Anti-Bribery and Corruption

TalkTalk has robust anti-bribery and corruption policies in place. These policies remind colleagues of the relevant law governing these issues; set out scenarios and examples to ensure colleagues can identify instances of bribery or corruption; and advise colleagues on how they can ask questions or report concerns.

The policies include, but are not limited to:

- Offering a bribe: such as offering bribes to potential customers to gain their business and offering discretionary cash rebates to customers in order to inflate their sales/retention bonuses.
- Receiving a bribe: such as accepting a gift to secure new or continued business with our suppliers.
- Bribing foreign officials: such as arranging for the business to pay an additional payment to a foreign official to speed up administrative processes and inappropriate payments relating to customs.
- Facilitation payments/kickbacks: any form of facilitation or kickback payment made in return for a business favour or advantage.
- Charity donations: whilst TalkTalk does on occasion make charitable donations, our anti-corruption and bribery policy sets out the required approval process to ensure these payments are appropriate and not used to solicit business advantage. The anti-corruption and bribery policy offers advice and guidance on how colleagues should ask for advice or report concerns.

Colleagues can either report concerns to HR or use a confidential reporting helpline if they wish to remain anonymous. Calls made to this service are regularly reviewed and investigated where appropriate. Our anti-corruption and bribery policies are available for colleagues to view on the corporate intranet and are updated on a regular basis to ensure they remain fit for purpose.