



The Do What Matters 2022 Action Plan

Goal

Helping people have Money Confidence



Treating businesses fairly and helping them grow



Creating a truly inclusive workplace



Working locally with our communities to help them thrive



Reducing our impact on the environment while helping customers and partners do the same



Aiming to achieve

- Help our customers feel more confident about managing their money
- Share our expertise with our customers so they can make the most of their money
- Support our customers through times of financial difficulty

- Help small businesses survive and thrive
- Treat every business supplying goods and services to TSB fairly and consistently
- Foster greater diversity among entrepreneurs and small business owners

- Create a TSB for everyone through our behaviours and ways of working
- Build a diverse and balanced workforce that reflects the customers we serve
- Put accessibility at the heart of our approach to inclusion and building confidence to have conversations on mental health internally and with customers
- Support social mobility in local communities

- Help improve money confidence in every local community through active partnerships
- Raise funds and support good causes in every local community where TSB teams operate
- Celebrate the values and achievements of local communities

- Reduce the environmental impact of our own operations with the aim to become net zero by no later than 2030
- Help customers reduce their direct and indirect impact on the environment
- Create a more environmentally-focused workforce at TSB, with green teams promoting an environmentally alert culture
- Collaborate with suppliers to deliver meaningful and beneficial environmental programmes

Actions we will take

- Deliver one million Customer Confidence meetings over three years, through branch, telephone and video banking
- Deliver money confidence skills and leadership training for TSB frontline colleagues
- Refund every TSB customer who is an innocent victim of fraud
- Provide tailored support to improve access to banking services for vulnerable customers, including victims of domestic abuse and people with mental wellbeing concerns

- Deliver a programme of events, initiatives and support, to help businesses to recover
- 95% of all suppliers paid within 10 days of receiving an invoice and maintain compliance with the Prompt Payment Code
- Help businesses become more digital by enabling ecommerce solutions

- Maintain an intersectional Inclusion network, with executive level sponsors for TSB Ability, BAME, Gender Balance and LGBT+
- Deliver on track or above progress against holistic diversity outcomes
- Build social mobility understanding through TSB data review and engaging in Social Mobility Foundation employee survey with the aim to index in top 75 companies

- Leverage our expertise and work with local groups including charity partners, Citizens Advice and Citizens Advice Scotland to build money confident communities
- Run at least three fundraising campaigns for each of the 68 charity partners we work with each year
- Fund future projects by each TSB Community Spirit Award winner at the Pride of Britain, Scotland, Birmingham and Manchester awards

- Be on track to become net zero in our operations no later than 2030
- Reduce overall paper consumption by 25% by 2022
- Deliver green initiatives for colleagues in H1 2022
- Leverage partnerships with key suppliers to help deliver new environmental investments and green business plans