

Modern Slavery Policy

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Policy Contact	Matthew Betteridge
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Targeted Audience	Employees, Agency Workers, Contractors and Suppliers
Approved by	OneCall24 Policy Team

Commitment to Eliminate Modern Slavery

One Call 24 Limited (OneCall24) is committed to eliminating modern slavery, human trafficking, forced labour, and similar human rights abuses. OneCall24 is committed to ensuring that its staff and any workers it supplies (directly or indirectly) are not subject to behaviour or threats that may amount to modern slavery, human trafficking, forced labour, and similar human rights abuses.

The organisation will publish an annual Modern Slavery Statement in accordance with Section 54 of the Modern Slavery Act 2015. This statement will be approved by the Board and made publicly available on the organisation’s website.

Overall responsibility for this policy rests with the Chief Executive Officer, Matthew Betteridge. Day-to-day implementation and monitoring may be delegated, with oversight provided to ensure the policy remains effective and proportionate to the organisation’s risk profile.

Training and awareness

OneCall24 provides appropriate training and awareness information for all of its staff. In particular:

- Leadership Training: Our leadership team receives detailed training on identifying and resolving concerns around modern slavery and human trafficking.
- HR and Procurement Training: Our recruiters, HR personnel, and procurement staff undertake training courses that include guidance on modern slavery and human trafficking, as well as other human rights issues.
- Staff Awareness: All staff receive awareness-raising information about modern slavery and human trafficking to report any concerns to management.

Training on modern slavery risks and this policy is provided to employees as part of the onboarding process. Additional training and awareness activities may be provided periodically, particularly for roles with higher exposure to modern slavery risks.

Reporting and Investigation

- Reporting: Any staff, workers or other parties are strongly encouraged to report concerns via:
 - Their line manager
 - HR department
 - Whistleblowing channel (confidential reporting route)
 - Matthew Betteridge, CEO (optional escalation route)
- Investigation: Reports are taken extremely seriously by the Board of Directors, who are committed to ensuring that all investigations are prompt and effective. If our investigations reveal any issues, we are committed to taking appropriate action. Actions may include working with appropriate organizations, removing non-compliant suppliers from our preferred list, and reporting to law enforcement bodies. Investigations are documented and may involve external agencies where appropriate.

Failure to comply with this policy may result in disciplinary action and, where relevant, termination of contracts with suppliers or third parties.

Monitoring and Effectiveness

OneCall24 monitors the effectiveness of its modern slavery controls using the following key performance indicators:

- The percentage of suppliers who sign up to an appropriate code / provide their own modern slavery statements,
- The percentage of 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, and
- The level of modern slavery training and awareness amongst our staff.

These KPIs are reviewed annually to assess the effectiveness of OneCall24's approach and to identify areas for continuous improvement.

Where performance against these measures falls below expected levels, corrective actions will be implemented and tracked to completion.

Compliance with Recent Legislative Updates

OneCall24 operates in accordance with the UK Modern Slavery Act 2015 and associated guidance. The organisation will update its policies where necessary to reflect changes in legislation, regulatory expectations, or sector best practice.

Due Diligence and Risk Management

OneCall24 undertakes due diligence processes to mitigate the risk of modern slavery in its operations and supply chain. This includes:

- Supplier onboarding checks and approvals
- Contractual obligations requiring compliance with modern slavery legislation
- Risk-based supplier categorisation (high, medium, low risk)
- Periodic supplier audits and reviews
- Monitoring of agency labour and subcontracted labour arrangements

A formal modern slavery risk assessment will be conducted at least annually to identify and assess risks across operations and the supply chain. This will consider geographic risk, sector risk, workforce arrangements, and supplier profile. The assessment will be documented and reviewed by senior management.

The organisation will also assess and monitor internal risks of modern slavery, including recruitment practices, right to work checks, use of agency workers, and indicators of coercion or exploitation within the workforce.

Supply Chain Transparency

OneCall24 recognises that modern slavery risks may exist within supply chains, particularly in recruitment and labour provision. Suppliers are expected to maintain equivalent ethical and legal standards. The organisation is committed to increasing transparency and expects all suppliers to uphold equivalent standards.

Related Policies

We would also recommend reading this in conjunction with our other policies, including our:

- Corporate social responsibility policy,
- Anti-bribery / corruption policy, and
- Whistle-blowing policy.

Review

This policy statement will be reviewed annually as part of our commitment to upholding professional standards. It may be altered from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.