



Corporate Covenant

The Armed Forces Corporate Covenant

TalkTalk Group

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 TalkTalk Group

Signed: *Harding of Walscombe*

Name: Dido Harding

Position Held: Chief Executive, TalkTalk Group

Date: *17.04.15*

TalkTalk
Group



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 TalkTalk Group 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 TalkTalk Group 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:

- Making it simpler and cheaper for service personnel when they're deployed overseas by exempting them from contract termination fees.
- Supporting Armed Forces families by offering flexible leave around a partner's deployment.
- Making it easier for service personnel to secure jobs after leaving the Armed Forces, by promoting that TalkTalk Group is an Armed Forces friendly organisation that recognises Armed Forces skills during interviews and selection.
- Actively promoting Armed Forces Day to all TalkTalk staff, and encouraging staff to use paid volunteering leave to participate in it.
- Appointing a veteran to be TalkTalk's Armed Forces Champion, ensuring the business is sensitive to the unique needs of Armed Forces personnel and their families.

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.