

Zopa Modern Slavery Statement 2019

This statement is made by Zopa Group Limited in accordance with Section 54 of the Modern Slavery Act 2015 (“MSA”) and applies to its subsidiaries Zopa Bank Limited (our banking business) and Zopa Limited (our Peer-to-Peer lending businesses) (“Zopa”).

The publication of this statement has been delayed as we’ve focused our efforts this year on supporting customers experiencing financial difficulties due to the Coronavirus.

Modern slavery and human trafficking

It’s a sad reality that despite the abolition of slavery, in 2020 the United Nations reported that there are more than 40.3 million victims of modern slavery in the world today.

At Zopa, we recognise that slavery and human trafficking are not just historical issues, but a modern tragedy that we must be alert to and actively combat.

Whilst the MSA requires us to publish a statement each year to demonstrate to our customers, employees, investors and wider public the steps we’re taking to prevent slavery and human trafficking from taking place in our business and supply chains; we have put in place the measures laid out below not just because this is a legal obligation, but because we consider it our moral duty.

The Zopa Group

We operate in the financial services industry through our ultimate parent company Zopa Group Limited (Company number 10624955).

We have two operating companies:

- Zopa Bank Limited (Company number 10627575) which finance unsecured personal loans and hire purchase products, and since our bank launch in June 2020 provides customers with savings and credit card products.
- Zopa Limited (Company number 05197592) which provides our customers with unsecured personal loans, hire purchase products and peer to peer investments.

Around 400 people work at Zopa mainly through our London office, but we also have a tech team based in Barcelona. Our activities are regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Steps we took in 2019 to ensure modern slavery and human trafficking don’t take place at Zopa

We review our business activities every year to assess the risk of modern slavery and human trafficking affecting our operations.

Given the United Kingdom's heavily regulated financial services industry, strong human rights legislation and limited scope for the provision of our services to facilitate slavery or human trafficking, we believe there's a low risk of slavery or human trafficking impacting and/or arising through what we do as a business. That doesn't mean we're complacent. We're committed to creating an open and supportive environment where employees can raise concerns with us, including issues of slavery or human trafficking.

Staff training

Everyone who works at Zopa receives yearly training around our whistleblowing policy and procedure, which promote the anonymous and free from victimisation disclosure of reportable offences.

Our supply chain

We use external suppliers for a broad range of products and services. Some of our main supplies include:

Technology Services

- such as computer and telephone hardware, software, networking, storage, and information security.

Payment Services

- such as agency banking, payment network and financial messaging infrastructure, payment processing services and the supply of cards.

Professional Services

- such as auditing and specialist advisory services to support legal, risk management, finance and marketing functions.

Human Resources Services

- such as the use of recruitment agencies to find contractors and permanent employees, human resource management systems and payroll software.

Facilities Management Services

- such as cleaning, maintenance, utilities, postal services and stationery supplies.

Steps we took in 2019 to prevent modern slavery and human trafficking taking place in our supply chains

Supplier risk assessments and due diligence

In 2018, we put procedures in place to risk assess our supplier base and carry out advanced due diligence on suppliers we identified as providing products or services within a high-risk sector or from high-risk country. This due diligence looks at the

steps suppliers are taking to prevent modern slavery and trafficking in their operations and supply chain.

In 2019, we refreshed our risk assessment and carried out advanced due diligence on those suppliers identified as meeting a high-risk sector or high-risk country threshold to make sure their controls are sufficient enough to combat slavery and human trafficking.

Contractual obligations on supplier

In line with our Outsourcing, Procurement and Supplier Management Policy, we've put detailed Procurement and Supplier Management Procedures in place to risk assess and carry out advanced due diligence on the measures suppliers have in place to manage the risks of modern slavery in supply chains. The requirement for advanced due diligence applies to those suppliers providing products or services from identified high-risk sectors or high-risk countries.

We've included contractual provisions in supplier contracts to require them to comply with applicable laws (which will include the MSA and all related legislation) and obligations related to subcontracting. Where we think it's necessary, we've included more specific and detailed contractual provisions to mitigate against the risks of slavery and human trafficking.

We operate a zero-tolerance policy in relation to slavery and human trafficking within our supply chains and won't engage suppliers or continue with any suppliers who are not committed to the same.

This statement in relation to the Zopa Group's 2019 financial year was approved by the Board of Zopa Group Limited on 02/12/20.

Signed by

A handwritten signature in black ink, appearing to be 'Jaidev Janardana', written over a large, faint, stylized watermark or background mark.

Jaidev Janardana
CEO Zopa Group Limited