



Diversity, Equity and Inclusion at Pepper Money

Call 03333 701 101 or visit www.pepper.money to discover more

Why DE&I matters to us

The Pepper Money Diversity, Equity & Inclusion Committee was formed in 2020, to help bring change within the organisation and to streamline the creation, implementation, and impact of DE&I initiatives, by identifying and prioritising areas for development.

We want our people to feel a sense of belonging at Pepper Money. Our aim is for everyone to feel comfortable at work, being their authentic self and for our people to have everything they need to reach their full potential. We want to have a positive impact on our people and the wider community.





Our Diversity, Equity & Inclusion Charter

Our Diversity, Equity and Inclusion Charter outlines thirteen important standards we have identified that support our aims to foster a culture where individuals of all backgrounds feel confident in bringing their whole selves to work, feel included and their talents are nurtured, empowering them to contribute fully to Pepper Money's vision and goals.

- 1.** Long term commitment to Diversity, Equity and Inclusion initiatives that support our objectives to treat colleagues and customers fairly; and to provide opportunities that enable our people to reach their full potential.
- 2.** Commitment to ongoing Diversity, Equity & Inclusion training and education for all colleagues.
- 3.** Our commitment to DE&I is focussed on uplifting the development and advancement opportunities for all colleagues recognising a wide range of lived experiences that influence different starting points for that journey. Creating the maximum opportunity for fulfilment by supporting and stretching each individual through additional resource and focus, that does not come at the expense of supporting the development of any other individual.
- 4.** Tackle unconscious bias and address the negative impact it has on the business, team members, customers and the wider community.
- 5.** Treating our customers fairly, reviewing our criteria, processes and customer service to ensure the best outcomes for our customers.

6. Offer additional support to team members that need it and give everyone the opportunity to reach their full potential.
7. Celebrate diversity within the business and showcase the value it brings.
8. Create meaningful policies that reflect how we want to treat each other, our customers and the wider community.
9. Have an open and transparent working environment and provide space for people to share concerns about DE&I and to highlight areas of progression.
10. Ensure our recruitment processes, job descriptions and remuneration packages are fair and inclusive.
11. Fairness, inclusion and equity are values that we all want and expect within our business. These values underpin what we do here at Pepper Money.
12. Create an environment of belonging where difference is embraced and colleagues are comfortable being their authentic selves within the constraints of workplace policy, and where all colleagues are respectful to each other.
13. Actively encourage Allyship. Take time to understand others lived experiences and take this into consideration when engaging with colleagues, customers, brokers and the wider community.



Transparency and communication

Transparency is a way to build trust among colleagues and as a business we want to have an open and transparent working environment and provide space for people to share concerns about DE&I and to highlight areas of progression.

We have a monthly calendar of communications to celebrate and educate. We have also put in place a variety of mechanisms for colleagues to provide feedback, ensuring two-way communication is available at all stages.

Our People

Pepper Money recognise that colleagues are the company's most valuable asset. They make an enormous contribution to the company's success, and that contribution is enhanced by diversity and inclusion of all kinds.

Pepper Money aim to give all employees the opportunity to develop and achieve their full potential, so they are empowered to be their authentic selves and to make a positive contribution to the company's strategic objectives.

By valuing difference, we can create a real sense of belonging for all colleagues, we can also educate each other and create a deeper understanding of the people that are different to us. Our aim should be to celebrate, educate and empower all colleagues to feel comfortable at work no matter what.

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We will focus on:

- Gender,
- Disability,
- Sexual Orientation,
- Ethnicity,
- Religion,
- Socio-Economic Background
- and Family.



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