

## GROSVENOR HEALTH AND SOCIAL CARE MODERN SLAVERY STATEMENT FOR FINANCIAL YEAR ENDED DECEMBER 2024 ISSUED PURSUANT TO SECTION 54 OF THE MODERN SLAVERY ACT 2015

### INTRODUCTION FROM THE CHIEF EXECUTIVE OFFICER

Slavery and human trafficking remain a hidden blight on our global society. We all have a responsibility to be alert to the risks, however small, in our business and in the wider supply chain. Every member of staff is expected to report concerns and management are expected to act upon them.

### ORGANISATION'S STRUCTURE

We are a provider of care operating under the following brands;

- Sevacare (UK) Limited
- Meridian Health and Social Care Limited
- Mayfair Homecare Limited
- Care Cymru Services Limited
- Balmoral Homecare LTD
- Rainbow Care Services (UK) LTD
- Active Care (Ayrshire) LTD
- CDA Care Ltd
- Able Health Care Ltd
- Lucerne (Scotland) Ltd
- Esteem Care Holdings Ltd

We have a head office in the Midlands providing many centralised services and branch offices delivering local care services in towns and cities in England Scotland and Wales. Grosvenor Health and Social Care along with its subsidiary organisations has an annual turnover in excess of £103m.

### OUR BUSINESS

Our business is organised into regions with a regional director and regional managers in each. These positions all report to a National Operations Director and the Chief Financial Officer, who in turn reports to the Chief Executive Officer Darren Stapelberg. Our services are regulated by the Care Quality Commission (CQC), Care Inspectorate Wales (CIW) and Care Inspectorate (CI). Our contracts come from Local Authorities (LAs), Integrated Care Boards (ICB's) and we have some private agreements with individuals in the UK.

### OUR SUPPLY CHAINS

Our supply chains are very limited since we are a supplier of services, but it includes the sourcing of products such as personal protective clothing for our care staff and office products.

### OUR POLICIES ON SLAVERY AND HUMAN TRAFFICKING

We are committed to ensuring that there is no modern slavery or human trafficking in our supply chains or in any part of our business. Our Anti-slavery Policy reflects our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking is not taking place anywhere in our supply chains.

### DUE DILIGENCE PROCESSES FOR SLAVERY AND HUMAN TRAFFICKING

As part of our initiative to identify and mitigate risk –

- Wherever possible, we ensure optimum control of the work environment;
- We limit the geographical scope of our branches to ensure optimum supervision of the use of our properties most of which are leased;
- Where possible we build long standing relationships with local suppliers and customers and make clear our expectations of business behaviour;
- With regards to our supply chains, we expect these entities to have suitable anti-slavery and human trafficking policies and processes. We expect each entity to at least adopt 'one-up' due diligence on the next link in the chain. It is not practical for us or every other participant in the chain to have a direct relationship with all links in the chain, ultimately to the field or utility generator.
- We have in place systems to encourage the reporting of concerns and the protection of whistle blowers.

#### SUPPLIER ADHERENCE TO OUR VALUES

We have zero tolerance to slavery and human trafficking. We expect all those in our supply chain and all contractors to comply with our values. All our directors are responsible for compliance in their respective departments and for their supplier relationships.

#### TRAINING

To ensure a high level of understanding of the risks of modern slavery and human trafficking in our supply chains and our business, we provide training to relevant members of staff. All Directors have been briefed on the subject.

#### OUR EFFECTIVENESS IN COMBATING SLAVERY AND HUMAN TRAFFICKING

We use the following key performance indicators (KPIs) to measure how effective we have been to ensure that slavery and human trafficking is not taking place in any part of our business or supply chains:

- Completion of branch audits by the Head of Quality and the Quality Team, Regional Managers and Regional Directors;
- Use of staff monitoring and payroll systems by the Recruitment Team; and
- Level of communication and personal contact with next link in the supply chain and their understanding of, and compliance with, our expectations.

#### IDENTIFICATION AND MANAGEMENT OF RISK AREAS

As a business we have joined the sponsorship program for employing international care workers. As a risk area for potential modern slavery and human trafficking, procedures and compliance checks are in place to avoid such risks and ensure safety to all.

Key aspects that we follow to help diminish the risks to international workers are as follows:

- Before travelling to the UK, we check accommodation has been sourced
- Geographically, where applicable, employees will be in the vicinity of friends or family already resided in the UK – if they do not have any relations, we try to situate workers at branches with others of a similar cultural background/belief
- Upon arrival to the UK, the business allocates a mentor who will help in both work and adapting to the culture.

- Regular supervisions are carried out
- Opportunity for career growth is offered to all staff including international workers
- Home office regulations are followed
- We have an extensive induction program, which not only provides an understanding of the role's requirements but provides guidance on new surroundings and offers key points of contact & areas of interest.

This combined with the continuous use of staff monitoring systems by the Recruitment and Payroll teams will aid control over the working environment and to ensure that slavery and human trafficking is not taking place at any stage of the sponsorship program and throughout the business.

Darren Stapelberg – Chief Executive Officer

22<sup>nd</sup> April 2025