

ArvatoConnect Statement on Slavery and Human Trafficking 2025

REGULATION (EU) 2016/679 ArvatoConnect

ArvatoConnect Statement on Slavery and Human Trafficking

ArvatoConnect is a business professional services provider which employs 700 people across four UK sites. ArvatoConnect is a subsidiary company of the Bertelsmann Group employing over 117,000 employees.

ArvatoConnect and Bertelsmann's head offices are based in Gütersloh, Germany.

In the UK, ArvatoConnect's head office is in Datchet.

ArvatoConnect is registered in England and Wales with the following Company Registration:

- Arvato Limited – Company number 03923307

With the UK government implementing the [Modern Slavery Act 2015](#) on 26th March 2015, from October 2015 commercial organisations are required to produce a Slavery and Human Trafficking Statement for each financial year. This statement sets out the steps ArvatoConnect has taken to prevent any element of slavery and human trafficking from taking place in its business and supply chain.

Policies on slavery and human trafficking

ArvatoConnect is strongly committed to meeting the Bertelsmann [Code of Conduct](#) to ensure that human rights are respected and fair working conditions are provided. A Diversity and Equal Opportunity check takes place at the beginning of a new opportunity.

All employees are made aware of both the Harassment Policy, Working Hours Policy and Working Locations Policy.

Due diligence

There are several practices in place to ensure that slavery or human trafficking is not taking place within our operations:

- All employees have a contract of employment that determines their rights and obligations including their salary, hours of work, and their notice period to terminate the contract, and their holiday entitlement.
- Employment contracts are reviewed annually to ensure ArvatoConnect is legally compliant.
- All employees are free to hand in their notice at any time.
- All employees are paid at least the national minimum wage; and auto enrolled into the pension scheme within the legal timeframes.
- All employees are required to undergo background checks prior to joining ArvatoConnect, which includes providing satisfactory evidence of their right to work in the UK.
- All employees need to provide bank details that have their names on it, we do not pay salary into another person's account not employed by ArvatoConnect.
- All employment is freely chosen.
- ArvatoConnect adheres to all legislation regarding employment contracts, wages, health and safety, working time, holiday entitlement and rest breaks.
- Workers through agency are only utilised, when necessary, we favour a direct sourcing and vetting model, however, when used, this can only be facilitated by those on our Preferred Supplier List (PSL) and have undergone a sufficient procurement review on our Commercial Management System (CMS).
- All employees undertake an induction session where points of contact and support are signposted.
- ArvatoConnect operates a Whistleblowing policy and procedure.

Employee training

Employees are required to comply with the [Code of Conduct](#) and in 2016 Bertelsmann initiated mandatory Code of Conduct training across the business to articulate its expectation that good employment practices are followed. Each year, employees are required to participate in this e-learning course and all other mandatory courses that are required to enable employees to do their work.

New starters will be briefed on this statement to ensure their awareness as part of their mandatory training during on boarding.

Supplier agreement

Our supply chains mainly consist of organisations within the UK or Europe, as we very rarely operate outside these countries. ArvatoConnect endeavours to avoid contracting with suppliers or sub-contractors that are in geographical areas where slavery and human trafficking are a more prevalent risk. ArvatoConnect does however recognise that the upstream supply chain may include countries with a higher risk of modern slavery or human trafficking. To counteract this, ArvatoConnect has put processes in place to ensure suppliers pass on this obligation to their supply chain.

ArvatoConnect has informed all its suppliers of this new legislation and sought confirmation that these organisations meet their obligations under the Modern Slavery Act 2015 by seeking a declaration from each supplier.

In addition, Bertelsmann has in place a [Supplier Code of Conduct](#) across the business, this was introduced at the beginning of 2016. This means our expectations regarding the treatment and rights of individuals within the supply chain are clearly articulated to our supply base. A copy of the current code of conduct is set out here:

<https://www.bertelsmann.com/media/verantwortung/downloads/englisch/supplier-code-of-conduct-en.pdf>

Additional requirements have been added to ArvatoConnect's internal supplier review process to ensure that, whenever possible any new or existing supplier confirms compliance with the provisions of the Modern Slavery Act.

If suppliers do not confirm compliance, ArvatoConnect will take reasonable steps to review the relationship and may consider whether it should maintain the supplier relationship.

Since 2019 ArvatoConnect has taken steps to identify those suppliers which potentially pose a higher risk of poor labour practices, perhaps due to the nature of the goods or services being provided. Where it was thought necessary, further investigation was undertaken in respect of those suppliers identified. Steps were taken to obtain more assurance for higher risk suppliers that their practices are compliant with the Modern Slavery Act 2015. This included statement and policy reviews, questionnaires and further meetings with the supplier when appropriate. The results of these supplier assessments have been recorded and are refreshed periodically. This activity continues to ensure the number of suppliers in the higher risk category are kept to a minimum.

The high-risk suppliers continue to be monitored on a regular basis. This will include a review of the steps that the supplier is taking to comply with current modern slavery legislation to give assurance to ArvatoConnect that the supplier is meeting the required standard.

Monitoring outcomes and due diligence

During the reporting period, no instances of modern slavery or human trafficking were identified within our operations or supply chains. This outcome reflects the effectiveness of our due diligence processes, risk assessments, and ongoing monitoring procedures designed to prevent and detect such practices.

ArvatoConnect remains vigilant and committed to continuous improvement, regularly reviewing our policies and supplier engagement to uphold the highest standards of ethical conduct.

Responsibility

Responsibility for ensuring that this statement reflects true practices lies with the Commercial and Employment functions and the Chief Financial Officer is the main Board Director who has responsibility for ensuring that the statement complies with ethical and legal obligations.

This statement will be updated on an annual basis to reaffirm actions have been taken to ensure that slavery and human trafficking is not taking place within our operations or supply chains.

Signed by:



Debra Maxwell

Position: CEO

Date: July 2025

Review Date: 30 July 2026