



Genpact (UK) Limited

Slavery and Human Trafficking

Statement

2025



genpact





Slavery and Human Trafficking Statement

January 2025 — December 2025

1. Financial year

1.1 This slavery and human trafficking statement relates to the company's financial year beginning 1st of January 2025 and ending 31 December 2025.

2. Our practices to combat slavery and human trafficking

2.1 We are committed to a programme of continuous improvement in our practices to combat slavery and human trafficking in our supply chains and in our business.

2.2 In 2025, as a group, we have:

- (a) continued the implementation of the action plan developed in 2016;
- (b) maintained a Legal Compliance team who continually monitors legal updates and educates internal stakeholders of the same and the obligations Genpact as an organisation must uphold;
- (c) maintained our internal team to work on potential modern slavery concerns, comprising members of the Legal Compliance and Vendor Governance Organization groups;
- (d) maintained a code of conduct applicable to the third parties we deal with, namely the Integrity@Genpact Third-Party Code of Conduct (publicly available here: <https://www.genpact.com/about-us/governance/third-party-code-of-conduct>), to set out Genpact's expectations on preventing modern slavery and/or human trafficking in our supply chain;
- (e) maintained a code of conduct applicable to Genpact employees ("Integrity@Genpact"). Our Code of Conduct (available here: <https://www.genpact.com/about-us/governance/code-of-conduct>) sets out Genpact's expectations on preventing modern slavery and/or human trafficking in our business;
- (f) Maintained an ethics hotline that is managed by an independent third party, accessible by telephone and internet, that is available to all potential reporters, including non-employees (<http://www.genpact.com/speakup>);
- (g) maintained an Antislavery and Human Trafficking Policy;
- (h) maintained a Critical Incident Response Plan;



Slavery and Human Trafficking Statement

January 2025 — December 2025

- (i) trained key personnel on the requirements of the Modern Slavery Act and our standard approach;
- (j) maintained standard modern slavery wording for the relevant supplier terms and conditions;
- (k) reviewed the third-party due diligence compliance screening process; and
- (l) maintained a Human Rights policy.

2.3 It is our policy to conduct all business ethically and in accordance with the UK Government's Modern Slavery Strategy, as amended from time to time, and as outlined in the UK Home Office Guidance "Transparency in Supply Chains: a Practical Guide".

2.4 We are committed to acting ethically in all our business dealings and relationships wherever we operate and implementing and enforcing effective systems to counter slavery and human trafficking.

2.5 We are covered by the Modern Slavery Act because we:

- are a body corporate; carry on business in the UK;
- supply services; and
- have a turnover in excess of £36 million per year.

3. Organisation's structure

3.1 Genpact (UK) Limited was incorporated in 2001 and is based in London, United Kingdom. Genpact (UK) Ltd operates as a subsidiary of Genpact Limited (together with its direct and indirect affiliates, "Genpact" or the "Genpact Group"), a Bermuda company whose shares are publicly traded on the New York Stock Exchange.

3.2 Genpact (UK) Ltd and its affiliates provide advanced technology and agentic solutions, as well as business support services, to international customers.

3.3 Global delivery

We and our affiliates – all members of the Genpact Group – serve our clients using our global network of more than 100 delivery centres in more than 25 countries. We have delivery centres in Argentina, Australia, Brazil, Bulgaria, Canada, China, Colombia, Costa Rica, Egypt, Germany, Guatemala, Hungary, India, Israel, Italy, Japan, Malaysia, Mexico, the Netherlands, the Philippines, Poland, Portugal, Romania, South



Slavery and Human Trafficking Statement

January 2025 — December 2025

Africa, Thailand, Turkey and the United States. We also have employees in these and additional countries, such as the Czech Republic, Ireland, Singapore and Slovakia.

4. Our business

4.1 Genpact is an agentic and advanced technology solutions company recognized for its deep industry knowledge, process intelligence and last mile expertise. With decades of client trust and a strong partner ecosystem, we provide innovative solutions that transform how businesses run. Powered by a team with an active learning mindset and client centricity at its core, we deliver lasting value for the world's leading enterprises.

We have over 146,500 employees and serve clients from more than 25 countries around the world. Our 2025 total net revenues were \$5.1 billion.

We enable AI-led transformation for our clients through our Advanced Technology Solutions and our Core Business Services.

4.2 Advanced Technology Solutions

Our Advanced Technology Solutions comprise our capabilities in the areas of Data and AI, Digital Technology, Advisory Services and Agentic Solutions.

Data and AI

Data and AI includes data and AI strategy, data engineering, data management, and domain-based AI and generative AI solutions and services. We enhance, modernize and enrich structured and unstructured data and use a spectrum of advanced analytical tools and techniques, including our in-house and third-party AI, generative AI, and machine learning capabilities and proprietary solutions, to create insights, improve decision-making for our clients and address a range of complex industry-wide challenges and opportunities.

