

Zopa Modern Slavery Statement 2020

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").

Modern slavery and human trafficking

Slavery and human trafficking are abhorrent crimes that rob their victims of their liberty, dignity and fundamental human rights. Whilst these crimes may involve violence or threats of violence against the most vulnerable in society (including children), they are not always obvious – which is why we have put in place the steps set out in this statement to ensure slavery and human trafficking don't occur in our business and supply chains.

We will always oppose and seek to combat slavery and human trafficking.

Whilst the MSA requires us to publish an annual statement to demonstrate to our customers, employees, investors and wider public the steps we've 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 UK 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 430 people work at Zopa mainly through our London office, but we also have a tech team based in Spain. Our activities are regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Steps we took in 2020 to ensure modern slavery and human trafficking don't take place at Zopa

We once again reviewed our business activities 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 determined there remains a low risk of slavery or human trafficking impacting or arising through what we do as a business. Even with that assessment and the difficulties created by the coronavirus pandemic – we worked hard to maintain the warm, engaged and supportive culture at Zopa where employees can raise concerns with us, including issues of slavery or human trafficking.

Staff training

In 2020 Zopa provided all new starters with training on our whistleblowing policy and procedures; and also provided refresher training for existing staff, which encourages staff to safely and anonymously report offences, including slavery and/or human trafficking.

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 2020 to prevent modern slavery and human trafficking taking place in our supply chains

Supplier risk assessments and due diligence

In line with our Outsourcing, Procurement and Supplier Management Policy, in 2020, we carried out advanced due diligence on our existing and new suppliers that we identified as meeting a high-risk sector or high-risk country threshold, to ensure all such suppliers had sufficiently robust controls in place to combat slavery and human trafficking.

We continued to include contractual provisions in supplier contracts requiring them to comply with applicable laws (which will include the MSA and all related legislation) and obligations related to subcontracting. When appropriate we included more specific and detailed contractual provisions to mitigate against the risks of slavery and human trafficking taking place.

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 2020 financial year was approved by the Board of Zopa Group Limited on 22 June 2021.

Signed by



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Jaidev Janardana
CEO Zopa Group Limited