



Modern Slavery Statement 2026

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Slavery, servitude, forced labour, human trafficking and modern slavery are issues of increasing global concern, affecting regions and economies. Modern Slavery is fundamentally unacceptable within our business and supply chains and is an important element in our overall approach to business and human rights.

This is our eleventh statement on Modern Slavery and Human Trafficking and is made in accordance with Section 54(6) of the Modern Slavery Act 2015 and covers AO World PLC and its UK (United Kingdom) incorporated subsidiaries which includes AO Retail Limited, AO Recycling Limited, Expert Logistics Limited, Elekdirect Limited, AO Mobile Limited, Electrical Appliance Outlet Limited, Affordable Mobiles Limited and musicMagpie Ltd. The Modern Slavery statement is for the financial year ended 31 March 2026. The statement applies to all subsidiaries regardless of size. The statement sets out the steps taken, and those which AO intends to take in the future to prevent modern slavery and human trafficking in our supply chains or in any part of our business.



Introduction

The UK Modern Slavery Act 2015 (the 'Act') requires businesses to state the actions they have taken during the financial year to ensure modern slavery is not taking place in their operations and supply chains.

At AO World PLC ("AO") we are fully committed and support the government's objectives to eradicate modern slavery and human trafficking.

We believe that our trade with suppliers across the countries we source from should have a positive impact, creating jobs and opportunities for people in the UK. Since we published our first statement in 2016, we have gained greater insight into risk and trends relating to modern slavery, which has enabled us to strengthen our approach.



Our Business

We are a leading online retailer, selling electricals in the UK, and delivering them with amazing service via our in-house logistics infrastructure. Head Quartered in Bolton, the Group consists of the listed holding company AO World PLC and a number of subsidiaries.

Via our state-of-the-art recycling facility, we are also able to carry out the recycling of waste appliances in the UK. We have our own logistics company which allows us to deliver from our own warehouses and outbases. We also provide ancillary services such as the installation of new and collection of old products and offer product protection plans and customer finance. For further details on the structure of our business and our sustainability work please see the latest annual report available at www.ao-world.com

**£1,260m
Group
Revenue**

**c.2,800
employees**

**Over 9,500
different
products**

**Over
13 million
customers**

Our Structure & Our Supply Chains

Our business structure has a range of expertise and services which includes retail, recycling, logistics through to financial services and B2B. We understand that each of these streams can have complex supply chains.

AO's supply chain network covers Goods for Resale (i.e., electrical products) that we sell online, and Goods Not for Resale (GNFR) suppliers which include logistics, distribution companies, service providers, contractors, and labour providers at all levels of the supply chain (collectively referred to as 'suppliers') in our day-to-day operations.

The electrical products we sell on our markets are generally purchased from local subsidiaries of larger global organisations in those markets. These relationships are managed by dedicated teams.



Governance and Commitment

AO recognises the importance of, and is committed to, high standards of Corporate Governance, aligned with the needs of the Company and the interests of all the stakeholders. The Modern Slavery and human rights agenda sits with the Legal department who work with the Audit & Risk department to monitor ESG risks. The AO Board has collective responsibility for managing ESG risks including the approach to Modern Slavery.

The Risk Management Committee meet twice per year to discuss changes to the risk profile and also maintain engagement with senior leadership throughout the year. The Risk Management Committee plays a key role in monitoring and evaluating the compliance and risk management processes, providing independent oversight of our external audit and internal control programmes which includes Modern Slavery and ensures the Board are kept informed.

