

# Fantastic Services'

## MODERN SLAVERY

## STATEMENT

2022/2023

# INTRODUCTION

Fantastic Services is dedicated to battling modern slavery and human trafficking. We aim to uphold the highest standards when it comes to protecting and respecting the fundamental human rights enshrined within any and all domestic legislation, the UN Declaration of Human rights and the European Convention on Human Right.

Each year we actively take steps to prevent any encroachment on human rights and to eradicate any risks of modern slavery and human trafficking within our company as well as within our business network. In line with this commitment, we have undertaken the publishing of the below modern slavery and human trafficking statement for 2022/2023.

This statement underlines what we have done during the past year in order to stay true to our commitment.

This statement has been approved by our Founders and Directors.

A handwritten signature in blue ink, appearing to read "Anton".

**Anton Skarlatov**

CFO

A handwritten signature in blue ink, appearing to read "Rune".

**Rune Sovndahl**

CEO

# THE STRUCTURE OF OUR NETWORK

## General Information:

Our franchise network is London's leading provider of home and office cleaning and maintenance services. Generally, we are a UK based company with offices across the world, but the majority of the services supplied by us and/or our franchisees are in the UK and Australia.

We have two main offices, one based in London and one based in Varna, Bulgaria. We employ 300-400 people across our offices and our franchisees together engage around 1500 people. In 2019, all of our franchisees together generated combined turnover of around £30,000,000. As a service provider, we believe that the people are the load-bearing pillar of our business and our success and therefore we put a lot of effort into the wellbeing of all engaged within the network.

## Structure of our network:

Currently, our structure consists of three companies within the European Union which provide IT, marketing and call centre services to us and our franchisees, one UK based company which is responsible for the majority of business clients and a number of small businesses partnered with us on a franchising basis. The groups within Tier 1 are the companies which are governed by the officers of Fantastic Services and which provide services to us and our Franchisees. Tier 2 features our Franchisees and the company responsible for services provided to business clients and Tier 3 represents the personnel directly carrying out services to the end-clients.

### Tier 1:

1st Online Solutions Limited – The Franchisor of Fantastic Services  
Fantastic Services Ltd & First Online Solutions Ltd (Bulgaria) – The companies providing our franchisees with the software, marketing, and call centre services

### Tier 2:

Our Franchisees  
Our Master Franchisees & their Franchisees  
The Company servicing business clients (Fantastic Corporate Services Ltd)

### Tier 3:

Franchisees' personnel and sub-contractors

# THE ACTIONS

## **Policy, rules and requirements:**

During the past year we set up an Anti-Slavery and Human Trafficking Policy which incorporates our values and establishes a standard to which we hold ourselves. In order to assure transparency, transposition and harmonisation of our requirements, aims and values within the whole Fantastic franchise network, we have established strict requirements, rules and procedures regarding the recruitment and treatment of personnel and the terms on which people can be engaged within the Fantastic network. Each and every one of our franchisees, partners and sub-contractors are expected to adhere to those.

## **Transposition:**

We have begun the transposition of the policy, rules and requirements through two primary means:

- Rolling out rules and requirements to our operations manual, compliance to which is mandatory for all of our Franchisees.
- Introduction of a set of clauses to our partnership and sub-contracting agreements, as well as to our trading terms with service suppliers.

Additionally, we have set up a zero-tolerance policy with regards to significant breaches of certain rules and requirements, especially the ones which seek to protect human rights and eradicate risks of modern slavery. The policy dictates that any significant breach would lead to immediate termination of any business relationship with the party in breach.

## **Education and Awareness:**

We as a company have taken the path of seeking further means of gathering even more helpful information on the issues of modern slavery, human trafficking and fundamental human rights. In addition, our management has taken it upon themselves to raise awareness of the topics and our aims and goals related to them within our company and within our network.

# THE GOALS

## Current goals:

Currently, our goals within the next 12 months are to:

- Successfully roll out all rules and requirements to the Operations Manual with the aim of binding legally all Franchisees.
- Successfully introduce all rules and requirements to all current and new contracts, with the aim of having legal obligations established to all partners and sub-contractors outside of our franchise network.

## What we plan in the future:

While we are content with the actions we have taken thus far, we recognise that there will always be a need for further measures in order to improve and increase the positive impact for which we are striving. Therefore, we have set a goal for future actions:

- Review of the effectiveness of the implemented measures. The review should be carried out on the first-year anniversary of successful full implementation of a measure.
- Setting up control mechanisms.
- Introducing due diligence to the process of engagement of partners and sub-contractors.
- Setting a list of relevant KPIs which would aid in monitoring our progress and performance.

*This statement is made in relation to the Modern Slavery Act 2015, our intention to battle modern slavery and human trafficking and our ambition to protect and uphold the fundamental human rights of the people engaged within our business network.*



**Anton Skarlatov**, CFO

July 2022



**Rune Sovndahl**, CEO