



## Mastercard 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.

### Mastercard UK

Signed:

A handwritten signature in black ink, appearing to be "Markus", written over a white background.

Position: Division President, UK, Ireland, Nordics and Baltics, Mastercard

Date: 28 November 2018

### The Ministry of Defence

Signed:

A handwritten signature in black ink, appearing to be "Howe", written over a white background.

Name: The Rt Hon The Earl Howe PC

Position: Minister of State in the House of Lords

Date: 28 November 2018



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, Mastercard 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 Mastercard 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:

- *Actively promoting the fact that we are an armed forces-friendly organisation;*
- *Maintaining and growing the armed forces community across the UK via "Salute", our Mastercard Business Resource Group set up by our employees who have links or affiliations with the armed forces;*
- *Advocating the employment of veterans and service spouses/partners by encouraging recruiting managers to interview all those that meet the basic criteria of the role;*
- *Acknowledging and formally recognising military skills and qualifications;*
- *Endeavouring to grant leave for service spouses and partners before, during and after a partner's deployment;*
- *Providing support to the mobilisation of reservist employees, and to them and their families should they be injured or killed on active duty;*
- *Supporting our employees who choose to be members of the reserve forces by accommodating their training and deployment where possible;*
- *Refreshing the Mastercard UK HR Policy to ensure accurate and up to date referencing to the Armed Forces Reserves;*

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.