

## Ethical Policy Statement

### Ethical lending, investment and deposit-taking

Almost all money deposited with us by customers is used to provide mortgages to individuals, mainly teachers and others in education, so they can own their own home. We only lend responsibly, ensuring, as best we can, that the loan is affordable, the terms are reasonable and every borrower mortgaging their own home or buying their own home with a mortgage from us has received suitable advice.

We will **NOT** in any circumstances lend to businesses offering the following products or services:

- Gambling
- Defence, military equipment or firearms
- Tobacco products
- Pornography
- Animal testing of cosmetic or household products, the fur trade or animal blood sports
- Pay day lending

We will also **NOT** lend to businesses where we suspect they may have engaged in:

- tax evasion
- human rights abuses, including failure to comply with the Modern Slavery Act
- terrorism
- money laundering

Any funds which are not currently being used for mortgages are deposited with the Bank of England, or other UK building societies or UK banks so that we can have ready access to cash to operate our business.

We do not hold any investments which are not compliant with the above stated policy.

We will also not knowingly accept deposits from businesses engaged in any of the activities listed above.

### Ethical treatment of customers

As a mutual, we are entirely owned by the individuals who are our borrowers and savers. As such, we value them and treat them with utmost respect at all times. We commit to fairness being at the heart of our relationship with all our customers, and this includes:

- offering straightforward mortgage and savings products explained in plain language that can be easily understood
- acting with integrity and transparency, making clearly explained decisions on a consistent basis, and addressing any concerns raised seriously and with understanding
- treating those who are in financial difficulty or who might otherwise be vulnerable with compassion, sensitivity and offering as much help and assistance as we reasonably can

## **Ethical business**

Because we are a mutual, our objective is not to generate profit for shareholders. Instead, we serve the interests of all the borrowers and savers who own us. We, therefore, try to run their building society in a way which we believe they would want us to. This includes ensuring that:

- our governance has integrity, is transparent and follows recognised best practice
- we prioritise compliance with legal and regulatory requirements
- we do what we can to operate in an environmentally sustainable and responsible manner (see our Environmental Policy for further details)
- we assess our key suppliers' ethical values and endeavour to ensure they are consistent with our own
- we treat all our partners and those we have a business relationship with in the same way as we would wish to be treated as a business

## **Ethical workplace**

We commit to ensuring that our ethical values are central to Teachers Building Society's workplace culture and this includes:

- taking action to make our workplace a diverse and inclusive space (see our Inclusivity and Diversity Policy for further details)
- creating a caring and flexible workplace environment where the health and wellbeing of all is prioritised
- ensuring that we pay and treat people, in equivalent roles, equally and that pay and conditions for all are fair and appropriate
- paying, at least, the Living Wage
- recognising the right to join a trade union