

SERVICE CARE SOLUTIONS LIMITED

Modern Slavery & Human Trafficking Statement

Financial year 1 April 2025 to 31 March 2026

Made pursuant to Section 54 of the Modern Slavery Act 2015

Introduction

This statement sets out the actions taken by Service Care Solutions Limited ("SCS") to understand and address the potential modern slavery risks connected with its business, and the steps taken to ensure that there is no slavery or human trafficking within its own operations or its supply chains. It relates to activities during the financial year 1 April 2025 to 31 March 2026 and is made pursuant to Section 54 of the Modern Slavery Act 2015.

As a recruitment business operating across the Health & Social Care, Construction, Social Housing, Criminal Justice, Legal, Finance, Education and Sales & Customer Service sectors, we recognise that recruitment and labour supply chains can present a heightened risk of exploitation. We take our responsibility to identify, prevent and mitigate these risks seriously, and we are committed to continually strengthening our controls.

Service Care Solutions is absolutely committed to preventing slavery and human trafficking in its corporate activities and to ensuring that its supply chains are free from slavery and human trafficking.

Organisational Structure & Supply Chains

This statement covers the activities of Service Care Solutions Limited. SCS is an Employment Business, Employment Agency and Master Vendor that has been operating since 2005, recruiting into many sectors including Health & Social Care, Construction, Social Housing, Criminal Justice, Legal, Finance, Education and Sales & Customer Service, across both the private and public sectors. We operate solely within the United Kingdom and the Channel Islands.

As part of our commitment to the highest standards, SCS is a member of the following bodies:

- Recruitment & Employment Confederation (REC); SCS is subject to a voluntary REC audit on a regular basis to ensure our regulatory standards are maintained.
- The Association of Professional Staffing Companies (APSCo).

Our suppliers provide services such as recruitment, HR, compliance, IT and technology, payroll and umbrella services, office equipment and supplies, print and facilities. Our suppliers are predominantly UK-based or maintain a substantial operational presence in the UK. We apply a risk-based approach to selecting, assessing and managing suppliers.

Governance & Responsibility

The Board of Directors has overall responsibility for ensuring SCS complies with its obligations under the Modern Slavery Act 2015. Day-to-day responsibility for the anti-slavery programme is shared across the Senior Leadership, Compliance, Finance and HR teams, ensuring modern slavery is managed across the organisation rather than as a single-function activity.

Responsibility	Ownership
Policies	Owned by the Technology and Governance Manager; signed by a Director; reviewed annually or upon legislative change.
Risk assessment	Prepared by the Technology & Governance function; reviewed and authorised by a Director.
Due diligence	Supplier due diligence and reviews undertaken by the Compliance and Finance teams; authorised by a Director.
Training	Annual training for all colleagues on the indicators of modern slavery and escalation routes.

Our Approach to Managing Risk

We maintain modern slavery policies and a due diligence programme based on risk assessment and follow-up. We encourage transparency throughout our supply chain and deliver training to colleagues to raise awareness. Our policies are reviewed regularly and approved by the Board.

Because the manifestations of modern slavery are complex and hidden, our risk assessment includes detailed mapping of supply chains, desk-based research, supplier declarations and statements, supplier engagement and, where appropriate, discussion with expert stakeholders. When engaging suppliers we seek evidence that they operate appropriate policies covering modern slavery, human trafficking, forced labour, human rights and whistleblowing. Suppliers must agree to our Supplier Code of Conduct before being added to our preferred supplier list, which is subject to annual re-review or should concerns arise.

Supply chain risk assessment 2025/26

During the reporting period we completed a formal Modern Slavery Supply Chain Risk Assessment covering 25 suppliers, spanning technology, financial services, utilities, facilities, print, professional services, recruitment, umbrella/payroll and public sector bodies. Each supplier was assessed against governance, policy maturity, due diligence, contractual controls, audit assurance, training, whistleblowing and KPIs.

No instances of modern slavery were identified. Residual supply chain risk is assessed as MEDIUM, with controls operating effectively.

The assessment confirmed that our larger suppliers operate mature, board-approved human-rights due-diligence programmes incorporating supplier codes of conduct, risk-based auditing (SMETA, RBA/VAP, EcoVadis, Sedex), grievance mechanisms and measurable KPIs. Smaller UK-based suppliers operate proportionate, UK-focused controls. No supplier was assessed as high residual risk.

Higher-risk areas

Consistent with recognised guidance, we assess the following worker groups and sectors as carrying a higher inherent risk of exploitation. This replaces any implication that these areas are free of risk; we treat them as requiring enhanced, ongoing scrutiny:

Higher-risk worker groups	Higher-risk sectors
Temporary and agency workers	Construction and M&E contracting
Migrant workers	Facilities management and cleaning
Refugees and displaced persons	Umbrella / payroll arrangements
Young and seasonal workers	Recruitment and labour supply
Financially vulnerable individuals	Overseas manufacturing (indirect)

To mitigate these risks we apply rigorous compliance checks to confirm the identity and right to work of all workers, and we monitor our labour supply chain for indicators of exploitation.

