



Corporate Responsibility Policy

At Reyker we believe in building a sustainable and ethical financial services business which intentionally wants to deliver a positive impact to our clients, employees, society and the environment. We are committed to operating our business in a responsible, fair and conscientious manner.

Our three core values:

Do the right thing

Reyker is a prudent and resilient business with a sustained 35-year trading record of never making an operating loss. This is testament to our prudent business risk management and mitigation approaches, and our code of business conduct reflects our values and commitment to high quality service delivery. We act with integrity in everything we do, comply with all applicable laws and regulations, treat our clients, employees, stakeholders and business associates in an ethical and fair manner and continuously work on the implementation and management of our non-financial key performance indicators (soft KPIs).

We are proud and grateful to our loyal clients and staff of our ability to build and retain trust through our long-lasting business practices. We are increasingly treating our employee's origin, education, gender and so on as entirely incidental – it may be core to who they are as people but what we care about is their potential business added value within our team. This is part of our fair to everyone value system.

High quality sustainable service

One of our key strengths is high quality and award winning client service. We consistently strive to deliver our service commitments in a prompt, accurate and reliable manner. We have a high client retention level due to our very loyal customer base and only a handful of complaints every year which is massively below industry norms. We acknowledge the effect which new financial services technologies (FinTech) have in business service delivery, employees and society at large. Our strategy on FinTech is to use it for our own and our client's sustainable business growth and we are continuously investing in innovation which will enable us to support our clients in achieving their commercial objectives while acting in a responsible and ethical fashion.

Creating a positive impact on business, society and the environment

At Reyker we are a very transparent and accountable business and always publish our accomplishments and shortcoming (soft KPIs) in our annual financial accounts. This approach has a very positive impact in our company culture, employee's professional development, society and the environment at large.

Please see below Reyker's contribution to help to achieve social and environmental impact in the UK.

1. London living wage employer

We aim to help to address poverty through our business operations, recruitment and community engagement programmes.

We maintain our voluntary accreditation for the London Living Wage, ensuring that all staff are paid above the National Minimum Wage. We offer an attractive workplace pension scheme and our remuneration and reward policy remains fair throughout the business. We employ interns sometimes, but we pay them a proper wage: we exploit no-one.

2. Philanthropy

We have supported a few charities over the years and generally our employees elect the causes which matters to them the most. In January 2019, we decided to focus our charitable effort to support the work of The Whitechapel Mission which work closely with the homeless in the City of London. In January 2019 a team of our staff spent a day working at the Mission cooking 270 breakfasts and serving over 500 teas and coffees to

homeless people. We will be doing more of this throughout the year and we hope to involve some of our clients too.

3. Good health and wellbeing of our employees

As a responsible employer we are committed to offering equal opportunities, a welcoming and supportive environment with a diverse culture, and a flexible approach to work life balance.

The business offer staff private healthcare and the opportunity for flexible working, recognising the importance of a healthy work-life balance as well as the flexibility for return to work parents. We provide spacious, open-plan working in line with our clean-desk policy, up to date facilities and cycle-to-work scheme.

We acknowledge the importance of mental health awareness within the work place. We provide an open and supportive environment to our employees where they can express and talk about their feelings in a confidential manner.

As part of our wellness at work initiative, we introduced a speed bicycle for high intensity exercise that can be used in our office communal space, encouraging employees to take regular comfort breaks and get a burst of exercise throughout the working day. The bike has proved to be popular so far with some team competition emanating from the scoreboards.

A calendar of regular staff events throughout the year including an annual Summer and Christmas party ensures that we maintain a healthy balance of hard work and team socialising.

4. Supporting employee's continuous professional development

We are supportive towards our passionate team and recognise that the value of our employees and the successes we bring are down to the efforts and dedication of the whole team. We provide the same opportunities to our employees whether they are graduates or not.

We continue to offer staff access to our in-house training programme which properly began in 2016. Alongside professional awarding body certificates and external training that Reyker encourages, our in-house training programme helps to consolidate some of the necessary knowledge in our regulated environment. Training is delivered from our experienced managers and directors within the business.

We have invested in our loyal staff group throughout this last year and have focused on developing a handful of new roles for the future. We have around 35 employees from across many countries worldwide and our newest sales team member is working in Scotland. We continue to support graduates and other newcomers from different industry backgrounds, always remaining open-minded to ambitious individuals who we can support to develop their expertise and knowledge.

5. Gender and other equality

People who have watched Reyker grow and diversify over the past few years will be aware that we make a real effort to balance men and women across the business. We presently have slightly more women employees, 54% in fact, but the important thing is that the equality is achieved at all levels and in all departments. So, for example three out of five management board members are female.

We monitor gender equality very closely and are very happy to report that we don't have a gender pay gap.

The same proportion of men and women get bonuses and our policy is that the bonus pool is gender equal. The remuneration committee is chaired by a female and the chairman's remuneration is set by the statutory board and this committee too. We think that women are great at risk management and we are in the risk business.

We obviously recruit to meet skill needs, but we do not discriminate between graduates and non-graduates.



We employ people from many countries and continents and have a diverse cultural mix.

6. Encourage UK economic growth and reduction of inequalities

Reyker is a fair and responsible employer and has fully implemented its gender, equality and inclusion programme and continuously contribute to the UK economic growth by employing a diverse range of individuals. We provide outstanding and reliable financial services to institutions and individual investors such as trading, safe custody and settlement services, paying corporate tax which generates value to society while creating and deploying new technologies to enable economic productivity.

We participate in a Bank of England panel on economic feedback from business.

We aim to help to enable social mobility and reduce inequalities in our sector by employing people from a varied talent pool irrespective of gender, education, race or social background.

7. Climate action

We are very conscious of our impact on the environment and the importance of adjusting business practices in order to reduce the impact of business activities on climate change.

We do all we can to keep that impact to a minimum, primarily by operating as efficiently as we can in all aspects of the business, integrating environmental measures throughout our functions.

We communicate electronically wherever possible, both internally and externally, and have dramatically reduced our paper consumption over the recent years. We issue paperless statements as standard for our clients and are always exploring other initiatives to reduce our consumption of both renewable and non-renewable resources.

We aim to achieve exclusive online valuation reporting to our clients and will report on these targets in the upcoming years. Our cycle to work scheme provides tax-free bikes for our employees to make it easier for our green ethos to extend beyond the workplace.

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