



Balmoral
HEALTH AND SOCIAL CARE

Anti-slavery Statement

INTRODUCTION FROM THE CHIEF EXECUTIVE OFFICER

Slavery and human trafficking remains a hidden blight on our global society. We all have a responsibility to be alert to the risks, however small, in our business and in the wider supply chain. Every member of staff is expected to report concerns and management are expected to act upon them.

ORGANISATION'S STRUCTURE

We are a provider of care operating under the Grosvenor Health and Social Care Group. We have a head office in the Midlands providing many centralised services and branch offices delivering local care services in towns and cities in England, Scotland in Wales. The Grosvenor Group has an annual turnover in excess of £70m.

OUR BUSINESS

Our business is organised into regions with a regional director and regional managers in each. These positions all report to a Chief Operating Officer who in turn reports to the Chief Executive Officer Ravi Bains. Our services are regulated by the Care Quality Commission in England (CQC), Care & Social Services Inspectorate Wales (CSSIW) and the Care Inspectorate in Scotland (CI). Our contracts come from local authorities (LAs), from Clinical Commissioning Groups (CCGs) and we have some private agreements with individuals in the UK.

OUR SUPPLY CHAINS

Our supply chains are very limited since we are a supplier of services, but it includes the sourcing of products such as personal protective clothing for our care staff and office products.

OUR POLICIES ON SLAVERY AND HUMAN TRAFFICKING

We are committed to ensuring that there is no modern slavery or human trafficking in our supply chains or in any part of our business. Our Anti-slavery Policy reflects our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking is not taking place anywhere in our supply chains.

DUE DILIGENCE PROCESSES FOR SLAVERY AND HUMAN TRAFFICKING

As part of our initiative to identify and mitigate risk -

- Wherever possible, we ensure optimum control of the work environment;
- We limit the geographical scope of our branches to ensure optimum supervision of the use of our properties most of which are leased;
- Where possible we build long standing relationships with local suppliers and customers and make clear our expectations of business behaviour;
- With regards to our supply chains, we expect these entities to have suitable anti-slavery and human trafficking policies and processes. We expect each entity to at least adopt 'one-up' due diligence on the next link in the chain. It is not practical for us or every other participant in the chain to have a direct relationship with all links in the chain, ultimately to the field or utility generator.
- We have in place systems to encourage the reporting of concerns and the protection of whistle blowers.

SUPPLIER ADHERENCE TO OUR VALUES

We have zero tolerance to slavery and human trafficking. We expect all those in our supply chain and all contractors to comply with our values.

All of our directors are responsible for compliance in their respective departments and for their supplier relationships.

TRAINING

To ensure a high level of understanding of the risks of modern slavery and human trafficking in our supply chains and our business, we provide training to relevant members of staff. All Directors have been briefed on the subject.

OUR EFFECTIVENESS IN COMBATING SLAVERY AND HUMAN TRAFFICKING

We use the following key performance indicators (KPIs) to measure how effective we have been to ensure that slavery and human trafficking is not taking place in any part of our business or supply chains:

- Completion of branch audits by the Head of Quality and the Quality Team, Regional Managers and Regional Directors;
- Use of staff monitoring and payroll systems by the Recruitment Team; and
- Level of communication and personal contact with next link in the supply chain and their understanding of, and compliance with, our expectations.

This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015 and constitutes our group's slavery and human trafficking statement for the current financial year

Ravi Bains - Chief Executive Officer
Grosvenor Health and Social Care Group