



**job&talent**

# Modern Slavery Statement

For the financial year ended 31st of December 2024





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# Introduction

Job&Talent, a leading global workforce marketplace, recognizes the critical importance of addressing modern slavery and human trafficking. We are deeply committed to upholding the highest standards of labor rights and we are diligently striving to eliminate these atrocious offenses within our area of impact. This commitment isn't just a matter of compliance; it's a fundamental value that underpins our business.

The nature of our work, connecting businesses with temporary workers across various sectors, places us in a unique position. We understand the potential vulnerabilities within the agency and temporary

employment landscape, and we are proactive in mitigating those risks. Our approach involves stringent due diligence processes when onboarding workers, focusing on transparency, fair treatment, and legal compliance. This includes comprehensive screening of our partners to ensure they adhere to our ethical standards and relevant legislation. Furthermore, Job&Talent is committed to providing resources and training internally to ensure our employees are equipped to identify and report any signs of modern slavery.

Recognizing that the fight against modern slavery requires collective effort, we actively seek collaboration

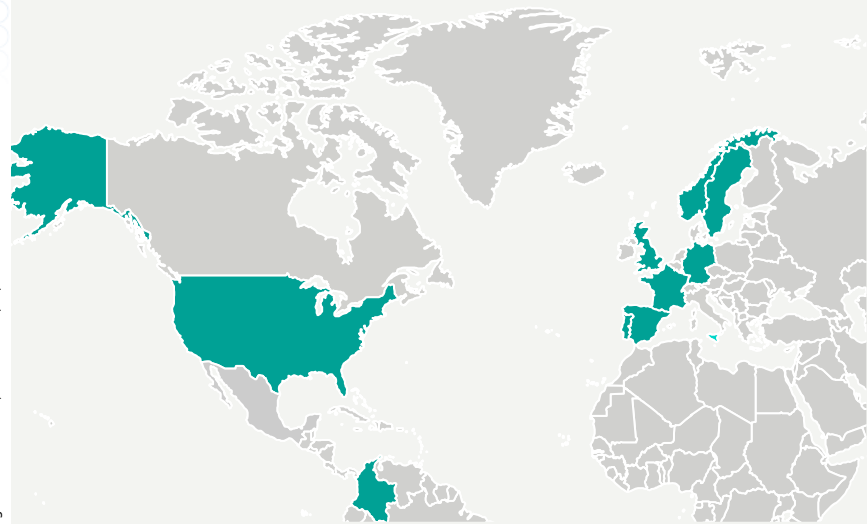
with partners, governmental organizations, and nonprofits. Open communication, knowledge sharing, and the implementation of best practices are key components of our approach. We believe that by working together, we can create a more ethical and sustainable future in the workforce. For Job&Talent, this is not just about meeting legal requirements; it is about creating a positive impact and ensuring that every worker has access to fair, safe, and dignified employment. Our commitment to this cause is unwavering, and we continue to evolve our practices to remain at the forefront of the fight against modern slavery in the employment sector.





# About Job&Talent

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Job&Talent is a world-leading marketplace for essential work, matching eat people with great companies directly through its platform.

Job&Talent's mission is to empower workers by offering stability, faster job acements and fair treatment, while supporting companies with efficient orkforce management solutions. The AI-enabled platform streamlines id automates workforce management, helping businesses achieve gher productivity and workforce reliability. In 2023, Job&Talent placed ver 340,000 workers in more than 2,500 companies across industries like gistics and retail.

**£1.7 billion+**  
annual revenue in 2023

**3,500+**  
global clients

**~500,000+**  
workers placed and managed

**10 countries**

US, UK, Spain, Germany, France,  
Portugal, Sweden, Norway,  
Colombia, and Belgium.

