



## Anti-slavery Policy Statement

### Opening statement from senior management

Custom Home Care Ltd. is committed to preventing acts of modern slavery and human trafficking from occurring within its business and supply chain and imposes the same high standards on its suppliers.

Modern slavery encompasses slavery, servitude, human trafficking and forced labour. At Custom Home Care Ltd., we recognise the global impact of slavery and trafficking and as a socially responsible organisation understand that we have a duty to assist in combating such practices. We are committed to acting ethically and with integrity in all business dealings, and we have created effective systems and controls to safeguard modern slavery taking place within our business or our supply chain.

### Structure of the organisation

Custom Home Care is a Limited company registered in England and Wales.

### Due diligence

As part of our efforts to monitor and reduce the risk of slavery and human trafficking occurring within our supply chains, we have adopted several procedures and continue to review our processes and best practice guidance with a view to:

- Identifying and assessing areas of potential risk in our business and supply chains.
- Monitoring potential risk areas in our business and supply chains.
- Reducing the risk of slavery and human trafficking occurring in our business and supply chains.
- Providing adequate protection for whistle-blowers.

### Contractors and Suppliers

As a care provider, we inevitably deal with several outside organisations as suppliers of goods and services. We know that these organisations might form part of a longer supply chain. We make all reasonable efforts to ensure that no link in the supply chain is producing goods and services made under conditions of modern slavery or which might involve human trafficking.

We expect all our contractors and suppliers to have a similar zero tolerance and due diligence approach to modern slavery and human trafficking and only work with organisations that have robust anti-modern slavery policies that operate in other parts of their supply chain and who comply with the Modern Slavery Act 2015.



Custom Home Care Ltd.

We explain in our replies to businesses who respond to tenders and adverts for goods and services that we will check if they employ people under conditions of modern slavery and if they do similar checks with other businesses in their supply chain. In doing so, we expect those businesses to have taken all reasonable efforts to exclude their suppliers from colluding with modern slavery practices.

All staff members, particularly those responsible for procuring goods and services, are expected to report any concerns about any issue or suspicion of modern slavery in any parts of their dealings at the earliest possible stage.

Anyone raising concerns about slavery or human trafficking that affects the care service will be protected by the service's whistle-blowing policy.

We do not consider that we operate in high-risk sectors or locations because our staff and suppliers are based in the UK. It is only under extreme circumstances (e.g., shortages due to pandemic) when we may need to source supplies from overseas.

## Clients

As a care provider, we ensure no vulnerable adult in our care is subject to any conditions that meet the Care Act (and similar) definitions of modern slavery. If there are suspicions, information, or evidence that any Custom Home Care Ltd. clients are victims of, or at risk of, becoming victims of modern slavery, exploitation or forced labour, the company will take immediate protective action by alerting the appropriate safeguarding authority or police and apply all safeguarding procedures that then follow.

## Staff

Custom Home Care Ltd. does not employ staff under any conditions that might make us vulnerable to accusations or suspicions that we are employing people under conditions that would amount to modern slavery and exploitation as defined. All staff are subject to recruitment procedures that comply with both employment law and registration requirements with pay and conditions of employment that meet all statutory requirements.

If we have evidence that any of our employees are subject to exploitation and forced labour by third parties, the company will exercise our duty of care to our employees by reporting our concerns as whistle-blowers to the police or local unit responsible for investigating modern slavery to decide on further investigation or action. We would not act or discriminate against the employee if they are meeting all the required employment conditions and had been recruited in line with the service's recruitment procedures.



## Training

We invest in educating our senior staff, recruitment, and procurement teams to recognise the risks of modern slavery and human trafficking in our business and supply chains. Employees are encouraged to identify and report any potential breaches of the company's Anti-Slavery Policy. Employees are taught the benefits of stringent measures to tackle slavery and human trafficking, as well as the consequences of failing to eradicate slavery and human trafficking from our business and supply chains.

## Further actions and sign-off

At Custom Home Care Ltd. remains committed to preventing slavery or human trafficking from occurring in our business or supply chains, and we intend to continue to strive to improve and strengthen the existing safeguards we have in place.

This statement is made in accordance with section 54(1) of the Modern Slavery Act 2015 and constitutes At Custom Home Care Ltd.'s Modern Slavery Statement for the financial year ending 31 March 2024. The CEO and senior managers have approved this statement.

Signed,

A handwritten signature in black ink, appearing to read 'S. Ellis', with a horizontal line extending to the right.

Stephen Ellis, CEO Custom Home Care Ltd.

2023