

moonpig

Our Modern Slavery Statement 2019





Modern slavery statement

Modern slavery, including all forms of slavery, servitude, forced and compulsory labour and human trafficking, is an abhorrent abuse of human rights.

Moonpig is committed to ensuring full respect for the human rights of anyone working for us in any capacity and we take a zero tolerance to modern slavery in our business operations and supply chains.

This is Moonpig's first* statement published in accordance with the Modern Slavery Act 2015 and outlines our approach and work undertaken during the financial year ending 30 April 2019.

This statement was approved by the Board of Moonpig.com Limited on 26 February 2020.

Nickyl Raitthatha
CEO and Director
26 February 2020

* In previous years, Moonpig formed part of the Photobox Group, which issued a modern slavery statement covering each of its brands. At the date of this statement, these statements are accessible on the website of www.photobox.co.uk



6 million active customers



18 million greeting cards per year



Over 700 operational suppliers



214 employees, based in the UK and Guernsey



Over £100 million annual sales

Our business and supply chains

Since launch in July 2000, Moonpig has grown to become the world's largest online retailer for personalised greeting cards. In the last 12 months alone, we've sent 18 million cards to recipients in over 150 different countries.

As part of our mission to be your personalised gifting companion, we've grown to become one of the UK's largest online retailers for flowers. We also offer curated range of gifts that help our customers to express how they care.

Our people are all based in the UK (in London and Manchester) and Guernsey.

All of our key third party outsourcers and logistics providers are based in the UK. Our gifts are sent from Northampton, our flowers are sent by our partner based in Milton Keynes and if you call our customer services team, you'll speak with an agent based in Merseyside.

Our main supply chains relate to:

- Technology services for our ecommerce platform
- Logistics and outbound shipping services
- Paper and other materials used in the fabrication of greeting cards
- Gifts and floristry purchased for resale

What we've done



When we hire new people, we take them through a thorough recruitment process that includes immigration checks to safeguard against people being trafficked or forced to work against their will.



Our people have access to an external Whistleblowing service to report any legal or ethical breaches, including those relating to Modern Slavery. We have committed to investigating any reports of suspected Modern Slavery in our business or in that of any of our suppliers.



We've entered into commitments with more of our suppliers regarding Modern Slavery, including our primary outsourced logistics and customer services providers.



In December 2019, an independent, third-party company carried out an Environmental, Social and Governance ("ESG") audit of Moonpig on behalf of our shareholders. Their findings relating to anti modern slavery are incorporated into the action plan set out in this statement.





What we are going do next

In the year ahead, we will review our supplier base to extend the proportion of suppliers that have made anti modern slavery commitments. In doing so, we will prioritise our twenty largest suppliers and will insert commitments into contracts with other suppliers when those contracts come up for review or renewal.

We will make sure that anti modern slavery commitments are inserted into all contracts with new suppliers.

We will perform a full review of our existing Supplier Code of Conduct, including its anti modern slavery provisions.

We will introduce training materials to educate our people about modern slavery and human trafficking.

Each quarter from March 2020 onwards, we will formally report to our controlling shareholder on the percentage of suppliers that have entered contractual anti modern slavery commitments, and the proportion of our people who have completed anti modern slavery training.