



Modern Slavery Act Statement 2024

WNS Global Services (Australia) Pty Ltd

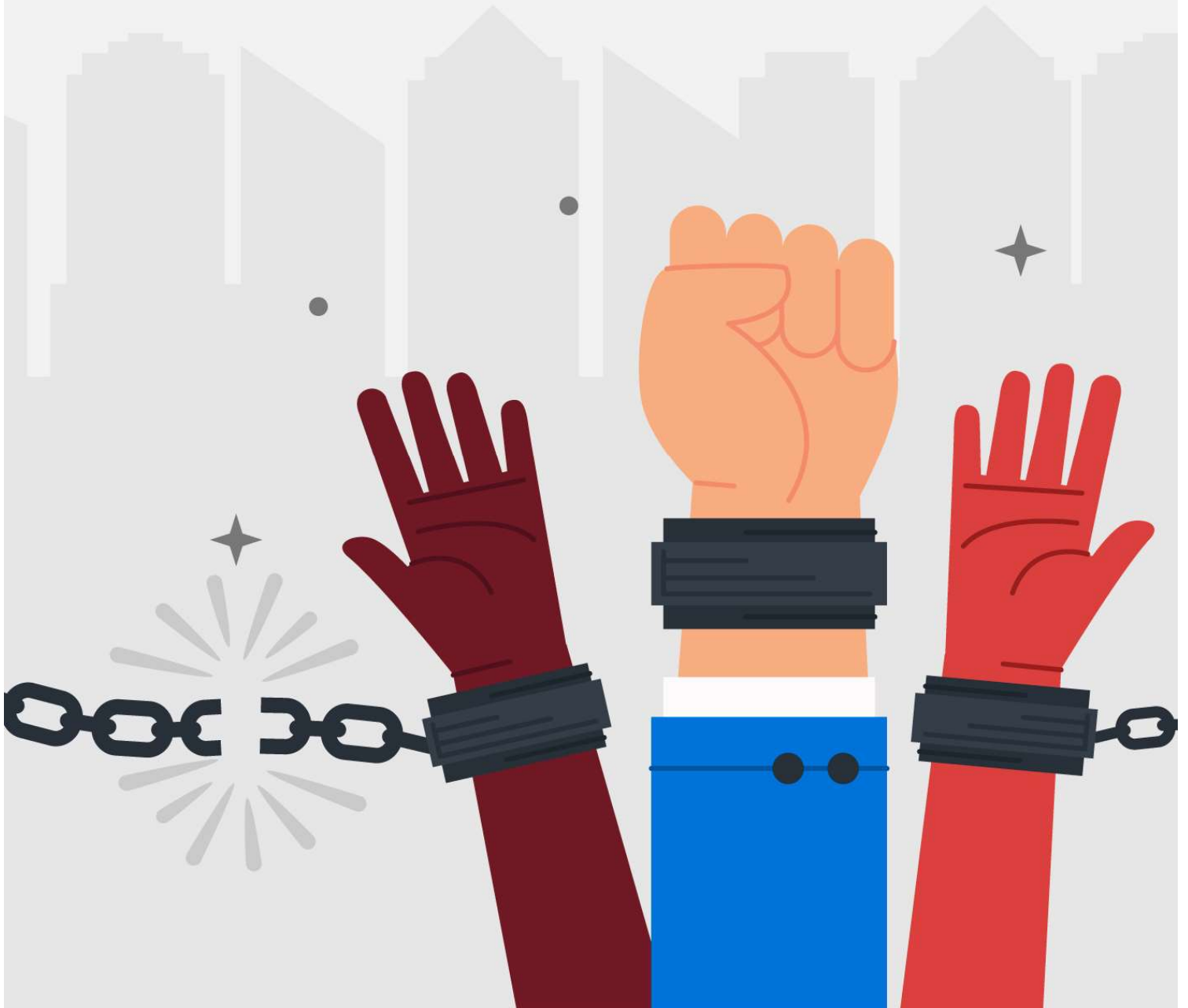




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1. Purpose of the statement

Modern Slavery refers to exploitation through forced or compulsory labor including but not limited child labour and human trafficking in the supply chains of businesses. This Statement is made pursuant to Section 3 of the Australia Modern Slavery Act, 2018 and any other applicable Modern Slavery regulations for the year ending March 31, 2024. The Statement upholds commitment to human rights and ensures that the slavery and human trafficking is prohibited in all forms in our businesses or supply chains.

