

Working with Telet

Our Code of Conduct

Telet is committed to running its business responsibly. We strive to maintain high ethical principles. Telet has systems in place to protect the organisation and its customers from the impact of unethical behaviours. Telet expects its suppliers to share its objective of doing the right thing. We expect all suppliers working on behalf of the Company to be respectful, courteous and considerate and to conduct themselves in a professional manner when interacting with each other and our clients/Customers.

In general, Telet supports any formal initiative to improve the quality, environment, security, health and safety, business continuity and the management of risk. Telet recognises that industry operates a variety of different management systems. The value of each system can change dependent upon its scope, implementation and continued compliance by the organisation. Knowing about supplier risks and opportunities, and understanding that suppliers have plans to cope with events affecting continuity of supply, plays a key part in Telet achieving continuous supply chain improvement. Telet recognises that such improvement is reliant upon the co-operation and participation of its suppliers in improvement activity.

In order to work with Telet you may be required to complete our qualification questionnaire which helps provide us with an initial overview of your organisation.

Contractual Requirements

The supplier must immediately report to Telet any serious breaches of our Code and/or Standards. Telet will work collaboratively with the supplier to implement remedial actions. However, Telet will also take action, which may include terminating its contract with the supplier, if the supplier is unwilling to make any appropriate changes requested by Telet. When requested by Telet, the supplier will provide information to support their compliance to this Standard and will warrant the accuracy and completeness of any information relating to the subject matter of this Standard provided to Telet prior to entry into their contract with Telet. If any aspect of such information no longer remains true in any material respect during the term of their contract, the supplier will promptly submit to Telet a written update to such information so that it remains true in all material respects.

Supplier Requirements

Business Management System - the supplier will operate a business management system in line with preferred practice as per the following table

Telet standards	
For all Goods, Software and Services – ISO9001	
Environmental Management – ISO4001	Health and Safety – ISO 45001
Security Management ISO27001	IT Service Management – ISO 20000