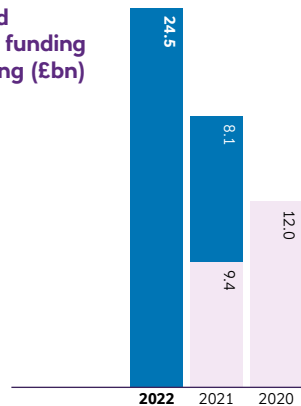




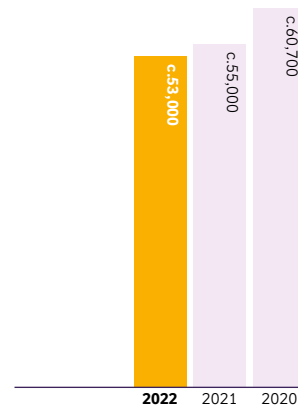
# Measuring our performance

## Non-financial measures

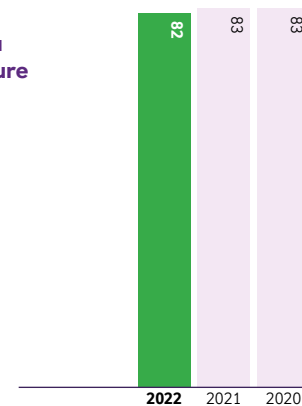
### Climate and sustainable funding and financing (£bn)



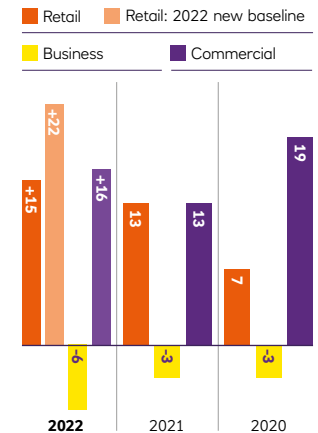
### Individuals supporting enterprise<sup>1</sup>



### Build up and strengthen a healthy culture



### Net Promoter Score (NPS)



## 2022 Targets

Provide an additional £100 billion of climate and sustainable funding and financing from 1 July 2021 to the end of 2025.

Support the removal of barriers to UK enterprise growth through the provision of learning, networking, and funding interventions.

Achieve our Culture target of 83 points as measured through the Our View colleague survey<sup>(1)</sup>.

Increase the likelihood that customers will recommend our brands and achieve NPS targets for our core customer-facing businesses.

## Why it is important

A guardian for future generations.

To be a leading bank in the UK helping to address the climate challenge.

A good citizen.

Remove barriers to UK enterprise growth.

A responsible and responsive employer.

Build up and strengthen a healthy culture.

Honest and fair with customers and suppliers.

Build up and strengthen a healthy culture.

## Our performance

In 2022 we provided £24.5(\*) billion of climate and sustainable funding and financing, towards our £100 billion target.

This took our cumulative total since July 2021 to £32.6(\*) billion towards our target to provide £100 billion climate and sustainable funding and financing by the end of 2025.

■ Climate and sustainable finance and funding provided towards our £100 billion target.

In 2022 we have supported 48,000(\*) young people and 53,000(\*) individuals and businesses through our enterprise programmes, with 269,000(\*) customer interventions delivered. Of those supported:

- 34%<sup>(1)</sup> were people from ethnic minority backgrounds.
- 32%<sup>(1)</sup> businesses were purpose-led.
- 59%<sup>(1)</sup> support provided to women
- 90%<sup>(1)</sup> were in regions outside London and southeast England.

In 2022 we narrowly missed our target on Culture of 83 by one point.

In 2022 we changed our Culture measurement calculation methodology from the Financial Services Culture Board (FSCB) methodology to the Willis Towers Watson (WTW) methodology, as we no longer participate in the FSCB survey.

■ NatWest Retail Main Bank NPS exceeded its target by 1 point. There was an additional improvement of 7 points driven by a methodological change<sup>(2)</sup>.

■ Despite missing its NPS target in 2022, NatWest Business Banking continues to rank 3<sup>rd</sup> compared with its high-street competitors.

■ NatWest Commercial & Mid-Market met its 2022 target by retaining 1<sup>st</sup> position versus its high street competitors.

## Alignment with our strategy and areas of focus



### Climate

## How we measure our progress and our future sustainable long-term targets

Funding and financing provided to support climate and sustainable activities in line with our climate and sustainable funding and financing inclusion (CSFFI) criteria.

**Read more in our Climate-related Disclosures Report**



### Enterprise

Support provided to individuals, businesses and young people through enterprise programmes and customer interactions, to start, run or grow a business.

**Read more on Enterprise on pages 21 to 24**



### Learning

Annual 'Our View' colleague sentiment survey.

**Read more on Learning on pages 25 to 32.**



### Simple to deal with

NatWest Retail Banking NPS 23 or be 3<sup>rd</sup>; NatWest Business Banking NPS -6 or be 3<sup>rd</sup>; NatWest Commercial Banking NPS 17 or 1<sup>st</sup>.

**Read more on Supporting our customers pages 34 to 42.**

(\*) Within the scope of EY assurance.

(1) All scores shown are for NatWest Group and include Ulster Bank Rol. To enable like-for-like year-on-year comparisons, all scores shown are based on the WTW calculation methodology.

(2) During 2022, a methodological change was made to retail NPS measurement which resulted in an uplift in NPS scores for all brands including NatWest. 2022 performance has been measured removing the impact of this positive change. 2023 goals have been set from a new +22 baseline which takes into account the positive impact of the methodological change.