

Santander Diversity & Inclusion Policy

Santander is you
you



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Diversity & Inclusion Policy

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1 This Applies To

- 1.1 Santander (previously Abbey, Alliance & Leicester and Bradford & Bingley) employees, and those employed by Santander Cards Limited and Santander Consumer Finance (including ex GE employees), Hyundai Capital UK, Santander Asset Management, Santander Universities, Santander Private Banking, Santander Insurance Services UK (SISUK), Santander Global Banking & Markets (SGBM); Santander Global Facilities (SGF), Global Manufacturing, Cahoot and Gesban.

2 Policy Statement

- 2.1 Santander is committed to supporting diversity and to creating an inclusive culture. Our business is about people and we strive to create an environment responsive to different cultures and groups in all our interactions with employees, customers, visitors, suppliers, contractors, shareholders, investors and in the communities in which we operate. Santander values diversity, we believe it to be important to business success and integral to achieving our strategic objective of being the best bank to work for.
- 2.2 Santander recognises the potential that all people bring to the workplace regardless of:
- Age
 - Disability
 - Gender
 - Gender Reassignment
 - Marital and Civil Partnership status
 - Pregnancy & maternity
 - Race
 - Religion or belief or absence of religion or belief

- Sexual orientation

As part of that philosophy, we believe that every employee has the right to be treated with respect and dignity throughout their employment with Santander and not to be discriminated against. We have a zero tolerance attitude to bullying, harassment or victimisation of any kind.

- 2.3 We seek to achieve higher standards than the minimum set out in legislation and we will pro-actively encourage a culture that supports diversity and equal opportunity.

3 Company Responsibilities

- 3.1 To actively support diversity and inclusion and to ensure that all our employees are valued and treated with dignity and respect.
- 3.2 To continually strive to provide employees with a working environment that is free from discrimination.
- 3.3 To ensure managers work in partnership with employees to create and sustain an inclusive working environment where everyone's unique contribution is valued.
- 3.4 To ensure that decisions affecting employment, training, promotion and career development are based on an individual's ability and genuine occupational requirements.
- 3.5 To comply with relevant legislation by requiring all employees to meet the minimum standards of behaviour and conduct in relation to how they treat their colleagues and other people they have contact with as part of their work with Santander.
- 3.6 To regularly review the policy and its practical application and make any updates to continue to work towards identifying and eliminating any discriminatory practices.
- 3.7 To provide employees and managers with the appropriate information, via this Policy, on diversity and inclusion in the workplace. As well as to provide diversity & inclusion training for all employees.

- 3.8 To make adjustments to meet the needs of disabled employees, workers and customers where reasonable and practicable to do so.
- 3.9 To ensure all internal publications and material reflect, in the language and images, the diversity of our employees and customers.
- 3.10 To provide banking products and services to our customers and clients without any form of unlawful discrimination and/or harassment.

4 Employee Responsibilities

- 4.1 To familiarise themselves with this policy and to act in accordance with Santander's commitment to diversity and inclusion at all times.
- 4.2 Not to discriminate against colleagues and other people they have contact with as part of their work with Santander, treating everyone with respect and helping to create an environment that is free from discrimination and/or harassment of any kind.
- 4.3 To be sensitive to the potential impact of their behaviour on colleagues, customers, visitors, suppliers and contractors.
- 4.4 To work in partnership with managers to create and sustain an inclusive working environment, in which everyone's unique contribution is valued.
- 4.5 To co-operate with managers in the elimination of any discriminatory practices and/or harassment that may be identified.

5 Recruitment and Selection

- 5.1 Santander endeavours to attract applications from all sections of society and we strive to reflect the diversity of the communities in which we operate. We will ensure fair treatment through the recruitment process. This includes:
- Checking that job statements are relevant and non-discriminatory.
 - Ensuring that the wording and images used in job adverts reflect and appeal to all sections of society and comply with the law.

- Short-listing only those people whose skills and qualifications most closely match the job statement.
- Asking fair, objective and consistent competency based questions at interview.
- Keeping records of the recruitment and selection process, including interviews.
- Monitoring recruitment and selection to ensure equality of opportunity throughout the process and taking steps to eliminate any discriminatory practices.

6 Promotion and Career Development

- 6.1 Decisions in respect of promotions and career development focus on skills and talents rather than assumptions based on age, disability, gender, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief or sexual orientation.

