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[Modern Slavery Statement](#)

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Modern Slavery Statement

Organisational Structure

HomeServe Membership Limited ('HomeServe') fully supports the Modern Slavery Act 2015.

HomeServe is a leading national home assistance business, regulated by the Financial Conduct Authority. We provide home repair and improvement services to customers via customer service agents and engineers as well as through locally-based contactor networks. HomeServe has over 30 years' experience helping customers take care of their homes.

HomeServe is part of a group of businesses across Europe and Japan, under HomeServe Ltd.

Policies and Procedures

We are committed to putting effective systems and controls in place to safeguard against any form of modern slavery within the business or our supply chain. We have internal policies in place, including our recruitment and whistleblowing policies that demonstrate our commitment to this:

- **Whistleblowing policy:** this policy stipulates the process to be followed in order for an employee to report their concerns regarding: 1) the treatment of their colleagues; and 2) HomeServe's business practices. We also have an external and independent telephone line that allows employees to raise concerns confidentially.
- **Code of Conduct:** HomeServe's Code of Conduct is available to all staff via the intranet, in order to ensure we conduct our business with integrity. The purpose of the Code of Conduct is to help our people (our employees and workers) do the right thing and act in accordance with our values and policies.
- **Recruitment process:** HomeServe is fully committed to ensuring that employees who are employed by the company have the right to remain and work in the UK. We use reputable employment agencies to vet our employees and this serves as a key mechanism to identify cases of human trafficking and forced labour. To date, there have been no instances of reported human trafficking or forced labour.

Supplier Due Diligence

Our Procurement team is the primary control function in relation to our key suppliers:

- We endeavour to establish and build long-standing relationships with our suppliers and clearly state our expectations of business behaviour.
- We have zero tolerance to slavery and human trafficking. We require all suppliers to comply with our values and to demonstrate this commitment. All suppliers are asked to confirm their compliance with the requirements of the Modern Slavery Act 2015 before we begin working with them.

- In instances where we use non-UK based suppliers we require these entities to have suitable anti-slavery and human trafficking policies and processes.

We carry out thorough due diligence on all of our major supply chain partners and will, for any new major contractor or supplier, take steps to ensure confirmation of their compliance with the Act.

Risk Assessment and Management

Areas of potential risk within our business are our contractor base and the lower tiers of the supply of goods and services such as IT equipment, replacement parts and facilities such as waste. All risks are reviewed regularly. All business partners are required to commit to both legal and our Code of Business Conduct standards.

Key Performance Indicators and Assessment of Effectiveness

HomeServe can confirm that during the period, there have been no reports of any cases suggesting slavery or human trafficking taking place within the business. The following indicators have assisted in achieving this outcome:

1. All employees recruited at HomeServe are subject to rigorous employment process and are vetted to ensure that they have the right to remain and work in the United Kingdom.
2. We can confirm that there have been no reports received from our employees, the public, or any legal / regulatory authority to indicate modern slavery practices exist within the organisation.

The Act

In accordance with the requirements of the Act, this Statement can be found on our website and will be reviewed annually.



Nick Kasmir - Director

21 April 2026

This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015 and constitutes HomeServe's slavery and human trafficking statement for the period 1 January 2025 to 31 December 2025. It was approved by the HomeServe Membership Limited Board of Directors on 14 April 2026.



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