

Equality & Inclusion Information Update in Workday – Frequently Asked Questions

1. Is completing equality monitoring information mandatory?

No. Completing equality monitoring information is voluntary. For each equality question, colleagues can choose "Prefer not to say". Choosing not to disclose will not disadvantage anyone.

2. Why are you asking colleagues to update their information now?

We have gaps in our workforce information. Without reliable data, it is harder to:

- target actions and resources more effectively to better support our people
- identify where experiences or outcomes differ,
- measure whether inclusion initiatives are working.

Workday have also added new voluntary questions on **Social Mobility** and **Family Responsibilities** (see question 4).

3. What information are you asking for?

Equality monitoring information, such as disability, ethnicity, gender identity, sexual orientation, religion/belief, etc.

4. What's new this time?

Workday now includes new voluntary questions on:

- **Social Mobility**, to help us understand and improve social mobility at Santander (the link between a person's occupation and that of their parents/household when growing up).
- **Family Responsibilities**, to help us understand and improve support for colleagues with caring responsibilities.

There is also a question on **disability** (as part of equality monitoring).

5. Why are you asking new questions about Social Mobility?

We're asking these questions to help us understand and improve **social mobility**. How different starting points can affect experiences and opportunities at work. Many employers use standard social mobility questions because they help identify whether people from different backgrounds experience different outcomes (e.g., access to roles, progression, development opportunities). Understanding this helps us remove barriers and improve fairness.

6. What Social Mobility questions are being asked?

Workday includes two voluntary Social Mobility questions:

- **What was the occupation of your main household earner when you were aged about 14?**
- **Which type of school did you attend for the most time between the ages of 11 and 16?**

If you don't wish to answer, you can select "Prefer not to say".

Why do you ask about my household earner's occupation at age 14?

This is a commonly used way of understanding socio-economic background in a consistent format. It helps us see broad patterns in opportunity and progression linked to different starting points. It is not about assessing individuals' personal circumstances; this is about workforce-level insight.

7. Why do you ask about the type of school I attended?

School type is another standard way of understanding socio-economic background and social mobility patterns. In aggregate, it can help highlight whether there are structural barriers affecting opportunity and progression. It is not used to judge individuals.

8. What Family Responsibilities question is being asked?

Workday includes the following question:

- **Parent/Carer Status?**

If you identify as a Parent or Carer please tell us so we know how many Working Parents/Carers we have here at Santander. This will help us shape future policy to benefit as many Parents or Carers as possible. Of course, if you do not wish to answer, you can select "Prefer not to say".

9. Why are you asking about Family Responsibilities?

We're asking because colleagues with caring responsibilities can face different practical barriers (e.g., flexibility needs, scheduling constraints, travel demands, access to certain opportunities). Understanding the overall picture helps us design better support, policies, and inclusive practices, at workforce level rather than individual level.

10. Will being a parent/carer affect how I'm treated at work?

No. This information is collected to understand support needs and inclusion patterns in aggregate, so we can improve policies, support and working practices. It is not used to make decisions about individuals, and it will not affect your job, prospects, or how you are treated. We do not use it to "profile" individuals.

Parent and carer circumstances can change, sometimes quickly. You can update your information in Workday at any time, and we will send occasional reminders during the year so colleagues can keep their details up to date if they wish.

11. What about disability?

Workday includes a disability question as part of equality monitoring. This helps us understand disability representation and improve inclusion, accessibility and support across Santander. Answering is voluntary, and "Prefer not to say" is always a valid option.

This is separate from the reasonable adjustments/support process. Colleagues can request support at any time through the ASKHR process, regardless of whether they complete the equality monitoring question in Workday.

We also recognise that disability and health circumstances can change over time. You can update your information in Workday whenever you need to, and we will send occasional reminders so colleagues can keep their details up to date if they wish.

12. Why are you asking about gender identity?

Gender identity can be particularly sensitive information. We are asking because it helps us understand inclusion and experience across the workforce (in aggregate) and focus efforts where colleagues may face barriers, without using the data to make decisions about individuals. As with other equality data, this is voluntary and protected.

13. You already have good ethnicity disclosure. Why ask again?

We recognise ethnicity disclosure is stronger than some other areas. We will still invite colleagues to help keep our workforce information accurate over time.

14. How will this information be used?

This data is captured solely to enable reporting and analytics and is covered within our Data Privacy Notice. It will be used to:

- understand workforce composition (in aggregate),
- identify themes or differences in representation, progression, and experience,
- target and evaluate inclusion actions (e.g., accessibility improvements, policy review, inclusive development pathways),
- measure change over time.

15. How will this information NOT be used?

It will not be used to:

- make decisions about individuals (e.g., selection, promotion, performance, pay decisions),
- “profile” individuals,
- publish reporting that could identify individuals or small groups.

16. Who can see my answers in Workday?

Sensitive personal information is viewable by **you** in Workday (Overview tab → Personal Information). Our Workday configuration **does not display Personal Information to managers**.

Access for other users is controlled through strong governance to ensure all data protection regulations are met.

17. Will my manager be able to see my equality information or whether I answered?

No. Our Workday configuration **does not display Personal Information to managers**. Managers will be asked to direct teams and support access to Workday, but they will not see colleagues’ sensitive personal information through the Personal Information view.

18. How is confidentiality protected in reporting and analytics?

Any reporting or analytics that includes sensitive data is **always anonymised and aggregated**. We look at **populations rather than individuals**, and **individual-level insights are not produced or shared**.

19. Could reports identify me, especially if my team is small?

We use anonymised, aggregated reporting and apply safeguards where needed (for example, minimum group sizes and suppression) to reduce the risk of identifying individuals, particularly in smaller populations.

20. Is this “special category” data?

Some equality information is considered sensitive personal data. That means it is handled with additional care, limited access, and clear governance. Our arrangements are covered within our Data Privacy Notice and are supported by appropriate information governance processes.

21. What if I don’t identify with the options provided?

If the options don't reflect how someone describes themselves, they can choose “Prefer not to say”. We will review categories and wording over time with stakeholders, including Unions and Networks, to improve clarity and inclusivity while maintaining consistency for reporting.

22. Can I change my answers later?

Yes. Colleagues can update their information at any time in Workday. That includes if circumstances change or if someone decides later that they do (or don't) want to disclose.

23. Will there be pressure to complete this?

No. We will only encourage participation by explaining why it matters and how it's protected, but it will not treat disclosure as mandatory. Managers will be asked to signpost and support access (e.g., time and how-to guidance), not to chase individuals for disclosure.

24. What happens next?

We will share what we learned in aggregate later in the year and how the information has been used to shape the future DEI Strategy.

25. How are our recognised Unions involved?

Our recognised Unions, Advance Union and the CWU are supportive of what we are aiming to achieve and the approach we are taking. We will continue to engage with them to understand any member feedback they tell us about so we can consider how we respond and improve.