

Modern Slavery Statement

1st January 2024 to 31st December 2024
Surecall Recruitment Ltd

This statement has been published in accordance with Section 54 of the Modern Slavery Act 2015. It sets out the steps taken by **Surecall Recruitment** for the period **1st January 2024 to 31st December 2024** to prevent modern slavery and human trafficking in its own business operations and supply chains.

Introduction

Modern slavery is a crime and a violation of fundamental human rights. It takes various forms, such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another to exploit them for personal or commercial gain. Surecall Recruitment has a zero-tolerance approach to modern slavery and is committed to acting ethically and with integrity in all its business dealings and relationships and to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in its own business or in any of its supply chains.

Surecall Recruitment is also committed to ensuring there is transparency within its business and in its approach to tackling modern slavery throughout its supply chains, consistent with its disclosure obligations under the Modern Slavery Act 2015.

Surecall Recruitment expects the same high standards from all its contractors, suppliers, and other business partners, and as part of its contracting processes includes specific prohibitions against the use of forced, compulsory or trafficked labour, or anyone held in slavery or servitude, whether adults or children, and we expect that our suppliers will hold their own suppliers to the same high standards.

This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives, and business partners.

Key focus areas

In the current financial period 2024, Surecall Recruitment continues to focus on the following key areas.

1. The communication of our zero-tolerance approach to modern slavery to all our customers, registered agency workers, suppliers, contractors, and full-time Surecall employees.
2. Ensuring all Surecall staff are fully aware of the policies and agency worker management processes we have in place to prevent the existence of modern slavery activities through our business. This includes awareness of the consequences of not complying to Surecall's Anti-Slavery processes.
3. Surecall staff are fully trained to apply these anti-slavery processes mentioned in point 2, through our candidate registration and management system "joined up".
4. Our "joined up" system is regularly reviewed, monitored and updated to ensure it continues to have the required compliance checks in place to prevent modern slavery recruitment practises entering our business.

Business and operational structure

Surecall Recruitment has been providing specialist staffing services since 2008. We specialise in supplying both temporary and permanent staffing solutions for many industry clients at all levels including sectors such as driving, warehousing, transport and logistics. the NHS, Central Government and other public sector organisations. From warehouse operatives to hospital porters, we are the first point of call for many companies and job seekers. We operate out of a main office in Potters Bar, Hertfordshire and several satellite offices located on the sites of our key customers. We currently employ over 50 Surecall staff, the majority of which are in Potters Bar.

Governance structure

1. The board of directors has overall responsibility for ensuring our anti – slavery processes comply with our legal and ethical obligations, and that all those under our control comply with it.
2. The compliance management team has primary and day-to-day responsibility for implementing this policy, monitoring its use and effectiveness, dealing with any queries about it, and auditing internal control systems and procedures to ensure they are effective in countering modern slavery.
3. Management at all levels are responsible for ensuring those reporting to them understand and comply with this policy and are given adequate and regular training on it and the issue of modern slavery in supply chains.
4. Surecall Staff are invited to comment on Modern Slavery policies and processes and suggest ways in which they might be improved. Comments, suggestions and queries are encouraged and should be addressed to the compliance manager.

Due diligence

We have invested heavily in ensuring we are fully compliant against modern slavery across all areas of our business. This includes

1. The addition of a dedicated Compliance Manager and team within the agency
2. Existing processes and policies reviewed, and new ones added across the business
3. The automation of compliance management processes through implementation of Joined Up
4. Regular ongoing compliance checks, monitoring and reviews

We have recently passed several audits including,

1. NHS Workforce Alliance and Crown Services
2. Gangmasters and Labour Abuse (GLAA)
3. Achilles Network

Our Modern Slavery compliance processes include,

Bespoke Online System – We have invested heavily in a tailor-made registration and compliance system developed by Joined Up

Efficient App-Based Platform – The app promotes direct seamless communication between candidates and agency staff

Comprehensive Candidate Profiling - Candidates' complete profiles and answer specific questions to ensure UK eligibility and role suitability

Stringent Compliance Ratings - Candidates rated out of 100% for compliance; below 100% means ineligibility for client employment

Record-Keeping - Flags for documenting work-related conduct issues, criminal history, violent behaviour or potential Modern Slavery breaches.

