



# Inclusion Policy

At TSB we believe work is for everyone that's why we are committed to fostering an inclusive culture which embraces difference and where everyone feels included and welcome. Everyone deserves to be treated with dignity and respect, regardless of their identity, background or circumstances and be able to reach their full potential, work in a safe, supportive and inclusive environment free of any direct or indirect discrimination, harassment or bullying. We also want you to have a meaningful voice on matters that affect you.

## Our Collective Responsibilities

We all have a responsibility for championing, respecting, and understanding all types of people. Through role modelling and allyship we aim to overcome prejudice and change attitudes and behaviour in the workplace.

In our aspiration for an inclusive culture, we may not always get things right, but we will strive to do better for all colleagues, our customers and communities. Fairness, inclusion, and transparency can ensure merit, competence and potential are the basis for the decisions we make and all that we do.

## Speaking Up

We want you to be yourself at work and be comfortable both holding and expressing a view that differs from others, free from negative impact.

Inappropriate behaviour of any form will not be tolerated at TSB. We expect you to challenge any racist, sexist, homophobic, ableist and any other type of behaviour that acts against you, another colleague, our customers or anyone we do business with whether this takes place in person, over the phone or online.

Speak up when you feel something is wrong or causes harm or offence. Report any experienced or witnessed incidents of discrimination, bullying, harassment, intimidation, victimisation, social prejudice, or any other inappropriate behaviour in all forms.

Allegations of such behaviour will be treated seriously, in confidence and investigated thoroughly via TSB Resolution Policy. You should raise any concern with your manager or senior leader or alternatively with People Services. Investigations may lead to disciplinary action being taken.

## Taking Proactive Action

Collectively, we can all take proactive steps to break down barriers and enable a truly inclusive culture at TSB.

For Colleagues, this means:

- **Completing core learning:** Complete inclusion training.
- **Continuously learn:** Proactively engage in induction and other training programmes.
- **Developing leadership skills:** Increase your skills and awareness of leading in an inclusive way.
- **Providing diversity data:** Answer the Diversity Disclosure questions to help us understand, resolve and report representation at TSB, in line with our data privacy notice.
- **Have your say:** Provide your views and feedback through various channels including our Inclusion Network Groups and Colleague Engagement Survey.

TSB will:

- **Actively listen and take action:** understand if policies and initiatives are working for everyone and to create opportunities for improvement.
- **Be transparent:** Measure, report and target our initiatives, reporting our progress externally, in compliance with FCA disclosure requirements and charter mandates.
- **Build progressive partnerships:** work with external experts and networks to challenge and steer our activities to drive positive change.

***This policy applies to all TSB colleagues, and includes agency workers, self-employed contractors and third-party suppliers.***