



# Modern Slavery Statement 2025



# Quad Services Modern Slavery Statement

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# Our Modern Slavery Statement

Quad Services Pty Ltd (Quad) provides cleaning, security, and building maintenance services across Australia and New Zealand. This modern slavery statement has been prepared in accordance with the Australian Modern Slavery Act 2018 (MSA) for the financial year ending 30 June 2025. It describes our actions to identify and address modern slavery risks in our supply chain and in our operations during the period under review.

Modern slavery: the perspective of modern slavery encompasses the most severe forms of exploitation, including but not limited to human trafficking, slavery, servitude, forced marriage, forced labour, debt bondage, deceptive recruitment for labour or services, and the most egregious forms of child labour. Our approach involves identifying and assessing these risks, and we are committed to taking action to minimise these risks within our operations and supply chains.

## **Our Position**

We are committed to upholding all internationally recognised human rights and ethical sourcing practices, and we actively avoid any involvement in human rights abuses, such as modern slavery.

We believe it is our responsibility to pinpoint, 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 and maintained systems and procedures. We firmly oppose any infringement or violation of human rights, and we acknowledge that our corporate and social responsibilities extend to our operations and supply chain.

We invest time and resources to mitigate modern slavery risks in our operations and supply chain and actively develop suitable controls. We are prepared to take prompt action if modern slavery is identified within our operations or supply chain.

In the financial year 2024-25, we continued to focus on key strategies to address modern slavery risks, including ongoing awareness training for management and staff, implementing software to identify risks, conducting comprehensive risk assessments, reviewing our policies, and actively engaging with suppliers.

## **Our Approach**

We have a modern slavery committee that helps us manage modern slavery risks. Measures include a code of conduct and a supplier code of conduct, as well as policies and procedures on human rights, grievance, modern slavery, remediation processes, and education and training programs, such as the Supply Chain Sustainability School (where applicable), for all team members supporting the committee.

## A Message from the Executive Director

We are committed to upholding human rights and ensuring that our operations and supply chains are free from modern slavery. As a leading provider of cleaning, security, and building maintenance services, we recognise our responsibility to identify, prevent, and address modern slavery risks.

Over the past year, we have continued to strengthen our approach by:

- Enhancing risk assessments to identify and address potential modern slavery risks in our supply chain.
- Continuing with robust governance measures, including our Modern Slavery Committee, to drive accountability and continuous improvement.
- Strengthening supplier engagement through due diligence processes and ethical sourcing commitments.
- Delivering targeted training and awareness initiatives to ensure our employees and partners are informed and empowered to act.
- Engaging in a Workplace Conditions Assessment audit with a Human Rights focus via Intertek (scoring 87%).
- Consequently, developing a Social Accountability Management System in line with the Social Accountability Standard (SA8000).

We acknowledge that modern slavery is a complex global issue, and we remain committed to working collaboratively with our stakeholders, industry partners, and regulatory bodies to uphold the highest ethical standards.

Looking ahead, we will continue to enhance our transparency, refine our due diligence processes, and work closely with our suppliers to strengthen compliance and ethical sourcing.

We remain steadfast in our commitment to combating modern slavery and fostering a business environment built on integrity, respect, and social responsibility.



Sharee Adlam (Executive Director)

## Criterion One: The Reporting Entity

Quad Services Pty Ltd, ABN 58 000 308 592, is a privately owned Australian company registered in New South Wales. Our head office is at 12 Carlotta Street, Artarmon, NSW 2064.

Formed in 1972 by four university students, we have grown from a local cleaning services provider in the north shore regions of Sydney to one of the leading cleaning and associated building services providers in Australia and New Zealand, with over \$100 million in turnover.

We have a workforce of more than 1900 skilled, trained, and vetted professionals in cleaning, security, and maintenance. We also have over 40 experienced management staff who oversee 500+ contracts (1250+ sites) and maintain offices across all Australian states and territories and in New Zealand.