**90%**

average YoY growth  
**TOP 10** Fastest Growing  
Companies by FT

**£800m+**

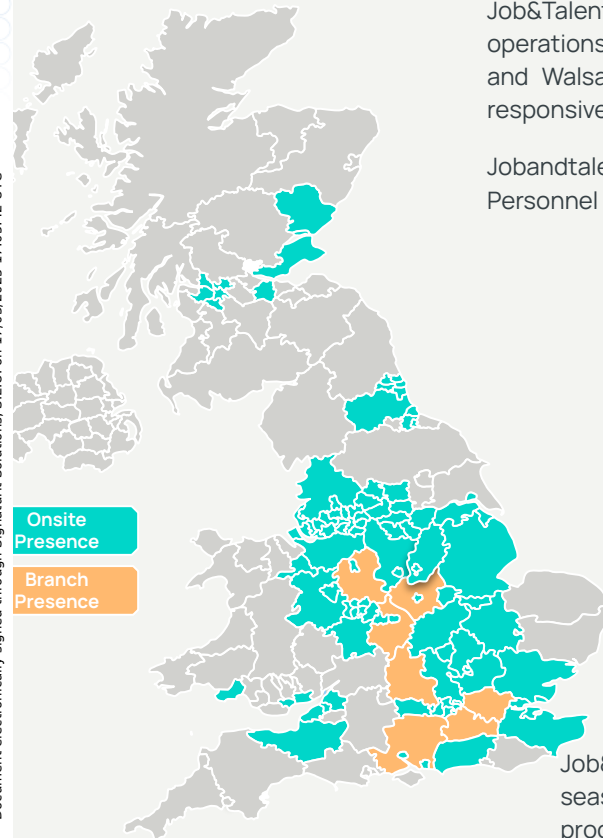
funding from triple A global  
investors: Softbank, BlackRock,  
Goldman Sachs, Kinnevik, FJ  
Labs and Atomico.



# Organisation structure and supply chains

Job&Talent operate a robust and extensive network across the UK, combining branch-based, on-site, and remote operations. Our operational footprint includes six branches in Birmingham, Coventry, Derby, Feltham, Southampton, and Walsall. Additionally, we manage over 230 on-site operations nationwide, allowing us to deliver flexible, responsive, and efficient support wherever it is needed.

Jobandtalent UK incorporates the following subsidiaries: Jobandtalent Works Ltd, Single Resource Ltd, Extra Personnel Ltd, and Extra Personnel Automotive Ltd.



**230+**  
on-site locations

**£350m**  
Annual Revenue in 2024

**35,000+**  
Workers supplied in 2024

**500+**  
Satisfied partners in 2024

**+57 vs +20**  
Workers NPS vs Market Average

**Jobandtalent UK Ltd** employs around 250 staff in the operation department and 50 in back office roles.

**Jobandtalent Works Ltd** engages between 1,500 and 3,500 temporary workers mainly in warehousing, production and food production sectors

**Single Resource Ltd** engages between 8,000 and 10,000 temporary workers mainly in food production, manufacturing and warehousing sectors

**Extra Personnel Ltd** engages between 2,000 and 3,000 temporary workers mainly in warehouse, logistic and transport sectors

**Extra Personnel Automotive Ltd** engages around 250 temporary workers in automotive sector

Job&Talent operates with a minimal supply chain, primarily relying on secondary suppliers during peak seasons. When selecting suppliers, we are extremely diligent, implementing robust and comprehensive vetting processes. Our goal is to ensure that our suppliers share Job&Talent's values and mission regarding the fair treatment of workers. A key expectation is that suppliers implement effective measures to combat modern slavery, which Job&Talent regularly audits to ensure compliance.



# Policies in relation to slavery and human trafficking

To proactively combat exploitation within our workforce, we maintain a comprehensive suite of Policies and Procedures that clearly define staff responsibilities across all facets of their roles, with a specific focus on identifying, preventing, and managing potential instances of exploitation.

These documents, readily accessible to all employees through our internal platforms, are further reinforced through mandatory compliance training covering key policies and procedures.

We currently have 9 policies/procedures that relate to Modern Slavery:

- Child Labour Remediation Policy
- Dual Address Checks Procedure
- Forced Labour & Ethical Policy
- Human Rights Policy
- Imposter Monitoring Procedure
- Investigating Modern Slavery & Exploitation
- Red Flag Reporting Procedure
- Refer a Friend Procedure
- Remediation Policy

Our commitment is underscored by a dedicated Compliance team, integrated within our People & Culture department, who are responsible for the ongoing review and maintenance of these policies, ensuring they remain current, effective, and aligned with best practices.

