

2023



Modern Slavery Act Statement



Growth

& Opportunity



Informa is a business focused on growth. We have deliberately and progressively expanded our positions in the specialist markets we serve, and championed our customers by continuously investing in the products and services that help them learn more, know more and do more.

Sustainable, long-term business growth and consistent financial performance simply cannot exist without an ongoing focus on, and continuous investment into, social and environmental progress and performance too.

And this is what we do at Informa. We have a range of programmes in place – from sustainability to diversity and inclusion, health and safety and many more – that focus on the topics closest to our markets and products and address the areas that matter most and deliver the most benefits to our customers, partners, colleagues, shareholders and broader communities.

This focus, and many of these programmes, extend to our partnerships too. Throughout the company, we work with a range of business partners and are proud of the close, collaborative and mutually beneficial relationships we have built in key areas.

However, we recognise that our priorities, programmes and investments are not the default in every company or workplace.

Our work to ensure that, as far as we are able, modern slavery, child labour and human trafficking does not take place anywhere in our operations or in our supply chain,

continues. It includes engaging partners and suppliers who reflect our values and commitments as a responsible business, something that is codified and reinforced by policies, processes and frameworks.

Where we can, we also aim to make a positive contribution to wider efforts against modern slavery, including through the specialist research we publish on this subject and through taking part in wider industry efforts and collaborations.

This report shares an overview of our commitments, governance, frameworks and the positive contributions we seek to make. We welcome any questions or feedback.

Stephen A. Carter
Group Chief Executive

Continue



About this

Statement



This statement is structured according to the recommendations of the UK statutory guidance *Transparency in Supply Chains: a practical guide*.

Contents

- 1. Organisational structure and supply chains:** information on our business structures, divisions, colleagues and supply chains
- 2. Policies:** our Code of Conduct and policies relating to modern slavery
- 3. Due diligence:** our due diligence processes related to the identification and control of modern slavery risk
- 4. Risk assessment and management:** our risk assessment processes, the areas of our business and supply chain where we have identified potential modern slavery risk, and the action we take to manage these risks
- 5. Effectiveness:** the methods we use to assess the effectiveness of our programme, including monitoring, audit, reporting and key performance indicators
- 6. Training:** details of the training provided to colleagues on the topic of modern slavery
- 7. Engagement in broader global modern slavery efforts:** our engagement in the global work undertaken to combat modern slavery, including research, publications and industry engagement

About this statement

This document comprises Informa's annual Modern Slavery Statement for the financial year ending 31 December 2023. It is published in accordance with the UK Modern Slavery Act 2015 and is a record of the actions taken by Informa PLC and its subsidiaries to prevent modern slavery, forced labour and human trafficking from its business operations and supply chain.

This Statement was approved by the Board of Directors of Informa PLC in June 2024 and is made on behalf of Informa PLC and all applicable subsidiaries, where the activities form part of the supply chain or business of Informa as a parent company. The Informa subsidiaries that fall in scope of the Modern Slavery Act are Informa UK Limited, Informa Connect Limited and Informa Telecoms & Media Limited; the full list of our subsidiaries can be found in Informa's [2023 Annual Report](#).

Governance of modern slavery programme

Informa's modern slavery programme is overseen by the Group and Divisional Compliance functions under the Head of Group Compliance. It is supported by Group functions including Legal, Sustainability, Human Resources and Internal Audit, and continues to be implemented by Operational and Procurement teams throughout the company. The Group General Counsel has oversight of the programme at the Executive Management Team level.

The programme sits within our wider Human Rights programme and forms part of the broader work we do to support and promote responsible business. We operate in compliance with local laws, are committed to respecting internationally recognised human rights standards, guided by the United Nations Guiding Principles for Business and Human Rights, the International Bill of Human Rights and the International Labour Organisation's Declaration on Fundamental Principles and Rights to Work.

About Informa:

our organisational structure

Informa's purpose is to champion the specialist, connecting people with knowledge to help them learn more, know more and do more.

Informa operates in the Knowledge and Information Economy, focusing on two main markets: Academic Markets and Business-to-Business (B2B) Markets. We connect people at the right time in powerful ways, deliver specialist knowledge and unique, trusted content, and enable discovery via live and on-demand events, expert research, and specialist media and research brands.

