



QUILLIAM VEHICLE MAINTENANCE LTD

We commit to uphold the Armed Forces Covenant and support the Armed Forces Community. We recognise the contribution that Service personnel, both regular and reservist, veterans and military families make to our organisation, our community and to the country.

Signed on behalf of:

QUILLIAM VEHICLE MAINTENANCE LTD

Signed: *Paul Quilliam*

Name: Paul Quilliam

Position: Managing Director

Date: 27/07/25



The Armed Forces Covenant

An Enduring Covenant Between

The People of the United Kingdom
His Majesty's Government

- and -

All those who serve or have served in the Armed Forces of the Crown

And their Families

The first duty of Government is the defence of the realm. Our Armed Forces fulfil that responsibility on behalf of the Government, sacrificing some civilian freedoms, facing danger and, sometimes, suffering serious injury or death as a result of their duty. Families also play a vital role in supporting the operational effectiveness of our Armed Forces. In return, the whole nation has a moral obligation to the members of the Naval Service, the Army and the Royal Air Force, together with their families. They deserve our respect and support, and fair treatment.

Those who serve in the Armed Forces, whether Regular or Reserve, those who have served in the past, and their families, should face no disadvantage compared to other citizens in the provision of public and commercial services. Special consideration is appropriate in some cases, especially for those who have given most, such as the injured and the bereaved.

This obligation involves the whole of society: it includes voluntary and charitable bodies, private organisations, and the actions of individuals in supporting the Armed Forces. Recognising those who have performed military duty unites the country and demonstrates the value of their contribution. This has no greater expression than in upholding this Covenant.

Section 1: Principles of The Armed Forces Covenant

1.1 We, Quilliam Vehicle Maintenance Ltd, will endeavour to uphold the key principles of the Armed Forces Covenant:

- *Members of the Armed Forces Community should not face disadvantages arising from their service in the provision of public and commercial services.*
- *In some circumstances special provision may be justified, especially for those who have given the most, such as the injured or bereaved.*

Section 2: Demonstrating our Commitment

2.1 We recognise the contribution that Service personnel, reservists, veterans, the cadet movement and military families make to our organisation, our community and to the country. We will seek to uphold the principles of the Armed Forces Covenant by:

- *Promoting the fact that we are an armed forces-friendly organisation ran by ex-forces personnel.*
- *Offer and promote commercial discounts for members of the Armed Forces Community through our website, social media platforms and via the [Defence Discount Service](#).*
- *Providing free courtesy cars where required to keep members of the Armed Forces Community mobile whilst their vehicle is in our care.*
- *Offering a 0% interest split payment facility to spread the cost of vehicle maintenance.*
- *Ensuring the Armed Forces Community has priority access to our services and are not put at a disadvantage by their service.*
- *Providing free automotive support and advice to family members whilst personnel are deployed or posted.*
- *Providing out of hours services where possible to keep the Armed Forces Community mobile.*
- *Providing short-notice bookings for MOTs and other services where possible to maintain vehicle roadworthiness.*
- *Maintaining vehicle roadworthiness via a third party whilst personnel are deployed or posted.*
- *Providing free ongoing automotive support and advice even when members of the Armed Forces Community permanently move away from the area.*
- *Treating members of the Armed Forces Community with respect, as individuals and by being both compassionate and empathetic to personal circumstances.*
- *Providing an environment that is in keeping with military values.*

- *Continually identifying ways to improve our services to members of the Armed Forces Community.*
- *Proudly displaying the Armed Forces Covenant logo on our vehicles, uniform, website, social media platforms and in our communications and marketing.*

2.2 We will publicise these commitments through our literature, social media on our website, setting out how we will seek to honour them and inviting feedback from the Armed Forces Community and our customers on how we are doing.