Background

Control Risks is a specialist risk consultancy that helps to create secure, compliant and resilient organisations in an age of ever-changing risk. We work from an international network of 34 offices across the world and operate in accordance with shared standards and principles. Employing around 2,900 people from highly diverse backgrounds, we work with clients from the public, private and non-profit sectors. We have worked for clients from all industry sectors in more than 150 countries.

Our ethical commitment

Our Code of Ethics summarises our commitment to business integrity. Our Human Rights Policy provides further elaboration. The policy affirms that “Control Risks has zero tolerance for modern slavery and human trafficking”. Furthermore, the company is “committed to implementing effective systems and controls to ensure that neither practice is occurring anywhere in its supply chains”.

We have been a signatory to the UN Global Compact since 2007 and issue an annual Communication on Progress affirming our application of the Global Compact’s ten principles, including with regard to labour rights. Like its predecessors, the latest edition highlights our work with clients on labour welfare issues as well as our own commitments to responsible employment practices in our own business and in our supply chain.

Risk analysis

The majority of our direct employees are trained professionals with specific skillsets and qualifications, meaning the issue of forced or child labour does not arise in our own operations. However, we are alert to the potential risks associated with services provided by our suppliers. We pay particular attention to the risk that providers of services, such as office cleaners, might employ migrant or otherwise disadvantaged workers who may be more vulnerable to exploitation and poor worker welfare conditions. We are conscious that this risk applies both in industrialised and in emerging economies: we address it through our Supplier Management Policy and Procedures (see below).

Supplier Management Policy and Procedures

We maintain a global Supplier Management Policy that builds on our Human Rights policy, focusing on how to implement those principles in our supplier relationships. It states that the selection and management of suppliers must “minimise the risk of illegal, unethical or unprofessional behaviour” and specifically “where a supplier provides personnel to Control Risks it should have ethical employment practices”.

At the selection stage, we require suppliers of personnel to explain their own recruitment and employment practices via a questionnaire. This process was developed by our own subject matter specialists and is tailored to our business. It covers, for example, whether workers pay fees as part of their recruitment process, the payment of sick leave or overtime and the availability of grievance mechanisms.
We periodically organise internal meetings to raise awareness of this vetting tool and give employees an opportunity to ask questions and provide feedback on the process. These are valuable sessions and we invite managers from across the business to share their experience.

Once selected, we require suppliers to commit to contractual obligations to comply with all applicable anti-slavery and human trafficking laws and our own Code of Ethics. Our contracts also include the right for Control Risks to audit and to terminate the relationship if the supplier is in breach of those obligations. In the event that a breach by a supplier is identified, we will work closely with our in-house specialists to guide our response; protecting the interests of those workers affected is a key concern.

**Training**

We implement a regular cycle of human rights training. Our internal human rights training course is written by our in-house specialists, allowing us to focus on issues that are directly relevant to our operations. After watching a series of eight videos, employees complete a test to demonstrate their understanding. The training is available to everyone, and mandatory for all senior employees within internal corporate functions as well as all members of our service delivery and business development teams. The labour-focused section in the training refers to international labour conventions and the Modern Slavery Act, ensuring that our employees remain alert to these issues and understand their responsibility to escalate any concerns.

We recognise the importance of enabling our employees to speak up about any ethical concerns, including with regard to labour welfare within our supply chains. Our global Whistleblowing Policy ensures that employees can be confident that they will not face any retaliation or detrimental treatment as a result of raising a concern. If they do not feel comfortable talking with their manager, they can make a confidential report to our whistleblowing hotline. This hotline is run by an independent provider and facilitates anonymous reporting. The policy is easily accessible to all employees on our intranet and we raise awareness of the hotline via our ongoing cycle of human rights and anti-corruption compliance training.

**Effectiveness**

We have benchmarked our Modern Slavery Act policies and procedures with those of comparable professional service firms and judge that our approach is proportionate and effective in addressing the most salient risks that apply to our business. However, we are committed to a process of continuous improvement in our approach to this important global issue.

**Nick Allan**  
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