

## COMPANY INFORMATION

GENERAL COMPANY DETAILS	Rightmove Group Ltd	Rightmove Landlord and Tenant Services Ltd
<b>Nature of the organisation</b>	Limited Company	Limited Company
<b>Company registration number</b>	03997679	07064255
<b>Registered office address</b>	2 Caldecotte Lake Business Park, Caldecotte Lake Drive, Milton Keynes, England, MK7 8LE	2 Caldecotte Lake Business Park, Caldecotte Lake Drive, Milton Keynes, England, MK7 8LE
<b>Main sites from which goods or services will be provided</b>	2 Caldecotte Lake Business Park, Caldecotte Lake Drive, Milton Keynes, England, MK7 8LE  33 Soho Square London W1D 3QU	Suites 12 and 13, Part Ground Floor, Neon, Q10 Quorum Business Park, Benton Lane, Newcastle Upon Tyne, NE12 8BU
<b>Website Address</b>	<a href="https://www.rightmove.co.uk/">https://www.rightmove.co.uk/</a>  <a href="https://plc.rightmove.co.uk/">https://plc.rightmove.co.uk/</a>	<a href="https://rentalservices.rightmove.co.uk/">https://rentalservices.rightmove.co.uk/</a>
<b>Parent company</b>	Rightmove Plc	Rightmove Group Ltd
<b>Financial Conduct Authority (FCA) number</b>	491645 (Appointed Representative)	522050 (Registered Firm)
<b>ICO registration number</b>	Z4726900	Z2727179

<b>ICO registration expiry date</b>	16th May 2024	4th July 2024
<b>COMPANY INFORMATION</b>	<b>Rightmove Group</b>	<b>Rightmove Landlord and Tenant Services</b>
<b>Description of business</b>	<p>Rightmove and its subsidiary companies provide a range of services including: property advertising, insurance and tenant related services (which includes tenant referencing, rent guarantee insurance, landlords' contents and/or liability insurance, tenant's contents and/or liability insurances, utilities and broadband), financial services, valuation and surveying tools.</p> <p>For further information, please refer to:  <a href="https://plc.rightmove.co.uk/about-us">https://plc.rightmove.co.uk/about-us</a></p>	
<b>How long the company has been trading</b>	Since 16/05/2000	Since 03/11/2009
<b>Most recent published Financial Statements</b>	<a href="https://plc.rightmove.co.uk/content/uploads/2023/09/rightmove-annual-report-2022.pdf">https://plc.rightmove.co.uk/content/uploads/2023/09/rightmove-annual-report-2022.pdf</a>  <a href="https://find-and-update.company-information.service.gov.uk/company/03997679/filing-history">https://find-and-update.company-information.service.gov.uk/company/03997679/filing-history</a>	<a href="https://find-and-update.company-information.service.gov.uk/company/07064255/filing-history">https://find-and-update.company-information.service.gov.uk/company/07064255/filing-history</a>

## QUESTIONS & ANSWERS

### GOVERNANCE

#	Question	Answer
1	Please provide details of your governance structure.	<p>Information about our governance committees can be found here:  <a href="https://plc.rightmove.co.uk/#corporate_governance">https://plc.rightmove.co.uk/#corporate_governance</a></p> <p>Information about our leadership can be found here:  <a href="https://plc.rightmove.co.uk/#board_of_directors">https://plc.rightmove.co.uk/#board_of_directors</a></p>
2	Do you operate Risk and Audit Committees and if so, how often and who attends?	<p style="text-align: center;">Yes.</p> <p>Information about our approach to risk management can be found in our Corporate Governance Risk Management section:  <a href="https://plc.rightmove.co.uk/#corporate_governance">https://plc.rightmove.co.uk/#corporate_governance</a></p> <p>Information about our Audit Committee can be found in our Corporate Governance Committees section:  <a href="https://plc.rightmove.co.uk/#corporate_governance">https://plc.rightmove.co.uk/#corporate_governance</a></p>
3	Have you appointed independent non-executive directors (NEDs) to your Audit Committee and Board?	<p style="text-align: center;">Yes. Independent NEDs have been appointed to both our Audit Committee and Board.</p> <p>Information about our leadership can be found here:  <a href="https://plc.rightmove.co.uk/#board_of_directors">https://plc.rightmove.co.uk/#board_of_directors</a></p>

