



# Supplier Code of Conduct

## Introduction

At Arqiva, we believe that corporate responsibility is an integral part of sustainable business management and employee behaviour. In going about our business, we embrace the concepts of accountability and transparency. We make sure everything we do is ethical and lawful, and that we work in socially and environmentally sustainable ways.

Our supplier code of conduct is an integral part of the contractual documents between Arqiva and its suppliers. It's important to us that our suppliers have the same beliefs and standards that we expect of ourselves. Our code of conduct gives you a good idea of what it means to work with Arqiva and the expectations that we have. We are asking all of our suppliers to sign up to the code of conduct.

We expect our suppliers to have the right policies, processes and level of compliance in place to meet our standards, we also expect you to ensure that your suppliers and sub-contractors do the same. On selecting suppliers, we consider these principles and your compliance with the code of conduct.

Compliance is the minimum standard we expect. At times, we may also monitor your compliance by using an independent third party; we will work together to ensure continual improvements are reviewed and compliance is met.

We also expect openness and transparency in our relationships with our suppliers, and will work together to improve our sustainability performance, while supporting continuous improvement to meet the principles within this code.

## Electronically signed

**Tim Green**  
**Director of Procurement**

**Date: June 2022**

## Our Principles

The principles in this code aren't meant to provide an exhaustive list of our expectations of suppliers, just the things that matter most. These are our priorities:

### Child labour

We do not support the use of child labour in any circumstances. Where children under the age of 18 are legally employed, they must not be employed at night or in hazardous conditions. All suppliers must work towards elimination of all child labour and this should be in a manner consistent with the best interests of the children concerned.

### Conflict minerals

We expect our suppliers to make us aware of 'conflict minerals' that are sourced from the Democratic Republic of Congo and surrounding countries (and any other countries that become applicable) which are used to finance armed conflict in that region, and that may exist in products or equipment provided by suppliers and all parties within their supply chain to Arqiva.

### Discrimination

Suppliers must not discriminate in hiring and employing workers on the basis of race, caste, birth, social or ethnic origin, religion, nationality, age, gender, identity or expression, marital status, sexual orientation, disability, maternity, union membership or political affiliation.

### Environment

Suppliers should minimise any potential impact on the environment when supplying goods and services to us. As a minimum, we expect our suppliers to comply with all local and national environmental legislation, regulations and directives to protect and improve the environment, and have developed reviewed and recorded processes in place to make sure they comply.

We expect suppliers to avoid the use of toxic substances, in the event no alternative is available, we expect our suppliers to follow the environmental legislation and meet the requirements to ensure their safe handling and disposal.

We expect suppliers to have action plans in place to manage their environmental impact, e.g. energy reduction and waste management programmes. Where appropriate, our suppliers must also comply with additional environmental requirements specific to the products and services supplied to Arqiva. Any specific requirements will be outlined in our contract.

### Freedom of association

Employees should be free to join trade unions (or other kinds of representation) and where appropriate, to carry out representative functions at work in accordance with relevant legislation. Employees should not be discriminated against or be treated unfavourably or differently because they carry out representative functions.

### Health and safety

We expect our suppliers to provide their employees, their own contractors, the local community and the users of their products with a safe and healthy workplace and should make sure a senior management representative is responsible for health and safety, and that appropriate policies and procedures are in place.

Suppliers must adopt a proactive attitude to health and safety. Risks linked to their activity shall be identified, evaluated and either eliminated or mitigated. Our suppliers must take appropriate measures to limit and, where practicable, avoid such risks.

Suppliers will avoid substances dangerous to their employees' health and safety. These include, but are not limited to, carcinogenic, mutagenic and toxic to reproduction (CMR) substances.

Suppliers working on Arqiva sites have to comply with our general Safety, Health and Environment (SHE), rules and SHE Rules for Contractors, document number SHE-SD-021

<https://www.arqiva.com/documentation/safety-health-and-environment/SHE-SD-021%20SHE%20Rules.pdf>

Suppliers working on Arqiva sites have to comply with our access regulations, Site Access Standard, document number EI-SD-002

<https://www.arqiva.com/documentation/site-access-documents/EI-SD-002%20Arqiva%20Site%20Access%20Standard.pdf>

## HIV/AIDS

If HIV/AIDS is a significant issue where they are operating, we expect our suppliers to educate workers about the risk and that access to treatment and medication is provided as necessary. It's important not to tolerate discrimination against any worker who is (or is thought to be) HIV-positive or living with AIDS.

## Human rights and labour conditions: Modern slavery and human trafficking

We take a zero-tolerance approach to modern slavery and human trafficking and expect our suppliers to do the same. Employees should not be subjected to servitude, forced and compulsory labour or human trafficking. Employees should have the freedom to work for their employer and to leave the company after they've given reasonable notice. We expect our suppliers to meet the disclosure requirements under the Modern Slavery Act 2015 and undertake the necessary due diligence to ensure that there is no modern slavery or human trafficking in their operations and supply chains.

## Privacy

We expect vendors, their contractors, and sub-contractors to adhere to all privacy legislation; the Data Protection Act and the EU General Data Protection Regulation (GDPR) in particular. Arqiva takes Privacy & Data Protection very seriously and expects its vendors to do likewise.

## Products and services

We expect our suppliers to meet environmental legislation, health and safety policies in the development of their products and services. In order to eliminate or mitigate health and safety and or environmental impacts from their products during their total life cycle; while maintaining and/or improving the quality of usage of their products. Suppliers' products and services provided to Arqiva are expected to comply with the European Directive (2002/95/EC) RoHS 11 and the European Regulation (1907/2006/EC) and relevant legislation.

We do not support the use of asbestos in any equipment, product and packaging supplied. Suppliers are encouraged to propose eco-designed, environmentally friendly and socially responsible products and services.

We expect that suppliers providing products and services should preferably operate a Quality Management System that is compliant to ISO9001:2015.

## Security

We expect suppliers, their contractors, and sub-contractors to adhere to the security requirements placed on them and ensure that Arqiva systems and data are kept secure at all times. Suppliers should aspire to be ISO27001:2013 compliant, and, where required, certified to demonstrate their commitment to keeping our information secure.

## Treating employees with respect and dignity

Employees should never be abused, harassed or intimidated, and any disciplinary measures taken should be recorded. Employees should have access to a written grievance or appeal procedure that's clear and easy to understand. Employees who are unable to read the procedure should be introduced to a suitable person, who can read it out and explain it to them.

## Wages

Wages and benefits need to be in accordance with the relevant legislation. Employees should give their informed, freely given consent to any deductions (which should be lawful).

## Working hours

We expect our suppliers to comply with legislation and/or industry standards on working hours, giving employees days off and rest times accordingly. Our suppliers must not make workers do more than 48 hours per week and workers shall be provided with at least one day off in every seven.

Overtime should be voluntary and not demanded on a regular basis. Employees working overtime should be reimbursed at an appropriate rate

## Whistle blowing

Our suppliers must report any instances of illegal or unethical behaviour or breaches of our Supplier Code of Conduct in confidence, using the "Whistle-blower" contact details below. Our suppliers must promote the "Whistle Blower" information across their organisation and to any contractor or sub-contractor working on behalf for Arqiva.

"Whistle Blower" contact details: call: 0800 0521100 or access the following link:

<https://riskavert.co.uk/account/arqiva>

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We ask all our suppliers to confirm that they have read and understand the expectations within the code and comply, to ensure that their sub-contractors comply with this code.

Name:

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Date:

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Company name:

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Position:

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