



2023

# unseen business

## IMPACT REPORT

# welcome!



**Justine Carter**  
Director  
Unseen

Welcome to Unseen Business’s 2023 Impact Report – a snapshot of the many ways we’ve worked with businesses. Unseen supports businesses of all sectors and sizes in the fight against modern slavery and worker exploitation. Together, we embark on a journey of collective action, empowering businesses with the knowledge and tools needed to tackle this complex and global issue head-on.

This report serves as a testament to the lasting impact of our collaborations. You’ll find stories and initiatives that showcase the tangible difference we made together in 2023.


As we move forward, we’re immensely proud of what we’ve achieved and even more excited about the potential that future partnerships hold.

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“Partnering with Unseen has helped us as an organisation to bridge gaps between those departments that had some objectives around modern slavery... You’ve helped broaden our understanding of exactly what those risks are and how they present.”

Claire Martin, Senior Compliance Manager, ISG



# lead with purpose

**Join a growing community of leaders taking action against worker exploitation.**

Imagine your business not only leading in profits but also in ethical practices. Imagine sustainability as not just a buzzword, but a core value woven into your operations and supply chains. We understand that achieving this vision for a truly ethical business alone can be challenging. That's where we come in.

Unseen's Business Hub is a vibrant community of industry leaders united against worker exploitation and modern slavery. We empower businesses of all sizes and sectors with the tools and expertise needed to make a real and lasting difference.

We don't offer cookie-cutter solutions. We tailor our approach to your specific needs, whether you're taking your first steps or refining existing initiatives.

*"Unseen has been hugely supportive as we have embarked on our journey to continuously monitor and improve our approach to tackling modern slavery and exploitation. Their commitment to collaboration and transparency resonated with our values, making them a natural choice for partnership."*

**Jason Knights, Managing Director, Ground Control**



## the power of collective action – ground control’s story

Recognising the need for specialised expertise in combating modern slavery, the leading landscaping and environmental services company, Ground Control, partnered with Unseen to elevate their existing anti-slavery efforts.

“To effectively combat what is becoming an increasingly complex issue, we understood that tackling modern slavery requires specialised knowledge, tools, and strategies,” says Jason Knights, Managing Director at Ground Control.

Ground Control leveraged our team’s expertise to deepen their understanding of modern slavery, implement effective risk assessment methodologies, and proactively address potential risks within their supply chain.

Their partnership underscored the power of collective action in tackling modern slavery.

“We’ve learned that no single organisation can tackle this issue alone. Through partnerships like this, we’ve strengthened our collective impact and contributed to a more comprehensive approach to eradicating modern slavery.”

One significant success at Ground Control was Unseen’s support in establishing a dedicated modern slavery working group. This initiative fosters collaboration and expertise sharing across all departments, including Procurement, Operations, and HR, extending all the way up to Board level. This cross-departmental approach promotes accountability and transparency across the organisation.

### As a member, you’ll gain access to:

- **Expert insights:** Stay ahead of the curve with expert-led webinars on pressing issues from financial crime and climate change to legal updates and compliance requirements. Unique data from our Modern Slavery & Exploitation Helpline informs every step, ensuring your strategies are relevant and effective.
- **Strategic support:** We conduct a ‘gap analysis’ of your policies and processes, identifying vulnerabilities to modern slavery risks. We then work collaboratively to bridge those gaps and build a robust anti-slavery framework tailored to your organisation.
- **Actionable training:** Equip your employees with the knowledge and skills to identify, report and prevent potential exploitation. Our interactive training programmes are tailored to your specific needs and draw on real-life scenarios for maximum impact.
- **Partnership:** We believe in the power of collaboration, not isolation. Our dedicated team provides ongoing support and guidance. You’ll also be able to learn and share best practices with other committed businesses within our growing community.
- **Exclusive benefits:** Enjoy member-only discounts and be the first to access cutting-edge resources developed by Unseen.

Joining the Hub isn’t just about ticking compliance boxes; it’s about making a genuine difference to your business, your people, and the wider community.

Launched in 2022, the Hub has already supported 47 businesses on their journeys to becoming ethical leaders. By partnering with Unseen, you’ll stand alongside these forward-thinking companies committed to tackling exploitation and championing human rights. In the process, you’ll differentiate yourself as a business through your ethical practices, enhancing your reputation and attracting talented employees who share your values.

