

Modern Slavery Statement 2023-24

Contents

04

Introduction

04

Who we are

05

*Reselfridges
strategy*

06

Our governance

07

*Overview of our
approach/Risk
assessment*

14

*Investigating
issues*

15

*Measuring
effectiveness*

16

Our commitments

Introduction from CEO, Andrew Keith



At Selfridges, we're committed to delivering extraordinary experiences for our customers and ensuring we are a place where everyone is welcome and can truly be themselves. As a retail business that puts people at the heart this includes making sure we trade ethically, act in a responsible way and work to identify, mitigate and prevent modern slavery across Selfridges and our supply chain.

Our approach to tackling modern slavery is rooted in our sustainability strategy, something that touches every part of our organisation. We're working hard to change the way we shop and do business, ensuring our training, processes and checks are robust whilst also helping people to make more sustainable choices. It's vital our customers have confidence in our products and services, and therefore us.

This Modern Slavery Statement for the year ending 31 January 2024 is another important opportunity to reflect on and review our collective work to make sure we're protecting and looking out for everyone in our Selfridges' ecosystem. We know modern slavery touches every industry and corner of the world. It's why each and every one of us has a responsibility to be vigilant, know the signs and report any concerns right away.

Tackling modern slavery requires a collaborative approach. We're not only engaging our teams and the wider Selfridges Group but more broadly with our suppliers, specialists, and other organisations. We continue to engage with Stronger Together who specialise in responsible recruitment, fair work and tackling labour exploitation. In the past year we've seen a 10% improvement in our score achieved from their Progress Reporting Tool which measures progress in addressing modern slavery risks. We've enhanced training and communication across topics including purchasing practices

and spotting the signs of modern slavery, we have cultivated a deeper understanding of our Ethical Trade Requirements, as well as developed an ethical trade remediation process. Engaging and working closely with our brand partners and suppliers was also hugely important, leading us to develop new platforms to support more effective due diligence analysis.

In the year ahead, we'll be doubling down on our awareness and brand and supplier outreach programmes alongside running additional training for key groups. We'll continue focusing on our purchasing practices and the impact they have. And we also plan to go much deeper into our supply chain with increased mapping, due diligence and risk assessments to ensure we're targeting our action in our highest sphere of influence to have the greatest impact.

When it comes to modern slavery, it's our duty and responsibility to shine a spotlight into every corner of our operation and act immediately if something doesn't feel right. Everyone has a right to safe employment, free of fear and exploitation. At Selfridges we'll continue to do everything we can to uphold those rights, lead with purpose and contribute to a brighter future for all.

A handwritten signature in black ink, appearing to read 'Andrew Keith'.

Andrew Keith
Selfridges CEO

17th April 2024

Signed for and on behalf of the Selfridges
Executive Committee

Who we are

Our business

Founded by Harry Gordon Selfridge in 1909, Selfridges is a landmark destination and social centre where everyone is welcome. Powered by imagination and filled with creative spirit, Selfridges is committed to creating a more sustainable future for people and planet and continues to build on over a decade of retail activism. Selfridges is part of the wider Selfridges Group portfolio, along with – Brown Thomas and Arnotts in Ireland and De Bijenkorf in the Netherlands.

176.6
million visitors to our stores, website and app¹

£1.7
billion sales¹

26.4
million products¹

4 physical stores, **1** digital store, **2** offices, **1** distribution centre², **1** call centre²

Our people



We have approximately **2,900** team members who work in our stores, offices and remotely.

People in our supply chains³

We don't manufacture any products ourselves, so working closely with trusted third-party brands and suppliers is crucial in providing our customers with extraordinary shopping experiences. We have extensive supply chains which consist of thousands of brands and suppliers, and millions of workers around the world, across three areas:



Private label suppliers: **53**

These suppliers produce our Selfridges Selection products and a small number of other Selfridges-branded goods which we sell. These direct suppliers are managed by our Food and Buying teams who work closely on these branded products.



Third-party brands: Over **3,100**

The third-party brands whose products we sell in store and through our digital platforms. Most of the products we sell are from these third-party brands. Our Buying and Merchandising team manage our relationships with these brands.