2. Identity of the reporting entity, its structure, operation and supply chains

The reporting entity is WNS Global Services Australia Pty Ltd (CAN 141 051 934) ('WNS Australia'). WNS Australia was incorporated on 10th December 2009 and has its registered office at Shop 5/17-19, East Parade, Sutherland, NSW, 2232 and principal place of business at Suite 13.03, Level 13, 20 Berry Street, North Sydney. NSW 2060. Australia.

WNS Australia is an affiliate of WNS (Holdings) Limited (together with its direct and indirect subsidiaries, 'WNS or the 'WNS Group'), a company listed on the New York Stock Exchange. WNS is a leading Business Process Management (BPM) Company. WNS delivers an entire spectrum of BPM solutions including industry specific offering, customer experience services, finance and accounting, human resources, procurement and research and analytics to re-imagine the digital future of business.

As a member of the WNS Group, WNS Australia provides BPM services to the Australian Clients.

3. Supplier and supply chains

Most of WNS Australia's suppliers are based in Australia. Its main Suppliers are:

- Subcontracting Companies that may provide sub-contracted human resources on client projects;
- IT infrastructure Suppliers;
- Facilities infrastructure suppliers; and
- Ancillary administrative services which is legal, professional consultancy, licensing, marketing and advertising and travel services, etc.

4. The risks of modern slavery practices in operations and supply chains of the reporting entity and entity it owns or controls

As a Business Process Management Company, the risk of Modern Slavery within WNS Australia's direct business operations is considered to be low, although WNS recognizes it can be indirectly exposed to these risks through its supply chain and client relationships and therefore we continue to review and assess our practices in response to changing circumstances and evolution of the business and take a risk based approach.

5. The actions taken by the reporting entity and any entity it owns and controls to assess and address these risks including due diligence and remediation processes

5.1. Our Human Rights Priorities

Our commitment to ethics, human rights and strong corporate governance is a key driver of our business strategy. Therefore, Protection of human rights is the core of WNS's circle of values and embodies our commitment to uphold interest of our clients, employees, partners, suppliers and all our stakeholders. WNS's code of Conduct that applies to all employees and suppliers outlines the principles that also includes prohibition of forced labor and child labor and expect all suppliers of goods and services to WNS to ensure they do not indulge in any such practices.

WNS also focuses on human rights efforts by driving various initiatives in the area of:

- Diversity and equal opportunity;
- Health, safety and Security;
- Employment conditions and working practices ;
- Supply chain; and
- Anti-corruption

To supplement our code of Conduct, we have additional policies in the form of Respectful workplace, equal opportunity and fair treatment, respect and dignity at workplace.

5.2. Our supply chain practices

A. WNS's Global Supplier code of conduct which is extended to suppliers, vendors, contractors, agents and other providers of good and services (Collectively referred as "Service Providers") sets business conducts principles as below and it is the guiding principle that Service Providers be able to demonstrate compliance with the said code of conduct at the request and satisfaction of WNS as below:

