Modern Slavery Statement

November 2024

youi

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Statement from our CEO

Youi is committed to respecting human rights and protecting people against modern slavery in Australia and our supply chain further abroad. Our vision is to be one of the most trusted insurer in Australia, not just for our customers, but for our people, our suppliers and community more broadly.

Throughout the year we have strengthened our understanding of modern slavery risks and how we could be causing, contributing to, or be directly linked to modern slavery practices, and at the same time increased awareness and learning across our teams through in-house education and training programs.

I’m pleased to endorse Youi’s fourth Modern Slavery Statement that reports on the period from July 2023 to June 2024. This Statement outlines the steps and actions we have taken to assess and address modern slavery risks this past financial year, recognising there is still much more to do.

Our Modern Slavery program for FY25 will build on our foundational understanding developed so far, increase our engagement directly across our supply chain to reduce identified risks and support our supply network to gain a better understanding of their human rights and modern slavery obligations.

Together with our Board and senior leadership team, I remain committed to further develop our maturity and approach to managing modern slavery risk.

Nathaniel Simpson
Chief Executive Officer, Youi Pty Ltd

Introduction

Youi's Board and Executive remain committed to complying with the Commonwealth Modern Slavery Act 2018, as well as to undertaking the roles, responsibilities and accountabilities outlined in the legislation. This statement, pursuant to the Act, sets out the actions taken by Youi to address modern slavery in our operations and supply chain from 1 July 2023 to 30 June 2024.

In FY24, Youi continued the program of work to mitigate the risk of modern slavery in our operations and supply chain which are outlined through addressing the reporting criteria 1 – 5 within this statement.

About us

Youi Pty Ltd is an Australian registered company and is a wholly owned subsidiary of Youi Holdings Pty Ltd, a subsidiary of OUTsurance International Holdings Pty Ltd, which is part of the OUTsurance Group.

Youi employs approximately 1,950 people in Australia and is a registered general insurance company which underwrites its own policies. Our products currently include Vehicle (Car, Motorcycle), Home (Buildings and Contents), Personal and Domestic Property (Caravan, Trailer & Watercraft), Small Business Insurance, and Compulsory Third Party Insurance in New South Wales and South Australia.

We are regulated by the Australian Prudential Regulation Authority (APRA) and Australian Securities and Investment Commission (ASIC), a member of Insurance Council of Australia (ICA), a member of the Australian Financial Complaints Authority (AFCA), and a signatory to the General Insurance Code of Practice.

Our position on Modern Slavery

Youi recognises that we have an important role to play in human rights and modern slavery both in Australia and globally. We oppose any form of modern slavery and are committed to the belief that every human life is valuable and should be respected as such.

Human is one of our core values:

> **We believe that being Human guides our approach. We respect each other, embrace diversity, and stand together. We are part of something great and we look after each other and our partners. We are a strong and united team. We relentlessly pursue avenues to be better together.**

Youi promotes our beliefs and values through our supply chain and contractual arrangements, seeking to ensure our suppliers are aligned with these values. We respect the human rights of our employees, customers, suppliers, and business partners.

Our workplace

Youi's direct workforce is largely located onshore in Australia. We believe that our people are what makes us unique evidenced through our commitment to treating all customers and employees with dignity and respect. Youi is proud to be a safe and inclusive workplace with a diverse workforce. We are committed to ensuring our employment conditions meet at least the minimum wage, provide appropriate hours of work and leave provisions, and foster the ability to sustain the health, safety and wellbeing of our employees, contractors, and visitors. We comply with relevant local and national laws, community expectations, as well as ethical standards related to human rights and modern slavery in respect to our employees, our customers, and our business operations.

Through our Speak Up program, which is enabled by an external service provider, we are committed to fostering a culture that encourages employees to speak up on any matters that concern them.

Our supply chain

Youi has a diverse supply chain of over 1100 Suppliers of which 98% are based in Australia. We are committed to maintaining a sustainable and responsible supply chain and seek to undertake business with suppliers and contractors who share Youi's Values, and who are environmentally and socially responsible.

Youi's procurement policies and frameworks provide the governance and guidance for procurement activities to ensure due diligence checks are performed underpinned with social and environmental requirements.

