

# Responsible, Sustainable, Inclusive

With Lloyds Banking Group's unique position at the heart of the economy, we embrace our responsibility to help address some of the economic, social and environmental challenges the UK faces. We have been Helping Britain Prosper for the past 250 years, by delivering for our customers and operating as a responsible, sustainable and inclusive business.

Go online to find out more  
[www.lloydsbankinggroup.com/prosperplan](http://www.lloydsbankinggroup.com/prosperplan)

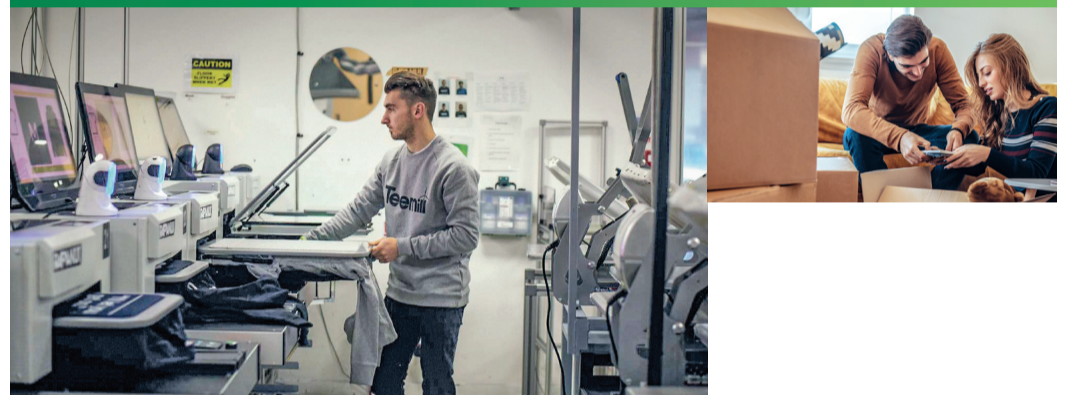
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This Helping Britain Prosper Plan Update (the 'Update') contains certain forward-looking statements with respect to the business, strategy, plans and/or results of Lloyds Banking Group (the 'Group') and its current goals and expectations relating to its future financial condition and performance. Forward-looking statements by their nature involve risk and uncertainty because they relate to events and depend upon circumstances that will or may occur in the future. The Group's actual business, strategy, plans and/or results may differ materially from those expressed or implied in this Update as the result of a variety of economic, commercial, legal and regulatory risks, uncertainties and other factors, including but without limitation, those set out in the Group's 2019 Annual Report and Accounts. Except as required by any applicable law or regulation, the forward-looking statements contained in this Update are made as at the date of this Update and the Group expressly disclaims any obligation to update or revise any forward-looking statements.



## HELPING BRITAIN PROSPER PLAN

2019/20  
UK  
UPDATE



# OUR HELPING BRITAIN PROSPER PLAN

Addressing some of the social, economic and environmental challenges facing the UK is the foundation of our Helping Britain Prosper Plan. The Plan takes us beyond business as usual, uniting the Group behind an inspiring set of objectives.

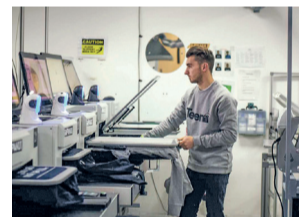
Launched in 2014 and reviewed annually, the Plan focuses on the areas where we believe we can make the biggest difference. In 2018, as part of its inclusion in the Group Balanced Scorecard, we set specific targets across seven key themes aligned to our three year strategy, including environmental sustainability.

We support the UN Sustainable Development Goals and are founding signatories of the UN Environment Programme Finance Initiative Principles for Responsible Banking.

