

Modern Slavery & Human Trafficking Statement

Lucy & Phil Ltd

Managing Director's Foreword

At Lucy & Phil Ltd, we firmly believe that every individual has the fundamental right to work freely, safely and with dignity. Modern slavery, forced labour, servitude, debt bondage, child labour and human trafficking have no place in our organisation, our supply chain or the communities in which we operate.

Although Lucy & Phil Ltd is not currently required to publish a statement under Section 54 of the Modern Slavery Act 2015, we choose to do so voluntarily because ethical business practices, transparency and respect for human rights are fundamental to our values.

Our commitment extends beyond legal compliance. We strive to create a business that promotes fairness, protects vulnerable individuals and ensures that every employee, agency worker, subcontractor, supplier and business partner operates to the highest ethical standards.

Preventing exploitation is everyone's responsibility. We expect every person working with or on behalf of Lucy & Phil Ltd to uphold the principles contained within this Statement.

We will continue to strengthen our governance, improve supplier due diligence, invest in employee awareness and work collaboratively with our customers and partners to eliminate modern slavery risks wherever they may arise.

Managing Director

Lucy & Phil Ltd

1. Policy Statement

Lucy & Phil Ltd has a zero-tolerance approach to all forms of modern slavery, forced labour, compulsory labour, child labour, debt bondage, servitude, labour exploitation and human trafficking.

We are committed to conducting business with honesty, integrity, transparency and accountability while respecting internationally recognised human rights throughout our operations and supply chain.

We will not knowingly engage with any organisation or individual involved in unethical employment practices or human rights abuses.

2. Purpose

The purpose of this Statement is to:

Prevent modern slavery in all business activities.

Protect vulnerable workers.

Promote ethical employment practices.

Strengthen responsible procurement.

Promote transparency throughout our supply chain.

Ensure compliance with UK legislation.

Raise awareness amongst employees and suppliers.

Support continual improvement in human rights governance.

3. Our Business

Lucy & Phil Ltd is a UK-based provider of integrated property and facilities services, delivering solutions across both the public and private sectors.

Our services include:

Facilities Management

Commercial Cleaning

Residential Cleaning

Construction & Refurbishment

Property Maintenance

Waste Management

Removals & Storage

Property Services

We work with homeowners, landlords, letting agents, housing providers, commercial organisations and public-sector clients across the United Kingdom.

4. Our Values

Our approach to business is guided by the following principles:

Integrity

Respect

Accountability

Transparency

Professionalism

Fairness

Inclusion

Responsibility

Collaboration

Excellence

Continuous Improvement

These values influence every business decision and every relationship we maintain.

5. Human Rights Commitment

Lucy & Phil Ltd is committed to respecting internationally recognised human rights and seeks to operate in a manner consistent with the principles contained within:

The Modern Slavery Act 2015

The Human Rights Act 1998

The Equality Act 2010

The Employment Rights Act 1996

The National Minimum Wage Act 1998

The Immigration, Asylum and Nationality Act 2006

The Health and Safety at Work etc. Act 1974

We support fair treatment, lawful employment and safe working conditions for all individuals engaged in our business.

6. Governance

The Managing Director has overall responsibility for implementing and maintaining this Statement.

Senior Management is responsible for:

Promoting ethical leadership.

Monitoring compliance.

Reviewing modern slavery risks.

Allocating appropriate resources.

Investigating concerns.

Ensuring continual improvement.

Reporting significant issues.

Managers are responsible for implementing this Statement within their teams and ensuring that all workers understand their responsibilities.

Every employee has a duty to remain vigilant, report concerns and uphold the standards expected by Lucy & Phil Ltd.

7. Modern Slavery Risk Assessment

Lucy & Phil Ltd recognises that certain sectors present a greater risk of labour exploitation.

We regularly assess the potential risks associated with:

Business Area Risk Level Key Controls

Commercial Cleaning Medium Right to Work checks, supervision, training

Construction Medium Approved subcontractors, competency verification

Facilities Management Low–Medium Supplier due diligence, contract management

Waste Management Medium Licensed contractors, compliance monitoring

Removals & Storage Low Direct supervision and employment checks

Risk assessments are reviewed periodically and whenever there are significant changes to our operations or supply chain.

8. Ethical Recruitment

Lucy & Phil Ltd is committed to lawful, transparent and ethical recruitment practices.

We will:

Verify every employee's identity.

Verify Right to Work documentation.

