



# SUPPORTING BRITISH BUSINESSES



February 2021

## SUPPORTING BUSINESSES IMPACTED BY CORONAVIRUS



In January 2020 we reiterated our pledge to support British business by once again committing to lend up to £1.8bn in 2020.

As the impact of coronavirus emerged, we committed to support businesses with our own £2bn Covid fund, which saw us grant more than **56,000 repayment holidays and overdraft extensions to businesses.**

We were also an active supporter of the government schemes to help businesses through any interruptions they faced, providing additional finance facilities to those businesses who needed them. This included providing support to 311,000 businesses effected by coronavirus interruption, **lending them over £12bn to date** through the Coronavirus Business Interruption Loan Scheme and Bounce Back Loan Scheme.

As a result we finished the **year lending £31bn in total to businesses in 2020.**

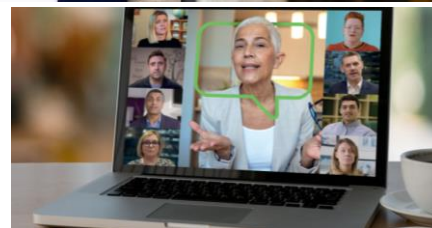
We were swift to respond to changes and created the Bounce Back Loan Top Up product in just seven working days.

To ensure our clients were kept informed, we launched a Covid-19 support site for our clients on Lloyds Bank.com and proactively **contacted 60,000 businesses to ensure they understood their options** to borrow more, delay or begin debt repayment, as they managed the impact of both coronavirus and Brexit.

An interactive PDF was produced, providing guidance to businesses on preparing for a short-term cash flow forecast, how to collaborate with other businesses and how to come up with a new revenue stream.

Further guidance was provided through Lloyds Bank online webinars covering topics such as: leading & collaborating using digital tools, surviving & thriving in online world, corporate risk management in uncertain times, optimising working capital in a time of coronavirus and financing your business in uncertain times.

We also invested over £5m into supporting over 230 businesses and 450 apprentices to develop STEM skills that will support the UK's recovery.



## THE BIG CONVERSATION

At the end of 2020, we launched *The Big Conversation: Helping Britain Recover*, a programme of 22 virtual events which brought together more than 900 businesses, community members, policy makers and subject-matter experts across the UK's nations and regions to explore how we can help Britain recover.

We published the findings from these discussions in a report, championing the views of our stakeholders in building a more resilient and sustainable economy.

## IN NUMBERS

# £31bn

TOTAL LENDING TO BUSINESSES IN 2020

# 311,000

BUSINESSES SUPPORTED VIA GOVERNMENT LENDING SCHEMES

# £12bn

OF CBILS AND BBLs PROVIDED TO HELP OUR CLIENTS THROUGH THE IMPACT OF CORONAVIRUS

# £500m

PROVIDED TO HIGHER EDUCATION INSTITUTIONS TO SUPPORT THEM THROUGH THE IMPACTS OF CORONAVIRUS

# £400m

NEW BORROWING PROVIDED TO OUR HEALTH CARE CLIENTS WHO WERE FACING DIRECTLY INTO THE PANDEMIC



## SUPPORTING HEALTH CARE



In a challenging year when a large number of our Health Care clients were facing directly into the pandemic we supported them by providing **£400m** of new borrowing.

These funds were utilised in a variety of ways:

- CBILS lending to support private dentists, day nurseries and care homes.
- Finance to support dentistry and pharmacy clients purchasing new practices and outlets.
- Supporting GPs to buy in to new practices and develop their surgeries.
- Through our Health Care Index we provided insight to the key sectors of GPs, dentistry and pharmacy.



## SUPPORTING AGRICULTURE



We provided **£939m** of lending to agricultural businesses across Britain in 2020.

## SUPPORTING SUSTAINABLE BUSINESSES



In 2020, we provided over **£2.3bn** of green finance in Commercial Banking, through our Clean Growth Finance Initiative, Commercial Real Estate Green Lending Initiative, Renewable Energy Financing and Green Bond facilitation. This increased our total green finance to over **£7.3bn** since 2016.

In addition, we have supported clients with over **£1.8bn** of Sustainability Linked Loans since 2017.

Since the launch of our ambition in 2016, we have maintained our role as a leader for our UK corporate clients in the green/sustainable bond market between 2016 and 2020, raising close to **£29bn**.

In the real estate and housing sector, we have funded **19.1 million sq. ft.** of commercial real estate to become more energy efficient, reducing greenhouse gas emissions in core business processes, properties and infrastructure since 2018.

Over that same time period, we have committed to supporting renewable energy transactions that will power the equivalent of **10.1 million homes**.

To support our business customers on their sustainability journey, over **800 Lloyds Bank colleagues** have undertaken training on climate change and sustainability-related risks and opportunities in collaboration with the Cambridge Institute for Sustainability Leadership.



## SUPPORTING TRADE

We shone a light on the value international trade provides and released 'A New World for Global British Business' report which investigated trade diversion by Lloyds Bank and Aston Business school

The report showed businesses are actively looking at new export markets, with:

- 18% of exporters having already changed trading partners to divert business outside the EU.
- £50bn of exports have been diverted to non-EU countries since the Brexit referendum.
- One third of exporters still plan to trade with new markets.

## SUPPORTING MANUFACTURING



In 2020 we delivered **£1.1bn** in new lending to support manufacturing beating our **£1bn** a year lending commitment. Over the last seven years, we have provided **£8.4bn** of new lending into the sector to support investment, growth & recovery through the pandemic.

We have continued our **£1m** a year sponsorship of the **Lloyds Bank Advanced Manufacturing Training Centre** in the Midlands to support skills development in the sector, supporting the biggest issue manufacturers tell us they face into, skills shortage.

Through our sponsorship of Lloyds Bank Advanced Manufacturing Training Centre we have now supported the training & upskilling of over **1,700 apprentices, graduates & engineers** with almost **300** in 2020 alone.



## SUPPORTING HOUSING



Through our support **1,900 new homes** were built through The Housing Growth Partnership by SMEs

We have worked with over 200 housing associations across all nations and regions of the UK, and in 2020 we have provided more than **£2.5bn** of new funding for the social housing sector and close to **£9bn** since 2018.



## SUPPORTING BLACK-LED BUSINESSES

Alongside our own Race Action Plan, in December 2020, we broadened our commitment to include actively supporting Black communities through our partnerships with Foundervine and the Black Business Network.

We launched our **Black Business Advisory Committee**, led by Claudine Reid MBE, to inform our approach to supporting Black entrepreneurs and Black-led businesses.



## SUPPORTING EDUCATION



We provided over **£500m** of lending to Higher Education institutions, helping the majority through the impacts of coronavirus in 2020.