

## Modern slavery statement (financial year 2020/21)

This statement is made pursuant to s.54 of the Modern Slavery Act 2015 and sets out the steps that The Institute of Customer Service (The Institute) has taken and is continuing to take to ensure that modern slavery or human trafficking is not taking place within our business or supply chain.

Modern slavery encompasses slavery, servitude, human trafficking and forced labour. The Institute has a zero-tolerance approach to any form of modern slavery. We are committed to acting ethically and with integrity and transparency in all business dealings and to putting effective systems and controls in place to safeguard against any form of modern slavery taking place within the business or our supply

The Institute of Customer Service is a company limited by guarantee, operating a membership body concerned with customer service. It delivers benefits to organisations and individuals who purchase membership, with the aim of improving their customers' experience and their own business performance. Membership is available for purchase by individual customer service professionals and organisations.

Topics covered by The Institute include;

- publishes research on customer service topics
- is a membership organisation for organisations and individuals
- offers its own awards to its own member organisations
- offers customer service benchmarking and accreditation services to organisations
- produces the UK Customer Satisfaction Index twice a year

### **1.1 Our policies**

We operate a number of internal policies to ensure that we are conducting business in an ethical and transparent manner. These include:

1. Recruitment/Agency Workers. The organisation uses only specified, reputable employment agencies to source labour and always verifies the practices of any new agency it is using before accepting workers from that agency. Pre-employment validation checks are completed for work in the UK on all employees to safeguard against human trafficking or individuals being forced to work against their will.
2. Whistleblowing policy. We operate a whistleblowing policy so that all employees know that they can disclose concerns about how colleagues are being treated, or practices within our business or supply chain, without fear of reprisals confidentially.
3. Employee Code of business conduct. This code explains the manner in which we behave as an organisation and how we expect our employees to act.
4. Supplier and Procurement Code of Conduct. The organisation is committed to ensuring that its suppliers adhere to the highest standards of ethics. Suppliers are required to demonstrate that they provide safe working conditions where necessary, treat workers with dignity and respect, and act ethically and within the law in their use of labour. The organisation works with suppliers to ensure that they meet the standards of the code and improve their worker's working conditions.

## **1.2 Our suppliers**

The Institute operates a supplier policy and maintains a preferred supplier list. We conduct due diligence on all suppliers before allowing them to become a preferred supplier. This due diligence includes an online search to ensure that particular organisation has never been convicted of offences relating to modern slavery [and on-site audits which include a review of working conditions]. Our anti-slavery policy forms part of our contract with all suppliers and they are required to confirm that no part of their business operations contradicts this policy.

In addition to the above, as part of our contract with suppliers, we require that they confirm to us that:

1. They have taken steps to eradicate modern slavery within their business
2. They hold their own suppliers to account over modern slavery
3. (For UK based suppliers) They pay their employees at least the national minimum wage / national living wage/London living wage (as appropriate)
4. (For international suppliers) They pay their employees any prevailing minimum wage applicable within their country of operations
5. We may terminate the contract at any time should any violation of modern slavery come to light]

## **1.3 Training**

We regularly conduct training for our procurement/buying teams so that they understand the signs of modern slavery and what to do if they suspect that it is taking place within our supply chain including specific awareness training.

## **1.4 Our performance indicators**

We will know the effectiveness of the steps that we are taking to ensure that slavery and/or human trafficking is not taking place within our business or supply chain if:

- No reports are received from employees, the public, or law enforcement agencies to indicate that modern slavery practices have been identified.
- Completion of the organisation's evaluation and verification process for existing and new suppliers
- Completion of employee modern slavery training
- Confirmation for the completion of supplier change managers of modern slavery training