



servest

**MODERN SLAVERY ACT STATEMENT**  
2017/18

# SLAVERY AND HUMAN TRAFFICKING STATEMENT FOR THE PURPOSES OF SECTION 54 OF THE MODERN SLAVERY ACT 2015

## Introduction from Clare-Jayne Green, Chief Executive Officer UK



*“Servest continues with its commitment to ensure that there is no human trafficking or modern slavery in any part of the business or in its supply chain. It is still of utmost importance to us that our colleagues, and our suppliers work in safe, fair and legal conditions.*

*Throughout the last twelve months we have placed great emphasis on how risk of modern slavery is analysed within our supply chain, how we provide necessary skills and training to our colleagues and stakeholders to educate them on modern slavery within each area of our business and gaining an understanding of where possible risks may still be present.*

*We have a Modern Slavery working group including members of our Legal, Corporate Responsibility, Procurement, Risk and Compliance and Human Resources functions. The working group are responsible for overseeing our progress towards tackling modern slavery and are the driving force for change within Servest.*

*Outlined in this statement is the progress we have made to date and the steps we need to take over the next twelve months to further impact on our commitment towards this human rights issue.*

*I am proud of the steps we have taken over the last twelve months and will ensure that Servest continues to focus on modern slavery as we move forward and grow as a business.”*

## Progress at a Glance

- Over 4,500 products analysed
- Each member of our strategic procurement team has completed CIPS ethical exam
- 1 new Ethical Procurement and Supply Document
- 42% of our supply chain audited on modern slavery issues (based on spend)
- All employees given access to a new e-learning module
- E-learning module made available to all external stakeholders
- 264 managers given advanced training on how to tackle modern slavery
- ‘Report It Don’t Ignore It’ campaign communicated to 23,000 colleagues

## Servest Group Structure

Servest Group Limited is a provider of facilities management services across various sectors. We are part of the global Servest Group which was founded in South Africa. Whilst we and our subsidiaries (the “UK Group”) operate primarily in the United Kingdom, we also operate in the Republic of Ireland. The UK Group has over 23,000 people working across approximately 7,000 sites in the United Kingdom.

The UK Group has an annual turnover in the region of £500m

## Our Business

We are experts in facilities management and creating environments that enable people to deliver exceptional experiences, helping organisations to be more efficient, effective and sustainable.

We operate across a diverse range of sectors including: construction; distribution; transport and logistics; education; healthcare; hotels; leisure and tourism; manufacturing; media; professional services; public sector; retail and utilities. We deliver a comprehensive portfolio of services from building services (which includes mechanical and electrical maintenance and fabric maintenance) to energy and compliance solutions, catering, security, cleaning, landscaping, grounds maintenance and waste management and washrooms, allowing our clients to focus on their core business.



## Our Supply Chains

Our supply chain continues to include a network of over 1,800 vendors based in the United Kingdom. Whilst all our suppliers are based in the United Kingdom we recognise the depth and complexity of supply that extends beyond our immediate suppliers, meaning that the chain is likely to have a global reach. Given the vast number of suppliers we engage with in the UK and internationally, we are unable

to ethically assess every single supplier within our supply chain. Priority and resources are focused on direct (Tier 1) suppliers.

## Ethical Supply Chain Audit

As the business moves forward it is still of upmost importance that we identify and assess potential risk areas in our supply chain, mitigate this risk, and monitor potential risk areas. Servest is in the process of undertaking an Ethical Audit on its supply chain.

The audit allows the business to:

- Identify compliance with modern slavery requirements
- Gain understanding of where our supplier's biggest risks lie (employees, third party labour providers, contractors, supply chain)
- Analyse type of product being supplied and its country of origin enabling Servest to highlight areas of significant risk
- Provide new Ethical Procurement and Supply Document which must be adhered to. This can be viewed [here](#)
- Mitigate risk by working collaboratively with suppliers to correct any non-compliance and offer resources to ensure issues relating to modern slavery are addressed

Resources have been placed on our top spend suppliers, (suppliers with over a £100,000 spend. Upon publishing this report over 42% of our supply chain (by spend) will have been audited on issues relating to Modern Slavery. Suppliers that are considered a priority due to the nature of the products they supply (such as clothing and food) are also included within the initial audit regardless of spend. It is our intention to further expand this audit to incorporate every supplier.

