



## **Environmental, Social & Governance (ESG)**

We believe that operating responsibly and sustainably is essential to our success and we are committed to making a positive impact on our employees, customers, communities, and the environment by integrating responsible business practices into everything we do.

### **Our ESG Commitments:**

#### **Supporting Our People**

We are dedicated to providing a safe, inclusive, and supportive working environment for all employees.

- We invest in training, development, and career progression opportunities for our staff.
- We promote diversity, equity, and inclusion across all levels of our business.
- We prioritise employee wellbeing through mental health initiatives and work-life balance policies.

#### **Responsible Service and Customer Experience**

We uphold the highest standards of responsible service to ensure customer safety.