



**We Thrive On Delivering Bespoke Packages!**

This statement is made as part of Exceptional Support Services' commitment to eliminating the exploitation of people under the Modern Slavery Act 2015 (the Act). It summarises how Exceptional Support Services operates, the policies and processes in place to minimise the possibility of any problems, any risks we have identified and how we monitor them, and how we train our staff.

## **1 Our Policies**

Exceptional Support Services is a limited company operating in the recruitment sector. We supply temporary workers in the education, facilities and environmental services, healthcare and social care sectors.

Exceptional Support Services is an independent business.

### **1.1 Who we work with**

All of the hirers that we work with, and all of the work-seekers we provide, are known to and identified by our staff. All of the temporary workers we supply are identified by our staff. Some of these work-seekers may choose to operate through their own limited companies. Some of our work-seekers are supplied via other businesses, who facilitate providing them to the eventual hiring company.

The hiring companies that we work with are located in England. The workers we supply live in England.

### **1.2 Other relationships**

Our supply chains include, but are not limited to, sourcing candidates for clients. This may involve the introduction by external agencies to Exceptional Support Services of candidates for onward supply to our clients. We expect our suppliers and potential suppliers to aim for high ethical standards and to operate in an ethical, legally-compliant and professional manner by adhering to our Supplier Code of Conduct. We also expect our suppliers to promote similar standards in their own supply chain. We also work with the Recruitment and Employment Confederation ([www.rec.uk.com](http://www.rec.uk.com)) [and/or] the Institute of Recruitment Professionals ([www.rec-irp.uk.com](http://www.rec-irp.uk.com))

## **2 Our Policies**

Exceptional Support Services has a modern slavery policy. This is available upon request.

Related Policies:

We have several existing policies which assist in assessing and mitigating the risk of modern slavery including (but not limited to):

- Recruitment Policy
- Employee Code of Conduct
- Grievance and Whistleblowing Policy

### **2.1 Policy development and review**

Exceptional Support Services' policies are established by our board of directors and our leadership team based on advice from HR professionals, industry best practices and legal advice. We review our policies regularly, or as needed to adapt to changes.

Tel: 024 7679 6500

Email: [recruitment@exceptionalsupportservices.co.uk](mailto:recruitment@exceptionalsupportservices.co.uk)

Web: [www.exceptionalsupportservices.co.uk](http://www.exceptionalsupportservices.co.uk)



**We Thrive On Delivering Bespoke Packages!**

### **3 Our Processes for Managing Risk**

To assess the risk of modern slavery, we use the following processes with our suppliers:

- When engaging with suppliers, we ask for evidence of their processes and policies, including commitments around modern slavery, human trafficking, forced labour, human rights, and whistle-blowing.
- We review the potential for risk at regular intervals, including the possibility of re-auditing a supplier or conducting spot checks.

After due consideration, we have not identified any significant risks of modern slavery, forced labour, or human trafficking in our supply chain. However, we continue to be alert to the potential for problems.

Additionally, we have taken the following steps to minimise the possibility of any problems:

- We reserve the right to conduct spot-checks of the businesses who supply us, to investigate any complaints.
- We require the businesses we work with to abide by our code of supplier conduct, address modern slavery concerns in their policies and publish a modern slavery statement.
- We collaborate with our suppliers in order to improve standards and transparency across our supply chain.
- Only senior members of staff who have undergone appropriate training for assessing modern slavery risks in the supply chain are authorised to sign contracts and establish commercial relationships in any area where we have identified the potential for risk.
- We ensure that all of our suppliers are members of appropriate industry bodies and working groups.

Our staff are encouraged to bring any concerns they have to the attention of management.

### **4 Our Performance**

Based on the potential risks we have identified, we have also established the following key performance indicators, which are regularly assessed by our board of directors and the leadership team:

- the percentage of suppliers who sign up to an appropriate code / provide their own modern slavery statements
- the percentage of workers and candidates supplied from audited businesses / our preferred supplier list
- the effectiveness of enforcement against suppliers who breach policies
- the amount of time spent on audits, re-audits, spot checks, and related due diligence
- the level of modern slavery training and awareness amongst our staff

We consider our indicators, in order to ensure that we do not put undue pressure on our suppliers that might increase the potential for risk.

### **5 Our Training**

All of our staff receive training and support that is appropriate to their role. In particular:

- Our leadership team and senior supply chain managers receive detailed training in identifying and resolving concerns around modern slavery and human trafficking.

Tel: 024 7679 6500

Email: [recruitment@exceptionalsupportservices.co.uk](mailto:recruitment@exceptionalsupportservices.co.uk)

Web: [www.exceptionalsupportservices.co.uk](http://www.exceptionalsupportservices.co.uk)



**We Thrive On Delivering Bespoke Packages!**

- Our recruiters, HR personnel, and staff involved in our procurement and supply chains undertake training courses that include guidance around modern slavery and human trafficking, as well as other wider human rights issues.
- All of our staff receive awareness-raising information around issues involving modern slavery and human trafficking so that they can bring any concerns they have to the attention of management.

As part of this, our staff are encouraged to discuss any concerns that they have.

This statement is published in accordance with section 54 of the Act and relates to the financial year April 2023 to March 2024. It was approved by the board of directors on 01/05/2023.

**Signed: Irene Gonzo.**

**Position: Managing Director.**

**For and on behalf of Exceptional Support Services.**

Tel: 024 7679 6500

Email: [recruitment@exceptionalsupportservices.co.uk](mailto:recruitment@exceptionalsupportservices.co.uk)

Web: [www.exceptionalsupportservices.co.uk](http://www.exceptionalsupportservices.co.uk)