We are certified to the following standards:

- ISO 9001 Quality Management System.
- ISO 14001 Environmental Management System.
- ISO 45001 Occupational Health and Safety Management System.
- HACCP Codex Alimentarius – General Principles of Food Hygiene.

Our primary objective is to help clients improve the quality, safety, and environmental performance of their facilities by providing world-class cleaning, security, and related services.

### Key Highlight

During the development of this report, our ESG Manager attended the Launch of the Australian Red Cross and SBS Modern Slavery Training Program at SBS Artarmon, NSW. Illustrated below is Dr James Cockayne (NSW Anti-Slavery Commissioner), who is explaining that Modern Slavery is theft of agency. *“You’re selling someone else’s ability to make choices in their life, and you’re using that for your own personal or commercial interests”*. This is a compelling message that underpins this report.

Furthermore, Dr Cockayne also explained the importance of training as a fundamental tool in combating modern slavery. If victims become exposed to training, they may understand that modern slavery is a crime and can reach out and get some assistance in escaping the situation. This highlights the importance of our continued commitment to toolbox training our teams on modern slavery.



Dr Cockayne's advice on training led to a revision and update to our Modern Slavery toolbox talk below.

# Modern Slavery

## (Toolbox)

### Modern Slavery

An estimated 46 million people worldwide are victims of slavery with 4,300 of these workers believed to be in Australia.

Should you identify any of the practices below, then report them immediately to the ESG Manager on 02 8425 6900.

- Withholding wages, identity, or travel documents.
- Debt bondage.
- Excessive working hours beyond those prescribed by Australian law.
- Denial of breaks or days off.
- Employees living at the workplace or employer owned premises.
- Freedom restrictions to leave the workplace.
- Violence in the workplace.
- Unsafe workplaces.



**40.3 million**  
people in modern slavery\*

### What is Modern Slavery

Modern slavery is used to describe the most severe forms of exploitation. Types of modern slavery include:

- Human trafficking.
- Servitude.
- Forced labour.
- Debt bondage.
- Forced marriage.
- Child Labour.

Modern slavery occurs when coercion, threats or deception are used to exploit victims and undermine or deprive them of their freedom.

### How does Quad Prevent Modern Slavery?

- Through policies and procedures that aim to reduce risks of modern slavery.
- Training to understand modern slavery and how it can be prevented.
- Complying with the Modern Slavery Act.
- We encourage all employees to speak up if they become aware of it.

### How to raise a concern

Quad encourages its employees and contractors to raise concerns through their regular reporting line or escalation channel or the ESG Manager. We encourage our clients to raise their concerns via their primary Quad contact. Such concerns may relate to modern slavery or other workplace concerns (for example: safety, bullying, psychosocial, sexual harassment, general harassment, or employment related matters).

If you feel unable to raise concerns through these channels, then Quad Confidential is an alternative way of raising any concerns. Concerns should be raised by email at [quad.confidential@quadservices.com.au](mailto:quad.confidential@quadservices.com.au)

In raising a report, you consent that the information you provide will be managed for the purpose of investigating the report. Any personal information provided by you will be collected and processed according to Quad Services Privacy, Grievance and Whistleblower policies.



**15.4**  
MILLION

15.4 million victims of forced marriage



**24.9**  
MILLION

24.9 million people in forced labour



**4.8**  
MILLION

4.8 million people in forced sexual exploitation



## Criterion Two: Company Structure, Operations and Supply Chain

### The Quad Company Structure

We own and control several other entities for employment, administrative, and financial purposes. We also operate services in New Zealand and are part of an Indigenous joint venture entity, Kenjarhy Quad Pty Ltd.

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

Quad Services Pty Ltd is made up of:

- Kenjarhy Quad JV.
- Quad Shopping Centres Pty Ltd.
- Quad Health Care Cleaning Services Pty Ltd.
- Quad Education Cleaning Services Pty Ltd.
- Quad Management Services Pty Ltd.
- Quad Services NZ Ltd.
- Quad Services No 10 to No 28.

