

On a journey to become the UK's most trusted savings provider



Corporate Social Responsibility 2021-22

Our aims, performance and targets



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Introduction

This report sets out our performance during 2021-22 against the commitments and targets we set ourselves at the start of the year. It also indicates our Corporate Social Responsibility (CSR) targets for 2022-23 and shows the 2009-10 baseline data, against which we measure our performance. This is our twelfth report detailing progress of the implementation of our CSR policy and measuring our performance. We are in the process of validating our 2017/18 baseline data and will be reporting against the new baseline in our 2022/23 annual report.

At NS&I, we see sustainability as an essential part of what makes us an efficient and responsible business and we recognise the need to adapt to climate change. This report provides a breakdown of our performance over the past 13 years against the government sustainability targets (Greening Government Commitments). NS&I operates under an outsourced business model, however, for environmental data reporting we consider the “whole entity” wherever possible and practicable, the only exception is for the outsource partners business travel and car fleet reporting which they report on in their own annual reports.

The Greening Government Commitments are:

- Working towards Net Zero by 2050
- reduce carbon 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
- reducing environmental impacts from ICT and Digital

In November 2019, we launched our new Corporate Social Responsibility Strategy for 2019-2024, based on the Greening Government Commitments and our NS&I Corporate Strategic theme Doing the Right Thing. We are now reviewing this strategy in light of the UK Government's Net Zero Vision and commitments that have been set out.

The current CSR policy can be found at <https://nsandi-corporate.com/governance/corporate-and-social-responsibility>

The tables in this report show relevant figures for 2021-22, as well as the previous three years and the 2009-10 baseline figures, where we have them. The narrative below each table provides additional background information and highlights where we have been able to meet specific government sustainability targets.

The carbon reduction plan, developed with the support of the Carbon Trust, set out how (against the 2009-10 baseline) we would reduce our carbon emissions by over 7,000 tonnes a year from the end of March 2015. This equated to over 50% of our emissions, significantly ahead of both our own initial target and those set centrally by government. The plan was developed as part of our participation in the pilot of the carbon management programme for central government supported by the Carbon Trust, which seeks to reduce carbon emissions across government. NS&I was one of 20 central government organisations that chose to participate in the programme. We continue to build on this solid foundation. We are in the process of validating our 2017/18 baseline data and will be reporting against the new baseline in our 2022/23 annual report.

NS&I and Atos, our operational delivery partner, have committed to work in partnership to help monitor and measure the environmental aspects of our operations and drive improvements in environmental performance across the whole business in line with Greening Government Commitments.

Key achievements – environmental



Key achievements – other

This 2021-22 financial year saw us ease out of COVID restrictions and our business, like many, was still seeing the impacts from the national lockdown restrictions and also the high demand for NS&I's products and services. So our performance this year in relation to our Corporate Social Responsibility targets has continued to be different to a normal pre pandemic working year.

In addition to the quantitative measures above, NS&I has continued to introduce more sustainable ways of working across our operations. During 2021-22, under the five pillars of our Corporate Social Responsibility Strategy, we:

- **RESPONSIBLE BUSINESS**

- Maintained our commitment and delivery against the Sustainable Mail™ environmental standards for direct mail. The standards cover not only the materials used in mailings – which should be environmentally friendly and recyclable – but also avoiding waste by improving data. By achieving the standards, we are able to carry out mailings at a lower price tariff – creating valuable savings.
- We have worked across our supply chain to ensure that we comply with the Public Services (Social Value) Act 2012. This means we consider the social, environmental and economic impacts of our strategic procurement activity, securing added value and sustainable outcomes wherever possible.

- We are a Living Wage employer and are gaining the same commitment throughout our supply chain with at least 29% of our suppliers now verified as committing to the Living Wage.

- **ENVIRONMENTAL RESPONSIBILITY**

- Continued our work with our operational delivery partner, Atos, on sustainability measurement and performance through our commitment to the Greening Government Commitments.
- Achieved full 100% compliance with the ISO14001 standard for our environmental management systems within Atos and NS&I We anticipate there will be challenges in 2022-23 for NS&I Head Office as we move to a Government Hub location and have to readjust our ways of working.
- Whilst we saw a return to business travel this year, we are mindful of the new ways in which we work following the pandemic and aim to adopt more good practices as a result.
- Our waste figures show a big reduction in waste arising but a deterioration in our recycling of waste.

- **COMMUNITY INTERACTION**

- Our staff voted for a new charity to support and in April 2020 we started to support the Vauxhall Food Bank. Unfortunately, the COVID-19 lockdown has limited our support, but we have completed various fund raising through online raffles and events, plus we have been able to donate some food supplies. We look forward to working more closely with the Vauxhall Food Bank as we return to more normal ways of working in 2022-23.
- Encouraged staff to donate to charity through Payroll Giving – currently 11% of staff are signed up to donate money to good causes on a monthly basis.

