

# CO-CREATE TO OUTPERFORM

WNS GLOBAL SERVICES (UK) LIMITED

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MODERN SLAVERY ACT STATEMENT 2023

**WNS**



## About WNS

WNS (Holdings) Limited (NYSE: WNS) is a leading Business Process Management (BPM) Company. WNS combines deep industry knowledge with technology, analytics and process expertise to co-create innovative, digitally led transformational solutions with over 400 clients across various industries. WNS delivers an entire spectrum of BPM solutions including industry-specific offerings, customer interaction services, finance and accounting, human resources, procurement, and research and analytics to re-imagine the digital future of businesses.

As of March 31, 2023, WNS had 59,755 professionals across 64 delivery centers worldwide including facilities in Canada, China, Costa Rica, India, Malaysia, the Philippines, Poland, Romania, South Africa, Sri Lanka, Turkey, the United Kingdom, and the United States.

**WNS Global Services (UK) Limited (“WNS GS UK”)** is one of the Group Companies of the WNS Group having its presence in the United Kingdom.

## WNS Values

WNS has always maintained a zero tolerance towards slavery and human trafficking in its functioning. Respect and Equality form the core part of our set of values “CIRCLE” which is detailed below:

- **Client First**- Place clients at the core of everything we do
- **Integrity**- Be ethical, honest and committed in all actions
- **Respect and Equality**- Be sensitive to individual differences and treat everyone with dignity and equality
- **Collaboration**- Always keep “One WNS” as uppermost in everything we do
- **Learning**- Learn from our experiences; share knowledge and best practices to create innovative solutions
- **Excellence**- Strive for excellence in everything we do and aspire to outperform at every stage

We believe good corporate governance is good business. By meeting global best practices, we ensure healthy growth for our Company, thereby making it a better employer for our staff and better corporate citizen in the jurisdictions in which we operate.

## Slavery and Human Trafficking

WNS GS UK prohibits any form of forced or child labour and expects all persons/entities associated with WNS, particularly vendors supplying goods and services to WNS GS UK to ensure that they will not use forced or child labour while supplying such goods and services.

Consistent with the International Labour Organization’s (ILO) policies, we prohibit forced/involuntary labour from a person under threat or penalty, which may include penal sanctions and loss of rights and privileges. Further, in line with ILO, we recognize the right of every child to get a fair education and to be protected from economic exploitation, and strictly adhere to the minimum hiring age requirements and other applicable laws in every country we operate.



## WNS GS UK's Supply Chain

Being a Business Process Management ('BPM') company our solutions and services rely on the supplier base for the procurement of goods and services to support our operations.

A majority of our suppliers for WNS GS UK and its branch offices are based in the United Kingdom, Romania, Spain, Poland and France.

WNS has a Procurement Policy at a Group Level which lists down the detailed process for empaneling the suppliers which is adhered to by WNS GS UK in selection of its suppliers as well.

## Due Diligence Processes

Through WNS's Code of Business Ethics and Conduct Policy ('COBEC'), WNS prohibits any form of forced or child labour and expect that all associates, particularly vendors supplying goods and services to WNS to ensure that they do not use forced or child labour while supplying such goods and services. COBEC specifically includes adherence to The Modern Slavery Act, 2015 as an applicable law and regulation in the jurisdiction of United Kingdom.

A solid and sustainable relationship with our business partners underpins our corporate ambition to OUTPERFORM. Apart from operational excellence, a strong robust governance framework is the bedrock of our association with our business partners. The Compliance program at WNS ensures that our ethical and governance standards are aligned to our suppliers and clients. Our KYBP (Know your Business Partner) program is a signature program in advancing our compliance goals towards establishing corruption free a corruption-free business. Our risk assessment program is designed towards building a sustainable business environment focusing on business continuity and value creation for our business partners. As a global organization, we have a strong regulatory framework for not only adhering to the laws of the land but also and catering to global international standards of laws like GDPR and Modern Slavery Act, both as a socially and economically responsive organization in upholding the interests of our stakeholders.

WNS's Supplier Code of Conduct is applicable to all key suppliers to ensure their commitment to our core values. The said Code includes obligations on suppliers to comply with the Modern Slavery Act.

A process has been implemented where empaneled suppliers are being evaluated and necessary correction measures if required are being suggested.

Our contracts have appropriate clauses which ensures that the suppliers comply with the laws and regulations as applicable to their relevant jurisdictions as required under the Company's COBEC.

## Training

WNS GS UK provides training to stakeholders on its policies and procedures. WNS has implemented a robust supply chain management which includes conducting vendor due diligence on a regular basis, ensuring that internal and external stakeholders are aligned to WNS's policies and procedures in addition to contractual clauses that have been detailed in the contracts.



All employees are required to complete mandatory compliance training on an annual basis – including prohibition of forced and child labour. Vendors are required to subscribe to the Supplier Code of conduct and provide a self-certification on various compliance aspects including compliance with modern slavery regulations.

Our training/ awareness sessions cover the compliance framework, regulatory requirements, WNS Commitment to adhere to the various laws, regulations, and responsibilities of the various stakeholders in honoring WNS commitment.

### **Tackling Slavery and Human Trafficking**

Going forward WNS GS UK will be adopting the following measures for ensuring that slavery and human trafficking is not taking place in any part of its business or supply chains:-

1. Conducting audits where necessary
2. Enhanced measures for due-diligence
3. Enhanced training to the vendors.

### **For WNS Global Services (UK) Limited**

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**John Hayward**

**Director**

**Date: 19 December 2023**