



Modern slavery statement 2024





Message from the CEO

Modern slavery is a crime that persists even today and it represents one of the worst violations of human rights. We at Pay.UK continue to have **zero tolerance** for this; this goes to the heart of the ethical and honest way in which we operate.

We must be aware of, and combat, the risks of modern slavery within Pay.UK, its subsidiaries, and in our supply chain at all times. That way, we will ensure that we do not knowingly perpetuate or work with anyone involved in modern slavery.

We start with our colleagues. Through mandatory training, compliance with our policies, and living our values, we continue to implement our commitment to operating ethically and with integrity by ensuring that our colleagues are able to recognise and report concerns relating to Modern Slavery and Human Trafficking. We have established a Third- Party Risk Management Framework, to help manage our suppliers to identify and mitigate the risks of Modern Slavery in our business and supply chains.

Together, this demonstrates how seriously we take modern slavery and our continued commitment to mitigate the risks of this unacceptable exploitation.

David Pitt
Chief Executive Officer



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Chief Executive Officer





Introduction

Modern slavery is a crime and a violation of fundamental human rights. It takes various forms and occurs when a person deprives another of their liberty in order to exploit them for personal or commercial gain.

At Pay.UK Limited (Pay.UK), we, together with our subsidiaries (Pay.UK Group), are committed to playing our part in helping prevent any incident of modern slavery in any part of our business.

We have a zero-tolerance approach to modern slavery and are committed to implementing, improving and enforcing effective systems and controls to make sure modern slavery and human trafficking is not taking place anywhere within our business or in any of our supply chains.

This is the sixth statement issued by Pay.UK in accordance with section 54(1) of the Modern Slavery Act 2015 (the Act) and applies to the Pay.UK financial

year ending 31 December 2024. Our statement sets out the steps we have taken, and are going to take, to help detect and prevent any incidents of modern slavery occurring within our business. This statement was approved by the Pay.UK Board on 21 May 2025.

Key initiatives in financial year 2024

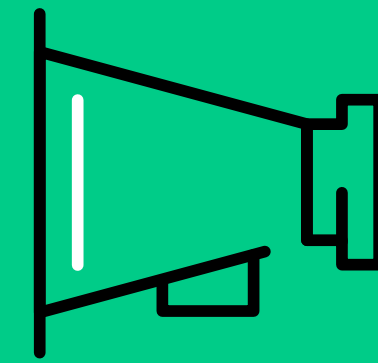
During the course of 2024 we have continued with our business operations which include addressing the potential risk of slavery and human trafficking within our business and our supply chain. The key enhancements that we have made specific to the risk of slavery and human trafficking were:

Whistleblowing policy and ‘Ethics Hotline’

We updated our Whistleblowing Policy to inform and support colleagues in raising concerns about any wrongdoing and embedded our ‘Ethics Hotline’ via our third-party provider.

Supplier management

We continued to mature our approach to managing our suppliers and have moved from Third-Party Management to Third-Party Risk Management through the introduction of our Third-Party Risk Management and Procurement Policy which has enhanced our process by placing a risk lens at the heart of what we do. We now assess the inherent risk of a third-party relationship at the outset and provide assurance in a proportionate manner. We continued to implement controls for the management of our current and new suppliers.





About Pay.UK

Pay.UK is the recognised operator and standards body for the UK's retail interbank payment systems. We provide the digital payments networks used by the UK's banks, building societies, other payment providers and all of their customers to make payments, ensuring they are secure, safe and simple to use.

Our organisation structure and operations

Under the Code of Practice published in accordance with section 189 of the Banking Act 2009, Pay.UK performs the role of the systemic risk manager for the payment systems we operate in order to support the financial stability of the payments sector.

Pay.UK Limited and Pay.UK Group are regulated by the Bank of England, Financial Markets Infrastructure Directorate (FMID) and the Payment Systems Regulator (PSR). We operate three of the UK's interbank retail payment systems:

1. the Bacs Payment System (Bacs);
2. the Faster Payment System (FPS); and
3. the Image Clearing System (ICS).

Both the Bacs and FPS are recognised by HM Treasury in accordance with section 184 of the Banking Act 2009. As a result, Pay.UK's operation of these payment systems is subject to macroprudential regulation by the FMID.