Quad is a member of a range of organisations, such as:

- Property Council of Australia.
- Building Services Contractors Association of Australia.
- Australian Security Industry Association Limited.
- Facilities Management Association.
- Supply Nation.
- United Nations Global Compact.
- Better Business Partnership.
- Supply Chain Sustainability School.



Our Modern Slavery Committee (Left to Right: Denis Boulais (ESG Manager), Sharee Adlam (Executive Director), Glenn Polner (Director of Operations), Ravindra Naidoo (Financial Controller), Vlad Zolotarev (State Manager), Nicholas Howlin (People and Culture Manager)).

## Our Operations and Supply Chain

Our operational framework is 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 context of each region.

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 and New Zealand, 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 compliance team.

We also mandate that service suppliers provide periodic updates as part of our ongoing monitoring efforts.



## Criterion Three: Modern Slavery Risks in our Operations and Supply Chain

We continually improve our risk assessment processes for operations and supply chains building on the foundation laid in previous years. We acknowledge that some of our business activities, including operations and the supply chain, may link to modern slavery or contribute to it.

### Risks in our Operations

We have assessed that the modern slavery risk is higher in its supply chain than in its direct operations. Although the company's formal employment procedures help mitigate modern slavery risks in its employee engagement processes, it cannot eliminate them. Our structured recruitment and onboarding processes reduce the risk of modern slavery in our direct employment.

Despite our proactive approach, undesirable practices may go unnoticed unless brought to our attention. These may be brought to our attention through whistleblowing, confidential reporting, or independent third-party auditing. To confirm, we have established a whistleblowing policy and a confidential reporting facility to enable our team members, suppliers, and clients to raise any concerns.

In line with previous years, the key risks that we have identified as relevant to both our operations and supply chain include:

- Clients with varying levels of awareness and commitment to addressing modern slavery risk.
- Varied maturity levels among service suppliers with differing levels of awareness regarding relevant industrial laws.
- Service suppliers who potentially do not ensure a safe workplace and impose expectations that could jeopardise the safety of workers while delivering services.

We operate in industries identified as having higher risks for labour rights violations and modern slavery. Cleaning and security businesses often attract vulnerable workers, such as migrants and non-native English speakers.

Migrant workers represent a disproportionate number of global instances of modern slavery. This vulnerability is historically exacerbated in the cleaning industry, where low profit margins and high customer expectations increase the risk of exploitation.

### Subcontractors

On occasion, we rely on subcontractor providers to support business operations, subjecting them to our highest level of supplier due diligence. When engaging a subcontractor, we obtain the relevant client's approval.

We collaborate with a limited number of these businesses and maintain an ongoing engagement program for our partner providers. This proactive initiative reviews subcontractor operating practices to ensure compliance with labour rights standards, enhancing industry transparency and integrity. As part of this program, we meet with each provider at least once a year and may schedule additional visits if any issues are identified.

## Risks in our Supply Chain

We continue to partner with Informed 365 to enhance our supply chain assessment and reporting.

All our Tier 1 suppliers are based in Australia or New Zealand, relative to the country of operation.

However, numerous other suppliers contribute to our supply chain by providing goods and services to our direct suppliers. This intricate supply chain spans multiple countries, and we acknowledge the potential for global exploitation, with heightened risks in specific geographic and local contexts. The multilayered global nature of our supply chain means we may not have control over or complete visibility into it.

We are actively engaged with our suppliers to comprehend their approach and, whenever feasible, influence their methodologies to address the risks of modern slavery through our robust processes.



