

Lloyds Banking Group sets ambitious goal to double the representation of colleagues with disabilities in senior management roles

- Public commitment to double the representation of colleagues with disabilities in senior management roles by 2025
- New goal supports the Group's ambition to create a sustainable and inclusive society

Lloyds Banking Group has today announced it will set a public goal to increase the representation of senior colleagues with disabilities in the workplace, the first public commitment of its kind to be launched by a UK bank.

Currently 6% of the Group's colleagues at senior management level have reported that they have a disability. The new goal aims to double representation to 12% by 2025.**

To achieve this goal, the Group will act to improve the working environment and experience for colleagues with disabilities.

This will include a commitment to making recruitment processes more accessible and inclusive, including graduate and apprenticeship schemes, supporting colleagues with disabilities with bespoke development programmes, improving the accessibility of office spaces and technology, and upskilling colleagues across the Group.

The ambitious goal follows the latest data revealing around half of the people with disabilities in the UK do not have a paid job, a rate that's more than double the rest of the working age population.***

Charlie Nunn, Lloyds Banking Group Chief Executive, said: "Today's announcement to double the representation of colleagues with disabilities in senior management roles demonstrates our commitment to become more inclusive, and we will continue to challenge ourselves to be a more accessible, supportive and inclusive place to work."

This announcement follows other public commitments made by the Group to improve inclusion in the workplace. In 2014, Lloyds Banking Group was the first FTSE100 company to set a public goal to increase the representation of women in senior roles. In 2018, the Group was also the first to set a public goal for Black, Asian and Minority Ethnic colleagues in senior roles.

Lloyds Banking Group is a Valuable 500 Company, a group of the world's most influential global businesses for disability inclusion. The Group has also recently been re-awarded Gold Standard on the Business Disability Forum's DisabilitySmart Audit and holds Disability Leader status through the Government's Disability Confident Employer Scheme.

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Press Release



Notes to Editors

* Definition of disability:

We refer to the Equality Act 2010 definition of Disability, "A physical or mental impairment that has a 'substantial' and 'long term' negative effect on your ability to do normal daily activities."

** This is based on internal diversity data.

*** Latest ONS data

www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/datasets/labourmarketstatusofdisabledpeoplea08

Lloyds Banking Group support for customers with disabilities:

- The Group was the first to offer a British Sign Language Video Relay service and Signly which are services to support Deaf customers who use British Sign language.
- It works closely with the Digital Accessibility Centre (DAC) to assess website and app accessibility for all customers.
- Launched digital enhancements including Voice ID, View Card and PIN and Freeze your debit or credit card via the mobile app and appointments via video, which provide a greater level of access for customers with certain disabilities.
- The first financial services organisation to be awarded the Money and Mental Health Essential Level accreditation.
- Offer specific services for customers with disabilities such as Talking ATMs and accessible formats.

Changing Places facilities:

- In 2022 the Group was the first bank to open a Changing Places facility, made available to both colleagues and the general public.
- The washroom provides a hygienic and comfortable facility for people with disabilities and their carers. Larger than a standard accessible facility, it offers space to manoeuvre a wheelchair, a height-adjustable changing bench and wash basin, ceiling track with hoist, as well as a privacy screen and shower facilities.
- This facility, in London, has since been followed by a second in Bristol, with more in plan over the coming years.

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