

## **Modern Slavery and Human Trafficking Statement for the Financial Year 2023/24**

Quantum Care Ltd, is wholly committed to improving our practices to combat slavery and human trafficking in our business and supply chain. As a provider of care services and values led business we fully understand our responsibilities with regards to ensuring that we take a robust approach to slavery and human trafficking and will do all we reasonably can to ensure that this does not exist in either our supply chains or any part of our business.

### **Organisation's structure**

We are a not for profit Community Benefit Society set up in 1992 to provide residential care services to older people in Hertfordshire, Essex and Bedfordshire. We operate as a values led business, our values being:

- Our residents are at the heart of all we do.
- We strive to provide the highest quality care.
- Each and every employee is important.
- We are a not-for-profit company.
- We welcome and encourage innovation.
- Committed to equality and non-discrimination.

We currently operate 22 care homes across these three counties. We have approximately two thousand members of staff and provide services to 1420 residents many of whom are living with dementia.

The majority of our staff work in our care homes with a small number of staff employed in our Head Office in Welwyn Garden City, providing professional services to the Homes such as Finance, HR, Training, Facilities, Marketing and Operational Support Services.

### **Our supply chains**

Our supply chains include over 150 suppliers and include a wide range of services including but not exclusive to utilities, medical and care supplies, waste removal, staffing, food and catering, repairs and maintenance.

The majority of our suppliers are small companies based in the areas in which we operate as a business. As a company we are wholly committed to using small local suppliers to ensure that, as far as possible, all of our supplies are ethically sourced and sustainable in line with our Environmental Policy and our overall commitment to minimising the environmental impact of the business.

## **Our policies on slavery and human trafficking**

We have appropriate policies in place that underpin our commitment to ensure that there is no modern slavery or human trafficking in our supply chains or in any part of our business. We review and update all our policies on a regular basis.

At all times we are committed 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.

We have the following policies in place relevant to modern slavery, which we continuously review and update:

- Recruitment Policy
- Procurement Policy.
- Whistleblowing Policy
- Equality, Diversity and Inclusion Policy
- Anti-Bribery Policy
- Adult Safeguarding Policy

Furthermore, we are an Equal Opportunities employer benefiting from a diverse workforce at all levels of our business. We have dedicated policies in relation to:

- Equal Opportunities,
- Anti-Harassment,
- Health and safety
- Grievances
- Whistleblowing

In addition, we work closely with our recognised trade union, UNISON, to investigate and eradicate any incidences of suspected abuse of individuals living/working in a Quantum Care establishment or working for any of our suppliers.

## **Due diligence processes for slavery and human trafficking**

We understand that the following areas give rise to the highest modern slavery risks:

1. Manufacturing which takes place in countries with less vigilant standards for health and safety

## 2. Temporary staff agencies

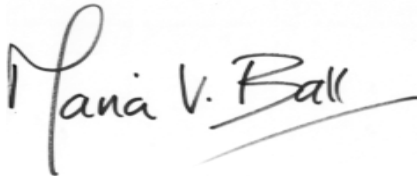
As part of our initiative to identify and mitigate risk we have in place systems to:

- Identify and assess potential risk areas in our supply chains.
- Mitigate the risk of slavery and human trafficking occurring in our supply chains.
- Monitor potential risk areas in our supply chains.
- Protect whistle blowers.

### **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 our new staff during their induction and also to our existing staff and Management Teams through our mandatory safeguarding of children and adults training programmes.

This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015 and constitutes our slavery and human trafficking statement for the financial year ending 31 March 2024.



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Maria Ball CEO, Quantum Care Ltd