

Supplier Charter

AdvT Group Standard Version 1.0

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1. Introduction

We value the business relationships we have with our suppliers and seek to build lasting relationships, treating them fairly and paying promptly. We want to work with suppliers and supply chain partners that share our values. Our aim is to work together to achieve the highest standards in our supply chain, whilst achieving wider social, economic, and environmental benefits aligned to the Social Value Act.

This Supplier Charter (“Charter”) sets out how we conduct business in an open, honest, and transparent manner, and what we expect of our suppliers. We understand that, depending on the nature and scale of supply, different aspects of this Charter will be more relevant to some suppliers than others. This enables us to agree suitable targets with suppliers that are appropriate to their product or service offering. As a minimum, we expect our suppliers to comply with all applicable laws and regulations. This includes the provision of safe working conditions, treating workers with dignity and respect, acting ethically and being environmentally responsible.

This Charter will evolve over time, reviewed with our suppliers, to reflect changing standards in society, the environment, and the digital economy.

We want to work with our suppliers to tackle issues together and promote and maintain high standards of social, environmental, and ethical conduct.

We will continually review our supply base to ensure it delivers for our customers while addressing the need to reduce supply chain complexity and improve service quality.

2. Supplier Charter Domains

2.1 Environment

The AdvT Group Health, Safety and Environmental Policy details how we care for our people and environment wherever we work. We strive to prevent pollution and to reduce our environmental impacts.

We will:

- Work with suppliers to reduce our carbon footprint, use resources wisely and deliver our services to clients in an environmentally sustainable manner.
- Evaluate processes to manage the risks and opportunities of climate change on our business.
- Procure goods and services in a way that achieves value for money while managing environmental impact.
- Where possible, engage with local businesses to support contract delivery.
- Identify and fulfil our environmental compliance obligations, across all our countries and activities.

As our Supplier, we expect you to:

- Carry out your business activities with respect for the environment, having an active carbon reduction plan, setting science-based targets for greenhouse gas reduction, monitoring environmental performance, and working to protect and preserve natural resources and biodiversity.
- Ensure a process is in place to assess the impacts of climate change on your company.
- Protect the environment, and where applicable to your scope of supply working within an environmental management system aligned or certified to ISO 14001.

- Help us to eliminate single use plastics in our business.
- Purchase products and services that are responsibly and ethically sourced.
- Work with us to provide sustainable and lower-carbon alternatives so that the AdvT Group and its clients can aim towards net zero carbon commitments.
- Assist the AdvT Group with timely responses to requests for data and other environmental information.

What we will achieve together:

- Collaborate to minimise the impact of our operations on the environment and nature.

2.2 Health

The AdvT Group health safety and environment policy details how we protect the wellbeing, safety, and health of all our colleagues, the people we work with and our service-users against whatever potential harm may exist.

We are committed to always conducting our business activities in a manner that protects, supports, and promotes wellbeing; and prevents injury and detriment to the physical and psychological health of our colleagues and others.

We will:

- Not compromise on health and safety. We all have a responsibility for ensuring the health, safety and wellbeing of our colleagues, contractors, and visitors at all our locations and for those working from home.
- Abide by our duty of care to any adult at risk or child that we interact with. We take this duty incredibly seriously to ensure adults at risk and children are protected.
- Prioritise the wellbeing of our colleagues and manage factors that may cause negative emotional, psychological, physical, or social impacts.
- Create a culture and working environment that actively supports and promotes wellbeing, with appropriate training, awareness, initiatives, and events.
- Collaborate with our suppliers to provide a safe supply chain.

As our Supplier, we expect you to:

- Make proper provision for the wellbeing, safety, and health of all your employees, contractors, visitors and those in the community who may be affected by your activities.
- Provide appropriate training to ensure capable and competent employees.
- Work with stakeholders to promote continuous improvement of HSE practices in the workplace.
- Ensure you have active HSE policies and processes in place.
- Provide us with evidence there is a fully tested Business Continuity Plan in place where applicable to the scope of supply.
- Notify us about any relevant HSE, Safeguarding or Clinical incidents or health related issues.
- For suppliers providing health related products and/or services to our clients, ensure you and your subcontractors put in place and maintain appropriate measures to to meet your contractual commitments with AdvT Group.