Procurement suppliers: **2,000**

These suppliers we directly engage with to provide the products and services which, in the main, we don't sell but which keep our business going. Some of these suppliers provide us with products which carry our brand and name such as our packaging and famous yellow bags. Our Procurement team liaise with stakeholders across our business to help identify and manage these suppliers.

Most of the people who work in our supply chains are not based on our sites, however approximately **9,000** people work alongside our team members in our sites. They include agency workers, contractors, concession team members and consultants. They aren't directly employed by us and are, in most cases, managed by the brand partners.

¹ This figure relates to FY23-24

² We do not operate our distribution and call centres, but work closely with our third-party suppliers who do.

³ Our supply chain and people figures are as of 31 January 2024

Reselfridges Strategy

Our vision is to reinvent retail and our purpose is to imagine and create a sustainable future for our people and customers. We do this in a way that respects our world, builds trust and values creativity and innovation in everything we do.

Sustainable Future

Sustainability is at the heart of our vision, purpose and values. Our sustainability commitments underpin our ambitions to change the way we shop and do business. Our strategy is driven by the Selfridges Group sustainability framework, known as the Stairway to a Sustainable Future. The framework helps us focus our work on environmental and social issues within our industry that we believe are imperative to address. The framework sets out 19 goals which we will work towards, one of which focuses on managing ethical trade risks and encompasses our work and tackling modern slavery.

Selfridges Sustainability Strategy

Our sustainability strategy includes ambitious goals to change the way we shop by addressing the materials used in products, exploring new circular retail models and inspiring a shift in mindsets. Together these three pillars contribute to, and are underpinned by, a commitment to achieve net-zero carbon emissions by 2040.

Vision

Reinventing retail.

Purpose

To imagine and create a sustainable future for our people and customers.

Materials

Make our products, procurement, and property more resilient and sustainable. By 2030 our 6 focus material commitments will meet our environmental and ethical standards.

Models

Put circular at the heart of our revenue and our customer experience. By 2030 circular products and services will make up 45% of transactions.

Mindsets

Create a retail culture that puts people and planet first. By 2030 our teams, communities and customers will put people and planet first in all their decisions.

Our approach to modern slavery

Our focus on tackling modern slavery is woven into our materials and mindset pillars and our 2030 people and planet first commitment. It is also integrated into our Stairway to a Sustainable Future.

Our governance

Our approach to sustainability is governed and managed by several groups and team members across the business. These are committees made up of our senior leaders, who set strategic direction and help integrate sustainability across the business; working groups, who develop and implement plans; and team members, who provide and access technical expertise and champion sustainability. These groups monitor key measures to help evaluate whether our approach is effective, to identify and tackle risks and issues, and to direct our future action including determining areas of potential improvement. We also

collaborate with external experts, other organisations and forums to supplement our knowledge and capacity, to further the development of our approach.

Since the sale of Selfridges Group our existing sustainability governance structure has remained. We will continue to evaluate the effectiveness of this governance structure as part of the on-going integration within the new group. Some of the elements described below will evolve over the next year as a result.

Responsible Director:

Our CEO and Board have ultimate accountability for tackling modern slavery, but our Chief Operating Officer has day-to-day responsibility within her remit for sustainability.

Executive Committee:

Has accountability for ensuring we are a sustainable and responsible business. They are provided with an annual update on our approach to tackling modern slavery.

Risk Management Committee:

Ensures the business risk management framework is effective, including monitoring activity in relation to the most significant corporate risks. Modern slavery would be discussed as a risk topic if a significant corporate risk was identified and needed to be addressed.

Sustainability Steering Committee:

Agrees our strategic direction for sustainability and monitors our 19 annual sustainability goals that are reported monthly in our Sustainability Dashboard.

Ethical Trade and Modern Slavery Working Group:

Oversees activity across all ethical trade issues including modern slavery, engages wider stakeholders, and ensures plans are developed and realised effectively. This group meets fortnightly.

Sustainability & Innovation team:

Helps set direction, embeds sustainable practices, engages key stakeholders, and monitors progress.

Selfridges Group businesses:

Share resources and ideas and aligns approaches where appropriate.

