



# **MODERN SLAVERY STATEMENT 2024**

# CONTENTS

**ABOUT OUR MODERN SLAVERY STATEMENT..... 3**

**ABOUT MAJESTIC ..... 4**

**THE MAJESTIC COMPANY STRUCTURE..... 5**

**OUR OPERATIONS AND SUPPLY CHAIN ..... 6**

**MODERN SLAVERY RISKS IN OUR OPERATIONS AND SUPPLY CHAIN..... 6**

**KEY AREAS OF ACTION IN 2024..... 7**

**ASSESSING THE EFFECTIVENESS OF OUR ACTIONS ..... 8**

**CONSULTATION..... 9**

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## ABOUT OUR MODERN SLAVERY STATEMENT

Majestic Services Group Pty Ltd (Majestic) provides cleaning and laundry services across Australia. This Modern Slavery statement has been prepared per the Australian Modern Slavery Act 2018 (MSA) for the year ending 31 December 2024. This statement describes our actions to identify and address supply chain modern slavery risks.

### Modern Slavery

Modern Slavery is a very real risk globally and involves the most severe forms of exploitation, including human trafficking, slavery, servitude, forced marriage, forced labour, debt bondage, deceptive recruitment for labour or services, and child labour.

### Our Position

Majestic is committed to addressing any involvement in modern slavery as freedom from slavery is a human right.

All necessary action is taken to ensure that employees are protected from modern slavery and related impacts as far as is reasonably practicable.

We believe it is our responsibility to evaluate and address the impacts of modern slavery within our areas of influence and operations.

To prevent any association with modern slavery or human trafficking, we have established systems and procedures. We strongly oppose any infringement or violation of human rights, and we acknowledge that our corporate, social and ethical responsibilities extend to our operations and our supply chain.

Majestic sets clear expectations for their employees and suppliers, including contractors and agents to reduce the possible involvement in modern slavery and we are prepared to take prompt action if modern slavery is identified within our operations or supply chain.

In 2023, we focused on key strategies to identify modern slavery risks, including ongoing awareness training for management and staff in identifying risks within our supply chains, reviewing Majestic's policies, and actively engaging with suppliers.

### Our Approach

Majestic has a code of conduct, a supplier code of conduct, policies, and procedures such as human rights, grievance and modern slavery policies, remediation processes, education and training programs to identify and report any potential risks within our areas of influence.

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## ABOUT MAJESTIC

Majestic Aged Care Services (Majestic) is an established residential aged care specific cleaning and laundry company. With over fourteen years' experience in the aged care industry, we pride ourselves in providing quality services and the highest standards of infection control with the use of our fully integrated microfibre system.

Our CEO was the first Contract Cleaning & Laundry Company to introduce the fully integrated microfibre system into aged care facilities. David has established the vision for Majestic and has set up The Asepsis Cleaning System; Asepsis is the state of being free from disease causing contaminants where the focus is on eliminating infection.

Majestic is certified to the following standards:

- ISO9001 Quality Management System
- ISO14001 Environmental Management System
- ISO45001 Occupational Health and Safety Management System

Our primary objective is to maintain excellence and quality through leadership, innovation, integrity and a best practice approach.