Informa is listed on the London Stock Exchange and is a member of the FTSE 100 group of companies, with revenues of around £3.2bn in 2023.

Our colleagues

At the end of 2023, Informa employed over 12,000 colleagues located in around 30 countries, supported by around 4,000 contracted workers.

These contracted workers include researchers and analysts, subject matter experts who contribute to or edit our journals, people who help deliver events and other professionals including those helping to provide managed technology services.

We follow a set of consistent recruitment principles to ensure fairness and avoid bias during recruitment and help us attract a diverse workforce.

Our divisions

We are organised into four commercial divisions, with one support division that houses our group functions and shared operations.

Academic Markets



Taylor & Francis

Academic research, advanced learning and open research

B2B Markets



Informa Markets

Transaction-led live and on-demand events



Informa Connect

Content-led live and on-demand events



Informa Tech

B2B digital services

Global Support



Global Support

Group and central operations functions

[Continue](#)

Informa's business partners

& supply chain

During 2023, Informa worked with around 36,000 business partners in nearly 150 countries to deliver our products and services and keep our operations running successfully.

We aim to form strong relationships with our key business partners and expect all our suppliers to work in a way that aligns with our own standards and guiding principles. The services and areas in which we most commonly worked with suppliers in 2023 include:



Event venues and construction



Subject matter experts, speakers, partnerships



IT software, data and hosting



Professional services



Marketing, promotion and advertising



Print, print management and distribution

An overview of the geographic spread of these supplier partnerships is included in [our Geographic risk](#) section.

Supplier relationship management

Supplier management is overseen by the teams that are closest to the business partner, who are enabled to make decisions within consistent frameworks.



Our

Code of Conduct



&



Policies

Informa's Code of Conduct and associated Policies contain the commitments and describe the processes that support our Modern Slavery programme.

Informa's Code of Conduct and Policies are available on our website and intranet. Their contents are regularly reviewed by subject matter experts, with input from our internal Legal team and external specialist advisers as required. Significant changes to policy are discussed and approved at Executive Committee level.

Our Human Rights Policy

Our **Human Rights Policy** focuses on eight areas that are specific to supporting human rights and particularly relevant to our business activities, including responsible content, equality, and labour practices and working conditions.

The Policy, and our modern slavery and child and forced labour content in our training and Code of Conduct was developed with input from external human rights specialists and sets out our support for the UN's Universal Declaration of Human Rights.

Our Code of Conduct

Informa's Code of Conduct, *How we work at Informa*, provides clear information on our commitments and the behaviour we expect from colleagues, aligned to our guiding principles and culture more broadly.

The Code includes our commitment to respect internationally recognised human rights. It has a section on modern slavery and child labour that includes our intent to seek to eliminate modern slavery, human trafficking, forced and child labour from our business and supply chain. It also details the responsibilities colleagues have when engaging in recruitment, procurement or when working off-site.

The Code of Conduct applies to everyone who works for Informa or on our behalf, including both permanent colleagues and temporary or contract workers. Our Code of Conduct is available [here](#).

Our Sustainability Policy

Informa's **Sustainability Policy** brings together our policy and commitments on environmental and social activities. It includes specific requirements for colleagues and partners engaged in procurement and recruitment.

Our Business Partner Code of Conduct

Our **Business Partner Code of Conduct**, which aligns with our colleague Code of Conduct, is applicable to all of Informa's business partners, including our suppliers, contractors and agents. It is available in eight languages

and contains sections on modern slavery and on child labour.

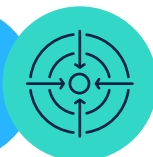
The Code makes clear that business partners must not engage in, work with or subcontract to any third party that engages in the use of forced labour, child labour or any labour that makes use of human trafficking or restricts freedom of movement.

Speak Up – our whistleblowing policy

Guidance on how to report concerns through our confidential whistleblowing line, Speak Up, and the protections available to those who report, is included in all our Policies, our Code of Conduct, and our Business Partner Code of Conduct, which also requires business partners to share such information with any of their employees engaged in work with Informa.

Our **Speaking Up Policy** includes additional detail about the other reporting channels available, and the investigations process. Further information on our whistleblowing provision can be read [later in this statement](#).

Due Diligence



Supplier relationship management & due diligence

We manage our supplier relationships in a tailored way. The teams closest to the supplier have the flexibility to make decisions within consistent company-wide frameworks. Additional audits, enhanced due diligence and executive level oversight are applied to our most important relationships.