## Forced Labour & Ethical

This policy serves as a cornerstone of our responsible business conduct, explicitly prohibiting all forms of forced labor, including but not limited to, any form of coercion, debt bondage, disciplinary action that results in obligation to work, forced overtime, document retention, and the charging of recruitment fees to workers.

## Investigating Modern Slavery & Exploitation

This procedure is designed to empower our staff with the knowledge and tools necessary to recognize potential instances of exploitation within our sphere of influence. By providing clear guidance on conducting welfare checks, understanding indicators of exploitation, and outlining steps to take both during and outside of standard business hours

## Refer a Friend

While often beneficial for recruitment and growth, can present a unique set of risks if not managed carefully. To mitigate these potential pitfalls, we've implemented this procedure. It's designed to equip our site and branch teams with the necessary tools and guidelines to establish sensible boundaries for these schemes.



# Risk Assessments

We conduct an annual Modern Slavery Risk Assessment, in order to identify areas where we can improve our practices, strengthen our safeguards, and ensure that our existing measures remain both appropriate and effective in mitigating potential risks. Below are selected examples from our 2024 Risk Assessment.

## Risk Identified

## Mitigation Measures

### Registration Fees/Hidden Payments

Workers being subjected to exploitative recruitment practices such as paying recruitment fees or hidden fees such as PPE costs was deemed to be an unlikely risk but one which would have a moderate impact.

- Regular raising awareness initiatives
- Job&Talent app available on app stores with no fee
- Random worker interviews during internal audits
- Thorough staff training and confirmation of understanding

### Excessive working hours & insufficient rest breaks

Workers completing excessively long hours, being deprived of suitable rest breaks, or being inadvertently allocated additional hours by the client outside of our management process was deemed to be a likely risk with moderate impact.

- Improved shift allocation tool that provides a wider view for coordinators
- Implemented 'log in' functionality in the App to enable live monitoring of worker hours and improve control.

### Forced Labour

Instances where a worker is forced to work against their will, under threat of punishment was deemed to be an unlikely risk but with major impact.

- Robust policies supported through training
- All workers asked welfare questions at registration
- Comprehensive evaluations on 2nd Tier Suppliers
- Various channels available for reporting concerns
- Modern Slavery Champions trained for many sites



# Inter-departmental collaboration on risks

To effectively tackle the challenges posed by modern slavery, a bi-monthly meeting of the Modern Slavery Committee is held, promoting a collaborative atmosphere for the identification, mitigation, and reflection on previous experiences.

This committee strategically includes representatives from various departments, such as the Compliance Team, Commercial Directors, Product Team, Payroll, and Customer Service. By integrating these diverse viewpoints, the meetings facilitate a thorough analysis of potential risks, leading to a deeper understanding of the issues at hand. This comprehensive approach empowers the committee to devise strong and well-informed solutions that consider multiple perspectives, ultimately enhancing the organization's overall strategies for prevention and response.

We are committed to fostering clear **communication** and open dialogue on critical matters, as this provides the best opportunity for discovering effective and **innovative** solutions.



The Modern Slavery Committee is appointed to consider specific matters relating to Modern Slavery within our Business and the supply chain.

Meetings agenda:

- Current cases and concerns
- Trends and risk areas
- MS Risk Assessment
- Control Measures
- Raising Awareness initiatives
- Response plan





# Due Diligence

To proactively minimize the risk of workforce exploitation, a multi-faceted approach has been implemented, encompassing various measures designed to identify and mitigate potential vulnerabilities. These safeguards, many of which have been established for years, are subject to regular review and adaptation to ensure optimal effectiveness in a constantly evolving landscape.

This commitment extends beyond internal operations, with specific strategies aimed at scrutinizing the supply chain to prevent the unwitting introduction of exploitative practices into the business. By continuously refining these processes, we strive to cultivate a responsible and ethical working environment and uphold our commitment to human rights.

## Suppliers

Job&Talent utilises 2nd Tier suppliers only when necessary during peak periods. There were 12 suppliers approved for use during 2024.

