

NS&I Corporate Social Responsibility policy

About this policy

NS&I is committed to delivering long-term value to our stakeholders in a way that is financially viable and socially and environmentally responsible. To that end, in 2009-10 we developed a Corporate Social Responsibility (CSR) policy that will help us achieve these aims.

Our CSR policy includes and builds upon the commitments we have previously made in our Sustainable Development Action Plan (SDAP). But it goes further than the SDAP which focused on head office activities, and the CSR Policy now covers operational activities as well, working in partnership with Atos.

The SDAP focused on engaging and harnessing the enthusiasm of colleagues. This new policy recognises the broader impact we have on customers, communities and our people and how, through our status and activities, we can work towards important social and environmental goals. This document describes that policy and states how we will measure and report our progress including against targets for specific buildings in our estate as well as providing overall business data.

It is designed to be a long-term document so does not include any specific targets for each year. Instead, those can be found in our annual CSR report, which is published separately and details performance against targets in the reporting year, as well as new targets for the succeeding year.

Our CSR policy

Purpose

NS&I is committed to delivering long-term value to our stakeholders in a way that is both financially viable and socially and environmentally responsible. The purpose of our CSR policy is to help us achieve these aims, providing a clear framework for our activities and consistent governance.

Ownership

Responsibility for NS&I's Corporate Social Responsibility (CSR) policy and procedures rests with our Chief Executive, Jane Platt, and the Executive Committee, in accordance with the NS&I governance framework. The Executive Committee are fully supported by a Workplace and CSR Sub Committee led by the Head of Workplace and Culture who also owns the NS&I Workplace and CSR Risk Policy.

Principles

Our CSR policy is built on the following principles:

- NS&I aims to act in a way that is socially and environmentally responsible in all our activities.
- We will continue to comply with all relevant legislative and regulatory requirements around CSR, as well as associated codes of practice.
- We will fully support the government's Sustainable Development Strategy, Securing the Future, and any updates to this.
- We will continue to be transparent, straightforward and fair in all our dealings with our customers.
- Everyone at NS&I has a role to play in ensuring we meet these goals.

These principles have informed the development of the policy thus far, and will also be an integral part of policy review. Successful delivery of our CSR policy requires the engagement of our partners in both agreeing and meeting commitments.

Structure

Our CSR policy consists of three core areas:

- our estate
- working with others
- our people.

Our estate

Our estate consists of the office space operated and managed by NS&I and the buildings managed by our delivery partner.

- We will identify, measure and actively manage and reduce the environmental impacts of our buildings where financially viable. In particular, we will focus specifically on the targets set out under the Greening Government Commitments to:
 - reduce greenhouse gas emissions
 - increase energy efficiency in the newer buildings
 - increase the proportion of energy from renewable sources
 - reduce water consumption
 - reduce waste arising
 - increase the proportion of waste that can be recycled
 - ensure we buy more sustainable and efficient products and manage our supply chain to achieve this.

We will use the baseline measurements completed in 2009-10 to monitor progress against Greening Government targets. Details of these can be found in our annual CSR report.

- We will continually seek to improve sustainability across our estate by implementing best practice efficiency standards where cost effective. This includes evaluating and adopting more efficient technologies and following energy-saving working practices on all our sites, such as switching off lights and computers and turning down heating and air conditioning. We will actively promote such practices to all NS&I staff, as well as those employed by our delivery partner.
- For all NS&I sites, including those managed by our delivery partner, we will develop and maintain a carbon reduction programme and regularly update the whole business on our progress.
- When we need to build, we will design new buildings to suit their surroundings and offer long-term value to the local community. All new developments will be assessed by the Building Research Establishment's Environmental Assessment Method (BREEAM), a leading benchmark for sustainable design and construction best practice. The minimum BREEAM standard we aim to achieve will be 'Excellent', but a checklist of options will help us work towards an 'Outstanding' rating. We will also strive to improve the energy performance of our estate and all new buildings will be designed to achieve an Energy Performance Certificate rating in the upper quartile.

