



# Sureserve

## Modern Slavery Statement



SURESERVE GROUP LIMITED

MODERN SLAVERY STATEMENT

Date: 01/10/2024

Version 6

## Overview

Sureserve Group Limited provides solutions that focus on energy efficiency, warm, safe and compliant homes and buildings. We work in the United Kingdom for housing associations, the public sector and private organisations.

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 2024.

## Organisational Structure

Sureserve Group Limited has increased in size since the last report due to organic growth and the acquisition of new businesses.

The Group is made up of the following trading companies:

- Sureserve Compliance Services Limited
- Sureserve Compliance South Limited
- Sureserve Compliance Central Limited
- Sureserve Compliance North Limited
- Sureserve Compliance NorthWest Limited
- Sureserve Compliance Fire Limited
- H2O Nationwide Limited
- Sureserve Energy Services Limited
- Sureserve Energy Services UK Limited
- Sureserve Energy Services North Limited
- Providor Limited
- CorEnergy Limited
- Low Carbon Exchange
- Sureserve Asset Services Limited
- Warmworks Scotland LLP
- Energy Academy Limited

Sureserve Group's head office is in London. The group businesses operate from offices located across England, Scotland and Wales.

## Our Supply Chain

The Sureserve Group supply chain is made up of material and plant suppliers and trade subcontractors. There are approximately 2,500 different organisations in our supply chain.

## Our Policy and Approach

The Sureserve Group has zero tolerance for modern slavery and our respect for human rights are built into all our processes and business practices.

Sureserve Group has developed a policy framework to ensure we address modern slavery and human rights. This includes:

- Code of Conduct, which applies to staff and our suppliers
- Supply Chain Charter
- Whistle Blower Policy, which is open to staff and our suppliers

Sureserve Group works with our supply chain partners to ensure that modern slavery is not present and human rights are respected. Our suppliers are required to provide us with the assurance that:

- Modern slavery is not present in their company
- Safe, fair and ethical 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 their policies, procedures, practices and in contracts with their own suppliers

In the event of evidence of modern slavery or human rights abuses are found within any of our suppliers, Sureserve Group would notify the appropriate authorities and work with the supplier to understand the situation. A set of corrective actions would be agreed to address the issues, and the supplier would be required to implement these. If a supplier failed to deliver the improvements Sureserve Group would terminate the contract.

To support our policy Sureserve Group colleagues consider the following issues when working with our 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?



Sureserve Group colleagues then can pass any concerns to the Head of ESG or Head of Procurement directly. Alternatively, colleague can report using the whistleblower procedure.

### ***Risk Assessment***

The Sureserve Group conducts annual reviews with key suppliers. A risk-based approach is taken to identify suppliers we consider to be at greatest risk. This includes:

- Suppliers that operate by employing casual or temporary labour
- Suppliers that operate outside of the EU
- Manufacturers that source material outside the EU

### **Effectiveness of Measures**

During the reported period there were no reports relating to modern slavery or human rights abuses at Sureserve Group operations or our suppliers.

### **Future Plan**

The Sureserve Group is undergoing a reorganisation. Once this is complete, we will update our processes and procedures for managing modern slavery and human rights.

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

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

Approved by:

Graham Levinsohn  
Chair and Group CEO - Sureserve  
1 October 2024

