



QA

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 QA Group:

Signed: 

Name: William MacPherson

Position: Chief Executive Officer

Date: 4<sup>th</sup> April 2017

Signed on Behalf of Ministry of Defence:

Signed: 

Name: Brigadier P A Buttery

Position: Head of Training, Education, Skills, Recruiting and Resettlement (Hd TESRR)

Date: 4<sup>th</sup> April 2017

 **transforming performance**  
through learning

  
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 Covenant

1.1 We QA 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 QA 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:

- *promoting the fact that we are an armed forces-friendly organisation by:*
  - *displaying the AFC logo on our website and signature blocks and actively informing our employees, clients and business partners that we support the Armed Forces;*
  - *actively supporting Armed Forces Day and Reserves day, when we will encourage our reservists and cadet instructors to wear uniform to work;*
  - *encourage our employees to attend Defence engagement events to build a greater understanding of the benefits military skills and training bring to the workplace.*
- *actively supporting the employment of service leavers, veterans, military reservists, adult cadet instructors and military spouses and by:*
  - *partnering our QA Consulting business with AWS to provide cloud technician training and accreditation to 1000 members of the Armed Forces Community through the AWS re:Start programme;*
  - *working with the Career Transition Partnership (CTP) to recruit service leavers and veterans into our business, including the wounded, injured and sick;*
  - *posting vacancies on CTP's Right Job and attending CTP career workshops to attract the military talent pool into our business;*
  - *advertising vacancies on Pathfinder (monthly) to attract the military talent pool, including their families into our business;*
  - *working with the Officers Association to deliver Project Management workshops and careers advice.*
- *Supporting our employees who are Service spouses by:*
  - *activity seeking to recruiting service spouses by advertising our vacancies through the Military Family Federations;*
  - *working with the Army Family Federation to offer a bespoke training package to enhance employability skills.*
- *seeking to support our employees who choose to be members of the Reserve forces by endeavouring to accommodate their annual training and supporting them before, during and on return from deployment*

- *offering support to our local cadet units, either in our local community or in local schools by:*
  - *hosting digital insight days for Cadets;*
  - *supporting our employees who are adult cadet instructors by endeavouring to accommodate their annual training*
- *offering a 50% discount to members of the Armed Forces on all QA courses through the Defence Military Discount website;*
- *continuing to offer discounts on our services to our MoD clients including the Royal Navy, Army, Royal Air Force and DE&S (Defence Equipment and Support).*
- *Supporting military charities including:*
  - *providing free training to the Royal British Legion (RBL) Women's Division;*
  - *matching our employees fundraising efforts in support of Help for Heroes, capped at £500.*

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.