

Telefónica UK

Supplier Quality Assurance Policy

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1. Introduction

This policy is intended to inform both internal stakeholders and suppliers of the considerations that will influence Telefónica UK supplier selection.

2. Policy

Telefónica UK will favour suppliers that are able to demonstrate:

- compliance with Telefónica policies; which can be found [here](#);
- technical compliance with any solution requirements;
- compliance with Telefonica's Quality and Sustainability requirements as detailed in any Quality and Sustainability Schedule invoked as part of the tender process or contractually;
- effective policy and process to manage modern slavery risks both within their operations and supply chains;
- that they operate certified management system particularly for Quality, Security, Business Continuity, Safety and Environmental Management (i.e. ISO9000, TL9000, CMMI, TMMi, ISO27001, ISO 22301, ISO 45001 or ISO 14001); *Note: We do not expect all suppliers to hold all certifications but we do expect suppliers to hold management systems pertinent to their activities and where their size is greater than 250 heads to have certified Management Systems.*
- where relevant, certification to Construction Design and Management (CDM) Regulation, to a relevant scope by a Safety Schemes in Procurement (SSIP) approved assessment body; *Note Telefonica requires suppliers to use the SafeContractor SSIP approved scheme.*
- clear quality goals, quality planning and continuous improvement initiatives;
- defined and demonstrable Quality Assurance (QA) strategies;
- that they use quality data to optimise their delivery costs both internally and to Telefónica;
- business and service continuity planning that is tested and aligned to Telefónica needs;
- that they are willing to share all the above and to:
 - commit specific quality goals, quality plans and QA strategies to Telefónica.
 - support customer audits and improvement requests.
- that they require the above characteristics of their suppliers;
- that their suppliers are contractually committed to strong quality and sustainability requirements and that compliance to such requirements is assured by appropriate levels of risk based due diligence by competent bodies;
- support for Telefónica's management of them locally and on a group basis, where relevant, and that use lessons learnt in all customer engagements to improve their delivery in all supported Telefónica businesses;
- a passion for customer care, successful delivery to customers and competitive value.

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