



COACH HOUSE

FY25 MODERN SLAVERY STATEMENT

INTRODUCTION

This Modern Slavery Statement has been prepared in accordance with Section 54 of the UK Modern Slavery Act 2015 and outlines the steps Coach House has taken during the financial year ending 30th September 2025 to prevent modern slavery and human trafficking within our business and supply chains.

Modern slavery is a serious violation of human rights and encompasses a range of exploitative practices, including slavery, servitude, forced and compulsory labour, human trafficking and the worst forms of child labour. Despite increasing global awareness and regulation, modern slavery remains a significant issue globally, with the International Labour Organization estimating that approximately 50 million people are living in modern slavery.

As a business with a global sourcing network built on long-standing supplier relationships, Coach House recognises that modern slavery risks can exist across industries, sectors and geographies. We believe that the success of our business depends on treating people fairly and conducting business responsibly, and we are committed to upholding high standards of ethical conduct.

This statement summarises the steps we have taken to prevent and mitigate modern slavery and human trafficking within our business and supply chains.

Coach House is committed to conducting business with integrity, transparency and respect for human rights. We will continue to strengthen our due diligence processes, engage with suppliers and other stakeholders, and take action to identify, prevent, mitigate and, where necessary, remediate modern slavery risks within our business and supply chains.

This Modern Slavery Statement was approved by the Board of Directors of Coach House on 1 June 2026 and is signed on its behalf by:

David Bovingdon, Director



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ABOUT COACH HOUSE

Coach House is a family-owned furniture and homewares business, that has been operating for over 50 years. Founded in Yorkshire and now based in Lancashire, we have grown from a small antiques business into one of the UK's most trusted trade-only suppliers of designed furniture, lighting and home accessories, with showrooms in Lancashire and London.

Today, we employ 168 people and supply more than 6,000 customers across the UK and internationally. Our products are sourced from 18 countries through a network of over 400 suppliers across the UK, Europe and Asia. Built on decades of relationships and an instinctive buying approach, we create products that combine quality, craftsmanship and longevity, helping us develop collections that stand the test of time.



OUR COMMITMENT AND GOVERNANCE

As our business has grown, so too has the reach and complexity of our business and our supply chains. We recognise that sourcing products from multiple countries and sectors can create risks relating to labour standards and human rights. We are committed to respecting and upholding human rights across all aspects of our operations and supply chains. We recognise that modern slavery, human trafficking, forced labour, and exploitation are serious violations of fundamental human rights, and we take a zero-tolerance approach to such practices.

Our commitment is underpinned by our broader responsibility to act ethically and with integrity in all business relationships. We expect the same high standards from our suppliers, contractors, and business partners.

Oversight of modern slavery risks sits with our directors, who are responsible for approving this statement and ensuring appropriate policies and due diligence processes are in place. Day-to-day responsibility for supplier engagement, audits, due diligence and the ongoing assessment of modern slavery risks sits with the Supply Chain Manager and purchasing team. They work closely with our suppliers and other partners to identify, assess and address risks across our supply chain.



POLICIES AND DUE DILIGENCE

Preventing modern slavery requires clear expectations, robust due diligence processes and ongoing engagement with suppliers.

Our approach is supported by a number of policies and procedures, including:

- Code of Conduct / Ethical Trading Policy
- Supplier Code of Conduct
- Whistleblowing Policy
- Recruitment and Employment Policies
- Safeguarding / Equality and Diversity Policy

These policies set clear expectations regarding fair treatment, lawful employment practices, safe working conditions and respect for individual rights. They also provide mechanisms for reporting concerns and help ensure that issues can be raised without fear of retaliation.

SUPPLIER ONBOARDING

All new suppliers are required to:

- Confirm compliance with applicable modern slavery legislation
- Agree to our Supplier Code of Conduct
- Complete a due diligence questionnaire
- Undergo assessments of labour practices
- Participate in on-site or third-party audits where applicable



ONGOING MONITORING

We monitor supplier risk through:

- Periodic reassessments
- Targeted and repeat audits

We expect our suppliers to uphold our standards throughout their own supply chains, manage labour and recruitment practices responsibly, and undertake appropriate due diligence to identify, prevent and address risks of modern slavery and forced labour. To support our due diligence activities, we work with Intertek, an independent provider of assurance, inspection and auditing services. Through its auditing programmes and supply chain tools, Intertek helps us assess working conditions, identify potential risks and maintain oversight of supplier performance.

During FY25, 182 supplier audits were completed, covering 92% of our high-spend suppliers. Suppliers achieved an average audit score of 84%, with 77% of spend covered by compliant suppliers.

In addition to conducting audits, Intertek issues Corrective Action Plans (CAPs) where non-conformances are identified. These set out the areas requiring improvement, specify the corrective actions required, and support suppliers in addressing issues within agreed timeframes. Intertek monitors progress against CAPs and verifies that corrective actions have been effectively implemented.

Supplier due diligence does not end once a supplier has been approved. We continue to engage with suppliers to identify emerging risks, support continuous improvement and strengthen labour standards. We will only partner with suppliers who demonstrate a commitment to preventing modern slavery and upholding responsible labour practices.

We are also developing a supplier portal to provide greater transparency and consistency across our supply chain. The portal will enable suppliers to access our policies, requirements and core values, including our stance on modern slavery. We ask all suppliers to review and acknowledge this information as part of our shared commitment to responsible and ethical supply chains before future orders are placed.