Stronger Together

We continue to work with Stronger Together, accessing their specialist support, resources, tools and training. In 2023, we completed their Progress Reporting Tool which measures a business' progress in addressing modern slavery risks. We were pleased that our score increased 10% from our previous assessment.

"2023 marked 10 years of Selfridges' sponsorship of Stronger Together UK Consumer Goods programme. Stronger Together is an impact driven not-for-profit working to a vision of a world where all workers are recruited responsibly and have fair work free from exploitation. To date, 201 of Selfridges' individual suppliers have completed modern slavery training, increasing their understanding of this complex and hidden crime and practical steps on implementing Stronger Together resources to mitigate risks and take action. Over the past year, it has also been encouraging to see Selfridges' supplier average Progress Reporting Tool increase by 10%. Furthermore in 2023, with Selfridges support new resources and training focused on tackling labour exploitation in UK Warehousing became available for suppliers and labour providers and we look forward to working with Selfridges to promote this support in the coming year."

Hannah Newcombe,
Co-CEO, Stronger Together

Risk assessment/ Overview of our approach

Our resulting action plans target **three objectives:**


1. Policies: Embedding standards


2. Due diligence: Proactively investigating


3. Training and communications: Raising awareness

Our risk-based approach helps us focus our efforts where we can have the greatest impact. We segment our people and those working in our supply chain into four groups, each with its own risk assessment and action plan:

Our Sustainability team and Ethical Trade and Modern Slavery Working Group consider the potential modern slavery risk associated with workers' **location** and **industry sector**, the **salient risks** that may materialise, the potential and actual **risk of occurrence** and our **sphere of influence**. These factors combined help us to **prioritise and direct our action** to areas of greatest risk in which we can have an impact. Our risk assessment process is not static, it continues to evolve as the risk landscape changes.

 Our people: Our team members who work in our stores, offices and remotely.	
Location Risk	Low: All our team members are in the UK. Most are also based on our sites, although since the COVID-19 pandemic our ways of working have changed with remote working now being much more prevalent.
Sector Risk	Low: Our team members are in retail or central functions, which are comparatively lower risk areas.
Risk of Occurrence	Low: The relatively low location and sector potential risks are reduced further by the recruitment and people management controls we have in place.
Sphere of Influence	High: We have high influence and control as we directly recruit and manage our team members.

 Private label suppliers: Produce our Selfridges Selection products and a small number of other branded goods which we sell.	
Location Risk	Medium: These suppliers do not work on our sites, and some may operate from higher risk geographies (see our supplier list on page 10). These workers are less visible to us day-to-day.
Sector Risk	High: These suppliers span a range of sectors although are largely food and drink goods, some of which will be in higher risk industries. A number of these suppliers are small-medium sized businesses.
Risk of Occurrence	Medium: The locations and sectors these suppliers operate in and the general lack of extensive formal policies of small-medium sized businesses means the risk of some lower severity issues occurring is reasonable, despite being lowered by our contractual requirements and due diligence.
Sphere of Influence	High: We have more influence and control over these supply chains as we directly select these suppliers and specify the goods they produce.

 Third-party brands: Third-party brands whose products we sell in store and through our digital platforms.	
Location Risk	High: Some of these workers may be based on our sites (some brands operate concessions in our stores), although largely these people will form part of a global value chain and may be based in higher risk locations.
Sector Risk	High: These brands are generally in apparel, accessories, beauty, food and drink production. As the area of highest risk, we further consider risk and influence lenses that we can apply to help direct our additional action in sub-sets of our supply base.
Risk of Occurrence	High: There are locations and sectors in which brands operate where modern slavery is more prevalent. Whilst our policies set out our standards and prohibit activities such as unauthorised sub-contracting, we are aware these issues exist in the industry generally, in some cases resulting in serious issues.
Sphere of Influence	Low: We have less influence and limited control over these supply chains. We work with third-party brands who manage these supply chains. Whilst we do have formal measures in place, including contractual requirements with our suppliers, we recognise that seeking meaningful assurance that issues do not exist and that measures are effective across all suppliers is challenging.