What we will achieve together:

- Provide a safe and healthy workplace.
- Act to positively impact our colleagues' wellbeing, safety, and health.
- Comply with all applicable wellbeing, safety and health legislation and aim to create a safe working environment for colleagues and anyone else affected by our businesses.

2.3 Business Ethics

In line with our Code of Conduct, the AdvT Group expects the highest standards of ethical conduct in all its endeavours, complying with the law and not engaging in corruption, extortion, embezzlement, or bribery to obtain an unfair or improper advantage.

Our Financial Crime Policy explains how we protect our business, our people and our clients and their customers from being victims of financial crime including bribery and corruption.

Our Speak Up Policy provides anyone who works with or for the AdvT group with a safe, secure, and confidential way to report genuine concerns about anything illegal, unethical or which does not comply with our values, behaviours and Code of Conduct. This helps us reduce the risk of financial and reputational loss caused by misconduct.

We will:

- Provide a clear and fair procurement process and seek to build lasting relationships with our suppliers.
- Not tolerate bribery or corruption of any kind.
- Comply with all competition laws (also known as anti-trust laws) in markets where we operate.
- Collaborate with our supply chain to maintain the highest level of ethical standards in the conduct of our business affairs.
- Never offer or accept a gift, payment, or hospitality to encourage or reward a business decision.
- Identify and manage situations where there could be potential conflicts of interest.
- Promote relevant training and awareness around business ethics.
- Carry out appropriate audits of our suppliers as is necessary to verify compliance.

As our Supplier, we expect you to:

- Apply the principles of this Charter across your supply chain.
- Comply with anti-bribery and anti-corruption law.
- Comply with all competition laws (also known as anti-trust laws) in markets where you operate.
- Respond to any due diligence requests from us in a timely manner.
- Not offer, give, or accept anything of value that may be viewed as, or has the effect of, improperly influencing business decisions.
- Make the AdvT Group aware of any potential conflicts of interest as soon as they are known.
- Provide appropriate training to your employees, to ensure compliance with relevant law, policies, and procedures.
- Use Speak Up to raise any genuine concerns about potential misconduct in the course of doing business without fear of repercussion.

What we will achieve together

- Comply with all applicable laws relating to the prevention of bribery, corruption, fraud, tax evasion, anti-competitive practice, or similar and related activities.
- Protect our businesses, people, clients, and customers from being victims of financial crime.

2.4 Human Rights

We believe human rights are basic rights and that every individual should have the freedom to lead a dignified life, free from fear or want, and free to express independent beliefs. We have zero tolerance for modern slavery in all its forms of forced or compulsory labour and human trafficking.

Our Human Rights Policy sets out our commitments to ensure we run our business in line with the principles of human and labour rights set out in the United Nations' Universal Declaration of Human Rights (UDHR), the International Labour Organisation (ILO) core conventions on Labour Rights, and the Modern Slavery Act. The Human Rights policy is referenced within our mandatory Equality, Diversity and Inclusion and Safeguarding training modules.

We will:

- Uphold the highest standards of human and labour rights as detailed in our Human Rights Policy and Modern Slavery statement.
- Not accept child labour and any practice that inhibits the development of children.
- Ensure that working hours are reasonable and comply with the local legislation and industry standards.
- Provide written and clear contracts of employment which detail pay and the terms and conditions of employment.
- Support freedom of association and the right to collective bargaining, where local rights exist.
- Ensure that all employment is freely chosen.
- Prevent modern slavery in all its forms in our business and our supply chain.
- Promote appropriate training, policies and processes related to Human Rights and Modern Slavery, including our Speak Up Policy and Human Rights Policy.

As our Supplier, we expect you to:

- Comply with the United Nations' Universal Declaration of Human Rights (UDHR), the International Labour Organisation (ILO) core conventions on Labour Rights, and the Modern Slavery Act.
- Never use or support practices that inhibit the development of children.
- Ensure that working hours of your employees are reasonable and comply with the local legislation and industry standards.
- Ensure that all your employees have written and clear contracts of employment which detail pay and the terms and conditions of employment and that are compliant with applicable employment laws and jurisdictional standards and regulations that apply.
- Ensure that all your employees are aware of their freedom of association and the right to collective bargaining, where local rights exist.
- Not hold an individual or group in slavery or servitude. This includes any form of physical or mental coercion.
- Not use any form of involuntary labour including forced, compulsory, prison or debt-bonded labour.
- Not traffic individuals or groups for the purpose of labour exploitation in line with the Modern Slavery Act.
- Respond to any due diligence requests from us in a timely manner.
- Enable your employees or contractors to report any breaches through their own grievance mechanism, or directly to the AdvT Group using our Speak Up Policy and Procedure.
- Provide appropriate training to all your employees, to ensure compliance with relevant law, policies, and procedures.