Area of focus	2019 achieved	2020 targets
<b>Helping the transition to a sustainable low carbon economy</b> Average number of homes that could be powered as a result of our support of UK renewable energy projects	5.1m*	5m*
<b>Helping Britain get a home</b> Amount of lending committed to help people buy their first home	£13.8bn	£30bn*
<b>Helping people save for the future</b> Growth in assets that we hold on behalf of customers in retirement and investment products	£37.1bn*	£50bn*
<b>Supporting businesses to start up &amp; grow</b> Increased amount of net lending to start up, SME and Mid Market businesses	£3.4bn*	£6bn*
<b>Tackling social disadvantage across Britain</b> Number of charities we support as a result of our £100m commitment to the Group's independent charitable Foundations	2,929	2,500
<b>Building capability &amp; digital skills</b> Number of individuals, SMEs and charities trained in digital skills, including internet banking	738,504	1.8m*
<b>Championing Britain's diversity</b> Percentage of senior roles to be held by women	36.8%	40%
Percentage of roles held by Black, Asian and Minority Ethnic colleagues	10.2%	10%
Percentage of senior roles held by Black, Asian and Minority Ethnic colleagues	6.7%	8%

\*cumulative 2018 to 2020

Our full Helping Britain Prosper Plan has 22 stretching targets which you can find at [www.lloydsbankinggroup.com/our-group/responsible-business/](http://www.lloydsbankinggroup.com/our-group/responsible-business/)



### Helping the transition to a sustainable low carbon economy

The successful transition to a more sustainable, low carbon economy is of strategic importance to us. Our Sustainability Strategy is to be a leader in supporting the UK to transition successfully, and we've set a new ambitious goal to work with our customers and Government to help reduce the emissions we finance by more than 50 per cent by 2030, in line with the UK's ambition to be net zero by 2050.



### Helping Britain get a home

As the biggest lender to the housing sector, we are committed to affordable home ownership across the UK. In 2019 we've worked with over 200 housing associations, The Housing Growth Partnership, and lent £13.8 billion to first-time buyers, making ownership a reality for millions of people.

### Helping people save for the future

We want to make saving easy for everyone by improving choice, flexibility and control, helping to build financial resilience, which can play a meaningful role in tackling disadvantage. Since 2018 we have grown the assets we hold on behalf of investment and retirement customers to £37.1 billion, further supported by the launch of Schroders Personal Wealth, to tackle the growing need for guidance.



### Supporting businesses to start up and grow

Since 2018 we have helped more than 233,000 businesses start up, and increased net lending to start up, SME and Mid Market businesses to £3.4bn. We have also helped 17.4 million square feet of commercial real estate become more energy efficient, and re-affirmed our commitment to the UK's manufacturing sector by providing £6.4bn of dedicated investment over the last two years.



### Tackling social disadvantage across Britain

As one of the UK's largest corporate donors, we reach millions of people to help tackle social disadvantage across the UK. Our total community investment in 2019 was £50.8 million and our independent charitable Foundations supported 2,929 charities, tackling issues such as domestic abuse, mental health and modern slavery.

### Building capability and digital skills

In 2019 we provided digital skills training to over 738,000 individuals and organisations, with over 20,000 colleagues becoming 'Digital Champions' supporting local communities. Working with a range of partner organisations, including our charitable Foundations, academia, industry and Government.

### Championing Britain's diversity

We champion inclusivity to reflect the diverse communities we serve. We were the first FTSE 100 company to set targets to increase both gender and ethnic diversity at senior levels and we continue to invest in being a leading inclusive employer, where the unique differences colleagues bring to work every day are valued.

# HOW WE'RE HELPING BRITAIN

Across the UK the Helping Britain Prosper Plan is making a positive difference for people of all ages, businesses of all types and sizes, and the communities they share. Behind each headline there are thousands of individual stories about how we're helping. And we're not doing it alone. We're working together with our four charitable Foundations, community groups and other businesses.

## 1 Helping young people's mental health to Bloom across the UK

Mental Health UK, supported by Lloyds Banking Group, launched its new young people's programme, Bloom. Aiming to reach half a million individuals, this will be the largest UK wide program supporting young people's mental health resilience. Delivered in schools and colleges, it aims to equip young people with the tools and knowledge to maintain their mental health through life's transitions, now and in the future.