All 2nd Tier suppliers are subject to thorough vetting prior to supply, followed by annual audits. In 2024, we launched a Suppliers Code of Conduct to be issued and accepted as part of the approval process. Furthermore, 2nd Tier supplier contracts have been updated to clearly outline our expectations and ensure a shared commitment to combating exploitation.

Welfare interviews of 2nd Tier workers are conducted during internal audits to ensure that their experience align with our standards and expectation.

## Worker Reports

### Red Flags Report

Weekly report looking at responses to modern slavery questions within the worker app. Used to ensure all concerning answers are addressed by site teams.

### Dual Address Report

Monthly report which flags any address with 5+ active workers. Triggers letters to local councils and worker welfare interviews.

### Bank Details & Mobile Number Checks

We strengthened our existing checks by adding mobile number verification and stricter requirements around proof of bank details. Workers are required to provide a current bank letter or statement before we accept bank details.

## Welfare Checks

All internal audits include random worker interviews. The scope of these conversations encompasses awareness of human and worker rights, access to and understanding of available complaint channels, perceptions of treatment by both Job&Talent and client personnel, and feedback on the recruitment process itself.

In 2024, 50 internal site audits were conducted, with 3-4 workers being interviewed at the majority of these audits.

All staff who complete our Modern Slavery Champions training also conduct worker welfare interviews as part of the assessment, and are tasked with conducting random interviews at least quarterly.

# Memberships, Licences & Inspections

Job&Talent operates with a strong commitment to ethical conduct and transparency across all business practices. This dedication is underscored by our strategic partnerships with leading UK organizations specializing in ethics, governance, and fair labor practices. These collaborations ensure that our operations adhere to the highest standards and reflect best practices in the industry.

A key indicator of our success in upholding these principles is the outcome of government inspections. In 2024, we underwent both National Minimum Wage and Employment Agency Standards inspections, achieving a perfect result of zero non-conformances. This demonstrates our unwavering commitment to legal compliance and ethical worker treatment.

**GLAA Licensed**  
Jobandtalent Works - JOBA0004  
Single Resource - SING0001  
Extra Personnel - EXTR0012





# Key performance indicators to measure effectiveness of steps being taken

One of Job&Talent's core principles is “**High Standards**”. This means we seek to continuously raise the bar and achieve more.

We made good progress in these metrics relating to the ways in which we seek to prevent exploitation and to ensure our workers' wellbeing, and we intend to improve further in 2025.

## Where we were in 2023

Total score of 125, or 65% on Stronger Together Good Practice Implementation Checklist.

RRT Progress Status 84% including:

- Management Systems & Due Diligence - 69%
- No forced labour - 100%
- No child labour - 100%
- Wages and benefits - 92%
- Working time - 79%
- Ethical & professional conduct - 95%

18 staff members completed Modern Slavery Champions training.

87% Operations staff completed Modern Slavery Training.

Worker NPS: 50



## 2024 Results

Total score of **127**, or **66%** on Stronger Together Good Practice Implementation Checklist.

RRT Progress Status **87%** including:

- Management Systems & Due Diligence - **78%**
- No forced labour - **100%**
- No child labour - **100%**
- Wages and benefits - **100%**
- Working time - **82%**
- Ethical & professional conduct - **95%**

**38** staff members completed Modern Slavery Champions training.

**89%** Operations staff completed updated Modern Slavery Training.

Worker NPS: **57**



# Training and raising awareness

## Modern Slavery Champions

Launched in 2023, our Modern Slavery Champions program is gaining momentum in the fight against exploitation. In 2024, we expanded the program, conducting four dedicated sessions that brought together 20 staff members representing 16 different work sites. Participants who complete this training are equipped with the skills to conduct more thorough worker interviews and critically assess the specific risks and opportunities for improvement within their own operational environments.

## External Support

The Compliance team and Directors regularly engage with industry resources by attending webinars and in-person events hosted by organizations like the ALP, GLAA round-tables, and Stronger Together. We encourage all staff members to leverage resources available through our memberships, including e-learning modules. These external tools enhance our internal training programs, keeping our team informed and equipped with the latest best practices and regulatory updates.

