

2026 Annual General Meeting

Amanda Mackenzie, Responsible Business Committee Chair, Lloyds
Banking Group

Thursday 14th May 2026

Thank you, Charlie.

Good morning, everyone.

As we've been reminded today, our roots here in Scotland run deep, and they form part of a wider heritage that spans centuries of support across the UK.

In times of great uncertainty, we remain steadfast in our commitment to helping Britain prosper, because that is how we build a resilient and profitable business, that delivers real impact across the country, for generations to come.

This constancy is one of our great strengths: We are there to support people and businesses, while evolving with the world around us.

I'm immensely proud of what the Group has achieved over the past year, and I'm pleased to bring this to life for you this morning.

Let me start with our support for housing.

As the UK's largest mortgage provider, and a longstanding champion of UK housebuilding, our success is intertwined with the sector.

We know that safe, quality and affordable homes sit at the heart of economic prosperity, and strong communities.

As Charlie notes, we have continued to invest in UK social housing, as the largest lender to the sector, delivering over £3 billion of new finance in 2025.

On this stage last year, I shared Lloyds' commitment to supporting small and medium-sized housing providers, and charities with £50 million of new lending.

One example, is a loan of £10 million to Bournemouth Churches Housing Association, to enable the delivery of up to 300 new, affordable homes by 2029.

At a time when Bournemouth, Christchurch and Poole face some of the highest rates of homelessness in the country, this investment can improve access to finance, and increase housing provision for those most in need.

Last month, we were thrilled to announce the extension of our charity partnership with Crisis.

Since 2023, our colleagues have raised over £5 million for Crisis, going above and beyond with their fundraising - and in some cases – as far as trekking in the Sahara.

And of course, core funding is vital, but our partnership is seeing the launch of innovative new solutions, to help end homelessness and rebuild lives.

For instance, we funded the setup of Good Place Lettings, a new socially responsible lettings agency, and property management company launched by Crisis - and Homes for Good here in Scotland.

The agency has seen 40 households settle into safe, stable homes.

In April, we unlocked £6.9 million of unclaimed funds for Crisis, to kickstart buying their own homes in London and Newcastle.

Turning to financial empowerment, as the UK's biggest digital bank, we know that when people feel empowered, they do more than manage their finances – they invest in their futures. And this matters to the UK economy.

We have heard from Charlie and Robin this morning, how digital innovation and seamless in-app experiences, are giving customers more agency over their finances.

This week, we published research showing that accelerating the digital transformation of financial services, could add up to £100 billion to the UK economy over the next ten years.

That's around £3,500 more per household, through better money management and helping people invest for their futures.

But to realise this opportunity, people need to have the tools and confidence to thrive in a digital-first economy.

We have helped over one million people, build their digital skills taking greater control of their finances, through our Lloyds Bank Academy, Digital Helpline and financial education programmes.

A real grass roots example, in the last year, we have trained 650 residents of three housing associations across the Midlands and the South, giving them the essentials to get online.

These residents can now stay connected, manage their money and apply for jobs, which they simply couldn't do before.

Lloyds has a long history in investing in communities. As one of the UK's leading providers of finance, for major infrastructure projects, we have continued to drive long-term, place-based investment this year.

In the Northwest, we're supporting the Haweswater Aqueduct Resilience Programme - a landmark project, to modernise the region's water supply.

When finished, six new tunnels will deliver 570 million litres of water every day - that's clean drinking water for around one in 20 UK households. That's just one project we are supporting.

We have committed £100 million through Lloyds Bank and Scottish Widows, as part of a wider £3 billion investment.

The project will create up to 1,200 jobs, for local people across Cumbria, Lancashire and Greater Manchester.

Beyond major infrastructure projects, our £1 billion Regional Impact Fund, is backing the people and businesses powering local growth across the UK. Quietly getting on with energising local economies.

As the first mainstream lender to back UK Community Development Finance Institutions, we know how they can boost local economies.

Blackpool is a brilliant example of that ambition in action. In October, we announced our support for Business Funding Blackpool, helping the Fylde Coast to become a vibrant place to live, work and grow a thriving business.

Alongside this work, the Group's four charitable Foundations have continued to support grassroots charities all over the UK.

Since 1985, we have donated over £800 million, including more than £35 million last year.

An example right on our doorstep, was a £90,000 grant to Young Carers Edinburgh.

With this Bank of Scotland Foundation funding, the charity can now provide more services to children, caring for their families, helping them attend school more regularly, so that every child can be a child first.

All these examples show how our commercial strength and presence in communities, are driving prosperity across the UK.

Moving to transition, that prosperity is inseparable from resilience, and recent global events demonstrate the need for a strong, diverse energy system for the UK.

We lead in financing UK renewables, and in March we completed a £62 million loan to the Benbrack Onshore Windfarm, in Dumfries.

Once operational, Benbrack is expected to generate enough electricity to power the equivalent of 60,000 Scottish homes, bolstering domestic energy security.

A clear example of how investing in transition, supports commercial growth while strengthening our national resilience to global shocks.

We've continued to make strong progress this year, from supporting British farmers, to funding clean infrastructure - progress reflected in our Triple AAA MSCI rating, placing us in the top 11% of banks worldwide.

To inclusion. We are proud of our continued progress towards our 2030 inclusion ambitions, so our colleagues reflect the customers, and communities we serve - and we provide opportunities for people regardless of their backgrounds.

In 2025, our youth outreach programmes supported over 100,000 young people across schools, colleges and universities, building essential skills and strengthening the Group's future talent pipeline.

As I close on behalf of the Responsible Business Committee, I would like to thank Robin, Charlie, and all our Group colleagues for their unswerving and wholehearted ambition, and dedication this year.

They are guided by a clear, strong purpose that together we can help shape an economy, where customers and communities thrive.

We continue 2026 with commitment and confidence and constancy, helping Britain prosper.

Thank you very much.