

Belong

There's no
place like
Principality



Możemy Belong Perthyn Przynależymy Wir Gehören Pertencer Behore Vi tilhører Appartenir Appartenere Tilhører

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Hello/shwmae

If our paths are yet to cross, then firstly a huge welcome to the Principality team. I'm Gemma Bowen, the Chief People Officer and my role involves ensuring that our people strategy, policies and processes make Principality somewhere where all colleagues feel like they Belong. Over the next few pages, you'll discover what it's really like to work here at Principality.

As a mutual building society owned and run for the benefit of around half a million members, we've always put our people first. Going further to make a positive difference on the lives of our Members and colleagues in good times and bad.

There's no place like Principality.

Time to make yourself at home

Four reasons why there's no place like Principality:

1. We are the Building Society Where Home Matters

To us, home is the heart of life. Where plans, decisions and memories are made. We want to help everyone prosper in their homes, at every stage of their lives, by building a financially savvy society where everyone has somewhere to call home.

2. We always give a warm welcome

Whether it's an open approach to diversity, equity and inclusion or our package of people-first benefits – we want everyone to feel welcome. No wonder we've won awards as one of the best large workplaces for women and well-being and have had a colleague engagement score consistently above 85% for the past 2 years.

3. We're bigger than you think

Principality has grown from humble beginnings as a small, Member-owned, mutual to become the UK's 6th largest building society. Taking care of mortgages and £10 billion of customer assets across 53 branches and 15 agencies across Wales and the border.

4. We prioritise people, not profit

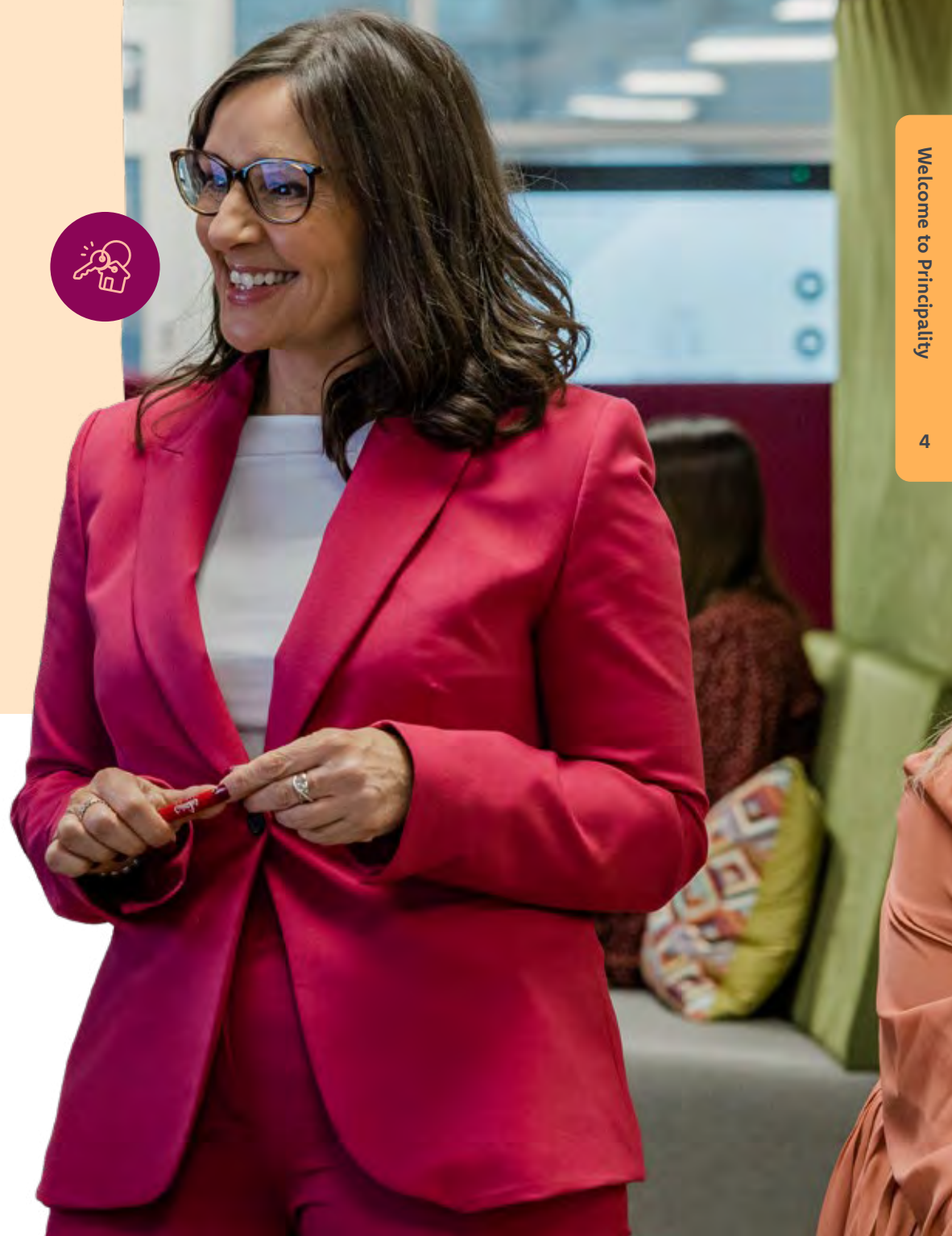
We're led by Member voices, not shareholders. We respond to their needs and reinvest our profits for the benefit of our customers, colleagues, communities and wider society to help create a financially stable future for all.