We are based in the United Kingdom, operating in sterling only transactions and, as of 31 December 2024, we had 390 employees (consisting of permanent and fixed term contract colleagues). During the period, our Board was advised by two independent Councils: the End User Advisory Council and Strategic Participant Group; these councils work on behalf of end user and customer communities in the UK, ensuring that we remain true to our responsibilities and discharge our objectives effectively.



Our subsidiaries are also based in the United Kingdom. All active subsidiaries are listed below:

- Bacs Payment Schemes Limited
- Cheque and Credit Clearing Company Limited
- UK Payments Administration Limited
- Mobile Payments Service Company Limited
- Faster Payment Schemes Limited (its subsidiary companies are listed below):
 - Universal Trust Service Providers Limited





Our approach to respecting human rights: Modern slavery

Pay.UK is committed to making sure that there is no modern slavery or human trafficking in our supply chains or in any part of our business. Pay.UK understands slavery and human trafficking is an abhorrent abuse of human rights, and we continue to work towards the improvement of our systems and controls to detect, prevent and monitor this. Pay.UK acts ethically and with integrity in all our business relationships and we expect the same standards from all our contractors, suppliers and other business partners.

Pay.UK understands the risks our organisation could be exposed to, including slavery and human trafficking. We are guided by the government statutory guidance [“Transparency in Supply Chains: A practical guide”](#) on how to mitigate against the risk of modern slavery and human trafficking taking place within our organisation or in any of our supply chains. Risks associated with modern slavery is reported to Pay.UK’s Risk Committee and escalated to the Pay.UK Board, as necessary.

At Pay.UK, we are committed to building a brighter future for all, which means, together with our suppliers, playing a leading role in the UK’s transition to a modern, resilient and sustainable economy.

Our efforts to respect human rights underpin the way we do business, seeking to act fairly across our business and supply chains when engaging with stakeholders. We recognise the everchanging nature of the business landscape and the ongoing challenges modern slavery poses in many forms. The evolving nature of this challenge requires us to be proactive in our efforts to ensure that modern slavery does not take place anywhere in our business and supply chains.





Our colleagues

Our colleagues play a vital role in maintaining robust and resilient payment services, encouraging innovation within retail payments and supporting the wider retail payments ecosystem.

We are committed to:

- maintaining trust in the certainty, integrity and security of our services and interactions with all clients, end-users, regulators, stakeholders and our colleagues;
- nurturing our people to drive industry innovation, creating relevant, competitive, useful and end-user focused payment solutions; and
- attracting, developing and retaining talented leaders and colleagues who, in line with our culture, principles and values can deliver excellence.

To enable a vibrant UK economy and deliver best in class payment infrastructure and standards, we continue to emphasise our core values and hold our colleagues to account for these:

- We are Transparent
- We are Respectful
- We are Inclusive
- We are Curious
- We give Constructive Challenge

Our core values embody Pay.UK's ethos and, together with our policies and vision, set the tone for how we operate. We do not tolerate unlawful discrimination, bullying, or harassment on any grounds, including age, race, ethnic or national origin, colour, mental or physical health conditions, disability, pregnancy, gender, gender expression, gender identity, sexual orientation, marital status or other domestic circumstances, employment status, working hours or other flexible working arrangements, religion or belief.

Pay.UK performs pre-employment screening on all colleagues, which includes verification of identity and UK right to work checks. These checks are also underpinned by our Immigration Framework which supports our recruitment and onboarding processes and procedures. We also conduct enhanced vetting on senior colleagues whose roles have greater accountability and responsibility.



Our continued commitment

Policies in relation to slavery and human trafficking

Our internal policies are essential for the organisation and form part of the core internal controls we use to manage our day-to-day business. The policies and associated procedures cover a number of key areas such as, Anti-Slavery and Human Trafficking, Whistleblowing, Recruitment and Onboarding, Security & Screening and Anti-Bribery and Corruption. We require all colleagues to understand and actively comply with our policies. Our policies are regularly reviewed to ensure that they remain fit for purpose and aligned to our current business and regulatory landscape.