**Ready to elevate your impact and join the movement? Find out more and contact us for an informal chat at [unseenuk.org/business](https://unseenuk.org/business)**



# see beyond the horizon

## Unseen's Business Portal uses real-time data to unmask potential risks across your supply chains.

Millions are trapped in modern slavery, often hidden within complex supply chains. Unseen's Business Portal acts as an early warning system, empowering businesses to take action before becoming unknowingly complicit.

Using real-time data from our 24/7 Modern Slavery & Exploitation Helpline, Portal members receive alerts on potential cases of forced labour and labour abuse within their sectors and supply chains.

This enables proactive monitoring of exploitation patterns, risk mitigation, and enhanced supply chain transparency.

When cases arise involving a shared supplier, Unseen encourages cooperation between Portal members, suppliers, labour providers, and other relevant stakeholders through resources like collaborative calls. During these calls, we facilitate communication and joint action planning between these stakeholders to address concerns, establish next steps, and prevent further issues.

As of 2023, the Business Portal has already supported 20 businesses including major companies like M&S, Aldi, The Very Group, and Nestlé UK.

*"Partnering with Unseen's Helpline Business Portal enables us to be alerted to any reports of potential labour exploitation within the supply chain. This allows us to respond swiftly to any concerns, in collaboration with other retailers, suppliers and labour providers, with Unseen providing valuable guidance in investigation and remediation."*

**Deborah Johnson, Senior Human Rights Manager, M&S Food**



# 606

potential victims of modern slavery and labour abuse identified within cases alerted to Unseen's Business Portal

## the portal in action – wellcome's story

Leading health research charity Wellcome joined Unseen's Business Helpline Portal, seeking real-time data to gain crucial insights into modern slavery trends within their sector.

**“The statistics and data shared through Unseen have been striking – highlighting the reality of how close modern slavery can be, globally as well as in the UK.”**

“We see the team at Unseen as thought leaders and subject matter experts. We value their advice relating to our anti-modern slavery approaches.”

Through collaborative sessions, Unseen provided valuable guidance, helping Wellcome navigate emerging challenges and build robust anti-slavery strategies.

This partnership yielded significant results. Wellcome reported enhanced modern slavery awareness among their staff. Additionally, they strengthened their internal processes by implementing effective measures to address modern slavery risks, ensuring compliance with new regulations.

“Unseen's knowledge and feedback allow us to plan on a longer-term scale, bringing an additional level of robustness to our modern slavery programme.”

### Breakdown of cases alerted to Unseen's Portal in 2023

Modern slavery	61
Labour abuse	35
Non-modern slavery*	15
<b>Total</b>	<b>111</b>

\*Non-modern slavery cases may include a wide range of concerns such as domestic abuse, child neglect, kidnapping etc.



# the year in numbers

Here's the impact our Business Services made in 2023:

## 77

businesses supported to reduce the risks of modern slavery by our Business Engagement Managers

## 20

supplier worker wellbeing audits provided, giving businesses insight into how workers are recruited and treated by suppliers

## 13

gap analyses completed, helping businesses understand the gaps in their existing policies and practices, and how to improve them



# 22

businesses supported through Unseen's Business Hub, including NatWest and AS Watson

# 20

members supported through Unseen's Business Portal, gaining access to unique data on potential exploitation

# 22,000

individuals reached through our training services from over 113 organisations, including Lloyds, Airbnb and Bupa

# 10

modern slavery statements reviewed

# how we work with you

Looking to elevate your approach to modern slavery? We're here to help.

We partner with businesses of all sizes and sectors to combat modern slavery through a bespoke approach.

We know that every organisation is unique. That's why we work closely with you to understand your needs and Environmental, Social, and Governance (ESG) goals, crafting specific solutions that range from worker wellbeing site visits to training and policy development.

Explore some of the ways we supported businesses like you in 2023.

## Worker wellbeing

Investing in worker wellbeing isn't just the right thing to do, it's good for business. In 2023, our team conducted 20 worker wellbeing site visits, helping businesses understand worker experiences and identify potential exploitation risks.

Through confidential interviews with workers and their subcontractor workers, we provide recommendations to improve working conditions, assessing key areas like:

- Recruitment practices.
- Policy awareness.
- Terms of employment.
- Worker engagement.

This valuable feedback helps mitigate exploitation risks, fulfil ethical obligations, and ultimately, improve worker wellbeing.

