



Your Vanquis

A guide to how we care, support
and grow together



We're Vanquis and we're here to care

At **Vanquis**, our purpose is to deliver caring banking so our customers can make the most of life's opportunities. And that care extends to our colleagues too.

We're building a workplace where everyone can thrive, with the freedom to grow, be themselves and make an impact. Because when people feel valued, supported and empowered, they achieve more. And so do we.

We're proud to be certified by **Great Place to Work** and recognised as one of the **Financial Times UK's Best Employers 2025** ranked among the Top 50 UK employers, including seventh in Banking and Financial Services. It's recognition that we're serious about putting our people first.

We're proud of our inclusive, diverse culture where people genuinely care about customers, communities and each other.

Caring about people is one of our core values, alongside pulling together, doing the right thing and finding better ways to achieve our goals.



Our values guide how we work together, while our culture shapes the way we want our people to feel every day. **Your Vanquis**, our colleague offering, brings it all together by showing how we support, recognise and invest in our teams.

We're on a journey to make caring banking a reality and need people who are ready to share our values, embrace our culture and grow with us.

At **Vanquis**, work is more than just a job. It's a place where you can be yourself, while feeling valued, supported and able to make a real difference.

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About Your Vanquis

Your Vanquis, our colleague offering, demonstrates our commitment to putting people first. It showcases everything we offer and everything we stand for as an employer. It's our promise to make **Vanquis** a great place to work, where people feel valued, supported and empowered to succeed.

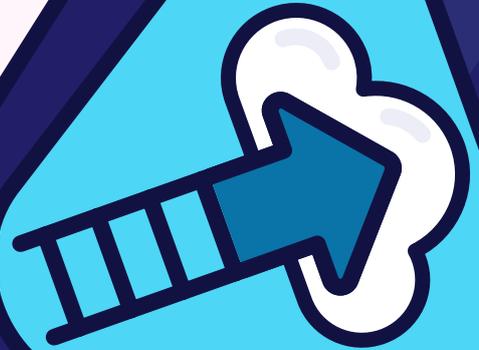
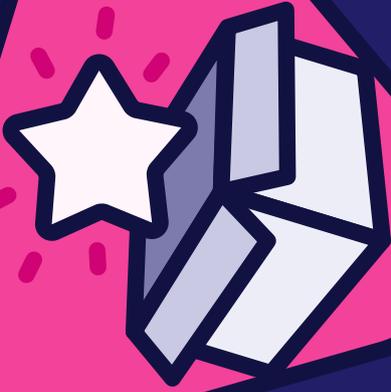
It's built on four core pillars that reflect what matters most to our people:

- **Your Voice**
Being heard, included and empowered
- **Your Wellbeing**
Feeling cared for in work and life
- **Your Career**
Being supported to grow and develop
- **Your Reward**
Recognising what you bring and giving back

Your Vanquis is a two-way commitment. When we care for our people, they help us care for our customers and communities. Together, we're building a culture of trust, empathy and ambition.



Your
Vanquis





Your Voice

Bring your authentic self to our inclusive culture and share your views to help move the business forward, and we'll make sure you have everything you need to stay informed, engaged and connected.



Your Voice - and we're listening

We believe every voice matters and strong, inclusive cultures are built on listening.

We create space for open conversations, value every perspective and act on what we hear.

We want you to bring your authentic self to work, speak up and feel empowered to challenge how things are done.





You'll find a range of ways to be heard and stay connected, including:

- All-colleague events and weekly leadership vlogs
- Regular engagement surveys, feedback sessions and focus groups
- Affinity Groups to support our inclusive and diverse culture
- Partnerships with organisations like **LGBT Great**, **Business Disability Forum** and **Women in Data**
- A **Colleague Forum** to raise concerns and help shape important business decisions
- Leadership Q&As in-person and online

Most importantly, we want you to know your voice is heard and valued every day.



Your **Wellbeing**

Take advantage of our flexible, people-first ways of working to care for yourself and manage your priorities, and we'll support your needs to help you navigate life's challenges and perform at your best.



