



**Corporate  
Covenant**

## **The Armed Forces Corporate Covenant**

AO.com

We, the undersigned, commit to honour the Armed Forces Covenant and support the Armed Forces Community. We recognise the value Serving Personnel, both Regular and Reservists, Veterans and military families contribute to our business and our country.

Signed on behalf of AO.com

Signed:

Name: John Roberts

Position Held: CE

Date: 17.12.13



Ministry  
of Defence

# The Armed Forces Covenant

An Enduring Covenant Between

The People of the United Kingdom  
Her Majesty's Government

– and –

All those who serve or have served in the Armed Forces of the Crown

And their Families

The first duty of Government is the defence of the realm. Our Armed Forces fulfil that responsibility on behalf of the Government, sacrificing some civilian freedoms, facing danger and, sometimes, suffering serious injury or death as a result of their duty. Families also play a vital role in supporting the operational effectiveness of our Armed Forces. In return, the whole nation has a moral obligation to the members of the Naval Service, the Army and the Royal Air Force, together with their families.

They deserve our respect and support, and fair treatment.

Those who serve in the Armed Forces, whether Regular or Reserve, those who have served in the past, and their families, should face no disadvantage compared to other citizens in the provision of public and commercial services. Special consideration is appropriate in some cases, especially for those who have given most such as the injured and the bereaved.

This obligation involves the whole of society: it includes voluntary and charitable bodies, private organisations, and the actions of individuals in supporting the Armed Forces. Recognising those who have performed military duty unites the country and demonstrates the value of their contribution. This has no greater expression than in upholding this Covenant.

## **Section 1: Principles Of The Armed Forces Corporate Covenant**

1.1 We AO.com will endeavour in our business dealings to uphold the key principles of the Armed Forces Covenant, which are:

- *no member of the Armed Forces Community should face disadvantage in the provision of public and commercial services compared to any other citizen*
- *in some circumstances special treatment may be appropriate especially for the injured or bereaved.*

## **Section 2: Demonstrating our Commitment**

2.1 AO.com recognises the value serving personnel, reservists, veterans and military families bring to our business. We will seek to uphold the principles of the Armed Forces Covenant, by:

- *promoting the fact that we are an armed forces-friendly organisation; through recruitment of service leavers (through CTP), veterans, cadet force instructors, reservist and dependents as well as a unique wounded to work programme (through the Recovery Career Services). The offering of discounts to Service Personnel and their dependents and supporting personnel through their transition to new civilian roles. The development and support of an Armed Forces mentoring and community group.*
- *seeking to support the employment of veterans young and old; as part of our Service Personnel Recruitment and Development Programme. Involving recruitment, development and training to enable a smooth transition for those leaving the Services. This also includes the development of a bespoke wounded to work programme in conjunction with the Recovery Career Services.*
- *striving to support the employment of Service spouses and partners; through the advertising of roles across the HIVE, Service friendly charities and with local Service community groups. This will also include attempting to find spouses/partners, alternative employment within the business in another location if their spouse is posted.*
- *endeavouring to offer a degree of flexibility in granting leave for Service spouses and partners before, during and after a partner's deployment: we will look sympathetically on*

*requests for holidays before, during and after a partner's overseas deployment, when the Service person has leave to spend time with their family.*

- *seeking to support our employees who choose to be members of the Reserve forces, including by accommodating their training and deployment where possible; we have a full Reserve friendly HR policy and are recognised by the RFA as a major employer. We accommodate training commitments where possible, paying for 1 week of the training. We also accommodate mobilisation of Reservists as when they are identified for deployment.*
- *offering support to our local cadet units, either in our local community or in local schools, where possible; - not sure about this – but include it as part of our links with the Bolton group – so – this is achieved by our support of the Bolton Boys and Girls Club.*
- *aiming to actively participate in Armed Forces Day; which we do each year with fundraising activities across the Head Office and are looking to become an Armed Forces Day Corporate Partner.*
- *offering a discount to members of the Armed Forces Community; which we offer as part of our commitment to service personnel*

2.2 We will publicise these commitments through our literature and/or on our website, setting out how we will seek to honour them and inviting feedback from the Service community and our customers on how we are doing.