

2019

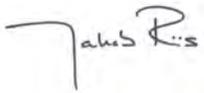
Modern Slavery Act Transparency Statement



FALCK

Falck Modern Slavery Act Transparency Statement 2019

This statement has been published in accordance with section 54 of the Modern Slavery Act 2015. The statement sets out the steps taken by the Falck Group and other Falck entities to prevent modern slavery and human trafficking in our businesses and our supply chain during the financial year of 2019. The statement includes plans that allow Falck to continually improve these preventative activities in future years.



Jakob Riis
President and CEO

This statement was approved by the Board of the Falck Group.



The organisation's structure, its business and its supply chains



Falck is an international market leader in emergency response and healthcare. We help people in urgent need, bringing peace of mind to our customers. Our strongholds are in the Nordics, the US and Colombia.

We operate in 30 countries and employ approximately 30.000 people. Falck's annual revenue in 2019 in £1,624.91m.

Key resources

PEOPLE

We rely on our more than 30,000 highly skilled and trained employees

EQUIPMENT

We use high-quality equipment enabling effective diagnostics and resolution

PARTNERSHIPS

We partner with local communities to customise our global services to local needs

INNOVATIVE CULTURE

We utilise new technology and explore new ways of working

BRAND & REPUTATION

We benefit from a strong brand and a solid reputation for being effective, reliable and caring in everything we do

Business units



Ambulance

- Emergency medical services
- Patient transport services
- Special event coverage



Roadside Assistance

- Towing
- Car service subscription



Healthcare

- Occupational healthcare
- Private healthcare subscriptions



Portfolio Businesses

- Fire services
- Global assistance

Value created

CARE AND SAFETY

We save lives, treat and transport patients, support healthy workplaces and communities, save valuables and assist on the roads

EFFICIENT OPERATIONS

We deliver efficient operations and adapt our global models to meet local customer needs

A GREAT PLACE TO WORK

We offer challenging and purposeful work with opportunities for personal and professional development

SOCIETAL IMPACT

We perform life-saving and life-improving care to people around the globe

SHAREHOLDER VALUE

We deliver value to shareholders

Falck has four business units, namely Ambulance, Road Assistance, Healthcare and Portfolio Businesses, which includes Global Assistance and Fire Services. Additional details on our business models and subsidiaries can be found in our [Annual Report](#) and [Sustainability Report](#).

Falck's supply chain comprises numerous suppliers globally who provide a wide range of products and services, such as the manufacturing of vehicles, supply fuel and manufacturing of clothing. While we make use of providers and agents globally, most of our supplies are sourced locally.

FALCK POLICIES RELATED TO SLAVERY AND HUMAN TRAFFICKING

Falck's Code of Conduct, which was updated in 2018, covers human and labour rights which are elaborated upon in the global Human Rights Policy. Since implementing the updated Code of Conduct and underlying policies in 2018, Falck has integrated these further into the business by ensuring that the Code of Conduct forms part of employment contracts. In 2019, Falck has made the underlying policies even more accessible by rolling out the One Compliance app which integrates the whistle-blower system into the Code of Conduct app. The One Compliance app has made it easier for employees to understand Falck policies

and their responsibilities thereunder and to report inappropriate or illegal behaviour – all in one place.

In 2020, Falck will further integrate the human rights policy into the business through the Enhancing Compliance campaign where pre-defined employee groups receive targeted training and/or communication material on high risk subjects.

DUE DILIGENCE PROCESSES IN RELATION TO SLAVERY AND HUMAN TRAFFICKING IN OUR BUSINESS AND SUPPLY CHAIN

Falck initiated the implementation of a due diligence programme in late 2019, first focusing on suppliers as the sample group with an expected completion date of June 2020. The due diligence programme shall incorporate human rights in the supply chain by firstly ensuring that our suppliers do not have any previous or ongoing litigation regarding modern slavery or human trafficking and thereafter conducting appropriate risk assessments to ensure that this is not taking place within the supply chain.

Global Compliance and Global Procurement will collaborate on this to ensure alignment. The process will be proportionate to the identified risks and the severity of the

modern slavery risk as well as the level of influence the business may have on our supply chain.

RISK ASSESSMENT AND MANAGEMENT

In 2019, Falck conducted the second Compliance Risk Self-Assessment which structures the risks around the Code of Conduct areas. The self-assessment is sent globally to all local managing directors, creating a risk profile for all of Falck which is linked to geographical risk.

Every two years, Falck will be conducting full human rights assessments within the Compliance Risk Self-Assessment while human rights remains a risk area in the self-assessment every year. Modern slavery and human trafficking questions are included in the full human rights assessments and follow ups with high risk entities are conducted after completing the self-assessment.

Falck is committed to continually making the risk assessment a smarter tool that can be integrated into an app solution. While the risk assessment was not rolled out via an app solution in 2019, the communication with the managing directors was expanded upon compared to the previous year, making the data more reliable. In 2020, Falck will roll out the risk assessment via an online tool

where the self-assessment can be tracked and where the data can be used for analysis in improving the compliance programme.

TRAINING AND CAPACITY BUILDING ON MODERN SLAVERY AND HUMAN TRAFFICKING

Falck conducted the first global Code of Conduct training for all employees in 2019 which includes a section on human rights as well as reiterating the importance of using the secure whistle-blower system where employees can report inappropriate or illegal behaviour. The roll out focused first on Denmark with a 98% completion rate by end of 2019. The remaining markets were then trained with a 70% completion rate by end of 2019. The remaining employees will be trained throughout the first half of 2020 so that all Falck employees are trained on the Code of Conduct.

From 2019 onwards, all desk workers shall be trained on the Code of Conduct every year, as well as the training forming part of the onboarding for desk workers. All front liners will receive the training biennially. In 2020, Falck will be conducting focused face-to-face session with higher risk employees as well as ensuring that all training for front line employees is aligned with the unions.