



## INTRODUCTION FROM THE CEO

It continues to be a priority for the Celtic Manor Resort Limited to ensure that we trade ethically, source responsibly and work to prevent modern slavery and human trafficking throughout our organisation and in our supply chain. We are committed to improving our practices to combat slavery and human trafficking in our business and supply chain. This statement highlights the key activities we have undertaken during this financial year to combat modern slavery in our organisation and supply chain.

## ORGANISATION STRUCTURE

The Celtic Manor Resort Limited provides hospitality services and carries on business in the United Kingdom through its Celtic Collection, a family of distinct business and leisure brands born from the legacy of the Celtic Manor Resort.

We are a limited company a limited company registered in England and Wales, with Company Registration number 08428620, and our ultimate parent company is Wesley Clover International Corporation, who has its head office in Canada. The Celtic Manor Resort Limited is the UK parent of all businesses operating under the Celtic Collection umbrella.

For the purposes of this statement, the companies carrying on business within the United Kingdom (The Celtic Manor Resort Limited, Celtic Manor Services Company Limited and International Convention Centre Wales Limited) on behalf of whom this statement is published, are collectively referred to as "The Celtic Collection".

We have over 1,800 employees and a global annual turnover of £110 million.

## OUR BUSINESS

The Celtic Collection operates 10 hotels: the 332-room, five-star Celtic Manor Resort; the contemporary and luxury 169 room, Parkgate Hotel; the coastal 100-room, Tŷ Milford Waterfront; the 148 room Coldra Court Hotel, the 6 room Hunter Lodges, the 6-room Newbridge on Usk, the historic 19th century, 65-room Manor House; the 129-room Tŷ Magor; the 146-room Tŷ Newport; and the 68-room St. Brides Spa Hotel and Holiday Cottages in Saundersfoot. The Celtic Manor Resort also houses three championship golf courses and the Celtic Collection operate a number of luxury spas, a range of restaurants, exceptional conference facilities and team building and family activities.

## OUR SUPPLY CHAINS

Our supply chains provide sourcing for:

- Food and beverage;
- Guest rooms including furniture, equipment, bedding and bath amenities;
- Leisure facilities,
- Fitness and wellness areas,
- Public spaces;
- Uniform;
- Housekeeping supplies;
- Property maintenance and operations;
- Electronics and hardware;
- Promotional items;
- Other activities to ensure the effective running of our hotels, restaurants, bars, leisure facilities and golf courses.

## OUR POLICIES ON SLAVERY AND HUMAN TRAFFICKING

We have appropriate policies in place that underpin our commitment to ensure that there is no modern slavery or human trafficking in our supply chains or in any part of our business. We continuously review and update all our policies.

Our Anti-Slavery Policy reflects our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking is not taking place anywhere in our supply chains.

We also have the following policies in place relevant to modern slavery, which we continuously review and update:

- Code of ethics and behaviours.
- Responsible sourcing/procurement policy



## DUE DILIGENCE PROCESS FOR SLAVERY AND HUMAN TRAFFICKING

We understand that the following areas give rise to the highest modern slavery risks:

- Staff employed directly and indirectly, such as through agencies, becoming victims of forced or bonded labour;
- Products and services used by hotels being produced by forced or bonded labour.

As part of our initiative to identify and mitigate risk we encourage reporting and monitoring by staff to raise any concerns about breaches of our policies and procedures and all staff are required to report health and safety concerns or accidents that have taken place on a Celtic Collection site. All staff receive regular training on topical issues concerning the business.

We also have in place systems to:

- Identify and assess potential risk areas in our supply chains.
- Mitigate the risk of slavery and human trafficking occurring in our supply chains.
- Monitor potential risk areas in our supply chains.
- Protect whistle blowers.

## SUPPLIER ADHERENCE TO OUR VALUES

We have zero tolerance to slavery and human trafficking. To ensure all those in our supply chain and contractors comply with our values and we have in place a supply chain compliance programme.

## TRAINING

To ensure a high level of understanding of the risks of modern slavery and human trafficking in our supply chains and our business, we provide training to our staff.

## OUR EFFECTIVENESS IN COMBATING SLAVERY AND HUMAN TRAFFICKING

We use the following key performance indicators (KPIs) to measure how effective we have been to ensure that slavery and human trafficking is not taking place in any part of our business or supply chains:

- Whistleblowing – we measure the number of reported whistleblowing breaches in the past year.
- Training – we ensure that all staff members have received training in the past year.

## FURTHER STEPS

Following a review of the effectiveness of the steps we have taken this year to ensure that there is no slavery or human trafficking in our supply chains we intend to take the following further steps to combat slavery and human trafficking:

- Continuing to train and develop our staff;
- Continue to collaborate with other businesses in the hospitality sector to identify and address systemic and shared modern slavery issues and risks.

This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015 and constitutes our slavery and human trafficking statement for the financial year ending 2025. It was approved by the board on 24th May 2025.

Julie Hammond  
Chief Executive Officer  
The Celtic Collection