



People.
Quality.
Service.

Modern Slavery Statement

Financial Year 1st October 2024 to 30th September 2025

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1. Introduction



Founded in 2014, Integrated Service Solutions Limited ('ISS'), a subsidiary of Terradace Holdings Limited, is an innovative service provider operating primarily in the fresh produce industry. We inspect, ripen and package a range of fruit, vegetables and salad products for our customers to supply predominantly UK and ROI retailers.

This statement is published in accordance with Section 54 of the Modern Slavery Act 2015 and demonstrates ISS' commitment to eliminating modern slavery within our own supply chain and those in which we operate.

It sets out the measures implemented and the progress achieved by ISS over the past 12 months to prevent modern slavery and human trafficking within our organisation and across the supply chains we engage with.

This statement has been prepared by HR Compliance Officer Ann-Marie Kirk and approved by Co-CEO Daryush Farshch

Summary of key actions over the last 12 months

Agreed a set of KPIs which we will start measuring in 2025/2026

Speak Up Policy updated to incorporate Modern Slavery procedure and supporting appendix

Additional welfare checks introduced

Increased modern slavery engagement activities with employees, suppliers, customers and local police force

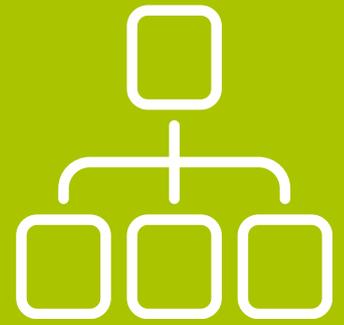
46 staff now trained in Stronger Together's 'Preventing Modern Slavery in UK Businesses'

Created a new role, HR Compliance Officer, to specifically raise awareness of Modern Slavery in our workplace

Established a network of Community Liaison Officers to gather intelligence, analyse data trends and respond swiftly to modern slavery concerns within our organisation and supply chain.

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2. Structure and Supply Chains



Scope

Integrated Service Solutions Limited is a subsidiary of Terradace Holdings Limited, operating in the UK and employing a team of over 1200 people.

Who we are

ISS are an innovative service provider operating primarily within the Fresh Produce sector. We focus on handling, quality control, ripening and packing of fruit, vegetables and salad products delivering own brand fresh produce to our customers who predominantly operate in the retail sector within the UK and Republic of Ireland.

Due to a further site acquisition in 2025, we now operate across 4 sites based in Kent; Teynham, Linton, Sittingbourne and Bridge occupying over 580,000 sq ft.

During the 12 month reporting period our turnover exceeded £96m.

At our core

People, Quality and Service are our core operating pillars and have enabled us to grow and develop strong relationships with our teams, customers and suppliers.

Our supply chain

Our supply chain is broadly split into two areas, the supply of people and the supply of ancillary products and services. To date the former has represented a significantly higher risk of labour exploitation than the latter and has received greater focus due to this.

Our values



We do the right thing
All the time, even when no one is watching.



We believe in progress
We are dynamic and innovative, we learn from today to make tomorrow better.



We are all accountable
We take ownership of our actions and hold others accountable for theirs.



We make a difference
To our customers, to supply chains, to each other.



We are one team
We are all working together to achieve the same objectives.

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3. Modern Slavery Policies



Our Policies

ISS have a number of policies in place that specifically relate to modern slavery and support our aim to prevent modern slavery within our organisation and supply chains. These policies are:

1. Speak Up Policy
2. Human Rights and Ethical Practice Policy
3. Child Labour Remediation and Young Workers Policy

Additionally, we maintain Service Level Agreements (SLA's) with all labour providers to ensure consistent standards and compliance.

ISS uphold the ETI principles and are independently audited to SEDEX standards. We have no outstanding non-conformances from our latest SEDEX audits in April 2024 and February 2025



Governance

ISS' Senior Leadership team, chaired by the Managing Director, John Counsell is accountable for modern slavery activities within the business and the Board have final sign off.

