

SUPPLIER CHARTER:

# Working with our supply chain to advance Telecommunications

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# Purpose

This Charter seeks to establish a clear understanding of what Neos Networks expects of its suppliers and what our suppliers should be able to rely on when working with Neos Networks. We have embedded a culture of delivering a great service thanks to our expertise in delivering premier B2B networks for UK businesses and we extend this ethos in the suppliers we use who represent and support our business every day.

We are fully aligned to the Principles of the UN Global Compact, and expect our Supply Chain to be so too.

To ensure Neos Networks' business is conducted ethically, sustainably and within the law, Neos Networks expects its suppliers and their supply chains, to meet the principles set out in this Charter.

This means, as a minimum, complying with local laws and regulations and respecting internationally recognised human and labour rights, together with the values of fairness and respect which are equally important.



# Supply chain management strategy

Supply chain management is critical to the success of our business, as such we expect our suppliers to adhere to our values and commitments in order to drive a common purpose of delivering premier B2B connectivity in order to deliver industry leading connectivity services to UK businesses.

## A message from our CEO

We want to work proactively with suppliers that can support our business objectives.

We recognise that the service you provide allows us to excel what we're good at – building robust networks. We depend on your expertise and capability to ensure our reputation remains positive within the industry.

Together we bring together the unparalleled expertise of dedicated teams with innovation and technical excellence to provide businesses, government organisations and our partners a better network experience that can power the UK's digital future.

We do it with a spirit of collaboration, partnership and integrity that means we can achieve more, together. We want to encourage good performance with all our suppliers and innovate and create mutual value. It is important that our existing and potential suppliers understand what they can expect from us and what we expect of them.

This Supplier Charter sets this out and creates a clear understanding of how we can succeed together.

Lee Myall  
CEO, NEOS NETWORKS



August 2024



# What to expect from us

## Health and Safety

At Neos Networks, we are committed to a suitably approved supply chain and are committed to demonstrating compliance with safety laws, regulations, and industry best practices. Positive relationships are underpinned by transparency and collaboration with our supply chain. are underpinned by transparency and collaboration with our supply chain.

## Modern slavery and human rights

Neos Networks has a zero tolerance of modern slavery in all its forms in its own business and supply chain. This means not using forced labour, servitude, slavery, human trafficking, debt bondage, forced or servile marriage, descent-based slavery or child labour, and the right to freedom of association and collective bargaining is respected.

## Employee voice

Neos Networks respects the rights of employees to join independent trade unions, have collective bargaining agreements and freedom of association. It also seeks to have open and two-way dialogue with employees through a number of engagement channels.

## “Speaking Up” (Whistleblowing)

We support Ethical Business, and should any colleague be they an employee, worker or contractor be concerned that inappropriate or unacceptable practice is identified or observed that there is a way to raise concerns anonymously.

## Skills development and learning

Neos Networks recognises that people are also key assets and commits to ensuring that all employees have a development plan and training support.

## The real living wage

Neos Networks are a UK Living Wage accredited employer paying the voluntary real Living Wage rate to its employees and those that work regularly on its behalf in the UK.

## Ethics and culture

Neos Networks believes that doing business ethically results in doing business better. This means it seeks to create a culture where decisions, attitudes and behaviours are determined by values as well as rules. Neos Networks’ employee guide to business ethics, ‘Doing the Right Thing’, outlines its approach and expectations in detail.

Neos Networks has zero tolerance towards corruption, fraud and criminality (including financial crime), and the giving or receiving of bribes for any purpose. It seeks to minimise its (including its directors’ and employees’) exposure to bribery, corruption and financial crime and maintains a culture where bribery or corruption is never acceptable.

## Fair payment treatment

Neos Networks is committed to ensure the fair treatment of all suppliers and measure adherence between 30 and 60 days payment, adopting an approach of providing suppliers with quick resolution of invoices and ensuring any queries or issues are managed effectively.

## Environment and sustainability

Neos Networks is committed to operating in a way that promotes economic security, social betterment and operating in a sustainable way. We have a responsibility to protect the environment through effective planning, design and operational deployment and the efficient use of sustainable products. We’ll do this by

the recycling of our waste, and reduction of both energy consumption and carbon emissions.

## Inclusion and diversity

Neos Networks is committed to promoting greater inclusion and diversity throughout its workforce and has done this through the implementation of an Inclusion Strategy, which focuses on bringing those from diverse backgrounds to join the company, encouraging them to be part of Neos Networks and supporting them to achieve more. Neos Networks does this by ensuring all processes, policies and procedures are inclusive by design and that inclusive behaviour is promoted through awareness campaigns and training.

## Local supply chains

Neos Networks is committed to ensuring that real economic and social benefits flow to local businesses as a result of its investment in connectivity infrastructure throughout the UK. It does this through engagement with its suppliers.

## Cyber security and data protection

Neos Networks remains vigilant to the threat of cyber-crime and recognises its responsibility as a Critical National Infrastructure provider. We seek to ensure that our systems, assets and people are safe and secure, and that our customers are not put at risk. Our operational technology is at the core of our business and in delivering essential services we seek to identify and mitigate the cyber risks to these systems.