## Informed 365

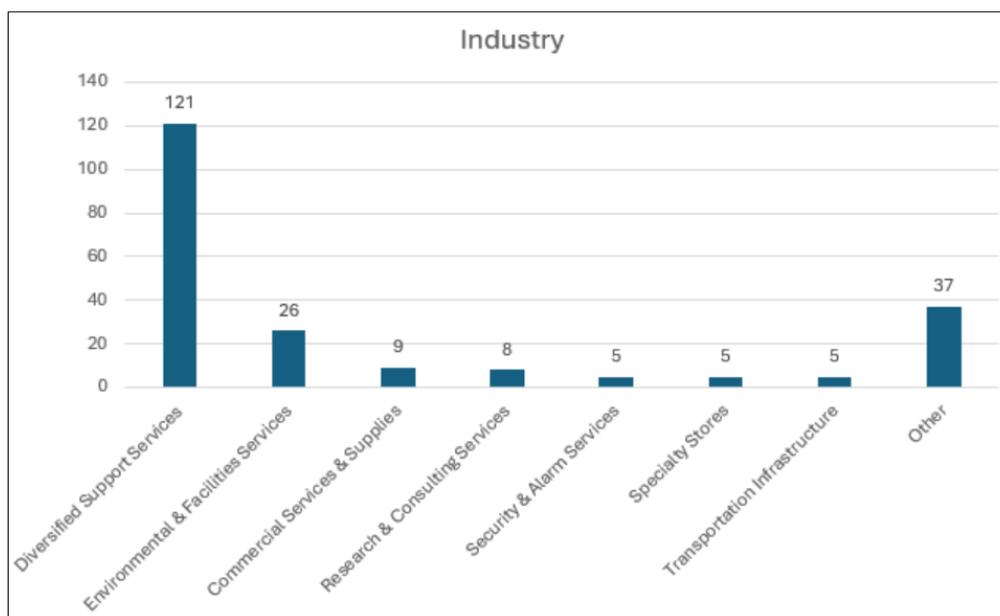
Using Informed 365, the data gathered from our suppliers shows:

- Our average supplier risk is in the low range of medium.
- Our country's risk is very low.

The risks in our supply chain include variability in maturity levels and a lack of understanding of modern slavery risk among our suppliers.