Digital Technology

As we develop new advanced technology solutions for our clients, we develop proprietary technology in the process. Additionally, we may partner with many market-leading technology establishments to develop solutions that we can embed into our offerings. The digital technologies comprising our proprietary technology and partner technology aim to improve execution of business processes and enable scalable efficiencies.



Slavery and Human Trafficking Statement

January 2025 — December 2025

Advisory Services

Our Advisory Services are built on our industry intelligence and process expertise and driven by our practitioner's perspective, which is rooted in decades of operational depth across industries. We provide consultative advice to clients through either functional- or industry-specific process design, operating model design, agentic and advanced technology value identification and capture, M&A and change management services.

Agentic Solutions

Our Agentic Solutions combine advanced AI and domain-specific, agent management capabilities, leveraging large language models, small language models, domain-specific context, robotic process automation, and orchestration to deploy agents that can learn, adapt, and make decisions. Built on deep process intelligence and governance frameworks, our agentic solutions redesign end-to-end workflows, enabling AI agents to manage routine or complex processes, while humans focus on higher-value judgment, oversight and responsible AI.

4.3 Core Business Services

Our Core Business Services include Decision Support Services, Technology Services and Digital Operations.

Decision Support Services

Our Decision Support Services combine models and other analytical techniques to help organizations make better choices. These services are human-led delivery combining large amounts of data, analyzing it, identifying patterns, and presenting actionable insights, often through visualizations or reports to our clients. These services are typically done in support of clients' supply chain, order management and procurement, risk management, and financial planning and analysis functions.

Technology Services

Our Technology Services generally fall into three categories: (i) application management, which includes overseeing software applications throughout their lifecycle, from planning and development to deployment, maintenance, and retirement, ensuring they run securely; (ii) customization, maintenance, and ongoing support of technology platforms that are used by internal business functions (such



Slavery and Human Trafficking Statement

January 2025 — December 2025

as Enterprise Resource Planning (ERP) systems); and (iii) services that manage the asset lifecycle for components of clients' technology stacks.

Digital Operations

Digital Operations refer to our traditional managed service offerings where we leverage technology and deep domain and process expertise to transform and run our clients' operations with an aim to achieve higher levels of end-to-end performance. These services allow enterprises to be more flexible and focus on high-value work to better compete in their industries. Our Digital Operations solutions also include certain information technology ("IT") support services for legacy applications, including end-user computing support and infrastructure production support.

4.4 Industries we serve

We serve clients across our industry verticals through three reportable segments: (1) Financial Services, (2) Consumer and Healthcare, and (3) High Tech and Manufacturing. This structure leverages our deep domain expertise to replicate and standardize solutions and supports a unified go-to-market approach.

Financial Services

Our Financial Services segment delivers Advanced Technology Solutions and Core Business Services to banking, capital markets and insurance clients. We support core operations and financial crime and risk services, including fraud/disputes, AML, transaction monitoring, KYC, due diligence and sanctions screening.

We support insurers, reinsurers and insurtech companies with underwriting and policy support, claims and customer service, data and analytics, third-party administration, and insurance technology services (including platform integration).

Consumer and Healthcare

Our Consumer and Healthcare segment delivers Advanced Technology Solutions and Core Business Services to consumer goods, retail, life sciences and healthcare clients. For consumer and retail clients, we provide domain solutions across demand and supply planning, pricing and promotions, order and deduction management, and digital commerce and customer experience.

For life sciences and healthcare clients, we support regulatory affairs and end-to-end claims operations, including claims processing, recovery and payment integrity,



Slavery and Human Trafficking Statement

January 2025 — December 2025

revenue cycle management, health equity analytics, care services and customer experience.

High Tech and Manufacturing

Our High Tech and Manufacturing segment delivers Advanced Technology Solutions and Core Business Services to high tech and manufacturing clients. We support trust and safety, advertising sales, customer and user experience, customer care, and supply chain management.

For manufacturing clients, we provide supply chain management, procurement, logistics, field and aftermarket support, and engineering services.

5. Our suppliers and supply chains

5.1. Genpact UK Ltd. primarily uses European suppliers but may also act as a contracting party for the Genpact Group with global suppliers.

Our main suppliers are:

software companies that provide software that we embed into our products;

- IT infrastructure suppliers (international);
- facilities infrastructure suppliers (international);
- subcontracting companies (international) that provide sub-contracted human resources on customer projects; and
- ancillary administrative services (legal, professional consultancy, travel services, marketing, professional services etc.).

6. Our policies on slavery and human trafficking

6.1 We are committed to ensuring that there is no modern slavery or human trafficking in our supply chains or in any part of our business. Our Antislavery and Human Trafficking Policy and our Human Rights Policy reflect our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking is not taking place anywhere in our supply chains.