 Procurement suppliers: These suppliers we directly engage with to provide the products and services which in the main we don't sell but which keep our business going.	
Location Risk	Medium: Some of these suppliers may work on our sites (including cleaners, construction contractors and food services suppliers) or may work within higher risk geographies.
Sector Risk	High: These suppliers span a wide range of industries including those which are higher risk such as property construction, building services, waste, food and restaurants, cleaning, security, logistics and recruitment.
Risk of Occurrence	High: There are locations and sectors in which our suppliers operate where modern slavery is more prevalent. Particularly in the higher risk service sectors listed above we are aware of higher instances of industry-wide issues.
Sphere of Influence	Medium: We have strong influence and moderate control over these supply chains. We directly select these suppliers and specify the goods or services they offer to us, but we rely on these suppliers to operate on our behalf. There are several stakeholders involved internally, in addition to our Procurement team, who select and manage these suppliers.

Policies: **Embedding** **standards**

We have a range of policies in place, aligned with the principles in the Selfridges Group Code of Ethics, which set out our standards and help us to embed them across our business and supply chain. These policies are managed by our People, Buying and Merchandising, Food and Procurement teams who, along with our Legal team, review them regularly. They are communicated via the methods discussed below and are monitored and enforced using the due diligence techniques described later in this document.

People policies and processes:

These policies and processes set out our expectations of, and our responsibilities towards, our team members. Our policies are provided to new starters, are referenced in inductions and are available on Workday, our remotely accessible HR system.

Grievance process:

Our grievance process sits within our people policies and processes. It sets out how team members can raise any concerns or issues, and the process for us to follow to conduct a formal investigation.

Ethical Trade Requirements:

Our Ethical Trade Requirements apply to the brands and suppliers we engage with, including contractors and branded concessions, across all tiers of our supply chain. They are part of our standard Selfridges' Terms and Conditions and are consistent with our sister businesses across Selfridges Group. This alignment is particularly helpful for brands and suppliers who work with multiple businesses within Selfridges Group, to aid understanding and compliance with a common set of standards. Our Ethical Trade Requirements include clauses on our zero-tolerance of modern slavery, require compliance with local modern slavery legislation, and are aligned with the ETI Base Code and ILO Conventions. We reissued our Ethical Trade Requirements during the last year to the brands and suppliers we engage with, to help raise awareness of them.

Procurement Policy:

Our internal Procurement Policy stipulates sustainability and ethical trade requirements and expectations for selecting and managing our suppliers of goods and services not for resale. These help us to integrate sustainability into our decision making and supplier evaluation.

Whistleblowing Process:

Our Speak Up Helpline is a dedicated whistleblowing and support line. This is accessible 24 hours a day, all year, by anyone who works for or with us. It is communicated via a range of different channels.

Response Plan and Remediation Process:

We have a formal process for investigating and potentially remediating ethical trade and modern slavery issues which is integrated into our Incident Response Plan. Our Incident Response Plan and Remediation Process outlines the steps we need to take should a potential issue be brought to our attention. Details of this can be found on page 14.

Our people

Risk Assessment Overview	
Location Risk	Low
Sector Risk	Low
Risk of Occurrence	Low
Sphere of Influence	High



Our people are our team members who work in our stores, offices and remotely.

Our Priorities

Our priorities with this group are:

To ensure our due diligence measures are effective in helping us to identify issues

To help equip our team members with the knowledge to spot the signs of modern slavery in their work or personal lives and with information on how to report any concerns

To further train key populations of team members who may interact with groups at higher risk of modern slavery.

Action plan

Due diligence: Proactively investigating

Right-to-work: We review our new team member's right-to-work as part of our onboarding process. Our systems support checks on a person's right-to-work in the UK and any visas.

Proactive monitoring: Selfridges monitors unusual team member details in key areas via our HR systems.

Training and communications: Raising awareness

Induction: New team members complete our induction, the Big Yellow Welcome, which includes an introduction to sustainability.

Guides: Our team members are made aware of our policies and our Speak Up Helpline in our handbooks which also signpost information on sustainability.

E-learning: Our team member modern slavery e-learning module is an annual requirement for our management and leadership teams but is available for all team members to access and forms part of our induction process. Last year we refreshed it and promoted it to our management and leadership teams to help increase completion rates. In 2023-24 37% of management and leadership completed the new training. Due to an internal restructure and delays in rolling this out our completion rate is lower than we had hoped. Over the coming year we will further target the completion of this e-learning.