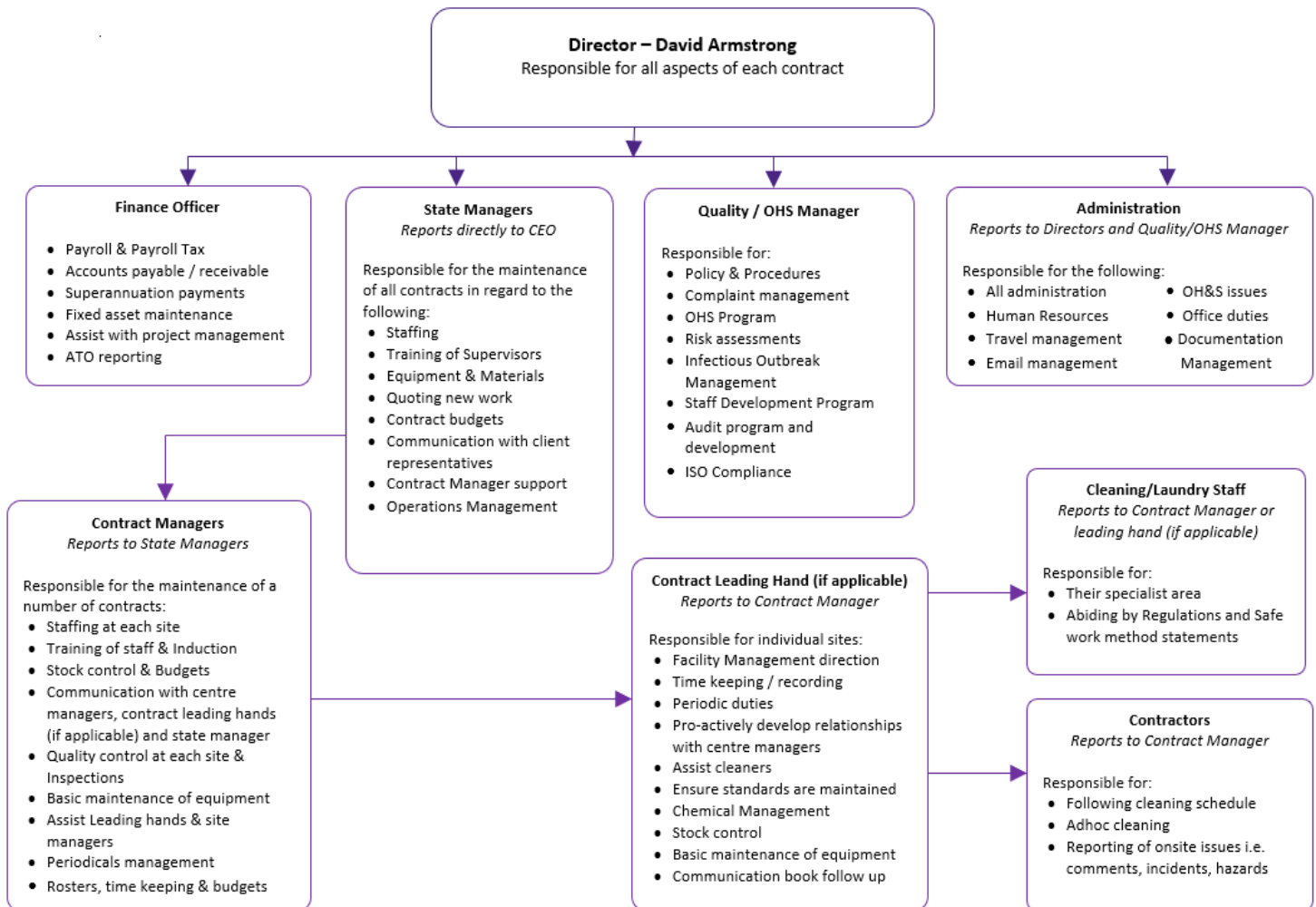
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## THE MAJESTIC COMPANY STRUCTURE

Majestic Services Group Pty Ltd, ABN 84 756 687 833, is a privately owned Australian Company registered in Victoria. Our Head Office is located at 11/25-39 Cook Road, Mitcham 3132.

Across the group, a standard set of policies, procedures, and systems is in place and tailored to local requirements (where required).

### Majestic Organisational Chart



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## OUR OPERATIONS AND SUPPLY CHAIN

The Majestic operational procedures and processes are designed to be efficient and effective. We have organised our teams geographically so they can closely monitor on-the-ground activities and implement our policies within the operational requirements of each region or state. These teams play a critical role in recognising and addressing potential instances of modern slavery practices in our service delivery.

While our suppliers are predominantly located in Australia, some of the products we receive are manufactured abroad. Through our mapping process, we have identified that some of these products come from regions, such as China, which are classified as high-risk according to the Global Slavery Index.

To ensure that our suppliers meet our expectations and comply with regulations, we require them to undergo a thorough registration process by our quality team. We also mandate that service suppliers provide periodic updates during our ongoing monitoring efforts.

## MODERN SLAVERY RISKS IN OUR OPERATIONS AND SUPPLY CHAIN

Majestic works to continually improve its risk assessment process for our operations and supply chain. We understand and acknowledge that our business activities, including operations and our supply chain may be linked to modern slavery.