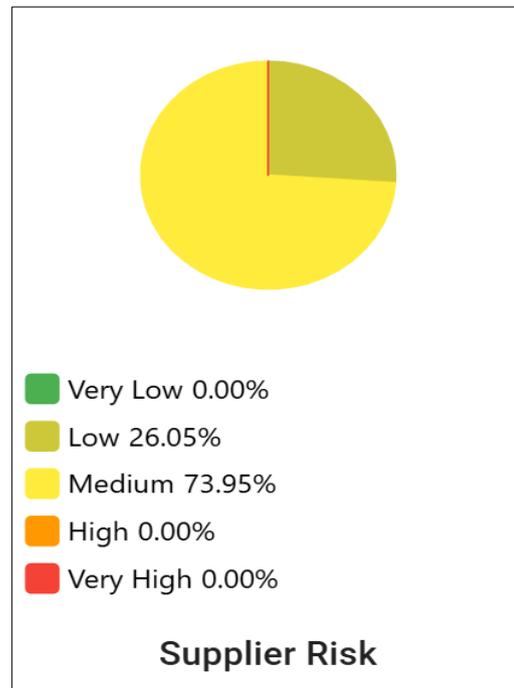
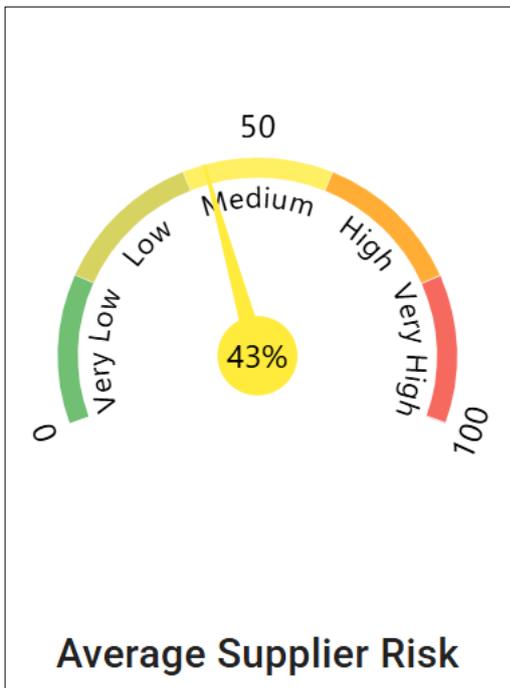
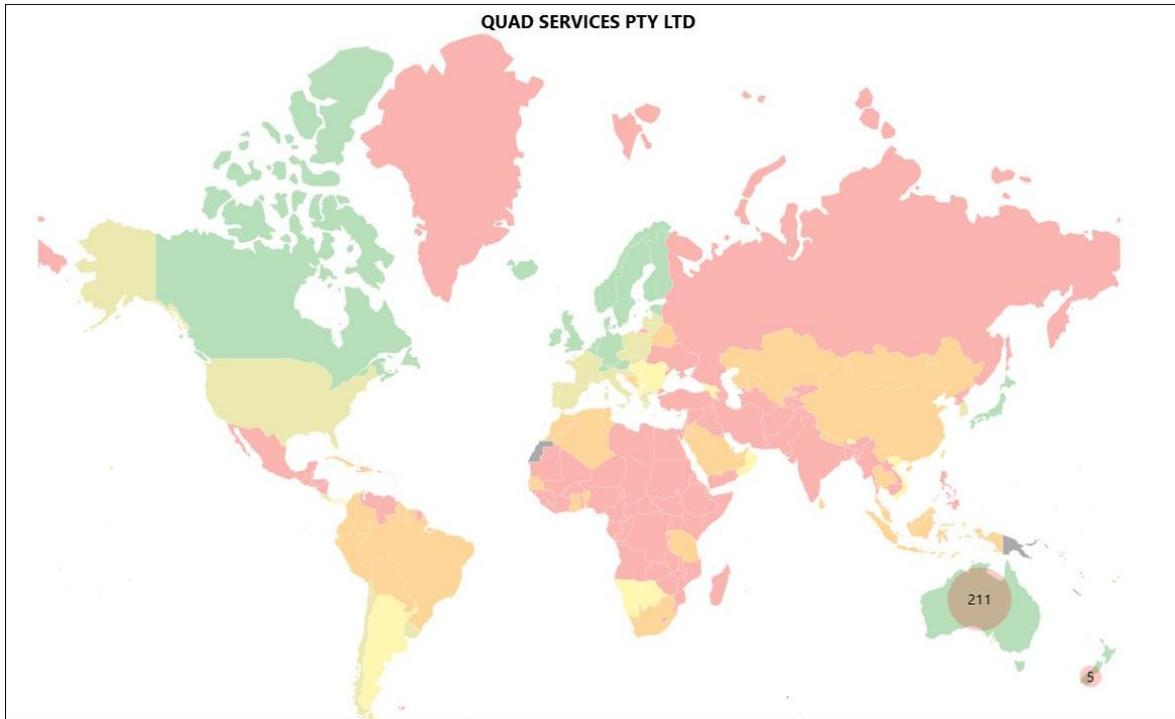
As such, gaps exist, and we apply these risk factors to our ongoing operations and to all suppliers with whom we maintain a direct relationship.

Our supplier breakup per the Global Industry Classification Standard is:



All others include:		
Office services and supplies	Technology distributors	Air freight and logistics
Apparel retail	Application software	Commercial printing
Computer and electronics retail	Textiles	Building products
Construction and engineering	Consumer electronics	Consumer finance
Systems software	Diversified chemicals	Software and services
Health care services	Wireless communication services	IT consulting and other services
Multiline retail	Professional services	Real estate services
Electrical components & Equipment.	Data processing & outsourced services	Technology hardware, Storage and Peripherals
Trading companies and distributors	Human resources & employment services	Household products

### Geographical Coverage of Supplier Risk (Graphics extracted from the Informed 365 portal)



## Criterion Four: Key Areas of Action in 2024-25.

### **Awareness and Training Initiatives**

- Collaborated with subject matter experts and participated in webinars and other educational activities focused on modern slavery.
- Developed and distributed information posters to raise awareness about modern slavery and outline our grievance processes.
- Maintained our membership in the Supply Chain Sustainability School to reinforce our dedication to sustainable practices.
- Completed a Workplace Conditions Assessment audit with a Human Rights focus via Intertek (scoring 87%).
- Consequently, developed a Social Accountability Management System in line with the Social Accountability Standard (SA8000).
- Increased 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.
- Awareness that the People and Culture Manager and ESG Manager are available to provide senior-level oversight on modern slavery risk/s.

