

Modern Slavery Statement 2025

AV Support 247 Limited

1. Organisation Structure and Supply Chains

AV Support 247 Limited is a supported living provider delivering personalised care and support services to vulnerable adults across the UK. Our workforce includes direct employees, international recruits, and agency staff, all of whom are vital to delivering compassionate, person-centred care. We employ a diverse workforce including direct employees, international recruits, and agency staff.

We operate in a sector where recruitment, especially of international and temporary workers, can carry risks of exploitation if not properly managed.

Our supply chains primarily include:

- Recruitment and labour hire agencies (UK and international)
- Training, compliance, and HR service providers
- Property, maintenance, and equipment suppliers

We recognise that risks of modern slavery are most significant within staff recruitment and agency staffing, where oversight can be limited.

2. Policies in Relation to Slavery and Human Trafficking

We are committed to acting ethically and with integrity in all business dealings and relationships. Our internal policies include:

- Modern Slavery and Human Trafficking Policy – sets out our zero-tolerance approach.
- Ethical Recruitment Policy – ensures no worker pays recruitment fees and all recruitment practices are transparent.
- Whistleblowing Policy – enables employees and workers to report concerns confidentially and without fear of retaliation.
- Code of Conduct – defines expected standards of behaviour for employees, agency staff, and suppliers.

All suppliers are required to comply with these standards as a condition of doing business with us.

3. Due Diligence Processes

We have implemented due diligence procedures to assess and manage potential modern slavery risks within our operations and supply chains. Key measures include:

- Conducting background checks and right-to-work verification for all employees and recruits.
- Partnering only with licensed and audited recruitment agencies.
- Requiring modern slavery compliance questionnaires from all new suppliers.
- Including modern slavery clauses in supplier and agency contracts.
- Monitoring high-risk suppliers through audits, performance reviews, and site visits.

4. Risk Assessment and Management

We conduct ongoing assessments to identify and mitigate risks of modern slavery. During this reporting period, our key risks were:

1. Exploitation in international recruitment – risk of unethical practices, such as charging fees or withholding documents.
2. Agency labour oversight – potential for poor conditions or unfair treatment by third-party agencies.
3. Limited worker voice and grievance mechanisms – risk that workers may not have safe channels to raise concerns.

To address these, we have:

- Strengthened worker grievance mechanisms with multilingual, confidential reporting channels.
- Ensured all international recruitment is ethical and transparent.
- Trained managers and HR teams to identify and respond to potential exploitation indicators.

5. Key Performance Indicators (KPIs) to Measure Effectiveness

We use the following KPIs to assess the effectiveness of our actions:

- 100% of suppliers and recruitment partners to complete modern slavery risk assessments by [target year].
- All staff and managers trained on modern slavery awareness annually.
- Zero recruitment fees charged to international staff.
- All grievances acknowledged within 7 days and resolved within 30 days.
- Annual reduction in high-risk suppliers through improved due diligence.

Progress against these KPIs is reviewed by management quarterly and reported annually.

6. Training on Modern Slavery and Human Trafficking

We provide mandatory modern slavery training to:

- All new employees and agency staff during induction.
- Managers, HR, and recruitment teams annually.

- Suppliers and contractors through awareness materials and engagement sessions.

Training covers:

- Identifying signs of modern slavery
- Reporting and escalation procedures
- Worker rights and ethical recruitment standards

7. Future Commitments

Over the next reporting period, AV Support 247 Limited will:

- Extend audits to Tier 2 suppliers where feasible.
- Strengthen worker voice mechanisms through partnership with independent bodies.
- Continue improving transparency in reporting and remediation processes.

Approval

This statement was approved by the Board of Directors of AV Support 247 Limited on 30th April 2025 and will be reviewed annually.

Signed:



Miriam Ugwuoke
Director, AV Support 247 Limited
Date: 30th April 2025