

TelecomPlus

Supplier code of conduct

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Telecom Plus is committed to socially responsible and ethical business practices and we expect all of our suppliers to share our commitments and behave in a way that upholds our values. This code of conduct outlines the guidelines that we expect all suppliers working with Telecom Plus to comply with, in addition to all applicable laws. Suppliers should also seek to develop relationships with their own supply chains consistent with the principles set out below and should be compliant with all local laws and the following principles as a minimum.

1 Laws and regulations

Our suppliers shall adopt and adhere to rules and conditions of employment that respect workers and, at minimum, safeguard their rights under national and international laws and regulations. It is the supplier's responsibility to maintain and enforce these standards within their own supply chain.

2 Child labour

Our suppliers shall ensure that no underage labour has been used in the production or distribution of goods and services to Telecom Plus and its subsidiaries. A child is any person under the minimum employment age according to the laws of the country where the product (or parts of) or services are sourced from, or in the absence of law under the minimum age for completed mandatory education.

3 Forced labour

Our suppliers shall not use or tolerate in their supply chain any form of slavery, servitude, indentured, bonded, involuntary prison, military or compulsory labour, or any form of human trafficking. All work must be conducted voluntarily and without threat of any penalty or sanctions. No employee government issued identification, passports or work permits will be retained by the supplier as a condition of employment. Workers' rights to leave the workplace after their shift or to terminate their employment after reasonable notice and to receive owed salary must be recognised by the supplier. This applies to local or migrant employees.

4 Non-discrimination

Our suppliers shall ensure that no person will be subject to any discrimination in employment, including hiring, compensation, advancement, discipline, termination or retirement, on the basis of gender, race, religion, age, disability, sexual orientation, nationality, political opinion, social group or ethnic origin.

5 Harassment or abuse

Our suppliers shall ensure that every employee will be treated with respect and dignity. No employee shall be subject to any physical, sexual, psychological or verbal harassment or abuse.

6 Freedom of association and collective bargaining

Our suppliers shall respect the rights of workers to associate or not to associate with any group, as permitted by and in accordance with all applicable local and national laws and freedom of association and collective bargaining. Suppliers shall not interfere with or discriminate against workers choosing to belong to them.

7 Health and safety

Our suppliers shall provide a safe and healthy workplace environment in compliance with all legally mandated standards for workplace health and safety in the countries in which they operate. We require all our suppliers to understand the health and safety risks of their activities to prevent accidents and injury to health arising out of, linked with, or occurring in the course of work or as a result of the operation of employers' facilities.

8 Hours of work

Our suppliers shall ensure working hours comply with national laws and standards and should not expect workers to work (including overtime) in excess of hours set out in relevant working time legislation or other national legal limits unless an opt out has been chosen by the employee with appropriate supporting written evidence.

9 Compensation

Wages and benefits shall meet legal minimums and industry standards without unauthorised deductions.

10 Bribery and corruption

Our suppliers shall ensure zero tolerance towards bribery, money laundering, fraud, tax evasion and corruption. Suppliers shall not engage in any form of bribery or corruption or undertake any action that contravenes the Utility Warehouse Anti-Bribery and Corruption policy.

11 Security and privacy

Our suppliers shall have robust cybersecurity measures in place to protect the privacy of all individuals and the confidentiality of any personal data. All suppliers should familiarise themselves with the [Utility Warehouse privacy policy](#).

12 Environment

Our suppliers shall be committed to good environmental stewardship and strive to minimise resource consumption, emissions and pollution.

13 Compliance with the code

Our suppliers shall be able to demonstrate compliance with the Telecom Plus Code of Conduct. Telecom Plus reserves the right to audit suppliers against this Code and suppliers are asked to retain documentation that demonstrates compliance, to which Telecom Plus may request access. As part of our procurement process we may ask certain suppliers to answer further due diligence questionnaires before we agree to a contractual relationship. Where personal data is being shared, further security due diligence will be carried out. We will seek to work with our suppliers to resolve non-compliance with the Code, but we reserve the right to terminate contracts in the event of a material breach.

14 Whistleblowing

Telecom Plus encourages our suppliers to report any suspected ethical or compliance related wrongdoing or actions that contravene this Code of Conduct as soon as possible in the knowledge that their concerns will be taken seriously and investigated appropriately. We have a dedicated third party hotline provided by Safecall, so you can be sure that you can submit your concerns in confidence. You can contact Safecall by calling the freephone number **0800 915 1571** or report online at <http://www.safecall.co.uk/report>

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