































































# Helping Britain Prosper Plan 2014-2019 performance

## Targets achieved %

2019		91 (20/22)
2018		91 (20/22)
2017		95 (21/22)
2016		83 (20/24)
2015		96 (27/28)
2014		80 (20/25)

	2019 Target	2019 Performance	2018 Target	2018 Performance	2017 Target	2017 Performance	2016 Target	2016 Performance	2015 Target	2015 Performance	2014 Target	2014 Performance
Number of first-time buyers supported through delivering the most comprehensive mortgage proposition in the UK mortgage market	X	X	X	X	X	X	1 in 4		1 in 4		>80,000	
Share of new-build mortgages provided	X	X	X	X	X	X	1 in 4		1 in 4		1 in 4	
Amount of lending committed to help people buy their first home	£10bn		£10bn		£10bn		X	X	X	X	X	X
Amount invested in smaller house builders' projects via our Housing Growth Fund to support the house building sector	X	X	X	X	X	X	£30m		£6m		X	X
Number of homes our Housing Growth Partnership has committed to build with SME builders	1,000 (cumulative)		500		1,500 (cumulative)		X	X	X	X	X	X
New funding support provided for the social housing sector	£4.75bn (cumulative)		£750m		£500m		£500m		X	X	X	X
Number of customers we help to plan for later life through company pension schemes	X	X	X	X	X	X	X	X	100,000		£1.1m (cumulative)	
Number of customers we help post-retirement by providing income via annuities	X	X	X	X	X	X	X	X	X	X	526,000	
The number of customers better informed and making plans for later life as a result of our guidance and support	X	X	X	X	82,000		250,000		X	X	N/A	N/A
Growth in assets that we hold on behalf of customers in retirement and investment products	£32bn (cumulative)		£8bn		X	X	X	X	X	X	X	X
Amount of additional funding provided to support Credit Unions per year	X	X	X	X	X	X	X	X	£1m		£1m	
Annual commitment to Credit Unions for them to provide additional sustainable lending for their customers across the UK	£1m		£5m		£5m		£5m		X	X	X	X
Share of social bank accounts we support	1 in 4		1 in 4		1 in 4		1 in 4		1 in 4		1 in 4	
Number of colleagues helping people and organisations use the internet to improve digital skills and financial capability	X	X	X	X	X	X	4,000		7,000		N/A	N/A
Number of individuals, SMEs and charities trained in digital skills, including internet banking	600,000		700,000		700,000		X	X	X	X	X	X
Number of Social Entrepreneurs supported through the Lloyds Bank and Bank of Scotland Social Entrepreneurs Programmes	235		235		250		270		270		>750 (cumulative)	
Number of internal apprenticeship positions created within the Group that result in permanent employment	750		1,000		1,000		1,000		1,000		2,450 (cumulative)	
Number of undergraduates from lower income households supported through our Lloyds Scholars Programme	135		135		135		120		X	X	360	
Number of community support workers accredited to deliver financial education	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	900		650	

