



# Human Rights

Our policy commitment



July 2024



**BT Group**



We believe everyone's entitled to basic rights and freedoms, whoever they are and wherever they live. These internationally recognised human rights are established in The International Bill of Human Rights and the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work.

We believe our communications services have a positive impact on society and empower people to exercise their rights and freedoms. But we recognise that as a global company we could impact human rights either ourselves, or indirectly through our business relationships. Our most significant potential impact is on our customers' rights to privacy and free expression. We could also affect the rights of our employees, workers in our supply chain and communities where we operate.

We're committed to respecting and championing human rights in our own business and through our broader relationships. Our ethics code – Being trusted: our code, sets out the standards we expect of employees and people who work on our behalf, including in relation to human rights. We use the [UN Guiding Principles](#) on Business and Human Rights to guide our detailed approach. They say that companies must avoid infringing the rights of others and provide an effective remedy for their impacts or contributions.

Everyone who works for BT Group is expected to comply with this policy in their work. We want to know about any concerns. Employees can discuss concerns with their manager, our ethics team or using our confidential helpline, 'Speak Up'. Contractors and suppliers can also use Speak Up, which is available to suppliers via our [Selling 2BT](#) website.

## Governance

The BT Group plc Board has overall responsibility for BT Group's strategy and performance. The Responsible Business Committee – a BT Group plc Board committee – oversees progress on our human rights programme. At a day-to-day level, our human rights team works on integration of the UN Guiding Principles in our business, including training and support for the teams which implement our policy in our business units and regions. Our Group Corporate Affairs Director (a member of our Executive Committee) makes decisions on any human rights matter which can't be resolved at an operational level.

We recognise situations can change. Our policy commitment is guided by the UN Guiding Principles, shaped by our ongoing human rights due diligence processes, and informed by external experts. As the technology landscape evolves, the impact that increased connectivity has on people's lives is constantly changing. We recognise that this can cause new impacts – both positive and negative. Therefore, we'll keep this policy under review and continue working with civil society to help shape our approach.

## Our customers

We respect and champion everyone's rights to privacy and free expression. We accept that sometimes the law allows limits on those rights, such as to make sure society stays safe. We believe any potential limitations must be established in strong and transparent laws with the right checks and balances to protect human rights. We say more about this in our Privacy and Free Expression [reporting](#).

We need to keep customers' data for our own purposes, such as billing correctly. We recognise the importance of this data and understand our responsibility to protect it. Our [privacy policy](#) explains how and why we collect and use customer data, as well as how customers can access and correct their own data.

We believe everyone should have access to content online, as long as it's legal. We don't block any content unless we're told to by a court order, to meet local law requirements, or if we're notified of child sexual abuse material by

the Internet Watch Foundation or equivalent body). Our [acceptable use policies](#) set out our expectations for how customers should use our services. Breaches or complaints about how someone is using our services can be reported at [abuse@bt.com](mailto:abuse@bt.com).

Access to communications enables people to enjoy their rights to freedom of opinion, expression, and access to information. We offer telephone services to every person in the UK under our Universal Service Obligation and through our mobile network. We also offer broadband and TV products and services in the UK. Outside of the UK, our focus is on providing voice, data and internet access to multinational companies and organisations around the world.

Some people are more vulnerable and need special attention. [Children](#) can be particularly vulnerable when online. We offer parental controls for our customers to choose (and filter) what content they, and their children, can access on the internet. Occasionally these controls may block a website incorrectly. If that happens, customers can contact us at [categorisation@bt.com](mailto:categorisation@bt.com).

We believe that combining online tools with education and awareness is the most effective approach to addressing online harms. We helped set up [Internet Matters](#) to promote online safety for children, and our [digital skills programmes](#) are helping families, businesses and communities by giving them the skills they need to flourish in the digital world.

We provide products and services for customers who may need extra help, such as cheaper phone service and broadband for low-income customers, big button phones and bills and leaflets in braille, audio and large print formats.

## Our People

We're committed to creating a safe, equal, and diverse workplace with fair terms and conditions for all our employees. We believe we have a responsibility to create a culture and working conditions that help our people to achieve their full potential. We provide our people with information, guidance, training, and equipment to carry out their duties safely. The mental wellbeing of our people is just as important as their physical safety. Our health, safety and wellbeing policy is embedded across our business, supported by strong governance and senior executive accountability, which helps our Board and Executive Committee meet their responsibilities on these issues.