Our enhanced supplier due diligence processes include checks on compliance, social responsibility and anti-exploitation of labour. We also seek to identify other factors, such as financial issues that might enhance the risk of modern slavery or other labour abuses.

Our commitments to ethical and lawful behaviour and our expectations of others are clearly articulated in our Business Partner Code of Conduct. This is provided to all suppliers, contractors, and agents and built into our formal procurement processes. We reserve the right to terminate any contract if non-compliance is discovered and is repeated, severe or cannot be resolved.

We incorporate due diligence on modern slavery, environmental and governance matters into procurement processes for key company-wide technology suppliers, including when tendering and at contract renewal. This is designed to ensure our major technology partners are aligned and meeting the standards we would expect.

In Taylor & Francis, our Global Supplier Management team operate an annual modern slavery and human rights questionnaire. Suppliers wishing to partner with the team in 2023 were pre-screened, and those that did not show alignment with our commitments and standards would not be invited to continue with the process.



Recruitment due diligence

Colleagues recruited to Informa are subject to identity checks. We confirm their right to work in that location and undertake age and citizenship status checks, where applicable, as part of the onboarding process.



Assessing & Managing



modern slavery risk

For Informa, managing risk is about putting ourselves in the best position to make well-informed decisions. The more clearly we understand risk, the better we become at managing it.

The most significant part of our modern slavery programme is the process by which we identify our risk of modern slavery, assess its likelihood and potential impact, and identify and deploy multiple means of managing or reducing the risk, should it occur.

Risk identification and assessment

Informa follows a four-stage risk management process to oversee our principal risks and subrisks. We identify risks, assess them, respond to and manage them, and monitor and report on them.

We have a clear governance structure in which accountabilities are defined and there is appropriate expertise to properly oversee risks at each stage.

We analyse risk against a set of financial and non-financial assessment criteria, considering both likelihood and impact. In our assessment of the risk of exposure to modern slavery in Informa's operations and supply chain, we overlay the broader Group Risk management processes with modern slavery-specific considerations, seen from the perspective of the rights holders and with consideration of remedy. Sources of data used to assess our modern slavery risk include the Global Slavery Index,

the US Trafficking in Persons report, and the Freedom in the World Report.

The following key risk indicators are considered:

- **Industry sector**, including the type of product or service supplied and workforce requirements
- **Geography**, including location of key operations, offices, venues
- **Nature of the supplier relationship**, recognising that more significant or longer-term engagements provide us with greater opportunity to influence, monitor and support
- **Local / national regulatory or legal compliance**
- **Supplier activity** including evidence of a compliance and/or human rights programme or similar commitments or actions

Final assessment of the specific risks attached to the supplier relationship is dependent on the interrelationship of these indicators, where one factor may significantly mitigate another.

Material Matters

In 2023, we completed a double materiality assessment. This formally assessed what non-financial topics are most impactful and relevant to Informa's business, and what aspects of our business are most impactful and relevant to other stakeholders.

Our partner Carnstone interviewed a group of colleagues and investors and reviewed our divisional risk registers, colleague surveys, a sample of requests for information from customers and suppliers and reports from indices that assess Informa's non-financial performance. Carnstone also drew on previous assessments and industry reports.

This review identified 14 areas as important, including human rights and fair working conditions. We have subsequently evaluated these areas against our current programmes to ensure that we are managing these risks appropriately and giving them the right level of focus. The materiality assessment will be repeated on a larger scale over the next two years and the findings will help inform the ongoing development of the programme.

[Continue](#)

Our geographic risk

Our analysis of geographical risk is based on the countries and regions in which Informa's colleagues and business partners work and live and is reviewed annually.

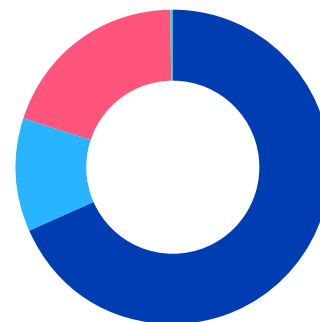


Colleagues

2023

12,000+ colleagues
in 36 countries

80% of colleagues
in locations
assessed as low or
moderate risk of
modern slavery



Low Moderate High Very high risk

69% of our permanent colleague population is located in countries with the lowest incidence of modern slavery, including United Kingdom, United States, Canada and Japan. Colleagues in locations assessed as moderate make up a further 11%.

