

Tesco Bank Modern Slavery Statement.

2023/24

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Background

The UK Modern Slavery Act 2015 (the 'Act') requires businesses to state the actions they have taken during the financial year to ensure modern slavery is not taking place in their operations and supply chains.

This statement refers to the financial year ending 29 February 2024 and covers both Tesco Personal Finance PLC and Tesco Personal Finance Group PLC. It sets out the steps that Tesco Bank has put in place to prevent modern slavery and human trafficking in our own operations and within our supply chains.

Introduction from our CEO.

Modern slavery and human trafficking is a hidden crime which has no place within our business or our supply chain. Tesco Bank has a zero-tolerance approach and we firmly support transparency and collaboration to eliminate the risks of modern slavery.

Our statement sets out the steps we've taken to manage the risks of modern slavery and outlines how we are continually learning and strengthening our approach.

We always aim to share the full story on our progress and areas for development, and firmly support the need for transparency and collaboration to fully eliminate the risks in this area. But we acknowledge there's still much more to be done. In the next 12 months we will continue to strengthen our approach and ensure our strategy is responsive to changing risks.

This report was written with Tesco PLC. The majority of the policies and processes referred to are Tesco PLC policies that cover the entire group. This statement was approved by the Board of Tesco Bank.



This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015 and constitutes our group's slavery and human trafficking statement for the financial year ending 29 February 2024.

A handwritten signature in black ink that reads "Gerry".

Gerry Mallon
Chief Executive Officer
21st August 2024

Our Key Achievements in 2023/24

Within our full year 2023/24 we have:

- Updated our Bank wide colleague training on Modern Slavery, to make sure it's relevant and current.
- Continued to train new colleagues joining the business so all Tesco Bank colleagues understand their responsibilities in relation to modern slavery.
- Maintained our transactional monitoring to highlight any concerns in relation to modern slavery and human trafficking.

Our business.

Tesco Bank, a wholly-owned subsidiary of Tesco PLC, is a financial services company providing a range of banking and insurance products.

Headquartered in Edinburgh, we serve the UK retail financial services market. We employ around 3,680 colleagues, serving our customers from four main centres in Edinburgh, Glasgow, Newcastle and Reigate.

At the heart of everything our colleagues do is our renewed core purpose – serving our customers, communities, and planet a little better every day. This means we always keep customers at the heart of what we do, while also reflecting our responsibilities to the communities we serve, source from, and to society more broadly.

To learn more about Tesco's purpose, [see here](#).

This purpose is underpinned by our three values:

- 1 No one tries harder for customers
- 2 We treat people how they want to be treated
- 3 Every little help makes a big difference

These values reflect that our responsibility for the welfare of people goes far beyond those we employ directly. We want everyone who works for or with Tesco Bank to have their human rights respected and we know our customers, colleagues and suppliers want the same.

Starting with our own business operations and service providers, and then increasing the visibility we have of our supply chains, we work to identify actual or potential risks of modern slavery and help ensure remediation where cases are identified.

We have a supply chain with around 600 active suppliers, most of which are long-term relationships. Our main categories of purchasing spend are technology, banking services, property and consultancy. The majority of our suppliers provide services from within the UK, with only a small percentage from Europe and an even smaller number from the rest of the world.

During the period covered by this modern slavery statement Tesco Bank has not made any major change to its product portfolio.



Our approach to human rights.

Our approach to human rights is based on a number of important internationally recognised declarations, standards and codes. These are the foundations for how we work across the Tesco Group, and include:

- The UN Universal Declaration of Human Rights.
- The International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work.
- The UN Guiding Principles on Business and Human Rights.
- The UN Global Compact.
- The Base Code of the Ethical Trading Initiative (ETI).

Our approach to addressing modern slavery sits within this wider human rights agenda. It is supported by our Code of Business Conduct and human rights policy, which set out our obligations to customers, colleagues and communities in our own operations and supply chain.

We take any breach of our policies or allegations of labour abuse extremely seriously. We provide an independent and confidential [Protector Line](#) service, that enables our colleagues, suppliers and their staff to raise any concerns.

Any concerns regarding human trafficking or modern slavery are reported through colleague reporting lines and our supplier risk channel. If a significant issue arises, it is reported to Tesco's Group Responsible Sourcing Director and the Board's Corporate Responsibility Committee.

As members of the Institute of Human Rights and Business Responsible Recruitment Leadership Group, we also actively support the Employer Pays Principle that 'No worker should pay for a job - the costs of recruitment should be borne not by the worker but by the employer.'

The Group Human Rights Director is accountable for our human rights strategy and chairs an internal modern slavery working group. This group is made up of human rights and Group Security colleagues, that meets bi-annually, at a minimum, to monitor progress against our Group modern slavery strategy and report on alleged breaches.

This statement was developed by our Tesco Bank Modern Slavery Working Group, who meet annually at a minimum, with representatives from relevant bank functions and business areas.

