

Lowell Group Sustainability Scorecard 2021



As a mission-led business we want to make credit work better for all. We have set clear ambitions across four key areas so we can measure our positive impact on our customers and clients, our people, their communities and the environment for the long term.

Making credit work better for all

Our sustainability ambitions are supported by a clear measurement scorecard that will guide our progress on social, environmental and governance issues over the coming years.

We have developed a range of measures, including quantitative indicators and broader business actions, that have been informed by an extensive review of material issues against external benchmarks.

The scorecard was developed by mapping to key credible frameworks and is most closely aligned with the Sustainability Accounting Standards Board (SASB). We will continue to extend our reporting against it.

We are currently expanding our data collection process across all regions and setting baselines against each key measure. These will be supported by targets where appropriate. We will publish our first full Sustainability Report in early 2022 to share how we're doing.



Full Sustainability Scorecard 2021

Pillar and ambitions	Sub-topics	Key Performance Indicators	SASB
 Better for customers To help customers return to financial wellbeing. We do this by delivering tailored and supportive solutions designed to help them take control of their debt.	Trusted and engaging	Customer Net Promoter Score (average Jan-June 2021) Client Customer Treatment Score	
	Personalised approach	Number of customers who cleared their debts with Lowell	
	Supporting vulnerable customers	Disclosure of policy and procedure for the treatment of vulnerable customers	
	Enabling broader financial health	Customers accessing financial health services	
 Better ethics and understanding To be an industry leader in ethics and standards; build a wider understanding of what our industry does; and promote improved outcomes for all consumers.	Lowell values and ways of working	Colleague Engagement Score	✓
	Our promise to clients and customers	Client Satisfaction Score	
	Advancing standards and understanding	Actively champion progress and engage with partners to improve sector standards and regulation	
 Better for society To create a stronger society through fostering better financial wellbeing, promoting inclusive work opportunities and providing support for our communities.	Improve debt understanding	Proactively engage consumers with real-life experiences and peer-to-peer support Contribute to wider system knowledge through new insights	
	Colleague development and wellbeing	Employee Engagement Survey Scores	✓
		Number of employees	✓
	Diverse and inclusive culture	Gender diversity	✓
		Employee Turnover Rate	✓
	Community engagement	Number of colleagues participating in Lowell volunteering	
 Responsible Business To be a resilient and ethical business that also takes responsibility for the environment - through robust processes, transparent disclosure and continuous improvement.	Governance	Creation of a formal Sustainability Development Group (SDG)	
		Sustainability performance metrics part of all Executive Management and Senior Management objectives (starting 2022)	
		Group Risk Framework supported by local policies relative to data security, protection and privacy	✓
		Number of substantiated complaints received concerning breaches of customer privacy and losses of customer data	✓
		Number of employees who have received training on Lowell's anti-bribery and corruption policies and procedures	
	Environment	Greenhouse Gas Emissions	
		Zero waste to landfill	
		% of colleagues engaged on environmental impact	

We developed our scorecard by mapping to key credible frameworks such as the UN Sustainable Development Goals, Global Reporting Initiative, the ELFA guidance in the European Leveraged Finance Association (ELFA) and the Principles for Responsible Investment (PRI) sector-specific guidance on environmental, social and governance (ESG) disclosures.

Our 12 headline measures and data

Within our full scorecard we have identified 12 headline measures which best represent our business and are sharing our baseline performance against these today. We continue to evolve our data reporting across our full scorecard, and will disclose all baseline data and targets in our first report at FY March 2022.

Pillar and ambitions	Sub-topics	Key Performance Indicators	Performance*	SASB
Better for customers To help customers return to financial wellbeing. We do this by delivering tailored and supportive solutions designed to help them take control of their debt.	Trusted and engaging	Customer Net Promoter Score (average Jan-June 2021)	71 NPS UK (average Jan-June 2021) 52 NPS Nordics (average Jan-June 2021)	
		Client Customer Treatment Score	100% believe we do the right thing by our customers - UK Client Survey	
	Personalised approach	Number of customers who cleared their debts with Lowell	1.5 million	
Better ethics and understanding To be an industry leader in ethics and standards; build a wider understanding of what our industry does; and promote improved outcomes for all consumers.	Lowell values and ways of working	Colleague Engagement Score	67 points	✓
	Our promise to clients and customers	Client Satisfaction Score	100% UK Client Survey	
			83% Nordics Client Survey (2021)	
Advancing standards and understanding	Actively champion progress and engage with partners to improve sector standards and regulation	£3.5m Fair Share contribution scheme (FSC) CSA membership and Board representation		
Better for society To create a stronger society through fostering better financial wellbeing, promoting inclusive work opportunities and providing support for our communities.	Improve debt understanding	Contribute to wider system knowledge through new insights	Financial Vulnerability Index launched in the UK Expanded Payment Indicator research to cover all Nordic countries	
	Colleague development and wellbeing	Employee Engagement Survey Scores	69 points employee satisfaction score 59 points opportunities to learn and grow score	✓
	Diverse and inclusive culture	Gender diversity	Overall - Male/Female 40%/60% Executives - Male /Female 68%/32%	✓
Responsible Business To be a resilient and ethical business that also takes responsibility for the environment - through robust processes, transparent disclosure and continuous improvement.	Governance	Sustainability performance metrics part of all Executive Management and Senior Management objectives (starting 2022)	In progress for 2022	
		Number of substantiated complaints received concerning breaches of customer privacy and losses of customer data	Establishing Group definition	✓
	Environment	Greenhouse Gas Emissions	Establishing a baseline for scope 1 and 2	

* All performance data is Group and 2020 unless stated

Alignment to the Sustainability Accounting Standards Board (SASB)



We have aligned the Lowell Group Sustainability scorecard to the SASB Professional & Commercial Services sector guide

SASB Topic	SASB Code	Metric	Lowell Disclosure
Data Security	SV-PS-230a.1	Description of approach to identifying and addressing data security risks	Responsible business
	SV-PS-230a.2	Description of policies and practices relating to collection, usage, and retention of customer information	Responsible business
	SV-PS-230a.3	(1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected	Responsible business
Workforce Diversity & Engagement	SV-PS-330a.1	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees	Better for Society
	SV-PS-330a.2	(1) Voluntary and (2) involuntary turnover rate for employees	Better for Society
	SV-PS-330a.3	Employee engagement as a percentage	Better for Society
Professional Integrity	SV-PS-510a.1	Description of approach to ensuring professional integrity	Better ethics and understanding
SASB Activity Metric	SV-PS-000.A	Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract	Better for Society

