
GS18: Sourcing with Human Dignity

1 Scope

At BT we are committed to running our business responsibly. We strive to maintain high ethical principles and to respect human rights. We expect our suppliers to do the same.

2 Contractual Requirements

Our suppliers must comply with this Generic Standard to ensure a fair and ethical workplace, where workers are treated with dignity and respect and the highest standards of human rights are upheld. They must also comply with applicable laws, regulations and standards and all relevant International Labour Organisation (ILO) conventions. If there is any conflict between national laws and any supplier obligations in this Generic Standard, the supplier must follow the standard that promotes the higher level of protection for workers.

This Generic Standard applies to all suppliers and their subsidiaries and subcontractors that provide goods or services to BT. The supplier must immediately report to BT any serious breaches of this Generic Standard. BT will work collaboratively with the supplier to implement remedial actions. However, we will also take action, which may include terminating any agreement with the supplier, if the supplier is unwilling to make appropriate changes.

The supplier warrants that all information relating to this Generic Standard (including responses to any questionnaires) that it provided to BT before entering into an agreement with BT ("**Agreement**") is true and complete. The supplier will promptly submit a written update to BT if, during the term of the Agreement, any of that information is no longer true and complete.

The supplier will co-operate with BT and permit BT and its authorised representatives on reasonable notice (or if BT believes there may have been a breach of this , without notice) access to the supplier's premises and records to assess compliance with this . The supplier will use its reasonable endeavours to ensure BT has similar rights in relation to the supplier's personnel and subcontractors including their co-operation and access to premises and records.

3 Supplier Requirements

Freely Chosen Employment

The supplier will ensure that all work is voluntary. The supplier will not traffick any people, nor use any form of slave, forced, trafficked, bonded (including debt bondage) or indentured labour or involuntary prison labour. Trafficking includes transporting, harbouring, recruiting, transferring or receiving people by means of threat, force, coercion, abduction or fraud for labour or services.

The supplier will not require workers to lodge "deposits" or their identity papers. Workers must be free to leave their employment after reasonable notice.

Workers must not be charged any fee or cost to obtain their employment, whether by the supplier or the supplier's recruitment agent. If any such fees are found to have been paid by workers, those fees must be repaid to the worker.

The supplier must provide all workers a written employment agreement in their native language that contains clear terms and conditions of employment. This must be provided before the worker leaves his or her country of origin and starts employment.

There must be no unreasonable restrictions on workers' freedom of movement in any company-provided facilities or upon entering or exiting company-provided facilities.

Prevention of Underage Workers

Child labour must not be used. The supplier will only employ people who are at least 15 years of age, the applicable minimum age for employment in the country, or the applicable age for completing compulsory education, whichever is highest. The supplier must have robust age verification checks in place to ensure this Generic Standard is upheld.

Workers under the age of 18 must not work at night, nor perform work that might jeopardise their health, safety or personal development.

If children are found working directly or indirectly for the supplier, the supplier must make sure there is a remediation plan in place that puts the best interests of the child first, and that allows the child to access appropriate education until no longer a child.

Working Hours

Working hours must not exceed the maximum set by local law. Each employee's working week should not exceed 48 hours (excluding overtime) or 60 hours (including overtime), except in an emergency or unusual situation. Workers must be allowed at least one day off every seven days.

Overtime must be voluntary and will always be compensated at a premium to the employee's standard hourly rate.

Wages and Benefits

The supplier must pay workers a fair and reasonable wage and benefits and at a minimum these must comply with local laws. Workers must be paid in a timely manner. The supplier must be transparent about the basis on which wages and benefits are paid.

The supplier must not deduct from wages as a disciplinary measure.

Humane Treatment

The supplier must treat all workers with dignity and respect. Physical abuse or discipline, the threat of physical abuse, sexual or other harassment, mental or physical coercion and verbal abuse or other forms of intimidation is prohibited.

All disciplinary measures must be recorded in writing and be available for inspection by BT on request.

Non-Discrimination

The supplier must implement a policy of equality for all. There must be no discrimination in hiring or employment practices based on race, colour, ethnicity, national origin, religion, age, disability, gender, pregnancy, marital status, sexual orientation, gender identity and expression, union membership or political affiliation. The supplier must not require workers or potential workers to undergo medical tests which could be used in a discriminatory way.

Freedom of Association and Collective Bargaining

The supplier will freely allow workers' lawful rights to associate with others, form, and join (or not join) organisations of their choice, and bargain collectively, without interference, discrimination, retaliation or harassment.

Workers and/or their representatives must be able to openly communicate and share ideas and concerns with management regarding working conditions and management practices.

The supplier must regularly promote BT's 'Speak Up' contact details to its workers, and its subcontractors' workers, and make sure those details are permanently available at the place where people work. The current BT 'Speak Up' details are <https://btspeakup.tnwreports.co.uk> which may be updated by BT from time to time by written notice to the supplier.

Health and Safety

The supplier must provide a safe and healthy working environment for all workers and must establish and follow a clear set of procedures regulating occupational health and safety, including for management of incidents. Responsibility for health and safety must be assigned to a senior management representative.

The supplier must ensure it meets general principles of health and safety risk prevention. These include identifying, minimising and preventing hazards, using competent and trained people, providing and maintaining safe equipment and tools, including personal protective equipment as required.

Workers must receive appropriate, regular and recorded health and safety training.

Workers must have access to reasonably accessible and clean toilet facilities, drinkable water and sanitary facilities for food storage will be provided as required.

If the supplier provides accommodation, it must be clean and safe and provide reasonable living space.