### **Sustainability and Accountability Commitments**

- Maintained membership in the Supply Chain Sustainability School to reinforce our commitment to sustainable practices.
- Remained committed to the UN Global Compact to demonstrate our dedication to combating modern slavery.
- We regularly participate in SEDEX (Supplier Ethical Data Exchange), sharing our ethical and labour practice data with clients to support transparency and compliance with modern slavery and human rights requirements.

### **Policy and Guidance Enhancements.**

- Conducted regular meetings of our Modern Slavery Committee to review and assess our strategies and actions aimed at mitigating modern slavery risk.
- Reviewed and revised our human rights policy to ensure it aligns with the United Nations Universal Declaration of Human Rights and the Declaration on the Rights of Indigenous Peoples.
- Additionally, revised our processes and policies to include references to modern slavery and human rights where applicable.
- Completed our EcoVadis submission for 2025.
- Updated our Modern Slavery risk assessment.
- Developed a Social Accountability System in line with SA8000.

## Supply Chain and Partner Engagement

- Conducted and improved our supply chain mapping and supplier onboarding processes by incorporating considerations related to modern slavery.
- Categorised our suppliers according to the Global Industry Classification Standard (GICS).
- Actively participated in client-initiated reviews and assessment projects regarding modern slavery.
- Used the Informed 365 platform to effectively manage our supply chain and ensure compliance with the Modern Slavery Act.

## Developed a Social Accountability Management System

The development of our Social Accountability Management System underscores the right of all employees to work in a safe environment in harmony with our social accountability values. Our system addresses the following elements:

- Health and Safety (We are determined to provide a safe and healthy workplace).
- Freedom of Association (We respect an employee's right to join a trade union).
- Discrimination (We are an equal opportunity employer).
- Disciplinary Practice (We strive for fair procedural practice with natural justice).
- Working Hours (We comply with all laws in this area).
- Remuneration (We comply with all laws in this area).
- Continuous Improvement (We only engage socially accountable suppliers).
- Child Labour (We are committed to the prevention of child labour).
- Forced or Compulsory Labour (We are committed to the prevention of such practice).



## Criterion Five: Assessing the Effectiveness of our Actions.

As in previous years, modern slavery risk in our operations remains relatively low, although the cleaning and security industries are recognised as a high-risk environment for instances of modern slavery.

We continue to implement measures to minimise the risk of modern slavery in our operations and supply chain. We strive to maintain active communication with our primary and local suppliers and educate them on modern slavery, even if they are not required to report under the current Modern Slavery Act.

Our last statement listed actions to be completed in FY 2024-25 below.

Action	Status	Comments
Become a member of the UN Global Compact.	Achieved	We are now a member.
Complete EcoVadis Assessment.	Achieved	We achieved a silver medal, placing us in the top 15% of all companies assessed.
Complete a third-party social audit against the Social Accountability Standard (SA8000).	Achieved	We scored 87% (Intertek audit).
Continue to embed, measure and report on our modern slavery performance.	Somewhat Achieved	This is an ongoing process of continuous improvement.
Leverage third-party ESG risk management tools to understand our supply chain risk as part of our responsible procurement approach.	Achieved	We are continuing to work with Informed 365 to mitigate and minimise our supply chain risk.
Working with our suppliers to gain transparency beyond Tier 1 of our supply chain.	Somewhat Achieved	We are continuing to work with Informed 365 to mitigate and minimise our supply chain risk.
Engaging with our customers, industry peers, and non-government organisations to understand best practices and opportunities for collaboration in identifying and addressing modern slavery risk, including through the UN Global Compact.	Somewhat Achieved	We continue to attend webinars to gain greater awareness and knowledge of how other organisations best manage their modern slavery.

