



## Supply Chain

HOPS Labour Solutions priority is to source labour ethically and responsibly. Our main focus is the safety and human rights of workers we supply for our customers.

Our key points are listed below identifying the way we aim to conduct ourselves and make a difference in setting our ethical priorities.

### Key points

- Develop and improve workers conditions in conjunction with our customers and suppliers to include safety and human rights.
- To communicate and support compliance to HOPS standards with our suppliers and customers.
- To support our suppliers in continuous improvement of standards for workers.
- No forced labour or modern slavery – workers have the right to choose their employment
- Safe and healthy working conditions on our customer sites.
- Free from human trafficking
- No bonded labour.
- No child labour.
- Fair wages and benefits.
- Lawful working hours.
- No discrimination.
- Respectful treatment of workers.

### HOPS Auditing

HOPS Labour Solutions Ltd use an independent auditor to review all of our customers' sites before placing any workers with them. This audit reviews accommodation to ensure both HOPS and legal standards are adhered to.

HOPS auditing standards have been developed to enable a customer to ensure they fulfil their obligations to its workers and to HOPS. The HOPS standards have been used to develop the FPC accommodation standards and reviewed by Version.

Version recommended HOPS use an independent auditor to ensure no bias was shown to our customers and this was done with immediate effect. This approach allows us to focus on prevention and is based on trust and a collective approach to positive change.

During the audit workers are interviewed, records of wages and legal requirements are reviewed. The working conditions are visually assessed and health and safety standards are checked. Throughout the audit recommendations are suggested and upon conclusion a written report with supporting images is sent to the HOPS office for follow up on any issues our customers may need support with.

Workers are interviewed away from the customer management to promote an opportunity to raise concerns in a safe environment, the customers are supplied with survey cards to check for modern slavery issues and surveys are conducted annually to check worker satisfaction, safety, transparency and well-being.

Time frames are agreed for completion of action points and these are documented and logged by the HOPS office. Any customer who has areas of concern outstanding will have follow up audits or labour supply withdrawn until corrective steps are taken depending upon what is required. HOPS endeavour to support our customers in a variety of ways, for example, providing a range of health and safety documents plus other guidance documents. This is to enable the customer and worker to have a supportive labour provider.

HOPS suppliers are audited annually in country of sourcing by HOPS management to ensure each in country supplier adheres to legal requirements in the UK, Europe and the sourcing country.

Part of the audit is a survey to all workers which reviews supplier's practices and in an attempt to be robust at spotting any trends. The survey is anonymous to allow workers to voice any concerns without the fear of reprisal.

The suppliers audit allows HOPS insight into the supplier's practices and their compliance with HOPS requirements and standards. During the audit HOPS review applicants paperwork and any corresponding documents. If feasible HOPS attend workers presentations to review the interview process and allow HOPS an opportunity to speak to applicants prior to them travelling to the UK.

Interviews are done prior to work-placements and allow adequate time for applicants to consider options and suitability. The interviews are usually conducted in groups and opportunity is given for individuals to speak privately if they have any concerns. All interviews and presentations are done in the language of the country where the presentations are conducted to ensure clarity and understanding for applicants.

To conclude supplier's audits verbal discussions are held and a written report details any areas of concern with corresponding time frames to completion. Follow up discussions are held as part of regular contact with HOPS suppliers and we aim for this to embed the trust, support and relationships HOPS has with its suppliers.

HOPS have mapped and assessed their supply chain; this is part of HOPS ongoing reviews into driving improvements and identifying areas of strengths and weakness.

### **HOPS Partnership Engagement**

In 2018 HOPS removed all recruitment fees for applicants. HOPS led the way in ethical recruitment in sector and we were pleased to have consulted our customers and suppliers prior to making this move and found great support.

HOPS strive to be market leading in improving the human rights of workers in our supply chain. We are aware of the risks to vulnerable workers and endeavour to remain vigilant and supportive of all workers at risk. HOPS attend ILO conferences, ALP workshops and have registered with Clearview to reflect and review our practices and process to drive improvement and support.

HOPS customer base is instrumental in implementing support for workers and communications via newsletters, audits, conferences, visits and other communications in a desire to continue to educate and share best practice amongst our customers to benefit and support our workers.

HOPS customer base is fundamental in delivering communications to workers regarding help lines and support available – this is delivered at induction and information is displayed in workers social areas. Support is given by HOPS for any worker who reports any issue in line with HOPS policies.

### **HOPS targets**

HOPS accept its responsibility to respect human rights in its operations, to ensure we treat all people with dignity and respect.

Recognise and manage risks associated with unsatisfactory working conditions, discrimination, modern slavery, human trafficking and forced or bonded labour.

To review this policy annually, or as is required to ensure HOPS meets its legal standards and HOPS standards.