



## Quilter plc

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:

**Quilter plc**

Signed:

Name: Paul Feeney

Position: Chief Executive Officer

Date: 4<sup>th</sup> December 2018

Signed on behalf of:

**Ministry of Defence**

Signed:

Name: Brigadier Andy Wright

Position: Deputy Commander LONDIST

Date: 4<sup>th</sup> December 2018

# Quilter

# 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 Quilter 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 Quilter 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 we are an armed forces-friendly organisation to our key stakeholders through our communications channels, such as the Quilter website, employee intranet and social media;*
- *developing a dedicated programme with executive sponsorship ('New Start') that supports Service Leavers to transition from their careers in the Armed Forces to a sustainable and prosperous future in civilian life;*
- *seeking to support the employment of veterans and working with the Career Transition Partnership (and other similar networks/organisations) to establish pathways for service leavers into a range of functions across Quilter, our distribution network (via the Financial Adviser School) and financial services more broadly;*
- *creating a 'Military Connections Network' for Quilter employees who either previously served in the Armed Forces, currently serve as Reservists, have direct family who are reservists or who have previously served, are cadet adult instructors, or who simply want to support this community;*
- *implementing and adhere to our commitments noted within our reservist policy, notably by (1) providing reservists with an extra 10 days paid leave per annum for their annual training camp, (2) facilitating pragmatic working arrangements for direct family of reservists (3) ensuring*

*reservists remain official employees during any call up period, and therefore still eligible for certain company benefits (such as maintaining: pension contributions, access to our Employee Assistance programme and eligibility for financial advice through Quilter Private Client Advisers).*

- *supporting charitable initiatives that support the Armed Forces Community where appropriate, whilst matching funds up to £1,500 for Quilter employees who fundraise for registered Armed Forces charities.*
- *supporting participation in Armed Forces Day events.*
- *recognising the armed forces spousal community (and other direct family) by encouraging flexible and pro-active people management in order to support armed forces families.*

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 our performance.