



Modern Slavery Statement

2024

This slavery and human trafficking statement for the financial year ending 31 March 2024 is made pursuant to Section 54(1) of the United Kingdom’s Modern Slavery Act 2015 and Section 16 of Australia’s Modern Slavery Act 2018 by Domestic & General Group Limited (DGG) registered in England & Wales (registered number 01156896), on behalf of and in consultation with DGG and its group companies in the United Kingdom and Australia (“Domestic & General” or “the Group”). It sets out Domestic & General’s actions to understand and mitigate the risks of modern slavery and human trafficking in relation to its business and supply chain.

Who we are

Domestic & General has offices in Europe, Australia, and the United States, providing insurance policies and service plans for domestic appliances in each of these territories.

Domestic & General takes a robust approach to slavery and human trafficking and is committed to improving our practices to combat these issues in our business and supply chain. We recognise that this is an ongoing obligation and is therefore one that we will monitor continuously, updating this statement on an annual basis with new initiatives and progress made in the prior year.

Actions taken to assess and address risks

Relevant policies and employee training

The Group has the following policies in place which support its approach to the identification of modern slavery and human trafficking risks and the steps to be taken to mitigate those risks in its operations:

- **Whistleblowing Policy:** Domestic & General is committed to creating a culture of openness and accountability in order to prevent illegal or unethical conduct. All employees are actively encouraged to report any concerns about breaches of laws or regulations, and this policy outlines the global whistleblowing system the Group has implemented which supports staff in raising concerns without fear of reprisal or discrimination;
- **Business Ethics and Standards Policy:** Domestic & General is committed to ensuring the business is run in a proper, reasonable,

and ethical way. These expectations are set out in this policy which is overseen at Group level by Domestic & General’s Audit & Risk Committee; and

- **Group Procurement and Purchasing Policy:** this policy sets the parameters for all employees to follow when purchasing goods or services from third parties on behalf of the Group, to ensure that certain governance thresholds and criteria are met.

In addition, where it is applicable to their role, UK employees complete mandatory training sessions on the Whistleblowing Policy and the UK Modern Slavery Act as part of a wider Financial Crime and Ethics learning module.

In Australia, training on modern slavery and human trafficking forms part of the wider Business Ethics Policy in place. This Policy is read by all new employees during induction and is supplemented by annual e-learning.

Supplier adherence to our values

When carrying out due diligence on potential suppliers, we require key suppliers (those that fall within the Procurement Team’s threshold determined by contract value, involvement of personal data, and other factors contributing to the risk rating) to complete a questionnaire as part of the onboarding process, in addition to providing copies of their own modern slavery statements or policies, as evidence of their commitment to mitigate risk. In addition, we expect suppliers to

agree to contractual clauses pursuant to which they represent their compliance with relevant modern slavery and human trafficking legislation.

Further, our Procurement Team publish on the Group's website our Supplier Code of Conduct and expectations of suppliers, which include compliance with relevant laws and regulations, including the UK Modern Slavery Act.

The Procurement Team conducts annual risk assessments of key suppliers to identify if there are areas in our supply chain that may pose a greater risk of modern slavery. Domestic & General works with external suppliers worldwide in a variety of areas such as professional and technology services, repair services, and call centre services. If any risks are identified, these are escalated within the Group's governance structure and investigated further. The Group continuously reviews risk-mitigation methods and its internal purchasing practices.

Wider ESG strategy

Domestic & General is a member of the UN Global Compact (UNGC), through which we report our annual [Communication on Progress](#) and disclose our continuous efforts to integrate the Ten Principles of the UNGC into our business strategy, culture, and daily operations. Among these principles we have committed to are Principle 2, ensuring we are not complicit in human rights abuses, and Principle 4, the elimination of all forms of forced and compulsory labour, including child labour.

In pursuing these commitments, the Group is considering a number of factors, in particular working conditions and transparent business practices (both within the Group and its supply chain).

Assessment of effectiveness of actions

Following a review of the effectiveness of the steps we have taken this year to mitigate the risks of slavery or human trafficking in our business and supply chain we intend to take the following further steps over the next financial year:

- procurement will continue to focus on reviewing key suppliers and ensure that risk assessment is fit for purpose; and
- analysis of existing company policies against best practice.

This statement was approved by the Group's Board on 25 July 2024



Matthew Crummack

Director of Domestic & General Group Limited
25 July 2024

