

MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT 2024/2025

INTRODUCTION

This statement is made pursuant to Section 54 of the UK Modern Slavery Act 2015 and outlines the steps Connected Health has taken during the financial year ending 2025 to ensure that slavery and human trafficking are not taking place within our business or supply chains.

At Connected Health, our mission is rooted in care, dignity, and community empowerment. As Northern Ireland's leading independent provider of homecare services, we are committed not only to delivering compassionate care but also to upholding the highest ethical standards across all aspects of our operations.

OUR ORGANISATION

Connected Health is a multi-award-winning provider of private homecare services operating across Northern Ireland and the Republic of Ireland. We employ over 1,800 people and deliver more than 40,000 hours of care each week. We support older people, people with disabilities, and vulnerable individuals to live independently with dignity and purpose in their own homes and communities.

Through our Connected Academy, we deliver accredited training to care professionals, empowering a values-led workforce that is ethically aware, highly skilled, and community-focused.

We believe that the same duty of care we extend to service users must also apply to those in our supply chain, our employees, and all others affected by our work.

OUR SUPPLY CHAIN

We work with a wide range of suppliers to support our services, including providers of equipment, uniform and facilities services, IT infrastructure, training, and workforce systems.

We are committed to:

- Ensuring that our supply chain operates in an ethical, humane, and socially responsible way.
- Continually improving visibility and risk assessment across all supplier tiers.
- Including modern slavery clauses in supplier contracts wherever possible.

OUR POLICIES AND CULTURE

Connected Health fosters a values-driven culture of care, safety, and integrity. We have clear policies that address:

- Ethical employment and procurement practices

- Whistleblowing and protected disclosure
- Equality, diversity, and inclusion
- Safeguarding of vulnerable individuals

Our Whistleblowing Policy allows staff and contractors to raise concerns anonymously and without fear of retaliation. All employees receive appropriate HR support and have access to internal grievance procedures to raise ethical or employment issues.

DUE DILIGENCE AND RISK MANAGEMENT

We conduct rigorous due diligence in our recruitment and supplier onboarding processes, including:

- Right to work and identity verification
- Reference checks and credential validation
- Continuous monitoring of employment conditions
- Auditing of suppliers where necessary

We assess suppliers based on ethical standards and evaluate risk areas where exploitative labour may be more prevalent. We remain vigilant to both direct and indirect risks.

TRAINING AND AWARENESS

We provide training to all management and frontline recruitment teams on:

- Identifying signs of modern slavery and exploitation
- Reporting mechanisms and escalation protocols
- Supporting victims in line with safeguarding best practice

Training is reviewed annually and will be extended in 2025 to include all frontline supervisors and onboarding staff.

OUR COMMUNITY-FOCUSED APPROACH

As a care provider rooted in the community, we recognise the unique position we hold to identify signs of modern slavery—not only within our workforce but also in the communities we serve.

Through regular community contact and health and wellbeing initiatives, we aim to be proactive in recognising abuse and exploitation. We work closely with regulators, partner agencies, and law enforcement where concerns are identified.

LOOKING AHEAD

In 2025, we will:

- Expand ethical auditing to Tier 2 and Tier 3 suppliers
- Review and update training across all staff levels
- Strengthen procurement frameworks to require supplier disclosure

- Develop a digital dashboard for supplier due diligence tracking

We remain committed to continuous improvement and to leading with integrity and compassion in everything we do.

This statement is approved by the Board of Directors and signed on its behalf by:

Signed:

Ryan Williams
Deputy Chief Executive Officer

Marc Murphy
Chief Financial Officer

Date: [Insert Date]