What we will achieve together:

- Uphold the highest standards of human and labour rights as detailed in the Modern Slavery Act, the United Nations' Universal Declaration of Human Rights (UNUDHR) and the International Labour Organisation (ILO) fundamental conventions on labour rights.

2.5 Responsible Business

We want to work together with our suppliers to tackle issues that our business and society face by promoting and maintaining high standards of social, environmental and ethical conduct.

We will:

- Work with our suppliers to tackle social, economic and environmental issues relevant to both of us, prioritising skills development and apprenticeships; workplace inequalities and climate change.
- Encourage volunteering activities and community investment. All AdvT Group employees globally are granted one day per year for volunteering activities.
- Commit to paying our suppliers according to our payment terms in line with the Government Prompt Payment Code, ensuring full compliance on payment terms for Micro and SME suppliers.
- Pay all directly employed staff the Real Living Wage in UK as a minimum. In our international operating locations, we will remunerate our workers with wages and benefits that meet the jurisdictional standards that apply.

As our Supplier, we expect you to:

- Demonstrate your approach to tackling social, economic and environmental issues relevant to your business.
- Demonstrate the additional environmental and social value of the goods and services you provide – this will be part of supplier adjudication and selection where it is relevant to a procurement.
- Provide appropriate training to all your employees, to ensure compliance with relevant law, policies and procedures.
- Encourage employee volunteering activities and deliver community investment programmes.
- Agree to adhere to meeting the Government Prompt Payment Code where goods and services you provide to the AdvT Group are sub-contracted to Micro and SMEs.
- Endeavour to ensure that any contracted or sub-contracted staff are paid the Living Wage or Real Living Wage rates at the first opportunity. You will remunerate your workers with wages and benefits that meet the jurisdictional standards that apply, as a minimum.
- Support the Government's aspiration that a third of its external supplier spend goes to Micro and small medium-sized businesses (SMEs), as well as maximising local spend and employment with Voluntary, Community & Social Enterprises (VCSEs), by reporting any supply chain spend of this nature to us.

What we will achieve together:

- We will recognise the value that responsible business activities bring to our respective organisations, thereby mutually reinforcing the need for a strong social and environmental purpose.
- Thriving communities where we made a positive contribution to society through continued community investment.

2.6 Equality, Diversity & Inclusion

At AdvT Group we believe that everyone can contribute and be appreciated for who they are and what they do. We strive to provide an inclusive, respectful, and considerate environment where you can be yourself and where you are supported to accomplish your goals and the goals of the group. We believe that in addition to being unjust, discrimination represents a lost opportunity to draw on rich and diverse perspectives and experiences. It denies individuals an opportunity to reach their full potential and in turn the groups potential.

We recognise that our suppliers are a critical part of our success and innovation. We work with suppliers that not only share our values, but also share our commitments to equality, diversity and inclusion. We believe that partnering with diverse suppliers creates a culture of equality that allows everyone to advance and thrive.

We will:

- Treat people fairly and with respect and ensure that our managers set a good example by treating their team members and suppliers with dignity and respect and challenging unacceptable behaviour.
- Promote relevant training and general awareness around equality, diversity, and inclusion to ensure that all staff are aware and know how to report discrimination, harassment or bullying.
- Act in accordance with our Code of Conduct, which emphasise the inclusive behaviours expected of all our people and those working on behalf of the AdvT Group.
- Create an inclusive and welcoming work environment free of harassment and bullying, where everyone can achieve their potential and all employees feel, and are, valued and respected.
- Apply this approach to our client relations and other stakeholder relationships to ensure that no person who we serve or support feels discriminated against.
- Seek diverse suppliers that bring innovation and disruptive technologies and those that positively impact local communities and the environment.
- Work with suppliers who share our commitments to value diversity and promote an inclusive workplace that respects and observes the individual human rights of all employees.
- Address any instances of inappropriate or unacceptable behaviour such as harassment, bullying, discrimination and victimisation, and encouraging everyone to Speak Up about any concerns. Incorporating the AdvT group's zero tolerance commitment to all forms of discrimination and abuse to policies and processes, including:
 - Anti-Racism, Discrimination, Bullying and Harassment Policy.
 - Human Rights Policy.
 - Health, Safety and Environmental Policy.
 - Code of Conduct.
 - Speak Up Policy.
 - Grievance Policy & Procedure.

