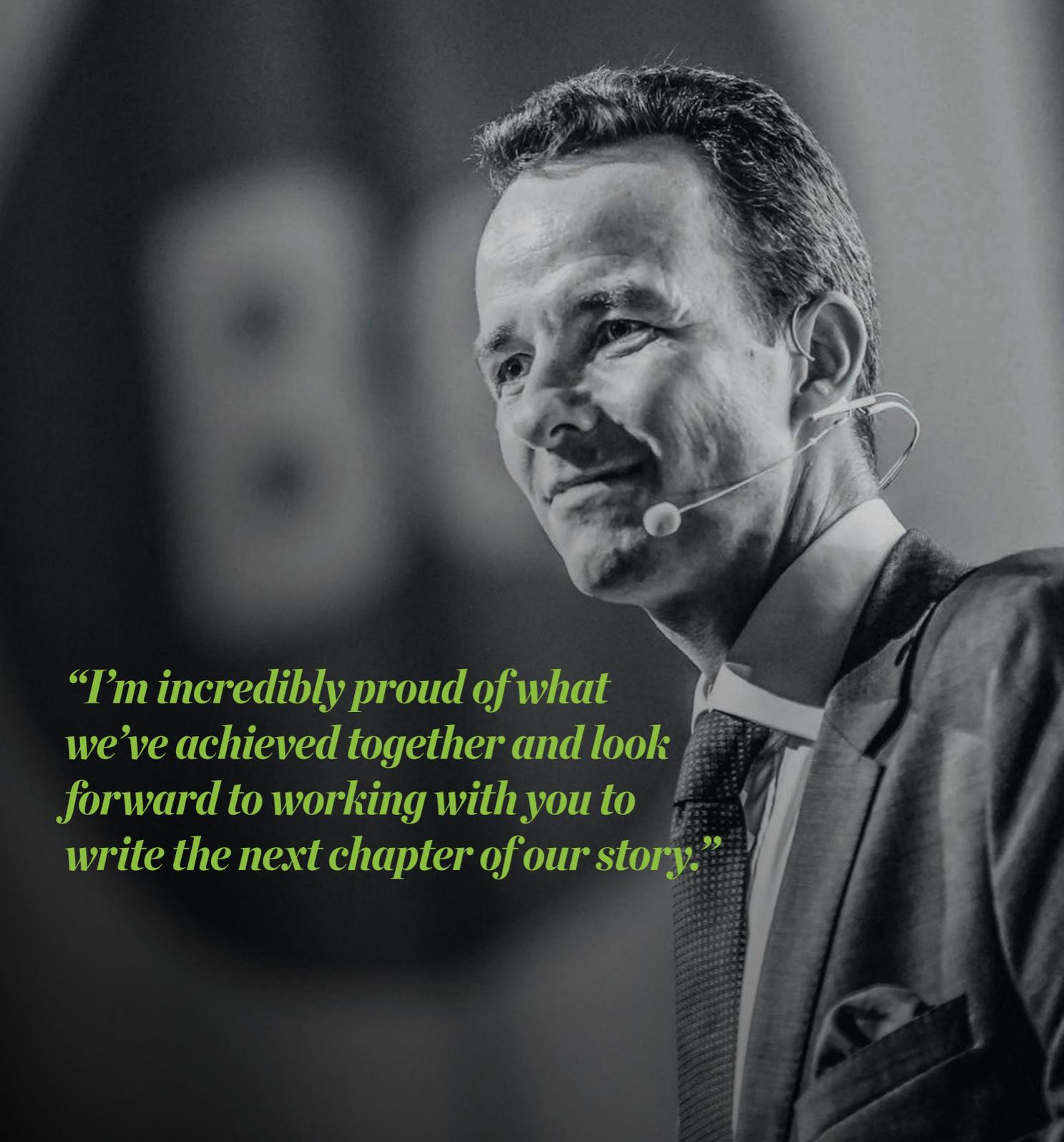


# OUR STORY SO FAR



**BNP PARIBAS**  
**LEASING SOLUTIONS**

**TO OUR PEOPLE WHO MAKE IT ALL HAPPEN...**



*“I’m incredibly proud of what we’ve achieved together and look forward to working with you to write the next chapter of our story.”*



# THANK YOU

Our people are our greatest asset – we say it often and with good reason. It is only with the dedication of our people that we’re able to deliver outstanding customer service, make a positive difference in our local communities and generate long-term value for our shareholders.

In this book we attempt to capture all the good that we do here at BNP Paribas Leasing Solutions UK. We illustrate the many facets of our people culture, ranging from our investment in training to our efforts at cultivating and sustaining a fair, transparent and inclusive work environment.

It’s a reflection of our most recent achievements and offers a glimpse of our exciting future. It tells a story of who we are and how we perform as a team to make our business truly exceptional. I’m incredibly proud of what we’ve achieved together and look forward to working with you to write the next chapter of our story.

*T. M. Watkins*

**TRISTAN WATKINS** CEO



# CELEBRATING OUR JOURNEY

Our Story So Far is a celebration of our collective journey and shared successes here at BNP Paribas Leasing Solutions UK. It reflects many single moments that make up our recent history, and reminds us that it's our people that make the difference.

I'm always excited to see how the unique talents of every individual – some of which are showcased in this book – has helped to make our business a leader in its field, and a place where everyone has the chance to shine and grow.

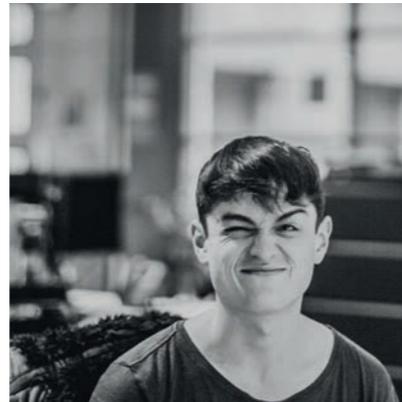
As you browse these pages, you'll get a sense of the scale of our collective achievement. It's a joy to be involved in this constant evolution, and I can't wait to see what our future will bring.

*Rachel Appleton*

**RACHEL APPLETON** HR DIRECTOR



*“I’m always excited to see how the unique talents of every individual has helped to make our business a leader in its field.”*



**WE'VE TRANSFORMED OUR BUSINESS.  
HERE ARE JUST SOME OF THE THINGS WE'VE  
ACHIEVED IN A SHORT SPACE OF TIME:**

- 07 A BETTER BUSINESS THROUGH BETTER LEADERSHIP**
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## THE STORY OF STRONG LEADERSHIP

*“Our people can see the benefit of this coaching approach and it’s recognised that we can all play the role of ‘coach’ to one another in different situations.”*

**A better leadership framework, creating consistency and fostering engagement.**

We’ve moved away from a rigid and directive management style that stifles too many organisations. Through the Leasing Management Way, our managers and leaders are now encouraged to adopt a more coaching led approach, characterised by open lines of communication. It makes us a better business now and will make us an even better business in the future.

# LEARNING AND DEVELOPMENT

We're a business going places. We're easily one of the market leaders in the UK, financing almost £1.5 billion of new assets every year. But we're not complacent. We're still growing and still evolving. And we believe that the best way to develop our business is by investing in our people who make it what it is, and wants to be.



**£250K+**  
SPENT ON TRAINING

**100+**

DELEGATES ATTENDED  
THE INNOVATIVE 'INTRO  
TO UK FARMING' COURSE

**200+**  
COURSES DELIVERED

**IN 2016 WE...**



**279**

PEOPLE PARTICIPATED IN  
THE LEASING ACADEMY



**10,000+**  
HOURS OF TRAINING DELIVERED



## CAREER DEVELOPMENT

Career development isn't just about 'the next step-up the ladder'. Yes, that's important for those that want it, but we want an environment that's more flexible and driven by our people.

We're proud of the support we offer to our people to help them develop fulfilling careers. We've introduced a coaching and mentoring programme, and support those who wish to get involved in additional projects across the business. The 1-1 Career Fulfilment Interviews make sure we're catering for everyone's needs.

And we're checking the progress we're making using the feedback given to us in our annual Global People Survey.

# REWARDING AND RECOGNISING HIGH PERFORMANCE

As an evolving business we've worked hard to make sure our remuneration policy is fair and transparent. These principles are now embedded into our culture and we will continue to evolve this as we take our business forward.

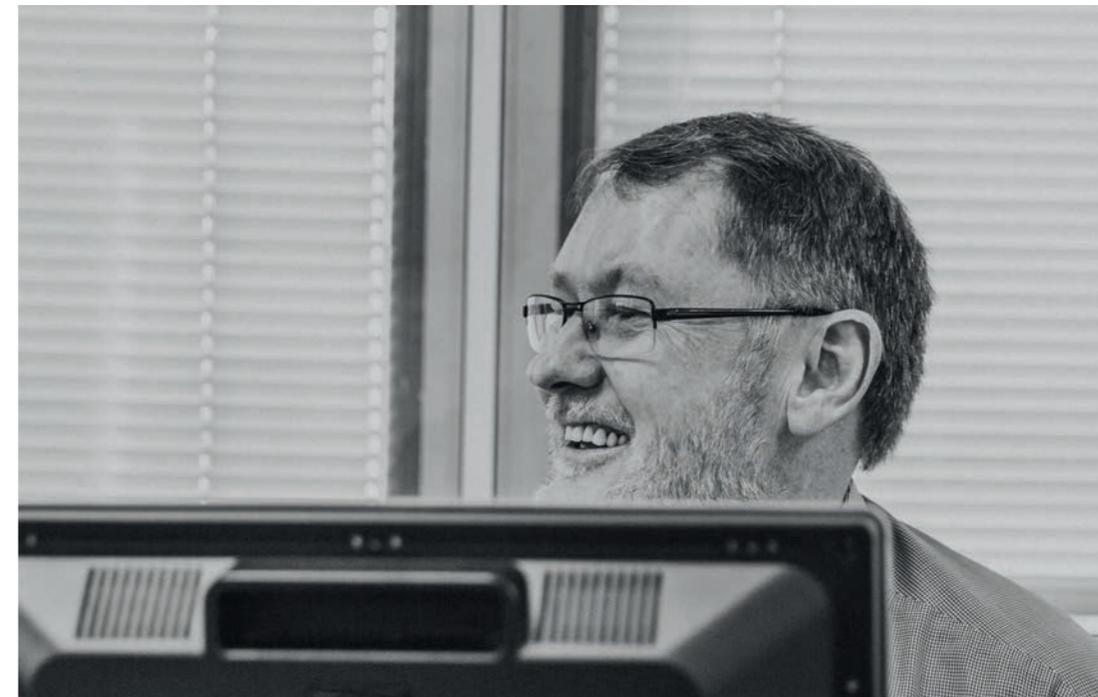
We take great pride in recognising those who go above and beyond their call of duty. Our 'Commitment STARS' recognition programme has been an outstanding success with five new STARS being recognised every month. Another recent introduction is 'INNOVATE', a scheme designed to reward creative business solutions.



# BETTER BENEFITS FOR ALL. IT'S YOUR CHOICE, BOTH NOW AND FOR THE FUTURE.



We understand that our workforce is diverse. That's why we've developed an award-winning benefits package that can be personalised to suit your lifestyle.



-  Lifestyle
-  Finance
-  Health
-  Retail

**THIS IS WHERE TRULY  
RESPONSIVE PEOPLE WORK**



# CORPORATE SOCIAL RESPONSIBILITY

As a thriving and admired business, we have a great opportunity to make a real difference in our local communities. Our Positive Leasing initiative mirrors the BNP Paribas approach to Corporate Social Responsibility which rests on '4 pillars':



**The Economy** – Financing the economy in an ethical manner



**Our People** – Developing and empowering our people responsibly



**The Environment** – Combatting climate change



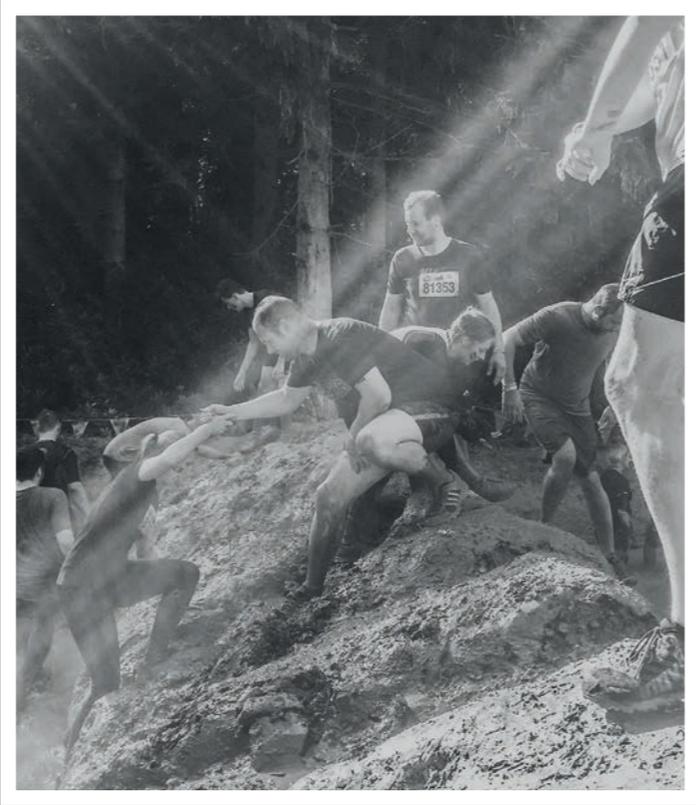
**The Community** – Combatting social exclusion and promoting education and culture



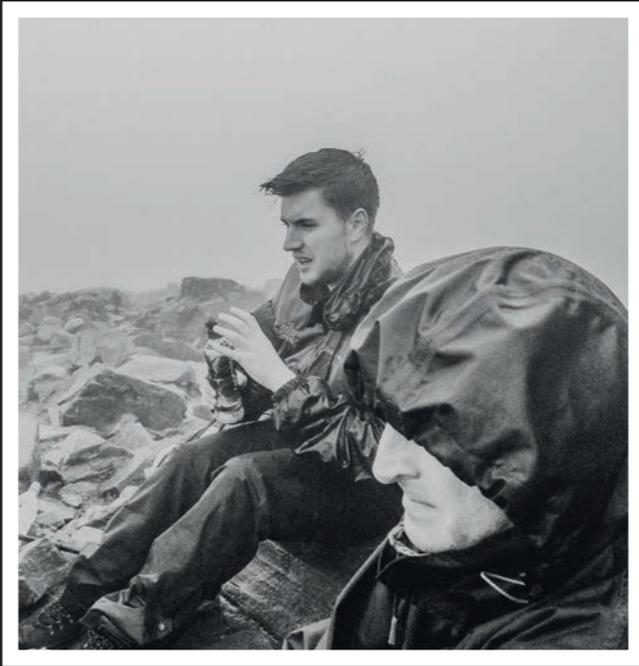
# GETTING INVOLVED



3 PEAKS CHALLENGE



TOUGH MUDDER



24 PEAKS CHALLENGE



BASINGSTOKE TO BRISTOL RIDE



# SUPPORTING OUR LOCAL COMMUNITIES

**WE RAISED OVER £2,000 FOR NAOMI HOUSE AND JACKSPLACE HOSPICES**

Colleagues in Basingstoke had a lot of fun taking part in the 'Battle of the Banks'. They raised over £2,000 to support Naomi House and Jacksplace Hospices, which provide expert care to more than 340 life-limited and life-threatened children, young people and their extended families.