Tackling modern slavery month: In October 2023 we held an interactive communications take over with our Health and Safety and Retail team members. This further promoted the issue of modern slavery with these key populations. We also ran other communications take overs with individual teams around the business.

Awareness video: In April 2023 we ran a video in our common internal areas to raise the awareness of modern slavery.

Private label suppliers

Risk Assessment Overview	
Location Risk	Medium
Sector Risk	High
Risk of Occurrence	Medium
Sphere of Influence	High



These suppliers produce our Selfridges Selection products and a small number of other branded goods which we sell.

Our Priorities

As we have more influence and control of this group this is a key area that we take action in. Our priorities are:

- To undertake more in-depth due diligence across a risk-based selection of suppliers
- To support these suppliers in improving their ethical trade standards.

Action Plan

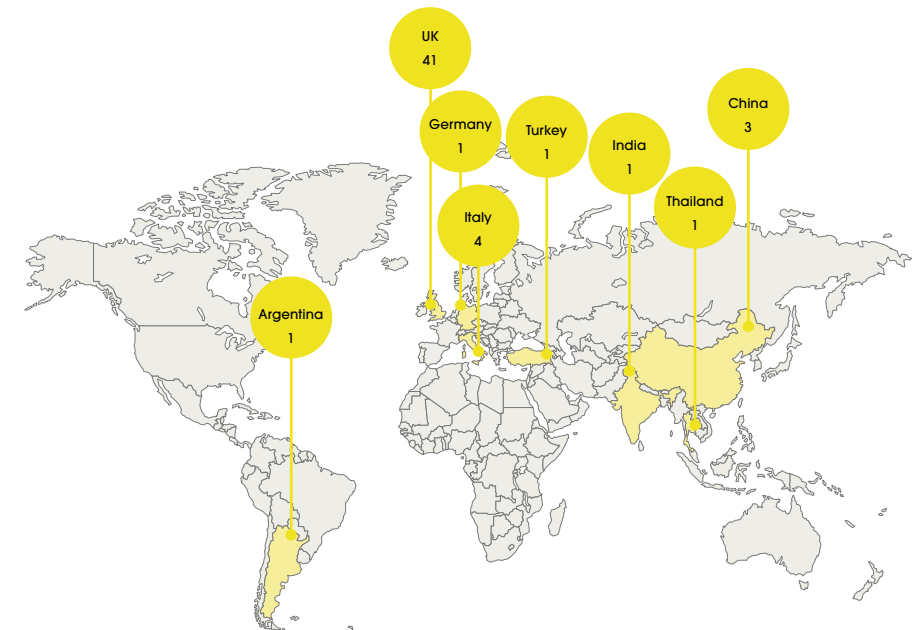
Due diligence: Proactively investigating

Self-Assessment Questionnaire: Our Food team identified a selection of suppliers, including those which are higher risk, and requested they complete our Sustainability Self-Assessment Questionnaire. Last year we updated the platform we use to help manage this process and aligned it across our food and procurement suppliers. We reviewed the responses from our private label suppliers and are agreeing follow up actions where necessary to help ensure alignment with our standards. We categorised the issues found across the following six areas - materials; grievance, escalation, and remediation; employment and working conditions; governance and management; due diligence; and environmental management. These areas are listed in order of severity and then prevalence of issues.

On-site visits and surveys: Members of our Food team regularly visit suppliers of Selfridges Selection products. These visits provide them with visibility of production facilities, provide an opportunity to discuss our sustainability requirements and to learn about the supplier's processes. In 2023 we added a modern slavery lens to this already embedded process through the launch of a new site visit survey. This includes questions to evaluate alignment with key aspects of our Ethical Trade Requirements as well as guidance on spotting the signs and will be completed by our Quality Assurance and Technical teams during their visits.

Stronger Together workshops: We worked with Stronger Together over the last year to deliver sessions for key people within our Food department. These equipped our team with the skills to conduct a supplier site visit with a modern slavery lens: spotting the signs, what to do if you have concerns, and how to respond to a potential issue.