- **EMPLOYEE WELFARE AND WELLBEING**

- We achieved a SILVER rating in our MIND Wellbeing Index survey results, demonstrating our firm commitment to staff wellbeing.
- During the COVID-19 lockdown we understood more about how SMART Working and hybrid working could be put into good practice as a long term working solution.
- We introduced a new approach to workplace assessments under the Display Screen Equipment regulations and the self-assessment and training tool has proven invaluable in completing both home and office workstation assessments for all our staff.
- We have a well-established whistleblowing “speaking up” process and in 2021-22 we continued to raise the profile of how to challenge and raise concerns. Our staff survey results continue to show us up with the best in the Civil Service in this regard.

- **CUSTOMER INTERACTION**

- We continue to reduce the amount of paper involved in our customer interactions. At March 2022, 90.11% of Premium Bond prizes were paid directly into customers bank accounts or automatically reinvested. Five years ago (March 2017), the figure was 52.18% of prizes.

The table below shows our achievements against the Greening Government Commitments over the 11 years of our CSR Plan. We will update this table in our 2022/23 annual report to show the revised baseline year of 2017/18.

Greening Government Commitment	NS&I performance	
Reduce carbon emissions	In 2009-10, our total carbon and greenhouse gases emissions totalled 11,788 tonnes. This has dramatically decreased over the years and now our emissions total under 400 tonnes per annum.	MET
Increase energy efficiency in the newer buildings	Our Blackpool and Durham sites are new builds and have very good BREEAM ratings. Our Glasgow and London sites have also moved from old inefficient buildings to more modern ones.	MET
Increase the proportion of energy from renewable sources	In 2009-10, we had no zero emissions energy. Since 2013 our operational sites all use zero emissions electricity.	MET
Reduce water consumption	We have not been able to accurately report on water consumption due to buildings having shared occupancy. However, it is clear that there has been a reduction on the basis of fewer staff in each site, more efficient systems and controls.	Partially Met
Reduce waste arising	In 2009-10, our waste arising was 1,138 tonnes. The whole business now has less than 200 tonnes per annum.	MET
Increase the proportion of waste that can be recycled	In 2009-10, we recycled 74% of our total waste. Over the past 11 years we have recycled 76% of our total waste. In the same time period we have reduced waste to landfill from over 300 tonnes to a level below 50 tonnes.	MET

Energy use and CO_{2e} emissions

Aim: Mitigating climate change: working towards Net Zero by 2050

Method of calculation	All energy consumption (electricity and gas) for all UK operational sites involved in NS&I business (Blackpool/Lytham, Durham, Glasgow and London) in kilowatt hours converted to CO _{2e} emissions.
Unit of data collected	All electricity and gas consumed in kilowatt-hours.
Location of conversion tables	Greenhouse gas reporting: conversion factors 2021 - GOV.UK (www.gov.uk)

Restatement of year-on-year performance	Where the conversion factors for previous years have changed, this will be noted in the report within the section where the changes occur.
Assumptions	For the London, Glasgow and Lytham operational sites, much of the reporting is limited due to the fact that there are apportioned allocations based on percentage of space occupied and the financial costs are incorporated into overarching service charge payments.
Exclusions	Where the supply is from a renewable source or zero emissions tariff, this is discounted from the calculation of CO2e but shown in terms of consumption levels. Due to the apportionment of consumption in various locations the financial costs are incorporated into overarching service charge payments and therefore cannot be reported.

Performance

Energy consumption		2009-10 Baseline	2018-19	2019-20	2020-21	2021-22
Non-Financial Indicators (kwh)	Electricity (non-renewable)	13,395,736	606,673	385,626	Est 385,626	45,442
	Electricity (renewable)	0	2,117,787	1,565,579	2,762,964	2,518,171
	Gas	14,533,749	838,571	501,871	1,808,243	668,111
Financial Indicators (£k)	London	78	96	72	138	Not available
	Operational Sites	1,749	258	228	Not available	Not available
	TOTAL SPEND	1,827	354	300	Not available	Not available

(NB we do not use LPG or any other energy sources)

The electricity consumption across our operational sites for the 2021-22 financial year saw a 35% decrease across the estate against the 2020-21 levels. The fact that we had to alter our operating model during the COVID-19 pandemic with social distancing, meant that we had additional premises and longer operating hours contributing to increased consumption. The London office is our only site where electricity is from non-renewable sources due to the supply being controlled by the landlord of the building.

