



# Bupa's Human Rights Statement

February, 2018

## Our commitment to respecting and promoting Human Rights

Bupa is committed to being a responsible and sustainable business. As a global healthcare company, we recognise that businesses can play an important role in protecting human rights and have a responsibility to respect and promote them within their sphere of influence.

We aim to align our activity and policies with international best practice and recognised standards, such as the Universal Declaration on Human Rights.

At Bupa, everything we do is underpinned by our Code of Conduct—the Bupa Code—which states clearly what we expect of our people and helps them to make the right choices. The Bupa Code calls out the values that we live by, including our commitment to celebrate diversity, act ethically and to play by the rules. We seek to ensure that we do not infringe on human rights, avoid complicity in the human rights abuses of others, and endeavour to follow the laws, regulations, policies and standards that affect us, wherever we are in the world.

We believe our most significant opportunities to impact human rights—and therefore our greatest areas of responsibility—are in respecting and promoting the human rights of **our customers, our people and our supply chain**.

## Our customers

Our customers are at the heart of everything we do. We fund and provide health and care services to fulfill our promise of helping people to live longer, healthier, happier lives.

As part of this, we are committed to respecting and protecting our customers' rights, including their human rights. We treat our customers with respect, and are truthful and open, and we ensure their data is managed in an ethical, lawful and responsible way. We work to create a culture that serves the interests of our customers, operating robust internal controls, including complying with our enterprise policies and applicable regulations. Risk management, compliance and information security are high on our agenda to ensure we uphold the high standards our customers and regulators expect.

Our confidential whistle blowing hotline, 'Speak Up', is open to all, including non-employees, to raise any concerns.

We treat our customers fairly and support them at every step of their journey, and we advocate for their health and wellbeing by promoting healthy lifestyles and workplaces.

## Our people

As a service business, everything we do for our customers is delivered through our people. We promote a positive working environment and a diverse and inclusive culture that engages and empowers people with the right tools, training, information, recognition and reward. As a global company, we value different perspectives and encourage inclusion. We welcome diversity and create a safe and happy environment for our people. We understand the importance of making sure our workforce fully represents the communities in which we operate, and the customers we serve. And we don't tolerate any form of discrimination, harassment or bullying.

Our Bupa values and the Bupa Code set clear expectations to protect our customers, our colleagues, our partners and Bupa, now and in the future.

We're committed to being a place where our people are free to question things and are courageous in raising anything we are concerned about. Our confidential whistle blowing line, 'Speak Up', is there to detect any potential conflicts or wrongdoing, including those relating to labour practices.

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## Our supply chain

We are committed to procuring goods and services in a manner which recognises the importance of human rights. Bupa expects all suppliers and subcontractors to ensure that all products and services supplied have been produced in compliance with all applicable laws and regulations through the entire supply chain in all its dimensions including environmental, social, ethical and human rights.

As a business we support the goals of the UK's Modern Slavery Act and have a zero tolerance approach to forced labour of any kind within our operations and supply chain. [Find out more about the steps we are taking to tackle modern slavery in our own business and supply chains](#)

For more information on Bupa's supporting policies, guidelines and statements on our human rights commitments, see:

[Bupa Code](#)

[Speak up Policy](#)

[Modern Slavery Statement](#)

[Responsible Supply Chain](#)

[Management Statement](#)

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