

# DELT SHARED SERVICES

## MODERN SLAVERY STATEMENT



OUR CUSTOMERS AND THE PUBLIC INTEREST ARE AT THE HEART OF ALL WE DO – BY LIVING OUR VALUES WE STRIVE TO MAKE EVERY INTERACTION THE VERY BEST IT CAN BE

- We have **integrity** and **transparency**
- We **develop** and **empower** our people
- We **strive** to be the **best** at what we do
- We believe in **partnership** and **collaboration**
- We value both **innovation** and **creativity**



## INTRODUCTION & COMMITMENT

Section 54 of the Modern Slavery Act 2015 requires large employers to produce a Modern Slavery Statement for each financial year. Whilst Delt Shared Services Ltd do not currently have a legal obligation to publish this, we have chosen to do so. We believe the localised nature of our activities and our customers, contractors and supplier geography, puts us at lower risk than some in the shared service industry. Nevertheless, we remain vigilant in the detection and prevention of modern slavery and human trafficking and have a zero-tolerance approach to any:

- Human trafficking including all aspects of child slavery;
- Forced work through mental or physical threat;
- Being controlled or owned by an employer through mental or physical abuse or the threat of abuse;
- Slavery in supply chains.

We are committed to our company values of transparency and integrity and publish this statement to outline the procedures Delt already undertakes, what we have done this year and what we will do in the coming year. This is Delt's first annual Modern Slavery Statement and has been developed in accordance with the Modern Slavery Act 2015.

## OUR BUSINESS

Delt is a success story that has delivered well over the level of benefit assumed in its original business case from its founders. It is not purely financial outcomes that underpin our service model. Our founding partners made a conscious decision to keep investment in shared services local. We continue to be a proudly local organisation, with a turnover of £19m, employing 200 people in skilled roles who deliver improved service levels, greater resilience and nearly £14m of socio-economic gain every year to the South West of England. Hundreds of jobs that would otherwise have left the region are supported through our business activities.

## HELPING PEOPLE DO AMAZING THINGS

We constantly seek to challenge, refine and do things better, faster and cheaper. We are committed to doing things locally because we have shown it to produce such powerful results. We work together with our shareholders (who are also our customers), take the best of the private and public sectors and combine them in delivering something that is greater than the sum of its parts.

More than 100 doctors' practices, children's social care and over 300 other critical services are delivered by our clients to around 900,000 people across the South West. We pay over 10,000 people each month from 64 organisations. As a shared service organisation, Delt works quietly behind the scenes, running technology and other back office services to help our clients and partners do amazing things.

Currently our shareholder ownership split is 50% NHS and 50% Local Government, serving over 200 locations and supporting over 300 services.

## SUPPLY CHAINS

Delt is committed to working with suppliers to address the risk of modern slavery in our supply chains.

Suppliers are thoroughly assessed for suitability prior to contracting. This is carried out in two ways.

1. Via our supplier onboarding process
2. Suitability assessment prior to tendering potential suppliers are asked questions required under Regulation 57 of the Public Contracts Regulation 2015 enabling us to identify any previous convictions of misconduct or mistreatment of staff through their activities.

Delt expect all its suppliers to commit to the eradication of modern slavery in their direct working practices, their supply base or in their extended supply chains. Our suppliers are expected to conduct their business activities to the highest ethical standards.

Our supply chain consists of small business, SME and large corporates operating in multiple sectors regionally, nationally and internationally.

Delt will activity promote adherence to the Modern Slavery Act and will work to support and develop its smaller suppliers in this endeavour.

**Based on our commitment to a collaborative approach with our employees, customers and suppliers around modern slavery we have:**

- Contacted all of our suppliers and baselined their progress and compliance
- Carried a compliance assessment
- Developed and deployed educational and training resources for our employees and communicated our requirements clearly to all our suppliers.
- Added modern slavery specific questions and governance to our supplier onboarding process and supplier due diligence checks
- Worked both internally and within our stakeholder group to ensure that throughout all of our procurement processes we assess and report the risks around the Modern Slavery Act.

**As a result of our ongoing assessment of risk and to confirm our due diligence we will:**

- Report to our Board annually on the results, actions and any interventions resulting from our work using the following indicators.
  - 100% of staff complete the compliance training regarding modern slavery.
  - Reporting the number of new suppliers in the year with confirmation they have either provided their policies and commitments to meeting the requirements of the MSA or successfully completed a risk assessment as part of the onboarding process.
  - Report on the number of supplier risk/suitability assessments and any outstanding actions; this will be determined by assessing scope of supply and the risk associated e.g originating country
  - Provide a risk summary to the Board based on all ongoing risk assessments/due diligence within our supply chain(s).
- Highlight any critical issues to the Board during the year.

- Work closely with our shareholders' procurement teams to ensure we exchange information and best practice in this area including any issues with shared suppliers.

## TRAINING AND EDUCATION

To ensure that we're consistent and diligent in our approach to tackling modern slavery, we train all of our staff to understand and recognise the areas and issues associated with modern slavery. As such, all of our employees through onboarding, induction and ongoing development and compliance training, undertake our mandatory e-learning training for modern slavery annually. Compliance with this requirement will be reviewed by the senior leadership team quarterly and reported to the Board annually as part of our ongoing governance.

## FUTURE PLANS

As the business grows, naturally our supply chains will change and adapt. We are committed to constant re-evaluation of our processes and how we identify and manage areas of risk.

Delt processes provide a route for employees to raise any concerns around modern slavery that they witness in delivering to their roles and responsibilities.

## WHO WE WORK WITH



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