

Anti-Slavery and Human Trafficking Statement (Modern Slavery Act 2015)

Introduction

Whistl is committed to a zero tolerance approach to slavery and human trafficking. We continuously improve our practices to combat slavery and human trafficking, to help protect the most vulnerable and to prevent the violation of human rights.

This statement has been published in accordance with the Modern Slavery Act 2015 and relates to our financial year 1 January to 31 December 2022. It sets out the steps taken by Whistl to understand all potential modern slavery risks to our business and the measures we take to ensure that there is no slavery or human trafficking in our own business or in our supply chains.

Our Business and Company Structure

Whistl is the delivery management partner of choice for online retailers and brands providing efficient, high-quality, competitively priced integrated mail and parcel delivery, fulfilment, contact centre and advertising solutions. Headquartered in Marlow, we provide UK-wide and international delivery services.

The business is owned by management with minority shareholdings held by PostNL and the Business Growth Fund (BGF). We have around 2,439 employees across sites in Glasgow, Bolton, Bedford, Bristol, Belfast, Rushden, Farnborough, Nottingham, Gateshead, Heathrow, Paignton, Wrangaton, Lutterworth, Leicester and Northampton, Birmingham, Leeds as well as in our head office in Marlow.

For the purpose of this statement we use the terms “Whistl” and “Group” to encompass the activities of following companies:

- Whistl UK Limited
- Whistl (Doordrop Media) Limited
- Whistl Fulfilment (Farnborough) Limited
- Whistl Fulfilment (Rushden) Limited
- Parcelhub Limited
- Whistl Fulfilment (Gateshead) Limited
- Spark Etail Limited
- Whistl Fulfilment (South West) Limited
- Relish Agency Limited

Our Policies on Slavery and Human Trafficking

Whistl is committed to ensuring that there is no modern slavery or human trafficking practices within our business or in our supply chain. Our Anti-Slavery and Human Trafficking Policy reflects our commitment to act ethically and with integrity in all our business relationships and

to implement and enforce effective systems and controls to ensure slavery and human trafficking are not taking place anywhere in our supply chain.

This policy works in conjunction with a range of other relevant policies and procedures that set out steps to be taken to support the identification and steps to prevent slavery and human trafficking in the business. All our policies are reviewed and updated on an annual basis and are freely available to staff through our internal intranet and to suppliers on our Supplier Portal.

During 2022 we have continued to undertake a review of related policies and procedures for example to ensure there is explicit reference to our expectations of all workers with respect to any risk of Slavery or Human Trafficking that they may become aware of internally or within our supply chain. This includes our Whistleblowing Policy & Procedure; Conduct and Capability Disciplinary Policy and Procedure; Anti-Harassment and Bullying Policy and Procedure; Recruitment Policy & Procedure and Procurement Policy. In 2022 we launched our Supplier Charter setting out a code of conduct we expect from all of our suppliers. This has also been incorporated into our supplier onboarding processes, supplier contracts and is a pre-requisite for supplying goods and services to us.

We will continue to review and update our policies and procedures to raise greater awareness of how Modern Slavery and Human Trafficking impacts our business.

Due diligence processes for Slavery and Human Trafficking

Our Workforce – Verification

We regularly undertake appropriate checks in respect our employees and contract workers through DBS checks, referencing and also validation of personal information.. We further verify the information supplied to us, by carrying out regular audits. Any issues identified in relation to data provided by employees, for instance shared addresses, bank accounts and/or other risk factors, are investigated. In 2022 no areas of concern were identified following the investigation of flags raised through these checks.

We continued to work with our suppliers to ensure they also maintain a high standard of verification setting out clear expectations of checks and verifications to be completed at every level. Our Service Level Agreements with recruitment suppliers accurately reflect updates and changes to our own Anti-Slavery and Human Trafficking policy

Audits

We carry out regular audits in relation to our employees, contract workers and suppliers in order to detect any potential breaches. Audit standards are regularly reviewed to ensure that they remain fit for purpose and are compliant with prevailing law and practice.

Throughout 2022 we have continued with anti-slavery and human trafficking audits across key suppliers of facility management, recruitment and uniforms across our business. No issues have been highlighted as a result of these audits.

