

# Modern Slavery and Human Trafficking Statement

Language Services UK Limited (LSUK)

For the Financial Year: 2024 - 2025

---

## 1. Introduction

Language Services UK Limited (LSUK) is committed to preventing modern slavery and human trafficking in all aspects of its business and supply chains. This statement outlines the actions we take to assess, prevent, and mitigate the risks of modern slavery, ensuring compliance with the UK Modern Slavery Act 2015.

---

## 2. Organisation Structure, Business & Supply Chains

### a) Organisational Overview

LSUK is a leading provider of interpretation and translation services, operating across the UK public sector, healthcare, legal, and corporate industries. Established in 2010, LSUK delivers face-to-face, telephone, and video interpreting, as well as written translation services, supporting over 100 languages.

### b) Supply Chain Overview

LSUK operates a direct service delivery model, meaning we do not subcontract interpreting and translation services to third-party agencies. Instead, we work with a network of self-employed linguists, carefully vetted to ensure compliance with ethical recruitment and fair employment practices.

Our supply chain primarily includes:

- Freelance interpreters and translators (directly contracted).
- IT and digital service providers (e.g., online booking platforms, cloud storage).
- Office equipment and service suppliers (e.g., energy providers, office materials, telecommunications).

While LSUK's core service delivery does not rely on high-risk industries, we recognize the importance of due diligence in all areas of our business.

---

## 3. Policies on Modern Slavery and Human Trafficking

LSUK enforces a zero-tolerance approach to modern slavery and human trafficking within our operations and supply chains. Our policies include:

- Anti-Slavery and Human Trafficking Policy – Outlining LSUK's stance against forced labor, debt bondage, and exploitation.
- Ethical Recruitment Policy – Ensuring fair pay, legal working conditions, and no unlawful recruitment fees.

- Whistleblowing Policy – Encouraging staff and interpreters to report concerns about unethical practices.
- Safeguarding Policy – Protecting vulnerable groups, particularly in healthcare and legal settings where interpreters work.
- Supplier Code of Conduct – Mandating that all LSUK suppliers comply with modern slavery laws and ethical labor standards.

All policies are reviewed annually to ensure alignment with UK and international labor regulations.

---

## 4. Due Diligence Processes

To prevent modern slavery risks, LSUK implements robust due diligence across its operations:

- Enhanced Identity Checks: Every interpreter and translator must complete Right to Work verification, ID checks, and enhanced DBS screening before engagement.
- Ethical Recruitment Practices: LSUK does not charge recruitment fees and ensures interpreters work under fair pay and lawful conditions.
- Supplier Vetting: LSUK conducts risk assessments of third-party suppliers, ensuring compliance with modern slavery laws.
- Risk-Based Audits: LSUK conducts annual compliance audits to identify and mitigate potential risks of forced labor in high-risk supply chain areas.

---

## 5. Identifying & Managing Risks of Modern Slavery

### a) Risk Areas in LSUK's Business

Although LSUK operates in a low-risk sector, potential risks include:

1. Freelance interpreter recruitment – Risks of exploitation through illegal recruitment fees or unfair pay practices.
2. Technology service providers – Risks associated with overseas IT suppliers, including data processing centers in regions with weaker labor protections.
3. Office suppliers and procurement – Risks related to third-party vendors in manufacturing supply chains (e.g., electronics, office furniture).

### b) Steps Taken to Address Risks

- All interpreters and translators are directly engaged, preventing third-party labor exploitation.
  - All service providers sign a Modern Slavery Compliance Agreement, confirming adherence to ethical labor standards.
  - Procurement contracts include modern slavery clauses, ensuring office and IT suppliers meet UK labor laws.
-

## 6. Measuring Effectiveness & Performance Indicators

LSUK assesses its effectiveness in preventing modern slavery through the following Key Performance Indicators (KPIs):

- 100% of interpreters undergo identity and DBS checks before engagement.
- 100% compliance with Right to Work verification procedures.
- 100% of suppliers sign a Modern Slavery Compliance Agreement.
- Annual supplier risk assessments conducted, with follow-up actions for any non-compliance.
- Zero reports of labor exploitation within LSUK's workforce and supply chain.
- Whistleblowing reports reviewed quarterly, ensuring concerns are investigated and addressed promptly.

LSUK's annual sustainability and ethics report includes modern slavery compliance updates and any corrective actions taken.

---

## 7. Training & Capacity Building

LSUK ensures that all staff, interpreters, and suppliers receive modern slavery awareness training. This includes:

- Mandatory Modern Slavery Training – For all recruitment, HR, and compliance teams.
- Interpreter Induction Programs – Covering ethical employment rights, fair pay, and reporting mechanisms.
- Supplier Awareness Training – Ensuring all LSUK vendors understand modern slavery risks and compliance obligations.
- Whistleblowing & Reporting Guidance – Educating staff on how to identify and report exploitation risks.

Training sessions are delivered annually, with refresher courses for key personnel.

---


## 8. Commitment to Continuous Improvement

LSUK is committed to strengthening its approach to modern slavery prevention by:

- Reviewing policies annually to incorporate legislative updates.
  - Enhancing risk assessment procedures, particularly in procurement.
  - Expanding training initiatives, ensuring modern slavery awareness is embedded across LSUK's workforce and supply chain.
  - Collaborating with industry bodies and public sector partners to share best practices in ethical labor standards.
-

## 9. Approval & Statement Review

This Modern Slavery and Human Trafficking Statement has been approved by the Director of LSUK in accordance with Section 54 of the UK Modern Slavery Act 2015 and will be reviewed annually to ensure continued compliance.

Signed by: 

Mian Imran Shah

Director

Language Services UK Limited

Date: 25/09/2024