

# Modern Slavery and Human Trafficking Statement 2023



# Modern Slavery and Human Trafficking Statement

## Introduction

This statement sets out DDC Outsourcing Solutions Limited's actions to understand all potential modern slavery risks related to its business and to put in place steps that are aimed at ensuring that there is no slavery or human trafficking in its own business and its supply chains. This statement relates to actions and activities during the financial year 1 January 2022 to 31 December 2022.

As part of the outsourcing sector, we recognise that we have a responsibility to take a robust approach to slavery and human trafficking.

Our organisation is absolutely committed to preventing slavery and human trafficking in its corporate activities, and to ensuring that its supply chains are free from slavery and human trafficking.

## Organisational structure and supply chains

This statement covers the activities of DDC Outsourcing Solutions Limited:

- We are a highly experienced BPO and Customer Experience services provider utilising a balanced blend of people, technology, and location to offer solutions that are measurable, agile and innovative.

### *Countries of operation and supply*

We currently operate in the United Kingdom.

## Relevant policies

We operate the following policies that describe our approach to the identification of modern slavery risks and steps to be taken to prevent slavery and human trafficking in its operations:

- **Whistleblowing policy** We encourage all our workers, customers and other business partners to report any concerns related to the direct activities, or the supply chains of, our organisation. This includes any circumstances that may give rise to an enhanced risk of slavery or human trafficking. Our whistleblowing procedure is designed to make it easy for workers to make disclosures, without fear of retaliation. Employees, customers or others who have concerns can contact their line manager or other appropriate person in the organisation who will in turn ensure the allegations are investigated.
- **Employee code of conduct** In our induction we make clear to employees the actions and behaviour expected of them when representing our organisation. We strive to maintain the highest standards of employee conduct and ethical behaviour as part of our organisations culture.
- **Management of Suppliers Process/Procedure** : We are committed to ensuring that its suppliers adhere to the highest standards of ethics. Suppliers are required to demonstrate that they provide safe working conditions where necessary, treat workers with dignity and respect, and act ethically and within the law in their use of labour. We work with suppliers to ensure that they meet the standards of the code and improve their worker's working conditions. However, serious violations of our supplier code of conduct will lead to the termination of the business relationship.
- We use only specified, reputable employment agencies to source labour and always verifies the practices of any new agency it is using before accepting workers from that agency.

## Due diligence

As part of our commitment to identify and eradicate slavery and human trafficking from within our business and from those businesses with which we interact, we-

- Work closely with our supply chains to ensure compliance with legislative obligations and we expect those organisations to have suitable anti-slavery and human trafficking policies and processes.
- We seek to build long-standing relationships with suppliers and to make clear our expectations of ethical business behaviour from them.
- We have in place systems to encourage the reporting of concerns and the protection of whistleblowers.

## Training

We require senior managers and HR professionals within our organisation to complete training on modern slavery.

To ensure appropriate levels of risk awareness in respect of modern slavery and human trafficking, we provide training to relevant members of staff and, in particular, to Senior Managers and our Human Resources Department. All Directors in the business have also been briefed on the subject.

## Awareness-raising programme

As well as training staff, we have raised awareness of modern slavery issues by providing information on our organisations intranet which explains to employees the basic principles of the Modern Slavery Act 2015;

- how employers can identify and prevent slavery and human trafficking;
- what employees can do to flag up potential slavery or human trafficking issues to the relevant parties within our organisation; and
- what external help is available, for example through the Modern Slavery Helpline: [Modern Slavery Helpline](#)

## Board approval

This statement was approved on 12 July 2023 by our Chief Operating Officer, who will review and update it annually.

Signature:



Simon Keeler

12 July 2023