

We need to continue to focus on delivering in the long term with goals that align to national and international standards.

WE SUPPORT



This publicly demonstrates commitment to high standards of ethical business behaviours. It's encouraging us to be transparent on our progress and to use our influence to inspire others to do the same.

TSB is committed to the UN Global Compact corporate responsibility initiative and its principles on human rights, labour, the environment and anti-corruption.

As a special initiative of the UN Secretary-General, the United Nations Global Compact is a call to companies everywhere to align their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption, and to take action in support of UN goals.

The Ten Principles of the UN Global Compact sustainability initiative.

01

Businesses should support and respect the protection of internationally proclaimed human rights; and

02

make sure that they are not complicit in human rights abuses.

03

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

04

the elimination of all forms of forced and compulsory labour;

05

the effective abolition of child labour; and

06

the elimination of discrimination in respect of employment and occupation.

07

Businesses should support a precautionary approach to environmental challenges;

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undertake initiatives to promote greater environmental responsibility; and

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encourage the development and diffusion of environmentally friendly technologies.

10

Businesses should work against corruption in all its forms, including extortion and bribery.

We're the first high street bank to sign up to the Good Business Charter.



It's a national kitemark for responsible business behaviour; it recognises those businesses that are already operating at high standards of ethical business behaviour and addressing the issues that matter most to the public.

The Good Business Charter components:

Real Living Wage

- We are an accredited 'Living Wage Employer'.

Fairer Hours and Contracts

- We do not use zero or minimal hours contracts for directly employed or regularly contracted colleagues.

Employee Well-being

- We have clear, fair and transparent policies that support and encourage colleague well-being.
- We offer access to support for colleagues with physical and mental health needs.

Employee Representation

- We regularly meet with our trade unions
- We regularly meet with colleague union representatives.
- We circulate an annual employee satisfaction survey.

Environmental Responsibility

- We continually strive to improve environmental performance
- We comply with, and where possible exceed, all environmental legislation that relates to TSB.
- We encourage good environmental practices by our colleagues, suppliers and customers.

Pay Fair Tax

- We commit to pay our taxes and not engage in tax avoidance, and to publish our tax policy in the public domain.

Commitment to Customers

- We gather and monitor customer feedback, report the results to the board and look at ways to address concerns

Ethical Sourcing

- We commit to the standards set out in the Ethical Trading Initiative Base Code where relevant.

Prompt Payment to Suppliers

- We are in the process of signing the Government's 'Prompt Payment Code' within three months.