



GSMA Supplier Code of Conduct

April 2019

1. Purpose

The GSMA Supplier Code of Conduct reflects our intent to minimise the social, environmental and ethical impact of our supply chain and to ensure that we and our suppliers act in a responsible manner.

2. Principles

GSMA expects all suppliers to adhere to the following principles and will cease trading with suppliers showing persistent disregard for important elements of environmental, social and ethical performance.

Social Compliance

GSMA seeks to ensure that the working conditions at suppliers of the products and services we purchase meet the standards of the International Labour Organisation (ILO) and the Universal Declaration of Human Rights (UDHR) as below:

1. **Child Labour:** Organisations should ensure the effective long-term elimination of child labour, in a manner consistent with the interests of the children concerned.
2. **Forced Labour:** There should be no forced, bonded or involuntary labour and workers should be able to leave after giving reasonable notice.
3. **Health, Safety and Hygiene:** All employees should expect to work in an environment that is both safe and healthy. Adequate steps should be taken to prevent accidents occurring in the normal course of work including the provision of suitable health and safety training.
4. **Discipline:** Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation is not acceptable. Disciplinary and grievance procedures shall be clearly documented and communicated to all employees.
5. **Freedom of Association and Employee Representation:** Organisations should adhere to all local laws regarding trade union representation and the formation of employee representation groups.
6. **Working Hours:** Working hours should not be excessive and shall comply with relevant national laws.
7. **Equality of Treatment:** Organisations will seek to avoid any form of unlawful discrimination in all aspects of employment including, but not limited to the following protected characteristics or any others that may be covered by local legislation: age; caste or tribe; disability; gender / sex; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sexual orientation; military status.
8. **Remuneration:** Wages and benefits afforded to workers should meet national standards. Workers should be provided with clear written information on their pay and conditions. Excessive deductions on wages should not be permitted as a disciplinary measure.
9. **Employment terms:** All workers should be provided with simple, written contracts which must detail the terms and conditions of their employment. Contracts should be clearly understandable to each worker. Work performed should be on the basis of recognised employment law and practice.
10. **Right to work:** It is expected that supplier's hiring practices will accurately verify a worker.
11. **Community impact:** Organisations are encouraged to support the communities in which they operate through appropriate community initiatives.

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12. **Safeguarding of children and vulnerable adults:** Suppliers engaged in activities that involve or may involve contact with, impact on, or work with children/vulnerable adults are expected to have appropriate policies and procedures to ensure the safety and wellbeing of children and vulnerable adults and protect them against any harm that may arise thereof.

Environment

We seek to ensure that appropriate attention is paid to environmental issues when GSMA purchase products and services. In all cases suppliers should be able to demonstrate environmental policies and management systems sufficient to ensure continuous improvement in environmental performance and be in accordance with local and internationally recognised environmental standards.

Business Practices

Suppliers shall:

- comply with all applicable standards and international laws concerning bribery, corruption, fraud and other unethical business practices;
- not do or omit to do anything likely to cause any party to be in breach of any of such international standards and laws; and
- maintain an effective compliance programme, designed to ensure compliance with the applicable law including the monitoring of compliance and detection of violations.

Speak Up

GSMA strongly encourages its suppliers to report any suspected or observed violation of law, rules and regulations related to their work with the GSMA. The GSMA is committed to non-retaliation and will maintain the confidentiality the information disclosed and the identity of the individual, subject to overriding legal requirements.

Concerns can be raised by [logging a report online](#), [sending an email](#) or [making a phone call](#).

For more details, please refer to the [Speak Up Policy for Members and Business Partners](#).