Both advances will be built upon over time and underpin Servest's approach to eradicating modern slavery from its supply chain as outlined below:

- Identify suppliers based on spend, industry and product type
- Analyse data gained through ethical supply chain audit
- Collaborate with suppliers and other bodies to ensure that all steps are taken to address modern slavery

## Identifying Supply Chain Risk

We have carried out analysis on over 4,500 products that we purchase based on their country of origin/manufacture, and have ranked them relating to potential risk of modern slavery using data from the Modern Slavery Index. The Modern Slavery Index ranks countries from 1-52 based on estimated percentage of population in modern slavery, with 1 being highest risk and 52 being the lowest.

Each product has been placed into a risk category as follows:

### Top Risk

Products that are manufactured, or contain materials that are manufactured, in one or more country falling within the Modern Slavery Index's top 10 risk profile.

Number of products within this category: 30

### Considerable Risk

Products that are manufactured, or contain materials that are manufactured in countries falling within the Modern Slavery Index's 11-20 risk profile.

Number of products within this category: 307

### Medium Risk

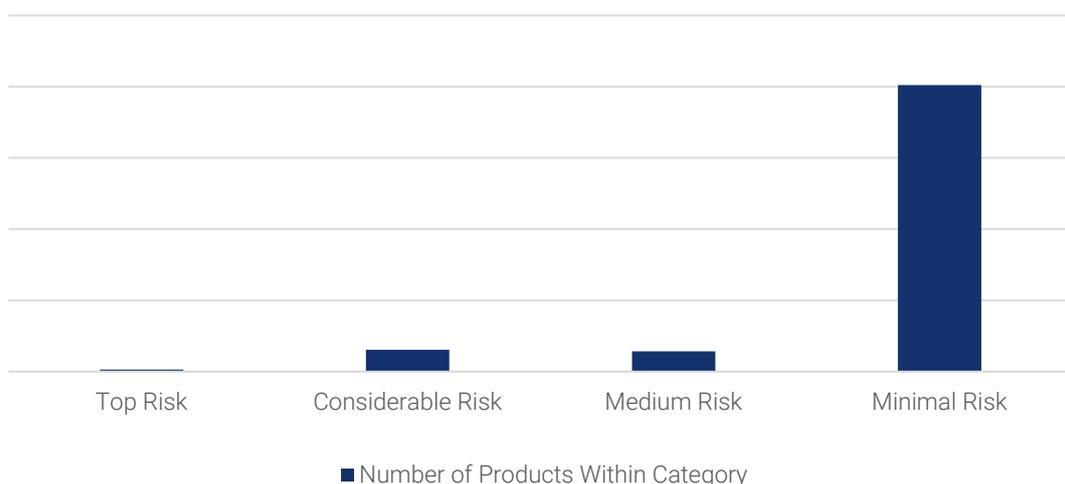
Products that are manufactured, or contain materials that are manufactured in countries falling within the Modern Slavery Index's 21-40 risk profile

Number of products within this category: 285

### Minimal Risk

Products that are manufactured, or contain materials that are manufactured in countries falling within the Modern Slavery Index's 41-52 risk profile

Number of products within this category: 4021



## Training and Behaviour

To ensure an elevated level of understanding of the risks of modern slavery and human trafficking in our supply chains and our business, we provide training to our staff. Basic training is given to all new starters, and HR Workshops are devised to give specialist and tailored training to colleagues working in different areas of the business. Our ethos of continuous conversations gives regular opportunity for colleagues to discuss training needs and for managers to identify and address any areas of concern. Each member of our Strategic Procurement team has passed the Ethical Procurement and Supply exam with the Chartered Institute of Procurement and Supply, which requires candidates to show a comprehensive understanding of the need to eradicate (and methods of eradicating) unethical behaviours, bribery, corruption and exploitation from an organisation's business and supply chain. New team members will sit the same exam to ensure that knowledge and training is kept to a consistently high standard.

## Our Effectiveness in Combating Slavery and Human Trafficking

The key performance indicators below demonstrate what action we have proactively taken to ensure that slavery and human trafficking is not taking place in any part of our business or supply chains:

- We carried out a campaign in October 2016 called Modern Slavery Week to mark the national Anti-Slavery Day and help raise awareness of the topic.
- Modern Slavery briefing & Stronger Together video added to our Corporate Company Induction, meaning that training has been provided to 264 managers & head office colleagues since November 2016
- New online Modern Slavery e-learning training module launched August 2017 made accessible to all colleagues and external stakeholders
- Our recruitment policy contains details on our key principles on right to work as all candidates are made aware that these checks are carried out at interview stage ensuring compliance with the Immigration, Asylum and Nationality Act 2006
- Communicated awareness 'Report It Don't Ignore It' through the use of a payslip communication message reaching out to each of our (23,000) colleagues
- Posters have been displayed across our sites, published on our internal intranet and on the Servest Street Resources platform
- Two of our advocates for Anti-Slavery and Human Trafficking have completed the Stronger Together 'Tackling Modern Slavery' Training Day and attended a Modern Slavery Supplier conference provided by one of our clients