Discover what it really means to belong.

Our home is your home. So, when you become part of the team, you can look forward to getting comfortable. From a friendly and inviting environment to a flexible benefit package designed around you – when it comes to belonging, there's no place like Principality.

“I'm free to be me, in a place where I'm encouraged to learn, where my ideas and visions become something. I have a career where I belong.”

Karen Jones
Learning Consultant



You can count on our four reasons to belong:



Keeping it flexible

Find out how we're making flexible working opportunities, work for everyone.



Doing our bit

Become part of a community that brings people together for the greater good.



Looking after yourself

Learn how we put taking care of our people first in everything we do.



Getting better together

Explore the opportunities you'll have to learn and grow as part of the team.



Keeping it

flexible

Keeping it flexible

We'll always trust you to work in the way that works best for you. Whether that's empowering you to decide how, when and where you work or creating a workplace environment designed to help you collaborate, connect or concentrate. Whatever the requirements of your role, we'll do our best to make you feel right at home.

Open approach to hybrid working

If Hybrid working is possible in your role, you can choose to work from the place that enables you to perform at your best. Whether that's at home, in your favourite coffee shop, nearest branch or office space.

As long as it's in Wales or England and supports your wellbeing and work life balance. We're all for it. That's part of the reason we've been recognised as winners of the CIPD Best hybrid and flexible working initiative for 2023.

Your new space to get together

We've worked closely with our colleagues to make sure our newly refurbished hi-tech office space has everything they need to do their best work – with great collaboration spaces, meeting rooms and quiet booths.



“I really enjoy the colleagues benefits that Principality offer and the recently refurbished head office looks fantastic, making it an excellent place to hybrid work.”

Matt Humphries
Commercial Support Officer



Flexible working requests from day one

When it comes to work-life balance, you can start as you mean to go on. Put in a formal flexibility request from day one, whether you need to work around the school run or want to condense your hours for a nine day fortnight to support your wellbeing. We've also empowered our managers across the business and in-branch to take a common-sense approach on last-minute requests wherever possible.



“The colleague benefits offered at PBS are outstanding and the flexible working policy is second to none, closely followed by the employee wellbeing and frequently organised events through the various networks.”

Murray Stewart
Data Governance Consultant

Bringing flexibility in-branch

We want to make sure everyone in the business benefits from our flexible approach to work and wellbeing. That's why our in-branch colleagues enjoy rush-hour beating opening hours, bank holiday Saturday closures and 30 minutes before opening every day for team talks, training and colleague development.