### Key:

ACHIEVED  PARTIALLY ACHIEVED  NOT ACHIEVED  TARGETS NOT INCLUDED WITHIN ANNUAL PLAN X

# Helping Britain Prosper Plan 2014-2019 performance

## continued

	2019 Target	2019 Performance	2018 Target	2018 Performance	2017 Target	2017 Performance	2016 Target	2016 Performance	2015 Target	2015 Performance	2014 Target	2014 Performance
Number of businesses we will help to start up	200,000 (cumulative)	●	100,000	●	100,000	●	100,000	●	1 in 5	●	>100,000	●
Increased amount of net lending to start up, SME and Mid Market businesses	£5bn (cumulative)	●	£2bn	●	£2bn	●	£2bn	●	>£2bn	●	>£1bn (£28bn)	●
Investment in the UK manufacturing sector through our financial support	£2bn (cumulative)	●	£1bn	●	£1bn	●	£1bn	●	£1bn	●	£1bn	●
Number of manufacturing apprentices, graduates and engineers trained as a result of our £1m annual investment in the Lloyds Bank Advanced Manufacturing Training Centre	500 (cumulative)	●	250	●	500	●	120	●	X	X	X	X
Number of businesses helped to trade internationally	X	X	X	X	X	X	X	X	72,000	●	X	X
Number of clients helped to export for the first time	10,000 (cumulative)	●	5,000	●	5,000	●	5,000	●	X	X	X	X
Value of UK infrastructure projects supported in the Government's National Infrastructure Plan	X	X	X	X	£10bn	●	£10bn	●	£10bn	●	X	X
% of supplier invoices paid within 30 days	X	X	X	X	X	X	X	X	96%	●	95%	●
Number of colleagues trained to mentor SMEs and social enterprises	X	X	X	X	X	X	X	X	260	●	1,000 (cumulative)	●
% of Lloyds Banking Group Apprenticeships taken up by external candidates from the UK's most disadvantaged areas	X	X	X	X	X	X	X	X	15%	●	X	X
% of undergraduates from low income families (Lloyds Scholars) who have secured a job within six months of graduating from University	X	X	X	X	X	X	X	X	90%	●	0.9	●
Amount of commercial real estate space we will fund to become more energy efficient with green loans	2.5m sq. ft. (cumulative)	●	1m sq. ft.	●	2m sq. ft.	●	X	X	X	X	X	X
Average number of homes that could be powered as a result of our support of UK renewable energy projects	3.5m (cumulative)	●	1.5m	●	X	X	X	X	X	X	X	X

## Key:

ACHIEVED ●

PARTIALLY ACHIEVED ●

NOT ACHIEVED ●

TARGETS NOT INCLUDED WITHIN ANNUAL PLAN X

# Helping Britain Prosper Plan 2014-2019 performance

## continued

	2019 Target	2019 Performance	2018 Target	2018 Performance	2017 Target	2017 Performance	2016 Target	2016 Performance	2015 Target	2015 Performance	2014 Target	2014 Performance
Number of colleague volunteering hours used to support community projects (with a minimum of 50% used to support skills-based activity such as mentoring)	246,603 (52%)	●	240,000 (51%)	●	240,000	●	240,000	●	320,000	●	800,000 (cumulative)	●
Number of community organisations and schools supported by our volunteers or funding to help tackle disadvantage	X	X	X	X	X	X	X	X	19,500	●	6,500	●
Amount donated to the Bank's Foundations to help tackle disadvantage	X	X	X	X	X	X	X	X	£17m	●	£16.5m	●
Number of charities we will support as a result of our £100m commitment to the Group's independent charitable Foundations	2,500	●	2,500	●	2,500	●	2,500	●	X	X	X	X
Amount raised by colleagues and communities for our charitable fundraising partners (including Matched Giving from the Group's independent charitable Foundations)	£2m	●	£2m	●	£2m	●	£4m	●	£4m	●	£4m (cumulative)	●
Percentage of senior roles to be held by women	36.7%	●	36%	●	34%	●	33%	●	31%	●	29%	●
Percentage of roles held by Black, Asian and Minority Ethnic colleagues	9.7%	●	8.9%	●	X	X	X	X	X	X	X	X
Percentage of senior roles held by Black, Asian and Minority Ethnic colleagues	7.2%	●	6.4%	●	X	X	X	X	X	X	X	X
We will consistently increase the engagement levels of ethnic minority colleagues in all roles	X	X	X	X	70% (colleague survey score)	●	70% (colleague survey score)	●	66% (colleague survey score)	●	66% (colleague survey score)	●
We will consistently increase the engagement levels of disabled colleagues in all roles	X	X	X	X	65% (colleague survey score)	●	65% (colleague survey score)	●	55% (colleague survey score)	●	55% (colleague survey score)	●
We will consistently increase the engagement levels of LGBT colleagues in all roles	X	X	X	X	65% (colleague survey score)	●	64% (colleague survey score)	●	60% (colleague survey score)	●	60% (colleague survey score)	●
Maintain gold status (>90% score) with the Business Disability Forum on our journey to be the Best Bank for colleagues and customers with disabilities	X	X	X	X	X	X	X	X	Gold	●	90%	●

## Key:

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TARGETS NOT INCLUDED WITHIN ANNUAL PLAN X