Provide written employment contracts.

Ensure employees understand their terms and conditions.

Recruit fairly and without discrimination.

Pay workers lawfully and on time.

Ensure employment is freely chosen.

We will never knowingly:

Charge recruitment fees to workers.

Retain passports or identity documents.

Require deposits as a condition of employment.

Use forced or compulsory labour.

Employ child labour.

Permit intimidation or coercion.

9. Supply Chain Due Diligence

We expect suppliers, subcontractors and labour providers to operate with the same commitment to ethical employment.

Our due diligence may include:

Supplier pre-qualification assessments.

Verification of legal compliance.

Review of employment practices.

Assessment of modern slavery risks.

Supplier declarations.

Contractual compliance clauses.

Performance reviews.

Corrective action plans where appropriate.

Where significant concerns are identified, Lucy & Phil Ltd reserves the right to suspend or terminate business relationships.

10. Expectations of Suppliers

We expect suppliers to:

Comply with all applicable employment legislation.

Respect internationally recognised human rights.

Prevent forced labour.

Prevent child labour.

Prevent human trafficking.

Pay lawful wages.

Maintain safe working conditions.

Respect freedom of association where applicable.

Cooperate with compliance reviews.

Report suspected modern slavery within their operations.

11. Training & Awareness

Lucy & Phil Ltd is committed to raising awareness across the organisation.

Appropriate personnel will receive training covering:

Modern slavery awareness.

Human trafficking indicators.

Ethical recruitment.

Supply chain risks.

Reporting concerns.

Procurement responsibilities.

Labour exploitation indicators.

Training will be reviewed periodically to ensure it remains relevant and effective.

12. Reporting Concerns

Lucy & Phil Ltd encourages anyone who suspects modern slavery or exploitation to report their concerns immediately.

Concerns may be raised through:

A Line Manager.

The Managing Director.

The Whistleblowing Procedure.

Reports will be:

Treated seriously.

Investigated promptly.

Managed confidentially where possible.

Protected from retaliation where concerns are raised in good faith.

Where criminal activity is suspected, Lucy & Phil Ltd will cooperate fully with the relevant authorities.

13. Monitoring & Performance

To assess the effectiveness of this Statement, Lucy & Phil Ltd will monitor:

Completion of Right to Work checks.

Employee training completion rates.

Supplier due diligence activities.

Whistleblowing reports.

Internal audit findings.

Supplier compliance.

Corrective actions.

Complaints.

Recruitment practices.

Findings will be reviewed by Senior Management and used to strengthen our approach.

14. Continuous Improvement

Lucy & Phil Ltd is committed to continually improving its approach to preventing modern slavery.

We will:

Review this Statement annually.

Strengthen supplier due diligence.

Improve recruitment procedures.

Enhance employee awareness.

Monitor legislative developments.

Review procurement processes.

Learn from incidents, audits and feedback.

Promote ethical business practices throughout our operations.

15. Related Policies

This Statement should be read alongside our:

Equality, Diversity & Inclusion Policy

Safeguarding Policy

Whistleblowing Policy

Recruitment Policy

Code of Business Conduct & Ethics

Supplier & Subcontractor Management Policy

Health & Safety Policy

Data Protection Policy

Information Security Policy

Social Value Policy

Complaints Policy

16. Policy Review

This Statement will be reviewed:

Annually.

Following significant legislative changes.

Following organisational changes.

Following significant supply chain changes.

Following serious incidents.

Where improvements are identified through monitoring or audit.

Contact Us

Lucy & Phil Ltd

Email: support@lucyandphilltd.co.uk

Telephone: 01753 463799

Website: <https://lucyandphilltd.co.uk>

If you have any questions regarding this Statement or wish to report concerns relating to modern slavery or human trafficking, please contact us using the details above.

Lucy & Phil Ltd Commitment

Lucy & Phil Ltd is committed to conducting business with integrity, transparency and respect for human rights. We believe that every individual has the right to work freely, safely and with dignity.

Through ethical leadership, responsible procurement, robust governance and continual improvement, we will work proactively to prevent modern slavery, human trafficking and labour exploitation throughout our operations and supply chain. We expect the same high standards from everyone who works with or on behalf of our organisation, and we remain committed to building a business that contributes positively to our employees, customers, suppliers and the wider communities we serve.

Signature: 
Position: Managing Director
Date: 27/ 08/2026
Review: 27/08/2027