Looking after yourself



Looking after yourself

It's rooted in our heritage to take care of one another. We're proud of creating a culture where everyone feels appreciated, looks out for others and celebrates all the little things that make us different. We'll also support you at a personal level with a financial, health and wellbeing package that's been created to keep you feeling at your best.

Our proactive EAP

Our Employee Assistance Programme (EAP) is here to protect you – and your family's – wellbeing with everything from an informative website with online seminars and digital gyms through to financial advice and counselling sessions.

Looking after your health and wellbeing

We offer a whole host of health and wellbeing initiatives to empower you to invest in yourself. Including:

- Daily wellbeing hour to step away from the day-to-day
- Colleague mental health first aiders to safeguard your headspace and offer immediate support to you
- Menopause policy to help you through challenging and changing times
- Cycle to work scheme for a healthy and sustainable commute
- Regular mindfulness activities
- Rejuvenate whether you're in-branch or head office with a day clear of team talks, meetings and cascades
- 5 days of paid carers' leave to ensure you're there when your loved ones need you most
- Minimum 25 days of annual leave increasing with every year of service to a maximum of 30 days
- Colleague Forum network to share your feedback with colleagues and senior leaders across the business – we really value your opinions and want to hear from all areas of the Society



“Having BUPA cover for myself and my daughter is a huge relief should something go wrong. Having used them previously for a health scare, the service was fantastic and what was a worrying time was over pretty quickly. I have also benefited from their direct referral facility, the referral was quick and easy and I really benefited from the sessions.”

Amy Maidment
Senior ER Advisor

Making your finances go further

You can take advantage of a wide range of financial assistance, incentives and products. Including:

Pay and rewards that put you first

- Real Living Wage certified proudly paying above the Minimum Wage and National Living Wage
- Discretionary bonus of up to 12% of your annual salary
- Annual pay reviews so you're always getting the full picture of your finances
- £100 voucher to start a savings account once you have passed your probation period

Opt-in to flexible financial benefits

- Contributory pension scheme with up to 8% matched by us
- Life assurance with a standard 4x salary payment for death in service
- Critical illness cover
- Free BUPA Healthcare after 12 months of service
- Private dental healthcare for a minimal monthly salary deduction – available from day one
- Technology vouchers to help finance your next tech purchase
- Additional holiday purchase scheme
- Exclusive discount card offering a variety of discounts for restaurants, shops and holidays
- Principality Stadium benefits with early bird tickets and a 15% discount on sports and events
- Region-wide discounts at venues, cinemas, restaurants, retail outlets and supermarkets across Wales



“PBS is a fantastic place to work. The support from the business, especially through the pandemic, was second to none. The sense of community makes it a relaxed and safe place to work.

The employee benefits are excellent and are very helpful in the current climate. I feel part of a close ‘family’.”

Hannah Canning
Mortgage Support Administrator



Choose from preferential colleague products

- Colleague savings products to put money away for a rainy day
- Mortgage discounts with interest rates exclusively available to colleagues after 6 months of service
- Policy discounts with heavily discounted Home Insurance and Protection premiums



Doing our bit



Doing our bit

Community is at the heart of everything we do. Always has been, always will be. As a mutual building society, we're passionate about protecting the greater good – working together to improve the lives of our 500,000 Members and their families. Whether that's taking extra care of our communities, empowering our people to follow their passions or protecting our planet for future generations.

A caring community of supportive networks

Connect with likeminded people and celebrate each other's interests with our colleague networks.

- **REACH** promoting a culture that supports and values all individuals regardless of race, ethnicity or cultural heritage
- **GROW** supporting and championing women to fulfil their aspirations
- **Pride Network** being a beacon of support and awareness for the LGBTQ+ community
- **CARERS** Network helping carers feel visible, valued and supported in the workplace
- **Mental Health Advocates** being there for our colleagues when the going gets tough
- **Planet Friendly** working together towards a cleaner, greener, future
- **Cuppa Club** getting together to encourage networking and inspire our colleagues



“I’m very proud to be a community champion for PBS, I find the role very rewarding and I enjoy working with the community to raise money for our chosen charity partners.”

