



Media Force

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:

Media Force

(PCCW Global Networks (UK) Limited)

Signed: _____

A handwritten signature in blue ink, appearing to be "Boie", written over a horizontal line.

Position: _____

CEO

Date: _____

19/6/19



MEDIA FORCE

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 Media Force 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 Media Force 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;*
- *services we will publicise our Armed Forces Covenant commitments through our website: www.mediaforceuk.com*
- *we will display a framed poster featuring the Armed Forces Covenant logo in the reception area of our Stafford office, to show all our visitors, including members of the Armed Forces community, that we are committed to the Armed Forces Covenant, and that the members of the Armed Forces community are welcome customers.*
- *seeking to support the employment of veterans young and old and working with the Career Transition Partnership (CTP), in order to establish a tailored employment pathway for Service Leavers; We are an equal opportunities employer who has actively sought service leavers to join both their engineering and sales team.*
- *seeking to support our employees who choose to be members of the Reserve forces, including by accommodating their training and deployment where possible; Our employee*

handbook provides employees with guidance on how to discuss their support and training needs with their line manager, should they wish to join the Reserve Forces.

- *aiming to actively participate in Armed Forces Day;*
- *Through our various social media accounts, we will follow Armed Forces Day and post messages of support on social media sites and link to the Armed Forces Day website.*
- *When we participate in Armed Forces open days, that we publicise our Armed Forces Covenant commitments to our audiences.*
- *offering a discount to members of the Armed Forces Community;*
 - *our Media Force welfare broadband products have lower prices than the equivalent broadband products in our other customer sectors. This is done because we are committed to providing better value products for our Armed Forces customers.*

2.2 We will publicise these commitments through our literature and on our website, setting out how we will seek to honour them. We send a monthly customer satisfaction survey to a sample of our Armed Forces customers and in it, we will invite feedback from our customers on how we are doing.