



BrightHouse

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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:

Ministry of Defence

Signed: M. Lancaster

Name: MARIL LANCASTER

Position: Minister for Defence Personnel

Date: 23 March 2016

Signed on behalf of:

BrightHouse

Signed: LED McKEE

Name: LED McKEE

Position: CEO

Date: 23/03/2016

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 BrightHouse 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 BrightHouse 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:

2.1. Promoting that we are an armed forces-friendly organisation;

- BrightHouse will responsibly provide serving personnel, reservists, veterans and military families, with a competitively priced, flexible and affordable way to access quality household goods.
- We will seek to recruit veterans into our business.
- We will support our colleagues who are members of the Reserve Forces.
- We will support activities which assist serving personnel, who are leaving the forces, to better understand the business world.

2.2. Seeking to support the employment of veterans young and old;

- Working with the Career Transition Partnership (CTP), BrightHouse will consciously and actively seek to employ veterans young and old to work for our Business.
- We will develop each individual and ensure that we promote health and wellbeing.

2.3. Striving to support the employment of Service spouses and partners;

- We will identify measures to support ex and transitioning Service personnel and Service families, to achieve positive employment outcomes.

2.4. Endeavouring to offer a degree of flexibility in granting leave for Service spouses and partners before, during and after a partner's deployment;

- Where our colleagues are the spouses or partners of Service personnel who are deployed, we will seek to accommodate their requests for leave, even when less notice than expected has been given. Our managers will be expected to grant leave, wherever possible, if the deployment is at short-notice or an individual returns early from a deployment due to illness or for similar reasons.

2.5. Seeking to support our colleagues who choose to be members of the Reserve forces;

- Across the business, we will promote our support for colleagues who wish to be Reservists or Cadet Adult Instructors. We will accommodate their training and deployment wherever possible, including providing up to five days paid special leave to each Reservist. We will input to training in areas such as leadership, logistics and communications.

2.6. Aiming to actively participate in Armed Forces Day;

- In our Leavesden offices, we will raise awareness of Armed Forces Week. We will support office based Reservists who wish to wear their uniform to work on Reserves Day.
- The covenant is intended to be a two-way arrangement and members of the Armed Forces Community are encouraged to do as much as they can to support their community by helping us to promote activity which integrates the Service community into civilian life.

Section 3: BrightHouse Corporate Covenant

3. We are proud to declare our support for the Armed Forces Community. We will consider ways in which we can provide additional assistance, whilst monitoring and developing our current support.