

OUR 2018 HELPING BRITAIN PROSPER PLAN

We have evolved our Plan to keep pace with a fast-changing Britain and with our strategic priorities.

Our Plan includes targets to support Britain's people, businesses, environment and communities. We have prioritised six areas to focus on, which are highlighted.

We have added a new target to help provide power for 5 million homes by 2020, through our support for renewable energy projects in the UK and created two targets to increase the percentage of roles held by Black, Asian and Minority Ethnic (BAME) colleagues. We have also removed two achieved targets: one to support projects worth £30 billion in the Government's National Infrastructure Plan; the other to increase engagement levels of BAME, Lesbian, Gay and Bisexual colleagues, and colleagues with disabilities.

HELPING PEOPLE

| Helping Britain get a home | 2018 | 2020 |
|--|-------|----------|
| Amount of lending committed to help people buy their first home | £10bn | £30bn* |
| Number of homes our Housing Growth Partnership ¹ has committed to build | 500 | 1,500* |
| New funding support provided for the social housing sector | £750m | £2.25bn* |

| Helping save for the future | 2018 | 2020 |
|---|------|--------|
| Growth in assets that we hold on behalf of customers in retirement and investment products ² | £8bn | £50bn* |

| Building employability and digital skills | 2018 | 2020 |
|---|---------|--------|
| Number of individuals, SMEs and charities trained in digital skills, including internet banking | 700,000 | 1.8m* |
| Number of undergraduates from lower income ³ households supported through our Lloyds Scholars Programme | 135 | 405* |
| Number of internal apprenticeship positions created within the Group that result in permanent employment | 1,000 | 2,500* |
| Number of Social Entrepreneurs supported through the Lloyds Bank and Bank of Scotland Social Entrepreneurs Programmes | 235 | 700* |

* These 2020 targets are cumulative from 2018-2020 and are in line with the next phase of the Group's strategic plan

1 The Housing Growth Partnership is a socio economic equity investment fund launched by Lloyds Banking Group and the Homes and Communities Agency

2 Growth in assets under administration in our front books

3 With household income less than £25,000 and who meet Programme eligibility criteria

4 Discounted lending provided through the Lloyds Bank Green Loan Initiative

5 2018 is the final year of the current Credit Union Development Fund

6 The Matched Giving scheme allows LBG colleagues to claim up to £1,000 per calendar year for registered charities that meet the eligibility criteria

HELPING BUSINESSES

| Supporting businesses to start up and grow | 2018 | 2020 |
|--|---------|---------|
| Increased amount of net lending to start-up, SME and Mid Market businesses | £2bn | £6bn* |
| Investment in the UK manufacturing sector through our financial support | £1bn | £3bn* |
| Number of manufacturing apprentices, graduates and engineers trained as a result of our £1m annual investment in the Lloyds Bank Advanced Manufacturing Centre | 250 | 500* |
| Number of clients helped to export for the first time | 5,000 | 15,000* |
| Number of businesses we will help to start up | 100,000 | 1 in 5 |

HELPING THE ENVIRONMENT

| Supporting the transition to a low carbon economy | 2018 | 2020 |
|---|----------|-----------|
| Amount of commercial real estate space we will fund to become more energy efficient with green loans ⁴ | 1m sq ft | 5m sq ft* |
| Average number of homes that could be powered as a result of our support of UK renewable energy projects | 1.5m | 5m* |

HELPING COMMUNITIES

| Tackling social disadvantage across Britain | 2018 | 2020 |
|---|------------------|----------|
| Number of charities we will support as a result of our £100m commitment to the Group's independent charitable Foundations | 2,500 | 7,500* |
| Share of social bank accounts we support | 1 in 4 | 1 in 4 |
| Additional sustainable lending that Credit Unions make to their customers across the UK, through our annual £1m commitment to their capital funding | £5m ⁵ | — |
| Number of colleague volunteering hours used to support community projects (with a minimum of 30% used to support skills-based activity such as mentoring) | 240,000 | 720,000* |
| Amount raised by colleagues and communities for our charitable fundraising partners (including Matched Giving ⁶ from the Group's independent charitable Foundations) | £2m | £6m* |

| Championing Britain's diversity | 2018 | 2020 |
|--|------|------|
| Percentage of senior roles held by women | 36% | 40% |
| Percentage of roles held by Black, Asian and Minority Ethnic colleagues: | | |
| All roles | 8.9% | 10% |
| Senior roles | 6.4% | 8% |