

Card Factory plc
Modern Slavery Act 2015

Annual Compliance Statement
Financial Year 1 February 2023 to 31 January 2024

Introduction

cardfactory recognises the importance of conducting its business and managing its supply chain responsibly to mitigate the risk of slavery and human trafficking being present. We take this responsibility seriously and our policy is not to do business with any party that may directly or indirectly finance or benefit from slavery or human trafficking.

Our structure and business

cardfactory is the UK's leading specialist retailer of greeting cards, celebration essentials and gifts.

cardfactory focuses on the value and mid-market segments of the UK's large and resilient greeting cards market, in addition to offering customers an expanding range of complementary products associated with card giving occasions.

cardfactory principally operates through its nationwide chain of 1,058¹ cardfactory stores, as well as through its transactional web sites: www.cardfactory.co.uk and www.gettingpersonal.co.uk.

Our retail business is predominantly UK based with a small presence in the Republic of Ireland, and a small number of overseas franchises and an established retailer in Australia. We have recently increased our portfolio and acquired a retail, wholesale and production operation in South Africa called SA Greetings.

We have more than 9,000 permanent employees and, during our peak trading period, employ an additional c.6,000 temporary employees to ensure we are able to meet the needs of our customers.

Our supply chain

Our supply chain includes buying agents, third-party manufacturers and distributors, logistics partners, our own, UK based, manufacturing facility and our distribution centre.

The majority of the greeting cards we sell in our stores are designed and manufactured within the Group in the UK. This vertically integrated model provides us with more direct control of this part of our supply chain.

In order to support our increasing complimentary range selection there has been an increase in the number of UK suppliers used and we now have an almost 65 / 35 (was 40 / 60) split of UK / EU suppliers versus Far East Suppliers

Our products are also supplied to and sold by a number of reputable retail partners: Aldi and Matalan in the UK and The Reject Shop in Australia.

We have also appointed a franchisee partner company (Liwa), who operates retail stores in the Middle East.

Our policies

We take reasonable steps to mitigate against the risk of slavery or human trafficking occurring in our supply chain. Our Ethical Trading and Anti-Slavery Policy underpins our commitment to operating ethically and supplements the steps we already take in this regard.

In spite of the steps we take, there remains a risk that third-parties and supply chain partners may outsource manufacturing or the provision of services to us without our knowledge or consent, impacting our

¹ As at 31 January 2024

ability to mitigate against the risk of slavery or human trafficking. Where this comes to our attention we will promptly take appropriate steps to ensure this does not expose our business to additional risks.

All members of the Quality Assurance team are trained internally on the principles of the Modern Slavery Act and the company requirements in relation to this. All members of the QA team are fully trained in the function and use of the Trade Interchange system for supplier approvals, which is used to assess and document compliance to Modern Slavery requirements by Far East suppliers.

Our procedures and due diligence

Our retail business and UK manufacturing facility

Our retail business is predominantly UK based with a small presence in the Republic of Ireland, South Africa and a small number of overseas franchises and an established retailer in Australia. Additionally we have a UK manufacturing facility, which prints the majority of our greeting cards.

- Our policies and procedures ensure we comply with all laws covering the employment of our colleagues, their working conditions and environment.
- Our recruitment and ongoing employment processes mitigate the risk of slavery and human trafficking in the UK. We adopt fair employment practices within our workforce and our policies and procedures support these.

UK and EU Based Suppliers of stock and services

We continue to increase the number of UK suppliers in order to introduce a greater range of branded and licensed products for our customers.

Overseas Suppliers of stock

Around 35% the products we sell are sourced directly from overseas suppliers based outside the UK/EU.

For these products our assurance programme comprises:

- an on-boarding process for new suppliers which includes mandatory information requirements including company information, identification of manufacturing facilities being used, obtaining Modern Slavery Declarations and requesting details and copies of any applicable accreditations and audits;
- a factory audit programme for all suppliers using reputable third party audit firms ensuring ethical compliance is monitored in the supply chain;
- technical audits (ISO 9001 standard) and ethical audits (SA8000 standard, BSCI and SMETA), with ethical audits specifically addressing the minimum ages of employees, remuneration, working conditions, working hours, discrimination and health and safety;
- a managed programme for dealing with audit failures and any material issues raised in audits; and
- periodic visits by our own sourcing teams, and with the lifting of restrictions the Buying Teams were able to visit several of our major supplier and attend a number of trade fairs in the Far East .

