleblower Policy applies to all employees, officers, consultants, self-employed contractors, casual workers, agency workers, volunteers and interns. As set out in our [Whistle Blower Procedures](#) (which we have made publicly available to increase transparency), we offer our people several ways to raise a concern through our leaders, people managers as well as anyone in Human Resources or Legal by emailing whistleblower@isg-one.com.



In alignment with the ISG Whistleblower Policy, suppliers have access to a confidential and independent reporting channel to escalate concerns regarding misconduct or unethical practices. This safe avenue allows for the reporting of suspected violations related to human rights, labour standards, environmental compliance, and financial integrity. ISG encourages suppliers to utilise this mechanism for any behaviour that contradicts our Code of Conduct. Furthermore, ISG advises suppliers to seek internal or independent legal counsel if they are uncertain about the lawfulness of a specific course of action.



ISG treats all reported concerns with the utmost seriousness, including any allegations of retaliation. Every concern is investigated thoroughly and objectively, using a professional, methodical, and balanced approach to establish the facts. Based on the findings, ISG determines appropriate outcomes and applies them fairly and consistently across all regions – regardless of an individual's seniority, role, or contribution to the organisation.



All concerns raised, through internal or external channels, are managed with strict confidentiality and the highest level of priority. ISG is dedicated to protecting the interests of individuals who, in good faith, disclose human rights concerns or provide information to ISG or law enforcement authorities to facilitate the resolution of such matters. This commitment ensures a safe environment for transparency our global operations.

To date, we have not received, through the committee helpline or otherwise, any concerns about Modern Slavery in our operations or supply chain.



Future Commitments

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Updates on ISG Commitments

2024 Commitments

- Expand global knowledge-sharing through webinars and thought leadership to drive best practices in modern slavery mitigation.
- Strengthen internal risk expertise via the Risk Management Centre of Excellence through targeted, ongoing staff training.
- Continue providing pro-bono advice to not-for-profit organizations to help them address Modern Slavery risks within their operations and supply chains.
- Deliver high-impact, data-driven solutions to assist clients in identifying and managing their own supply chain risks.
- Refine global policies to align with ISG's 2030 goal of eliminating business-related human exploitation.
- Deepen the integration of modern slavery commitments within the broader Environmental, Social, and Governance (ESG) framework.
- Improve progress-tracking metrics to better evaluate the effectiveness of actions against forced labour and human trafficking.
- Build on the results of our diagnostic assessment to refine our due diligence practices, with a particular focus on improving our supplier vetting processes, especially for those previously outside the scope of Modern Slavery Act requirements.
- Carry out in-depth assessment of selected high-risk suppliers based on spend, industry and geography to assess suppliers' standards, policies and programs relating to human rights and modern slavery issues.

2025 Updates

- Executed continuous policy reviews involving Legal, HR, and the TPRM CoE to ensure compliance with evolving global legislation.
- Strengthened ethical sourcing by mandating specific modern slavery clauses and strict adherence to the Supplier Code of Conduct.
- Deepened supplier engagement to improve risk detection and mitigation strategies beyond direct (Tier 1) relationships.
- Aligned modern slavery initiatives with the broader Global ESG Framework to support long-term sustainability and jurisdictional compliance.
- Leveraged the Risk Management Centre of Excellence to standardise assessments and ensure expert-led evaluation at every supply chain level.
- Expanded oversight beyond direct suppliers, targeting high-risk geographies and industries within the deeper supply chain.
- Updated workforce and contractor training to address emerging trends, ensuring stakeholders can proactively identify and report risks.
- Integrated modern slavery risk assessments into the global onboarding process for all new suppliers across all sectors.

Looking to the Future

ISG operates across multiple jurisdictions with rigorous Modern Slavery legislation, including the UK, Australia, Canada, and various European and North American markets. Recognising that ethical oversight is both a regulatory requirement and a commercial imperative, we have seamlessly integrated our modern slavery response into our Global ESG Framework. This ensures that human rights due diligence is not a standalone exercise, but a core component of our sustainable business strategy..

Enhance our risk management capability



- Sustain the advancement of internal risk management capabilities through organisation-wide training, governed by the specialised TPRM CoE ensure a dedicated focus on modern slavery.
- Standardise and broadcast ISG's risk tolerance levels to all internal stakeholders and supply chain partners to ensure compliance at every tier.

Policy Commitment



- Expand and align global policies with ISG's core commitment to eradicate business-related human exploitation by 2030.
- Accelerate the cross-jurisdictional adoption of the Supplier Code of Conduct to ensure uniform ethical standards across all markets.
- Embed ISG's modern slavery mandates deeper within the broader ESG framework to drive holistic corporate responsibility.

Monitoring Effectiveness



- Refine quantitative and qualitative KPIs to more accurately measure the efficacy of ISG's interventions against modern slavery and human trafficking.
- Review and elevate organisational targets to maintain ISG's position as a global leader in modern slavery prevention.

Drive Improvements



- Partner with medium and high-risk suppliers to implement robust corrective action plans, ensuring they strengthen their internal frameworks for managing human rights vulnerabilities.
- Conduct ongoing evaluations of global conflict zones to identify and mitigate emerging supply chain disruptions and associated modern slavery risks.

Engage with our staff, suppliers and client community



- Deliver pro-bono advisory services to the not-for-profit sector to strengthen their internal human rights and supply chain protections.
- Provide high-impact strategic guidance to help clients identify, monitor, and mitigate modern slavery risks within their own global operations.
- Facilitate global knowledge-sharing through webinars and keynote sessions, leveraging ISG's cross-jurisdictional expertise to address systemic modern slavery risks.