Working with others

One of the fundamental drivers for NS&I to move from a Sustainable Development to a CSR policy and plan was the recognition that some of the biggest impacts we can have socially and environmentally are through influencing the behaviour of our partners, suppliers and customers. Working with others indicates how we will do this, as well as how we will work with local communities.

- NS&I will continue to source materials and services responsibly. We will ensure that all external partners and suppliers are aware of, and support, NS&I's CSR policy and use appropriate environmental criteria as part of the tender evaluation process as appropriate.
- In line with the Office of Government Commerce (OGC) programme Policy through Procurement, NS&I will seek to use our status and activities to influence our suppliers and partners to act in more sustainable ways. We will make use of the Corporate Assessment of Environmental, Social and Economic Responsibilities (CAESER) toolkit to facilitate greater supplier engagement on sustainability issues, assess suppliers and help embed the principles of responsible business practice within NS&I's supply chains.
- We will look to maximise benefits of our collaboration with Atos, our delivery partner, who are recognised leaders in sustainability planning. This will be achieved by continuing to have Atos' representation on the NS&I Workplace and CSR Sub-Committee, and through jointly working at all levels of the business on our Workplace and CSR Policy and our joint Carbon Management Plan.

- We will continue to encourage our customers to deal with us online and by telephone, so that we can significantly reduce printed and posted transactions. We will actively encourage our customers to recycle the correspondence we send them that they do not need to keep for their records.
- We will continue to meet Sustainable Mail™ environmental standards, which have increased our use of environmentally-friendly materials, while reducing the amount of mail in the waste stream. We will also meet PAS 2020, the BSI standard for Environmental Performance for Direct Marketing.
- We will contribute to improvements to the communities around us over the long-term, by supporting community groups and projects, such as our chosen corporate charity, through fundraising events. We will also leverage the passion and skills of our teams to support community projects, encouraging all staff to participate in voluntary work and inviting senior managers to lead by example.

Our people

NS&I is committed to supporting our staff, providing fair opportunities to all and acting as a responsible employer in all our activities. We recognise that our CSR goals can only be delivered through our staff and therefore seek to empower them to understand the policy and act in a socially and environmentally responsible way.

- NS&I is committed to equality of opportunity in all its employment practices, policies and procedures. No employee or potential employee will therefore receive less favourable treatment due to their ethnic origin; age; language; religion; political or other affiliation; gender; sexual orientation; marital status; connections with a national minority; property; birth or other status; family connections; working pattern; membership or non-membership of a trade union; or, unless justifiable, disability. Equal opportunities monitoring is undertaken for each recruitment campaign, and candidates are sent an equal opportunities statement with an equal opportunities form to complete. Our full equal opportunities policy is available at <http://www.nsandi.com/about/vacancies>.
- We will ensure all our people are given opportunities to express their views on their organisation and the way it is run. We will continue to hold an annual staff engagement survey, conducted by an independent third party, with anonymity assured. On a less formal level, our people are encouraged to discuss issues of all kinds with their line manager. The most recent staff survey indicated that the majority of our people feel safe to challenge the way things are done in NS&I (55% positive) but we will aim to increase this figure.
- We will continue to provide safe, healthy, comfortable and productive working environments for all NS&I people and those who work for our delivery partner.
- We will continue to brief our colleagues on all major business decisions and encourage their input.
- We will continue to support a corporate charity both through fundraising events and giving our people volunteering opportunities. In addition, our staff have the

opportunity to sign up for Payroll Giving to charities of their choice, as well as volunteering in different areas, particularly those where their skills are most valuable.

Measuring and reporting progress

We will measure progress on an ongoing basis through quarterly reports to our Executive Committee. In addition, we will publish an annual CSR report, setting out our performance against targets during the year, as well as any key achievements. The report will also highlight any risks to future compliance with our CSR policy and where appropriate give details of how we propose to mitigate them.

A summary of our CSR performance will also be included in our Annual Report and Accounts, which we are required to present to Parliament.

Reviewing our CSR policy

We will formally review our CSR policy annually, working closely with our delivery partner. However, we will also update the policy as regulations and government requirements change. Changes will be formally reviewed by the Executive Committee and implemented in a timely way.