

## **Modern Slavery Statement**

This statement has been published in accordance with the Modern Slavery Act 2015. It sets out TalkTalk Telecom Group plc's actions to understand potential modern slavery risks related to our business and supply chains. This statement relates to activities during the financial year 1 April 2016 to 31 March 2017.

### **Our commitment**

TalkTalk Group is committed to identifying and challenging aspects of our work that have the potential to be high risk within our business and from within our supply chains, including those of our sub-contractors, and partners. We ensure that our standard supplier contracts contain a condition that they will comply with all applicable laws, which includes the Modern Slavery Act 2015. A working group has been set up to:

- Oversee our responsibility to the Modern Slavery Act 2015
- Build new relationships with our suppliers
- Embed annual audits with existing processes

### **Our structure, business and supply chains**

TalkTalk Group is the UK's leading value for money consumer and business to business telecoms provider and employs 2,300 employees. We believe reasonably priced, reliable telecoms services should be available to everyone. Our ambition is to continue to build a scale consumer quad play business that consistently delivers affordable, reliable, simple and fair services for everyone. Further details about the organisation can be found on our website [[www.talktalkplc.com](http://www.talktalkplc.com)].

TalkTalk Group currently sells products in the UK, with our head office in London. We operate call centres in the UK and through third parties in countries including: the UK (Warrington, Preston, Irlam, Hull and Stornoway), South Africa (Durban), the Philippines (Manila), and India (Delhi and Kolkata).

We are committed to driving out acts of modern slavery and human trafficking from within our business and our supply chains. We currently have a number of employee policies in place to support this aim. These are hosted on our intranet; some of which 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

Our confidential reporting service is available to all employees and some partner colleagues in the UK, the Philippines, India and South Africa and we have plans in the future to open this service up to our remaining colleagues. We closely monitor all cases reported through this service and compile a report on all open cases on a monthly basis and take remedial action where necessary.

TalkTalk Group requires suppliers to implement processes to ensure modern slavery is not taking place. We have carried out supplier checks with our offshore contact centres, and we're currently working through our supply chain.

### **Due diligence and supply chains**

Our due diligence process includes making clear our expectations and standards in relation to the Modern Slavery Act 2015 as part of our contracts. TalkTalk Group understands that the biggest risk for modern slavery is our supply chains. Ad-hoc risk based auditing against the regulatory general conditions and compliance monitoring is currently in place for off-shore contact centre providers.

Our main supplier contracts and our 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 against an action plan we will review and may choose to invoke a number of options including sanctions or termination. TalkTalk Group will not support or deal with any business knowingly involved in modern slavery or human trafficking.

### **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 [[www.talktalkplc.com](http://www.talktalkplc.com)].

A handwritten signature in black ink that reads "T Harrison". The signature is written in a cursive style and is underlined with a single horizontal stroke.

Tristia Harrison

Chief Executive Officer