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# Modern Slavery and Human Trafficking Statement





# Modern Slavery and Human-Trafficking Statement

## Introduction

Netcall PLC ('Netcall') seeks to uphold high standards of corporate responsibility and ethical business practices. We are committed to acting ethically and with integrity in all our business relationships and to implementing effective systems and controls to ensure modern slavery and human trafficking is not taking place in our supply chains.

This statement highlights the key activities we have undertaken during this financial year to combat modern slavery in our organisation and supply chain.

## Organisation's Structure

Netcall is a leading provider of Intelligent Automation and Customer Engagement software in the Technology sector.

We are a public AIM-quoted company registered in England. Netcall Systems Limited and Netcall Technology Limited are registered in England and 100% owned subsidiaries of Netcall PLC.

Our head office is in Bedford, UK and the United Kingdom is our main country of operation. There are approximately 280 employees across our operating companies.

## Our Supply Chains

Our supply chains include IT, facilities and other suppliers.

## Our Policies on Slavery and Human Trafficking

We have appropriate policies in place that underpin our commitment to ensure that there is no modern slavery or human trafficking in our supply chains or in any part of our business. We regularly review and update all our policies.

Our Modern Slavery and Human Trafficking Policy reflects our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking are not taking place in our supply chains. We also have the following policies in place relevant to modern slavery, which we regularly review and update as appropriate:

- **Code of Conduct:** this policy makes clear to employees the actions and behaviours expected of them when representing our organisation. We strive to maintain high standards of employee conduct and ethical behaviour when operating abroad and managing its supply chain.
- **Whistleblowing Policy:** this policy encourages all our employees, customers and other business partners to report any concerns related to the direct activities, or the supply chains of, our

organisation. This includes any circumstances that may give rise to an enhanced risk of slavery or human trafficking. Our whistleblowing procedure is designed to make it easy for our employees, customers and other business partners to make disclosures, without fear of retaliation.

### **Due Diligence**

We adopt a risk-based approach in selecting and managing our supply chain which includes requiring suppliers, sub-contractors and those in our supply chain to comply with their obligations under the Modern Slavery Act 2015 and relevant legislation. Our supplier onboarding process allows Netcall to perform audits of our supplier's adherence to this policy as appropriate under the terms of the contract.

### **Continuous improvement**

We will monitor the current measures we have in place in respect of modern slavery and human trafficking. We will also annually review the risks within our business, supply chain and wider industry.

Over the course of 2024, we will set key performance indicators (KPIs) to measure how compliance with our modern slavery and human trafficking policy in any part of our business or supply chains. This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015 and constitutes our slavery and human trafficking statement for the financial year ending June 2023. It was approved by the Netcall PLC Board on 19 December 2023.



**Richard Hughes**  
**Chief Financial Officer**

For and on behalf of Netcall

19 December 2023