This practice of regular audit and review will continue in 2023.

Supply Chain Compliance

98% of our supply chain are GB-based. We regularly assess the risk levels within our supply chain and work with them to certify that they comply with the laws regarding slavery and human trafficking in the country or countries in which they do business.

We regularly develop, implement and refine our procurement process to ensure:

- On invitation to respond to a Request for Proposal (RFP), any potential suppliers are required to confirm that they have read and can comply with the terms of our Supplier Charter, Anti-Slavery and Human Trafficking Statement, Policies and Procedures.
- That our terms of business clearly set out supplier obligations in relation to Modern Slavery both for their own business and their supply chain.
- All suppliers in areas of identified risk are issued with, and required to complete, a Modern Slavery Questionnaire verifying that they have appropriate processes, policies and procedures in place to assure compliance with anti-slavery and human trafficking laws.
- All suppliers have a training programme for their staff and their suppliers relating to modern slavery

At each stage of the procurement process, any supplier who is unable to verify compliance is disqualified from the process.

We undertake risk assessments of the following:

- Country risk – the location of Whistl's operations: Whistl's operations take place in the United Kingdom which is not considered to be a country with significant risk of Modern Slavery and Human Trafficking.
- Sector risk. We consider all of the businesses within our group and review which parts (if any) are vulnerable to slavery and human trafficking. The assessments of our sectors show that they are not industry areas which reflect levels of risk. We have considered the risks associated with garment production and labour separately, and conducted separate reviews of our suppliers and their compliance.

Transaction risk. We review our counterparties in the manner described above. In 2022, no significant risk of non-compliance was identified amongst our current suppliers.

Due to the nature of our business and the areas in which we, and our supply chains operate, the levels of risk is considered low. Since then we have expanded our business through acquisition and in doing so we have re-assessed the level of risk at every stage. We do a regular review of all of our key suppliers and continue to remain low risk.

In 2022 we changed our facilities management arrangements to move from a fully outsourced model to a hybrid model with in-house selection and management of our supply chain, allowing greater control and visibility. We also reviewed our uniform supplier arrangements and appointed a new supplier with a broader range of ethically sourced garments.

Training

All staff have been required to complete mandatory compliance training on induction, and then on an annual basis. The training includes a module on modern slavery and human trafficking. We have in place a key performance indicator that requires no less than 85% of our workforce to have successfully completed this compliance training at any point in time. Reference Business Ethics and Whistleblowing

All Whistl employees and management who have direct responsibility for supply chain management are provided with appropriate training on human trafficking and slavery, particularly with respect to eliminating risk within our supply chains.

Additional briefings and support materials are available to key staff involved in recruitment, on-boarding, line management and supplier relationship management to ensure appropriate knowledge and skills are available to identify, report and address any areas of concern.

Internal Accountability

We have zero tolerance for any acts of slavery and human trafficking. To ensure all those within our business, supply chain and contractors comply with our values and ethics, we have in place Corporate Social Responsibility Standards. Our compliance team consists of individuals from:

- Legal
- Audit and Compliance
- Human Resources
- Procurement
- Security
- Marketing and Communications

That team meets together at least twice a year to review progress and identify any areas of continuous improvement.

Key Performance Indicators

We have a set of Key Performance Indicators that are measured by Whistl and which will help inform audits with suppliers. These include measures around:

- Anti Slavery and Human Trafficking Training - Completion and successful assessment of learning as a percentage of the workforce.
- Verification Checks – Number of potential risks identified through checks, resolution times and outcomes.
- Whistleblowing Reports – Time taken to act investigate and resolve any risks identified.
- Supplier Audits – Issues of non-compliance highlighted and response time to resolve

The results of the Key Performance Indicators are reported to the Executive Board of Whistl on a quarterly basis.

This statement is made pursuant to Section 54(1) of the Modern Slavery Act 2015 and constitutes our slavery and human trafficking statement for the financial year ending 31st December 2022

Name of Director: Lynn Dillon

Signatory Title: HR Director

Signature of Director:

A handwritten signature in black ink, appearing to be "Lynn Dillon".

Date: 21 June 2023