

**MODERN SLAVERY & HUMAN TRAFFICKING**

Product Care Group operates as a group of limited companies that collectively provide the following products and services.

- Import and distribution of household electrical appliances to retailers in the EEU and end users purchasing through e-commerce.
- In-house media production including lifestyle video, photography, and graphic design to support sales and as an externally available service.
- Home delivery of our own products and those of partner brands to end users.
- Third party storage and logistics of electrical appliances intended for end users.
- After sales support, products, and services to own customers and those of brand partners

Our services are used by more than 800,000 customers annually across our operational sectors, and these services are achieved with circa 230 employees across 2 sites within the UK and 12 colleagues in our China office. We import own brand products from Asia and Europe, and source additional products from UK based suppliers.

Our *goods not for resale* suppliers are predominantly based in the UK, although some suppliers have offices overseas.

Our corporate responsibilities are adopted across all levels of the corporate structure and are embedded in business practices ranging from Employment Contracts, Anti Bribery & Corruption, Safeguarding, Health & Safety and Supplier & Contractor Acquisition and Management. All companies within the Group are expected to maintain compliance to all adopted responsibilities, as are Group Partners, Suppliers and Sub-Contractors.

Our responsibilities and intentions towards compliance are integral to all relations, and these ensure that we are fair to our employees, who are treated fairly and with respect through the adoption of standards such as Minimum Wage and Human Rights.

An in-house team responsible for management of compliance ensures that the group is consistently achieving the minimum requirements and working towards continual improvement through the adoption of annual targets and objectives which include, as a minimum, the following:

1. Pre-qualification of suppliers to ensure we only work with like-minded companies.
2. Communicating our intentions towards all known legal requirements, to all interested parties
3. Identifying all risks within our supply chain and ensuring sufficient mitigation is in place.
4. Implement a suitable program of training, awareness and information for all interested parties including allowances for consultation and participation.
5. Adopt a whistle blowers' policy and to ensure that all issues raised are investigated thoroughly and fairly, and if necessary, by an independent body.
6. Where issues are discovered with suppliers, supportive actions will be implemented to remediate identified issues. Where unsatisfactory improvements are made, a more suitable working partner shall be sourced.

All policies and schemes within the operations of Product Care shall be subject to continual improvement to go beyond the basic social and human rights regulations and to ensure the highest standards in our supply chain.

Version: 2.0 - Authorised By: Richard Hodson (Chief Operating Officer), 14/02/2025

Signed:

