



Modern Slavery Statement financial year 2024-2025

This statement is made pursuant to the *Australian Modern Slavery Act 2018* (Cth) (**the Act**) in respect to the period 1 July 2024 to 30 June 2025 (**Current Reporting Period**).

1. Reporting entity

This statement is made by Retail Zoo Holdings Pty Ltd ACN 169 039 721 (**Retail Zoo**).

2. Structure, operations and supply chains of the reporting entity

Structure



It is noted that Retail Zoo divested its CIBO Espresso business as at 31 December 2024.

Operations

Retail Zoo is headquartered at its Support Centre in Clayton, Victoria. During the Current Reporting Period, Retail Zoo directly employed approximately 130 employees at its Support Centre and approximately 3200 employees within its company-owned stores.

Retail Zoo's franchisees and master franchisees are estimated to directly employ approximately 9100 people globally. Each franchisee and master franchisee are contractually responsible for the employment of those persons in their own operations.

Supply chains

Retail Zoo engages suppliers throughout its business, particularly to support Retail Zoo's company-owned stores and franchised network. Retail Zoo's largest spend categories are:

- fresh and frozen produce (primarily: fruits, meats, poultry and frozen yoghurts);
- coffee beans (up to 31 December 2025);



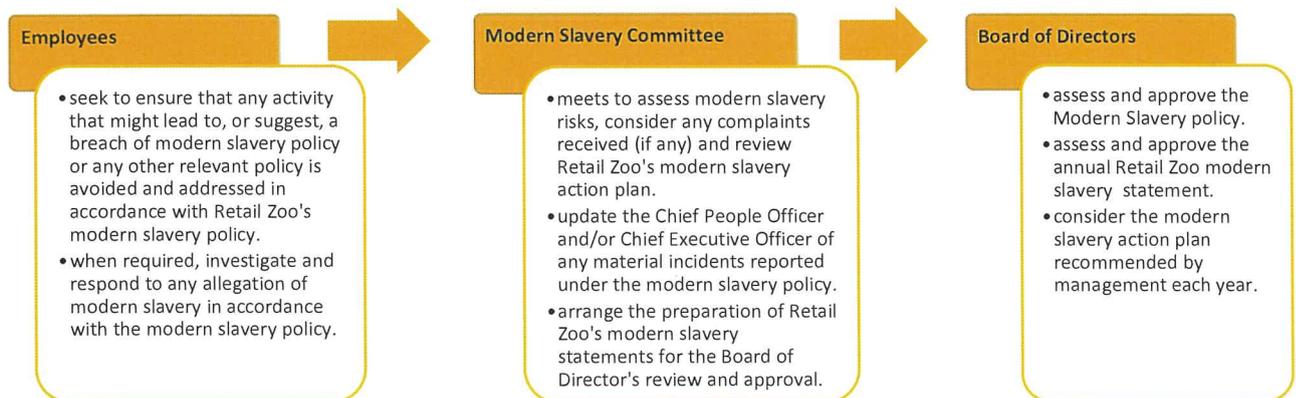
- beverages;
- equipment;
- packaging; and
- services to construct new stores or refurbish existing stores.

Retail Zoo has over 148 suppliers in these spend categories, who provide goods and services to support each of Retail Zoo's brands and its headquarters.

Retail Zoo's franchisees and master franchisees are contractually required to use suppliers approved by Retail Zoo, and for some goods and services are required to use suppliers nominated by Retail Zoo.

Modern Slavery Committee

Retail Zoo has maintained a Modern Slavery Committee (MSC) for a number of years. The diagram below sets out the role of the MSC within Retail Zoo's organisation.



3. Risks of modern slavery in Retail Zoo's operations and supply chains, and the actions taken to assess and address these risks

In the Current Reporting Period, Retail Zoo continued to assess and consider the risk that Retail Zoo is causing, contributing, or linked to modern slavery practices.

Operations

a. Risks of modern slavery in Retail Zoo's operations

For the same reasons outlined in Retail Zoo's previous modern slavery statements (**Previous Statements**), it remains Retail Zoo's assessment for the Current Reporting Period that it is a low risk that Retail Zoo's operations are causing, contributing, and/or directly linked to modern slavery practices.

As set out in the Previous Statements, in some areas of Retail Zoo's business, Retail Zoo uses contractors or service providers (for example, in respect to cleaning offices, equipment maintenance and off-shore processing). It remains



Retail Zoo's assessment that it does not have the same level of visibility or control over these persons, as compared to its own employees.

As a result, it is possible that these persons may engage individuals who are less aware of their rights and/or vulnerable to exploitation, such as in respect to working conditions and wage compliance. While practices such as substandard working conditions and underpayments are not "modern slavery" as defined by the Act, these practices can be harmful and may escalate to modern slavery if not addressed. During the Current Reporting Period, Retail Zoo has taken steps, including further expanding its use of SEDEX, to improve visibility and control over its contractors and service providers.

b. Actions taken by Retail Zoo to assess and address these risks in operations

Despite the relatively low risk of modern slavery (as defined by the Act) in its operations, in the Current Reporting Period, Retail Zoo:

- requested any new Retail Zoo employee in its Support Centre or store leadership to complete Retail Zoo's internal training on modern slavery;
- made available training on modern slavery to its Australian franchisees, to assist them in understanding the concept of modern slavery, recognising modern slavery risks within their own operations and supply chains and the process of handling a modern slavery complaint or escalating a concern if one does arise;
- enabled its MSC to meet to discuss modern slavery risks (the MSC held three meetings during the Current Reporting Period);
- provided SEDEX platform training to its MSC members;
- employed representatives to physically attend stores and restaurants in Australia (such as Franchise Business Consultants and Area Managers), and in several international regions, during which they engaged with team members, observed working conditions and considered modern slavery risks;
- improved its ability to map its supply chain and operations to gain further visibility over its contractors or service providers by continuing to invite its suppliers to join SEDEX, and encouraging those that did join to complete their SAQ questions; and
- ensured new contracts considered relevant by key management contained Retail Zoo's anti-slavery clause, which specifically addresses and sets out Retail Zoo's expectations in respect to adhering to anti-slavery laws and refers to Retail Zoo's Modern Slavery Policy.

Supply chain

c. Risks of modern slavery in Retail Zoo's supply chain

As set out in Previous Statements, it remains Retail Zoo's assessment for the Current Reporting Period that the areas within Retail Zoo's supply chain that have an increased modern slavery risks are:



- apparel (such as uniforms), electronics (such as computers and mobile telephones), coffee beans (up to 31 December 2025) and produce from fruit farms. These goods are either located in, or sourced from, countries or regions that are estimated to have a higher prevalence for modern slavery or have in the past been criticised for modern slavery practices;
- in the second and third tier of Retail Zoo's supply chain such as in respect to the production, processing, packaging and transport of goods;
- suppliers used by master franchisees (or their sub-franchisees); and
- unapproved suppliers engaged by franchisees.

d. Actions taken by Retail Zoo to assess and address these risks in supply chain

In this Current Reporting Period, Retail Zoo:

- reviewed suppliers' information made available on SEDEX. As more of Retail Zoo's suppliers join and connect with Retail Zoo on SEDEX, Retail Zoo is provided further visibility and access to independent SMETA audits, which continues to assist Retail Zoo to assess its supply chains and the modern slavery risks;
- continued to issue contracts (such as supply agreements provided by new suppliers) with a clause which specifically addresses and sets out Retail Zoo's expectations in respect to adhering to anti-slavery laws;
- continued to share Retail Zoo's Modern Slavery Policy with its suppliers;
- enabled MSC to meet to discuss modern slavery risks (the MSC held three meetings during the Current Reporting Period);
- provided SEDEX platform training to its MSC members;
- ensured its procurement and supply team personnel understood the importance of assessing modern slavery risks in the context of their role;
- maintained a risk register of key suppliers which considered modern slavery risk including by geographical location, commodity risk profile and relationship history; and
- further updated Retail Zoo's Supplier Code of Conduct, which includes requirements to assess and mitigate modern slavery risks within their operations and supply chains, join SEDEX and comply with legal obligations including in respect to human trafficking, forced labour, and employment.

4. Effectiveness of Retail Zoo's actions

While Retail Zoo did not discover or become aware of any specific modern slavery issues within its supply chain or operations during the Current Reporting Period (including under its Whistleblower Policy), Retail Zoo endeavours to



continually assess its effectiveness in identifying and managing modern slavery risks by tracking its actions and outcomes.

The actions taken by Retail Zoo so far have:

- provided management with improved insight of Retail Zoo's supply chain and operations;
- provided an opportunity for Retail Zoo to communicate its expectations to its suppliers and master franchisees in respect to assessing and reducing modern slavery risks within their supply chains;
- sought to educate and train Retail Zoo's Australian franchisees, managers, key personnel and Support Centre employees on recognising and addressing modern slavery risks;
- improved a number of internal processes, in an effort to gain further visibility across Retail Zoo's supply chains, including 2nd and 3rd tier supply chains.

Retail Zoo's action plan for the Current Reporting Period

In the Previous Statements, Retail Zoo identified the following specific actions that it aimed to take in the Current Reporting Period:

a. SEDEX

In Previous Statements, Retail Zoo has reported on its efforts to encourage its suppliers to participate with the SEDEX platform. As a result of this focus, 15 of Retail Zoo's suppliers that comprise approx. 72% of Retail Zoo's spend have joined SEDEX.

Retail Zoo's use of SEDEX has provided Retail Zoo with increased visibility over its supply chains. For the Current Reporting Period, Retail Zoo was able to access approximately 24 audits, nine of which were procured in the Current Reporting Period.

b. Training

During the Current Reporting Period, Retail Zoo continued to share its internal modern slavery training module to existing and new employees on each brand's E-Network platform. The internal training module is a video explaining what modern slavery is and Retail Zoo's expectations from its employees in assessing and addressing modern slavery risks they may come across in their day-to-day role working at Retail Zoo.

As at 30 June 2025, approximately 89% of Retail Zoo's Support Centre employees had completed the training (an increase from 65% in the Previous Statement).

In the last reporting period, Retail Zoo extended its internal training to its Australian franchisees. As at 30 June 2025, collectively across Retail Zoo's brands, 93% of Australian franchisees had completed the training (an increase from 88% in the Previous Statement).



c. Setting Retail Zoo's expectations

Retail Zoo has a Modern Slavery Policy which it seeks to share with suppliers and employees.

The modern slavery policy is available on each Brand's E-Network platform. The policy explains modern slavery; the roles and responsibilities of employees, franchisees, suppliers and contractors; and, how a modern slavery risk can be reported.

d. MSC

Retail Zoo's MSC continued to meet during the Current Reporting Period, as set out above.

e. Audits

During the Current Reporting Period, Retail Zoo proceeded to invite or connect with a number of its suppliers on SEDEX, whereby Retail Zoo was able to gain further visibility over its suppliers, including obtaining copies of audits which were conducted on some of its suppliers by other SEDEX members. For the Current Reporting Period, Retail Zoo was able to access approximately 18 audits in relation to its suppliers connected on SEDEX. As mentioned in Previous Statements, Retail Zoo has reviewed the contents of the audits made available to Retail Zoo, which did not raise any modern slavery concerns.

f. Region visits

In the Current Reporting Period, Retail Zoo representatives physically attended Boost Juice stores in several regions including Malaysia, New Zealand, United Kingdom, Cambodia, Laos, UAE and Vietnam. During these visits, the representatives discussed employee payment obligations with master franchisee owners and some of their team members, as well as making general observations on working conditions.

Retail Zoo representatives physically attended a factory in Vietnam from which one of its major suppliers sources beverage products for a Retail Zoo network. The representatives were provided a tour of the factory to observe working conditions, and were able to inspect accreditations held by the factory which also permitted it to supply major supermarket and convenience stores around the World including in the USA and Australia.

Retail Zoo representatives physically attended a factory in Australia from which some "Boost" branded products are manufactured for retail sale in supermarkets and convenience stores. The representatives were provided a tour of the factory, which had been part-funded by the NSW government.

Retail Zoo's modern slavery action plan for FY26

The process of assessing and addressing modern slavery risks in Retail Zoo's operations and supply chains is an ongoing and evolving process. In the FY26 period, Retail Zoo:

- will encourage additional key suppliers to join SEDEX;
- will work to further develop its approach to risk assessment and risk management specifically for modern slavery risk; and
- has budgeted to send representatives to physically attend further Boost Juice stores outside of Australia, as part of which will be to observe any modern slavery risks.



5. Process of consultation

Retail Zoo's entities, including its ultimate parent company Safari HoldCo Pty Ltd (**HoldCo**), have common directors, and each of Retail Zoo's brands are supported by the same teams at its headquarters. This statement has been prepared from information provided by Retail Zoo's Group Procurement and Supply Manager, Head of Learning and Development and Chief People Officer, and considered by the Board of Directors of Retail Zoo and HoldCo, and Retail Zoo's Senior Executives.

This statement was approved by the Retail Zoo Board of Directors in their capacity as principal governing body of Retail Zoo Holdings Pty Ltd on 27 November 2025.

A handwritten signature in black ink, appearing to read "Chris Garlick", is written over a faint, light blue circular watermark or background.

Chris Garlick
Director
Retail Zoo Holdings Pty Ltd