

# Virgin Media Supplier Code of Conduct 2011



# Introduction

Virgin Media is one of the UK's leading entertainment and communications companies, and we're the only one that provides TV, broadband, phone and mobile, all from one company. We're also the UK's most popular broadband provider, the largest virtual mobile network operator and the second largest pay TV and home phone provider.

Most of all, we're a Virgin company, so being responsible and sustainable really matters to us. We're dedicated to making sure everything we do is ethical and lawful, and that we work in a socially and environmentally sustainable way.

It's important to us that our suppliers feel the same way, and that's why we've put together this code of conduct: to give you a good idea of what it means to work with a Virgin company.

Our code is a set of principles that we expect all suppliers to work within. We'll be working with our suppliers to make sure they have the right policies and processes in place to comply with

these principles, and that they also use them with their own suppliers. We'll also consider these principles when we're choosing suppliers, and we'll be working together to monitor compliance throughout our relationship.

A lot of the principles in this code are about complying with laws and regulations. By this, we mean laws and regulations that apply in the jurisdiction that suppliers operate in. At Virgin Media, this compliance is the minimum standard we're looking for, and we're always working with our suppliers to improve things further.

Wherever we're working regularly with suppliers, we'll do everything we can to make sure processes are in place to check that our principles are being followed and continually reviewed, and that there are solutions available for anything that needs to be put right. We'll do this through our contracts with suppliers, and we might also use independent third parties to check that our suppliers are complying with our principles.

# Our Principles

The principles contained within this Code are not designed to provide an exhaustive list of our expectations of suppliers, just the things that matter most. These are our priorities:

## Human rights and labour conditions

### Freedom of employment

Employees should be free to choose to work for their employer and to leave the company after they've given reasonable notice.

### Employment relationships

Employees should have an easy to read contract of employment, which needs to comply with legislation and be particularly clear about wages. Employees who are unable to read the contract should be introduced to a suitable person, who can read out and explain the contract to them.

### 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.

### 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 also be lawful).

### Child labour

Virgin Media does not support the use of child labour in any circumstances.

### Working hours

Suppliers should comply with legislation and/or industry standards on working hours, giving employees days off and resting times accordingly. Overtime should be voluntary and not demanded on a regular basis. Employees working overtime should be reimbursed at an appropriate rate.

### 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.

### Health and Safety

Suppliers will provide their employees 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.

### Discrimination

Suppliers will not discriminate in hiring and employing workers on the basis of race, caste, birth, social or ethnic origin, religion, nationality,

age, gender, gender identity or expression, marital status, sexual orientation, disability, maternity, union membership or political affiliation.

## **HIV/AIDS**

Suppliers should make sure that, if HIV/AIDS is a significant issue where they're operating, workers are educated 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. Employees should not be asked to disclose their HIV/AIDS status or be made to take HIV/AIDS tests.

## **The Environment**

Suppliers should try and minimise any potential impact on the environment when supplying goods and services to us. As a minimum, we expect 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 also expect suppliers to have action plans in place, to manage their environmental impact, e.g. energy reduction and waste management programmes. Where appropriate, suppliers must also comply with additional environmental requirements specific to the products and services supplied to Virgin Media. Any specific requirements would be outlined in contract.

**Signed:**

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**Date:**

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**Company:**

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**Position:**

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## **Business Ethics**

Suppliers should uphold the highest standards of integrity, transparency and governance and, as a minimum, we expect our suppliers to comply with all relevant legislation and regulations. Suppliers must not take part in forms of bribery or corruption, and must not be associated with any group that supports acts of violence, terrorism or discrimination.

## **Our Supplier Engagement Process**

We expect openness and transparency in our relationships with our suppliers. We want to work together improve our sustainability performance, and we'll endeavour to support continuous improvement with any supplier that needs help meeting the principles within this code. Transparency includes maintaining documentation necessary to demonstrate compliance with these principles. Virgin Media may exercise its relevant contractual rights to access this documentation and raise reasonable enquiries.

We ask all our suppliers to confirm that they have read and understand the expectations contained within this code.