

Introduction

Service Express Europe Limited and its subsidiaries (“Service Express”) have a zero-tolerance approach to slavery and human trafficking of any kind, perform regular due diligence across all new and existing suppliers as well as maintaining strict policies for its own business operations covering recruitment and management of all permanent and temporary employees. This statement provides more detail of the business and related measures.

About Service Express

Service Express Europe Limited is a subsidiary of Service Express, LLC and has been part of the Service Express Group since 2021. Service Express, LLC has its head office in Grand Rapids, Michigan, USA. Founded in 1987, Service Express is a leading provider of data centre and multi-vendor ICT support services across various industry sectors. It has a global headcount of over 900 at the end of 2024, with over 300 employees being based in the United Kingdom.

Service Express operates in a number of territories and jurisdictions around the world, including the USA, Canada, the United Kingdom and Europe.

Our Business Operations

Our business operates a global structure, with each vertical business unit ultimately reporting into a member of our executive leadership team. Business units include Sales, Sales support, Pricing, Service, Engineering, Operations, Supply Chain and back-office functions such as Finance, HR and Legal. Business units operate through a single global strategy and unified processes where possible, with local focus where appropriate.

Our Supply Chains

Service Express utilises a network of global suppliers within its supply chain. The objective of our Supplier Relationship function is not only to ensure service quality and performance, but to ensure supplier commitment to our policies and business practices, irrespective of geography.

The Service Express supply chain is broadly broken into several categories including the provision of hardware (both new and used), software or services for onwards resale by Service Express, specialist or local technical support and engineering services, connectivity services, utility services (such as power), logistics and transport suppliers, professional advisors and facility services such as cleaners. These support both our customers and internal business operations.

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-Modern 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 operate a Whistleblowing policy (that ensures the confidentiality and anonymity of anyone reporting a violation they identify) and a Supplier Code of Conduct that we expect all of our suppliers to comply with.

Our policies have clear ownership within the executive team and are regularly reviewed. The expectation of our Executive Leadership Team is that they will be promptly made aware of any concerns regarding slavery and human trafficking and that management will act upon these reports accordingly.

Due Diligence Processes for Slavery and Human Trafficking

Our Human Resources function provides an internal governance function on slavery and human trafficking within our workforce at both operational and leadership levels. Our Supplier Management function governs the risk of Modern Slavery within our supply chain. This governance structure is designed to identify, assess, and mitigate potential risk areas in our supply chain, perform due diligence, and provide a basis for the ongoing monitoring of risk areas, providing policies for suppliers to adhere to, and a clear process for issues to be reported confidentially.

The length of some supply chains adds complexity to due diligence and effort is made during our supplier due diligence to recognise end to end of even the most extended chain, i.e., not just the company supplying hardware, but labour used to extract raw materials used in manufacturing of hardware.

These longer supply chains, relating to our hardware and software resale activities, are considered the highest modern slavery risk facing our business. Each company in the Service Express supply chain is required to notify us immediately on becoming aware of any indications of slavery or human trafficking in their business or supply chain, and we encourage a cooperative approach where issues are resolved together and proactively. Any suppliers in breach of its commitments will face appropriate actions which could include termination of contracts and its relationship with Service Express.

Training

All Service Express Europe staff are notified whenever there is a significant change to a policy. To ensure continued understanding of topics such as the risk of modern slavery and human trafficking in our business and our supply chain, we provide annual training on the issue to staff, including in relation to the Modern Slavery Act 2015.

Our Effectiveness in Combating Slavery and Human Trafficking

Service Express uses a number of key performance indicators (KPI's) to measure how effective we have been in ensuring that slavery and human trafficking is not taking place on any part of the business or supply chain. The KPI's are based on measuring the processes discussed earlier in this statement and include the number of suppliers contacted, the number that have signed Service Express contract terms, the number that have been visited or had due diligence performed, and additionally the number of related concerns that have been reported, whether through normal management channels or via the whistleblowing procedure.

Next steps

The directors of Service Express Europe Limited are ultimately responsible for compliance by the company and this statement reflects a number of ongoing activities and initiatives made to ensure that slavery and human trafficking in any of its various forms, does not occur in our business or supply chain.

This statement which has been made pursuant to Section 54(1) the Modern Slavery Act (2015), constitutes Service Express slavery and human trafficking statement for the company financial year ending 31st December 2024 and has been approved by the directors of Service Express Europe Limited.