Our 53 branded products in this area are from the countries shown below. A small number of these products are sourced through agents and not directly.



Third-party brands

Risk Assessment Overview

Location Risk	High
Sector Risk	High
Risk of Occurrence	High
Sphere of Influence	Low



The third-party brands whose products we sell in store and through our digital platforms. Most of the products we sell are from third-party brands.

Our Priorities

As we have limited influence over this group, our priorities are:

- To conduct high level due diligence across selected brands.

Action Plan

Due diligence: Proactively investigating

Self-Assessment Questionnaire: Our Buying team identified a selection of brands, including those which are higher risk, and requested they complete our Sustainability Self-Assessment Questionnaire (SAQ). During the year, we revised the platform we use to manage this process to review and evaluate results. As a result of this transition the number of SAQs reviewed was lower than anticipated.

Concession team member approvals: Both Selfridges and concessions approve concession team members before they can work in store. Branded concessions conduct checks, including written confirmation of right-to-work. We then hold a store approval interview to ensure these individuals are aware of and will work in line with our values.

Procurement suppliers

Risk Assessment Overview	
Location Risk	Medium
Sector Risk	High
Risk of Occurrence	High
Sphere of Influence	Medium



These suppliers we directly engage with to provide the products and services which in the main we don't sell but which keep our business going. Some of these suppliers provide us with products which carry our brand and name such as our packaging and famous yellow bags.

Our Priorities

Our priorities with this group are:

- To conduct due diligence across suppliers where we can have the greatest impact or which sit in higher risk sectors
- To raise awareness of modern slavery with workers based on our sites.

Action Plan

Due diligence: Proactively investigating

Goods and services not for resale supplier request for proposal: Our Procurement team have integrated standard sustainability questions including building our Ethical Trade Requirements into their tender process.

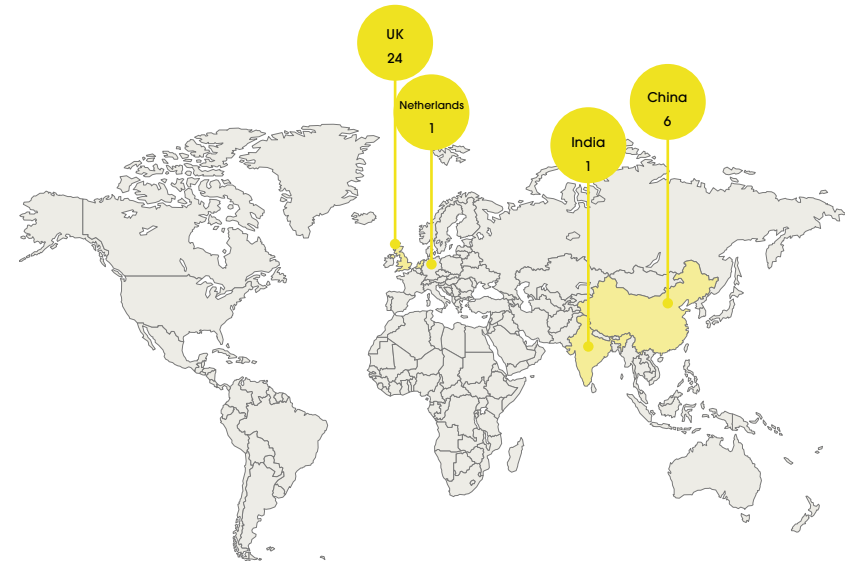
Self-Assessment Questionnaires: Our Procurement team identified a selection of suppliers, including those which are higher risk, and requested they complete our Sustainability Self-Assessment Questionnaire (SAQ). This includes details of our expectations for their own policies and due diligence. Along with our third-party audit partner we evaluated the responses. We agreed follow up actions where necessary to help ensure alignment with our standards. We categorised the issues found for our branded goods not for resale suppliers across the following six areas which are listed by severity and then by prevalence - due diligence; materials; employment and working conditions; grievance, escalation and remediation; governance and management; and environmental management. Last year we also updated the platform we use to help manage this process and aligned it across our procurement and food suppliers.