### Risks in Our Operations

Majestic has assessed that the risk of modern slavery is higher in our supply chains than in its own operations. Although, the company's employment processes help mitigate the risk of modern slavery practices in its employee engagement, it cannot eliminate the risk. Majestic's structured onboarding and recruitment reduce the risk as well as our internal auditing processes.

We have identified our potential risk points are:

- Suppliers with varying levels of awareness of the risk of modern slavery
- English as a second language for some of our workforce highlighting a risk of non-conformance due to lack of awareness.

Document Number:	1.00.18	Date Reviewed:	Version 1: 12.12.2023
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## Risks in Our Supply Chain

Majestic continues to monitor and assess our supply chain to maintain compliance and standards. To reinforce our commitment to support the eradication of modern slavery we are embedding modern slavery requirements into our business including our suppliers.

We require our suppliers to comply with all modern slavery laws and take steps to meet international standards in their workforce and supply chains. Our suppliers are required to provide a modern slavery policy or statement.

Majestic may choose to terminate supplier relationships if, after reasonable attempts to improve practices, suppliers fail to adhere to the buyers' code of conduct or policy and engage in modern slavery practices. Where ever possible, Majestic Services will work with the supplier to help to resolve the problem wherever possible.

We have identified our potential risk points are:

- Suppliers with varying levels of awareness of the risk of modern slavery
- English as a second language with suppliers' workforce highlighting a risk of non-conformance due to lack of awareness.
- Workers' wages being paid correctly according to an industry Award
- Workers' personal freedoms can be undetermined on labour hire staff to perform a temporary role or service

## KEY AREAS OF ACTION IN 2024

- Raised awareness of the Modern Slavery Act requirements among our personnel and suppliers through regular communications, training sessions for operational teams and leaders, and direct engagement with suppliers to clarify their responsibilities.
- Collaborate with subject matter experts, participate in webinars and engage in modern slavery workshops or activities to improve our understanding
- Revise our modern slavery policy and procedure to ensure alignment with the Act
- Enhance our supply chain mapping and supplier onboarding due-diligence processes to include modern slavery considerations.
- Respond to and actively participate in client-related modern slavery reviews and assessment projects.

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## ASSESSING THE EFFECTIVENESS OF OUR ACTIONS

Majestic has taken several measures to minimise the risk of modern slavery in our operations and supply chain. We strive to continue active communication with our primary suppliers even if they are not required to report under the current Modern Slavery Act.

Although Majestic is not required to report under the Modern Slavery Act, our organisation acknowledges our social responsibility and commitment to helping eradicate modern slavery.

ACTION	HOW WE ASSESS THEIR EFFECTIVENESS
<b>CONSULTATION</b>	We acknowledge that the cleaning industry is a higher-risk sector that is prone to modern slavery practices. Therefore, we consult with our major suppliers and clients to align our approach with their rigorous requirements.
<b>POLICIES</b>	We review and refine our supplier code of conduct to ensure compliance with legislation. We ensure that our policies and procedures are clear and concise.
<b>CONTRACTING</b>	We have updated our new supplier and contractor onboarding documentation and agreements to align with our stance on modern slavery. We are working on bringing existing agreements and contracts up to this enhanced standard.
<b>TRAINING &amp; EDUCATION</b>	We ensure that our employees undergo training on modern slavery awareness, reporting procedures, and remediation steps as part of our annual education program. Our leadership team takes part in additional education on modern slavery awareness that also show case studies to help them identify any staff who may be at risk. Our quality team engages with key stakeholders to further update and educate themselves on modern slavery risk management.



## CONSULTATION

Majestic senior management teams convene regularly throughout the year and discuss our progress and compliance measures for continuous improvement. To prepare this statement, we engaged with each business entity covered by this statement that we control.

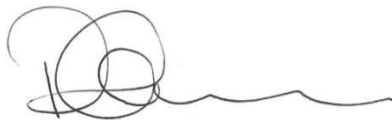
## NEXT STEPS

To consistently improve our approach and commitment, we plan to take the following actions in 2024:

- Continue to embed our commitment to modern slavery eradication
- Expand our modern slavery risk assessment
- Enhance our remediations policies and procedures
- Enhance our training and awareness with staff and leaders within our organisation and our scope of influence.

## APPROVAL

This statement was approved by the executive management of Majestic Services Group Pty Ltd on 12 December 2023.

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.

David Armstrong  
Chief Executive Officer

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