

International Personal Finance plc Statement on the Modern Slavery Act 2015 for the financial year ending 31 December 2019

Our business

International Personal Finance plc (“IPF”) is a London Stock Exchange listed company headquartered in Leeds, West Yorkshire. It is the ultimate holding company of a number of subsidiaries¹ (the “IPF Group”) including certain overseas subsidiaries which provide straightforward consumer finance across 11 markets. The IPF Group operates in two divisions: Home Credit (in Poland, Czech Republic, Hungary, Romania, Mexico) and Digital (in Finland, Estonia, Latvia, Lithuania, Australia, Poland, Spain and Mexico).

Our commitment

The IPF Group is committed to opposing slavery and human trafficking in its direct operations and in the indirect operations of its supply chain. The IPF Group will not knowingly support or do business with any organisation involved in slavery or human trafficking. The detail around how we do this is set out in our policy on Anti-Slavery and Human Trafficking supported by Policies on Human Resources, Health & Safety and Whistleblowing and by the Group Procurement Policy. Supplier groups deemed to be higher risk due to sector, spend or geographical area are required to complete a Declaration of Operating a Slavery Free Business. Employees who need to understand our commitment, in particular those working in human resources, agent support and procurement, have been provided with training on our standards and processes and how to spot modern slavery issues and how to react. IPF has made a commitment to adhere to the human rights and labour standards principles as a participant of the UN Global Compact Network UK and annually communicates progress on integration of the ten UN principles into its strategies and operations.

Our workforce

The Home Credit business operates in local markets as Provident Financial through cooperation with customer advisors or agents who visit the customer in his or her home. These agents are self-employed in all markets except Hungary and Romania where they are employees. The Home Credit division has around 27,000 employees and customer advisors. The Digital business operates under a number of different brands including Sving, Credit24, Creditea and Hapi and currently employs around 440 people across the countries in which it does business.

We consider our workforce, including self-employed agents in those markets where agents are not directly employed, to be valued members and stakeholders of our business and treat them with care and respect. Where agents are self-employed we contract with them directly as individuals and do not use any form of intermediary. To support our workforce, we operate an independently verified safety management system compliant with ISO 45001 in our European Home Credit markets and regularly review our safety strategy for our Mexico home credit business where inherent risks are greater than those in Europe both in terms of likelihood and impact. This ensures all employees and self-employed agents are provided with the highest standards of safety supervision, training, education and advice. Additionally, we operate help lines and whistleblowing services, available to all employees and self-employed agents, to ensure that they have access to appropriate advice and support for their safety and wellbeing and can raise concerns directly to senior management.

¹ Including (but not limited to) IPF International Limited. This Statement also covers IPF International Limited, in addition to IPF.

In 2019, all employees were required to undertake a specific online module on modern slavery covering IPF's approach to modern slavery, how to spot and how to react to modern slavery issues. 96% of our employees completed this module.

Our supply chain

As a financial services provider, the businesses within the IPF Group have relatively straightforward supply chains compared with those of other sectors. The majority of products and services are sourced from suppliers based in the UK and European Union, with the exception of Mexico and Australia.

The Group Procurement Policy requires an assessment of all new suppliers based on a number of risk-factors including the nature of services and spend. Any areas of concern are further investigated. We have also undertaken a risk assessment of all existing suppliers to the IPF Group applying the same methodology. The IPF Group will not continue to trade with any business if issues come to light as a result of the risk assessments and cannot be resolved by the supplier.

This statement has been approved by the Executive Committee of International Personal Finance plc (the "Committee") on 18 June 2020 and will be reviewed annually (and updated as applicable) by the Committee.

A handwritten signature in black ink, appearing to read 'Gerard Ryan', with a long horizontal stroke extending to the right.

Gerard Ryan
Chief Executive Officer
International Personal Finance plc
18 June 2020