



Park Holidays UK Limited 2022 Modern Slavery Statement

Introduction

During its financial year 2021 Park Holidays added to its portfolio of holiday parks with the acquisition of one individual and a group of 9 holidays parks bringing the number of holiday parks owned and/or operated by the Company to 42; this had the added effect of increasing the geographical spread of the business into other parts of England and also into Scotland as well as retaining the holidays already owned/operated in Suffolk, Essex, Kent, East Sussex, Hampshire, Dorset, and Devon. The Company Head Office is located in Bexhill on Sea, East Sussex.

The business consists of the selling and letting of holiday homes including caravans, lodges, chalets and glamping pods. The business also operates licensed clubs, arcades, leisure facilities and other leisure-related services for the benefit of our holiday homeowners and holidaymakers who come to the holiday parks during the months the parks are licensed to be open.

We continue to be aware that as Park Holidays operates in a part of the leisure industry that may be classed as an above-average risk due to the number of seasonal and part-time employees and the use of a wide range of goods and services being provided, we remain confident that all of Park Holidays' policies and procedures serve to mitigate the risk of slavery and human trafficking occurring within our organisation.

Employees & Training

There is a core of c. 800 permanent employees and at the busiest periods of trading up to an additional c.1700 seasonal employees who work for Park Holidays, many of whom return to work at our holidays parks each holiday season. General Managers at each location, or a designated Head of Department, will undertake inductions with new, and returning, employees. The induction process will always provide the name of the person who they can contact in the event of any queries or concerns within the workplace. References within the Employee Handbook, a copy of which is issued to every employee, and the HSE posters publicly displayed at all locations, provide further information of other and more senior managers who can be contacted centrally. Regular and frequent visits for training and business reviews are carried out by a wide range of skilled senior managers; these managers are highly visible on their visits and can be approached by any employee at any time.

Employment checks for all new, or returning, employees include confirmation of their Eligibility to Work in the UK, Disclosure & Barring Service checks and the requirement to hold a valid National Insurance Number. The continued partnership with an outsourced payroll company means all Park Holidays' employees are always paid fairly and consistently, with the payroll company making the direct BACS payments into each employee's nominated bank account. All workers are paid at least the National Minimum Wage or National Living Wage for their age and monthly checks ensure the legal standards are consistently met.

All employees are provided with a comprehensive New Starter pack of paperwork to complete including a signed and dated contract of employment and their individual copy of the most recent version of the Employee Handbook; the range of paperwork covers all aspects of an employee's statutory rights including, but not limited to, pay, annual leave and other statutory benefits. It also makes clear the Company's commitment to its employees, its policies and procedures and the standards expected of them as an employee and representative of the Company. Full information is provided on how to raise a grievance, make a protected disclosure, raise any issue regarding personal harassment and information on the equality of opportunities

within Park Holidays. Where workers are provided via agencies, we ensure all pay and benefits are at the correct levels.

Park Holidays proudly displays its Investors in People Silver Award and has been an accredited iIP organisation since 2009. Anonymous staff surveys, facilitated by Investors in People, are regularly carried out; the survey due to be sent out in December 2021 was delayed until early in 2022 as a result of the sale of Park Holidays towards the end of the 2021 financial year.

Training through an on-line suite of work-related, health & safety and personal development modules are available to all workers. 1-1 and in-person training is also provided in job-specific and some health & safety situations. Employees are not required to make payment for any training and are provided with paid time off to attend all relevant training. All relevant training is made available to all employees with some modules being mandatory to ensure full compliance with health & safety regulations and standards.

Due Diligence

The Contractors' Registration Scheme continues to operate successfully through the issue, by the Property Department, of a Pre-Qualifying Questionnaire (PQQ). This scheme is structured, monitored and controlled to ensure that health & safety, codes of conduct, insurances and method statements are being applied in line with the standards expected by Park Holidays. Once approved through the PQQ scheme, suppliers and contractors are included on the Company's preferred supplier schedule. This ensures open working relationships, regular dialogue, and the ability to discuss the work they carry out on our behalf and the provision of their workforce or services. Training is often provided by the relevant suppliers for equipment or services provided and is vetted and frequently attended by senior Park Holidays managers.

The Company's Modern Slavery Questionnaire for completion by all of its external suppliers and contractors has been sent to all the Company's suppliers of goods and services. Where no responses are received, reminders are sent as a follow-up action. The Company's HR Department monitors the responses; in the event of a matter of concern being highlighted relating to the unfair treatment of an employee, the information would be escalated to the relevant senior manager or Director who may take appropriate action up to and including removal from the Company's preferred supplier's schedule. To date no such action has been required.

The Questionnaire requires each supplier to confirm that their workers are paid the age appropriate NMW/NLW or above, that they are not expected to pay for PPE or uniforms, that they have written and ethical terms & conditions of employment and that the employees are free to move to take up alternative employment if they wish to do so.

Where staff accommodation is provided by Park Holidays, it is provided as a safe and healthy place to live during the period of their employment. The charges applied and collected directly via their monthly pay are always in line with, or slightly below, the HMRC Accommodation Off-set rates. Staff accommodation is subject to the same regular standards and safety checks by both the General Manager of each holiday park and the Company's internal auditors.

Future Commitment

Park Holidays continues to maintain a zero-tolerance relating to slavery and human trafficking. We will continue to:

- ✓ Work ethically within the organisation and maintain a regular assessment of our list of suppliers and contractors
- ✓ Identify and respond to any risks to those employed by Park Holidays or within our range of suppliers and contractors
- ✓ Communicate with our suppliers and contractors to mitigate the risks of modern slavery and human trafficking in the supply chain and report in writing any serious breach or concerns we or they may have within the supply chain

- ✓ Ensure open channels of communication for all employees to be able to approach a colleague, line manager or senior manager about any grievance they may have or any disclosure they may wish to make about their employment with Park Holidays or with a nominated supplier or contractor.

This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015 and applies to all companies and holiday parks within the Park Holidays Group. A review will be undertaken each year.

The statement relates to the 2021 financial year which ended on 31st December 2021 and has been approved by the Board of Directors of Park Holidays UK Limited.



Jeff Sills
C E O
Park Holidays UK Limited
24th June 2022