Labour provider due diligence requirements: Our policy and internal guide sets out requirements for selecting and engaging with labour providers. This includes reviewing key measures they have in place to align with our Ethical Trading Requirements and manage the risks specific to recruitment and provision of labour.

Labour rights KPI tracker: We used a labour rights KPI tracker to collate and analyse modern slavery risk indicators for our 15 branded packaging suppliers.

Auditing packaging supplier sites: Our third-party auditor conducted ethical audits of key manufacturing facilities of our branded packaging. This helped us to gain a snapshot of the practices in place, and additional steps needed to ensure compliance with our standards.

Our 32 branded products in this area are from the countries shown below. A small number of these products are sourced through agents and not directly.



Procurement suppliers

Risk Assessment Overview	
Location Risk	Medium
Sector Risk	High
Risk of Occurrence	High
Sphere of Influence	Medium



These suppliers we directly engage with to provide the products and services which in the main we don't sell but which keep our business going. Some of these suppliers provide us with products which carry our brand and name such as our packaging and famous yellow bags.

Action Plan

Training and communications: Raising awareness

Contractor induction and information hub: Key contractors who work on our sites at certain times complete a site induction, which includes information on the risks of modern slavery and is also available electronically. This year we added a new video covering modern slavery and developed a contractor information hub.

On-site communications: We further signposted whistleblowing channels to on-site suppliers through posters.

Targeted training: We worked with Stronger Together to deliver training to our Warehouse Managers to help raise the awareness of the issue in distribution centres further.

Purchasing Practices Focus:

Purchasing Practices: "the day-to-day decisions and actions brands and retailers take to create products and bring them to market"¹

2023 saw us focus on our own purchasing practices and the potential impact that this could have in our supply chains. We delivered two training sessions to our Procurement Team, this included problem identification, discussions around best practice, and a facilitated workshop by our partners Stronger Together.

Selfridges engaged with Better Buying Institute for the first time in 2023. Submitting a curated supplier list to Better Buying Institute, the organisation approached our suppliers directly in an assessment of Selfridges own purchasing practices, collating feedback into an anonymous report for us to review. Our headline score was 33 out of 100, against a benchmark of 48.

We found overlap in the findings from our internal sessions and supplier feedback. Our 2024 roadmap has been built to incorporate purchasing practices action points in key areas.

"Organisations are becoming increasingly aware of the unintended consequences that can arise from their own Purchasing Practices and the potential impact on suppliers and their workforce. In 2023, Stronger Together facilitated a lively and engaged session with key members of the Selfridges Procurement team to explore this subject, identify steps that could be taken to raise awareness with internal stakeholders and develop an effective action plan moving forward. It is refreshing to see this level of commitment and drive and we look forward to seeing how this work progresses in the coming months."

Pamela Zielinski, Construction Sector Programme Manager and Expert Consultant, Stronger Together

¹ As defined by Better Buying Institute

Investigating issues

Our approach to understanding and investigating potential breaches of our Ethical Trade Requirements, including modern slavery and forced labour, covers any issues related to people based on our sites and those within our supply chain located elsewhere.

Issues on our sites

Any issues including those related to on-site forced labour concerning people working for our suppliers, and whilst unlikely our own team members, could be raised via our Speak Up Helpline, the UK Modern Slavery Helpline or through our People team. If an issue were to be raised, we would follow Selfridges' Response Plan. This includes a thorough investigation, led by the circumstances of the issue, with the safety of any potential victims being paramount. It also helps us determine appropriate action needed.

Over the last year we redeveloped our Modern Slavery, Ethical Trade and Sustainability Response Plan using learnings from scenarios we ran in previous years. In addition, we developed a new Remediation Process centred around ethical trade issues, but which touches on broader sustainability topics. It is aligned with the UN Guiding Principles on Business and Human Rights and contains case study examples and explains the steps which should be taken.

Issues not on our sites

Individual issues

Individual off-site instances of modern slavery are most likely to be raised to our attention through brand or supplier due diligence or investigative journalism reports.

Our incident and crisis management process also guides our action for any potential issues raised in relation to our supply chain. We immediately contact the relevant brand or supplier. This is to understand whether or not the issue has arisen in the supply of any of our own goods and services and what steps they are taking to investigate the potential issues, to support any victims, and to remedy individual instances. Each case will be different and would require us to consider various factors to determine our level of involvement and support.

