

# Modern Slavery Statement for Tails.com

## Introduction

Our purpose at Tails.com is to improve the lives of dogs and their owners, and in doing so, our vision is to change the world of pet food for good. We are against all forms of slavery, child labour and trafficking, and we expect our teams and our suppliers to take all reasonable steps to make sure no form of exploitation takes place in our supply chain.

This is our seventh modern slavery statement published in accordance with the UK Modern Slavery Act (2015). Section 54 of the MSA requires every organisation with a global annual turnover of £36 million or more, which carries out business in the UK, to produce a slavery and human trafficking statement for each financial year. This statement sets out the steps we have taken to ensure no modern slavery exists in our business and its supply chain. Note that our financial year runs from January to the end of December.

## Our Organisation and Supply Chain

We are a direct-to-consumer retail business selling personalised pet food, founded in 2013. We use third party manufacturers to produce our food components, complementary items, and packaging. In 2025, 57% by value of our direct raw materials and services were sourced in the UK, with a further 43% from the EU.

We blend individually customised food orders in our UK operations base. We use third parties to pack and distribute packages to our customers in the UK. We also serve customers via trusted retailers in the UK.

## Our Policies on Modern Slavery

We have commitment from our CEO and board to take all the steps we can to make sure no form of exploitation occurs in our business, and have appointed our Head of Procurement as responsible to carry out our obligations and improve our processes over time. Our Modern Slavery Statement is published on our website and included in the UK Home Office's online registry.

We have a supplier and a retailer code of conduct, detailing the expectations from Tails.com of any partner that works with us. These are published on our website. The codes include, amongst other areas, a requirement to comply with the Modern Slavery Act. These codes have been shared with our key suppliers who have formally agreed to uphold them.

We have a sourcing process which describes the expectations of our suppliers when we onboard them. Our Responsible Sourcing Policy, shared with our internal team, establishes guidelines for buying new products and services for Tails.com, which includes taking steps to ensure no modern slavery is involved in the products or services we buy.

All our policy documents are kept within a register and reviewed as a minimum annually. We identify opportunities to strengthen these over time.

## Governance

[Tails.com](#) has appointed our Finance Director as the member of our leadership team responsible to ensure we have a Modern Slavery policy in place, that we review this policy as a minimum annually, that there is a plan in place to improve our performance over time, and these actions are carried out. Progress is reported annually to our board of directors and stakeholders.

## Due Diligence

We take the following steps to reduce as far as possible any risk that modern slavery is present in our supply chain.

### Our Suppliers

We engage with all our suppliers to understand what they do to ensure modern slavery is not occurring in their business. We oblige them contractually to maintain our policies, and not doing so would constitute a breach of contract. We audit all suppliers, regardless of their size, before bringing them onboard via a questionnaire and a site visit where appropriate. We assess their compliance in the following areas:

- Corporate social responsibility, ethical and environment policies in place
- For UK suppliers, compliance with the National Minimum Wage Act 2018, or if international, employees are paid at least the prevailing minimum wage applicable within the country of operation
- Compliance with the Modern Slavery Act 2015

### Our Team

We ensure all our people have the Right to Work in the UK and they have their own documents to support this. We check that their wage payments are going to the individual's nominated bank account.

We pay everyone who works for us at least a Living Wage (which is above the statutory minimum wage) with the same minimum rate for our temporary staff as our permanent ones from the first day they start with us.

All of our team receive an induction when they begin work, and receive ongoing on-the-job training to help them excel in their roles, progress their careers, and safeguard their wellbeing. All permanent staff having completed 6 months' probation receive enhanced holiday, sick pay, enhanced maternity and paternity leave, entitlement to 10 days unpaid leave, and medical cash plan benefit. They also have access to our Employee Assistance Programme and our Learning and Development programme amongst other benefits.

## Training and Communication

To make sure that all of our team understands the risks of modern slavery and human trafficking in our business, we provide awareness training for everyone working for us. This includes how to recognise the signs of modern slavery and how to report issues.

[Tails.com](https://www.tails.com) has been a Stronger Together Business Partner since April 2025, evidencing our commitment towards tackling modern slavery. Stronger Together is an impact driven not-for-profit organisation that provides businesses with practical training, resources, business services and collaborative programmes to create a world where all workers are recruited responsibly and have an opportunity for work which is fair and free from exploitation.

We publish our Modern Slavery Statement on our company website, and also add this to the UK Government's voluntary registry to support collective effort to improve transparency and accessibility of positive action taken to address modern slavery in supply chains.

## Assessing and Managing Risk

We know that the risk of modern slavery is a dynamic and ever changing possibility in our supply chain. We are not complacent to the risk and so it is important that we have visibility of what's happening in our supply chain and identify opportunities for improvement. We review and take further steps to improve our handling of these issues.

We conduct risk assessments to determine which parts of our business and which of our suppliers are most at risk of modern slavery so that efforts can be focused on those areas. We conduct regular Supplier Performance Reviews, at least once per year, where we check progress against improvement projects, and whether the status in any area has changed. We have updated our internal Supplier Relationship Management process to include regular risk assessment, as a minimum annually, for every supplier. We can conduct unannounced audits of agency employee files to ensure compliance with our standards.

## Measuring Performance and Progress

We use Stronger Together 360° (an online progress reporting tool) as a basis to monitor our progress and drive actions to improve. We have currently achieved 88% of the checklist actions. We review our progress at least once a year and target 100% completion of relevant actions.

The steps we're working on in our 2026 action plan:

- Ensure all our suppliers have effective whistleblowing procedures
- Engage further with Stronger Together with at least one other team member to complete a Stronger Together training program in 2026
- Refresh Tails.com's internal policies to integrate Modern Slavery and Human Rights policies into the same framework (an overall Human Rights due diligence approach)

## Reporting Issues

We have an open culture of feedback and anyone can raise a grievance or an issue to any manager within the business and expect to be heard fairly and in confidence. We perform an anonymous company-wide survey at least once a year. We seek feedback from our suppliers on our performance via a questionnaire.

If a team member, or person not employed by us, has any concerns about suspected modern slavery associated with Tails.com or an element of our supply chain, this may be reported by contacting our Head of Procurement, or Finance Director, in confidence. We also have a confidential non-compliance reporting system, SpeakUp, where any concerns can be reported anonymously and these will be independently followed up.

Tails.com has a remediation policy, which provides a practical framework for our internal team and supplier partners for how to act, and how to safeguard and provide remedy for the victim, should a case of modern slavery be found.

## Endorsement

Ultimate responsibility for the prevention of modern slavery rests with our leadership team. This statement has been approved by our board of directors.

If you would like to share any feedback on this statement, please email [hello@tails.com](mailto:hello@tails.com).

Richard Howatson  
CEO of Tails.com  
30th May 2026