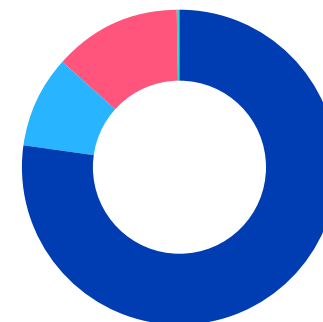
Less than 0.25% of our colleagues are located in countries identified by our reference sources, such as the Global Slavery Index, as having a very high risk of modern slavery or forced labour. These include Thailand and the Philippines. The nature of Informa's business in these locations means that most of our colleagues are professionally qualified or specialists in their role, and work in more advanced fields than is typical for those most at risk of modern slavery.

Suppliers

2023

36,000 suppliers
in nearly
150 countries

87% of procurement
spend with suppliers
in locations assessed
as low or moderate
risk



Low Moderate High Very high risk

87% of our procurement expenditure took place in locations identified as having low or moderate risk of modern slavery, according to our assessment criteria and sources.

Our expenditure in locations assessed as very high risk stands at less than 0.1%. This includes expenditure associated with our events in Thailand and the Philippines. We continue to monitor and manage the risk associated with partnerships in these locations, including additional risk management measures for our most significant ongoing partnerships. Other suppliers from these higher risk locations include academics, subject matter experts and speakers at our events, and the local offices of global professional services firms, which are roles and business partners that tend to be at a lower risk of modern slavery.

[Continue](#)

Partnership risk:

areas of focus

We partner with suppliers to deliver certain services. Different products and industries have different levels of exposure to the risk of labour rights abuses.

Areas of higher risk, identified by our risk management framework, are described below.



Timber & forestry

Paper and card used in printed material and office supplies; timber used in stand construction for events



Construction

Build and take down of exhibition stands; venue development including temporary structures; office maintenance and upgrade



Hospitality & venues

Use of exhibition centres, hotels and other venues to host events and for the accommodation of colleagues and event attendees



Manufacturing

Manufacture of small marketing materials, including lanyards; print production; technology including IT hardware, reusable stands



Mining

Extracted minerals and metals used in the extended supply chain, including reusable stands for events, IT hardware, printing and office supplies

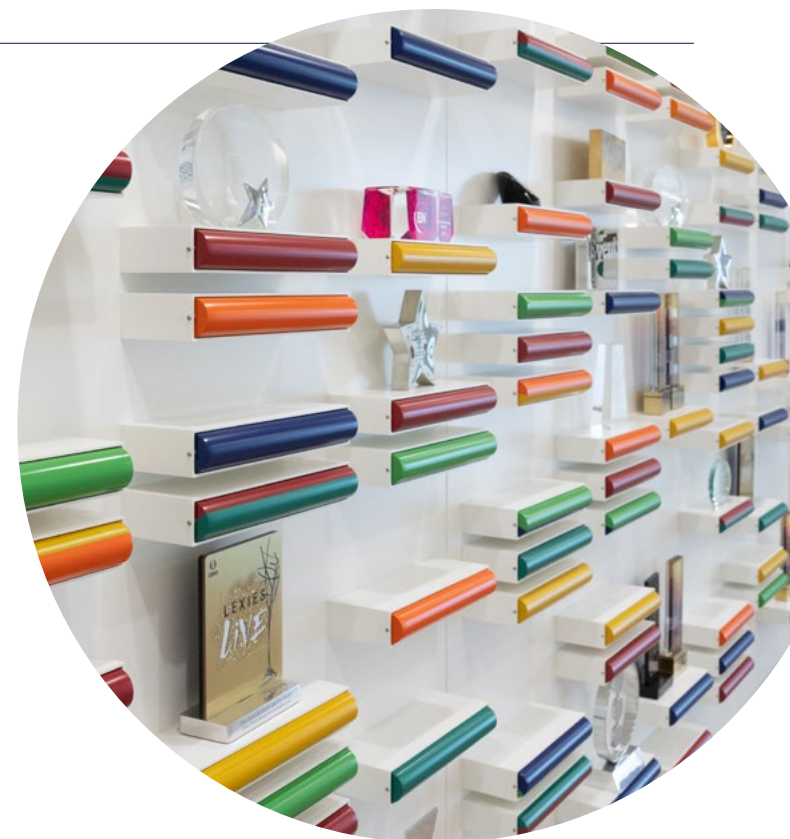


Services

Service suppliers to Informa's offices and events, including security, cleaning, catering, maintenance and waste management

We also recognise the specific modern-slavery risks attached to the use of unskilled temporary labour, especially at the point of recruitment or when such labour is drawn from vulnerable groups.