If there had been better education and understanding at my school, I would have felt more able to talk about my battles. For me, education and understanding is key to helping those who are struggling.

Peter, 15

## 2 Driving capability and supporting new skills in Manchester

Ryan Nixon was an 18 year old jobseeker when he came to the Lloyds Bank Academy team at the Greater Manchester central library. After attending sessions in CV writing and communicating online, Ryan found he had a hidden talent for public speaking. Following networking at the Academy launch event in Manchester, he was offered interviews and work experience with prospective employers, and is now in an apprenticeship at a marketing company in Wythenshawe.



The Academy showed me the personal and professional uses of digital that I hadn't considered before. It's helped me get the apprenticeship I wanted.

Ryan Nixon

## 3 Supporting social housing development in the South West

LiveWest own and manage over 36,000 homes from Cornwall to Gloucestershire, and plan to provide 7,000 new homes over the next 5 years and invest £2bn in the regional economy over the next 10 years. In September they issued a £250 million bond. Lloyds Bank were delighted to support this finance package to deliver much needed new and affordable homes.

LiveWest offer affordable rent and shared ownership, building new homes, and using the profits to build more affordable homes. With sites across the South West and employing over 1,400 people, they have a strong positive social impact. Their investment plans will sustain around 7,000 jobs in the building supply chain, protecting livelihoods and offering fresh opportunities.

## 4 Sustainable UK fashion manufacturing in the South

Teemill Tech, a sustainable t-shirt manufacturer bought a 15,000 square feet site to expand its operations with support from Lloyds Bank's Clean Growth Finance Initiative. Their renewable energy powered factory on the Isle of Wight uses robotics and artificial intelligence to modernise the manufacturing process, creating efficiencies that make sustainability affordable.

The expansion will increase capacity tenfold, enabling them to make an item every second, and create 100 new jobs over the next three years.



Teemill is an ambitious firm, which operates with sustainability at its core.

Ben Mackett  
Relationship Manager, Lloyds Bank

## 8 Supporting a greenfield offshore wind farm in Scotland

Lloyds Banking Group provided funding and risk management services to the £2.3bn Neart na Gaoithe (Strength of the wind) offshore wind farm by a consortium of EDF Energy Renewables and ESB Group. Located 15 km off the coast of Fife, it has the potential to power c. 375,000 Scottish homes and offsetting 400,000 tonnes of CO<sub>2</sub> emissions annually.

## 7 Making talking about saving easier

The Lloyds Bank 'How Britain Lives' study conducted with YouGov, found that over 33 per cent of UK adults say they do not regularly save, and 7 per cent have no savings at all to fall back on. Starting to save for the future can sometimes feel daunting, so to support more people to save we've recently created the Lloyds Bank M-word online hub to help people feel more confident in opening up about money worries.



If you're struggling to save, it's important to talk and open up about any money worries with family and friends as this can help with easing financial strains or fears.

Jo Harris  
Managing Director, Lloyds Bank

## 6 Award winning female engineering apprentices in the Midlands

A second year apprentice with the Lloyds Bank Advanced Manufacturing Training Centre (AMTC) in Coventry has been named one of the top 50 women in engineering in the UK.

Melissa Chigubu, who came to the UK in 2012, has been given the accolade by the Women's Engineering Society at a ceremony at the Royal Academy of Engineering. Melissa was the first female to complete the Foundation Gateway in the AMTC new Apprenticeship Engineering Standard programme.

## 5 Helping to drive down domestic abuse through our Foundations in the South East

The Lloyds Bank Foundation for England and Wales co-funded a pilot programme Drive, developed by Respect, SafeLives and Social Finance. Drive is a pioneering approach to ending domestic abuse through intensive intervention to challenge and change behaviour with perpetrators.

Across Essex, South Wales and West Sussex, the three year pilot saw a reduction in risk to victims in 82 per cent of cases as a result of this intervention as recorded by Independent Domestic Violence Advisers (IDVAs) who are trained to work with victims and survivors and assess the level of domestic abuse risk they face.

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