Recruitment Controls

As a recruitment business, our pre-engagement controls are our most significant safeguard against worker exploitation. For every worker we undertake:

- Verification of identity documentation and Right to Work checks, including digital Right to Work verification via our certified IDSP for eligible British and Irish nationals.
- Qualification and professional-registration verification where required for the role.
- Employment history and reference checks where applicable.
- Ongoing compliance monitoring throughout the assignment.

We do not charge work-finding fees to workers, we do not retain workers' original identity documents, and we expect all labour-supply partners to uphold the same standards. Any concern relating to worker welfare, coercion, debt bondage, unlawful deductions or document retention is investigated immediately in line with our escalation procedures.

Relevant Policies

Our approach to identifying and preventing modern slavery is supported by the following policies:

- **Whistleblowing Policy:** we encourage all workers, customers and business partners to report any concerns, including circumstances that may give rise to an enhanced risk of slavery or human trafficking. Disclosures can be made confidentially and without fear of retaliation via our confidential helpline or disclosure form.
- **Employee Code of Conduct:** sets out the standards of conduct and ethical behaviour expected of all employees.
- **Supplier Code of Conduct:** prohibits slavery and human trafficking, requires suppliers to take proactive steps to prevent it in their own operations and supply chains, and to provide evidence of their policies. It also addresses freedom of association and debt bondage.

- **Recruitment & Agency Worker Procedures:** we use only reputable labour-supply partners and verify their practices before accepting workers, in line with our risk-management process.
- **Safer Recruitment, Right to Work and Vetting Policies:** govern identity, eligibility and suitability checks across all placements.

Due Diligence

We undertake due diligence when taking on new suppliers and regularly review existing suppliers. Our due diligence and reviews include:

- mapping the supply chain to assess product and geographical risks of modern slavery and human trafficking;
- evaluating the modern slavery risk of each new supplier before engagement;
- requiring suppliers to agree to our Supplier Code of Conduct;
- reviewing all aspects of the supply chain on a regular basis, based on supply chain mapping;
- conducting supplier assessments with a greater focus on slavery and human trafficking where risks are identified;
- requiring substandard suppliers to implement corrective action plans;
- using approved-supplier lists and recognised assurance platforms to check labour standards and compliance;
- invoking sanctions, up to and including termination, against suppliers that fail to improve or that seriously breach our Supplier Code of Conduct;
- applying rigorous compliance checks to confirm identity and right to work;
- respecting the right of employees to form and join trade unions and working constructively to foster harmonious relationships.

A suspected case of modern slavery may be reported by any employee, customer or supplier and will be dealt with in line with the reporting procedures in our modern slavery policy.

Measuring Effectiveness — Performance During 2025/26

In line with good practice we now report against measurable outcomes rather than intentions alone. Our performance during the reporting period was as follows:

Key performance indicator	Result	Status
New suppliers subject to due-diligence screening	100%	Achieved
Workers subject to Right to Work verification	100%	Achieved
Employees completing modern slavery awareness training	100%	Achieved
Key suppliers reviewed via annual risk assessment	25	Complete
Substantiated instances of modern slavery identified	Zero	Achieved

Key performance indicator	Result	Status
Suppliers removed for modern slavery concerns	Zero	Achieved

Priorities for 2026/27

- Introduce a formal annual supplier modern slavery self-declaration for all labour, umbrella and facilities partners.
- Implement documented supplier risk-segmentation by sector, labour profile, geography and spend.
- Maintain 100% staff training completion and introduce a manager-specific module on exploitation indicators.
- Request Tier 2 supply chain visibility from our highest-risk (construction and facilities) suppliers.
- Continue to report modern slavery KPIs annually and maintain our supplier assurance evidence pack.

Training & Awareness

We require all staff to complete modern slavery training as part of our wider human rights and ethical-trade programme, renewed annually. Our training covers our purchasing practices; how to assess and identify the signs of slavery and human trafficking; the initial steps to take and how to escalate a suspicion; and the external help available, including the Modern Slavery Helpline, the Gangmasters and Labour Abuse Authority and the Stronger Together initiative.

We also raise awareness by publishing this statement on our website and displaying modern slavery awareness materials in the office, explaining the principles of the Modern Slavery Act 2015, how to identify and prevent exploitation, and how to report concerns.

Approval

This statement was approved by the Managing Directors of Service Care Solutions Limited, Technology and Governance Manager who reviews and updates it annually.

Signed	<i>Craig Dootson</i>
Name	Craig Dootson
Position	Technology and Governance Manager
Date	25/08/2026
Signed	
Name	Chris Musgrove

Position	Managing Director
Date	25/08/2026