

## Our approach to sustainability

# Sustainability Framework



In 2016, we created our Sustainability Framework to help guide the key areas of our business activities with the potential to impact the economy, the environment and society. In 2019, we developed the sustainability scorecard that sits within the Sustainability Framework. This scorecard measures progress on commitments and initiatives in a consistent way. The framework commitments we make seek to build resilience in our business and, by extension, in our customers, by addressing the challenges of a changing world.

**i** Please refer to the [data book](#) for how we performed in 2022.

Each year, we test our scorecard commitments through a materiality assessment. We do this with a view to aligning our priorities with stakeholder expectations and the industry landscape, to help us identify emerging issues for future consideration. As a result, our sustainability scorecard is regularly reviewed and updated, and we report publicly on our progress in our annual Sustainability Report.

In 2022, we refreshed our sustainability strategy to focus on three key areas, these are outlined on [page 8](#) of this Report. Our 2023-25 scorecard is aligned to these new focus areas. These are described, along with our ambition, in the Annual Report. We are also a supporter of the Sustainable Development Goals (SDGs).



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