

Modern Slavery Statement

International Personal Finance plc Statement on the Modern Slavery Act 2015 for the financial year ending 31 December 2023

Our business

International Personal Finance plc (“IPF”) is a London Stock Exchange listed company headquartered in Leeds, West Yorkshire. It is the ultimate holding company of a number of subsidiaries¹ (the “IPF Group”) including overseas subsidiaries which provide a range of financial products and services across 9 countries. The IPF Group operates in three divisions: European Home Credit (in Poland, the Czech Republic, Hungary and Romania), Mexico Home Credit and IPF Digital (in Estonia, Latvia, Lithuania, Australia, Poland, Mexico and the Czech Republic).

Our commitment

The IPF Group is committed to opposing slavery and human trafficking in its direct operations and in the indirect operations of its supply chain. The IPF Group will not knowingly support or do business with any organisation involved in slavery or human trafficking.

IPF has made a commitment to adhere to the human rights and labour standards principles as a participant of the UN Global Compact Network UK and communicates progress annually on integration of the ten UN principles into its strategies and operations.

Our policies

We have established a series of policies that reflect our commitment to ethical business practices and our determination to combat modern slavery. These include our:

- **Modern Slavery Policy:** Sets out the detail behind how we fulfil this commitment;
- **Global Code of Ethics:** Sets out the standards of behaviour expected from all our employees and customer representatives and our commitment to fight all forms of modern slavery and worker exploitation;
- **Human Rights Policy:** Sets out our commitment to promote respect for human rights and fundamental freedoms;
- **Health & Safety Policy:** Sets out our approach to maintaining a safe and healthy work environment for all individuals involved in our operations;
- **Whistleblowing Policy:** Provides a confidential mechanism for employees, customer representatives, customers, suppliers and third parties to report any concerns related to modern slavery or other unethical practices; and
- **Responsible Procurement Policy and Procurement Standards:** Require all suppliers to comply with our standards on labour rights, including prohibitions against forced labour and human trafficking and include due diligence and supplier risk assessment for modern slavery as described further below.

Due diligence

To mitigate the risk of modern slavery within our business and supply chains, we have implemented comprehensive due diligence processes:

¹ Including (but not limited to) IPF International Limited. This Statement also covers IPF International Limited, in addition to IPF.

- **Risk assessment:** Identifying areas within our operations and supply chains which may pose a higher risk of modern slavery;
- **Supplier due diligence:** Conducting regular assessments of our suppliers, focusing on those in high-risk industries or geographies; and
- **Training:** providing training to employees and customer representatives, especially those involved in procurement and supplier management, to recognize and address signs of modern slavery.

Our workforce

The home credit businesses operate in local markets as Provident through cooperation with customer representatives who visit the customer in his or her home. These representatives are self-employed in all markets except Hungary and Romania where they are employees. The IPF Digital business operates under a number of different brands including Credit24 and Creditea. There are approximately 21,000 employees and customer representatives working for the IPF Group.

We consider our workforce, including all our employees and customer representatives, to be valued members and stakeholders of our business and treat them with care and respect. Where customer representatives are self-employed, we contract with them directly as individuals and do not use any form of intermediary.

To support our workforce, we operate an independently verified safety management system compliant with ISO 45001. All our home credit businesses across Europe and Mexico are ISO 45001 accredited. This ensures all employees and self-employed customer representatives are provided with the highest standards of safety supervision, training, education and advice. During 2023 we defined the Group's global framework for the management of psychological health, safety and wellbeing based on ISO 45003, the first global standard guiding employers on managing mental health and wellbeing in the workplace. This framework will be implemented across the Group in 2024.

Additionally, we operate help lines and whistleblowing services, available to all employees and customer representatives, to ensure that they have access to appropriate advice and support for their safety and wellbeing and can raise concerns directly to senior management.

Training specific to modern slavery, including IPF's approach and how to spot and react to modern slavery issues, was issued in 2023 as part of the IPF Group annual ethics training and completed by 97% of all employees and customer representatives. Targeted training is provided to relevant functions, in particular people working in human resources, customer representative support and procurement, on how to identify and address potential modern slavery issues.

Our supply chain

As a financial services provider, the businesses within the IPF Group have relatively straightforward supply chains compared with those of other sectors. The majority of products and services are sourced from suppliers based in the UK and European Union, with the exception of Mexico and Australia. Due diligence is performed on suppliers deemed to be higher risk due to sector or geographical area to ensure they understand and are not engaging in the various aspects of modern slavery.

Our Responsible Procurement Policy and supporting Procurement Standards require an annual ethics assessment of all strategic and critical suppliers. An assessment of all suppliers based on risk-factors including geography, nature of services and spend was carried out to identify

suppliers in territories or industries with a high prevalence of modern slavery or other labour rights violations and/or which are heavily reliant on low skilled or migrant workers. Any areas of concern are further investigated. The IPF Group will not continue to trade with any business if issues come to light as a result of the risk assessments which are not resolved by the supplier. We did not identify any modern slavery issues in our supply chain in 2023.

Performance monitoring

To ensure the effectiveness of our policies and procedures, we regularly monitor and review our performance:

- **Key performance indicators (KPIs):** Tracking and reporting on KPIs related to modern slavery risks, such as the number of supplier assessments conducted and the outcomes of these audits; and
- **Annual review:** Reviewing our modern slavery statement and practices annually to ensure ongoing relevance and effectiveness.

Commitment to Improvement

The IPF Group is dedicated to continuous improvement in our approach to combating modern slavery. We recognize that this is an ongoing effort and are committed to:

- **Engagement:** Engaging with stakeholders, including employees, customer representatives, suppliers, and industry groups, to stay informed about best practices and emerging risks related to modern slavery;
- **Innovation:** Leveraging new technologies and methodologies to enhance our ability to detect and prevent modern slavery within our operations and supply chains; and
- **Transparency:** Maintaining transparency in our efforts to combat modern slavery and providing regular updates on our progress and challenges.

Conclusion

The IPF Group is steadfast in our commitment to preventing modern slavery in all its forms within our business and supply chains. We believe in acting responsibly and ethically, ensuring that our business practices contribute positively to society. This statement has been approved by the Board of Directors of International Personal Finance plc on 29 July 2024 and will be reviewed annually (and updated as applicable) by the Board.



Gerard Ryan
Chief Executive Officer
International Personal Finance plc
29 July 2024