4	How do you demonstrate sound risk management?	<p>Rightmove manages the risks and opportunities associated with the delivery of its strategy by adopting sound risk management: ensuring an appropriate level of control to protect against the impact of risks, without stifling the growth and development of the Group. Our attitude to risk is to operate a culture of creativity and innovation, in which key risks are understood and proactively managed. Risk management practices are embedded into business activities in a proportionate manner, supporting a culture that is risk-aware and able to identify and respond to opportunities as well as threats.</p> <p>Further information can be found in the Risk Management section of our Annual Report:  <a href="https://plc.rightmove.co.uk/content/uploads/2023/09/rightmove-annual-report-2022.pdf">https://plc.rightmove.co.uk/content/uploads/2023/09/rightmove-annual-report-2022.pdf</a></p>
5	Does your organisation have a supplier management process/system in place?	Yes.
6	Does your organisation have an employee Code of Conduct?	Yes.
7	In your organisation, do you have one or more individuals assigned responsibility for advising on and overseeing compliance with laws, regulations and codes?	Yes.
8	Do you provide training for your staff on compliance topics?	Yes.

9	Do you have audit procedures in place to monitor the effectiveness of your compliance measures?	Yes. Clear responsibilities and accountabilities are defined through a three lines of defence model, which ensures effective independent oversight and assurance.
10	Is your business subject the UK Market Abuse Regulation (MAR) and do you have a policy and procedures in place?	Yes. We have a Share Dealing Policy and associated procedures in place designed to prevent and detect market abuse.
11	Does your organisation have a policy in place in respect of conflicts of interest?	Yes. We have a Conflicts of Interest Policy.
12	Do you have procedures and/or a program in place to ensure bribes or other means of obtaining advantages are not offered or accepted?	Yes. We have a Financial Crime Prevention Policy which includes measures to prevent bribery and corruption. This can be found here: <a href="https://plc.rightmove.co.uk/content/uploads/2023/09/financial-crime-policy-july-2022.pdf">https://plc.rightmove.co.uk/content/uploads/2023/09/financial-crime-policy-july-2022.pdf</a>
13	Do you have a process for employees to declare gifts, entertainment and hospitality and conflicts of interest?	Yes.
14	Do you have an Anti Money Laundering Policy?	Yes. We have a Financial Crime Prevention Policy which includes measures to prevent money laundering. This can be found here: <a href="https://plc.rightmove.co.uk/content/uploads/2023/09/financial-crime-policy-july-2022.pdf">https://plc.rightmove.co.uk/content/uploads/2023/09/financial-crime-policy-july-2022.pdf</a>
15	What is your approach to sanctions compliance/screening?	Yes. We have a Financial Crime Prevention Policy which sets out our approach. This can be found here: <a href="https://plc.rightmove.co.uk/content/uploads/2023/09/financial-crime-policy-july-2022.pdf">https://plc.rightmove.co.uk/content/uploads/2023/09/financial-crime-policy-july-2022.pdf</a>

16	Do you have effective procedure in place to allow employees to bring legal and compliance-related violations and/or concerns to the management's attention in an anonymous way without fear of retribution?	<p>Yes. We have a Whistleblowing Policy, a whistle blowing hotline and supporting processes and procedures. Employees receive training annually.</p> <p>Our Whistleblowing Policy can be found here:  <a href="https://plc.rightmove.co.uk/content/uploads/2023/09/whistleblowing-policy-2022-final.pdf">https://plc.rightmove.co.uk/content/uploads/2023/09/whistleblowing-policy-2022-final.pdf</a></p>
<b>BUSINESS CONTINUITY &amp; DISASTER RECOVERY</b>		
<b>#</b>	<b>Question</b>	<b>Answer</b>
17	Does your organisation have a policy and plan for Business Continuity & Disaster Recovery?	Yes. (Further information available on request depending upon the nature of the service/supply).
18	Does it address all the business critical areas of your business?	Yes.
19	What is your organisation's approach to incident management?	<p>Rightmove's fraud prevention team has the ability to respond to incidents promptly minimising the risk to consumers.</p> <p>A variety of incident response exercises have been completed, with tests to ensure our processes for responding to a cyber incident are robust and fit for purpose; and third party monitoring and alerting systems have been onboarded to improve visibility of Rightmove's wider 'digital footprint'.</p> <p>We perform annual penetration tests and 'red team' exercises to understand our biggest risks. Rightmove's incident response team meets frequently to run through potential high-risk scenarios, including major cyber incidents and data loss, testing our response and identifying any areas requiring investment or improvement.</p>