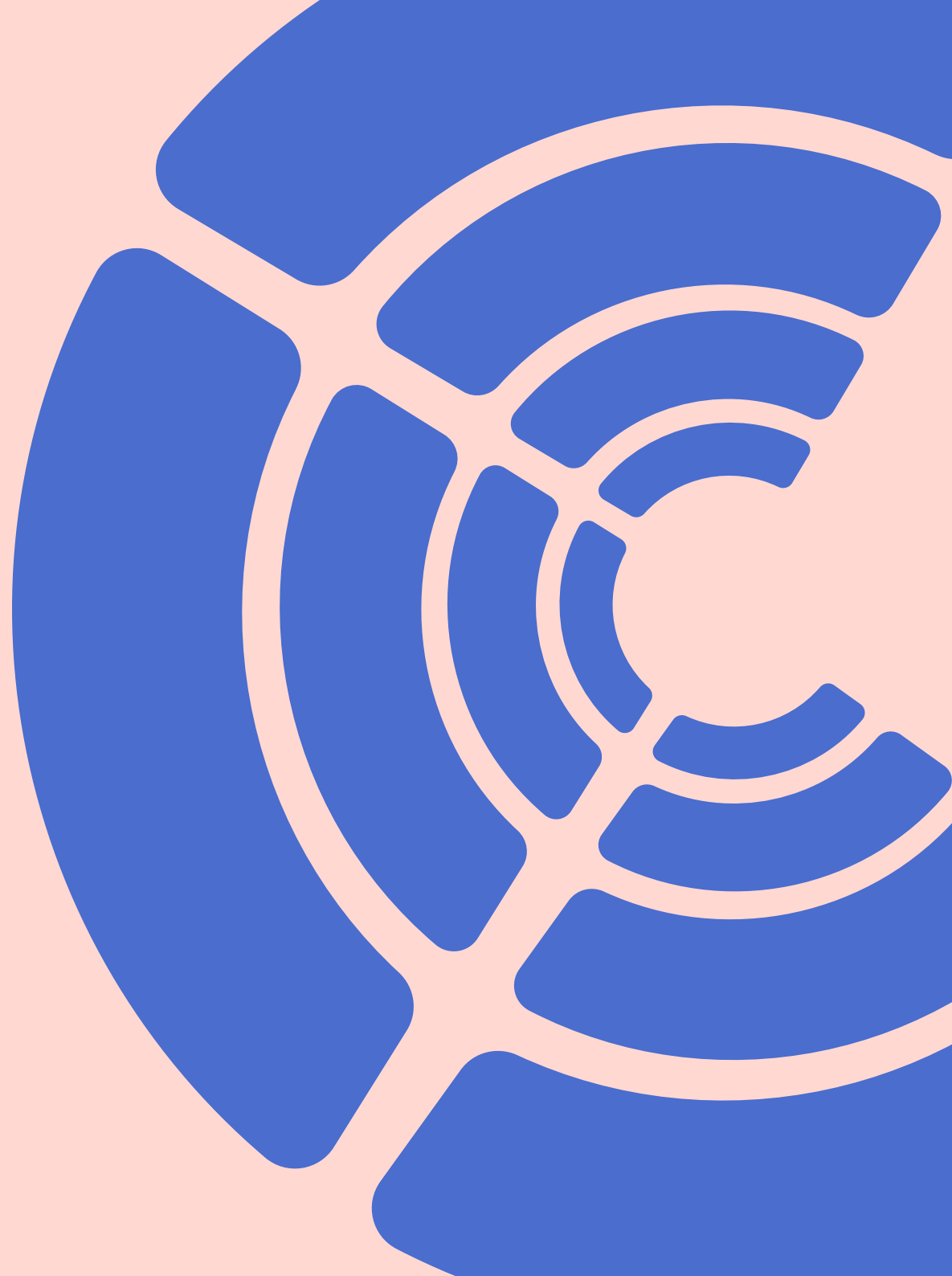
We operate a working group to reinforce the culture of doing the right thing and making appropriate checks, having regard to the risk of modern slavery in the geographical areas and sectors in which we operate. This group includes representatives from our Legal, Audit & Risk, Procurement, HR, Trading, Facilities, Logistics, Recycling, Fleet and Tech departments. With this range of representation, the group has insight into AO's own workforce and its supplier base. The group plays a role in identifying, understanding and prioritising current and future risks.

Organisational Policies and Raising Concerns

AO respects international principles of Human Rights, including the United Nations Declaration of Human Rights, United Nations Guiding Principles and those principles contained within the Modern Slavery Act 2015. We have a number of policies that exist, with ownership at Board level, with the aim to protect the employee welfare and basic human rights within our business and our supply chains. The policies reflect our commitment to acting ethically and with integrity in all our business relationships, helping to ensure that slavery and human trafficking is not taking place anywhere in our business. We expect all those in our supply chains to comply with this approach. Key policies include:

- AO Modern Slavery Policy
- AO Supplier Code of Conduct
- Anti-Bribery Policy
- Whistleblowing Policy
- Procurement Policy

We take any breach of our policies or allegations of labour abuse extremely seriously. We provide an independent and confidential whistleblowing hotline that enables our colleagues, suppliers, and their staff to raise concerns.