Stephanie Powell
Customer Consultant

Supporting charities

We give you the power to give back by giving you the time to support a cause or charity close to your heart. We also love fundraising, and are proud to be supporting two charities in 2022 and 2023 that were voted for by colleagues – Ty Hafan and Hope House Ty Gobaith. Since 2014, we've raised over £1.2m for charities across Wales.

Future Generations Fund

We're proud to offer over £500k in grants to community groups that help young people with skills, mental health, environmental projects, financial education and cost of living challenges.

Financial Education

We're committed to raising the bar in financial education. We provide learning opportunities for children of all ages, helping over 28,000 young people in 2022, and are proud to work with amazing delivery partners including Careers Wales, London Institute of Banking & Finance, Young Enterprise and Xplore.

We want to create the next generation of savers too. Dylan's Saving Squad hub is full of fun games, designed to help children aged 5-11 learn all about money and saving, and we've also launched a new Teacher's hub which includes learning activity ideas, support resources and helpful tools to teach financial education.



“We are passionate about creating an inclusive workplace where diversity is celebrated and where colleagues feel a sense of belonging.”

Daniel Priest
DE&I Manager

Making sustainable choices

We're always looking for new ways to protect our planet. We have invested significantly in calculating our corporate carbon footprint and offsetting our operational emissions. We have been carbon neutral since 2021, and have set an ambitious carbon net zero target.

Discounts on tickets

Join our social club to keep up a healthy social life and let off some steam with discounts of up to 50% on a wide range of concerts and events.

Get behind company causes

Every year, we select two local charities to support with everything from fundraising walks and bike rides to bake-offs.

Keeping in touch

Stay connected with your colleagues via Yammer and keep on top of the latest company news, updates and processes on CWATCH – our internal intranet site.



**Getting
better
together**



Getting better together

Personal progress is a team effort. We get that, by working closely together and tackling new challenges head-on, we can all keep getting better. That's why we'll always support you in setting clear goals, learning new skills and expanding your knowledge to help you improve in your day-to-day role or take the next step up your unique career journey.

Build your own Personal Development Plan (PDP)

Whether you're sitting on the board, are just starting out as a graduate or school leaver or have been with us for years, we encourage everyone here at Principality to create and work towards their own PDP. Supported every step along the way, with:

- Bespoke programmes for your pathway – wherever it takes you next
- Active support for formal qualifications to invest in your future and support formal learning in anything from financial qualification to project management
- Regular one-to-ones where you can share your skills, knowledge and aspirations
- Central Learning and Development Team and resources to empower you take charge of your own learning journey as well as local training functions to help you with the day-to-day
- Coaching and mentoring to build your confidence and knowledge

“I've had so many great opportunities to develop my personal skills and my career as the society encourages progression, to learn and evolve. The culture here promotes personal growth and I truly am grateful for Principality investing their time in developing their colleagues and providing a diverse team to be part of.”

Mo Uddin
Senior Customer Consultant



Shadowing opportunities

We connect our talented industry experts with ambitious colleagues who are curious to understand different business areas and roles, to share knowledge, soak up individual experience and learn about new areas in the business.

Taking on a development opportunity

We'll always encourage you to build your skills through on-the-job learning. Internal – or even external – development opportunities are a great way to grow your knowledge and expand your experience.

Webinars

Enjoy an informal introduction to new areas of the business, skills and projects with our regular Webinars.

A library of podcasts

Create your own or download and listen to colleague and leader podcasts curated from across the business on the topics that interest our people most – from 'How to complete your PDP' to 'Learning to meditate'.

