

# Pillow Talk



## MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT

This statement covers the activities of Pillow Talk Pty  
Ltd ABN: 69 010 861 711.

It demonstrates Pillow Talk's commitment to understand and implement actions to minimise the risk of modern slavery and human trafficking in its operations and supply chain.

# Reporting Entity

Pillow Talk is a wholly Australian owned omni-channel retailer, whose core values are integrity, design and quality, expert knowledge and conscious practice. Specialising in home furnishings and home decoration products with 72 retail stores across Australia, and an eCommerce channel, allowing customers to click and collect or have their products home delivered. The company has a workforce of approximately 1200 employees engaged under Award agreements or contracts.



In addition to product ranges for its retail stores and online business, Pillow Talk sources a variety of goods, services, and consumables via external suppliers, ranging from stationary, IT and managed services, uniforms, and packaging from both domestic and international suppliers. The company operates out of distribution centres and administration support offices located in Brisbane, Queensland. Product and stock are sourced from a range of domestic and international suppliers.



Pillow Talk understands the importance of its people, customers and suppliers and strives to ensure that it creates a workplace culture and supply chain that is reflective of this and is dedicated to conducting its business in a responsible and ethical way.



72 Retail Stores



1200 Employees





## OUR CORE VALUES



### Integrity

We give you the comfort of knowing that our brand is based on truth, honesty and integrity. We don't mark up our prices to mark them down. We firmly stand behind our products so that you can be confident that they are true to label.



### Design and quality

We give you the comfort of knowing that we have travelled the world to find the best materials, the latest techniques and the current trends. Regardless of price point we back each of our products as being the best they can be.



### Expert knowledge

We give you the comfort of knowing that we have over 40 years experience and a passion for innovation. This means you get advice and service from our extremely knowledgeable team, who have the foundation of expertise combined with the latest advances, to ensure you leave with the product that is right for you.



### Consciousness

We give you the comfort of knowing that you are purchasing responsibly. We make regular site visits and undertake independent ethical audits to ensure our suppliers are providing safe, clean and fair working conditions for their people.

Pillow Talk prides itself on turning houses into homes, and rooms into sanctuaries, filled with homewares, bed linen and bedding carefully designed and selected by our team of in-house comfort experts. For over 40 years we have travelled locally and abroad to find quality materials, exceptional fibres and the latest styles. We believe that no matter where you live in Australia, we will have your comfort covered, for this is what we strive for as "the comfort experts"



# Risks of Modern Slavery

Modern slavery is a serious human rights violation that affects millions of people around the world. It can take many forms, such as forced labor, debt bondage, human trafficking, child labor, and forced marriage.

Supply chains can also be vulnerable to modern slavery risks, given the complex nature, especially when they operate in countries or sectors with weak governance, low transparency, or high poverty.

Pillow Talk is committed to taking all reasonable steps to minimize the risk of contributing to modern slavery within its direct operations and throughout its supply chain. It recognises the potential challenges posed by its diverse and global sources of goods, particularly within its international supply chain. Given the elevated risk associated with suppliers in certain regions or industries, or where suppliers may subcontract work or product sourcing to third parties, the company will implement appropriate risk assessment measures for these suppliers

