



**M o d e r n
S l a v e r y
S t a t e m e n t**

Fiscal Year 2023-2024

May 1, 2023 - April 30, 2024

CONTENTS

01.

Microserve's Structure

02.

Microserve Supply Chains

03.

Microserve's Commitment and
Progress in 2023

04.

Microserve's Policies and
Procedures

05.

Planning for the Future

06.

Attestation

MICROSERVE'S STRUCTURE & ACTIVITIES

Microserve (341234 BC Ltd) is a market leader in delivering a wide range of information technology, audiovisual, and IT staffing products, solutions, and services, to enterprise public and private sector organizations in Western Canada. Founded in Vancouver in 1987, Microserve is one of the largest privately held, Canadian owned and operated IT services and solutions providers. Based in Burnaby, we have branches in Victoria, Edmonton, and Calgary and a comprehensive services network across British Columbia and Alberta.

Microserve's wide range of offerings includes the distribution and resale of IT equipment, and the provision of related services. The areas we provide goods and services in include: end-user computing, modern workplace technologies, , audio visual solutions, managed IT services, cybersecurity, IT cloud solutions, IT staffing, managed print services, IT networks and data centers, and IT projects and consulting.

Our comprehensive IT services support a vast user base across Western Canada, encompassing planning, procurement, asset management, configuration, deployment, repair and decommissioning. We have large, highly secure, Microserve-operated TechCentres in all four cities which we use to provide warehousing and inventory management, equipment staging, configuration, repair, and recovery services on an enterprise scale.



MICROSERVE'S SUPPLY CHAINS

As one of the largest IT resellers in Canada, Microserve has a very well-established and robust supply chain in place. Our supply chain is comprised of Original Equipment Manufacturers (OEMs) and many of the largest IT wholesale distributors in North America. Many of our Original Equipment Manufacturers have a global presence in both their distribution channels and manufacturing activities.

We have the ability to procure both through distribution channels in Canada and directly from our OEMs in Canada and North America. Less than 10% of our total spend for resale is attributed to imports from the United States. The remaining 90% of our spend for resale is from Canadian distribution channels and Canadian arms of our OEMs.

As a reseller, we support our clients by providing and supporting a wide range of products that best suit their needs, through our supplier relationships and the best possible procurement channels.

Additionally, we partner with many leading multi-national IT service providers, including Kyndryl (formerly IBM), NTT DATA, Fujitsu, and HP, who rely on us for our strong local presence and resources to support clients in Western Canada. Through careful selection of our partners, we build resilient supply chains to provide IT solutions that empower our customers to achieve their goals.



MICROSERVE'S COMMITMENT AND PROGRESS IN 2023

Microserve is committed to preventing and reducing the risk of forced labour and child labour in its supply chain and operations. In accordance with **Bill S-211, an Act to enact the Fighting Against Forced Labour and Child Labour in Supply Chains Act and to amend the Customs Tariff**, in our previous fiscal year ending April 30, 2024, Microserve took the following steps towards identifying and addressing Modern Slavery risks in our operations:

- 01 Created a Forced Labour Policy acknowledged by our Procurement teams
- 02 Implemented a Vendor Onboarding Process that includes a Vendor ESG Questionnaire focused on the vendor's approach to identifying and remediating the risk of modern slavery in their supply chain.
- 03 Distributed the Environmental, Social, and Governance (ESG) questionnaire to our key suppliers, encompassing 90% of our procurement spend
- 04 Delivered mandatory training to our Purchasing department, via a 3rd party eLearning module in a virtual team meeting.
- 05 Developed an action plan for FY 24/25 which will include but will not be limited to action items related to risk identification and remediation and continuous assessment of the effectiveness of our approaches
- 06 Created a Partner Code of Conduct that sets expectations for ethical standards for all who do business with Microserve

Our commitment to respecting human rights, maintaining high ethical standards and environmental and social stewardship is reflected in our Partner Code of Conduct and other policies and procedures within our organization.

MICROSERVE'S POLICIES AND PROCEDURES

INTERNAL CONTROLS

At Microserve, we have policies and procedures in place to prevent forced labour and child labour in our direct operations. As a reseller of OEM products, we believe that our business operations have a minimal risk of modern slavery. We have implemented an annual renewal cycle for training and policy acknowledgement for all staff on ethical business practice policies and our Forced Labour Policies.

SUPPLY CHAIN CONTROLS

We have a strict process for choosing and evaluating our suppliers and the OEMs we represent. In our selection process, we ask potential suppliers to conduct self-audits, oversee their supply chains, and provide information on any risks of modern slavery identified in their supply chain and their remediation measures. As resellers, our risks exist in the manufacturer supply chain of the products we sell.

This year we developed a Sustainability Questionnaire that includes identification and mitigation of risk of forced labour and child labour in our vendors' supply chains. This annual questionnaire will be sent to our vendor community to ensure our continued and aligned commitment to human rights, ethical business practices, and environmental stewardship. In our inaugural survey of both manufacturers and distribution suppliers, all partners indicated they found no risk in their supply chains of forced or child labour in their most recent fiscal year.

We reserve the right to end our relationship with any suppliers or business partners who fail to comply with any law or labour standard. Our ethical standards are delineated in our Partner Code of Conduct which can be found [here](#).

PLANNING FOR THE FUTURE

Our efforts in the last fiscal were centered around defining our framework to identify modern slavery risks in our supply chains and operations. We did not define remediation approaches or assessment of the effectiveness of our framework in our last fiscal year. Microserve is committed to ensuring that any risks of exploitative practices in our supply chains are addressed and eradicated.

In our Action Plan for next year, we are committing to:

01 Assessing the effectiveness of the framework we developed in our Fiscal Year 23/24

02 Developing additional in-house training addressing forced labour and child labour

03 Making forced labour and child labour awareness training mandatory for all staff

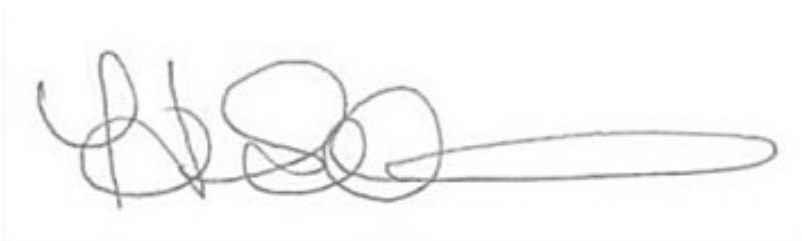
04 Ensuring that our Forced Labour Policy is acknowledged by all employees upon hire and annually after that

05 Develop our approach to remediation if evidence is found of forced labour and child labour in our activities or supply chain

We recognize the importance of continuously improving all areas of our business. We strive to regularly review and improve all policies and procedures including those related to forced labour and ethical business practice.

ATTESTATION

In accordance with the requirements of the Act, and in particular section 11 thereof, I attest that I have reviewed the information contained in the report for the entity or entities listed above. Based on my knowledge, and having exercised reasonable diligence, I attest that the information in the report is true, accurate and complete in all material respects for the purposes of the Act, for the reporting year listed above.

A handwritten signature in black ink, appearing to be "H. Schaan", written over a light blue horizontal line.

I have the authority to bind Microserve (341234 BC Ltd.)

Name: Heather Schaan

Title: Chief Operating Officer

Date Signed: May 29, 2024