

MODERN SLAVERY STATEMENT 2025



Sensée — Brilliant service, flexible homeworking



DOCUMENT CONTROL

Change History

The following table records information relating to versions of this document over time and briefly describes the changes made to them.

Version	Date	Author	Comment/ Changes
0.1.0	10/09/2024	Leon Lonsdale	First draft
0.2.0	02/10/2024	Leon Lonsdale	Adjustments to content for readability
0.3.0	15/04/2025	Leon Lonsdale	Corrections made to structure section.
1.0.0	02/05/2025	Brigitte Gratton	Approval

Approval History

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Version	Date	Approver	Role
0.3.0	02/05/2025	Brigitte Gratton	CPO

Review History

The following table records information related to reviews conducted on this document over time. Displays the version that was reviewed and the reviewer.

Version	Date	Reviewer	Comment
0.1.0	13/09/2024	Andy Rosser	First draft review
0.2.0	05/10/2024	Andy Rosser	Second draft review
0.3.0	02/05/2025	Brigitte Gratton	Sign-off review



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1. A WORD FROM THE GROUP CEO, STEVE MOSSER

More than ever, the British public expect companies to operate in an ethical way. As a provider of outsourced services this is true of our clients and their customers. It is essential as a key part of our clients supply chain; we help meet those expectations.

Respecting human rights is a part of operating ethically and is important to both our customers and our colleagues. At Sensée, we have a commitment to the people, to ensure that they are not being exploited and have a safe place of work, with fair treatment, and excellent labour standards.

Devastatingly, millions of people worldwide are impacted by modern slavery. It is more crucial than ever to remain committed to preventing, identifying, and addressing modern slavery to protect the human rights of all individuals, regardless of who they are or where they live.

We have continued our efforts to reduce the risk of labour exploitation by improving policies and procedures for both our directly employed staff and those supplied by agencies. Progress has been made, including enhancing worker onboarding processes and introducing awareness programmes for managers and partners, helping them to better recognise signs of modern slavery.

In addition to publishing our modern slavery statement on our website we will add this to the Home Office modern slavery statement registry.

This statement document sets out the steps that Sensée Group has taken and continues to take to understand and minimise the potential risk of modern slavery in our business and supply chains.

Steve Mosser

CEO, Sensée Group



2. ABOUT SENSÉE GROUP

The Company

Sensée Group is a provider of outsourcing contact centre services in the form of both remote and office-based contact handlers (Sensée LTD and Sensée Operations LTD) and Software as a Service (SaaS) solutions (Cloudworks LTD).

At Sensée and Sensée Operations Ltd, we operate our own customer contact centres, providing phone, webchat, social media, and email support for some of the largest and most forward-thinking brands in the UK and internationally.

We’re committed to sharing our technology, expertise, and experience to help others unlock the benefits of homeworking as well, which is why at Cloudworks, we have productised our tech stack to be made available as SaaS so contact centres across every vertical and of any size can benefit from our 20 years of applied experience in WFH and Hybrid Working.

As an ethical organisation, we only offer employment contracts with guaranteed hours.

We’re proud to be an equal opportunities employer, and we believe diversity is one of our greatest strengths. This year, we were nominated for a diversity award, and we’re honoured to have a team that reflects the very best of the UK.

Structure

The Sensée Holding Group is made up of six parts: Sensée Ltd, Sensée Financial Services Limited, Sensée Operations Limited, Sensée (NI) Limited, Cloudworks Software Ltd and Sensée Property Services Limited.

Employees

	Sensée	Cloudworks	Sensée NI	Sensée Operations	Total
Total	1044	10	62	680	1734
Permanent	1044	10	62	670	1724
Temporary	0	0	0	10	10
Office Based	2	0	0	593	595
Homeworking	1042	0	62	87	1129
Full Time	507	9	14	122	638
Part Time	537	1	48	558	1096



Supply Chain

Sensée procure goods and services from within the UK, using overseas suppliers only when our need cannot be fulfilled domestically.

We build relationships with our suppliers to ensure they understand our values and comply with our expectations and commitments to protect human rights and the environment.

As an outsourcer of services, we also ensure that the expectations of our clients are also applied to those suppliers' providing services that support our delivery to those clients.

We do not enter business with any organisation, in the UK or abroad, which knowingly supports or is found to be involved in slavery, servitude and forced or compulsory labour. This is not limited to our supply chain.

3. RISK MANAGEMENT

The two main areas of risk in relation to modern slavery at Sensée Group relate to our recruitment of staff, and our contractual agreements with suppliers. Modern slavery risks and prevention thereof are considered in the design, update, and maintenance of our approaches to procurement and management of people.

The steps we take to manage modern slavery risks are outlined in our approaches to:

- Production, review, updating and application of policies and procedures.
- Due Diligence in recruitment and supplier onboarding.
- Training of staff to understand what modern slavery is, and to identify the signs.
- The measurement of key performance indicators.

4. POLICY

In our commitment to treating all our staff equally and fairly and fostering an inclusive environment where every individual is valued and respected, we have put several policies and procedures in place that set the standards required of our staff and highlight the mechanisms we have in place to allow people to raise issues or concerns about Modern Slavery linked to Sensée.

These include:

- Equality & Diversity Policy
- Whistleblowing Policy
- Recruitment Policy
- Disciplinary Policy
- Code of Conduct
- Procurement Policy



5. DUE DILIGENCE

Through undertaking due diligence in our activities, we seek to ensure that we do not inadvertently support Modern Slavery. We make our processes known to potential staff and suppliers as a means of encouraging good practice.

Recruitment

Our recruitment and people management processes are designed to ensure that all prospective employees are legally entitled to work in the UK, are safeguarded from any abuse or coercion, and that our contract is directly with them.

We do not allow the payment of salary to be made to a bank account that is not in the name of employees. This is checked and enforced at the recruitment stage. Any change to bank account details thereafter is protected by a strict process preventing those accounts being changed to one not belonging to them.

We also ensure that any recruitment agency we utilise for the placement of temporary staff follows the same requirements to confirm the identity and right to work of individuals placed with us.

Supplier

When we undertake the procurement of suppliers, we require that they declare if they meet the relevant criteria in the Modern Slavery Act 2015 and include contractual terms within contracts to ensure they are contractually, and legally bound to uphold these expected standards.

We also reserve the right to challenge any abnormally low-cost suppliers to ensure they do not rely upon the potential contractor practising modern slavery.

We assess the compliance of key suppliers annually against these standards through the deployment of annual questionnaires. The questionnaire requires that these suppliers declare their compliance with appropriate standards and that they provide evidence of certifications or audit reports that backup their statements.

We will further review our supplier onboarding process to embed checks on suppliers to ensure compliance with the requirements of the Modern Slavery Act 2015.

6. TRAINING

We provide mandatory training to all our colleagues during induction and refresh annually. Training covers our policies, procedures, and our behavioural expectations. This includes Modern Slavery, and the appropriate actions colleagues should take if they suspect a case of modern slavery in the workplace or supply chain.

We ensure that staff involved in buying or procurement, and the recruitment and deployment of workers receive training on modern slavery and ethical employment practices.

Training is conducted via e-learning and is repeated annually as refreshers. Training modules may be re-issued to any colleague at any time, when deemed necessary.

Training ensures that our colleagues have the tools they need to understand, detect, and tackle modern slavery.



7. KEY PERFORMANCE INDICATORS

- 100% of staff to have undertaken mandatory training in relation to Modern Slavery by 31 March 2026
- All 'People' policies to have been reviewed and updated where applicable by 31 March 2026.