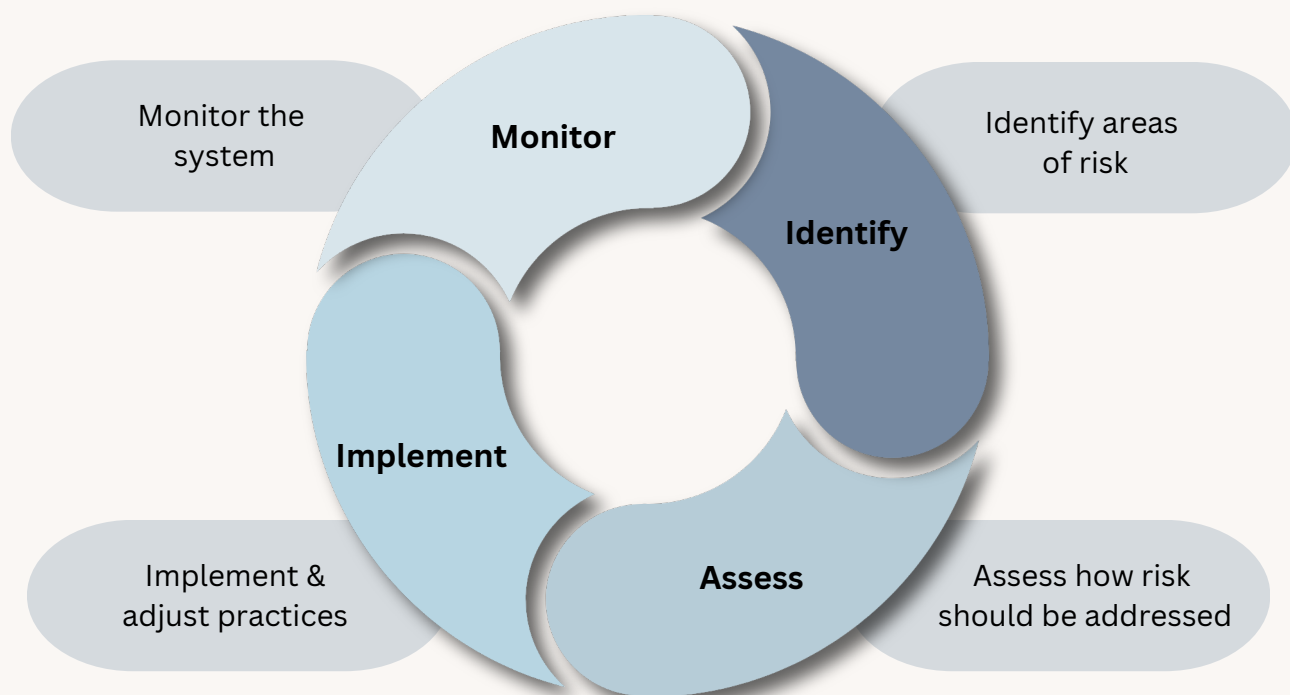


When assessing risk factors, the company considers industries which may have a higher indication of risk (such as international textiles and manufacturing industries), and supplier locations where modern slavery is potentially more apparent. Pillow Talk utilises information from a wide range of resources including The United Nations, Walk Free Foundation's Global Slavery Index, and information available through industry associations, governments, and suppliers.







By considering these factors the business can identify and prioritise the areas of our supply chain that pose the highest risk of modern slavery and therefore take appropriate actions to mitigate, reduce or eliminate these risks.







Further to the above, the following risk factors are taken into consideration when assessing our supply chain:

 <p>Geographic location of suppliers</p>	 <p>Level of risk associated with the type of goods manufactured by suppliers</p>	 <p>Type of service provided by suppliers (for service rather than product-based suppliers)</p>
 <p>Workforce of suppliers</p>	 <p>Location of materials sourced by suppliers (if different to supplier location)</p>	 <p>The nature &amp; complexity of our supply chain</p>



## Section 2

Pillow Talk sources and manufactures the majority of our products and services from the following countries: China, India, Vietnam, Turkey, Indonesia, and Australia.

Throughout 2024, our dedicated teams embarked on numerous visits to suppliers, factories, and mills. These visits not only strengthen our existing relationships with our suppliers but also provide us with an opportunity to see their factories and mills in person.

Additionally, our teams attended several trade and trend fairs, which provide valuable insights into the latest industry practices and trends. This engagement allows us to have discussions with our suppliers about their operating procedures, ensuring that they align with our ethical standards and expectations. By maintaining a proactive presence and open communication, we are committed to fostering a supply chain that upholds the highest standards of human rights and ethical practices.