DATA PROTECTION		
#	Question	Answer
20	Have you appointed a Data Protection Officer?	Yes. Rightmove has two Data Protection Officers (DPOs) and a Deputy Data Protection Officer, who are responsible for data privacy, data breach prevention and reporting, policy compliance, record keeping and data subject rights. They are supported by a dedicated team handling data protection enquiries from consumers and customers via DPO@rightmove.co.uk.
21	Does your organisation have a Data Protection Policy?	Yes. We have a Data Protection, Categorisation and Retention Policy.
22	Are security controls in place for the retention of customer data (including details of storage, physical security, handling, transportation and destruction) and do you have a Data Retention Policy?	Yes. See above.
23	Do you process personal data (including accessing, handling, disclosing, accuracy, reliability, integrity) in accordance with relevant legal requirements including the provision of data subject rights such as DSARs and assisting customers with Regulatory complaints, the right to be forgotten?	Yes.  Our Privacy Policy can be found here: <a href="https://www.rightmove.co.uk/this-site/privacy-policy.html">https://www.rightmove.co.uk/this-site/privacy-policy.html</a>
24	Do all staff with access to personal data receive training?	Yes. All staff are required to complete data protection and information security training (annually).

PHYSICAL, PERSONAL & INFORMATION SECURITY		
#	Question	Answer
25	Does your organisation have a Physical Security Policy?	Yes.
26	Is there a process to manage visitors to your premises?	Yes. This is set out in our Physical Security Policy.
27	How do you preserve and protect your operations, data and technology infrastructure?	<p>We have an Information Security Policy which provides a framework to help make sure that the data we hold and process is managed with the appropriate standards to keep it safe.</p> <p>We have an Appropriate use of IT Policy. This policy is designed to protect employees, partners and the company from illegal or damaging actions by individuals.</p> <p>Sensitive data that passes through our systems is protected in accordance with established industry best practice (and the appropriate regulatory frameworks). Our Cryptography Policy sets out the minimum standards in terms of protocols and algorithms for all sensitive data stored and processed in our systems.</p> <p>Our Server Security Policy sets out standards for the base configuration of internal server equipment to minimise unauthorised access to Rightmove proprietary information and technology.</p>



28	How do you establish that your technical controls and processes are adequate?	We complete an annual accreditation against Cyber Essentials which validates that our technical controls and processes are robust enough to deal with the most common types of cyber attacks that companies face. More information about this scheme can be found here - <a href="https://www.ncsc.gov.uk/cyberessentials/overview">https://www.ncsc.gov.uk/cyberessentials/overview</a>
29	Do you have a policy and processes to report suspected thefts involving data, data breaches or exposures (including unauthorised access, use, or disclosure) to appropriate individuals; and to outline the response to a confirmed theft, data breach or exposure based on the type of data involved?	Yes. We have an Information Security Policy supported by processes and procedures to enable staff to identify and escalate breaches in a timely manner. We also have a specific Incident Reporting policy that is shared with all staff which covers how to report any incidents to the relevant internal teams.

#### INSURANCE COVERAGE

#	Question	Answer
30	Does your organisation maintain an appropriate level of Professional Indemnity insurance cover?	Yes.
31	Does your organisation maintain an appropriate level of Employers Liability insurance cover?	Yes.
32	Does your organisation maintain an appropriate level of Public Liability insurance cover?	Yes.

