

## Modern Slavery Statement and Human Trafficking Statement for the 2019 Financial Year

### Introduction

Thames Ambulance Services Limited (TASL), also trading as the Thames Group, makes this statement to demonstrate our compliance with the Modern Slavery Act 2015. Throughout we show our actions to combat slavery globally and in the UK.

### Our business structure

TASL operates as part of the Thames Group. We operate across England with the investment of Health Transportation Group (HTG) Spain and in partnership with the NHS to offer non-emergency patient transport to people who cannot safely transport themselves to and from hospital or medical facilities for appointments. As of the 28th of May 2019, we operate 17 non-emergency ambulance depots in the Midlands and South of England. We have a call, planning and control centre based at our HQ in Lincoln and four satellite control rooms across the country, and a Finance Office in Doncaster. We directly employ 800 staff members with more employed via agencies. We serve approximately 552,000 patients every year.

### Our supply chains

TASL uses a wide range of services and goods providers. These include (but are not exclusive to) suppliers for cleaning, medical consumables, stationary, infection prevention control, vehicle maintenance, waste disposal and IT services. We aim to act with integrity and are finding more ways to ensure that suppliers we work with have policies in line with our values.

### Our policies and approach

We have several policies to empower decision makers within TASL to make choices that cultivate a safe and respectful environment for staff members, with due diligence taken to ensure that we are doing our part to combat modern slavery and human trafficking:

- Our **Recruitment Policy** outlines our approach to recruitment for permanent, part-time, contract and agency staff members. Our pre-employment checks include a right-to-work check as per government guidelines.
- Our **Safeguarding Adults at Risk Policy & Procedure** and **Safeguarding Children and Young People Policies** both outline our approach to protecting people at risk.
- Our **Equal Opportunities in Employment Policy** and **Equality & Diversity Policy & Procedure** show our approach to fair and reasonable treatment of our staff members (both current and prospective) and demonstrate our commitment to protection of our community.
- Our **Whistleblowing Policy** demonstrates how we allow staff members to safely and responsibly report issues in the workplace.
- Finally, our **Zero Tolerance Policy** outlines our intolerance towards violence and mistreatment of staff members and those we work with.

We will continue to develop our range of policies to more comprehensively address issues raised by modern slavery and human trafficking.

### Practicing due diligence

Currently our ability to identify and mitigate risk regarding modern slavery and human trafficking rests with our HR/recruitment team and our nominated Safeguarding Leads. We work with the NHS in line with their safeguarding policies and the NHS Safeguarding App, we encourage staff members to access their safeguarding phone application as required. Through our policies and procedures, TASL commits to:

- Identify risks of modern slavery and human trafficking
- Mitigate risks of modern slavery and human trafficking
- Protect whistle-blowers
- Identify and monitor potential risk areas, including inappropriate employment practices

### **Training our staff**

TASL ensures that we impress a high level of understanding of the risks of modern slavery and human trafficking within our business through relevant training. Our safeguarding training that makes up part of our induction mandatory training packs includes information on the recognising and reporting situations where there may be risk of inappropriate employment practices.

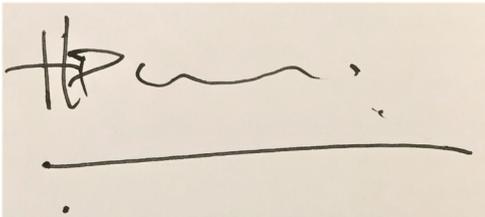
### **Measuring our effectiveness and supplier adherence to our values and ethics**

We take a zero-tolerance approach to slavery and human trafficking as we do towards violence. Our business model ensures that we operate responsibly, paying employees with at least minimum wage per their location.

### **Approval**

This statement is made in compliance with section 54(1) of the Modern Slavery Act 2015. It constitutes TASL's stance for the year ending 31st December 2019. It was approved by TASL's Board of Executives and Directors 29/05/2019

Signed by

A photograph of a handwritten signature in black ink on a light-colored background. The signature is cursive and appears to read 'Hayden Newton'. Below the signature is a solid horizontal line.

Hayden Newton  
Director of Quality and Assurance  
on behalf of the Board of Executives and Directors  
29/05/2019