Engaged with 129 Suppliers  
in person

Visited 26 Mills & Factories

Visited 6 Countries or  
Territories to engage with  
suppliers



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## Section 3

## Actions Taken To Address Modern Slavery

Pillow Talk is dedicated to conducting its business legally and ethically and collaborating with suppliers that share these values. We require our suppliers to comply with all relevant legislation and laws including Modern Slavery laws.

It is important to Pillow Talk that our suppliers share the same values and expectations that we as a company are committed to and therefore our supplier guidelines enable Pillow Talk to gather information on, and relating to, a supplier's general operations, factory assessments (including information of the suppliers operations and workforce) and third party and/or sub-contractor arrangements where applicable and practicable.

Our Modern Slavery Policy sets out the requirements and responsibilities that Pillow Talk will undertake to assess and reduce the risk of Modern Slavery within its supply chain and operations. This includes risk assessment strategies for measuring and adjusting practices and introducing new measures where required to address any perceived or actual risks.

Pillow Talk's People and Culture team has established policies and processes that support our daily operations, ensuring all staff adhere to our core values and operating standards, including environmental protection, workplace safety, and staff inclusion and diversity. These policies are periodically reviewed to ensure they address and acknowledge Modern Slavery and Human Rights requirements.



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### Section 3

The below table shows the relevant company Policies that relate to and/or reference Modern Slavery and Human Rights.

Policies	Overview	Relationship to Modern Slavery
Supplier Guidelines	Outlines expected supplier code of conduct	Specifically outlines Modern Slavery and our expectations of suppliers
Modern Slavery Annual Statement	Outlines our actions relating to Modern Slavery over a 12-month period	Details our commitment and steps taken to identify & address Modern Slavery as it relates to our business practices
Modern Slavery Policy	Details our actions and informs our teams of the requirements	Outlines our expectations as a business in relation to our internal processes, that of our suppliers & our employees
Recruitment Guidelines	Designed to ensure all recruitment activities meet with relevant legislation & are fair and equitable	Ensures that recruitment practices do not directly or indirectly contribute to Modern Slavery
Grievance Procedures	Process for identifying & reporting internal grievances	Outlines grievance procedures as they relate to Modern Slavery
Code of Conduct	The companies expected basic principles in relation to codes of conduct	Covering employees responsibilities in relation to professional codes of conduct including those with suppliers
Company Values/Ethics	Business code of conduct outlining our internal core values & ethics	Covers human rights & ethical business processes, references internal company culture & acceptable behaviour



### Section 3

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Pillow Talk recruits and employs most of its labour force internally, limiting the risk of contributing to modern slavery within its direct workforce. However, it recognises that when outsourcing services, the risk of modern slavery increases and therefore the company has a responsibility to ensure that it evaluates any increased risk in areas such as cleaning, freight distribution, logistics and IT where a higher percentage of workers are often employed from vulnerable populations or form part of the lower skilled workforce.

Pillow Talk will also commit to raising awareness and promoting best practice by:

- ✓ Ensuring all employees have access to this statement and our Modern Slavery Policy
- ✓ Undertaking the necessary training for staff where required
- ✓ Limiting or reducing associated risk factors that might lead to, or constitute modern slavery; and
- ✓ Raising any concerns and reporting any actual or suspected modern slavery via the appropriate channels as detailed in our Modern Slavery Policy.

Pillow Talk commits to publishing its annual modern slavery statement at the end of each financial year to the relevant regulatory authorities (Modern Slavery Statement Register: [Modern Slavery Statements Register \(modernslaveryregister.gov.au\)](https://modernslaveryregister.gov.au)) as stated in the Modern Slavery Act 2018.