## Insights to action – isg's story

ISG, a global construction company, partnered with us to further increase capability through a comprehensive gap analysis exercise and to enhance worker wellbeing across its sites. Part of this activity involved conducting site-based worker wellbeing assessments.

Insights from these worker wellbeing site visits helped inform iterative updates to ISG's internal due diligence processes, providing an additional dimension to discussions around employment practises in its supply chain to better identify potential modern slavery risks and concerns.

"Main contractors have a critical role to play in ensuring our supply chain is focused and vigilant in this space," says Claire Martin, a Senior Compliance Manager at ISG.

"Our ability to share the very latest learnings and guidance from our specialist partners is a central plank in this commitment, and these site visits have given us tools and confidence to be able to have robust conversations with our supply chain partners."

ISG's two-pronged approach to supply chain engagement combines regular compliance reviews, with site visits focused on worker engagement and enhanced modern slavery reviews.

Looking ahead, ISG aims to focus on strengthening collaborations with external organisations, and promoting consistent communication with its supply chain partners to drive industry-wide change.

*"Our collaboration has helped further refine our approach to workforce engagement across our sites, with expert guidance on ethical employment practices across our business and supply chain."*

Claire Martin, Senior Compliance Manager, ISG

# modern slavery training

Unseen's bespoke training services equip teams with the knowledge and tools needed to identify and address potential exploitation. All our courses are CPD-accredited, flexible, and tailored to every organisation's specific needs and risk profile. We leverage unique data and real-life case studies from our Modern Slavery & Exploitation Helpline to create impactful training experiences.

Our training offer includes:

- Co-branded e-learning packages.
- Individual e-learning courses.
- Group training sessions.
- Focused workshops centred on developing decision making processes and actionable plans.

In 2023, over 22,000 individuals from 113 organisations benefited from our training programmes. This included 74 face-to-face sessions delivered to more than 2,000 individuals and bespoke e-learning packages reaching 20,000 employees.

## Enhancing modern slavery awareness – burges salmon's story

Building upon existing mandatory e-learning, long-standing partner Burges Salmon sought to equip staff who interact with external suppliers with deeper knowledge on modern slavery.

To help staff confidently navigate modern slavery considerations within their supplier interactions, Unseen delivered tailored training, delving into potential operational risks, legal implications, and the importance of evidence and continuous improvement.

"Unseen's training was highly informative, well delivered, and eye opening," says Sara Sartore, Senior Events Executive at Burges Salmon.

"It prompted me to think more deeply about this subject, what my role is in making a difference and how it might truly go unnoticed in my job and outside of work."

*"I am proud to work for an organisation that is so dedicated to and concerned about human rights, and I am grateful for the chance to participate in the training."*

Sara Sartore, Senior Events Executive at Burges Salmon



how we work with you

# building solutions together: unseen's construction and finance hubs

In the fight against modern slavery and worker exploitation, collaboration is key. Recognising this, Unseen launched the Construction Hub and the Finance Hub. These unique platforms connect industry leaders to share knowledge, drive collective action and tackle complex challenges in these high-risk sectors.

## What are the Hubs and how do they work?

These Hubs serve as interactive forums where members gather quarterly to share best practices, dissect emerging trends and insights from Unseen's Helpline data, navigate upcoming legislation, and collaborate on industry-wide initiatives.

In the first year, the Hubs welcomed a diverse range of leading institutions, engaging 15 businesses under the Construction Hub and another 10 with the Finance Hub. Notably, the Finance Hub played a pivotal role in developing an SME declaration template to support responsible practices throughout supply chains.

**Learn more about becoming a member of the Construction or Finance Hub at [unseenuk.org/business](https://unseenuk.org/business)**

*"Witnessing industry collaboration through the Hubs is truly inspiring and showcases the importance of collective power against modern slavery. The Hubs' impact extends beyond individual companies, fostering knowledge sharing and empowering each sector to tackle this complex issue together."*

**Lucy Mann, Senior Business Engagement Manager, Unseen UK**



# modern slavery laws in 2024

Tougher global laws are tightening the grip on modern slavery. Understanding these changes is crucial for businesses to stay compliant.