Youi sources its supply through different approaches depending on the risk, complexity and value with different forms of contracts used. Youi's contract documentation requires suppliers to adhere to its terms and conditions, which reference environmental and modern slavery clauses. Additionally, suppliers are required to adhere to Youi's Service Provider Code of Conduct which outlines Youi's requirement of all suppliers to respect human rights and to provide safe workplaces for their employees.

Youi is committed to the responsible engagement of suppliers ultimately ensuring their ability to provide and maintain high-quality products and services. We expect our suppliers to apply our Service Provider Code of Conduct throughout their own supply chain and to share our Values, adhering to the same principles. These include:

Comply with relevant local, national and international laws, community expectations and ethical standards related to human rights and modern slavery

Understand the risks of modern slavery that may arise in operations or supply chain, taking reasonable steps to mitigate these risks

The below information provides a snapshot of Youi's business and procurement activities:

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Suppliers engaged in FY24

$736 million

Total addressable spend in FY24

$1.7 billion

Annual consolidated entity revenue

Youi procures goods and services from both domestic and international supply chains with an addressable procurement spend of approximately $736 million across two procurement categories (Claims and Corporate) and 8 broad procurement sub-categories.

Our supply chain (cont.)

Globally identified industry high-risk areas within our supply chain include:

- Travel & accommodation
- Building & facilities services
- Cleaning & laundry services
- Clothing, textiles & apparel
- Construction
- Electronics
- Finance & insurance
- Food & beverage services
- Manufacturing
- Stationery supplies
- Transportation

Category spend in FY24

The Claims Procurement category accounts for 43.3% of the total spend, and includes three sub-categories – Motor Claims, Home Claims, and National Supply & Shared Services.

Our largest Corporate Procurement sub-categories include Insurance, Marketing, and Information Technology Services.

Combining these four groups (Claims, Insurance, Marketing, and Information Technology Services) equates to 91.2% of the total addressable spend.

Our supply chain (cont.)

What we buy

Corporate Procurement		
Facilities Management	• Furniture, fixtures and equipment • Equipment hire • Facilities supplies • Landscaping supplies • Fire and safety supplies • Health and safety • Pest control • Airconditioning and heating • Equipment • Signage • Waste management	• Hardware supplies • Painting services • Plumbing services • Electrical services • Fire safety services • Locksmith services • Window and door services • Lift services • Water treatment services • Cleaning and domestic duties • Electricity
Information Technology Services	• Software • Hardware	• Telecommunications • Service support
Marketing	• Advertising and promotions • Broadcasting services	• Production services • Media and publishing
Hospitality	• Beverages • Catering services and supplies • Food	• Food services and consumables • Linen • Laundry services
Business Services	• Administration expenses • Audit fees • Business expenses • Fleet • Freight and courier • Insurance • Interpreter services • External legal services • Subscriptions and memberships • Office equipment	• Stationery supplies • Printing • Recruitment • Consultants • Training and education • Travel and accommodation • Clothing, textiles and apparel • Postage • Taxi • HR Services

Our supply chain (cont.)

What we buy (cont.)

Claims Procurement		
Motor Claims	• Panel beater services • Towing services • Mechanical services • External vehicle investigations	• Taxi services • Roadside assistance • Salvage car services • Car hire
Home Claims	• Appliances and whitegoods • Building services • Plumbing services • Electrical services • Restoration services	• Bicycles • Doors and Windows services • Floor covering services • Consumer Goods • Tree services
National Supply & Shared Services	• Debt factoring • Dispute resolution • Recovery agents	• Tracing agents • Hazard Specialist • Emergency roadside assistance

Modern slavery risks

Youi is committed to ensuring our procurement practices are transparent, fair and responsible, recognising that instances of modern slavery are often complex and hidden.

Our operations

Throughout FY24, Youi has matured our understanding of modern slavery risks and how we could cause, contribute to, or be directly linked to modern slavery practices:

Cause modern slavery through our own operations

Contribute to modern slavery through acts or omissions that may facilitate or incentivise modern slavery

Be directly linked to modern slavery through business relationships with an entity that facilitates modern slavery in their operations

Our people

With more than 2,200 employees across the globe, Youi has policies and frameworks in place which contribute to fostering a safe and fair work environment for all.

Demonstrating a strong commitment to combating modern slavery, Youi continues to monitor and report on training and awareness. During FY24, 2,247 personnel globally (including call centre staff in South Africa) completed online modern slavery training bringing the total number of those trained to 99%, including all Executive members.

