



## Diversity and Inclusion Code

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### Introduction

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Diversity is about what makes each of us unique and includes our origins, backgrounds, personality, life experiences and beliefs. It is a combination of the visible and invisible differences that shape our view of the world, our perspectives and our approach in all aspects of our lives. It is strongly grounded in individual respect and links very closely to our brand value of Building Trust and Appreciation.

Inclusion is the extent to which we feel valued and included. It links very strongly to our engagement themes and reflects our brand value of Better Together.

### Our Statement

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Embedding diversity across our organisation helps us to be the best that we can be in our thinking, our decisions and our outcomes. It is fundamental to our aim to be a successful organisation that all of our customers and our people can believe in.

By respecting, developing and harnessing the talents of all our employees, we commit to creating an inclusive and supportive organisation that delivers a superior experience for all our customers, provides an extraordinary place to work for our employees, and brings an appropriate financial return for our shareholders and the economies within which we operate.

### Scope

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This policy applies to all our employees

### Our Standards

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#### As an organisation we aim to ensure that:

- All employees are treated fairly, and decisions on recruitment, pay, terms & conditions, training & development and performance appraisal are based solely on objective and job related criteria
- Career progression is based on merit and objective assessment of performance and suitability.
- Working practices reflect the needs of a modern and agile workforce and our policies support the achievement of a work life balance and the caring needs of parents and those with other caring responsibilities

- Periods of absence for maternity and paternity leave are supported and fully integrated into normal career planning
- Talent investment is inclusive and promotes the availability of a range of pipeline talent and skills for all roles, particularly at senior levels
- Team and committee structures include a diverse range of skills and representative voices, to support inputs, decisions and more comprehensive outcomes
- We make every effort to accommodate those with any special needs, such as those with either mental or physical disabilities
- We raise awareness of our own unconscious biases and challenge communications, policies, advertisements, practices and procedures in terms of fairness and equality for all
- We respect everyone's ideas and work together to develop and support open communication and feedback mechanisms
- We respond quickly and responsibly to any complaints of discrimination, victimisation, intimidation, harassment, bullying or misconduct

**As an employee I can expect to:**

- Be treated with dignity and respect.
- Work in an environment that actively promotes inclusion and makes me feel valued, where I can express my opinions and have the opportunity to be heard
- Have support from my manager and colleagues in accessing agile & smart working arrangements appropriate to my business area
- Have access to continuous development and new career opportunities based on my personal merit and skills
- Feel supported in times of difficulty such as bereavement, illness, physical or mental difficulties or changes in personal circumstances.
- Be protected from any form of discrimination and never to be treated less favourably or disadvantaged in any way based on gender, gender re-assignment, age, civil status, family status, marital status, sexual orientation, disability, race, religion, membership of the traveller community or membership of a trade union.

**Policy Implementation**

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This policy is effective from June 2015.

It replaces any previous policies/ statements on Diversity or Equality and complies with legislative and regulatory requirements in all the jurisdictions in which we operate. This code operates as part of a suite of standards that support our Code of Conduct.