The annual Modern Slavery Statement will detail the steps that Pillow Talk has taken in the last financial year to ensure that it is identifying potential modern slavery risks and taking the appropriate action and ongoing continuous improvement initiatives, such as:

- ✓ Supplier guidelines and expectations
- ✓ Collaboration with supply chains and supply chain risk assessments
- ✓ Onsite supplier visits (including mills & factories) where possible
- ✓ Staff training/awareness
- ✓ Continuous improvement initiatives

### Section 3

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#### Actions undertaken:

Implementation of internal training and education on modern slavery and how to prevent and report it

Team members are encouraged to provide feedback on our Modern Slavery processes and report any breaches via the appropriate channels.

Strengthening cooperation and communication with suppliers and stakeholders and encouraging them to initiate and share results of independent social compliance audits

Site visits of supplier mills and factories, to inspect working conditions and operating practices.

Annual reviews of our Modern Slavery Policy and associated documentation and processes.

Development of a central supplier database to capture relevant information to assist in identifying risk area's for suppliers, the regions in which they operate and the products they produce.

Publishing our Modern Slavery Statement on our website for our customers and wider stakeholders to view



## Section 4

## Review Of Actions Taken

Pillow Talk is committed to promotion, measuring and evaluating the effectiveness of actions taken to reduce Modern Slavery risks and to drive and influence change within its operations and supply chain.

Maintaining open communication channels with our internal teams and suppliers has created numerous opportunities to discuss Modern Slavery. This openness has demonstrated a willingness among our teams and the broader supply chain to engage in conversations about mitigating modern slavery risks. As a result, we have observed a significant increase in knowledge, understanding, and awareness of this issue, which is a very encouraging outcome. Pillow Talk will continue to look at ways in which we can evaluate the effectiveness of our efforts in relation to Modern Slavery.

The company remains vigilant in identifying measures and evaluating possible risks of Modern Slavery within its supply chain both locally and globally and taking appropriate action.

### MONITORING AND CONTINUOUS IMPROVEMENT

Pillow Talk takes a continuous improvement approach to Modern Slavery and in recognition of this commits to regularly reviewing its policies, procedures, third party suppliers, manufacturers, and supply chain.

It is encouraging to hear from suppliers that they are already being proactive in developing their own policies and procedures and putting place action plans to address modern slavery and we look forward to keeping these lines of communication open and using this to inform our ongoing actions.

Supplier engagement and its international supply chain will continue to be an area of attention and key consideration.

## Section 4

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### Ongoing actions:

-  Ongoing identification of opportunities for enhanced processes and systems to identify modern slavery
-  Continuing to develop a more comprehensive supplier engagement pack which will include our Supplier Guidelines
-  Ongoing enhancement of our supplier database and utilising this information to further implement risk assessment strategies
-  Monitoring current global trends and shifts within high-risk industries and regions and responding to risk where required
-  Regular engagement with our external compliance experts to ensure we are applying best practice methods in relation to all area's of compliance including Modern Slavery



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## Section 5

## Other Information

**Supplier Awareness and Engagement:** providing additional education and resources around supplier awareness and engagement is proving to be a particularly important piece of our overall Modern Slavery requirements and in particular when dealing with international suppliers, who in some cases have limited awareness of Australia's modern slavery reporting requirements. This process of educating suppliers will be ongoing and can be achieved by open communication and a commitment to share related resources and the benefits of participating in measures to reduce, and limit the risk of modern slavery within our supply chains.

### POLICY STATEMENT

This statement has been prepared in consultation with Pillow Talk staff and management to meet reporting requirements under the Modern Slavery Act (Cth) 2018 and outlines the actions that have been taken by Pillow Talk to identify, assess, and address the modern slavery risks across its operations and supply chain. Relevant parties have been consulted and provided with the opportunity to give their input and feedback prior to finalisation of this statement.

This statement has been reviewed and approved by Heath Goddard as the Sole Managing Director of Pillow Talk Pty Ltd and Kate Spencer (CEO) on 31st December 2024.

Heath Goddard: Sole Managing Director

Signature:  .....

Kate Spencer: Chief Executive Officer

Signature:  .....