## What laws do you need to know?

2023 marked a significant shift in anti-slavery supply chain legislation, with a focus on transparency throughout the supply chain. Here are some key highlights:

- EU Corporate Sustainability Due Diligence Directive
- EU Corporate Sustainability Reporting Directive
- Canadian Supply Chains Act
- Australian Modern Slavery Act
- German Supply Chain Act
- Dutch Child Labour Due Diligence Law
- Norwegian Transparency Act
- Swiss Conflict Minerals and Child Labour Due Diligence Provisions
- US Uyghur Forced Labour Prevention Act
- Proposed New Zealand Modern Slavery Legislation
- Guidelines on Respecting Human Rights in Responsible Supply Chains in Japan

## Legislation main takeaways:

- **Focus on deeper supply chain transparency:** New laws require businesses to look beyond immediate suppliers, scrutinising lower tiers and assessing potential risks and ethical practices throughout their entire supply chain. With complex and global supply chains, smaller suppliers are increasingly subject to these regulations.
- **Stricter reporting requirements:** Many countries are introducing mandatory annual reporting, detailing your efforts to combat modern slavery in your operations and supply chain. Be ready to showcase due diligence, risk management, and grievance mechanisms.
- **Increased accountability:** Non-compliance risks hefty fines, reputational damage, and even legal action.

## Who needs to be aware?

These changes directly impact larger businesses and those operating internationally. However, indirect connections can pull even smaller businesses into the net.



**New laws now require businesses to look beyond immediate suppliers, demanding a deeper dive into their entire supply chain. Those who don't comply risk hefty fines.**

## What actions should you take to stay compliant?

- **Map your supply chain:** Understand your suppliers' locations and practices to identify potential risks.
- **Conduct risk assessments:** Evaluate and prioritise vulnerabilities within your own operations and throughout your supply chain.
- **Implement due diligence:** Establish robust procedures to assess and mitigate risks, including supplier audits and engagement.
- **Develop a modern slavery statement:** Outline your anti-slavery efforts and commitments to transparency and accountability.
- **Establish grievance mechanisms:** Provide safe and accessible channels for workers to report concerns.

The evolving legal landscape requires ongoing monitoring and adaptation. Join Unseen's Business Hub for ongoing expert guidance, bespoke solutions, and support. For more information, visit [unseenuk.org/business](https://unseenuk.org/business).

# the 2023 unseen business awards

Unseen proudly presented the inaugural Unseen Business Awards in 2023, celebrating the dedication and exceptional achievements of businesses and individuals tackling modern slavery.

## Award Categories and Winners

### Innovation Award

Recognising groundbreaking approaches to identifying and mitigating supply chain risks.



**Winner:** Marshalls Business and Human Rights Team

**Why they won:** Marshalls' dedication to innovation included using third-party risk assessment tools, engaging social auditors, and using innovative tools like the 'Everyone's Business' app to assess on-site conditions.

### Individual Impact Award

Recognising outstanding individuals leading positive change within their organisations.



**Winner:** Madeline Fitton, Sodexo

**Why they won:** Madeline's trailblazing leadership involved pioneering modern slavery frameworks for Sodexo and establishing the Service and Infrastructure Project Providers Modern Slavery Council, an industry-wide alliance against modern slavery.

### Business Impact Award

Highlighting businesses leading the way in preventing and addressing modern slavery within their operations and supply chains.



**Winner:** Shiva Hotels

**Why they won:** Shiva Hotels impressed with their comprehensive approach, including workforce training, robust supply chain due diligence, and direct support for victims through their employability programme.

### Unseen's Star Award

Recognising exceptional commitment from individuals within Unseen Business member organisations.



**Winner:** Charlotte Davis, Lloyds Banking Group

**Why they won:** Charlotte's dedication led to engaging various teams across the organisation, encouraging supplier engagement, and commissioning impactful resources like a modern slavery video and supplier training.

Learn more about the awards and explore the stories of these champions at: [unseenuk.org/unseens-business-awards-2023-winners/](https://unseenuk.org/unseens-business-awards-2023-winners/)

# thank you

Thanks to all our partner businesses working with us for a world without slavery.



# work with us

Unseen is a charity working towards a world without slavery. We provide safehouses and support in the community for survivors of trafficking and modern slavery. We also run the Modern Slavery & Exploitation Helpline and work with businesses, individuals, communities, governments, other charities, and agencies like the police and NHS to stamp out slavery for good.

With 28 million trapped in forced labour around the world, no business is risk free. Our partnerships with you help raise awareness and vital funds to combat modern slavery. Find out how you can work with us at:

[unseenuk.org/business](https://unseenuk.org/business)