MODERN SLAVERY RISK ASSESSMENT

We recognise that modern slavery risks are not evenly distributed across industries, countries or supply chains. As a result, we take a risk-based approach to identifying, assessing and prioritising areas where workers may be more vulnerable to exploitation.

When assessing supplier risk, we consider a range of factors, including:

- Geographic location
- Industry sector
- Nature of products and services provided
- Labour practices and workforce characteristics
- Audit findings and supplier performance

These help us identify higher-risk suppliers and determine where enhanced due diligence, additional monitoring or further engagement may be required.

Alongside our internal review and verification processes, many of our key suppliers are assessed through Intertek's workplace conditions assessment and audit programmes. These programmes provide additional insight into working conditions, labour standards and potential human rights risks within our supply chain.

Intertek's supply chain management tools also help us map our supplier base, screen for inherent risks, profile suppliers and prioritise areas for further investigation. This supports a more targeted and effective approach to risk management and helps us focus resources where they can have the greatest impact.



MANAGING AND REMEDIATING IMPACTS

Coach House is committed to identifying, addressing and remediating modern slavery risks where they occur. Effective grievance mechanisms are essential for identifying, understanding and responding to concerns raised by employees, workers across our supply chain and other stakeholders. Where impacts are substantiated, we take appropriate corrective action, including requiring suppliers to implement remediation, verifying the effectiveness of those measures and strengthening our processes to help prevent recurrence.

ACCESS TO REMEDY IN OUR OPERATIONS

For employees, our HR Department manages any reported concerns and grievances. We formally acknowledge grievances on receipt and, where possible, provide transparency on the status and expected timeframe of investigations. Our processes provide confidentiality for individuals raising concerns and we do not tolerate retaliation against those who speak up.

We investigate alleged or suspected breaches of Coach House policies, including concerns relating to forced labour, and seek to reach a determination within 60 days. Reports can be made confidentially and anonymously, where permitted by law.

ACCESS TO REMEDY IN OUR SUPPLY CHAIN

Business partners, workers within our supply chain and other stakeholders can report suspected or actual breaches of misconduct to Coach House employees or representatives, via phone or online. These reports may also be made confidentially and anonymously, where permitted by law. All reports are investigated by our HR Department, and escalated to our Directors where necessary.



REMEDIATING IMPACTS

Where modern slavery or human rights risks are identified, we work collaboratively with suppliers and other stakeholders to address them. If a risk materialises and an impact is found to have occurred, we support our business partners in implementing appropriate remediation, verify the effectiveness of those measures and put processes in place to help prevent recurrence. This process is supported by Intertek and our overseas sourcing agents.

Where an audit identifies an issue, suppliers are required to establish a Corrective Action Plan (CAP). Significant human rights contraventions identified through audits are escalated to Coach House by auditors within 24 hours. Suppliers are expected to provide an action plan to address such issues within seven days.

All non-conformances are subject to follow-up audits by an independent third party within 180 days to verify that corrective actions have been effectively implemented. In some cases, issues cannot be fully resolved within this timeframe, for example where significant capital investment or major operational changes are required. In these circumstances, suppliers are expected to implement interim measures to mitigate risks while longer-term solutions are put in place.

Suppliers should also investigate and address the root causes of any issues identified, which may include:

- Lack of social protections, making workers highly vulnerable to coercion or exploitation
- Exploitative recruitment practices, such as charging fees to workers or requiring deposits to secure employment
- Weak regulatory frameworks and insufficient enforcement of labour laws

We engage directly with suppliers, and through independent auditors such as Intertek, to understand impacts and support effective remediation.

Our approach prioritises engagement and continuous improvement. Where suppliers do not sufficiently engage in remediation efforts, we seek to use our leverage through constructive engagement and ongoing dialogue. Termination of a business relationship is considered only as a last resort where serious issues cannot be adequately addressed.



LOOKING AHEAD

We will continue to strengthen our approach to identifying and addressing modern slavery risks across our operations and supply chain. A key area of focus will be increasing engagement with suppliers to further improve transparency across our supply chains and enhancing our understanding of modern slavery and human rights risks. Through ongoing dialogue, collaboration and information sharing, we aim to support our suppliers in identifying, preventing and addressing potential risks within their own operations and supply chains.

We will also continue our programme of supplier and factory audits, taking a risk-based approach to monitoring compliance with our ethical standards and expectations. These audits provide an important opportunity to better understand working conditions, identify areas for improvement and engage directly with suppliers on modern slavery risks and impacts on workers. Where opportunities for improvement are identified, we will continue to work collaboratively with suppliers to strengthen practices, raise awareness and support continuous improvement.

In the coming year, we will introduce modern slavery training for our purchasing team to strengthen our understanding of modern slavery risks and further embed responsible sourcing considerations into supplier selection and ongoing supplier management. As part of our broader sustainability strategy, we have set a number of goals to help build a fair and transparent supply chain and strengthen oversight and accountability across our supplier network. We will continue working towards these in the coming years and providing annual progress updates through our Impact Report:

- Implement a risk-based supplier due diligence process
- All audited suppliers to achieve a minimum audit score of 70%
- 100% of product suppliers to sign Code of Conduct by 2027

We will also continue to monitor the effectiveness of our approach through key performance indicators, including Supplier Code of Conduct sign-off rates, audit completion rates and supplier audit scores. Tracking these metrics will help us assess progress, identify areas for improvement and ensure our due diligence activities continue to strengthen labour standards and reduce modern slavery risks across our supply chain. By regularly reviewing the effectiveness of our due diligence processes and reporting on our progress, we aim to support responsible business practices and uphold our commitment to conducting business with integrity, transparency and respect for human rights.





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