

BT's framework for respecting human rights

		Potentially affected people			
		Our People	Suppliers	Customers	Our Communities
		The BT Way – our operating model, our values and behaviours and our ethics code			
		Human Rights Policy			
Our policy Commitments (Where we stand)		Privacy Policy			
		Environment Policy			
			Conflict Minerals Policy	Acceptable Use Policy	ISO 14001
Assessing our impacts (How we identify and manage risk)	Health, Safety & Wellbeing		Global Standard 18 - Sourcing with Human Dignity	Product design	Country Impact Assessments
	Equality, Diversity & Inclusion			Win Business	Environment targets
	Recruitment		Pre-contract & in-life risk assessment	Privacy Impact Assessments	
	Trade unions & employee relations			Data Subject Access Requests	
Access to remedy (How we put things right)	HR - Grievances			Customer services	
	Speak Up – our independent, free & confidential hotline			Customer Complaints Code	
Transparency		Annual report – Digital Impact and Sustainability Report			
		Privacy & Free Expression Report			
		Modern Slavery Act statement			
Governance		Digital Impact & Sustainability Committee			
		Group Corporate Affairs Director (ExCo)			
		Human Rights Working Group, Regional Governance Committees, Audit and Risk Committees			