As our Supplier, we expect you to:

- Treat everyone fairly, embracing differences and creating an inclusive working environment in your workplace and the wider communities in which you / we operate.
- Encourage diversity and promote an inclusive workplace which respects and observes the individual human rights of all your employees.
- Prevent harassment or discrimination towards employees, including all forms of physical, verbal, or psychological abuse.
- Commit to tackling racism, and other forms of discrimination, remove bias and provide equal opportunities.
- To conform to accessibility standards and / or processes in accordance with disability guidelines.
- Provide appropriate training to all your employees, to ensure compliance with relevant law, policies, and procedures.
- Demonstrate that you have policies and procedures that mimic our commitment to the principles outlined in this Supplier Charter including;
 - Anti-Racism, Discrimination, Bullying and Harassment Policy.
 - Human Rights Policy.
 - Health, Safety and Environmental Policy.
 - Code of Conduct.
 - Speak Up Policy.
 - Grievance Policy & Procedure.

What we will achieve together:

- Inclusive workplaces where diversity is valued.
- Diverse supply chains.

2.7 Information & Cyber Security

We expect the highest standards of information and cyber security, regardless of whether information is ours, our clients, or that of people outside the AdvT group. Everyone has a shared responsibility to keep the AdvT Group and our client's information safe, as well as all IT systems which process digital information secure.

We will:

- Identify and manage information risks throughout each stage of our supplier relationships.
- Embed information security requirements (including IT Disaster Recovery) in formal contracts and expect that they are met both at the start and during the life of the contract.
- Protect information assets consistently in line with their classification to prevent compromise by external and internal threats, both deliberate and unintentional.

As our Supplier, we expect you to:

- Have established information security policies and procedures in place.
- Provide regular information security and data protection training for all staff.
- Have implemented IT security controls in line with the AdvT Group Standards, e.g., AV, patching, network security.
- Have implemented physical security controls, e.g., barriers, CCTV, access control, pro-active monitoring.
- Conduct pre-employment background checks/vetting on new employees.
- Have implemented risk management protocols, e.g., internal audits, risk audits.

- Have incident notification procedures in place that meet the AdvT Group Standards.

What we will achieve together:

- Maintain availability, integrity and confidentiality of our business relationships and the systems that support them.
- Retain secure and accurate records of all communication and transactions.

2.8 Privacy

Privacy is very important to us as an organisation. We respect the privacy of individuals and process data in a way which reflects that. When we process personal data (including sensitive or special category personal data), we ensure that we comply with all applicable laws and the instructions of our clients. Such processing includes the collection, storage, use, retention, transfer and deletion of personal data.

We will:

- Process personal data fairly and lawfully, with transparency and only to the extent necessary for the purpose.
- Only process client's data in accordance with their express written instructions, the UK GDPR, EU GDPR or other relevant data protection legislation.
- Ensure all our staff have completed a mandatory Data Protection training.
- Keep up to date our Record of Processing Activities (RoPA) in accordance with Article 30 of the General Data Protection Regulation.
- Ensure Privacy by Design and Default is embedded in solutions that process personal data.
- Carry out Data Protection Impact Assessments (DPIA) as necessary.
- Investigate any incidents involving personal data without delay.

As our Supplier, we expect you to:

- Only process personal data in accordance with our express written instructions, the UK GDPR and the Data Protection Act 2018.
- Have appropriate technical and organisational security measures in place to protect personal data.
- Not process personal data outside the EU without our prior written approval.
- Seek prior written authorisation before engaging sub processors.
- Notify the AdvT Group or its subsidiaries immediately of any data and security incidents.
- Assist the AdvT Group in the investigation of incidents.
- Ensure all staff and sub-processors have received suitable and regular Data Protection training.
- Ensure that your Records of Processing Activities (RoPA) are accurate and up to date.
- Be able to demonstrate Privacy by Design and Default has been considered and incorporated in your solution/product/service/processes.
- Allow audits to ensure compliance with these requirements and your contractual commitments.

