

Introduction

ConnectWise, LLC (“ConnectWise”) has prepared this Modern Slavery Statement pursuant to the Modern Slavery Act 2015 for the financial year January 1, 2020 to December 31, 2020.

This Statement describes the steps ConnectWise has taken to ensure that modern slavery and human trafficking is not taking place in any part of our business or within our supply chains.

Our Business

ConnectWise’s operations are primarily within the United States, with some activities taking place in Canada, United Kingdom, Europe, India, Australia and New Zealand. Our U.K. affiliate, ConnectWise Limited, is a wholly owned subsidiary of ConnectWise, LLC.

ConnectWise is a provider of SaaS and software, solutions and services primarily focused on Technology Service Providers. We sell our SaaS, software and services directly to customers and also via a group of trusted partners.

ConnectWise sells our own internally developed products and services, and as such we do not have a traditional supply chain for raw materials, components or equipment. The creation and development of our software and solutions is effectuated predominantly through writing source code, which is a sophisticated and complex process that requires high levels of education and training.

The majority of our source code is proprietary and is written by ConnectWise employees at our own offices, primarily located in the US, but also in India, and as a result we have direct oversight of this process. The development of our products also involves working with some key third-party suppliers, such as AWS and Microsoft, who have their own Modern Slavery Statements upon which we rely.

Our Commitment to addressing Modern Slavery

ConnectWise operates the following policies that assist with the identification of modern slavery risks and describe the steps taken to prevent slavery and human trafficking in our operations:

- **Code of Business Ethics and Conduct for Employees** – This code makes clear the level of actions and behaviour expected of ConnectWise employees when representing the company. ConnectWise requires employees, directors, vendors and other third parties working on our behalf to uphold the highest standards of professional and ethical behaviour, including compliance with applicable laws and regulations such as the Modern Slavery Act.

- **Whistleblowing policy** – ConnectWise maintains an Employee Ethics Hotline and encourages employees to report any concerns or complaints relating to breach of the Code of Business Ethics and Conduct, including any circumstances which may give rise to an enhanced risk of human trafficking or slavery. The policy is designed to make it easy for employees to make disclosures without fear of retaliation.
- **Contractual obligations for suppliers** – Key suppliers involved in the development and delivery of ConnectWise products and services are contractually obligated to comply with all applicable laws and regulations, such as the Modern Slavery Act 2015.
- **Background screening for employees** – As part of the employee hiring process ConnectWise conducts a comprehensive screening process.