



SURESERVE GROUP PLC

MODERN SLAVERY STATEMENT

Date: 01/10/2023

Version 5



This statement has been produced pursuant of Section 54 (1) of the Modern Slavery Act. It constitutes the Group's slavery and human trafficking statement for the financial year ending 30 September 2023.

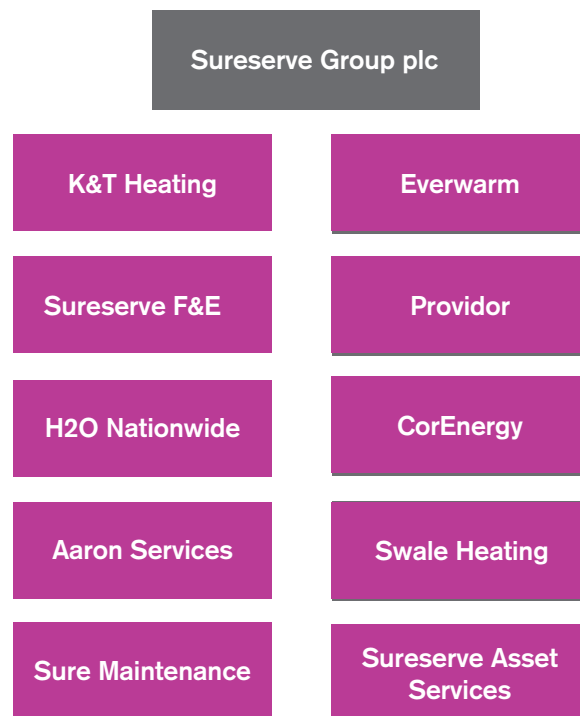
Organisational Structure

Sureserve is a leading UK social housing energy services Group. The Group is made up of K&T Heating, Sureserve Fire & Electrical, Everwarm, H2O Nationwide, Providor, Sure Maintenance, Aaron Services, Swale Heating, CorEnergy and Sureserve Asset Services.

Our Business

The Group operates from a number of regional and main offices as well as 100s of different sites across England, Scotland and Wales.

Our Supply Chain





The Sureserve Group supply chain is made up of material and plant suppliers and trade subcontractors. Our zero tolerance for modern slavery and our respect for human rights, including children's rights, are built into all our processes and business practices. We will work with our supply chain partners to ensure that modern slavery is not present in the supply chain, and we want all our suppliers to think about the steps they can take to provide us with the assurance that:

- Modern slavery is not present in their company
- Safe and fair working conditions are provided
- The risks within their own supply chain are understood
- Zero tolerance, responsible management and compliance with all legal requirements is reflected in your policies, procedures, practices and in contracts with your suppliers

We annually review suppliers to carry out audits as part of our supplier management, focusing closely on those we consider to be at greatest risk, including those:

- Who operate by employing casual or temporary labour
- Operate outside of the UK / EU
- Manufacture or trade in raw material outside the UK / EU

We are developing KPIs specifically focusing on our supply chain and their approach to tackling modern slavery and trafficking. Provisions for managing slavery are set out in our supply chain questionnaire as part of the Constructionline process.

We will incorporate a provision in our terms and conditions that our suppliers should take appropriate steps to ensure that there is no slavery or human trafficking in the supply chain. Any new suppliers will be required to declare that they are not involved in modern slavery and human trafficking, and that they have not been investigated in connection with any offence involving slavery or human trafficking.

Working with our supply chain

As a large organisation, we have a duty to understand the implications of modern slavery within our supply chains. As part of ongoing contract and relationship management, we are asking colleagues to consider the following issues when working with partners:

- Is employment freely chosen within the supply chain partner?
- Is freedom of association and the right to collective bargaining (i.e. trade union membership) respected?
- Are working conditions safe and hygienic?
- Is child labour used?
- Are living wages paid?
- Are working hours reasonable?
- Are appropriate anti-discrimination procedures in place?
- Are zero hours contracts routinely used?
- Are workers protected from physical, verbal or sexual abuse in the workplace?



If a supply chain partner is unable to provide a positive, reasonable response to the questions above, departments should consider whether the supply chain partner is the type of organisation we wish to be associated with as an ethical organisation.

Awareness across the business

We have incorporated a series of measures through our high-level policies, including recruitment process, code of conduct and procurement. Training is being developed through our in house online academy to be delivered to all staff in the businesses and will be made readily available to the supply chain.

All directors and senior management will be briefed on the importance.

This statement has been approved by the Sureserve Group plc Executive team and applies to all companies within the Group.

Approved by:

Graham Levinsohn
Executive Chairman – Sureserve Group
1 October 2023