

Our commitment

Ethical behaviour is at the heart of everything we do at TalkTalk. That is why we are committed to identifying and addressing any risks of modern slavery within our business and supply chains, including those of our subcontractors and partners.

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 provide landline, broadband, 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 UK offices are in London and Salford. We also operate customer contact centres directly and through third parties in the UK, South Africa and the Philippines.

Governance and policies

Our people come from diverse backgrounds and cultures and we are committed to creating a vibrant, inclusive and fair working environment for everyone.

Our HR policies and supplier contracts clearly outline what we expect from our employees and partners and set out their obligations to comply with all applicable laws, including the Modern Slavery Act 2015.

We have several employee policies in place to support our aim of ensuring there are no acts of modern slavery and human trafficking in our business or supply chain. These provide our employees with all the relevant information, including advice on where to go for further information and what to do if they have any concerns. These are available to all staff with some 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, compile a monthly report on all open cases and take appropriate remedial action, where necessary.

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

Due diligence and supply chains

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

Our due diligence process includes making our expectations and standards clear to suppliers. Our main contracts and standard terms and conditions make it a requirement upon our suppliers to comply with all laws, including the Modern Slavery Act 2015, and give us the right to end our relationship with suppliers that fail to adhere to it.

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