

Modern Slavery and Human Trafficking Statement

This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015 and on behalf of Trust Alliance Group Limited which consists of the following companies:

- Energy Ombudsman Limited
- Communications Ombudsman Limited
- TAG Support Services Limited
- Flexible Resolution Services Limited
- Lumin Tech Limited
- Online Responsibility Network Limited

Trust Alliance Group, as a values-led organisation, is fully committed to the principles of the Modern Slavery Act 2015 and the abolition of modern slavery and human trafficking. Due to the nature of our business and services, we consider the risk of modern slavery and human trafficking occurring in the business to be low. Nevertheless, we have a zero-tolerance policy to any practices involving modern slavery or human trafficking in our business or those we work with.

Therefore, we have implemented appropriate and proportionate measures that reinforce our commitment to ensure that there is no modern slavery or human trafficking in our supply chains or in any part of our business. Those measures include:

- Commitment to uphold all laws relating to slavery or human trafficking in all the jurisdictions in which we operate;
- Ensuring all employees have the right to work in the UK;
- Keeping proper records to assist with tracing our supply chain;
- Appropriate policies and practices in place, including whistleblower policy;
- Supplier due diligence; and
- Training

This Modern Slavery and Human Trafficking statement is fully supported by our board of directors.

Name Nicolette Granite
Position Governance and Continuous Improvement Director
Signature 
Date 6/11/2025