Slavery and Human Trafficking Statement

January 2025 — December 2025

6.2 Moreover, our global code of conduct for suppliers, Third-Party Code of Conduct (www.genpact.com/about-us/governance/third-party-code-of-conduct) expressly states our expectation that our suppliers must also comply with all applicable laws and regulations regarding the use of forced labour, slavery, and human trafficking, and should guard against the existence of any such illegal labour practices in every part of their supply chains.

6.3 We continue to review our policies, processes and adopt necessary improvement that enable us to identify risks of modern slavery and other human rights as part of our continued commitment to ethical and responsible business practices.

7. Due diligence processes for preventing slavery and human trafficking

7.1 Genpact has committed to implementing and enforcing effective systems to prevent slavery and human trafficking, including an annual assessment to establish such risk and required corrective actions, if needed.

Our Antislavery and Human Trafficking Policy is a step towards the company having in place systems to:

- (a) identify and assess potential risk areas in our supply chains;
- (b) mitigate the risk of slavery and human trafficking occurring in our supply chains;
- (c) monitor potential risk areas in our supply chains; and
- (d) protect whistle-blowers.

7.2 As part of our initiative to identify and mitigate risk, as a standard approach, we request our relevant suppliers to acknowledge our code of conduct and to respond to a UK Modern Slavery Act questionnaire, as part of our process to engage with new suppliers.

7.3 Genpact has a formal Risk Council in place. The Risk Council reviews the Genpact Group's overall risk profile periodically and reports the key business risks to the board of directors of Genpact Limited. An enterprise-wide risk assessment across functions, businesses and regions is conducted regularly and risks to the organization are identified and assessed on the likelihood and impact scale.



Slavery and Human Trafficking Statement

January 2025 — December 2025

Genpact conducts external risk surveys and consults industry benchmarks to evaluate the organization's risk landscape and looks for external risk drivers that could affect Genpact. Changes in the regulatory and legal environment, such as the Modern Slavery Act, and the criminal and societal issues which those changes aim to address, which could have an impact on the organization, are also subject to the regular risk assessment activity.

7.4 Genpact publishes annual sustainability reports. The latest Genpact Sustainability Report is publicly available here <https://www.genpact.com/purpose/sustainability>. The report has been developed in accordance with the Global Reporting Initiative Sustainability Reporting Standards. These regular reports provide a holistic picture of our organisation's performance, covering environmental, social, and ethical criteria in addition to economic data which also includes our supply chain.

8. Supplier adherence to our values

8.1 To ensure all those in our supply chain and contractors comply with our values and ethics we have designed and rolled out a supply chain compliance programme.

8.2 We have a group of dedicated resources from different departments, including the Vendor Governance Office, Sourcing and Legal Compliance.

8.3 We undertake appropriate due diligence of our current and potential suppliers, using a risk-based approach. As a standard approach, relevant suppliers are required to complete a self-assessment on Modern Slavery standards and are part of a preliminary vetting process.

8.4 Genpact has an effective third-party due diligence compliance screening process. When onboarding a new third party, Genpact Enterprise Risk and Compliance functions perform additional screening against several risk drivers (including "adverse media") for the relevant categories of third parties. This screening should capture any publicly available adverse media information, including on modern slavery and human trafficking with respect to the third party. The compliance screening on adverse media is performed on a regular basis.

8.5 We respond to and investigate all concerns promptly, and take any necessary corrective actions, if necessary. Our whistleblowing programme did not register any reported concerns related to modern slavery in 2025.



Slavery and Human Trafficking Statement

January 2025 — December 2025

8.6 Genpact takes overall responsibility for the company's response to the challenge of slavery and human trafficking and in accordance with the requirements of the Modern Slavery Act.

4. 9. Effectiveness

9.1 We consider that the steps we have been taking are effective in ensuring that slavery and human trafficking is not taking place in our business or supply chains, as so far, we haven't identified any incident that could affect the achievement of our objectives. As part of our plans for the current financial year, we will continue to monitor the effectiveness of the actions taken and will ensure that our strategy is responsive to any potential risks.

9.2 As a confirmation of Genpact's commitment to leading with integrity and prioritizing ethical business practices, Genpact has been recognized multiple times, including in 2025, by Ethisphere Institute, a global leader in defining and advancing the standards of ethical business practices. The World's Most Ethical Companies.

<https://www.worldsmoethicalcompanies.com/honorees/>

10. Training

10.1 To ensure a high level of understanding of the risks of modern slavery and human trafficking in our supply chains and our business, we provide training to the following groups' members:

- (a) Legal Compliance;
- (b) Vendor Governance Office;
- (c) Sourcing; and
- (d) Human Resources.

We continued our programme of regional training and awareness building among the employees to support them in identifying potential Slavery and Human Trafficking risks.

This update of the Slavery and Human Trafficking Statement has been approved by the Board of Directors of Genpact (UK) Ltd on 26 June 2026.