Continue



Risk management

& mitigation

We have a mature enterprise risk management programme, which helps address the risk of modern slavery occurring in our business operations or supply chains.



Our risk management, control and mitigation actions include:

- Embedding the requirement to comply with the Business Partner Code of Conduct in tendering processes, standard contracts and framework agreements across the Group
- Using hotel venue providers with established anti-modern slavery and trafficking programmes
- Including clauses in exhibitor manuals that prohibit the presence of children during build and breakdown at B2B events and require valid work permits and ID badges
- In-person monitoring by Operations and Health, Safety & Security teams for the presence of children and forced labour on site during high-risk event construction
- Provision and communication of a third party-managed confidential reporting service, Speak Up, available to colleagues and third parties in multiple languages
- Internal recruitment processes, including identity and rights to work checks and paying at least the Living Wage in the UK

- Engagement with editors and authors on the ethics of the research we publish, including use of valid informed consent for clinical trial participants, to help address the risk of coerced participation and exploitation of vulnerable communities, such as prison populations
- Engagement with supplier risk management providers to manage due diligence on key publishing business partners

The Group Internal Audit team visits a selection of event sites each year to audit operations, and these include child labour and site access checks.

Our procurement teams also visit a selection of key strategic business partners each year, giving us an opportunity to validate the responses given to desktop modern slavery and human rights due diligence and audits.

Examples of

specific risk mitigation activity



Use of paper and timber

The illegal or unsustainable harvest of timber is frequently associated with serious human rights abuses, including the use of forced and child labour.

We are committed to ensuring that, as far as possible, the timber and paper used in our offices and products is sourced from responsibly managed, sustainable forests, and holds a responsible sourcing certificate, such as one from the FSC. Responsible sourcing programmes such as these incorporate certain labour requirements into their systems and chain of custody standards, including the effective abolition of child and forced labour.

The Group Paper & Timber Sourcing Policy, Code of Conduct and Group Sustainability Policy contain this mandate, whether we order directly or through contractors. Colleagues sourcing timber or paper in South America, South East Asia, Africa and the Middle East that is not certified sustainable or recycled must conduct additional due diligence, and the policy is required to form part of all contracts with applicable suppliers. The Sustainability team conducts spot checks throughout the business. Our long-term goal is for 100% of paper and

timber to come from certified or recycled sources, and in 2023, 98% of paper was obtained from certified sources, an increase of 4% on the previous year.

Better Stands

Our Better Stands programme seeks to encourage, and subsequently require, exhibitors to switch from the use of disposable custom-built stands to reusable stand structures.

As well as reducing waste and the use of single-use timber products, reusable stand structures are quicker and simpler to set up, improving health and safety risk exposure and reducing the need for some forms of labour that are potentially more vulnerable to exploited and child labour.

We have also joined forces with other event organisers to expand Better Stands across the events industry.

Sustainable event management

Our Sustainable Event Fundamentals Framework, used by teams across Informa, is a key way we are embedding sustainability and responsibility considerations into all our events in a consistent and trackable way.

The framework includes responsible procurement, stakeholder engagement and community and wellbeing impacts. Its advanced programme contains a section on business governance which looks at compliance with Informa's Code of Conduct, including bribery, legal compliance and modern slavery.

377 events participated in the sustainable event management framework in 2023. Compliance with the programme is tracked and monitored by the Group Sustainability team and reported as part of the annual Sustainability Report.

Publishing

Intermediary Due Diligence

PSI IPV (PSI) provides centralised due diligence services focused on sales agents and intermediaries working with the publishing industry, including the provision of training, background checks, and the maintenance of a central due diligence register. Following our engagement with PSI in 2022 to extend their due diligence to include human trafficking and modern slavery, the intermediaries and sales agents Taylor & Francis works with have been completing this additional due diligence module throughout 2023.

