



**Telefónica UK**  
**Supplier Employee Screening Contract Requirement**

Author: Chris Martin,  
Security Risk & Certification  
Fraud & Security  
Telefonica UK

## 1. Document Control

### 1.1 Revision History

Version	Date	Author	Summary of Changes
1.0	3/12/2012	Julian Jeffery	Version 1
2.0	1/11/2014	Julian Jeffery	Review of document.
3.0	1/11/2015	Julian Jeffery	Annual review of document with no changes.
4.0	1/11/2016	Julian Jeffery	Annual review of document with no changes.
5.0	20/11/2017	Chris Martin	Annual review – no changes required.
6.0	1/11/2019	Chris Martin	Annual review – No changes required.
7.0	1/11/2020	Julian Jeffery	Annual Review – No changes made.

## 2. Supplier Pre-Employment Screening

### 2.1 Introduction

Telefonica UK (TUK) places a high level of importance on the security of our organisation and in particular our company and customer information. It is therefore important that our suppliers comply with our security policy to ensure their operations in supporting TUK matches our own high standards.

A key area that requires focus in that of people security, and it is vital that our suppliers ensure a high standard of pre-employee screening to ensure the reliability and integrity of their employees working on the TUK contract. It is also important that should they (with agreement from TUK) sub-contract elements of the services they provide, their sub-contractors must also meet TUK standards.

The pre-employee screening measures set out in this contract have been agreed across the UK telecoms industry and are industry best practice.

### 2.2 Requirements

The following requirements must be implemented for employees working on the TUK contract.

#### 2.2.1 Identity Checks

The identity of an employee should be established with the aid of official Government documents e.g. passport, driving licence etc. It is vital that an individual's identity is established in order that subsequent screening checks relate to that individual.

#### 2.2.2 Right to Work

Appropriate documentation should be examined to ensure the employee is legally entitled to work in the UK. All requirements under the UK Immigration, Asylum & Nationality Act 2006 and the Border Agency code of practice and any relevant guidance must be complied with.

#### 2.2.3 Employment History

Full references should be obtained from previous employers for the past 3 years. Any gaps should be investigated and verification for the reasons established.

Any adverse information should be evaluated by the supplier to determine if the individual is suitable for employment on the TUK contract.

#### 2.2.4 Educational Qualifications

Key qualifications should be verified which will include:

- Highest qualifications.
- Degrees and post graduate qualifications.
- All professional qualifications.

Any misrepresentation of educational attainments should be investigated and would call into question the honesty of the individual and their suitability to be employed on the TUK contract.

### 2.2.5 Criminal Convictions

Checks should be made to verify the criminal records declaration made by candidates on their application forms. This should be via an approved body who will provide a 'Basic Disclosure' from the relevant Government Authority e.g. Disclosure Scotland.

Unspent convictions that are not declared as part of the criminal record declaration prior to screening could indicate a lack of integrity and in most cases would mean the individual would not be suitable to work on the TUK account.

Declared unspent convictions should be examined and those that show dishonesty or which could cause TUK embarrassment or concern should not be employed on the TUK contract.

### 2.2.6 Financial Probity Checks

Where supplier employees have access to TUK privacy marked information e.g. customer, employee or commercial information or other information about Telefonica or its employees or other business arrangements, that would be regarded as confidential by a reasonable person, or are handling cash on TUK's behalf, then financial probity checks should be conducted. These should identify if individuals have any adverse credit history, which should preclude them from working on the TUK contract, or where additional management monitoring is required.

This would include where current or previous County Court Judgements (CCJs) are in excess of £5k, where the individual is a current bankrupt or where the individual is a Director of another company.

## 3. Right to Audit

TUK will already have the contractual right to audit the delivery of the services provided by the supplier and this right extends to the review of the supplier's pre-employee screening processes. This is to ensure they are compliant with the requirements as detailed in this contract and thus auditable records of the suppliers and any sub-contractors screening processes should be kept for analysis by TUK.

## 4. Exceptions

Where screening identifies issues with employees and the supplier has decided that the individual should work on the TUK account, this should be advised to TUK so we can validate the decision.

## 5. Guidance

The above requirements are based upon best practice Government / Industry advice and more details on pre-employment screening best practice can be found at:

<http://www.cpni.gov.uk/advice/Personnel-security1/Screening/>

If specific advice is required about implementing these requirements on the TUK account, please contact TUK for additional advice.

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