

Satellite Office Modern Slavery Statement 2024

General Policies and Procedure

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Satellite Office Modern Slavery Statement

Introduction

Modern slavery is defined in the Modern Slavery Act 2019 (Cth) and includes situations of exploitation that may include trafficking in persons, slavery, slavery-like practices (including forced labour, forced marriage and debt bondage) and the worst forms of child labour, and any form of involuntary practice enforced upon a certain individual against their own free will. Modern slavery can occur in every industry and sector. It is also often linked to other crimes and activities that adversely impact human rights, such as corruption and environmental damage. Across our supply chain, we aim to ensure that we and our business partners operate with respect for human rights.

Our Organization

Satellite Office is a premium offshore services provider building dedicated teams in the Philippines for businesses across the globe. We have an experienced cross-cultural management team composed of Filipinos and expatriates with years of experience in the Business Process Outsourcing (BPO) industry as well as dealing with global clients and businesses of all scales. We always keep communication lines open and ensure transparency, so our clients are up to date about their business operations in the Philippines. Our employee base to-date is in excess of 1,600 full time employees located across Australia, the Philippines, and the USA. Our supply chain supports all areas of our business with a wide range of goods and services, including workspaces, equipment, systems, and various supplies.

Our Policies

Satellite Office is committed to mitigating the risk of modern slavery occurring in our business operations or supply chain and seeks to ensure that the organization, its employees, and suppliers are not conducting or promoting the practice of modern slavery. As such, Satellite Office has adopted its own Anti-Slavery Policy that encompasses the entire business of the company, its employees, partners, and suppliers. This is further supplemented by company policies that adhere to rights of the employee in its workforce in accordance with the guidelines set forth by the Department of Labor and Employment.

The existence of these policies together with the commitment of the leaders of the organization to act with integrity and ethical practice with Satellite Office's partners and suppliers supports the aim of the organization to mitigate any form of act that would constitute modern slavery.

Our Due Diligence and Risk Management

Our organization operates in the BPO industry with a diverse workforce catering to a wide array of services for clients across Australia, North America, and Europe. In this context the company has identified the risks involving human rights in the conduct of its operations;

- Working terms and conditions;
- Hours of work;
- Anti-discrimination;
- Safety and Security; - Privacy Policy.

Our Approach

1. Include a resource reference in the company's New Hire Orientation to ensure that the employee population understands the concept of modern slavery and the risks it presents to our organization and ensure that they shall adhere to the organization's drive in eliminating any form of slavery in the workplace.
2. Continuously monitor, and where necessary amend and update our company's policies and procedures which will reinforce its commitment to anti-slavery in the workplace.
3. Require staff undertake annual training on identification and avoidance of Modern Slavery across our supplier base.
4. Continue to maintain premium office space and working conditions that are commensurate with the expectations of a world class BPO provider;
5. Ensure that all employees are paid fair and reasonable salaries, which are significantly above minimum living wages. As at the date of this statement, the salaries of all Satellite Office employees are at least 65% more than the minimum wage for Metro Manila;
6. Implement a supplier accreditation due diligence process that requires contractual terms undertaking not to participate in modern slavery directly or in its supply chain and if required require compliance with the Modern Slavery Act 2018.
7. Appoint a committee to be headed by the Chief Operating Officer of the company with regards to the protection of employees in the workplace through a whistleblower policy that would serve as an avenue for duly reporting cases about Modern Slavery practice. The committee will also be responsible for regular review of processes, internal audits, and compliance monitoring.

Our Responsibility

This statement, its implementation, monitoring, updating, and revision shall be the responsibility of the Chief Operating Officer of the company. A committee to be determined by the Chief Operating Officer will be formed with participation by the Chief Executive Officer and support of its local leadership for the region.

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