Global Supplier Management

Taylor & Francis's Global Supplier Management team runs an annual programme of activities to manage the risk of modern slavery in the supply chain.

This includes issuing an annual modern slavery and human rights questionnaire to its suppliers and assessing any changes in response. It also includes regular direct engagement with suppliers, including visits to their sites to validate the information provided and help spot any potential issues. The Global Supplier Management team has trained local business teams to support with these visits, including in India where several major suppliers are based.

There were no indications modern slavery or child labour at any suppliers visited in 2023.

The Book Chain Project

Taylor & Francis continues to be a member of the Book Chain Project, a collaborative project that helps publishers make better informed purchasing decisions by collecting and analysing data on key publishing supply chain stakeholders.

Our involvement with the project, managed by Carnstone, a specialist consultancy, focuses on:



Forest Sourcing



Labour & Environment

Modern slavery risk management falls under the Labour & Environment section. This clearly sets out our and the industry's expectations on labour practices and environmental management and requires compliance with the publishing industry Code of Conduct. The Code of Conduct, based on existing internationally recognised Codes and Laws, is supported by a requirement for suppliers to complete audits.

Suppliers from countries identified as having the highest risk of poor labour and environmental practices are required to complete a third-party audit, such as ICTI, SMETA, SA8000, WCA or BSCI. Findings of concern are flagged to Taylor & Francis. In 2023, a range of suppliers in India and other countries submitted these audit reports, and 79% of registered suppliers have submitted responses to The Book Chain Project's Labour & Environment Questionnaire within the last three years.



Effectiveness: monitoring, reporting & key indicators



Monitoring, report and audit processes

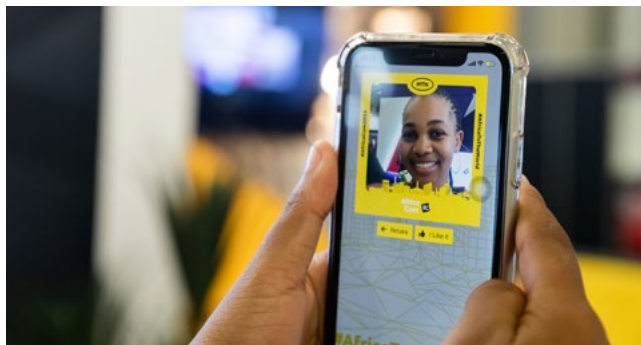
Our Internal Audit team reviews elements of our modern slavery programme as part of their operational audits, reviewing procedures, labour usage and monitoring for minors on site at events. Any actions identified are managed to completion and any non-completed actions are raised with the Group Audit Committee.

Operational site audits took place as normal in 2023. Questions related to modern slavery and child labour are included in event audits. These include confirming that key contract provisions are being followed and that ID checks are conducted on workers before entering the venue, which helps ensure that underage workers are not admitted. Divisional Compliance teams attended several events in 2023 to conduct spot checks and deliver training to colleagues and partners.

The Business Partner Code of Conduct contains provisions for audit. Where compliance with this Code has been agreed as part of a contract, we reserve the right to terminate that agreement in the event that non-compliance is discovered, and is repeated, severe or cannot be resolved. In-person visits by relationship owners to our strategic business partners continued in 2023.

Group Compliance reports completion statistics for our Code of Conduct training, which includes our modern slavery content, to the Group Risk Committee and Board, and tracks completion levels for new joiners as part of our formal risk management process for managing the risk of regulatory compliance. Training completion rates are reported in the Annual Report and Sustainability Report.

The team also monitors reports made via the Speak Up line to ensure they are managed appropriately and consistently. Breaches of our Code of Conduct and associated Policies are reported to the Risk Committee and Board; volumes of breaches, reporting trends and substantiation rates are tracked.



External reporting: indices

Informa continues to participate in a number of benchmarks and indices, for which we provide details of our work on human rights, modern slavery and other labour rights abuses within our business and supply chain.

In 2023, we were ranked in the top 1% of our sector in the Dow Jones Sustainability Index, achieved an AAA ESG Rating from MSCI and scored in the top 10% for the S&P Global ESG Score. Among other index ratings, Informa is a member of the FTSE4Good and the Ethibel Sustainability Index Excellence Europe. The uplift of our MSCI ESG Rating from AA in 2022 to AAA in 2023 recognises our resilience to long-term financially relevant environmental, social and governance risk.

