

MODERN SLAVERY COMPLIANCE STATEMENT

Our Commitment

As an Australian owned and managed BPO, IOG Global is committed to operating with the highest ethical standards and maintaining a zero-tolerance approach to modern slavery in all forms.

We are dedicated to supporting our international clients in meeting their obligations under the **Modern Slavery Act 2018 (Commonwealth)** by maintaining transparent, fair, and ethical employment practices. This statement outlines the measures we have implemented to ensure our workforce operates free from modern slavery risks.

1. Ethical Recruitment Practices

Our Approach: Workers enter employment voluntarily, fully informed and without financial burden.

- **Zero recruitment fees charged to workers** – IOG bears all costs associated with hiring, onboarding and employment processing
 - **Direct recruitment model** – We primarily hire directly; where recruitment agencies are used, they are vetted, licensed and contractually required to comply with ethical labor standards
 - **Transparent job advertising** – All positions are advertised with clear job descriptions, salary ranges, working hours and employment terms
 - **Informed consent** – Candidates receive written employment offers in English detailing all terms before acceptance
 - **Background verification** – All recruitment partners undergo due diligence to ensure compliance with labor laws and ethical practices
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2. Fair Wages & Working Conditions

Our Standards: Employees work in dignified conditions with fair compensation and protected rights.

- **Above-minimum wage payments** – All employees are paid at or above Sri Lankan statutory minimum wage requirements
 - **Timely, full payment** – Wages are paid monthly via direct bank transfer with detailed payslips provided
 - **Reasonable working hours** – Standard 9-hour workdays with scheduled breaks; overtime is voluntary
 - **Safe work environment** – Remote and office-based employees receive ergonomic support, mental health resources and occupational health guidance
 - **Leave entitlements** – Annual leave, casual leave, maternity/paternity leave and lieu leaves for working on poya days and select public holidays are granted in accordance with Sri Lankan labor law
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3. Freedom of Employment

Our Guarantees: Workers have full autonomy and freedom to exit employment without penalty or loss.

- **Voluntary employment** – All work is performed by choice; no coercion, threats, or penalties are used to retain staff
 - **No document retention** – Employees retain possession of their passports, national IDs and personal documents at all times
 - **No wage withholding** – Final wages, accrued leave and entitlements are paid in full upon resignation or termination
 - **Reasonable resignation terms** – Employees may resign with standard notice periods (typically 60 days); no excessive penalties or restrictions apply
 - **Freedom of movement** – Employees are free to leave the workplace during breaks and outside working hours without restriction
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4. Supply Chain Transparency

Our Practices: Our supply chain is short, transparent and closely monitored for ethical compliance.

- **Minimal subcontracting** – IOG operates with direct employees; subcontracting is rare and only used for specialized services (IT support, facilities management)
 - **Due diligence on third parties** – Any external service providers are screened for labour compliance and ethical practices
 - **Contractual safeguards** – All vendor contracts include clauses requiring adherence to modern slavery prevention standards
 - **Client transparency** – We disclose our operational structure and workforce composition to clients upon request
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5. Grievance & Whistleblower Mechanisms

Our Systems: Employees have safe, accessible avenues to voice concerns without fear of reprisal.

- **Confidential reporting channels** – Employees can report concerns via phone, email, or direct HR contact
 - **Non-retaliation policy** – Strict protection for individuals who raise grievances; retaliation is grounds for disciplinary action
 - **Prompt investigation** – All complaints are logged, investigated and resolved with documented outcomes
 - **Regular feedback loops** – Quarterly employee KPI surveys and exit interviews capture concerns and inform continuous improvement
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6. Training & Awareness

Our Programs: Our workforce is educated, empowered and vigilant against exploitation.

- **Management training** – HR, operations manager, and team leads complete annual modern slavery awareness training covering risk indicators, prevention and obligations
- **Employee onboarding** – New hires receive orientation on their rights, working conditions, grievance procedures and company policies
- **Ongoing education** – Regular communications (town halls and planned meetings) reinforce ethical standards and update staff on labour rights

- **Leadership accountability** – Senior management reviews compliance quarterly and updates policies in response to legislative changes or emerging risks
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7. Audit Readiness & Continuous Improvement: Transparency, accountability and continuous improvement are embedded in our operations

- **Open to audits** – We welcome client audits (virtual or on-site) of our employment practices, documentation and facilities
 - **Documentation availability** – Employment contracts, payroll records, recruitment files, grievance logs and training records are maintained and accessible for review
 - **Annual compliance reviews** – Internal audits assess adherence to modern slavery prevention measures; findings drive policy improvements
 - **Third-party assessments** – We pursue external certifications (ISO standards and audits) to validate our ethical practices
 - **Client collaboration** – We provide documentation, attestations and support to assist clients in completing their Modern Slavery Act reporting
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Concluding Note

IOG Global recognizes that as part of our global operations, our practices directly impact your Modern Slavery Act compliance. We commit to operating with full transparency, providing evidence of ethical employment practices and supporting your due diligence and reporting requirements with documentation and audit access. We continuously improve our policies to align with Australian and international best practices, acting as a responsible, ethical partner who shares your commitment to human rights.

We do not view modern slavery compliance as a checkbox exercise—it is integral to our values, our reputation and our responsibility to our employees and clients.