Responsible recruitment

Surecall does not use any third parties for its recruitment requirements. All workers registered with Surecall have been directly recruited by Surecall.

Before a Surecall worker is assigned to a client they will have passed a **“Comprehensive Worker Qualification Process”**.

This process includes the following.

- **Thorough Assessment** - Before representation on a client site, our workers undergo meticulous evaluations.
- **In-Person Interviews & Site Inductions** - Face-to-face interviews and site-specific inductions ensure alignment with client needs.
- **Document & Background Checks** - Verification of eligibility to work in the UK and comprehensive background assessments.
- **Bank Details** - These are acquired to ensure workers are paid directly for their work. Not through a 3rd party agent
- **Driver Proficiency Testing** - Driver Tacho & Highway code tests to ensure driver competence.
- **Regular DVLA Checks** - Ongoing DVLA checks every 3 months for HGV and Van Delivery Drivers.
- **Literacy and Numeracy Testing** - Industrial/warehouse staff selected based on numeracy and literacy tests to meet client expectations.
- **Professional References** - References from past employers are always acquired to assess and check suitability.
- **Customized Client Requirements** - Adaptable to client-specific background checks and requirements, including criminal record checks.
- **Safety and Security Assurance** - Our rigorous process ensures the safety and security of both clients and workers from potential Modern Slavery networks.

We only pay workers

To prevent the potential for Modern Slavery entering our staff management practises, Surecall pays its workers directly. No Surecall registered worker is ever paid through a 3rd party agent or umbrella company. Workers must provide bank account details set up in their own name and registered to their home address before they can start work. Once they start work their pay is paid by Surecall directly into their bank account.

To facilitate direct payment Surecall has a dedicated team which manages the payroll relationship between our clients and our workers who serve them. The Surecall payroll team provides our workers with the following features and benefits

- **Automated Processes** - Automated clock-in/out via facial recognition or app for simplicity.
- **Accurate Calculations** - Automatic hour and pay calculations ensure weekly payments for workers.
- **Real-Time Access** - Candidates can view pay slips, hours, rates, tax deductions, and more in real time via the app.
- **Transparency Focus** - Designed for transparency to eliminate worker confusion about pay.

Training and awareness

Because all our compliance practises including Modern Slavery are incorporated within our candidate management system “joined up”, we have prioritised staff familiarity with using “joined up” over other training activities. Staff competency using “joined up” eliminates all risk of Modern Slavery impacting our business.

All operational staff in the past 12 months have attended “Joined up” user courses and these have been supplemented by ongoing “on the job training” facilitated by the Compliance Management Team.

Plans for more specific modern slavery training are currently being developed with the Association of Labour Providers (ALP) for roll out in early 2025.

Collaboration and partnership working

We work closely with all of our clients to ensure that we continue to comply with their own Modern Slavery requirements and provide assistance in helping to shape their policies if requested to do so.

We are committed to responsible procurement in businesses and recognize that a collaborative approach is an effective way of driving ethical and sustainable improvements in global supply chains.

For this reason, we are members of and support several organizations including the following.

- Sedex
- Association of Labour Providers
- Recruitment and Employment Federation
- Achilles Network
- Road Haulage Association
- Gangmasters and Labour Abuse Authority
- Stronger Together

Key performance indicators

Our key performance indicators are as follows.

- 100% of worker database sourced directly by Surecall not from 3rd parties.
- 100% of payslips issued directly to deployed workers
- 100% of wages paid directly to deployed workers
- 100% of Surecall Operating team competent with using joined up
- Modern Slavery Policy and documents prominently displayed on website
- Modern Slavery policy included in staff handbook and new staff on boarding process.

Authorised by

This statement was approved by the Board of Surecall Recruitment Ltd

Signed by



Date:

25th July 2024

Tony Elia – Company Director