7 Training

- 7.1 The role of training is to improve performance in the job, to develop skills and to prepare individuals for other roles and responsibilities. As with promotion and career development, decisions in respect of who is trained and how that training will be facilitated will be based on individual development needs and not on age, disability, gender, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief or sexual orientation.
- 7.2 If an employee has a disability, Santander will make reasonable adjustments, to accommodate individual requirements. Where possible a range of training options will be used, such as e-learning and regional seminars, to ensure that everyone has equal access to training irrespective of disability, location or hours of work.
- 7.3 Training material will aim to reflect, in the language and images, the diversity of our employees and customers.

8 Reward and Benefits

- 8.1 Santander's approach to Reward is set out in full in the Pay Management policy which is found on the intranet in HR at Santander. However, decisions in respect of Reward will not be based on assumptions of age, disability, gender, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief or sexual orientation.
- 8.2 We aim to create an inclusive benefits scheme, but some eligibility criteria may be set in relation to job band.

9 Diversity Monitoring

- 9.1 To get an accurate picture of Santander and to identify any inequalities, we will collect, on a voluntary basis, individual personal information on the diversity of potential recruits and existing employees. We encourage all employees to complete the Equal Opportunities section under My Information on HR Online.
- 9.2 All personal data is held securely and processed in compliance with the Data Protection Act and any Codes of Practice that have been issued by the Information Commissioner.

10 Employee Concerns

- 10.1 Employees have the right to be treated with dignity and respect and to work in an environment where they can feel confident to raise any concerns they may have. Should an employee believe they are being bullied, harassed or victimised then they should raise these via the Grievance Policy. More information on the Grievance and Bullying and Harassment Policy can be found on the intranet in HR at Santander.
- 10.2 All concerns will be taken seriously and managers will work with employees to investigate these as quickly as possible, with sensitivity and where appropriate, seek to resolve these informally where possible.
- 10.3 If an employee acts in a discriminatory manner or bullies, harasses or victimises another employee, customer, visitor, supplier or contractor appropriate action will be taken under the Disciplinary Policy. This also applies where the actions have

taken place outside of normal working hours and where it impacts on either the working environment, or where it could potentially affect Santander's reputation.

11 Ownership and Control

Version number	Reason for change	Date	Policy owner
Version 1	Harmonisation	19 th December 2011	Suzanne Hughes



Useful telephone numbers

HR ACT

0800 028 3803

For managers HR ACT will provide a telephone advice and support service to coach and develop people managers in interpreting and implementing our HR policies. For employees HR ACT will provide a confidential, internal source of support on Company Policy guidance and interpretation.

Santander Employee Assistance Programme

0800 032 3720

Confidential and impartial telephone advice service free for employees of the Companies and immediate members of their families.

Advance

01442 891122

www.advance-union.org

info@advance.org.uk

2nd Floor, 16-17 High Street, Tring, Herts HP23 5AH

CWU

0208 971 7200

www.cwu.org

santander@cwu.org

150 The Broadway, Wimbledon, SW19 1RX

Employers' Forum on Disability

0207 403 3020

www.efd.org.uk

enquiries@efd.org.uk

Opportunity Now & Race for Opportunity

0207 566 8650

www.bitcdiversity.org.uk

onweb@bitc.org.uk

Stonewall

0800 050 2020

www.stonewall.org.uk

info@stonewall.org.uk

Employers' Network for Equality & Inclusion

0207 922 7790

www.enei.org.uk

info@enei.org.uk

HR Service Centre:

HR Administration

AA M4 42

0800 028 3803

Fax : 01908 340595 / 01908 347587

HR Admin – Retail / HR Admin – Central / Redeployment Admin /
/ HR Service Centre / Benefits Admin (HR)

Payroll

AA M4 46

0800 028 3803

Fax : 01908 340595 / 01908 347587

HR Payroll

Benefits Administration

AA M4 47

0800 028 3803

Fax : 01908 349595

Benefits Admin (HR)

HR (IT) Systems

AA M4 50

0800 028 3803

Fax : 01908 349595

HR Systems Admin

Health, Safety & Wellbeing

AH M4 06

01908 343181

Note: In Global Businesses HR Business Partners rather than the HR Advice and Consultancy Team (HR ACT) will support managers. Employees who require information or support about HR Policies should speak to their manager in the first instance, and their union where they are a member. Where these arrangements apply, this will be confirmed locally. The Santander Employee Assistance Programme is available to employees in the Global Businesses.