We believe in diversity and inclusion for everyone. Gender equality is an issue for our business sector, as there are fewer women in engineering roles which make up a large part of our workforce. There are also a lower proportion of women at senior levels. We focus on improving female representation and experiences at all levels in our business. Our inclusion, equity and diversity team works day-to-day with people across the business to ensure our strategic priorities are shaped by colleagues' insights. And at a global level, we are signatories of the [UN LGBTI Standards of Conduct for Business](#).

We respect the right to freedom of association, collective bargaining, and equal opportunity. Collective bargaining is a way for employers and trade unions to establish fair wages and working conditions. Freedom of association extends to a worker's right to form and join organisations that protect their interests, such as a trade union. Collective bargaining and freedom of association help to ensure fair employment terms and working conditions. We promote the enjoyment of these rights to the extent possible in accordance with applicable law. We engage with trade unions, such as the CWU and Prospect in the UK and operate a number of works councils. We also have employee representative forums and employee surveys to provide other channels for employees to give their views. Since 2024, the Designate Non-Executive Director for Workforce Engagement has led a comprehensive colleague outreach programme to ensure our colleagues' voice is heard by our most senior leaders.

## Our Suppliers

We're committed to fair and ethical trading. Our supply chain is very large and complex, with many thousands of suppliers. We buy a vast range of products and services, from network and IT hardware, to corporate clothing and waste disposal services. Our Sourcing with Human Dignity [standard](#) establishes our expectation that working conditions in our supply chain should meet international labour standards.

Our [Modern Slavery Statement](#) says what we do to prevent slavery and human trafficking in our business and supply chain. Modern slavery includes human trafficking, slavery, servitude and forced or compulsory labour. This kind of labour is never acceptable in our own operations nor those who work with us or on our behalf. And neither is child labour. No one should be deprived of their identity papers, nor have to pay to work with us. We only want to work with people who choose to work freely, with rights to equal opportunity, freedom of association and collective bargaining.

The sourcing of certain minerals can be a significant human rights risk. Some minerals ('conflict minerals') used in electronics might be sourced from war-torn or politically unstable areas and fund conflict and human rights violations. Working with our suppliers, we support a collaborative approach to responsible sourcing which follow all applicable laws and is guided by the OECD Due Diligence Guidance for Responsible Mineral Supply Chains. Suppliers that manufacture products specifically for us or where BT has influenced the design, and where one or more of tin, tungsten, tantalum, gold and cobalt are necessary for its production, are asked to perform appropriate due diligence to identify, and remove, conflict minerals from our supply chain.

## Our Broader Relationships

We recognise that we could impact human rights through both our own operations and our business relationships. We try to ensure that our products and services are not used by others in a way that is inconsistent with our commitment to international human rights standards.

We respect human rights by making due diligence part of our business processes. Where we identify potential human rights risks, we assess the severity of the risks and consider what steps we can take to try to mitigate them. What we can do will depend on the facts of each case. When needed, we escalate decisions to our Executive Committee. In some cases, we may decide not to proceed with a particular action.

In some countries where we operate, national law or the operating context may make it difficult to meet our responsibility to respect human rights in full. If national law differs from our human rights policy commitment and sets a lower standard, we always strive to meet the higher standard. Where there is a conflict, we will apply national law, while seeking to fulfil our commitment to respect human rights to the fullest extent possible.

Collaboration is the most effective way to make progress on complex global issues. We work with governments, our industry, civil society and others to help tackle human rights challenges. For further information on our work with others, visit our [Responsible Tech](#) and Human Rights site.

## Our Operations

Our vision is to help society live within the constraints of our planet's resources through our products and people. However, we recognise that our operations can affect the natural environment, and people. As a communications company, our most significant environmental impact is the amount of energy we consume, together with its associated carbon emissions, which are a key contributor to climate change. Our customer solutions, [policies](#) and

supporting processes help us to minimise our impact on the environment. This includes monitoring risks (including on electromagnetic fields), research and industry best practice and installing and maintaining equipment to the appropriate international and OFCOM regulations, recommendations, and safety standards.



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