



1
Understand
and identify

We consulted with customers, consumers and stakeholders to understand what it means to be a responsible business. We've aligned what they told us with our business strategy and purpose and identified five key pillars for our Do What Matters Plan.

2
Engage and
learn

We're aligning our plan to national and international best practice; including the Ten Principles of the UN Global Compact sustainability initiative and we're the first high street bank to be accredited by the Good Business Charter.

3
Set targets

We have agreed aims for each pillar; with measurable targets set to help us achieve them. They range over a period of three years to deliver on the overall programme and build on what we already do.

4
Embed

The Do What Matters Plan is fully approved and endorsed by the TSB Board and Executive Committee. Each pillar is sponsored by a member of the Executive Committee with appointed owners to help deliver and embed the programme across the business.

5
Track and
report

We will track progress and report on it to the TSB Executive Committee on a quarterly basis. Externally, we'll report twice a year; with our first update will be at full year results and included in the Bank's annual report. We'll provide yearly updates on the progress of the Do What Matters Plan, beginning in 2021.

6
Review and
evolve

Our progress will be reviewed on an annual basis, with the help of stakeholders and colleagues. We'll set new actions where appropriate to make sure we're evolving our approach to reflect the world around us.

The Do What Matters Plan