**CORPORATE SOCIAL RESPONSIBILITY/ESG**

#	Question	Answer
33	Do you have a management system in place to assess environmental risks associated with production and to ensure that measures for protection of the environment are implemented?	<p>Yes. Rightmove’s Environmental, Social and Governance (ESG) strategy embodies two primary aims:</p> <p>To continue to make our business better and more sustainable, by securing our platforms, minimising our environmental impact, ensuring meaningful diversity in the workforce and strong governance; and to make a difference beyond the direct operation of our business, through the reach of our platforms and contribution to wider society.</p> <p>Further information can be found here:  <a href="https://plc.rightmove.co.uk/#esg">https://plc.rightmove.co.uk/#esg</a></p>
34	Is your organisation a member or signatory of a formal body in the ESG field?	<p>Yes. Having been independently assessed under the FTSE4Good criteria, Rightmove is included in the FTSE4Good Index Series.</p> <p>Created by the global index provider FTSE Russell, the FTSE4Good Index Series is designed to measure the performance of companies demonstrating strong ESG practices. The FTSE4Good indices are used by a wide variety of market participants to create and assess responsible investments.</p>
35	Do you monitor and track energy consumption?	Yes.
36	Do you have a program and /or procedures to reduce the use of energy?	Yes.
37	Do you have a program and /or procedures to reduce the environmental impact of greenhouse gases?	Yes.

38	Do you have goals and targets to reduce greenhouse gas emissions?	Yes.
39	Do you have goals to reduce water use or reuse/recycle water?	Yes.
40	Do you have established environmental targets and objectives to improve environmental performance?	<p>We aim to become a Net Zero business by 2040 and have approved near and long-term science-based emission reduction targets with the Science Based Targets initiative. We are aiming to reach net-zero in our direct operations (Scope 1 and 2) ahead of this, by 2030.</p> <p>Further information can be found here:  <a href="https://plc.rightmove.co.uk/content/uploads/2023/09/rightmove-annual-report-2022.pdf">https://plc.rightmove.co.uk/content/uploads/2023/09/rightmove-annual-report-2022.pdf</a></p>
41	What is your organisation's approach to the payment of tax?	<p>Rightmove is committed to paying its fair share of tax, at the right time.</p> <p>Further information can be found here:  <a href="https://plc.rightmove.co.uk/environmental-social-and-governance-esg/tax-strategy/">https://plc.rightmove.co.uk/environmental-social-and-governance-esg/tax-strategy/</a></p>
42	Have you had any environmental incidents in the last five years which have led to civil or criminal action?	No.

HUMAN RIGHTS AND FAIR WORKING CONDITIONS		
#	Question	Answer
43	Are you a relevant commercial organisation as defined by Section 54 ('Transparency in Supply Chains etc.') of the Modern Slavery Act 2015 and are you compliant with the relevant annual reporting requirements?	Yes. Our Modern Slavery Statement can be found here:  <a href="https://plc.rightmove.co.uk/environmental-social-and-governance-esg/modern-slavery-statement/">https://plc.rightmove.co.uk/environmental-social-and-governance-esg/modern-slavery-statement/</a>
44	Do you have a supplier onboarding/due diligence process which covers modern slavery?	Yes our supplier due diligence process covers a number of risks including modern slavery. In addition we have a Supplier Code of Conduct which can be found here:  <a href="https://plc.rightmove.co.uk/content/uploads/2023/09/supplier-code-of-conduct-may-2022.pdf">https://plc.rightmove.co.uk/content/uploads/2023/09/supplier-code-of-conduct-may-2022.pdf</a>
45	Has your business ever been fined or subject to a sanction in relation to Modern Slavery non-compliance or non publication of a statement?	No.
46	Are all your employees provided with a formal contract of employment?	Yes.
47	Are employees free to resign from their employment at any time without penalty provided that reasonable notice is given?	Yes.

48	Do you have written HR policies in place to prevent discrimination on the basis of age, disability, gender, nationality, race, colour, religion, social or ethnic origin, sexual orientation, health condition, political opinion, etc.?	Yes
49	Do you have a formal, written policy that clearly states a commitment to prevent harassment and bullying in the workplace?	Yes
50	Do you have procedures in place to ensure all employees are paid at least the legal minimum wage for standard working hours?	Yes
51	Does your organisation have a Health and Safety Policy that complies with relevant legal requirements?	Yes.