Our effectiveness in combating slavery and human trafficking

We accept SMETA, BSCI or SA8000 accreditation or our own audit (carried out through a third party company, V-Trust, who auditing suppliers to an equivalent standard to Social Accountability International standard SA8000) to evidence a supplier meets an appropriate standard.

During the period, the audit process did not identify any suppliers of concern and no suppliers were delisted as a result of failing scheduled audits (social or technical). During the period we have not had to delist even temporarily any suppliers.

cardfactory uses the following to assess how effective we have been in ensuring that slavery and human trafficking is not taking place:

- No orders to be placed for product with any Far East supplier unless they have:
 - been fully approved in accordance with the above standards; and
 - hold valid social audits to either SMETA, BSCI or SA8000 (audits remain valid for up to 2 years, when re-audits must be completed);
- No orders to be placed for product with any UK supplier using a Far East factory unless the factories have:
 - been fully approved in accordance with the above standards; and
 - hold valid social audits to either SMETA, BSCI or SA8000.

Based on rigorous application of the above standards, as demonstrated by the prompt action taken (such as delisting suppliers), we consider our processes to be effective, however, we recognise the processes may not guarantee compliance and we will continue to review opportunities for improvement.

What we've achieved during the period

We continue to build on previous years objectives to improve transparency and to mitigate the risk of slavery and human trafficking being present in our supply chain.

Specific examples of activity and progress during the period includes:

Ensuring the continuation of existing business processes including maintaining frequency of supplier audits, where this was possible. At the discretion of the Quality Manager, extensions to expired audits for our existing suppliers were permitted for a maximum of 3 months, this exemption has not been implemented for the last 3+ years.

- 32 prospective new suppliers were subject to our vetting process (2 from the Far East (one of which was reactivating a supplier previously delisted), the remainder being from the UK/EU). No suppliers were moved to inactive. This brings the total number of supplier to 164 (previously 132) active and 23 dormant suppliers;
- 4 of the prospective new suppliers have yet to complete the vetting process, the remaining 28 are fully approved;
- no suppliers were removed due inactivity;
- the on-boarding system is in place and running and to date all Far East suppliers have signed up to the principle of not accepting business with any party that may directly or indirectly finance or benefit from slavery or human trafficking;
- we have continued to refuse to accept any products which are in production at a time a supplier fails a routine re-audit, until effective remediation of any material audit failures; and
- we have continued to practice a “no audit no order” policy for all factories outside of the UK/EU from which we source products directly.

Our continuing commitment and objectives for the next year

We remain committed to developing long-term relationships with product suppliers who share our commitment to eradicating slavery and human trafficking and whose business practices are responsible and ethical. In support of this we will continue to take all reasonable steps to develop our supply chain management procedures and our supplier audit programme to give assurance to our stakeholders that we take our commitment seriously.

During the financial year to 31 January 2025 we set out the following objectives to further develop our supply chain management processes by:

- 100% of non UK/EU suppliers will have been audited and achieve an appropriate minimum standard, by either, our accepted third party company, or hold SMETA / BSCI accreditation. As part of this process each supplier must provide their audit report(s) which are checked to ensure compliance to our minimum standards.
- 100% of UK / EU suppliers have signed up to cardfactory's Anti-Slavery policies.

- 100% of partners both UK/EU and Outside the EU have signed up to cardfactory's Anti-Slavery policies.
- We will include ethical audit requirement (either an accepted third party social audit or BSCI or SMETA accreditation) for any UK/EU suppliers who are manufacturing cardfactory products outside the UK/EU.
- Continue to monitor suppliers and record the frequency and number of products that were affected by suppliers failing to maintain their approved status.

During this period plans are being made for members of the QA team to visit the Far East and conduct in person reviews of our biggest suppliers.

We are currently mid-way through our first full detailed audit of this procedure which will be complete by end of Q2 FY25. Currently no problems have been highlighted. These audits will be repeated every 12 months to ensure continued compliance.

Approved and adopted by the Board of Card Factory plc on 25th April 2024.

Darcy Willson-Rymer
Chief Executive Officer