

# MODERN SLAVERY STATEMENT

## A. Our business

This statement is made on behalf of Pan Pacific London Hotel Ltd ("PPLHL") trading as Pan Pacific London ("The Hotel") only pursuant to section 54(1) of the Modern Slavery Act 2015 and constitutes PPLHL's slavery and human trafficking statement.

Pan Pacific London Hotel Ltd is a luxury hotel in the City of London Financial District, London, United Kingdom. The Hotel is operated by Pan Pacific Hotels Group on behalf of PPLHL.

Pan Pacific Hotels Group is a wholly-owned hotel subsidiary of Singapore-listed UOL Group Ltd, one of Asia's most established hotel and property companies with an outstanding portfolio of investment and development properties.

Headquartered in Singapore, Pan Pacific Hotels Group is a luxury hotel and resort company which currently owns and/or manages close to 50 hotels, resorts and serviced suites including those under development in 29 cities across Asia Pacific, Europe and North America.

Sincerity is the hallmark of Pan Pacific Hotels Group. The Group is known to its guests, partners, associates and owners for its sincerity in people and the sense of confidence which alleviates the stresses of today's complex world.

The Hotel has over 250 employees in the UK. The Hotel is based at one site in the City of London Financial District, London, United Kingdom. The Hotel provides full hotel services including bedrooms, wellness and leisure facilities with significant food and beverage offerings. Our supply chains include purchases of food and beverages as well as operating supplies and services for all areas of our business. The majority of supply of goods and services is from UK-based companies.

## B. Our commitment

The Hotel is committed to ensuring that it conducts its business ethically and with integrity. The Hotel does not use slave labour anywhere in its own business, nor does The Hotel tolerate forced or compulsory labour or human trafficking. The Hotel is committed to ensuring that no such behaviour takes place in connection with the company. This commitment extends to The Hotel's supply chain. The Hotel's supplier relationships are based on lawful, efficient and fair practices. We expect our suppliers to obey the laws that require them to treat workers fairly and provide a safe and healthy work environment. The Hotel will not knowingly use any supplier that uses forced, prison, or indentured labour. The Hotel will only work with suppliers who comply with all laws regarding slavery and human trafficking in the countries in which the suppliers are doing business.

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## C. Our policies

We operate a number of internal policies to ensure that we are conducting business in an ethical and transparent manner. These include:

- **Anti-slavery policy.** This policy sets out the Hotel's stance on modern slavery and explains how employees can identify any instances of this and where they can go for help.
- **Recruitment policy.** We operate a robust recruitment policy, including conducting eligibility to work in the UK checks for all employees to safeguard against human trafficking or individuals being forced to work against their will.
- **Whistleblowing policy.** We operate a whistleblowing policy so that all employees know that they can raise concerns about how colleagues are being treated, or practices within our business or supply chain, without fear of reprisals.
- **Code of Business conduct.** The policy represents the commitment of Pan Pacific Hotels Group has to conduct its business lawfully and ethically to the highest standards reasonably possible.

## D. Supply Chain

Our supply chain activities can be split into two broad categories – support and hotel supply chains.

- Support chains cover procurement for our support functions and are mainly focussed on items such as technology and professional services, all of which are purchased through both global and UK based suppliers of goods and services.
- Supply chains cover procurement for all items required for running a hotel and cover a wide range of items including food, linens, cleaning supplies and furniture. This procurement happens both at the local hotel level and, for some locations, via centralised purchasing arrangements that are available to our hotels. Our parent company will also have supply chains at different stages of their hotel's life-cycle, for instance at the construction stage for new build hotels or modifications to current hotels within the group.

PPLHL operates a supplier policy and maintains a preferred supplier list. We will always where possible conduct due diligence checks on these suppliers. Where our procurement process has been outsourced to a procurement broker, we will always expect them to have completed the same acts of due diligence on our behalf. Our anti-slavery policy forms part of our contract with all suppliers and they are required to confirm that no part of their business operations contradicts this policy.

In addition to the above, as part of our contract with suppliers, we require that they confirm to us that:

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- They have taken steps to eradicate modern slavery within their business
- They hold their own suppliers to account over modern slavery
- They pay their employees at least the national minimum wage / national living wage
- We may terminate the contract at any time should any instances of modern slavery come to light

## E. Training

We regularly conduct training for our management teams and operational teams so that they understand the signs of modern slavery and what to do if they suspect that it is taking place within our supply chain along with modern slavery being covered within the company e-learning for relevant employees to protect our direct employees.

The Hotel encourages anyone with information regarding modern slavery or human trafficking taking place at the company or anywhere in its supply chain to refer to the Whistleblowing Policy.

## F. Our Performance Indicators

We will know the effectiveness of the steps that we are taking to ensure that slavery and/or human trafficking is not taking place within our business or supply chain if:

No reports are received from employees, the public, or law enforcement agencies to indicate that modern slavery practices have been identified.



Neo Soon Hup  
Chief Operating Officer  
Pan Pacific London Hotel Ltd