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# SASB alignment



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 36–37 in this document. See % Colleagues who completed relevant training on page 34 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 36–37 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 about data privacy or data protection on page 46 with a further footnote on page 47. Additional information relating to SASB: <ul style="list-style-type: none"> <li>• 3 of the 11 complaints upheld by a regulator concerned the disclosure of personal data to unauthorised third parties: none were reportable to a regulator.</li> <li>• 27% of the complaints involved a customer's personally identifiable information (PII).</li> <li>• 11 customers were affected (each complaint related to one individual).</li> </ul>
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 28 in this document. Omissions: Collection of data on ethnicity in our workforce is in the early stages, starting with a census in the UK in 2023.
	(1) Voluntary and (2) involuntary turnover rate for employees.	See employee turnover on page 45 in this document.
	Employee engagement as a percentage.	See group Colleague engagement score (overall) on page 8 in 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. 67% 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 17 in this document.
SASB activity metric	Number of employees by: (1) full-time and part-time, (2) temporary and (3) contract.	See employee information on page 8 in this document. Number of employees: 8 (Full-time – 3,431, part-time – 763). Temporary and contract Colleagues: (Temporary – 142, Contract (fixed term contract) – 181).