- Suppliers have been evaluated at pre-qualification stage for compliance with the Modern Slavery Act 2015;
- Suppliers assessed for compliance with our Supplier Code of Conduct;
- Multiple communications have been sent throughout the UK Group from or on behalf of the board of directors relating to our Anti-Slavery and Human Trafficking Policy; and
- Two concerns or grievances have been raised by employees and persons outside our business regarding the detection or reporting of modern slavery in any part of the UK Group or its supply chain (with those concerns/grievances being followed up with a thorough investigation).

## **Our Policies on Slavery and Human Trafficking**

We have implemented the following policies and controls to ensure slavery and human trafficking is not taking place anywhere in our business, including our supply chains.

- CSR Policy
- Anti-Slavery and Human Trafficking Policy
- Ethical Procurement Policy
- Recruitment Policy
- Grievance and Whistle-Blowing Policies
- Training Policy

All reports of breaches or non-compliance with our policies are taken seriously and are fully investigated. Where appropriate, we always seek to take remedial action.

## **Our Commitment to Combating Slavery and Human Trafficking – What We Will Continue to Do**

Following a review of the effectiveness of the steps we have already taken to ensure that there is no slavery or human trafficking in our business or supply chains, as part of our strategy we intend to take the following steps in our next financial year and onwards to further combat slavery and human trafficking.

- Continue to monitor performance against our KPIs, and consider the need for expanding the matters measured by KIPs.
- Investment is being made on a new enterprise resource planning system to provide greater efficiency in the way we operate and provide greater visibility of data. The forthcoming year will see the beginning of this change laying the foundations to new and innovative ways of working enabling us to deliver our services more effectively with transparency and consistency of processes

## Groundhouse Coffee – Sourcing our coffee responsibly

Groundhouse coffee is Servest’s own signature coffee brand offering our customers high quality, sustainably sourced artisan coffee. Groundhouse sources its coffee from sustainably managed plantations, including both Rainforest Alliance and Fairtrade certified coffees. Groundhouse also works closely with selected plantations and supports key development programs to help both the welfare and coffee growing within these communities. For every bean we buy we give back to the communities we rely on for our coffee. A decent education, proper training for management of the plantations and medical care for all the families and children.

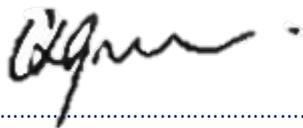


- Provide Modern Slavery Training to our ‘Ambassadors’ who will champion our workforce by providing support and who can speak representative languages (gaining trust of our fellow workers). The Ambassadors will meet quarterly for business updates on changes, projects, review as well as initiatives to supporting and embed these communications
- Continue to promote new online Modern Slavery e-learning training module
- Human Rights Policy – we are working towards developing a human rights policy in support of our commitment to ensure modern slavery does not exist in our business and supply chain
- Right to Work Tutorials – Further promote this training to all our hiring managers which reflects our commitment to recruit talented people based on our global people principles. The videos cover an explanation of the relevant legislation, a description of what checks should be carried out, and information relating to what happens when documents expire and how Servest will avoid discrimination during document checks. Servest will not employ anyone who cannot demonstrate their legal right to work in the UK. Checks are carried out on all colleagues to ensure the documents

provided are genuine. Training is available on Servest Street Online ensuring managers are provided with the tools and skills to carry out document checks so that we only employ individuals who have the right to work in the UK.

- Further promotion of our Insurance Protection Scheme available to all colleagues providing access to an Employee Assistance Programme
- Provide access to our e-learning Modern Slavery training module publicly on our external website
- Work collaboratively with companies entering the group through acquisition to assess levels of awareness and training needs
- Become a “Stronger Together” Business Partner
- We will develop a system to track the number of suppliers evaluated at pre-qualification stage for compliance with the Modern Slavery Act 2015, monitor the number of existing suppliers who have been assessed for compliance with our Ethical Procurement Policy and to record the outcome of such assessments;
- We will develop a system to monitor the number of existing suppliers who have been assessed for compliance with our Ethical Procurement Policy and to record the outcome of such assessments

**This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015 and constitutes our slavery and human trafficking statement for the financial year ending 30 September 2017.**



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Clare-Jayne Green

Date: