

Inclusion & Gender Pay Gap

Annual Report 2024

 **Santander** Consumer Finance



Introduction from our CEO

Santander Consumer UK (SCUK) provides a range of products designed for purchase of personal and business vehicles. Our finance and related products are distributed via a network of dealers and intermediary introducers and also through partnerships with selected car and motorcycle manufacturers.

We are one of the UK's leading independent finance companies with

"I confirm that the figures in our disclosure are accurate and have been calculated in accordance with gender pay gap reporting requirements as outlined in the legislation and accompanying guidelines."

Adam Goldhagen

Chief Executive Officer, Santander Consumer UK

Manafex

over half a million live customer agreements.

SCUK has a diverse and inclusive culture and is about ensuring everyone, regardless of their background, ethnicity or gender has an opportunity to progress, develop and thrive. This is a commitment that starts at the very top of our organisation and flows through it.



Our gender pay and bonus gaps

21.1%

The **mean** average pay gap in SCUK, down 4.1 percentage points from our last report issued in 2023.

20.4%

The **median** average pay gap in SCUK, down 3.9 percentage points from our last report issued in 2023.

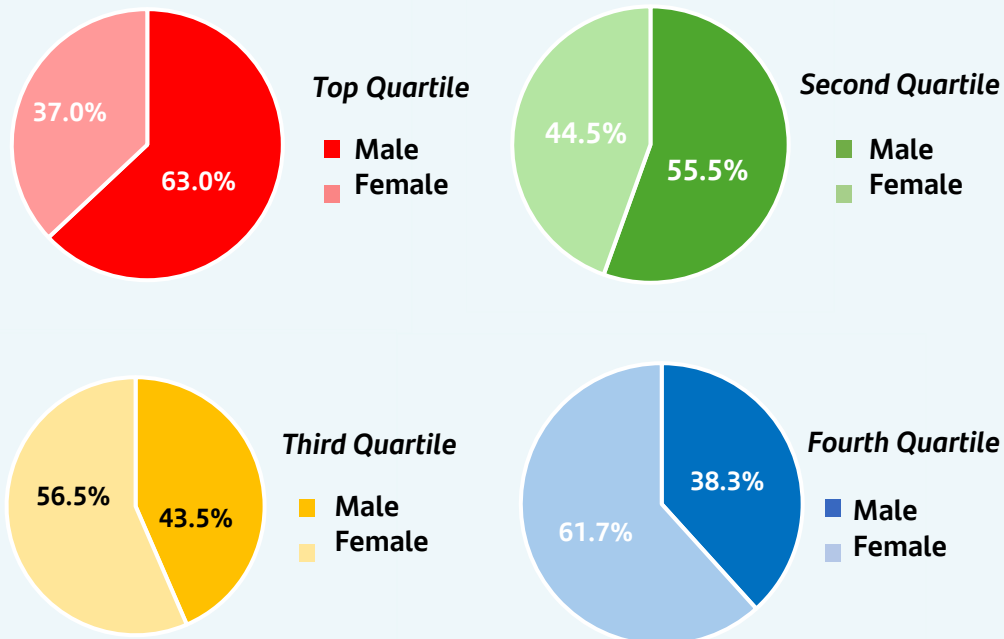
59.3%

The **mean** average bonus gap in SCUK, up 2.1 percentage points from our last report issued in 2023.

26.5%


The **median** average bonus gap in SCUK, down 5.3 percentage points from our last report issued in 2023.

Our gender pay quartiles



The gender pay gap shows the difference in average pay between women and men. This is different to equal pay i.e. women and men receiving the same pay for the same role. The gender pay gap takes into account all roles at all levels of the organisation, rather than comparing pay received by women and men performing the same roles.

We regularly review and analyse employee pay to ensure that men and women are treated equally when performing the same role. We are confident that there are no equal pay issues within our organisation. Our approach to pay is gender-neutral by design, with a clear focus on ensuring like-for-like work is measured and rewarded fairly. We are committed to fostering a diverse and inclusive workplace, and our efforts align with the wider initiatives undertaken by Santander UK. You can learn more about our commitment to diversity and inclusion [here](#).



How we are supporting
“The Place to be
yourself”

Key achievements

Women in Business

Sheri Horton, our Head of Arrears Management, joined our Women in Business as their Network Lead in 2024 with the support from our CEO, Adam Goldhagen, as the Executive Committee member sponsor.

Sheri launched the Viva Engage Women in Business platform, which was key to raising awareness, driving allyship and growing our membership to 203 members.

*"Companies investing in female leadership roles are statistically 10 times more profitable than those without. Why? Because diversity brings **fresh ideas**, **innovation**, and **good customer outcomes**."*

*We are naturally empathetic so we make **great leaders** and mentors, we are great **communicators**, and no one can handle a crisis better than us."*



Industry recognition

Mel Smyth

Mel Smyth, Business Development Manager, successfully won Best Relationship Manager at the Credit Strategy Car Finance Awards, receiving recognition for her dedication and commitment to excellence.

*"It was a **great feeling** to have been highlighted and **put forward** for the **award internally**, so to have gone on to win and be recognised by industry experts is a real honour. I truly love working at Santander Consumer Finance and this award is **testament to our people, culture, and commitment to professional growth.**"*



Nicki Davies

Nicki Davies, Head of Third-Party Oversight & Operations – Contract Hire, Santander Consumer UK, was shortlisted for the Women in Credit Awards as Innovator of the Year.

*"Being shortlisted is a moment of immense pride for me, but more so for the entire team. This recognition feels like the **culmination of years of hard work and dedication.** It validates the efforts we've put into **pushing boundaries** and achieving significant milestones, not just in the last 12 months but across several years. I'm **deeply humbled** to be recognised for something that wouldn't have been possible without the collective contributions of my team."*



Initiatives and programmes

Building Resilience Workshops

We partnered with The Lucy Rayner Foundation to deliver **Building Resilience Workshops** to support and improve employee wellbeing at our head office.

Workshop Focus: understanding resilience and building personalised toolkits; Recognising and managing stress indicators; Sharing strategies to improve mental health and wellbeing. In 2024, 52 employees participated in this workshop reinforcing our commitment to creating a supportive workplace environment.



Membership in the Automotive 30% Club

In 2024, we also joined the Automotive 30% Club as a Silver Member.

The initiative aims to fill at least 30% of key leadership positions in the member's organisations with diverse women by 2030 through a "30 by 30" strategy and enhance business performance by recognising the value that women's and all specialist DEI networks bring to inclusive cultures.

At Santander Consumer Finance, we're committed to all aspects of diversity and inclusion within our business. By joining the Automotive 30% Club we believe that we can make a real difference within the automotive sector. In 2024, over 40 senior leaders attended the Transformational Leadership through Inclusion Event hosted by Julia Muir (Founder of the Automotive 30% Club), focusing on: Overcoming barriers and building inclusive workplaces; Promoting mentorship, sponsorship and allyship; Tackling unconscious bias and fostering belonging. This initiative highlights our focus on leveraging diversity for enhanced business performance.



Big Build Initiative Recognition

In 2024, **Big Build was Highly Commended at the Diversity Network Awards (DNA)** as one of the Best Network Initiatives at the Diversity Network Awards 2024.

Santander Consumer Finance have been making a positive impact on the local community for 15 years.

Since 2009, Santander Consumer Finance, in partnership with Splash Projects, has been committed to making a positive impact on the local community. Our annual project, where our volunteers build and improve facilities for various local charities has become a cherished tradition. Each year, our team comes together with enthusiasm and dedication to create spaces that promote wellbeing, inspire joy and enhance the quality of life for those in need.

Last year's project: Our most ambitious yet

For our 15th anniversary Big Build, we've supported Queen Elizabeth II Silver Jubilee School in Horsham, which supports children aged between two and 19 years old with severe, profound and multiple learning difficulties. The project aimed to have a long-lasting impact on the school, allowing the children to enjoy and benefit from the enhanced outdoor space.

Over seven days, around 250 employees created a large nine-metre by four-metre outdoor classroom, a large canopy classroom extension, a bike shed, small outdoor performance stage, sheltered seating for the memorial garden and a sensory fence for the children to enable safe use of the school's existing swings.



Our people networks

Our employee networks play a vital role in embedding diversity, equity, and inclusion (DEI) within our workplace. These networks act as changemakers by:

- Raising awareness of key DEI topics.
- Suggesting improvements to organisational processes.
- Providing a safe space for employees to connect and share their experiences.

Each network is sponsored by an Executive Committee member who helps drive strategic alignment and visibility.

At Santander Consumer Finance, we have eight employee-led networks, collectively known as Collabor8. This enables employees from the different networks to connect, share resources, and support each other through various activities and events.

Our commitment: *"To advocate for a better, diverse and inclusive workplace with socially responsible business practices, enabling all employees to feel a sense of equity and belonging at work."*



Embrace

An inclusive community for **LGBTQ+** colleagues and allies to share information, personal experiences, hold discussions and provide support.

Enable

Provides colleagues who are either directly or indirectly affected by **Disability & Neurodiversity** with a platform to learn, discuss & support.

Families & Carers

Focused on **Family Support**, such as parenting and caring responsibilities, aimed at improving support and awareness within the workplace.

Mental Wellbeing

Encourage positive **Mental Wellbeing** and support colleagues by promoting openness, understanding and awareness of support.

Military

A place for **ex-military employees**, reservists, employees with friends and family to connect and support one another.

REACH

Celebrate and embrace **Race, Ethnicity & Cultural Heritages**, promoting allyship and understanding at work.

Social Mobility

Create a level playing field for all, regardless of **socio-economic background**, to enable all to achieve their full potential.

Women in Business

Encourage a balanced representation of **women** in Santander and helps female colleagues feel more empowered to fulfil their potential.

Metrics & analytics

D&I Training Completion

78%

of our people managers
have attended Diversity
& Inclusion (D&I)
training.

Leadership Support Perception

91%

of employees feel supported by
their leadership team.

Employee Inclusivity Satisfaction

95%

of employees feel the
organisation fosters an inclusive
environment.

*Footnote: As of 29 January 2025, from our internal feedback system results "Peakon" and training statistics.



Santander
Consumer Finance