**EVERY WORKER
SHOULD HAVE
FREEDOM OF MOVEMENT**



 **NO WORKER
SHOULD PAY
FOR A JOB**

 **NO WORKER SHOULD
BE INDEBTED OR
COERCED TO WORK**

Human rights due diligence.

As a UK-based financial services organisation, we believe the risk of modern slavery within our own business to be low. We recognise, however, that through our supply chain we could be indirectly exposed to the risk of modern slavery and human trafficking. In addition, the financial services industry has a responsibility to identify patterns and behaviours which might indicate where our customers may be subject to modern slavery.

Aligned with the steps taken elsewhere in the Tesco Group, we continue to review our processes and supply chains to identify areas where customers or workers are more vulnerable to abuses like slavery.

We assess the potential human rights risks of our supply chain by considering the types of service provided by our suppliers and the type of labour used, (e.g. seasonal, permanent or agency). We also review the country of origin of our suppliers and the country where the services are provided, to spot any potential issues further down the supply chain, for example around the sourcing of materials and components.

Our highest risk supply chain is expected to be within our catering and cleaning contract. In 2022, we undertook additional external training for colleagues managing those contracts, provided by Stronger Together, and it is recommended that this training is refreshed every 3 years.



Tackling modern slavery risks.

Our operations

Recruitment and employment

Tesco Bank has appropriate recruitment processes and procedures in place, including conducting eligibility to work in the UK checks for all employees, to mitigate against human trafficking or forced labour.

The majority of our colleagues are employed on permanent or fixed-term contracts. However, when temporary staff are needed, we partner with an experienced Managed Service Provider who only uses reputable employment agencies in their supply chain. All recruitment agencies in our MSP supply chain are also subject to additional due diligence by our MSP, who verify the practices of new agencies and continually assess compliance against our standards before engaging any new staff.

We have long-standing relationships with the majority of agencies and are assured of their practices from previous experience and their reputation in the marketplace. If we engage any temporary staff from our MSP and their agencies, they are always thoroughly checked prior to their appointment by the agency, which safeguards against modern slavery.

All staff (permanent/fixed term contract/day rate contractor/temporary worker) are screened in line with our employment screening policy to ensure consistency of approach

Financial Crime

The Bank takes its regulatory responsibilities extremely seriously and works with law enforcement, other financial institutions and external bodies to combat modern slavery and human trafficking. We are aware of the risk of our products and services being used to facilitate modern slavery and human trafficking. We have implemented and continue to strengthen our controls to identify activity which may be indicative of this activity.

During this reporting period, Transactional Investigations have continued to capture data which will highlight any concerns around modern slavery and human trafficking. During this period, no cases have been reported to the National Crime Agency.

Whistleblowing

To ensure that we detect, report, and importantly, prevent modern slavery within our organisation and supply chain, we encourage all colleagues to raise any concerns or suspicions at the earliest possible stage, without fear of reprisal.

All colleagues are given guidance on our whistleblowing policy and procedures and have access to an external and anonymous [Protector Line](#). Contact details for reporting to external organisations are included in the training materials and on our intranet site.

Tackling modern slavery risks.

Our supply chain

Tesco Bank engages with a lot of external suppliers who help to deliver high quality services to our customers. We expect all our suppliers to operate in an ethical, responsible, open and transparent manner, and to be compliant with all applicable laws and regulations.

To manage this, we have a rigorous approach to Procurement & Supplier Management.

Procurement & Third Party Management Policies (P&TPM Policies)

In line with our Procurement and Third Party Management Policies, Tesco Bank will only engage third parties who support ethical business practices. All new suppliers are required to sign up to the Tesco Bank Supplier Code of Conduct (or demonstrate that their own Code meets a similar or greater standard) and suppliers within our Third-Party Management Framework must attest to their compliance on an annual basis. This document outlines Tesco Bank's expectations regarding human rights. Third parties are also specifically asked to confirm that they comply with the Modern Slavery Act where relevant.

Our due diligence processes verify suppliers' compliance with the Modern Slavery Act. Our Central Supplier Assurance team checks annually that suppliers within our Third-Party framework have an up-to-date Modern Slavery Statement that meets the minimum standards, as well as checking that they have appropriate policies for their business and supply chain.

Whistleblowing service

The supplier Code of Conduct provides details of the Tesco Bank whistleblowing service, Protector Line, which is available 24/7. All calls received that relate to the provision of goods or services to Tesco Bank are reviewed, and the appropriate action taken. (Calls which do not relate to Tesco Bank will not be passed on, but the Protector Line service provider will aim to contact the caller's company to alert them of a possible concern.)

Unseen Partnership

Since 2019, Tesco Group have partnered with the anti-slavery charity Unseen, who run the UK's 24/7 independent and confidential Modern Slavery & Exploitation Helpline. The Helpline's trained advisors are able to support potential victims of modern slavery as well as offer a way for businesses and the public to raise suspicions or concerns, complementing our own Protector Line. Real-time translation is available in over 180 languages.