Our supply chain

Based on Youi's analysis of its categories, $345 million of procurement spend has been identified as potentially high-risk, $222 million of spend identified as medium-risk, and $169 million identified as low-risk.

Insurance and claims related providers

Youi engages with a large home and motor repair network, that provide materials, labour and services to repair customers vehicles, homes and other insured items. These repairers engage with and source from jurisdictions and manufacturers that are typically considered at medium-risk (motor) and high-risk (construction) of modern slavery activity.

Youi mitigates risk across the claims repair network in the following ways:

- The contracting and onboarding process with suppliers sets out clear expectations in relation to modern slavery
- The Service Provider Code of Conduct specifies that our service providers must understand the risks of modern slavery that may arise in their operations and supply chain, taking reasonable steps to mitigate these risks
- Modern slavery risk assessment questionnaires are requested from suppliers that are considered from these medium and high-risk industries

Outsourcing to third-party suppliers

Youi acknowledges that Outsourcing services may add modern slavery risk to its business model, as the reliance on the outsourced entity adds complexity to the operational process and can reduce visibility of the physical workplace and operations.

Youi mitigates these risks in the following ways:

- Contractual obligations between parties must ensure that no bonded, forced, or involuntary labour, child labour, human trafficking or other forms of slavery is employed in the delivery of their products or services to Youi and our customers.
- In addition to requested modern slavery assessment questionnaires, annual risk assessments are completed on the outsourced service providers and operations to ensure services are maintained within Youi's risk appetite and supplier obligations are met.

Labour hire – contractors, subcontractors, consultants and professional services

Youi acknowledges that the use of short-term, adhoc or contingent workers may be considered a high-risk labour model and give rise to heightened modern slavery risk as a result of utilising these services.

Youi mitigates these risks in the following ways:

- All contractors, subcontractors, consultants and professional services are required to be on contract, either directly with Youi or through their contracted company
- Where contracted direct with Youi, their contract terms allow for fair work, remuneration and entitlements as if they were an employee, set out based on the term of their agreement
- Where contracted through a Third-Party provider, the Third-Party must comply with Youi's Service Provider Code of Conduct

Electronics and technology

The electronics industry supply chain is known to have complex global supply chains and direct connections to high-risk industries like mineral sourcing, metal refining, and electronics manufacturing. The sourcing of tin, tantalum, tungsten and gold (called 3TG minerals) are commonly used in all electronic devices and are often sourced and refined in locations with weak labour law enforcement by vulnerable populations. Youi acknowledges that electronic devices and technology are core to our business and the contribution to modern slavery risks.

Youi mitigates these risks in the following ways:

- Contractual obligations between parties must ensure that no bonded, forced, or involuntary labour, child labour, human trafficking or other forms of slavery is employed in the delivery of their products or services to Youi and our customers
- Modern slavery risk assessment questionnaires are requested from suppliers that are from these high-risk industries
- Provide education and training to all Youi employees to ensure awareness of modern slavery risks when engaging suppliers

Actions taken to assess and address risk

Youi's approach to assessing and addressing risk has included the following:

- Modern slavery training and awareness is mandatory for all Youi employees and new starters
- Policies and procedures in place to support a fair and safe working environment for our staff and suppliers, including a Whistle-Blower Policy.
- Procurement policies and procedures updated to include environmental and sustainability considerations.
- Tender, contract documents, and the Service Provider Code of Conduct updated to include modern slavery requirements/clauses.
- Completed an in-depth supplier taxonomy to understand Youi's supply chain.
- Identified suppliers within the high, medium, and low risk modern slavery categories.
- During FY24, Youi reissued the Modern Slavery Questionnaire (MSQ) to all suppliers that had previously completed one greater than two years prior.
- All new suppliers at Youi are requested to complete the MSQ.

Assessing the effectiveness of these actions

Due to the complex nature of supply chains across our business, Youi's supplier agreements require that our suppliers adhere to all applicable laws, including those related to slavery and human trafficking. Our suppliers are expected to ensure that all employees and contractors are legally entitled to work, and that they are engaged in accordance with relevant legislation, awards, and conditions. They are to ensure that no bonded, forced, or involuntary labour, child labour, human trafficking or other forms of slavery is employed in the delivery of their products or services to Youi and our customers.

