

MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT 2023

Introduction

This Modern Slavery & Human Trafficking Statement is a response to Section 54 (1), Part 6 of the Modern Slavery Act 2015 and relates to actions and activities for the financial year ending October 2023.

Our position on human rights within Acorn Mobility Services Limited (trading as Acorn Stairlifts) is clear and covered in our long established Business Practices Policy and, our Code of Conduct. Acorn Mobility Services Limited is committed to preventing slavery and human trafficking violations in its own operations, its supply chain, and its products.

Acorn Mobility Services Limited are committed to upholding human rights, always treating people fairly, with dignity and respect and we expect our business' suppliers to uphold these same high standards throughout our supply chain.

We respect the human rights of all our employees and those within our supply chain, have zero tolerance of slavery and human trafficking, and require our supply chain to comply with our values.

Business Structure & Supply Chains

Our core competency is the manufacturing, supply, installation and servicing of Stairlifts. Acorn Mobility Services Limited has business operations in the United Kingdom, with subsidiaries throughout America, Canada, Germany, France, Italy, South Africa, Australia and New Zealand. The Board of Directors has delegated responsibility for the day-to-day operational management and implementation of its strategies to country leadership teams who are responsible for local operations, strategy, execution and compliance in alignment with AMSL's values, policies, governance standards and framework.

The workforce breakdown among our three key regions is as follows

- UK & Europe: 59%
- North America: 35%
- Rest of the World: 06%

Most of the Groups workforce are employees, recruited and hired directly by our local operations with a smaller number of self-employed individuals. Self-employed workers are primarily engaged in our sales sector.

All procurement activities of Acorn Mobility Services Limited and associated subsidiaries take place within the United Kingdom. Our contractors and suppliers are mainly EU and UK based with a small activity in the Far East (Taiwan)

Policies

AMSL is committed to regularly reviewing and further strengthening its policies and codes. We operate a number of internal policies to ensure that we are conducting business in an ethical and transparent manner.

All our policies are endorsed and signed off by senior management and shared widely within the business.

These include:

- Ensure our recruitment processes are transparent and reviewed regularly, with robust processes in place for the vetting of the appointment of our people;
- Raise awareness of the issue amongst our people and our suppliers to combat the hidden nature of modern slavery;
- Challenge and support our suppliers in the effort to drive out modern slavery and human trafficking; *and*
- Apply the spirit, as well as the letter of the law, to our internal practices.

We make sure our suppliers are aware of business policies and adhere to the same standards.

This is encapsulated in our five core values; **Quality, Unity, Integrity, Caring & Ambition**

Due Diligence

We are committed to ensuring that slavery, trafficking, bonded labour, forced or servile marriage, descent-based slavery and domestic work and slavery does not take place in our business or any part of our supply chain by seeking to:

- Identify and action potential risks in our business and supply chains
- Monitor potential risks in our business and supply chains
- Reduce the risk of slavery and human trafficking occurring in our business and supply chains

Risk Assessment and Management

Risk assessments are carried out by our procurement department using our terms and conditions along with legal guidance to determine our risk exposure and to eliminate or reduce using training tools and education. All production/design samples are put out to tender with quality the main factor during supplier investigation and audit. Traceability of stock with unique numbering system allows us to monitor all components and can assist in prompt action should there be any breach in quality standards

Regular auditing is performed by the Group Compliance Department to ensure all policies are adhered to and implemented in the manner in which they were produced along with training of all employees in the enforcement and compliance.

Key Performance Indicators

The Group's systems of internal control, including the policies, internal audits, procedures and activities that underpin these systems, are designed to manage rather than eliminate risk and to ensure compliance with relevant legislation, regulation and best practice related to social, environmental, and ethical issues.

These systems provide reasonable, but not absolute, assurance that the Group has reduced the risk that modern slavery and human trafficking could be found in its businesses or in their supply chains.

The Group has numerous methods which would allow individuals or suppliers to raise concerns with regards to modern slavery & trafficking to allow issues to be addressed and action plans implemented to resolve. In 2023 the company received no grievances or complaints.

Training

The Company is committed to raising awareness of the signs of modern slavery and information on how to raise complaints within the company. Training is provided to all relevant decision-makers within the Company on risks, policies and standards relating to modern slavery, human trafficking and forced labour. Training is provided on an on-going basis and evaluation of its effectiveness is sought via feedback from participants.

This Statement sets out the steps which Acorn Mobility Services Limited have taken to help ensure that slavery and human trafficking is not taking place in any part of our business or supply chains



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