We have grievance and confidential reporting mechanisms in place to facilitate confidential reporting of concerns. This includes the provision of an independently operated whistle-blower line 'Safecall' that can be accessed online or by phone by any of our employees or agency workers. We also pro-actively advertise and make employees, agency workers and visitors to site aware of independent modern slavery reporting lines such as The Modern Slavery Helpline.

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4. Due Diligence Process



ISS are SEDEX members and have completed and regularly update a Self Assessment Questionnaire (SAQ)

We audit our labour providers every six months using the Complyer tool to assess labour providers statutory compliance with UK legislation, GLAA Licensing Standards, ETI Base code, Agency Worker Regulations and other general employment and financial legislation.

During the audits, worker interviews are conducted across a random sample of workers to identify any indicators of modern slavery so appropriate action can be taken.

Any actions arising from the audits are recorded and non-conformances have to be signed off as satisfactorily closed by the HR Compliance Officer. Non-conformances that are not closed in good time or are of a serious nature are escalated to the MD and our legal support if required.

Due diligence audits are carried out by the HR team before any new agency labour providers are considered for supply.

Compliance Monitoring

To detect potential indicators of modern slavery, monthly compliance checks are conducted on employee records.

These checks review:

- Duplicate next-of-kin details
- Shared or duplicate bank account information
- Duplicate phone numbers
- Duplicate residential addresses on both agency and ISS staff

5. Risk Assessment & Management



The most significant risk to ISS is the reliance on temporary labour.



ISS manage this risk by using known, GLAA registered, audited and trusted labour suppliers and actively engage with workers to try and uncover concerns about modern slavery within their network. Most of our temporary workers are already living in the UK and are not sourced directly from overseas.

We recognise that the challenging global economic and geopolitical situation combined with an imbalance in labour supply and demand in the areas and supply chains in which we operate increases the potential for worker exploitation, modern slavery and people trafficking to satisfy demand.

As a trusted supplier partner and tier 1 supply site to UK retailers we understand the need for collaborative working and shared aims to reduce risk and identify and resolve issues that arise with the protection of both people and brand being the primary outcome.



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Progress Made



Events Hosted and Attended

In April our Head of People and our HR Compliance Officer attended the 2025 Modern Slavery Intelligence Annual Conference (MSIN).

46 staff now trained in Stronger Together's 'Preventing Modern Slavery in UK Businesses'

In May 2025 our HR Compliance Manger attended the Stronger Together Business Partner and Modern Slavery Champion Event, 'Transparent Recruitment'.

This year our HR Compliance Officer completed a range of Stronger Together & RRT training covering responsible recruitment and labour supply chain due diligence.

58% of our managers have attended our internal academy which includes recruitment practices and modern slavery awareness.

Modern Slavery Intelligence Network (MSIN)

We are now a proud member of the MSIN network to share intelligence to disrupt modern slavery across the foodgrocery supply chain

Stronger Together welfare questionnaires have been introduced into our induction for employees. Questionnaires are taken in their own language so they can answer as honestly as possible and raise any concerns they might have about their welfare and modern slavery. We have also requested that our agency partners also follow this process and we will audit that during our regular audits of the agencies.

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6. Key Performance Indicators



To date, ISS have not been measuring modern slavery specific KPIs as they have been embedded within our business KPIs. However we have agreed 3 key areas related to modern slavery that we will introduce KPIs in over the next 12 months so we can formally monitor and review our progress and assess our effectiveness and also to drive continuous improvement in.