## GEORGE'S STORY

*“The success has given me confidence that this career might be for me, and I am good at it.”*

As the bank for a changing world, we're committed to embracing diversity.

George Price, who has Autism Spectrum Disorder, demonstrated all the skills necessary to join our team but needed some support in the workplace. He joined us on a specially created traineeship and benefited from the support of a buddy to help him find his way in the business.

Today, George has completed his training and been given the role of Facilities Assistant.



# INFINITE POSSIBILITIES FOR YOUR WELLBEING

We aim to be a company that gives as much to our people as they put in, so looking after your wellbeing is important to us.

Our wellbeing programme offers access to essential tools, techniques and information needed to help maintain a healthy, balanced lifestyle.



Nutrition Advice



Walking Club



Hydration Advice



Exercise Basics



Stress Management



Sleep Management



Yoga Classes



Employee Assistance Programme (EAP)

# DIVERSITY AND INCLUSION

**Most businesses will tell you that they value difference and empower everyone to succeed. But we take it one stage further.**

We've heavily invested in seven networks that bring the inclusion agenda to life through events, education programmes, inspirational speakers, networking and more. The networks are led by volunteers from across the business helping to add a further dimension to their work.



**Early Careers Network** – Aims to motivate and engage, share knowledge and support mobility.



**Autumn network** – Our new Autumn network is a forum to explore the subjects we face as we get older. Including topics as diverse as changing pension regulations and extended retirement ages, shifting family responsibilities and career fulfilment opportunities.



**Parents & Carers** – Developing benefits that support parents and carers, including leave, care and coaching, the network also organises events and talks on relevant topics.



**Disability Awareness Week** – Our disability awareness network promotes equal opportunities and provides a forum for disability issues.



**Multi-cultural Network** – Promotes, learns from and engages with our diversified employee base, particularly those from the black, asian and ethnic minority population, offering networking opportunities and celebrating diversity.



**Pride** – Our LGBT and allies network works to create a supportive working environment and offers access to a range of events, information and services.



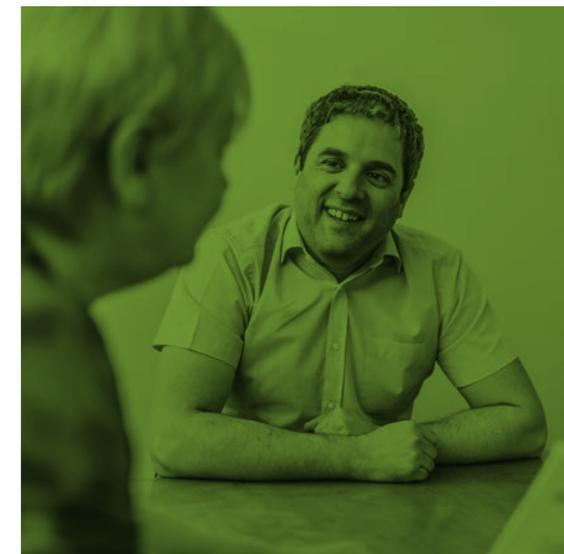
**Mix City** – Champions gender parity as a business benefit and affects cultural change by defining the strategy to improve gender diversity.



# WE'RE A LISTENING BUSINESS

Our Global People Survey, an annual process to gather feedback from our people, tells us we're doing lots of things right. We've acted on the results to deliver flagship management and coaching programmes that are helping us to develop a world class, high performance culture.

We're committed to listening to our people so that we continue to evolve and become an even better business.



# THE NEXT STEP IN OUR JOURNEY

## WE'VE COME A LONG WAY BUT WE STILL HAVE BIG AMBITIONS

Our vision is to be the benchmark company in the rental and leasing market. We're intent on getting there by focusing on three key areas:

- Being recognised by our customers as market experts
- Offering our people the opportunity to develop and take their careers to new heights
- Finally, by playing our part in securing BNP Paribas as the 'bank for a changing world'



**TO BE CONTINUED...**



**BNP PARIBAS**  
**LEASING SOLUTIONS**