Built on values you can believe in

Our core values play a key role in creating a culture where everyone belongs. They are the foundation that unites our attitudes, keeps us together and drives us all forward to make sure we keep delivering for our Members. And each other.



“PBS provides me with the training and development I need to constantly learn and grow, equips me with the skills I need to support and excel in my role and the confidence to pursue my career within the organisation.”

Tracey Rees
Commercial Support Officer



We make it straightforward

- We make all our communications clear, jargon free and be able to be understood by all.
- We always ‘keep it simple’ and strive to make our everyday interactions easy, with both customer and colleagues.
- We say ‘what we see’ and continuously call out opportunities to improve processes and increase productivity.
- We say less, listen more. Be empathetic, yet honest and straight-talking.



We do the right thing

- We stay true to the Society’s purpose. Whilst celebrating success, shouting about diversity and recognise outstanding contribution.
- We utilise external benchmarks, knowledge and networks to make objective decisions that continue to move forward.
- We always pay due regards, care and considerations for colleagues and our customers.
- We ensure that we make decisions that are based on facts, our own experience and sound judgement.

We deliver with passion

- We seek enjoyment in everything we do, working hard for each other and our customers.
- We strive to be the best we can be at what we do whilst committed to our organisations shared purpose.
- We will be tenacious in solving problems on behalf of customers and colleagues.
- We build strong relationships, encouraging involvement and engagement of others, sharing of ideas and regular communications.

“The drive for personal development in Principality has been incredible, the opportunities I have been given, and I would not be where I am today as a developer without this company.”

Ebony Vanderras
Developer



We're courageous

- We're confident in standing firm for what's right for our customers and colleagues.
- We appropriately and effectively challenge the status quo despite potential opposition.
- We ensure we stand firm and true to our core purpose of helping our customers.
- We embrace change, respond positively and act upon constructive feedback without being defensive.

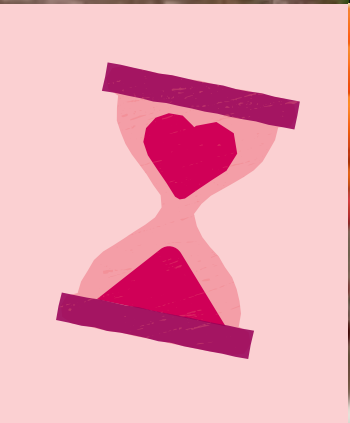
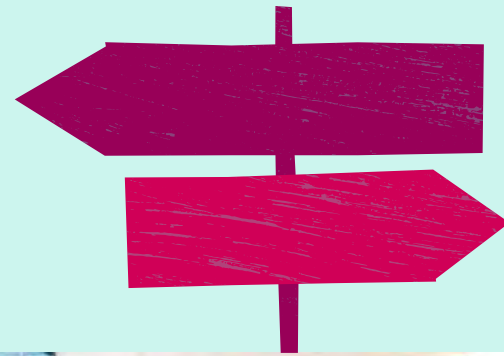
We take ownership

- We always take responsibility for our actions, behaviour and decisions we make.
- We develop the right knowledge, skills and capability to ensure we build a business that is fit for the future.
- We create an open, collaborative workplace that promotes two – way communication and values feedback.
- We ensure that all expectations we set ourselves, customers and colleagues are realistic, clear and achievable.

There's no place like Principality

There really is no place like Principality, and that's down to people like you, shaping our future and making a positive difference to the lives of our Members. Every day.

If you want to find out more, take a look at our [Careers site](#).





ONLINE

Visit us at
principality.co.uk/careers
or on our social channels
    [@principalitybs](https://www.instagram.com/principalitybs)
for our latest vacancies.



CONTACT US

If you would like to get
in touch call us on
0330 333 4000^{*}
or email us at
enquiries@principality.co.uk

- To help us maintain our service and security standards, telephone calls may be monitored and recorded.

Principality Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, reference number 155998. Principality Building Society, Principality House, The Friary, Cardiff, CF10 3FA.

BELBK 04/23-01