The gas consumption for the 2021-22 financial year saw a substantial decrease against the previous year for similar reasons to the electricity data as we returned to more normal ways of working post pandemic.

Overall energy consumption was considerably higher in 2020-21 than the previous year, but still considerably lower than the baseline year. IN 2021-22 a return to more normal pre-pandemic operations saw a considerable reduction in energy consumption and emissions.

CO _{2e} emissions		2009-10 baseline	2018-19	2019-20	2020-21	2021-22
Non-Financial Indicators (tCO _{2e})	Total direct emissions (gas)	2,674	154	93	425	116
	Total indirect emissions (electricity, waste, transport)	9,114	269	173	1,459	89
	TOTAL	11,788	423	266	1,884	205

Total tonnes CO _{2e}	2009-10 baseline	2018-19	2019-20	2020-21	2021-22	Percentage change against previous year	Percentage change against baseline year
Energy	11,143	326	191	617	126	79% decrease	99% decrease
Transport	573	90	70	0.3	70	99% increase	88% decrease
Waste	51	7	5	1,267	9	99% decrease	82% decrease
TOTAL	11,788	423	266	1,884	210	88% decrease	98% decrease

Overall, our CO_{2e} emissions decreased this financial year due to lower energy consumption and a reduction in the total waste we produced. In 2014-15, Atos were successful in transferring all their electricity supplies to be sourced from renewable energy. In 2021-22 we vacated the Blackpool site, relocating our operations to Lytham St Annes, as a consequence there was a slight period of overlap where we account for the two buildings.

With the easing of COVID restrictions in 2021-22 we saw our colleagues resume essential business travel. As a consequence our transport emissions returned to the pre pandemic levels of 2019-20.

It is important to note that, under the Carbon Reduction Energy Efficiency Scheme, Atos is accountable for the operational emissions from the three main offices in Blackpool, Durham and Glasgow. For the London office, the landlord is accountable for the operational emissions and the Carbon Reduction Energy Efficiency Scheme, as the building is shared occupancy and not all sub-metered. Therefore, NS&I has no obligations under the CRC scheme.

Performance against targets

NS&I CO _{2e} emissions	2009-10 baseline	2018-19	2019-20	2020-21	2021-22	2022-23

Non-Financial Indicators (tCO _{2e})	Total gross emissions	11,788	Target 1,800 or less Actual 423 met	Target 500 or less Actual 266 met	Target 450 or less Actual 1,884 Not met	Target 450 or less Actual 205 Met	Target 450 or less
	Gross emissions attributable to official business travel	573	Target 143 or less Actual 90 met	Target 100 or less Actual 70 met	Target 70 or less Actual 0.3 met	Target 70 or less Actual 70 Met	Target 70 or less
Financial Indicators (£k)	Expenditure on official business travel	Not applicable	£335k Actual 31% met	To reduce by 30% Actual 31% met	To reduce by 10%	Data not available	To be no higher than 90% of 2018/19 spend

We no longer have a requirement to report on CRC expenditure.

Energy consumption		2009-10 baseline	2018-19	2019-20	2020-21	2021-22	2022-23
Non-Financial Indicators (kwh)	Electricity (non-renewable)	13,395,736	Target 500,000 Actual 606,673	Target 600,000 Actual 385,626 (est)	Target 450,000 Data not available	Target 450,000 Actual 45,442	Target Below 350,000
	Electricity (renewable and non-greenhouse polluting)	0	Target 5,000,000 and 100% for	Target 3,500,000 and 100% for	Target below 3,500,000 and 100% for	Target below 3,500,000 and 100% for	Target Below 2,800,000 and 100% for

			operational sites Actual 2,117,787 100% met	operational sites Actual 1,565,579 100% met	operational sites Actual 2,762,964 100% met	operational sites Actual 2,518,171 100% met	operation sites
	Gas	14,533,749	Target 1,000,000 Actual 838,571 met	Target 900,000 Actual 501,871 (est) met	Target Below 750,000 Actual 1,808,243	Target Below 700,000 Actual 668,111 met	Target Below 700,000

Water consumption

Aim: Reduce water consumption by 25% by 2020 relative to our 2014-15 baseline year- Moving in 2022/23 reporting to Reduce water consumption by at least 8% from the 2017/18 baseline.

Method of calculation	Total water consumption for London, Durham and Blackpool offices in m ³ of water consumed.
Unit of data collected	Total water consumed in m ³ by location.
Location of conversion tables	Greenhouse gas reporting: conversion factors 2021 - GOV.UK (www.gov.uk)
Restatement of year-on-year performance	Where the conversion factors have changed or other material changes for previous years have occurred, this will be noted in the report within the section where the changes occur.
Assumptions	None
Exclusions	The operational site at Glasgow is not solely occupied by NS&I and therefore accurate recording is not possible as there is no direct apportionment of consumption.

