



Santander UK

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:
Santander UK

Signed:

Vickia Wallis

Name:

VICKY WALLIS

Position:

HR DIRECTOR, SANTANDER

Date:

21 June 2016

Signed on behalf of:
Ministry of Defence

Signed:

Charles Martin

Name:

CHARLES MARTIN

Position:

ACOS (RAC)

Date:

21 June 2016



Santander

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 Covenant

1.1 We, Santander UK, 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 Santander UK 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:

- Continuing to support armed forces personnel being posted overseas, through the ability to move from a residential to a 'buy to let' mortgage at no additional cost, and retaining their current mortgage rate.
- Continuing to operate Credit policies that ensure service personnel are not disadvantaged as a result of potential gaps in their address or credit history as a result of overseas service.
- Recognising the often unpredictable nature of a career in the armed forces, and continuing to consider and operate a flexible approach to annual leave requests for service personnel and their family in the lead up to, and for the duration of, any deployment overseas.
- Continuing to consider flexible working requests, in relation to hours and location, for service personnel and their families.
- Continuing to support employees who choose to be members of the reserve forces. We will accommodate training and deployment providing an additional 10 days paid leave per year over and above the statutory requirement.
- Encouraging employees that are serving in the forces, or family members within Santander, to talk openly and share their experiences with the broader colleague base. We will use our internal communication platform to facilitate these communications.

- Exploring opportunities to expand our Early in Careers programme, providing an opportunity for service leavers to experience work placements within Santander.
- Working with our nominated recruitment agencies we will link in with the Career Transition Partnership (CTP), in order to provide visibility of all roles advertised within Santander.
- Ensuring that there are no 'barriers to interview' for ex-service personnel.
- Continuing to develop and enhance our 'vulnerability' programme, which aims to increase internal knowledge of specialist customer requirements, and therefore acknowledge and support individuals through times of difficulty and uncertainty.

2.2 Where appropriate we will publicise these commitments through our literature and/or on our website, invite feedback from the Service community and our customers on how we are doing.