

CSR Policy

Corporate Social Responsibility Policy

The objective of the Group's overall policy with regard to corporate social responsibility issues is to provide a reference guide to all stakeholders, including all employees, on the elements that drive the conduct of Nationwide's business and its relationship to the world in which it operates. The Nationwide Group, as a member of the business community, recognises its corporate responsibility and this is reflected in the following underlying policies:

Standards in business (Code of ethics)

We are committed to ensuring that our business is conducted in all respects according to rigorous ethical, professional and legal standards. (Separate Code of ethics)

Health and safety

We are committed to a programme of activities to achieve continuous improvement in health and safety performance. (Separate Health and Safety Policy)

Employees

Our aim is to deliver a competitive and fair employment environment and provide an opportunity to develop and advance subject to personal performance and prevailing business opportunity.

Customers

Our business depends upon our customers. Every employee is responsible for ensuring that any contact with our customers and the public at large reflects professionalism, efficiency and honesty. We constantly strive to provide high quality service and products and good value for money. Business Area specific policies apply in relation to dealings with customers.

Environment

Our objective is to reduce our impact on the environment, including factors contributing to climate change, through our operational practices and a commitment to continual

improvement. We aim to comply with environmental legislation and regulations in the jurisdictions where our Group companies operate.

Suppliers

We regard suppliers as our partners and work with them to help us achieve our policy aspirations in the delivery of our products and services. Specifically, Nationwide is committed to working with its suppliers of products and services to ensure that the welfare of workers and labour conditions within our supply chain meet or exceed recognised standards and to encourage them to adopt environmentally friendly practices as well.

Community

We are committed to being a responsible corporate citizen through support for appropriate non-political and non-sectarian projects, organisations and charities.

We recognise that our business activities have varying levels of impact on the societies in which we operate. We endeavour to manage these in a responsible manner, believing that sound and appropriate performance in this area is linked to business success. We are committed to reviewing and continuously improving our social responsibility programme and encouraging our business partners to implement corporate social responsibilities appropriate to their businesses.

Our Business partners, whether domestic or international are committed to adherence to our policies.

Scope

The corporate social responsibility policy applies throughout the Nationwide Group, to all directors and employees, and governs our approach to all our activities.

Responsibility

The Chief Executive is the main Board Director with primary responsibility. Monitoring of each of the underlying policy commitments is the responsibility of managers.

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David Scholes
Chief Executive