

TalkTalk's Modern Slavery Statement 1 April 2020

This statement refers to the financial year 2021 and sets out the steps taken by us to prevent modern slavery and human trafficking in our own operations and supply chains.

About us

TalkTalk is the UK's leading value for money connectivity provider. We believe that simple, affordable, reliable and fair connectivity should be available to everyone.

Since entering the market in the early 2000s, we have a proud history as an innovative challenger brand. Today, we are committed to being at the heart of Britain's full fibre future and we provide broadband, landline, TV and mobile services to over four million customers. We operate Britain's biggest unbundled broadband network, covering 96% of the population, supplying services to consumers through the TalkTalk brand, to businesses through TalkTalk Business, and by wholesaling to resellers.

Our HQ is in Salford, Greater Manchester, where most of our employees are based. We also operate customer contact centres directly and through third parties in the UK, South Africa and the Philippines.

Our promise

Modern slavery is completely unacceptable in any shape or form. At TalkTalk, we are committed to being a responsible business and we work hard to ensure modern slavery isn't taking place in our own business or supply chain.

Governance and policies

Creating a vibrant, inclusive and fair working environment for everyone is a priority for us and we're proud that our people come from diverse backgrounds and cultures.

Our HR policies clearly outline our expectations from employees and partners, setting out their obligations to comply with all applicable laws, which includes the Modern Slavery Act 2015.

We have a number of policies in place to help ensure there are no acts of modern slavery and human trafficking in our business or supply chain. These are available to all employees on The Wire (our company intranet) and via our People Services team. Some are also referenced in employee contracts.

These policies include, but are not limited to:

- Ethical business conduct
- Bribery, corruption and fraud control
- Information security
- Share dealing
- Health and safety
- Confidential reporting
- Dignity at work
- Equality
- Grievance and resolution
- Immigration

Employees are required to report any misconduct as soon as possible. Our confidential reporting service is available to employees and partner colleagues. We closely monitor all cases reported through this service, and they are shared with the Chief People Officer and the relevant Executive Committee member who can take appropriate remedial action, where necessary.

Supply Chains

TalkTalk understands that one of the biggest risks for modern slavery is our supply chains. We will not support or work with any business knowingly involved in modern slavery or human trafficking.

TalkTalk also expects suppliers to implement rigorous processes to ensure there is no modern slavery in their operations and supply chains.

Over the last year:

- We introduced a new clause in our standard supplier T&Cs, making the obligations of suppliers to comply with the Modern Slavery Act more explicit.
- Our RFX procurement documents requires prospective suppliers to share information on their approach to modern slavery.
- Our new eSourcing tool includes compulsory questions on modern slavery which will further strengthen the Procurement team supplier selection process for any new business.
- For selected critical suppliers, we have a tool to review and score their approach to modern slavery avoidance.

If a supplier does not meet our standards, we will devise and implement an action plan. If suppliers and business partners fail to improve their performance, we may invoke sanctions or decide to terminate our relationship.

Ad-hoc risk-based auditing against the regulatory general conditions and compliance monitoring is currently in place for off-shore contact centre providers.

Declaration

This statement has been approved by the TalkTalk Telecom Group plc Board of Directors. A new statement will be published each financial year on our corporate website.



Tristia Harrison, Chief Executive Officer