 **vanquis**

Your Wellbeing - because you matter

We care about you as a person, not just as a colleague. That means supporting your health, happiness and balance at work and beyond.

We offer a wide range of wellbeing support to help you feel your best: emotionally, physically and practically.

We encourage you to take ownership of your work-life blend and support others in doing the same.





Some of the ways we care include:

- Hybrid and flexible working options
- Working abroad policy that supports ‘workations’
- Enhanced leave for key life moments, including paid carers leave
- Private medical and self-pay dental cover
- Discounted rates on health assessments
- **Employee Assistance Programme (EAP)** and colleague Mental Health First Aiders
- Corporate discounts offered at gyms
- Extra little perks like flexible bank holidays and having your birthday off

Whatever life brings, you’ll be supported with empathy and flexibility.



Your Career

Make the most of the resources on offer to pursue your aspirations, and we'll match your ambitions with unique experiences, hands-on learning and tailored development to support your career journey.



Your Career - let's grow together

We believe in developing talent from within and helping you shape a career that fits your goals. Whether you're developing new skills, stepping up or exploring a new path, we're here to support you.

Stay curious, take ownership and we'll match your goals and ambitions with opportunities and resources to help you succeed.

Whatever you want to try next, we'll help you grow with confidence.





Some of what's available includes:

- 23,000+ **LinkedIn Learning** courses
- Mentoring opportunities
- Leadership development programmes
- Face-to-face and virtual upskilling and learning opportunities available
- Access to industry apprenticeships and professional qualifications

When you grow, we all grow.



Your **Reward**

Help the business thrive by taking ownership, giving your all and striving to improve, and we'll recognise your achievements, reward your performance and celebrate our collective successes.



Your Reward

- recognising what you bring

Reward at Vanquis goes beyond pay. We want you to feel genuinely valued for your contributions.

It's about appreciation, motivation and celebrating success. And because your needs may change over time, our approach is designed to evolve with you.





Here's some of what you can expect:

- Competitive pay with annual reviews
- A discretionary bonus scheme
- A generous pension scheme
- Say thanks and earn reward points through our **Way to Go** recognition platform
- Everyday savings through **Perks at Work**

When you bring your best, we'll reward your impact and celebrate our successes together.



Our values

Our values are the foundation of everything we do. They guide our decisions and remind us what truly matters for our customers, our communities, and each other. Living these values every day helps us build trust, foster collaboration and make a meaningful difference.





We care about people

...by embracing their individuality and experiences. Supporting each other through challenges helps us meet the unique needs of our customers and communities.



We find a better way

...by being curious and solving our challenges. We question, collaborate and innovate to deliver better outcomes and grow our business.



We pull together as a team

...by trusting each other and helping everyone succeed. Our shared goals and diverse perspectives make us more resilient and better able to create opportunities.



We get the right things done

...by taking ownership and delivering on our promises. With people at the heart of what we do, we're committed to constant improvement and delivery with excellence.

Our culture

Our culture is rooted in our values and creates a positive, supportive and dynamic workplace where people feel inspired to succeed.

We sum it up with the acronym ACT.

It's a simple yet powerful way to describe how we want our people to feel everyday.



Ambitious

Ambitious and bold in our goals and decisions, moving with pace, curiosity and embracing innovation.

Caring

Caring for each other and our customers, creating an inclusive, supportive and enjoyable place to work where people can thrive.

Together

Together as one team, built on trust, transparency and collaboration - challenging each other to succeed together.

When we **ACT** together, we shape a culture that drives change and shared success.

A final word

At **Vanquis**, we believe when people feel supported, valued and empowered, they do their best work and make the biggest difference.

Your Vanquis is more than a colleague offering, it's a reflection of our culture, our values, and the kind of business we're building together.

Whether you're already part of the team or thinking about joining us, we want you to know you'll be heard, cared for, supported to grow and recognised for what you bring to our business.

Because when we choose to care – for our customers, our communities and each other – we all thrive.

We're **Vanquis** and we're here to care.