What we will achieve together

- Protect privacy and comply with relevant data protection and privacy laws in the countries in which we operate.

2.9 Intellectual Property & Confidential Information

We protect the unique and valuable brands and ideas that our businesses create – our Intellectual Property (IP) - whether by copyright, patents, trademarks, confidentiality and trade secrets or other

forms of IP protection, anywhere in the world we do business. We also ensure that we use the IP of other businesses in the way that we are authorised to do so.

We will:

- Respect our suppliers' intellectual property and use appropriate non-disclosure or confidentiality agreements to protect this.
- Minimise the use of open-source software licensed on restrictive or copyleft terms.

As our Supplier, we expect you to:

- Respect the AdvT Group intellectual property rights and use appropriate non-disclosure or confidentiality agreements to protect this.
- Seek prior written permission from the AdvT Group before communicating anything externally, including on social media channels, that is in relation to the use of the AdvT Group brand name and its subsidiaries, IP and confidential information that is not lawfully in the public domain.
- Ensure that any third-party IP provided to the AdvT Group is appropriately licenced.
- Where the provision of software is involved, avoid including open-source components unless specifically agreed, and permit the use of code indicator tools by the AdvT Group if requested.

What we will achieve together:

- Comply with any agreements with partners, customers, and others about the use of their name and IP.

2.10 Business technology & Resilience

Business and Technology resilience involves the ability to foresee, detect, manage, and withstand disruptive events that can interfere with critical business processes, operations and the IT systems which support them and may prevent the business from functioning.

For the AdvT Group this means:

- Identifying the elements that are critical to the operation of the business; and putting measures in place to detect incidents and mitigate their impact.
- When unforeseen or unpreventable disruptive events do occur, ensure that arrangements are in place to enable a timely recovery to agreed service levels. Such arrangements must be effective, proven and tested annually with assurance provided to the AdvT Group that services are recoverable within the agreed timeframe.

We will:

- Ask suppliers to demonstrate their ability to provide business and technology resilience, where relevant, as part of supplier selection and adjudication activities.
- Assess through business continuity reviews, the continued maintenance of business and technological resilience efforts with our key suppliers.

As our Supplier, we expect you to:

- Where relevant, ensure that a fit for purpose business and technology resilience solution is in place to allow suppliers to meet Recovery Time Objectives (RTO) and maintain agreed service levels as stated in the contract.
- Provide confirmation that "business as usual" activities and the IT services that support them will give the AdvT Group continuity of product or service delivery through evidence of tested, proven, and documented arrangements.
- Notify the AdvT Group about any risks to service delivery arising from business and technological resilience that have been identified and evaluated.

What we will achieve together:

- Provide assurance over our collective ability to remain resilient through periods of disruption.

3. Reporting of Breaches

We require suppliers to report any issues of non-compliance with this Charter to us within five working days, or any shorter period required by regulation or your contract with us. We also expect that suppliers will adhere to any contractual or regulatory timelines where relevant to communicate corrective actions on reported breaches. Where this is not applicable, we expect that within one working month of the reported breach, suppliers will provide to us the corrective actions they have implemented and any they still require to take with appropriate timelines for evaluation by AdvT Group. Failure to comply with these timelines or implement adequate and satisfactory corrective actions in a timely manner will constitute a breach of this Charter.

We will:

- Respect a culture of staff/contractors speaking up without fear of retaliation against those that report actual breaches.
- Carry out appropriate audits of our suppliers as is necessary to verify compliance.
- Ensure reports will be treated confidentially and anonymously, where permitted by law.
- Investigate any issue raised and discuss findings with the supplier, including agreeing any remediation actions required to address the issue and mitigate re-occurrence.

As our Supplier, we expect you to:

- Allow employees and/or contractors to report actual or suspected breaches of this Charter directly to the AdvT Group.
- Assist in any investigation and provide access to any information that is reasonably requested.

What we will achieve together

- An open and transparent supply chain seeking the highest standards.

4. Contacts

For further information or if you have any queries about our procurement process or queries on sustainability or responsible business, please contact the AdvT Group Commercial Director.