## The Snowdrop Project

In 2024, Job&Talent demonstrated its ongoing commitment to supporting survivors of human trafficking through its partnership with The Snowdrop Project. Compliance Team volunteered their time to renovate a house, providing a supportive environment for a victim rebuilding their life. Job&Talent's fundraising efforts culminated in a £1,000 contribution to the charity in October. To further raise awareness, Job&Talent organized a webinar for staff and clients, hosted by the charity offering insights into real-life cases.

## Worker Awareness

As a part of the registration and induction process, all new recruits receive information regarding modern slavery. Recruiters engage candidates in conversations about the issue, and our welcome emails feature informative videos to raise awareness. Building on this foundation, we launched the Worker Compliance Hub in 2024, a dedicated online resource providing workers with detailed information on modern slavery, how to recognize it, and how to access support. Furthermore, our worker newsletters consistently include relevant content on modern slavery and exploitation, ensuring that awareness and vigilance remain a continuous priority throughout their employment.

## Mandatory Compliance Training

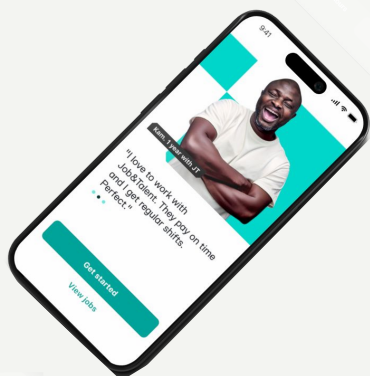
In 2024, we revamped our internal training program, introducing new online courses to enhance our staff's skills and knowledge. A key component is a mandatory module on modern slavery, crucial for all employees. To ensure comprehensive participation, the completion of all mandatory training, including the modern slavery module, will be a focal point during the 2025 annual reviews. Staff with outstanding requirements must rectify the situation promptly. Training completion is also a regular part of our internal audits, providing checkpoints to remind employees of their obligations and maintain compliance.

# Our plans and goals for 2025

We continuously look for ways we can improve, and take a **hands-on** approach as soon as a potential weakness is identified.

We will continue to work with internal and external stakeholders to improve our processes throughout the year.

Our main goal is to work in ways that ensure there is no modern slavery or exploitation within our operation or supply chain, and we aim always to improve workers' experience and satisfaction throughout their employment with Job&Talent.



## Improve Worker awareness

We have discovered, via our Modern Slavery Champions Slack channel which is used to discuss site-specific challenges and gather advice from other teams, that a lot of our workers don't seem to take in the modern slavery information shared during the registration and induction stage.

In order to combat this, we are going to add modern slavery information and a link to our Worker Compliance Hub to the weekly payslip emails, to ensure that all workers have regular, easy access to information and resources.

We will also look into ways to improve the effectiveness of the posters and leaflets displayed around our sites and branches.

## Other Planned Improvements

### Training

Reach 100% completion of mandatory training for all staff.

### Data Gathering

We are launching a multi-language modern slavery questionnaire to give workers another opportunity to give us information that could highlight a worker who needs support.

### Scores & Metrics

Further improvement on Stronger Together and RRT Scores, as well as worker NPS.

### Reporting

Improve the visibility of our modern slavery related reports and statistics, empowering site teams to tackle issues more independently.



Job&Talent falls under the reporting requirements of the UK Modern Slavery Act 2015 ('the Act'). This statement for financial year ending 31st December 2024 outlines the actions we have taken to prevent modern slavery in our operations and supply chains.

The Job&Talent entities covered by the 2024 Modern Slavery Statement are:

- Jobandtalent UK Ltd
- Jobandtalent Works Ltd
- Single Resource Ltd
- Extra Personnel Ltd
- Extra Personnel Automotive Ltd

This statement is made in accordance with Section 54, Part 6 of the UK Modern Slavery Act and will continue to be subject to annual review.

This Statement was approved by:

A handwritten signature in black ink, appearing to read 'Andrew Small'.

Andrew Small  
CEO UK

Date of approval: 17th March 2025