

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