During FY24, Youi continued to develop the assessment and due diligence tools within its modern slavery risk assessment portal. A project is currently underway to significantly increase the number of monitored suppliers in FY25, particularly those categorised in high-risk industries.

Corporate policies

Youi's Board and its Executive team promote the values of the business and strong corporate governance so that our decisions and actions are based on transparency, integrity, responsibility, and performance, which promotes the long-term sustainability and ongoing success of our business.

Youi has policies in key human rights areas which include:

- Anti-discrimination and Harassment Policy
- Code of Conduct
- Conflict of interest Policy
- Diversity, Equity and Inclusion Policy
- Family and Domestic Violence Policy
- Outsourcing Policy
- Privacy Policy
- Procurement Policy
- Remuneration Policy
- Security Vulnerability Disclosure Policy
- Service Provider Code of Conduct
- Service Provider Management Policy
- Whistle-blower Policy
- Workplace Health and Safety Policy

All policies are available to all employees and published on our Intranet. Training on these policies is a requirement when joining Youi and repeated on a periodic basis by all employees to maintain their risk and compliance obligations.

Due diligence and governance

Youi recognises effective risk management and good governance are essential to achieving Youi's commitment to improving the selection and management of our supply chain. The Service Provider Due Diligence Framework includes risk-based criteria for suppliers ensuring that we have considered the sensitivity and criticality of each engagement and undertaken the appropriate due diligence processes for the appointment of new suppliers.

Formal governance oversight across Youi is undertaken by the Risk Committee and through the Executive leadership team. Youi's Modern Slavery Statement is reviewed by a number of key committees and the Youi Board, ensuring awareness and accountability across the Group.

Youi continues to review and improve how we receive and respond to modern slavery concerns. Youi's Service Provider Due Diligence Framework outlines Youi's process for modern slavery risk identification and escalation in the event that a supplier is considered high risk and the process for any appropriate action or remediation to be taken. This process is governed by Youi's Executive led, Third-Party Governance Forum.

Consultation and approval

Youi consults the relevant companies we own or control in the development of this statement. Each entity is committed to mitigating modern slavery risks.

This Modern Slavery Statement was approved by the board of Youi Pty Ltd in their capacity as principal governing body of Youi Pty Ltd on 14 November 2024.

This Modern Slavery Statement is signed by Nathaniel Simpson in his role as Chief Executive Officer of Youi Pty Ltd on 14 November 2024.

Additional information

Commitment outcomes of FY24

Throughout FY24, Youi progressed on our commitments made in the FY23 Modern Slavery Statement:

Commitment	Update
Undertaking biennial reviews of modern slavery assessments with existing Third-Party suppliers to measure any changes to potential risks.	Reissued modern slavery questionnaires to all suppliers with greater than 2-years since completion.
Closely working with our suppliers to progress any remaining modern slavery questionnaires, with a particular focus on those identified as high risk	All suppliers have been categorised and benchmarked against the 'walk-free' global modern slavery index. Actively worked with suppliers to progress outstanding modern slavery questionnaires. Simplified the modern slavery questionnaire to promote greater supplier response rate.
Continuing to identify any due diligence gaps or areas of risk and developing action plans and opportunities for improvement	Identified supplier due diligence gaps and areas of risk across Youi's supply chain and commenced work on engagement strategies.
Joining the ICA, Industry level, modern slavery working group to complement Youi's existing modern slavery stakeholder discussions and for our internal teams focused on modern slavery risk.	Became a member of the Insurance Council of Australia's Modern Slavery Working Group, actively participating in quarterly meetings, and maturing modern slavery and human rights understanding across the industry cohort.

FY25 and beyond

Youi is continuously reviewing our approach to assessing and addressing modern slavery risks within our supply chain to minimise the risk to **humans**. To further develop our maturity with our approach, Youi commits to the following:

- Enhance the modern slavery questionnaire with Ethixbase360 to improve supplier response rates so as to further effectively assess and address Youi's supply chain risks
- Strengthen modern slavery clauses in renewing contracts with home and motor claims repairers in Australia
- Include modern slavery as a risk within Youi's risk management system with reporting provided to Executive and Board members
- Enhance engagement with suppliers to improve visibility and monitoring of modern slavery risks within our supply chain
- Continue to collaborate on the Insurance Council of Australia's Modern Slavery Working Group contributing to an industry approach on reducing modern slavery risks

Nathaniel Simpson

Chief Executive Officer
Youi Pty Ltd