Salient Risks

Salient risks are human rights issues that have the potential for severe negative impact through the Group's activities or business relationships. AO currently tracks these risks through the Risk Management Committee who maintain a business risk register for each business unit and which includes legal, supply chain and people risks. Salient risks monitored through the risk register include people wellbeing, trade union representation and work council recognition. The legal risk register highlights the risk of Modern Slavery and ethics in the Logistics & Procurement functions.



Due Diligence

Our Procurement Policy ensures that robust due diligence checks (based on risk category) are done before suppliers are onboarded. Prospective suppliers must have appropriate policies (including modern slavery policies) or otherwise commit to conform to our own policies prior to entering into agreements. The procuring teams also identify whether any licences are relevant (for example, gangmaster licences) and make these checks accordingly. This enables us to assess areas of potential risk within the supply chains and aims to ensure that manufacturers, suppliers, or service providers have their own clearly defined ethical working practices including suitable anti-slavery and human trafficking policies and processes within their businesses. This includes confirmation that they comply with the requirements of the Modern Slavery Act 2015. Where any red flags are identified further discussions will take place with these suppliers and we have established criteria for higher risk suppliers where deeper due diligence will be required.

We also have a Supplier Code of Conduct which includes clear requirements on Modern Slavery. All levels of supplier are asked to sign our Code of Conduct or provide evidence of their own equivalent arrangements.

The Code of Conduct states that AO reserves the right to check compliance, for example through self-assessments and audits which may be carried out by AO or through a third party. We will continue to assess any instances of non-compliance on a case-by-case basis and tailor any remedial action appropriately. In case a breach is identified, the supplier will be required to create an incident report and present a corrective action plan.

We continue to review existing suppliers and, where appropriate, repeat compliance checks.



Training

We deliver compressed training, focused on spotting warning signs, to 1,100+ operational colleagues in Logistics and Recycling. We also deliver more detailed training to a further 400+ senior colleagues across all departments, intended to instil a thorough understanding of the issues in the management population and ensure AO's intended approach is disseminated throughout the business. This in-depth training has been reviewed during the year. We also continue to operate a vulnerable customer elearning tool for the contact centre.

Agency Worker Controls

Where the needs of the business require us to use agency workers, we continue to liaise with our agency partners to conduct identity and right-to-work checks done at the point the worker is engaged by our site. This includes the use of technology where appropriate.

Monitoring and Evaluation

We have procedures in place to monitor and evaluate our approach to Modern Slavery. For example, we track completion rates of training, with monthly meetings between our Learning & Development team and senior managers to address any issues. We also keep activity on our whistleblowing hotline under constant review (taking action to investigate any issues raised) and the Audit Committee of the Board annually review the effectiveness of our whistleblowing procedures.

Forward looking objectives

During the next 12 months we will continue to strengthen our approach to managing the risk of Modern Slavery within our business and our supply chains. We will act and address immediately any concerns that are identified. Last year, we identified three areas of focus, and these are shown below along with a summary of our performance in each area:

- **Continue to raise awareness of Modern Slavery and human rights among our own employees and our supply chain:** we continue to monitor completion rates for our modern slavery awareness training. Our working group continues to assess compliance and share best practice across the business.
- **Continue to monitor new and existing suppliers:** we have conducted robust due diligence checks on all new suppliers during onboarding and continue to monitor our existing supplier network.
- **Strengthen controls around the delivery workforce:** robust identity checks and stringent audits are in place.

This year, we will look to address the following areas of focus:

- Review and, where appropriate, broaden our right to work checks, including improving systems for collecting and storing evidence of checks; and
- Introduce a new mandatory Procurement training course to increase awareness.

The statement has been approved by the AO World plc Board of Directors who will review and update it on an annual basis.

Geoff Cooper
Chairman
AO World plc

24 September 2026