Our Supplier Code of Conduct also includes contact details for Unseen. Tesco Bank expects its suppliers to ensure all employees are aware of the channels available to them for raising concerns regarding modern slavery. Appropriate action will be taken should any supplier be found to be in breach of this standard.



Awareness raising and capacity building.

Upskilling colleagues & suppliers

In addition to having suitable policies in place, we know that raising awareness of modern slavery across our business is a key part of our commitment to the Modern Slavery Act; ensuring all colleagues understand the drivers of modern slavery and comply with the highest ethical standards and integrity.

We've embedded this in our business via the Tesco Values, our colleague Code of Business Conduct, and training in support of colleague duties under the FCA's Conduct rules.

Over the past year, we have continued to run online training for all new and existing colleagues (including Customer Service), to make sure all colleagues are appropriately skilled in the identification of indicators and signs of modern slavery within financial services, and how this should be escalated where appropriate. This training is reviewed annually to ensure our case studies remain relevant.

In addition, more focused training continued for Transactional Investigations colleagues to assist them in their roles, as we recognise that risks of modern slavery are complex.

In conjunction with our parent company, Tesco PLC, we continue to encourage our suppliers to participate in appropriate modern slavery training (including Stronger Together - interactive workshops delivered by industry specialists, which focus on practical skills to equip businesses to tackle modern slavery).

Colleagues trained on modern slavery



Impact and monitoring.

We will continue to report annually within this statement on the below Key Performance Indicators and measures to assess the effectiveness of our actions:

Target	Measure	Status
100% of Tesco Bank colleagues trained on modern slavery	% of Tesco Bank colleagues trained on the full modern slavery training module	99% of Tesco Bank colleagues trained on modern slavery*

*numbers exclude colleagues new to bank where training is not yet due for completion

Measure	Status
Number of reports of modern slavery in the Tesco Bank supply chain through our Protector Line	0 reports of modern slavery through our Protector Line
Number of customers that Tesco Bank has identified and reported as suspected human trafficking and modern slavery victims	0 customers identified and reported as suspected human trafficking and modern slavery victims

Impact and monitoring cont.

We also monitor progress against the commitments we make within our Modern Slavery Statement each year, and will continue to focus on the measures below in our 2024/25 planning:

Measure	Status
Review our Tesco Bank Code of Conduct to ensure our expectations are clear in the areas of ethical business conduct, human rights, environmental sustainability, and diversity and inclusion	The Tesco Bank supplier facing Code of Conduct has recently been reviewed and reissued, and this will be considered on an ongoing basis. Our Code of Business Conduct is reviewed and embedded in colleague mandatory training annually.
Revisit and enhance our Bank-wide colleague training in modern slavery, to ensure it remains relevant for the financial services industry	A full review was completed in 2022 and one single colleague training module was rolled out, for both new and existing colleagues. Learnings and best practice from the Stronger Together “Tackling Modern Slavery in UK Businesses” training have been embedded into our mandatory training programme, and the overall programme and content is reviewed annually.
Provide enhanced training for colleagues working directly with suppliers to raise awareness of the realities of modern slavery, the impact on victims, and the role that the financial services industry can play in tackling this	Colleagues managing higher risk catering and cleaning contracts and central supply chain team attended Stronger Together’s “Tackling Modern Slavery in UK Businesses” in 2022. It is recommended that this training is refreshed every 3 years, so will be reassessed in 2024/25.
Include a modern slavery and human rights focus within the Environmental, Social and Governance (ESG) agenda at our Tesco Bank Supplier ‘Expo’ event	Our supplier ‘Expo’ for Tesco Bank was put on hold in 2023/24 due to the announcement of our long term strategic partnership with Barclays and to focus on the sale.
Design and rollout a wider ESG learning & development plan for colleagues, enabling us to identify potential improvements in policies and practices	Currently all Supplier Managers have the base knowledge required, and we will continue to reassess against wider L&D priorities through 2024/25.
Continue to work alongside our financial crime and analytics colleagues, to enhance our ability to detect activity indicating modern slavery and human trafficking practices using ongoing monitoring and intelligence	This is an ongoing process that will continue.
Commence quarterly meetings of the current Modern Slavery & Human Trafficking Working Group to ensure progress against next steps identified in this statement, as well as ensuring ongoing relevance of KPIs and risk assessment processes	Frequency of Working Group revisited, and engagement checkpoints every 6 months, which will continue.
Develop a Tesco Bank strategy and action plan for supply-chain ESG management, including modern slavery and human trafficking	Our supply-chain ESG strategy continues to focus on building a picture on the maturity level of our suppliers, to inform our wider strategy and focus areas.
Assess our supplier due diligence processes to ensure suppliers are committed to tackling any modern slavery and human trafficking risks meaningfully	Suppliers submitted responses on their ESG maturity as part of our ongoing due diligence process for the majority of this financial year, which was assessed and used to build out the picture of maturity across different supplier profiles, before pausing to reassess next steps and alignment with Tesco Bank ESG strategy. We also continue with our annual attestation across our supplier base, aligned with the Third Party Management policy and framework.