1. Maintain awareness and comply with all applicable laws and regulations in force in the countries of the operation including but limited to the relevant Modern Slavery Acts and take reasonable steps to ensure there is no modern slavery or human trafficking in the Service Providers or sub-contractors supply chains or any part of the business.
2. Creating a work environment where employees and business partners feel valued and respected for their contributions.
3. Ensuring Working hours, wages, benefits will be consistent with laws and industry standards, including those pertaining to minimum wages, overtime, other elements of compensation, and legally mandated benefits.
4. Maintain and promote fundamental human rights. Employment decisions will be based on free choice and there may be no coerced or prison labour, and no use of physical punishment or threats of violence or other forms of physical, sexual, psychological or verbal abuse as a method of discipline or control.
5. Adhere to the minimum employment age limit defined by national law or regulation, and comply with relevant International Labour Organization (ILO) standards. In no instance shall Service Provider permit children to perform work that exposes them to undue physical risks that can harm physical, mental, or emotional development or improperly interfere with their schooling needs.
6. Proactively manage health and safety risks to provide an incident-free environment where occupational injuries and illnesses are prevented. Service Providers must implement management systems and controls that identify hazards and assess and control risk related to their specific industry. Also, Service Providers shall provide portable drinking water and adequate restrooms; fire exits and essential fire safety equipment; emergency aid kits and access to emergency response including environmental, fire and medical.
7. Respect employee's right to freedom of association and collective bargaining consistent with the local laws.

B. As a part of the initiative to identify and mitigate risk WNS :

1. Implemented a third party due diligence risk screening process for onboarding suppliers. At the time of onboarding, WNS performs a risk screening and one of the several risk drivers is adverse media, which will be including but not limited to human right violation.
2. Updated standard terms and conditions to ensure adherence to supplier code of conduct through contractual obligations.
3. Undertakes due diligence of its existing and potential suppliers in high risk category and undertakes a self-assessment questionnaire which includes compliance with relevant Modern Slavery acts.
4. Continues to train key personnel on the requirements of human rights among other things.

C. WNS is a signatory to the United Nations Global Compact which reiterates our commitment to the universal declaration of human rights and sets an undertone of our responsible sourcing agenda in

ensuring good governance in the supply chain. We further publish our practices in detail in our annual ESG report.

5.3. Remediation Process

WNS has zero tolerance approach for any form of harassment including any violation in terms of human rights. WNS's Speak up Program is robust with its 24/7 Ethics hotline that operates across globe with services available in several languages. The whistleblowing policy provides our stakeholders with an opportunity to raise concerns without the fear of retaliation and being anonymous. These avenues to raise a concern is available to all stakeholders of WNS and is extended to our supply chain.

WNS responds to, investigates all concerns promptly, and takes necessary corrective action, wherever needed. Our Speak up Program did not register any notifications related to Modern Slavery in the relevant financial year.

In the event WNS has a reasonable belief that Modern Slavery is occurring in the business or supply chains it will:

- a. put in place remedial action as soon as reasonably practical with a view to ensure that Modern Slavery ceases to occur and depending on the facts deal with the matter under its disciplinary procedures;
- b. monitor the effectiveness of the remedial action taken including the actions taken to safeguard the victim; and
- c. if necessary and established, terminate or suspend the relationship with such service provider.

6. Describe how the reporting entity assesses the effectiveness of actions being taken to assess and address modern slavery risks

From time to time, WNS assesses and reviews its policies and procedures and may determine the need to conduct audits either itself or through third parties to satisfy itself, that Modern Slavery is not occurring. As a part of the plan, WNS continuously evaluates its annual assessment questionnaires and seeks reassurances from its Service Providers to ensure its strategy is responsive to any potential risks of Modern Slavery and human trafficking.

7. The process of consultation with any entities the reporting entity owns or controls

WNS New Zealand Limited is the 100% subsidiary of the reporting Entity, which was engaged and consulted during the preparation of this, Statement and abides by the practices of this Statement. WNS Global Services (UK) Limited – an affiliate of WNS Australia has been publishing Modern Slavery Statement on its website in accordance with the relevant laws in the UK. The policies, practices and procedures regarding responsible business, ethics and compliance mainly applies to all the entities, collectively referred to as WNS.

This Statement applies to the financial year ended March 31, 2024. The Board of Directors of WNS Australia approved this statement on April 2, 2024.

For WNS Global Services (Australia) Pty. Ltd.

DocuSigned by:

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Rahul Prasad
 Director
 Date: 2 April 2024



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