



Alignment to SASB

We have aligned the Lowell Group Sustainability Scorecard with the Sustainability Accounting Standards Board (SASB) Professional and Commercial Services sector guide.

SASB Topic	SASB Metric	Our Response
Data Security	Description of approach to identifying and addressing data security risks.	See Group Risk framework and details of our approach to data protection and information security on pages 35-39 in this document. See % colleagues who completed relevant training on page 38 in this document.
	Description of policies and practices relating to collection, usage, and retention of customer information.	See description of our approach to collecting using and storing customer data on pages 37-38 in this document.
	(1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected.	See regulator complaints relating to data privacy or data protection matters on page 42, with further detail in footnotes on page 58. Additional information relating to SASB: 4 of the 23 complaints related to personal data breaches none of which were reportable to a regulator.
Workforce diversity and engagement	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees.	See gender diversity on page 31 in this document. Omissions: We do not currently collect data on ethnic diversity in our workforce. In 2023, we will be improving our data on ethnic diversity in the UK, while implementing other solutions to improve ethnic diversity and inclusion in our other regions, which have regulatory restrictions on data collection.
	(1) Voluntary and (2) involuntary turnover rate for employees.	See employee turnover on page 56 in this document.
	Employee engagement as a percentage.	See group colleague engagement score (overall) on page 55 of this document. Source and methodology: We run an online Group colleague engagement survey twice a year via a third-party provider. Our overall Group colleague engagement score is based on the average score from the question 'How happy are you working at Lowell?' and 'I would recommend Lowell as a great place to work'. Our survey uses an average score metric. 71% of colleagues respond favourably on the topic of engagement.
Professional Integrity	Description of approach to ensuring professional integrity.	See description of our values and ways of working on page 18 in this document.
SASB activity metric	Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract.	Number of employees: 3,960 (Full-time – 3286, part-time – 674). Temporary and contract colleagues: (Temporary – 64, Contract (fixed term contract) – 168).