Systemic issues

Systemic issues which indicate a risk of forced labour are most likely to be raised to our attention by the investigation of individual issues or investigative journalism reports. We consider how any issues may affect the focus of our risk assessment and due diligence processes. For example, our Ethical Trade Requirements prohibit materials sourced from countries or specific regions where there exists credible information to suggest that forced or child labour are used in the production of such materials. Our self-assessment questionnaire asks for detail on provenance and processes in place to prevent the occurrence of forced labour and we follow-up on responses accordingly.

Measuring effectiveness

Embedding standards

We set out the standards we expect to be upheld in our policies, codes and requirements documents which cover a range of topics including modern slavery where relevant. Anyone who works with us can report issues of concern and potential breaches of these policies via our Speak Up Helpline, 24 hours a day, all year. We also monitor reports of potential breaches in other channels for example through media reports. Any issues which are reported to us are investigated.

Issues raised	2021-22	2022-23	2023-24
Calls to the Speak Up Helpline	23	13	12
Calls to the Speak Up Helpline relating to modern slavery	0	0	0

Proactively investigating

We proactively conduct due diligence in areas of higher risk to provide assurance that we and the brands and suppliers that we engage with are operating in line with our standards, and to direct action needed to improve practices where necessary. During the year, we revised some of the platforms we use to manage this process to review and evaluate results. As a result of this transition and an internal restructure the number of Sustainability Self-Assessment Questionnaires reviewed was lower than anticipated.

Due diligence	2021-22	2022-23	2023-24
Focus brand partners and suppliers, including those defined as higher risk according to our criteria	456	432	422
Percentage of these brand partners and suppliers which have completed a Sustainability Self-Assessment Questionnaire	64%	62%	54%

Raising awareness

We raise awareness of the issue of modern slavery, how it relates to our business, key signs to look out for and action to take through training and communications with our team members, brands and suppliers. Due to an internal restructure and delays in rolling out our updated e-learning module our completion rate is lower than we had hoped. Over the coming year we will further target the completion of this e-learning.

Training	2021-22	2022-23	2023-24
Percentage of leadership team members trained through modern slavery e-learning modules ¹	59%	70%	37%
Team members trained through Stronger Together Workshops	0	8	27

¹Figures relate to store leadership team members for 2021-22. In 2022-23 the target was expanded to include both store and non-store leadership.

Our commitments for 2024-25

Over the next year we will continue to collaborate internally and externally with experts, other organisations and forums to help us to achieve the following actions:



Our people:

To ensure our due diligence measures are effective in helping us to identify issues.

To help equip our team members with the knowledge to spot the signs of modern slavery in their work or personal lives and with information on how to report any concerns.

To further train key populations of team members who may interact with groups at higher risk of modern slavery.



Private label suppliers:

To continue to engage suppliers where we have the highest sphere of influence, in collaboration with our relevant internal departments.

To continue to refine our in-depth due diligence with this population to widen its reach and scope.

To broaden the mapping of our supply chain.

To expand our engagement and risk assessment further down the tiers of our supply chain.



Third-party brands:

To continue to find ways of working with key brands that are robust, effective and drive better practice.

To continuously improve our engagement with key brands of all sizes.



Procurement suppliers:

To conduct due diligence across suppliers where we can have the greatest sphere of influence such as our branded packaging suppliers, or which sit in higher risk sectors.

To continue to focus on our purchasing practices and the impact they have.

To raise awareness of modern slavery with workers based on our sites.

In accordance with section 54 of the Modern Slavery Act 2015, this document sets out Selfridges Retail Limited's ("Selfridges") Modern Slavery Statement for the year ended 31 January 2024.

For all comments or queries in relation to this document, please contact us at sustainability@selfridges.co.uk

Selfridges Speak Up Helpline: 0808 234 7287 / www.selfridges.ethicspoint.com
UK Modern Slavery Helpline: 0800 012 1700 / www.modernslaveryhelpline.org/report

In addition to this statement our activities are also summarised in the Selfridges Group Modern Slavery Statement.