

## One Call 24 Group Limited: Modern Slavery Statement

### Introduction

OneCall24 Group Limited (“OneCall24 Group”) is a company with business operations in the United Kingdom and international support functions in the Philippines and South Africa. The Group encompasses OneCall24 Limited, OneCall24 Healthcare, and Standby24, delivering services across healthcare recruitment, complex care, and regulated person-centred support.

As a responsible and ethical organisation, we remain fully committed to combating modern slavery and human trafficking in all forms within our operations and our supply chain.

### Our Business

OneCall24 Group provides recruitment, care delivery, and clinical services across the UK’s health and social care sectors.

- **OneCall24 Limited** sources and supplies healthcare professionals for the NHS, private hospitals, and community settings.
- **OneCall24 Healthcare** delivers complex clinical care to children and adults within their own homes and the wider community, overseen by experienced clinical leads.
- **Standby24** provides regulated, outcome-focused, person-centred care across England and Wales, working with Integrated Care Boards, Health Boards, Local Authorities, Case Managers, and other commissioning bodies.

Across all services, we uphold the highest standards of ethics, professionalism, and legal compliance, and we expect the same from all suppliers and prospective suppliers.

### Our Supply Chain

Our supply chain includes organisations that support recruitment activities, direct care delivery, corporate operations and the regulated environments in which we work. This includes:

- Recruitment support services
- Training and clinical competency providers
- Office equipment and IT suppliers
- Professional and compliance services
- Care equipment suppliers
- Contractors supporting frontline operations

We are deeply committed to ensuring that all suppliers operate ethically, lawfully, and in alignment with our values. We promote awareness among our suppliers regarding their responsibilities in addressing modern slavery and protecting workers’ rights.

### Supplier Onboarding and Assessment

OneCall24 Group diligently conducts an evaluation process when onboarding new suppliers. This includes:

- Comprehensive assessment of their adherence to ethical and legal principles

- Requests for detailed information regarding labour practices, human rights policies, and measures to combat modern slavery
- Verification of compliance with the Modern Slavery Act 2015 and international standards
- Ongoing monitoring where appropriate
- We strongly encourage our suppliers to:
- Proactively assess and monitor their own operations
- Continuously improve their safeguarding, HR, and ethical practices
- Provide transparency and feedback to support shared accountability

We welcome constructive feedback and remain ready to support suppliers to make any necessary improvements.

### **Our Commitment**

OneCall24 Group is committed to ensuring that modern slavery, in any of its forms, has no place in our business or supply chain.

We will take all necessary steps to:

- Prevent exploitation
- Detect risks or concerns
- Respond promptly and appropriately to any indicators of modern slavery
- Protect the rights and welfare of every individual involved in our operations

### **Steps Taken and Further Actions**

We will continue to monitor our supply chain, conduct regular assessments, and encourage our suppliers to implement ethical and professional practices. We will also provide training and guidance to our employees and suppliers to raise awareness of the issues surrounding modern slavery and promote responsible conduct.

### **Policies**

We maintain several policies to support our commitment to ethical conduct, including:

- Supplier Code of Conduct
- Whistleblowing Policy
- Ethical Recruitment Policy

These policies align with international standards such as the ILO Conventions and UN Guiding Principles on Business and Human Rights.

### **Monitoring and Evaluation**

We utilise Key Performance Indicators (KPIs) to measure the effectiveness of our anti-slavery efforts. These include:

- Supplier compliance levels
- Training completion rates
- Reported incidents
- Effectiveness of mitigation actions

Progress is reviewed annually, and lessons learned are incorporated into forward planning.

### **Training**

Training is provided to:

- HR and recruitment professionals
- Procurement teams
- Frontline care teams
- Clinical and operational managers
- Suppliers where required

Training effectiveness is evaluated through feedback, competency assessments, and performance reviews.

### **Conclusion**

Onecall24 Group Limited remains resolute in its commitment to eradicating modern slavery in all parts of its business and supply chain. We acknowledge that this statement is a living document and will continue to review and enhance our practices to ensure compliance with all relevant laws and regulations.

This statement covers 06<sup>th</sup> May 2026 to 05<sup>th</sup> May 2027 and has been approved by the Board of Onecall24 Group Limited. It will be communicated to all employees, suppliers, and stakeholders.

Signed on behalf of One Call 24 Group Limited



Matthew Betteridge CEO  
06/05/2026