

TensCare's Modern Day Slavery Statement 2020

Whilst TensCare is not mandated by the Modern Day Slavery Act to publish a statement pursuant to Section 54, Part 6 of the Modern Slavery Act 2015; as a responsible and caring employer we are pleased to publish what steps TensCare Ltd has taken to ensure that slavery or slavery-like practices, forced labour and human trafficking is not taking place in our supply chains or in any part of TensCare's business. This statement is guided by our Core Values of Cooperation, Caring and Encouragement supported by recognised best business practices of providing management systems that ensure clarity of purpose, measurement, accountability and responsibility for our actions in the course of helping to improve the quality of human life with our business endeavours.

TensCare provides a range of medical devices covered by International safety standards ISO 13485 with the principle purpose of improving the quality of life. We aim to bring technologically advanced devices that have clinically researched programmes to treat a range of ailments from such conditions as arthritic pain to pain relief during child birth. To providing muscle rehabilitation post trauma or injury to pelvic floor muscle exercisers for the treatment of stress, urge and mixed incontinence and erectile dysfunction. More recently we have applied our expertise in electrotherapy modalities to creating a range of beauty devices for muscle toning, shaping and improving the appearance of wrinkles and fine lines. Information on our complete product range can be found on our website.

TensCare's business and supply chains are centred around the purpose to improve the quality of life by helping people feel better so as to do more and be more fulfilled. We aim to bring differentiated, high-quality healthcare and wellbeing products to as many people as possible through our network of trade partnerships with our International Distributors, Online Sales Platforms, Retail Pharmacies, Continence Clinics, Physiotherapy practices, Maternity Units and medical and clinical practitioners.

We are one of Europe's largest distributors of TENS (Transcutaneous Electrical Nerve Stimulation) devices. This is a by-product of our conscientious clinical evaluation of targeting stimulation programmes to specific therapies and developing units that can be used by practitioners in a clinical environment and patients in their homes.

We employ a multi-national team and conduct business in over 40 countries, TensCare is committed to operate and to maintain high ethical standards wherever we conduct business. TensCare does not tolerate or condone efforts or activities to achieve business results through illegal or unethical dealings. Our suppliers know that we are concerned not only with high quality and reliability standards, but also with how those results are achieved. We expect all of our suppliers to conduct their business with the same high standards.

Our Supply Chain Management, audit all our suppliers and as a part of our supply chain they are subject to audit by third party government accredited Ministry of Health and Safety bodies including but not limited to USA FDA, TGA in Australia, Health Canada, ANVISA in Brazil, COFEPRIS in Mexico and BSI and MHRA in the UK.

As an Employee Owned business we set out high expectations for our own work practices as well as those expected of our third party partners. They are based on international standards, including the ILO core conventions, and prohibit any form of forced labour or child labour. We believe that work should be paid for at a fair rate – and all our employees are paid above minimum Living Wage rates in excess of any government pre set minimum wage levels. We also pay our interns and work placement students and do not believe organisations should be engaging interns without paying them as we believe that this breaches the expectation that no worker should pay for a job.

We have a procedure for protecting and supporting individuals who work for TensCare and report concerns of misconduct in good faith (including exploitative labour practices) – all employees have direct communication access to the Directors, the Board of Trustees (The Employee Owned TensCare Trust is the main shareholder) and the Board of Trustees has employee representation, and there is an accepted behaviour of open transparency of communication with their immediate line manager.

We recruit our employees on measures of their attitude and values as much as aptitude and do this as we expect patient diligence, integrity, respect and the application of our core values to be embedded in our culture and this in turn helps mitigate against the risk of modern day slavery when sourcing products be they finished devices or raw materials or other goods and services required to run our business including consultancy , IT, marketing and other agency support such as catering and facilities management.

TensCare believe in the power of diversity, team cooperation, encouraging each other and caring for each other, our customers and those in our communities and that by working together we deliver World Class performance fairly and responsibly. We are totally committed to addressing the risks of modern slavery in our operations and supply chain. We engage regularly with suppliers, customers, employees and contractors, both formally and informally. Engagement happens through surveys, events, focus groups and regular meetings as well as our audit programme which includes interviews with workers in our supply chain.

TensCare include in our terms of business with suppliers, terms to ensure that the supplier signs up to and agrees with our principles, values and policies in all legal contracts and that they cascade them to their suppliers. Our Quality Management Systems sets precedent that we use only approved suppliers.

This Statement is made not because it is mandated by law (only companies with a turnover of £36 million are mandated to publish a statement and we haven't yet reached that level of turnover) but as a reflection of our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking is not taking place anywhere in our supply chains.

If you require further information please send an email to customer.service@tenscare.co.uk



Neil C. Wright
Managing Director

