
INCLUSION & DIVERSITY POLICY

Purpose and Aim

Santander's aim is to be the best bank to work for and the best commercial bank in the UK for our customers. We know that our customers come from a wide range of backgrounds; that all our employees are individuals; and that this diversity is important to the success of our business.

Our business is about people, and we strive to create an environment responsive to different cultures and groups when dealing with employees, customers, visitors, supplier/ contractors, shareholders, investors, and the communities in which we operate.

We know that employing people from diverse backgrounds adds value to the way we do business and Santander believes in equality of opportunity in all areas of employment and business. Selection and promotion is based on the relevant aptitudes, abilities and skills to do the job and not on those differences that define each of us as unique individuals, for example:

- Age
- Disability
- Ethnic origin
- Gender
- Gender reassignment
- Marital status
- Membership or non-membership of a trade union
- Nationality
- Race
- Religion or Belief
- Sexual orientation

Santander is a member of a number of partnership organisations including:

- Employers' Forum on Age
- Employers' Forum on Disability
- Opportunity Now
- Race for Opportunity
- Stonewall's Diversity Champions Programme

They have helped us to understand issues surrounding diversity in employment and also with the formulation of this policy. We are proud to be working with them.

We are committed to reviewing our Diversity Policy commitments each year. We regularly monitor what has been achieved and strive to develop ways to further improve on performance. Progress is reported on annually.

This policy has been developed in partnership, through a process of consultation, with our recognised trade union, Advance, who have agreed the content of this policy. It also adheres to ACAS guidelines, Equal & Human Rights Commission recommendations and relevant employment legislation.

Principles

This policy is underpinned by the following, best practice, principles:

- Santander values diversity and believes it to be important to business success
- Employees have the right to be treated fairly throughout their employment with Santander

- Employees have the right not to be discriminated against and the right to be treated with respect
 - Employees are required to support an inclusive working environment in which everyone's unique contribution is valued and recognised and to co-operate with the policy and its application
 - Santander will endeavour, for existing employees who become disabled, to retain them within the business where it is reasonable and practicable to do so
 - Where it is reasonable and practicable to do so, Santander will make every effort to install facilities to provide for the needs of disabled employees, workers and customers
 - Santander will provide banking products and services to our customers and clients without any form of unlawful discrimination and/or harassment.
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Application

This policy applies to all Santander employees in addition to those other groups who Santander deals with, for example, customers, visitors, suppliers/contractors, shareholders, investors, and the communities in which we operate.

Responsibilities

Santander has clearly defined responsibilities in respect of this policy, in summary these are:

Santander

- Promoting Diversity and ensuring that everyone is valued and treated with integrity, honesty and respect in order to maintain our reputation as a fair and responsible employer in the eyes of employees, shareholders, customers, visitors, suppliers/contractors, partnership organisations and the wider community.

Managers

- Familiarising themselves with this policy
- Identifying the various behaviours and barriers which demonstrate that discrimination and/ or harassment is taking place
- Taking action to eliminate or minimise the negative effect these behaviours are having on the business, customers, visitors, suppliers/contractors, colleagues, and employees.

Employees

- Familiarising themselves with this policy
- Not discriminating against anyone at work, treating all colleagues with respect and helping create an environment that is free from discrimination and/or harassment of any kind
- Being sensitive to the potential impact of their behaviour on colleagues, customers, visitors, suppliers/contractors, colleagues and employees
- Co-operating with management in the elimination of any discriminatory practices and/or harassment that may be identified.

Human Resources

- Ensuring the maintenance, regular review and updating of this policy
- Providing guidance and support to managers in the practical application of the policy
- Ensuring it is effectively communicated to the business
- Challenging assumptions that jobs and training are only suitable for certain types of people
- Monitoring and evaluating the application of the policy in order to work towards eliminating any discriminatory practices.