



# ESG at a glance

A selection of our 2022 ESG highlights seen through the Blueprint for Better Business lens

## Honest and fair with customers and suppliers

## A good citizen

### Launched benefits calculator

as part of the Cost of Living Hub and increased the interest paid on our Digital Regular Saver to 5%.

### c.0.7m

financial health checks<sup>(1)</sup> carried out in 2022, helping customers to organise their finances.



### NatWest Group won the Fast Payer Award

for the second year running, placing us in the top 7 companies in 2022.

We have delivered

### 5.1 million<sup>(\*)</sup>

financial capability interactions in FY 2022 against the 2023 target<sup>(2)</sup>

FY20, FY21 & FY22: 14.07m



Direct community investment in 2022

### amounted to £13.6 million<sup>(\*)</sup> compared with £7.3 million in 2021.

This includes the funding we make available to support colleague giving and the direct costs of delivering our community programmes.



In 2022, we supported

### 53,000<sup>(\*)</sup> individuals and businesses through 269,000<sup>(\*)</sup> interventions to start, run or grow a business<sup>(3)</sup>.

NatWest Group's purpose aims to deliver long-term sustainable performance and create the greatest value for our stakeholders

### Over £12 million

was donated by our colleagues and customers in 2022 to three DEC appeals supporting the humanitarian relief efforts in Afghanistan, Ukraine and Pakistan.

### 76k hours

were volunteered by our colleagues to local communities and good causes received over

### £3.8 million

through their giving and fundraising.

## A responsible and responsive employer

We hired **1,135 interns, graduates and apprentices** in 2022, including **171 apprentices** recruited through our social mobility programmes.

Launched the **Peppy Health app**, a digital product providing colleagues and their partners with online support on the menopause as well as access to specialist clinicians.



Announced the launch of our new **partner leave policy** which went live in January 2023. The policy supports all eligible colleagues with significantly more time away from work to help their partner look after their new child, whether the new child has arrived through birth, adoption or surrogacy.

### Our View colleague survey

Colleague sentiment on inclusivity remained strong in 2022, maintaining a score of 93%, 9% above the Global Financial Services Norm and 8% above the Global High Performance Norm.

## A guardian for future generations

We have supported 16k young people this year through our **CareerSense Programme** (over 24,000 since launch in June 2021).



We launched **NatWest Thrive**, a collaboration between **NatWest, the National Youth Agency and Marcus Rashford MBE**, aimed at helping young people feel financially secure and able to fulfil their potential.

**NatWest Thrive has been rolled out to 15 youth clubs, reaching over 800 young people across the UK.**

### £32.6 billion<sup>(\*)</sup>

cumulative contribution towards £100 billion climate and sustainable funding and financing target<sup>(4)</sup> (2021: £8.1bn (between 1 July - 31 Dec 2021)).



We developed the initial iteration of our **Climate transition plan** which outlines the steps we aim to take to at least halve the climate impact of our financing activity by 2030 and achieve our net zero climate ambition by 2050.

(1) Inclusive of Digital Financial health checks.

(2) Includes additional initiatives approved during 2021 and 2022 which met the criteria for inclusion in the financial capability target

(3) Represents approximate number of interventions delivered by and individuals supported through enterprise programmes during 2022, which is based upon data provided by third parties delivering these interventions without further independent verification by NatWest Group.

(4) Between 1 July 2021 and the end of 2025.

(\*) Within the scope of EY assurance. Refer to page 70.