

Non-financial and sustainability information statement

In line with the non-financial reporting requirements contained in sections 414CA and 414CB of the Companies Act 2006, the table below contains references to non-financial information intended to help our stakeholders understand the impact of our policies and activities.

Reporting requirement	Policies and standards	Information necessary to understand our impact and outcomes
Environmental Matters	<ul style="list-style-type: none"> Group Credit Risk Policy and Bank Credit Risk Standards Environmental Policy 	<ul style="list-style-type: none"> Operating environment, pages 19 to 21 Stakeholder engagement, pages 22 to 25 Our strategy, pages 10 to 11 Sustainability report, pages 27 to 48 Climate-related disclosures, pages 29 to 39
Employees	<ul style="list-style-type: none"> Health and Safety Policy Whistleblowing Policy Key Customer Principles Equal Opportunity and Dignity at Work Policy 	<ul style="list-style-type: none"> Business model, pages 16 to 17 Stakeholder engagement, pages 22 to 25 Our strategy, pages 10 to 11 Sustainability report, pages 27 to 48 Corporate governance report, pages 124 to 133
Social Matters	<ul style="list-style-type: none"> Key Customer Principles Group Credit Risk Policy and Bank Credit Risk Standards Volunteering Standards Matched Giving Guidelines Dignity at Work Policy 	<ul style="list-style-type: none"> Stakeholder engagement, pages 22 to 25 Our strategy, pages 10 to 11 Sustainability report, pages 27 to 48 Corporate governance report, pages 124 to 133
Respect for Human Rights	<ul style="list-style-type: none"> Human Rights and Modern Slavery Act Data Protection Policy Cyber Security Policy Information Security Policy Third Party Management Policy 	<ul style="list-style-type: none"> Sustainability report, page 27 to 48 Risk Report, pages 68 to 112
Anti-Corruption and Anti-Bribery	<ul style="list-style-type: none"> Financial Crime Compliance Policy Anti-Bribery and Corruption Policy Statement External and Internal Fraud Policy Statement Cyber Security Policy 	<ul style="list-style-type: none"> Sustainability report, pages 27 to 48
Stakeholders	<ul style="list-style-type: none"> Environmental Policy Key Customer Principles Third Party Management Policy 	<ul style="list-style-type: none"> Stakeholder engagement, pages 22 to 25 Sustainability report, pages 27 to 48
Description of the Business Model		<ul style="list-style-type: none"> At a glance, pages 2 to 3 Our strategy, pages 10 to 11 Investment case, pages 14 to 15 Business model, pages 16 to 17
Description of Principal Risks and Impact of Business Activity	<ul style="list-style-type: none"> Enterprise Risk Management Framework 	<ul style="list-style-type: none"> Principal risks, pages 76 to 78 Emerging risks and uncertainties, page 79 Risk Committee report, pages 144 to 146
Non-Financial Key Performance Indicators		<ul style="list-style-type: none"> Our strategy, pages 10 to 11 Key Performance Indicators, pages 12 to 13 Sustainability report, pages 27 to 48
Climate-related Disclosures	<ul style="list-style-type: none"> Enterprise Risk Management Policy 	<ul style="list-style-type: none"> TCFD – Climate-related disclosures, pages 29 to 39