We continue to apply our Equal Opportunities Policy at all stages of our recruitment and selection process, including monitoring the equality of the candidate pipeline and report to the Executive Committee any areas of challenge to ensure we maintain a diverse workforce. We shortlist, interview and select

candidates with no regard to gender, gender reassignment, sexual orientation, marital or civil partnership status, colour, race, nationality, ethnic or national origins, religion or belief, age, pregnancy or maternity leave or trade union membership. Once appointed we remunerate our colleagues appropriately in accordance with industry standards.





Our supply chain

Due diligence and third-party risk management

We have a Third-Party Risk Management Framework (Framework) which we use to guide how we manage our suppliers. This Framework covers the full lifecycle of a relationship from sourcing, throughout commercial management, to exit management. When we onboard our suppliers, we conduct due diligence for business critical and high-risk suppliers using a third-party provider. The checks include real-time screening on an ongoing basis and cover adverse news, sanctions & enforcement screening, state-owned enterprise screening and politically exposed persons screening. Additionally, during any tender process for our Tier 1 – Tier 3 suppliers, we request confirmation that a Modern Slavery Statement is in place (where applicable).

Our suppliers

Our suppliers range from IT system and hardware providers, accountancy firms, law firms, marketing agencies, large consultancies, recruitment agencies and personal service companies. The majority of our suppliers are based in the UK.

We continue to require all our suppliers and sub-contractors to comply with the Modern Slavery Act 2015, and these are articulated within our contract terms. In addition, we expect our suppliers to implement steps within their own organisations that assist in combatting modern slavery within their businesses and supply chains to the extent that is required by the applicable laws and regulations.

Our customers

Our customers are organisations that directly or indirectly use our products to deliver services to end users, and consist of Payment System Providers (PSPs) authorised by the Financial Conduct Authority and/or the Prudential Regulation Authority, and include banks and non-bank PSPs, such as authorised e-money institutions. As part of the onboarding process, customers are expected to meet requirements placed upon them by their regulator/s and by the Bank of England.

We recognise that our customers who use our payment systems, have the potential to be indirectly / inadvertently involved with those who seek to exploit

their services in respect of modern slavery and human trafficking. We expect all of our customers to comply with all applicable laws and regulations, which includes having the relevant processes and procedures in place to combat/mitigate these risks as required by their regulators.

In accordance with our participation agreements, customers of Pay.UK systems are expected to comply with UK law and regulations. This includes meeting the requirements of s.54 of the Modern Slavery Act (publication of their Modern Slavery statement) and implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere within their business or in any of their supply chains.

Training and awareness

All colleagues at Pay.UK are required to complete mandatory training when they join and must also complete annual refresher training. We are continually enhancing our internal training for all colleagues to supplement training around key areas, such as:

- Modern Slavery training,
- Bribery prevention training
- and Fraud Prevention training.



Our future plans

We are committed to continually strengthening our policies, processes and procedures where exposure to Modern Slavery risks may be higher and embedding these within our business and supply chain. Our Executive management team and Board have approved the following plans in respect of mitigating the risk of modern slavery and human trafficking:

- **Whistleblowing training**

We will continue to raise awareness of the 'Ethics Hotline' across the business and will develop bespoke Whistleblowing training for all Colleagues to aid their understanding on how to raise concerns.

- **Third party assurance**

For all Tier 1-3 suppliers, we will roll out an assurance process, where we will periodically check a number of factors, with one of them being reviewing the Modern Slavery Statement and assuring it against the Home Office Statutory Guidance. In the event of any material gaps, we will flag this within the Third-Party

Assurance Report. This will ensure that all procurement and Third-Party Risk Management activities are conducted in an honest, competitive, fair, and transparent manner, and that suppliers are appropriately managed on an ongoing basis.

- **Real living wage**

As a voluntary initiative, we will continue on our journey to become an accredited 'Real Living Wage' employer and join other organisations in paying at least the minimum salary to our employees in line with the Living Wage Foundation's recommendations.

- **Publication of modern slavery statement**

As part of our commitment in demonstrating that we have met our legal obligations, we plan to publish our Modern Slavery Statement to the Modern Slavery Statement Registry voluntarily.



Governance

This Statement has been considered by the Executive Committee before approval by the Board of Directors.

Signed on behalf of the Board of Directors of Pay.UK Group.

Mark Hoban
Chair, Pay.UK Limited



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