



Modern Slavery Statement

Ten Lifestyle Group Plc is committed to preventing acts of modern slavery and human trafficking from occurring within both its business and supply chain and imposes those same high standards on its suppliers.

TEN'S STRUCTURE

Ten Lifestyle Group Plc, together with its subsidiaries (the Group), is a provider of concierge services globally with its head office in London, United Kingdom. The Group has around 900 employees worldwide, operates in over 20 countries in the EMEA, APAC and the Americas regions, with an annual turnover of £34.7m (FY 2021).

The Group works with a range of third party suppliers and partners including hotels, restaurants, retailers, ticketing outlets and technology providers.

OUR POLICIES ON SLAVERY AND HUMAN TRAFFICKING

We are committed to ensuring that there is no modern slavery or human trafficking in our supply chains or in any part of our business. Our Anti-slavery and human trafficking Policy reflects our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking is not taking place anywhere in our supply chains.

DUE DILIGENCE

In efforts to monitor and reduce the risk of slavery and human trafficking occurring within our supply chains, we are developing a risk rated framework to identify and mitigate risk by putting in place systems to:

- Identify and assess potential risk areas in our supply chains.
- Mitigate the risk of slavery and human trafficking occurring in our supply chains.
- Monitor potential risk areas in our supply chains.
- Protect whistle blowers.

SUPPLIER ADHERENCE TO OUR VALUES

We have zero tolerance to slavery and human trafficking. To ensure all those in our supply chain and contractors comply with our values we have in place a supply chain compliance programme managed by our compliance team, which consists of involvement from the following departments:

- Legal and compliance
- Proposition
- IT & Infosec
- Finance

TRAINING

To ensure a high level of understanding of the risks of modern slavery and human trafficking in our supply chains and our business, we provide training to our staff. We also require our business partners to provide training to their staff and suppliers and providers.

EFFECTIVENESS

The Group's Senior Leadership Team lead reviews into our effectiveness to ensure that slavery and human trafficking is not taking place in any part of our business or supply chains, using the following key performance indicators (KPIs):

- Vetting. The percentage of suppliers and sub-contractors that have been vetted for ethical labour practices.
- Whistleblowing. The number of reported breaches in the past year.

- Training. The number or percentage of staff trained.
- Remedial action. The instances of remedial action being needed.

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 31 August 2021.

Last revised: 22 January 2022