



Modern Slavery Act – Transparency Statement

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The Statement

This statement is made in accordance with section 54 of the Modern Slavery Act 2015 and shows our strong commitment to respecting human rights, including the identification and elimination of modern slavery and human trafficking in our business and supply chain. We understand the complexity and the impact of Modern Slavery and endorse the transparency that the Modern Slavery Act encourages.

This statement covers zooplus AG as well as all our subsidiaries in Germany and abroad (altogether hereinafter “Group”), in particular MATINA GmbH, bitiba GmbH and zooplus services ltd.

Our Business

zooplus AG is a company of German law with its place of business and registered office located in Germany. Founded in 1999, zooplus is the leading online retailer for pet supplies in Europe. The company sells products for all major pet types. These products include, in particular, animal feed (dry and wet food, feed supplements) as well as accessories (such as scratching posts, dog baskets or toys) in all price categories. In addition to the large selection and the option of fast free delivery, zooplus customers also benefit from wide access to interactive content and community offers. The zooplus business model has been successfully introduced in 30 European countries making zooplus the only truly pan-European online retailer of pet supplies.

Our Supply Chain

zooplus sources all key products directly from the respective manufacturers. Procurement is carried out internationally drawing on more than 200 suppliers, who are primarily based in Europe. Additionally zooplus sources from selected manufacturers in Asia and Canada. zooplus has an internationally organized purchasing department, as well as a wide product range with a total of approx. 8,000 food and accessory items for dogs, cats, small animals, birds, fish and horses. This wide range of brands and products includes everyday staples such as recognized brands of pet food augmented by the company’s private label and specialty articles such as care products, litter, toys and other accessories. Branded food and related accessories are focused on dogs and cats because they represent the two largest pet populations. In addition to procuring products, we also procure IT equipment, office supplies, office cleaning, office catering and other items for our own use. The particular risk areas in our supply chain are less likely to be our immediate suppliers, but the production of intermediate meat and fish products in Southeast Asia, as well as components sourced from the paper and cardboard, textile and electronics industries.

Our Supplier Code of Conduct

We require all suppliers to comply with our ethical, moral and social values and principles in our Supplier Code of Conduct or to make an equivalent statement. This is part of our standard procurement process. Our Supplier Code of Conduct sets out our expectations and requirements that all our suppliers must comply with. It includes requirements that suppliers respect human rights, tackle labour violations and ensure legal compliance. It also includes specific reference to the Modern Slavery Act 2015. The Supplier Code of Conduct requires that suppliers ensure their affiliated organizations, such as their own suppliers, factories and authorized subcontractors also uphold the same requirements. We reserve the right not to do business with suppliers that do not share and demonstrate our values and principles and our strong commitment in respecting human rights.

Our CSR Report

As our business is also influenced by a large number of non-financial factors, we welcome the European Directive 2014/95/EUR on "Disclosure of Non-Financial and Diversity Information by Certain Large Undertakings and Groups" as an important step toward greater involvement of the issues of sustainability and Corporate Social Responsibility (CSR) in group reporting and control. One key topic of the zooplus CSR report is about social standards and our responsibility to respect human rights along our entire value chain.

Our Audits

We regularly review the execution and operational effectiveness of our Group's policies and control of compliance with the Modern Slavery Act.

Evaluating social standards in high risk countries is a natural component of our due diligence and clearance process for new business partners, dependent on their country specific risk exposure. With regard to our existing suppliers, we expanded our social audit activities this financial year following a risk-based approach. For the majority of non-EU suppliers

- either onsite audits were conducted by our partner, a recognized international inspection and certification company
- or CSR audit reports from a recognized organization (like e.g. amfori BSCI) were requested from the suppliers and have been validated by an independent certification company in Germany.

Our Internal Training

As the success of the business largely depends on the knowledge and performance of zooplus' employees we pay serious attention to a continuous training program. Whilst this is particularly important for the procurement departments, we train all employees immediately after joining zooplus to raise awareness of our ethical, moral and social values and principles. We are planning to set up and roll out a new Compliance Curriculum in 2021, which will put even more focus on CSR topics, especially on human rights and modern slavery. As no single business can tackle this challenge, we are willing to

conduct an open and transparent dialogue with our key business partners. We will encourage our employees to take a proactive approach in identifying risk areas.

This statement was approved by the Management Board of zooplus AG at its board meeting on 4th of May 2021 and the information in this statement is accurate as at that date. This statement covers the financial year ending 31st of December 2020.

Dr. Mischa Ritter

Member of the Management Board (COO)

A handwritten signature in black ink, appearing to read 'M. Ritter', with a long, sweeping horizontal stroke extending to the right.

Munich, 04.05.2021