



ETHICAL POLICY STATEMENT

Working responsibly and with integrity

Our vision is to be the best bank for customers. By putting customers at the heart of everything we do, and operating sustainably and responsibly, we believe we will create long-term value for them and shareholders. We will help Britain prosper by serving the needs of UK households, businesses and communities. This purpose is the benchmark we use to measure our performance.

We can only become the best bank for customers if we have the highest standards of ethical and responsible behaviour, so a responsible approach to doing business is at the heart of everything we do. Putting this responsible approach into practice involves every one of our colleagues.

Putting customers at the heart of our business

We will value all our customers, including those who might otherwise be excluded from vital financial services without us. We will be fair and transparent in everything we do for them. We will help them access appropriate, affordable, responsibly structured credit, support them when they have financial difficulties, and investigate any complaints they have, thoroughly and fairly.

Building a great company for our colleagues

We want all colleagues to enjoy working for a company that reflects the diversity of the communities we serve, and values and respects human rights. We make sure all colleagues can work without discrimination, harassment, bullying or victimisation, and we deal with any colleague disputes and grievances fairly, following clear policies and procedures. All colleagues are rewarded for their success in providing the best experience possible for customers and they get the training and development they need to do this. At the same time, we safeguard and support colleagues' safety, health and wellbeing at work. We encourage them

all to speak out if they suspect or witness any wrongdoing at work, providing confidential ways for them to do this.

Investing in communities to help them prosper and grow

We will contribute positively to our communities over the long-term, in ways that are relevant to their needs. This includes providing banking and insurance services for individuals, households and businesses across the UK.

Working responsibly with our stakeholders

We will make sure that all our public communications disclose information in a fair, balanced, understandable, honest, accurate, timely and transparent way. We will endeavour to manage the environmental, social and ethical risks we face, effectively and responsibly; and we will engage with suppliers in ways that add value for us and for them. We try to avoid financing activities that are prohibited by international conventions that the UK government supports.

Working to continually reduce environmental impact

We will support the transition to a low carbon economy through our own business and our financial relationships. We will do this by using resources as efficiently as possible, whilst complying with the letter and spirit of environmental laws and regulations. Our lending and investment businesses will take account of environmental risks; and we will educate and motivate our colleagues to be environmentally responsible. These commitments are set out in our Environmental Statement.

Acting with integrity

We will uphold our Group's integrity and reputation in everything we say and do, protecting our brands, design and inventions, whilst respecting the intellectual property rights of others. We will never seek to gain unfair advantage over our competitors. We try to deter, prevent and detect financial crime, and the specific circumstances in which giving or receiving benefits, gifts, entertainment or hospitality is allowed are clearly defined in our Group Compliance Policy. We have a zero appetite for regulatory or legal breaches. We manage our tax obligations to make sure we comply fully with all statutory requirements.

The commitments above are included in our Codes of Responsibility. These codes clarify how we aspire to do business, as individuals and as an organisation.