

Modern Slavery Statement.

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Approved By: Ben Ramsdale, Chief Commercial Officer

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Classification: Public

1. Modern Slavery Statement.

Connect Managed Services (UK) Limited and its affiliates, trading as Connect ("Connect") is committed to improving awareness of the practices necessary to combat slavery and human trafficking and to continually assess the risk profile of our business in these areas.

Who we are.

More than just a global systems integrator and digital transformation partner, Connect is a community of passionate experts. Collectively, we are dedicated to creating impactful, technology-enabled customer experiences.

Since 1990, our journey has been driven by a commitment to excellence, innovation, and a client-first philosophy. It is guided by the belief that our people's deep technical expertise, vast experience and diverse perspectives are our biggest strength.

Our values are the cornerstone of everything we do. We believe in integrity, collaboration, and sustainability, striving to make a positive impact for our clients, colleagues and communities. We pride ourselves on being a responsible corporate citizen through environmental sustainability, social responsibility, and robust governance. Our initiatives in these areas reflect our dedication to creating a brighter, more inclusive future for all.

What we do.

Our vision is to be world leaders in technology-enabled customer experience. Leveraging our client-centric and service-led approach, we utilise our expertise in AI, data analytics, and automation to orchestrate personalised CX and EX across every channel. Our vendor-independent approach uniquely positions us to deliver solutions that meet the needs of each client.

Thinking radically is fundamental to us, but always in service of delivering value. Our team combines operational, commercial, and technical knowledge. We leverage data-derived insights to design, build, integrate, and improve solutions that help our clients achieve their CX goals.

We deliver end-to-end solutions, starting at the point of customer contact via our network services, through to customer interactions in the contact centre, all supported by integrated back-end environments. This ensures a unified view of the customer and operations.

Our global reach and local expertise, allow us to support clients across borders, providing solutions adaptable to regional challenges. In an industry characterised by complexity, simplicity is an art. We make the complex simple.

We have an annual turnover in excess of the £36 million threshold specified in the Modern Slavery Act 2015.

Our business is organised into Sales, Solution Design and Implementation, Project Management and Operations with supporting functions of Finance, Commercial, Legal, IT, HR and Compliance. Our Head Office is located in the UK and we have additional offices in India, South Africa and USA. Procurement is run from our London HQ and Operations are run from India, South Africa, UK, and USA offices.

Our Anti-Slavery and Human Trafficking policy reflects our commitment to acting ethically and with integrity in all our business relationships and to ensure that slavery and human trafficking are not taking place in any part of our operations and supply chain.

Company Process and Policy

In our Internal Operations, we have the following policies in place in order to support our commitment to respecting human rights:

- Anti-Bribery & Corruption Policy
- Anti-Fraud Policy
- Anti-Slavery and Human Trafficking Policy
- Dignity at Work Policy
- Equal Opportunities Policy
- HR Security/Recruitment Policy
- Supplier Management Policy and Process
- Whistle-blowing Policy

The Pre-employment screening process that is part of our HR Security Policy upholds our respect for labour rights and includes the review of individuals' proof of identity, address, and right to work status. We review our pay rates annually to ensure minimum rates are above the statutory minimum and living wage requirements that are applicable in the countries we operate in.

As part of our sales process, we operate a robust costing and approval process to ensure that pricing is adequate.

Supplier Management

Our suppliers have a contractual obligation to ensure compliance with all applicable laws that apply to their supply of goods and services to us, regardless of the jurisdiction in which they operate. Supplier management is carried out in accordance with our Supplier Management Process and Policy. It includes an onboarding process to ensure that suppliers and third parties agree to adhere to our Anti-Slavery and Human Trafficking Policy before we engage them. Supplier Management includes annual reviews with key suppliers, and we have developed the Supplier Review format this year in order to include confirmation of continued compliance with our Anti-Slavery and Human Trafficking Policy.

Risk Assessment

Using the Social Responsibility Alliance's recommended template, we have undertaken a review to identify and assess potential risk areas in our relationships with our contractors and suppliers and maintain a register detailing the same.

We have identified that we have a few suppliers who potentially pose a higher risk, given the locations in which the services are provided. We will mitigate this by assessing the skill levels of workers and by having contractual controls in place requiring our suppliers to agree to our Anti-Slavery and Human Trafficking Policy.

Training & Communication

To ensure a high level of understanding of the risks of modern slavery and human trafficking in our business, we have included our Anti-Slavery and Human Trafficking policy in our Staff Handbook, which is easily accessible by all staff on our online training platform. All staff are asked to confirm that they have read and understood the Policy.

All Connect staff are encouraged to report any concerns regarding slavery and /or human trafficking in accordance with our Whistleblowing Policy.

Progress in 2023/2024

- We have provided online Modern Slavery training to all staff.
- We have included specific contractual controls requiring new suppliers to agree to our Anti-Slavery and Human Trafficking Policy.
- We have published an external Whistleblowing Policy to enable all stakeholders a method of reporting concerns.

Looking Ahead in 2024/2025

- We will continue to provide regular online Modern Slavery training to all staff.
- We will develop a specific Supplier Code of Conduct Policy set over the next 12 months.

This statement is made pursuant to section 54 (1) of the Modern Slavery Act 2015 and constitutes our anti-slavery and human trafficking statement for the financial year ending 30 April 2024.

Signed by Ben Ramsdale, Chief Commercial Officer on behalf of the Board of Directors

Connect Managed Services (UK) Limited – 26th June 2024

2. Information Classification.

This policy is classified as Public.

3. Review.

This document shall be reviewed on an annual basis, unless changes to business operations, relevant legislation or codes of practice necessitate an earlier amendment.

4. Version Control.

Date	Version	Changes	Reviewer Name & Job Title	Approver Name & Job Title
28/7/2020	V1.4	Branding updated and version control table added. Wording amended to reflect additional responsibilities of turnover being greater than £36m.	Fiona Thompson, Compliance Manager	Alex Tupman, CEO Martin Cross, CTO Pete Francis, CFO
02/06/2021	V1.5	Inclusion of 2020 progress and update of targets for 2021.	Fiona Thompson, Compliance Manager	Adam Young, CEO Martin Cross, CTO Pete Francis, CFO
17/6/2021	V1.6	New Branding Applied	Fiona Thompson, Compliance Manager	Adam Young, CEO Martin Cross, CTO Pete Francis, CFO
8/6/2022	V1.7	Annual Review – inclusion of 2021/2022 progress and update of targets for 2022/2023	Dimitris Damianou, Paralegal Fiona Thompson, Compliance Manager	Adam Young, CEO Martin Cross, CTO Pete Francis, CFO
8/6/2023	V1.8	Annual review – Rebrand, inclusion of 2022/2023 progress and update of targets for 2023/2024	Dimitris Damianou, Paralegal	Adam Young, CEO Ben Ramsdale, CCO Bruce Arnold, CEO (South Africa) Gert Swart, CTO Glen Robinson, COO Martin Cross, CTO Pete Francis, CFO Stephen Fricker, CRO
07/6/2024	V1.9	Annual review – changes made to accommodate for affiliates	Nobuhle Bizabani, Compliance Assistant	Ben Ramsdale, CCO
25/6/2024	V2.0	Amendments made to reflect Connect strategic and organisational changes and update of targets for 2024/2025	Fiona Thompson, Compliance Manager	Ben Ramsdale, CCO