Due Diligence



The findings from the diagnostic assessment will guide our ongoing efforts to enhance our Modern Slavery due diligence approach. Our objectives include:

- Expand rigorous vetting of high-risk suppliers through field audits and policy evaluations based on geographic and sector vulnerabilities.
- Extended Supply Chain Oversight: Deepen due diligence into sub-tier (fourth and fifth-party) networks, specifically monitoring vulnerabilities intensified by geopolitical instability in regions such as the Middle East and Ukraine.
- Leverage ISG's established Australian expertise in risk identification to support clients in navigating emerging legislative requirements in Germany and Canada.

Modern Slavery – A Key ESG Factor

ISG operates across multiple jurisdictions with rigorous Modern Slavery legislation, including the UK, Australia, Canada, and various European and North American markets. Recognising that ethical oversight is both a regulatory requirement and a commercial imperative, we have seamlessly integrated our modern slavery response into our Global ESG Framework. This ensures that human rights due diligence is not a standalone exercise, but a core component of our sustainable business strategy.



Air Pollution
Carbon Emissions
Climate Change
Energy Efficiency
Recycling and Reuse
Water Pollution



Modern Slavery and Human Trafficking

Diversity, Equity and Inclusion
Health and Wellbeing
Community Impact and Relations



Board Structure and Composition
Organization purpose, strategy & accountability
Corruption and Bribery
Risk Management

The UN's Sustainable Development Goals include the aim to eradicate modern slavery by 2030.

1		No Poverty	
2		Zero Hunger	
4		Quality Education	
5		Gender Equality	
11		Sustainable Cities and Communities	



About ISG

isg-one.com

Global **AI-Centered** Technology Research and Advisory Firm

Independent partner to guide **confident decisions**, identify the **right providers**, **navigate AI**

Clients
900

75 of top 100 companies

Employees
1,500

In 20 countries

Influencing
\$200B

Technology spend annually

Data on
285K

Contracts

Greater than
50%

Share of Sourcing Advisory

Advisory

Sourcing strategy, RFX & transition management

Operating model and change management

Benchmarking

10M data points from actual transactions

AIOps, plus cost, price and rates metrics

Research

Provider comparisons across **50+** topics

Based on real-world practitioner insights not surveys

Governance

Strategically manage supplier risk, spend & contracts

80% increase in contract compliance

A Trusted, Independent Voice

Influence over \$200B in enterprise technology spend annually



Advise service and technology providers on **how to differentiate**

Contract awards and performance data to evaluate providers

Partnering structure agreed to by over 200 providers

Why 98% of Our Clients Recommend ISG

Independent

Your trusted fiduciary acting solely in your best interest.

Sustainable ROI

Integrating transformation, change management and cost out.

Proprietary Data

Actual contract and performance data from decades of sourcing leadership.

Provider Knowledge

Research and relationships across the entire provider landscape.

Sourcing Methodology

Rigorous ISG FutureSource™ process including ISG Tango™ led by experts.

A Full Palette of Advisory Expertise

AI

Optimize existing operations and build new revenue generating opportunities with AI technologies.

Benchmarking

Track and meet your price, cost, performance and quality objectives.

Business Processes

Transform general and administrative processes to deliver new efficiencies and unleash superior business value.

Cloud Advisory

From strategy to implementation to managed services, we help you to define your Cloud journey.

Cognitive and Analytics

Accumulate data capital and monetize it effectively.

Cost Optimization

Drive greater value for your enterprise and get the most efficient and effective business operations and technology.

Cybersecurity

Transform your existing information security into an agile and vigilant operation to protect your enterprise.

Digital Engineering

Move into a differentiated position in a secured, intelligent and connected economy.

Future of Work

Integrate the best of digital, physical and human solutions.

HR Technology and Transformation

Engage the workforce of tomorrow and deliver value to the business in a new way.

Networks

Create an optimal, right-fit network services strategy that adds significant value to your business.

Organizational Change Management

Empower your people to realize benefits faster and increase productivity through technology usage.

Software

Optimize your strategic software suppliers and ecosystems.

Sourcing

Find the right partners and make the best deals. Sourcing, negotiating and contracting methodology, expertise and platform.

Governance

AI-enabled real-time visibility across vendors and contracts to enhance oversight and ensure sustained value.

...with deep expertise in 20 Industries

Banking	Chemical	Communications	Consumer Packaged Goods	Energy
Financial Services	Healthcare	Higher Education	Hospitality	Insurance
Life Sciences	Manufacturing	Media	Public Sector	Private Equity
Retail	Technology	Transportation	Travel	Utilities

A Selection of Our 900 Clients



Ground Buying Decisions in Objective Research

The authoritative source for the latest trends in global IT and business services

ISG Index™

Benchmark cost, quality and price across all functional areas of business and IT

ISG ProBenchmark®

Market studies on demand activity, buying trends, service delivery, and commercials

ISG Market Lens™

Research and insights for precise decision-making on software/technology providers

ISG Software Lens™

Research and insights to support precise decision making on service providers

ISG Provider Lens®

We Cater to the Entire Transformation Lifecycle





Thank You

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ISG (Nasdaq: III) is a global *AI-centered* technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth. The firm, founded in 2006, is known for its proprietary market data and research, in-depth knowledge and governance of provider ecosystems, and the expertise of its 1,500 professionals worldwide working together to help clients maximize the value of their technology investments.