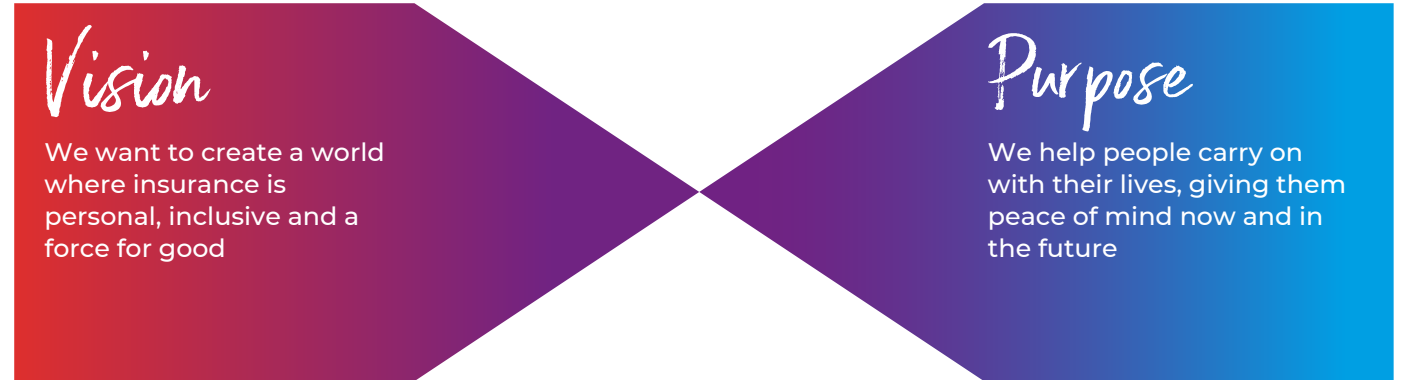


# Our Approach

As we navigated the challenges that 2020 presented, we focused on the wellbeing of our people, supporting our customers, contributing to society and stepping up our plans to tackle climate change.

All in pursuit of our strategic objectives of delivering more for our customers at speed by becoming a tech-driven business which can adapt quickly to the changing world around us.

## Our Vision and Purpose



## Sustainability pillars

Customers	People	Society	Planet	Governance
Earn our customers' trust by demonstrating how we are acting in their best interests.	Encourage a culture that celebrates difference and empowers people so that they can thrive.	Use our expertise to improve outcomes for society and the communities we serve.	Protect our business from the impact of climate change and give back more to the planet than we take out.	Look to the long term for our stakeholders, build a reputation for high standards of business conduct and a sustainable business.
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