In this reporting period for FY2024-25, we have listed actions and assessed their effectiveness via the approaches below.

## Consultation

We recognise that the cleaning industry is a high-risk sector susceptible to modern slavery practices. To address this, we engage with our major suppliers and clients to ensure our approach meets their strict requirements. Additionally, we continue to collaborate with Informed 365 to improve our ability to capture information effectively.

## Policies

We routinely review and update our supplier code of conduct to ensure it complies with relevant legislation. Additionally, we provide our employees with training on these policies and procedures, emphasising clear, accessible language.

## Contracting

We continue to review and add relevant clauses to our supplier agreements and have updated our contractor onboarding documentation to reflect our commitment to addressing modern slavery and comply with related requirements for contractors. We share our updated onboarding information with all new suppliers, and we are also in the process of bringing our existing contracts up to this improved standard.

## Training

We ensure that all our employees receive training on modern slavery awareness, reporting procedures, and remediation steps as part of their induction program. Our leadership team participates in specialised training to understand their responsibilities and learn practical strategies to mitigate modern slavery risk. Additionally, our compliance team regularly engages with and trains our suppliers on modern slavery awareness as part of their training programs. Our internal training for leaders is conducted in collaboration with our eLearning partner, Sentrient. Illustrated below is our Security Manager preparing the site folder for an on-site toolbox meeting with his security guards.



## In Summary

- A Modern Award covers more than 80% of our workforce.
- All our employees receive an employment contract outlining their employment terms and conditions.
- The majority of our workforce (1900+) is based in Australia, with only a small number located in New Zealand.
- We have established a suite of policies and grievance mechanisms that create a foundation for a fair, equitable, and safe work environment. These mechanisms allow employees to raise concerns and issues without fear of retaliation.
- The senior management team and the Modern Slavery Committee provide oversight, including reviewing and monitoring concerns raised through our grievance channels.
- We continue to conduct detailed system audits and participate in customer-led independent audits.
- We do not employ anyone under 18 years of age, and all new hires are provided with Fair Work documentation that informs them of their fundamental rights and entitlements at work.
- Our consistent recruitment process communicates the documents and information candidates must provide during hiring. This may include proof of age, work authorisation, and licensing (for example, security roles). We also have a straightforward method for onboarding new employees and ensuring they are registered in our time-and-attendance system. Payment is only issued after these steps have been completed.



## Criterion Six: Consultation

We have established a modern slavery committee to lead and facilitate our efforts in responding to modern slavery. The committee convenes regularly throughout the year. To prepare this joint statement, we engaged with each reporting entity covered by this statement and consulted the entities we own or control.

### Next Steps

To consistently improve our approach, we plan to take the following actions in the next fiscal year, 2025-26.

- Remain a member of the UN Global Compact.
- Continue completing annual EcoVadis assessments.
- Internally auditing our Social Accountability Management System.
- Continue to embed, measure and report on our modern slavery performance.
- Continue to leverage third-party ESG risk management tools to understand our supply chain risk as part of our responsible procurement approach.
- Continue working with our suppliers to gain transparency beyond Tier 1 of our supply chain.
- Continue to engage with our customers, industry peers, and non-government organisations to understand best practices and opportunities for collaboration in identifying and addressing modern slavery risk.
- Continuing our annual external audit certification to the HACCP (Food Hygiene), ISO 9001 (Quality), ISO 45001 (Safety) and ISO 14001 (Environmental) management standards.
- To maintain our record of zero modern slavery incidents.

### Approval

This statement was approved by the principal governing body of Quad Services Pty Ltd on 18 December 2025.



Sharee Adlam

Executive Director

Quad Services Pty Ltd

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