[Continue](#)



Assessment of effectiveness

We received no reports in 2023 of cases of suspected or actual modern slavery or child labour, whether through our Speak Up line or other reporting channels, material or otherwise. In addition, none of our current business partners reported any such concerns to us, via their direct contacts with our operational teams, or via our Speak Up line or any other channel.

Our publishing and research ethics controls identified a number of pieces of research that did not meet our editorial standards in terms of informed consent, and which were not accepted for publication as a result.

Supplier due diligence questionnaire responses assessed in 2023 showed that the current suppliers who were asked to respond demonstrated a good understanding of the risks of modern slavery and that they have programmes in

place to address this risk. No responses raised concerns, though we recognise the limitations of this format and support this data with site visits where possible.

Internal audit and operational team checks did not discover or observe any instances of forced or child labour, suspected or actual, at our events in 2023.

Responding to incidents or breaches of modern slavery policy

While we did not discover any cases of forced or child labour in our supply chain or operations in 2023, we nonetheless have measures in place that enable us to respond to such an event should it happen.

While our Business Partner Code and other agreements with our suppliers and exhibitors give us the ability to terminate contracts in the event of a breach, we recognise that the use of modern slavery or forced labour is not a problem that is likely to be resolved by such action.

In the event that the use of forced or child labour is discovered in our supply chain or operations, our intention is to seek a constructive solution. We continue to engage with our procurement teams to communicate this and to work with them to develop alternative actions.

Colleagues are mandated to comply with the Code of Conduct and associated Policies. Breaches can result in disciplinary action, up to and including dismissal, and any colleagues knowingly making use of trafficked, child or forced labour or enabling it, would be subject to these processes.

KPIs

KPIs relating to compliance training that increases awareness of the risk of modern slavery and child labour

2023 status

Target is 90% of new joiners complete the Code of Conduct training within 30 days

82% (December)

Target 95% completion for overall colleague population in year

96%

KPIs relating to areas of our supply chain with exposure to modern slavery risk, developed as part of our sustainability programme

Paper and timber: 100% sourced from sustainable, certified sources

98%

Better stands: elimination of disposable stands from Informa Connect, Tech and Informa Markets North America by 2025

On track

Colleague engagement

& training



Training

Code of Conduct training is compulsory for all colleagues. To allow everyone to fully participate, it is available in nine languages. It includes specific scenario-based content on modern slavery and child labour, focusing on responsible procurement and due diligence and the identification of key indicators of forced labour, with the intention of enhancing colleagues' awareness and ability to mitigate these risks in our supply chain and our own operations. This content was custom developed to reflect the risks identified in our risk assessment.

Colleagues are required to make a commitment to comply with the terms of our Code of Conduct before completing the training.

New joiners

In 2023, all new joiners were given Code of Conduct training on joining the company.

Overall completion stands at 96% for 2023, with 82% of those colleagues having completed within 30 days.

Opportunities to raise concerns

We recognise the importance of providing people with safe, easily accessible channels for communication, whether they are themselves at risk or a victim, or whether they have observed something that has caused them concern.

To support the processes and controls in place to mitigate modern slavery risk, we ensure that everyone who works with us or for us, or who visits any of our events, has the opportunity to report things that they have seen or experienced, freely and in confidence. Our reporting channels were the subject of regular communications and a training campaign in 2023.

Speak Up

Our confidential whistleblowing line, [Speak Up](#), is available to all Informa colleagues, business partners and customers to report issues or raise concerns and to access expert support. Speak Up is hosted by a third party; reporting is always in confidence and reporters may choose to remain anonymous, where this is permitted in law. To facilitate reporting, the line is available in 12 languages and users can also make use of free phone lines in over 18 locations.

Business Partners who have signed up to our Business Partner Code of Conduct are required to share the details of Speak Up with any of their employees who are working with us or on our behalf.

Other reporting channels

Colleagues and third parties can also make reports directly to teams, including senior management, HR and Compliance if they prefer.

Zero retaliation

We are committed to zero retaliation against anyone who makes a report in good faith or supports an investigation. We extend this commitment to third parties who report concerns affecting our business.

Training on reporting & investigations

In 2023 we rolled out two custom training modules for colleagues on speaking up; one for all colleagues, and a more in-depth module for line managers on how to handle a concern if it is raised to them.

