# RIFT arrac OCTOBER 2018

#### RIFTrefunds.co.uk/ralo Call us on 01233 653004

The Institute of Customer Service The Army's National Charity



Defence Employer Recognition Scheme's

# warc

As proud supporters of the Armed Forces, **RIFT** was deeply honoured to be awarded the Defence **Employer Recognition Scheme's** Silver award at a ceremony held aboard HMS Victory.

Our MD, Bradley Post, accepted the award on behalf of the company, presented by Her Majesty's Lord-Lieutenant of Hampshire.

The presentation was followed by a Beating Retreat performance from Her Majesty's Royal Marines.

### Say hello to our Head of **Armed Forces Liaison**

**RIFT's Head Armed Forces Liaison** Officer, Shaun Micallef-Green, talks about why he joined the company and what keeps him here:

Service leavers have a great deal to offer, and RIFT really recognises that. My time in the Armed Forces taught me the value of determination, teamwork and commitment to a cause. What drew me to RIFT was the way that they placed those same qualities at the core of their work.

Speaking after the event, Bradley said:

"RIFT has always striven to honour the work and sacrifices of MOD personnel, and that goes far beyond simply claiming tax refunds for them.

From helping Service leavers transition into civilian work to our partnership with ABF The Soldiers' Charity, we fight for those who fight for us."



With so many of us coming from military backgrounds or having family members in the Service, we understand the Armed Forces community. What sets us apart is that we don't just talk about supporting them. We actively work to build meaningful ties, through both our services and participation in unit events.

### **RIFT supports the Armed Forces** Corporate Covenant ARMED FORCES COVENANT



In reaching Silver status in our Armed Forces Covenant pledge, we took a hard look at ourselves to see what changes we could make. Here are some of the results:

 Armed Forces Reservists now get additional paid holiday for training or mobilisation.

We've added extra leave for military spouses before and after their partners are deployed away.

 Regular internal briefings are raising awareness of Reservist activities and we're improving flexibility for Cadet Adult Volunteers.

 Our team of Veterans is strengthening our military relationships, and we've established a new Service leaver role providing financial briefings to unit personnel.

That's far from the end of the story, though. Even having reached AFC Silver status, we're still working hard to build our support for the British military community. We're adding more roles for Service leavers, encouraging even more Reservist and Cadet Forces engagement and hosting our own Military Engagement events.

We've got our sights firmly set on the AFC's Gold tier, and we're going all-out to achieve it.

## **RIFT**

RIFTrefunds.co.uk/ralo Call us on 01233 653004

# RIFT MILITARY ENGAGEMENT RAF Halton Leadership Event

Featuring training from the Airmen's Command Squadron, the Interactive Leadership event at RAF Halton is a priceless opportunity to experience some of the responsibilities, duties and expectations faced by noncommissioned officers. RIFT was delighted to accept the invitation to attend.

Head Armed Forces Liaison Officer, Shaun Micallef-Green, led the charge, flanked by Armed Forces support team leaders, Dan Nightingale and Tyler Eliot. Together, they took on a series of structured exercises designed to test and bolster leadership and communication skills. Here's what they had to say after the event: **Shaun:** "Having attended many leadership events as a former AGC(ETS) Officer, I thoroughly enjoyed the experience at RAF Halton. The tasks were extremely well run and the staff was excellent at drawing lessons out of the activities in the debriefs."

**Dan:** "I was amazed at how quickly the RAF enabled a group of total strangers from all sorts of different backgrounds to quickly bond, work together in teams and actually enjoy the experience."

**Tyler:** "The whole event was just great and the staff was so positive! I loved the activities and challenges they set, which were a real learning experience. I would definitely do it again and welcome any other opportunities to attend such events."



### **RIFT Tax Awareness** Briefing programme

With audiences from 10 to over 100, the RIFT Tax Awareness Briefing programme has proven to be extremely popular this summer.

We've also had an increasing number of requests from many units for repeat briefings from our Armed Forces Liaison team.

The main issue at stake, as always, is awareness about tax refunds among unit personnel. MOD tax refunds can be among the most complex claims to make – particularly when overseas postings are involved. Good information, professional guidance and practical help are the keys to getting them done right.

#### To request a Tax Awareness Briefing at your unit, contact RIFT as follows:

- Shaun Micallef-Green: 07494 175597
- Martin Russell:
  07508 898142

## Summer Engagement

#### Organised events like Open Days are a big part of how RIFT builds its relationships with the UK's Armed Forces.

They're a chance to reach out to the military community, share ideas and show what we're all about.

Our teams took part in a number of these events over the summer, making the most of the opportunity to talk directly to serving MOD personnel and their families. There are still so many people in the military community who aren't getting the tax refunds their sacrifices and efforts entitle them to and we're more determined than ever to put that right.

