



LV= Modern Slavery Statement For the year ended 31 December 2017

Purpose of this Statement

This statement is made pursuant to section 54 of the Modern Slavery Act (the "Act"). The Act defines modern slavery as "slavery, servitude, and forced or compulsory labour" as well as "human trafficking" ("modern slavery").

This statement sets out the approach and steps taken by Liverpool Victoria Friendly Society Limited ("LVFS" or "LV=") and its relevant subsidiaries¹, to ensure that modern slavery is not taking place in any part of our business or supply chains.

Our Business and Organisational Structure

We are a leading financial mutual based solely in the UK and employ 5,800² people. We offer our services direct to consumers, through financial advisers and brokers, as well as through partnerships with reputable organisations.

On 28 December 2017, LV= entered into a strategic partnership with Allianz Holdings PLC ("Allianz"), completing a sale of a 49% stake in LV='s general insurance business. The partnership has created the UK's third largest personal lines insurer, operating under the LV= brand.

LVFS is the Group's ultimate parent company and has direct and indirect ownership of 45 subsidiaries. To view LV='s full organisational structure, please click [here](#).

Our Values and Policies

At LV= our purpose is to "Live Confident", which means that as an insurer, we exist to help our customers and members live life to their full potential. We fight for better and seek out ways to improve the things that matter most to our members, customers and colleagues.

With our purpose to help people live more confidently, we launched Green Heart Support in 2017. It was created with the idea of bettering the lives of our own customers and members. In 2017, Green Heart Support made a difference to 193 customers and members and in 2018 we expect to reach over 2,500.

¹ This statement is made on behalf of LVFS and its subsidiaries Liverpool Victoria General Insurance Group Limited (LVGIG), Liverpool Victoria Insurance Company Limited (LVIC), Highway Insurance Company Limited (HICO) and LV Insurance Management Limited (LVIM), all of which fall within the scope of section 54(2) of the Modern Slavery Act 2015.

² LVFS employs 1949 employees. LVGIG employs 3929 employees.



Our Human Rights policy confirms our commitment to upholding the standards set out in the United Nations ("UN")'s Universal Declaration of Human Rights, the International Labour Organisation ("ILO")'s Standards and the Human Rights Act 1998, amongst others.

LV= considers that the most relevant human rights to its business are the right to just and favourable working conditions, the right to be free from discrimination, protection of minorities and the right to be free from compulsory labour.

It is important to us to promote an open and honest dialogue within our business and our employees are encouraged to raise concerns via our dedicated Speak Up (whistleblowing) line.

Our Supply Chains

Our supply chain is divided into multiple categories which are built around supporting our core functions and include:

- Motor
- Household
- Legal & Claims Services
- Business Process Outsourcing
- Maintain (Hardware & Software)
- Print & Distribution
- Marketing
- Facilities Management & Property
- HR support services
- Professional Services

Due Diligence and Risk Assessment

As a financial services organisation, we have assessed and consider the risk of modern slavery existing within our business to be low. However, we respect and acknowledge that modern slavery is a global issue and that no economy, industry or sector is exempt and we are fully committed to complying with the objectives of the Act.

In 2017, we completed a review of our business and supply chain to identify and assess potential risks of modern slavery. We continue to operate systems and appropriate measures to help mitigate against any such risks to ensure that we are prepared and vigilant against any situations that may arise.

To further strengthen the on-going due diligence and oversight of our supply chain, in 2017, LV= joined the Financial Services Qualification System ("FSQS"). FSQS is an intuitive automated supplier due diligence and policy compliance model which LV= utilises to



monitor and assess supplier compliance. This contains multiple risk areas and includes a bespoke modern slavery assessment. FSQS is also utilised by numerous other financial institutions, which ensures that we have a consistent approach. Responses received from the due diligence process are reviewed and any irregular or suspicious information is investigated further.

It is important to LV= that all suppliers represent us in a manner that reflects our values. Our standard contract terms and conditions and our Procurement Code of Conduct & Ethical Standards (the "Code") include a specific clause that expressly prohibits the use of modern slavery. All of our suppliers are expected to comply with the standards outlined in the Code.

Training

We are committed to ensuring that employees throughout the business, particularly the Procurement and Human Resources teams, have the knowledge and understanding of the Modern Slavery Act in order to properly discharge the legal and ethical responsibilities we must comply with.

We regularly publish information on our intranet to raise awareness of modern slavery and specific departments have received briefings on our processes, procedures and responsibilities to ensure full compliance with the Act.

Effectiveness in Combating Modern Slavery

We acknowledge that the duty to mitigate against the risk of modern slavery occurring in our supply chain is an on-going responsibility. We will continue to review our processes and assess the responses received from our suppliers' questionnaires in order to measure the effectiveness of the practices we have adopted and operate.

Approval and Signature

This statement was approved by the Board of Liverpool Victoria Friendly Society Limited on 19 April 2018 and by the Board of Liverpool Victoria General Insurance Group Limited, Liverpool Victoria Insurance Company Limited, Highway Insurance Company Limited and LV Insurance Management Limited on 18 April 2018.



Richard Rowney
Director and LVFS CEO
19 April 2018