Modern Slavery Due Diligence

- Number of agency audits completed
- % of managers and supervisors who have completed Stronger Together Preventing Modern Slavery in Businesses Training

Assessing and Managing Modern Slavery Risks

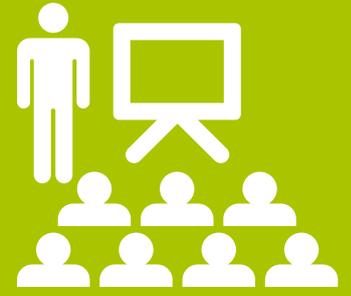
- % improvement in Stronger Together Progress Reporting Tool score
- Achieve and maintain Stronger Together Business Partner status

Raising Modern Slavery Awareness and Building Capability

- Number and % of employees engaged throughout Modern Slavery Awareness month
- Number of people who take part in customer direct worker voice surveys
- Number of people who take part in our 'Pulse' Survey

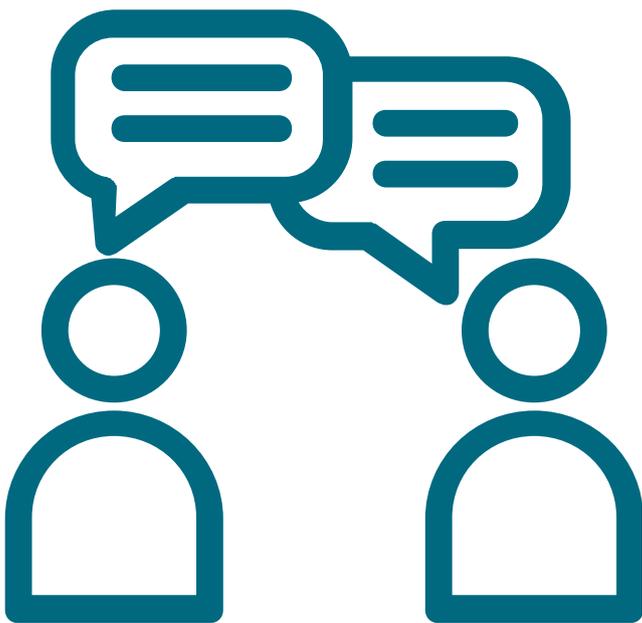
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7. Training & Awareness



Our aim is to raise awareness of modern slavery within our organisation and across our supply chains, equipping managers and teams with the knowledge to identify activities and behaviours that may indicate exploitation.

We communicate proactively and provide access to support, resources, and tools for both managers and individuals in multiple languages and formats. This ensures everyone can confidently report concerns or seek help in their native language and through a method that suits them.

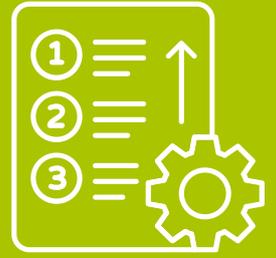


We provide compulsory training to every member of our team and all temporary labour workers as part of the induction process. Each person watches the Stronger Together film subtitled in their native language and then takes part in a discussion about modern slavery. Following this, they complete a welfare questionnaire focused on modern slavery in their preferred language.

These steps support understanding, engagement, and safe reporting of concerns.

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8. Priorities for the next 12 months



Our plans for the next 12 months include:

- Further engage with our customers and suppliers on modern slavery prevention within their supply chains and increase our own diligence and expectations of them in relation to this.
- Additional managers and supervisors to complete Stronger Together Preventing Modern Slavery in UK Businesses training.
- Senior Leadership Team to complete Stronger Together Advanced Tackling Modern Slavery in UK Businesses training.
- Play a proactive part in our group wide modern slavery working group to ensure best practice is shared across the group of companies and regular engagement activities planned.
- Run Modern Slavery Awareness month in October 2026 across all sites in collaboration with our agencies with lunch and learn activities as well as lots of literature and information available within working and break out environments for workers in multiple languages to raise as much awareness as possible.
- Recruit additional Community Liaison Officers (CLOs) across multiple sites and shifts to strengthen employee support and engagement.
- Deliver targeted training for CLO's to become Modern Slavery Champions, enhancing awareness and response capabilities.
- Achieve Stronger Together Business Partner status, reinforcing commitment to tackling hidden labour exploitation.
- Enhance collaboration with Kent Police and Maidstone Council to help improve community safety through stronger partnerships and joint initiatives.



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