

PAYPOINT PLC: MODERN SLAVERY STATEMENT

This statement is made pursuant to section 54 of the Modern Slavery Act 2015. The statement covers the activities of the PayPoint group of companies and relates to actions and activities, during the financial year to 31 March 2024, to prevent slavery or human trafficking in its own business and its supply chains.

Our business

PayPoint Plc is the Group holding company with subsidiary undertakings in the UK. The Group serves a diverse range of organisations, from SME and convenience retailer partners, to local authorities, government, multinational service providers and e-commerce brands. Our products are split across four core business divisions:

- In Shopping, we enhance retailer propositions and customer experiences through EPoS services via PayPoint One, card payment technology, Counter Cash, ATMs and home delivery technology partnerships in over 60,000 SME and retailer partner locations across multiple sectors. Our retail network of over 29,000 convenience stores is larger than all the banks, supermarkets and Post Offices put together
- In E-commerce, we deliver best-in-class customer journeys through Collect+, a tech-based delivery solution that allows parcels to be picked up, dropped off and sent at thousands of local stores
- In Payments and Banking, we give our clients and their customers choice in how to make and receive payments quickly and conveniently. This includes our channel-agnostic digital payments platform, MultiPay, offering solutions to clients across cash, card payments, direct debit and Open Banking. PayPoint also supports its eMoney clients with purchase and redemption of eMoney across its retail network.
- In Love2shop, we provide gifting, employee engagement, consumer incentive and prepaid savings solutions to thousands of consumers and businesses. Love2shop is the UK's number one multi-retailer gifting provider, offering consumers the choice to spend at more than 140 high-street and online retail partners. Park Christmas Savings is the UK's biggest Christmas savings club, helping over 350,000 families manage the cost of Christmas, by offering a huge range of gift cards and vouchers from some of the biggest high street names, including Argos, Primark and B&M.

Together, these solutions enable the PayPoint Group to create long-term value for all stakeholders, including customers,

communities and the world we live in.

Our policies on slavery and human trafficking

Slavery, including modern slavery, is a crime and a violation of fundamental human rights. At PayPoint, we have a zero-tolerance approach to slavery, and we are committed to acting ethically and with integrity in all our business dealings and relationships. We are also committed to implementing and enforcing effective systems and controls to ensure that slavery is not taking place anywhere in our business and to ensure, on a risk-based approach, that modern slavery is not taking place in our supply chains.

PayPoint operates the following policies that support its approach to the identification of modern slavery risks and the steps to be taken to prevent slavery and human trafficking in its operations:

Modern Slavery Policy – this policy provides guidance to employees on implementing and enforcing effective systems and controls to ensure slavery is not taking place in our own business and to encourage partners in our supply chains to adhere to our standards on modern slavery and human trafficking.

Ethical Principles – this sets out our core values and standards and is the foundation of our ethical framework. As part of the induction process, new employees are required to undertake training to raise awareness of PayPoint’s ethical principles.

Whistleblowing Policy – PayPoint’s whistleblowing procedures seeks to prevent all types of malpractice including slavery or human trafficking. It enables employees to report concerns about the application of the Modern Slavery Policy or business practices within the group either internally or via the whistleblowing helpline. The Board of Directors receive details of any issues raised and how they have been followed up. No issues concerning Modern Slavery were raised during the year ended 31 March 2024.

Recruitment Policy - PayPoint’s recruitment policy includes conducting checks on eligibility to work in order to safeguard against modern slavery and human trafficking. We use only specific reputable employment agencies to source labour, and we always verify the practices of any new agency used before accepting workers from that agency. All our UK employees, including temporary staff, receive at least the national minimum wage.

Our supply chains

We continually assess our supplier due diligence processes and 93% of suppliers are UK based. As part of our supplier due diligence enhancement processes, suppliers considered to be more vulnerable to modern slavery risk were reviewed and no modern slavery red flags were found. Further to analysing our Supplier spend last year we confirmed that circa 99.6% is in low-risk jurisdictions and sectors. Concerning the 0.4% circa that is not, this year we further assessed and approved an audit/accreditation plan for the four suppliers that have already certified they comply with our modern slavery policy. We are engaged with our critical suppliers to understand how we can support improvements in employment rights practices and how workers can raise complaints or concerns (including human rights issues). We assess suppliers for modern slavery before contracting with them and we endeavour to reference modern slavery commitments in all key contracts.

Our main supplier spend relates to:

- manufactured goods principally IT hardware and electronic point of sale equipment
- the provision of operational support and IT services and software
- the provision of business support services including marketing, recruitment, legal, finance, consultancy services and facilities

Our bill payments, top-up and parcel businesses depend on our network of retailers who use our point-of-sale systems to provide payment, top up and parcel services to consumers. Our retail network comprises:

- Multiple owned retailer groups
- Symbol owned retailer groups
- Independently owned retailers

Our agreements with retailers require them to comply with anti-slavery and human trafficking laws and our Modern Slavery Statement.

Training

We provide training to our employees annually via our Learning Zone. The training is tailored to ensure an appropriate level of understanding of the risks of modern slavery and human trafficking in our business and supply chains.

Board approval

This statement has been approved by the Board of Directors of PayPoint Plc



N Wiles

Chief Executive

PayPoint Plc

Date: 05/08/2024