

Employee Handbook Update Effective Date – 8th May 2018

We've updated the Employee Handbook with a number of changes, which we've summarised below, and have been agreed in consultation with our recognised Unions, Advance and CWU.

General Data Protection Regulation (GDPR)

You'll have seen various news articles on the Santander intranet about the European General Data Protection Regulation (GDPR), effective from 25th May 2018. This changes the way we share and store data and not only enhances the protection of our customers' data, but also the personal data we hold about you. You'll have completed the data protection mandatory training and you can find out more about GDPR on our dedicated [GDPR page](#) on the Santander UK intranet.

And now our Handbook update provides an overview of what GDPR means for you personally, including where to find a new Employee Privacy Notice, which sets out the types of data and information we hold, why we hold it, our legal requirement for doing this, how we may process and share this information, and your rights. There is also a dedicated Privacy Notice for Contractors and Agency Workers and both can be found on the intranet at [My Job>My Data](#).

If you have any specific questions about your own data or how we process this, you can send an email to the new dedicated email: HRDataRegulation@santander.co.uk.

Conflict of Interest and Other Employment and Outside Interests

We've updated these sections to provide further clarity and examples of where a conflict of interest may happen, and high level actions you can take to help avoid or manage a conflict of interest.

Bribery and Corruption

Santander has a zero tolerance to bribery and corruption, and this update reinforces our commitment to promoting and maintaining the highest ethical standards. We also provide further clarification about your personal responsibility for declaring gifts and hospitality on the register and making sure that you obtain written approval before acceptance.

Anti-Money Laundering and Counter Terrorist Financing

We've updated this section with information about the impact on you personally, if you don't follow our requirements, including fines and/or imprisonment, and disciplinary action up to and including dismissal, as well as the enforcement measures that may be taken against Santander.

There's also more information about:-

Tax Evasion – Santander can face unlimited fines and other penalties if you assist a customer to avoid paying tax and so any colleague who helps a customer to evade tax will face serious consequences which are explained in this section.

Financial Sanctions – this provides details about the financial restrictions put in place by the United Nations (UN), European Union (EU) or the United Kingdom (UK) (through the Office of Financial Sanctions Implementation (OFSI) which is part of Her Majesty's Treasury), and explains what we (as a Bank) and you (as a colleague) shouldn't do.

Performance Management and Supporting Capability

This has been updated to reflect the changes in the way we manage performance management, through Priority Plans within myContribution, accessed via wearesantander.co.uk.

And as explained in the [intranet news article](#) on the 3 May, a new Supporting Capability Policy has been launched, which helps to make performance management more Simple, Personal and Fair. You can find this policy at Supporting you > Policies A-Z > [Supporting Capability](#).

Mandatory Training

The [intranet news article](#) on 3 May details the requirement that you must do your own mandatory training (and any additional compulsory training modules) and take the relevant tests yourself in line with communicated timescales. In order to qualify for a payment under one of our variable reward schemes you must complete the core mandatory training modules.

Matched Donation Scheme

To make sure that we only share the most up to date information with you about matched donation, we have updated this section to direct you to the Discovery Day page on the intranet.

Pension

We've updated this section to reflect the change from the Santander Retirement Plan (SRP) to LifeSight. If you're in the SRP you'll have received direct communications about these changes over the past few months.

Parental Leave and Fostering Arrangements

This has been updated to reflect the enhanced support now we provide for parental leave and fostering arrangements.

If you have any queries regarding this update please contact the HR Helpline in 0800 028 3803.