

# Collaborative Business Relationship Policy



Telent is a leading technology company and specialist in the design, build, support, and management of the UK's critical digital infrastructure, drawing on decades of experience in mission critical communications and technology. We enable organisations to create, improve and operate the ICT and networks that their businesses and operations depend on. Our customers are many of the UK's and Ireland's best-known organisations, with a strong focus on transport, emergency services, network providers and the public sector.

## Commitment

Telent is committed to following collaborative business relationship principles which support our strategic objectives around growth and our Senior Management will promote a culture that is underpinned by collaborative behaviours. A collaborative approach delivers a wide range of benefits which can enhance our efficiency, the products and service we provide to our customers, and our competitiveness.

## Objectives

Our Collaboration Objectives to support the Telent corporate strategic objectives around growth include:

- Using collaborative relationships to ensure our customers' communication infrastructures run efficiently and effectively.
- Working with our partners to benefit from opportunities to improve continually in line with shared best practices, social and technological advances.
- Working collaboratively to deliver contract and customer requirements in a compliant, effective, and profitable way.
- Maintaining and developing the knowledge and competency of our people.
- Driving a continual improvement culture that promotes innovation and best practice.

Where collaborative business relationships are formally established in line with ISO44001:2017, we will operate to clear company management procedures that meet the requirements of the standard.

## Governance

The Chief Executive Officer, supported by the Telent Senior Management Team, has overall responsibility to ensure that this policy is effectively implemented and delivered and acts as the Telent Senior Executive Responsible. For each formally established collaborative business relationship, responsibility for the implementation of this Policy resides with the named Local Senior Executive Responsible. Employees and contractors working on behalf of Telent are required to comply with this policy and associated procedures where formal collaborative business relationships have been agreed. As a minimum this policy, and our performance in meeting its requirements, will be monitored, and reviewed annually by the Senior Management Team.

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**Joanne Gretton**  
Chief Executive Officer