Performance

Water consumption		2009-10 baseline	2018-19	2019-20	2020-21	2021-22
Non-Financial Indicators (m3)	Water consumption / supplied	60,635	6,647	Unable to report	Unable to report	4114
Financial Indicators for water supply (£k)	London	Not available	3.3	Unable to report	Unable to report	Unable to report
	Operational Sites	264	74	Unable to report	Unable to report	Unable to report
	TOTAL SPEND	Not available	77.3	Unable to report	Unable to report	Unable to report

The water consumption and financial costs data is not available for all sites and in some sites, Glasgow and London, the shared occupancy of the building means that the costs of water are an apportioned rate within the building service charge. This will be the case for the reporting year and going forward.

Performance against targets

Water consumption		2009-10 baseline	2018-19	2019-20	2020-21	2021-22	2022-23
Non-Financial Indicators (m ³)	Water consumption (supplied water)	60,635	Target 7,500 Actual 6,647 met	Unable to report	Unable to report	Target not set Actual 4114	Target – below 5000

The main use of water within NS&I is to supply water for domestic needs (washroom facilities, kitchens etc).

Waste & recycling

Aim: Reduce waste arising by 25% by 2020 relative to our 2009-10 baseline year. Moving to a new target in 2022-23 Reduce the overall amount of waste generated by 15% from the 2017-18 baseline.

Method of calculation	Total waste for all UK operational sites involved in NS&I business (Blackpool, Durham, Glasgow and London) in tonnes of waste.
Unit of data collected	Tonnes of waste arising by the following categories <ul style="list-style-type: none"> • Total waste arising • Total hazardous waste arising (including electrical) non-landfill • Total non-hazardous waste to landfill • Total waste recycled/reused (including organic waste)
Location of conversion tables	Not applicable
Restatement of year-on-year performance	Not applicable
Assumptions	None
Exclusions	None

Aim: Recycle 40% of waste by 2012 and 75% by 2020

Method of calculation	Total waste recycled expressed as a percentage of total waste arising from all categories of waste across all UK NS&I Sites (Blackpool, Durham, Glasgow and London).
Unit of data collected	Tonnes of waste arising by the following categories <ul style="list-style-type: none"> • Total waste arising • Total hazardous waste arising (including electrical) non-landfill • Total non-hazardous waste to landfill • Total waste recycled/reused (including organic waste)
Location of conversion tables	Not applicable
Restatement of year-on-year performance	Not applicable
Assumptions	None
Exclusions	None

Performance

Waste		2009-10 Baseline	2018-19	2019-20	2020-21	2021-22
Non-Financial Indicators (tonnes)	Total hazardous waste	5	1	1	0	0
	Non-hazardous waste to landfill	290	42	36	2.3	17.8
	Non-hazardous waste reused/recycled	843	145	105.8	10.7	28.6
	Incinerated waste	N/A	N/A	N/A	1.6	1.9
	Total Waste	1,138	188	142	15	48.5
Financial Indicators (£k)	London	14	n/a	n/a	n/a	n/a
	Operational Sites	118	n/a	n/a	n/a	n/a
	TOTAL SPEND	132	n/a	n/a	n/a	n/a

Overall, waste arising from all four sites decreased by 66% against the 2019-20 pre pandemic financial year. Against the baseline year of 2009-10, there is a 95% reduction in total waste arising.

At this point in time we are seeking to establish our consumption of single use plastic. In line with legislative changes in the UK we aim to remove single use plastics from our business before October 2023.

Performance against targets

Waste breakdown and % recycled		2009-10 baseline	2018-19	2019-20	2020-21	2021-22	2022-23
Non-Financial Indicators (tonnes)	Total Waste	1,138	Target 700	Target	Target	Target	Target
			Actual 188 met	250 or less	250 or less	250 or less	200 or less
				Actual 15 met	Actual 49		

						met	
Waste Reused / Recycled	843	Target 525 with 75% recycled Actual 145 77% recycled met	Target of 188 or less with 75% recycled	Target of 188 or less with 75% recycled	Actual 11 72% met	Target of 188 or less with 75% recycled Actual 29 59% Partial met	Target of 180 or less with 75% or more recycled
Waste to landfill or incineration	290	Target 200 Actual 42 met	Target 75 or less	Target 75 or less	Actual 2 met	Target 75 or less Actual 20 met	Target 10 or less to landfill
Total Hazardous Waste	5	Target 3 Actual 1 met	Target 2 or less	Target 2 or less	Actual 0 met	Target 2 or less Actual 0.2 met	Target 2 or less

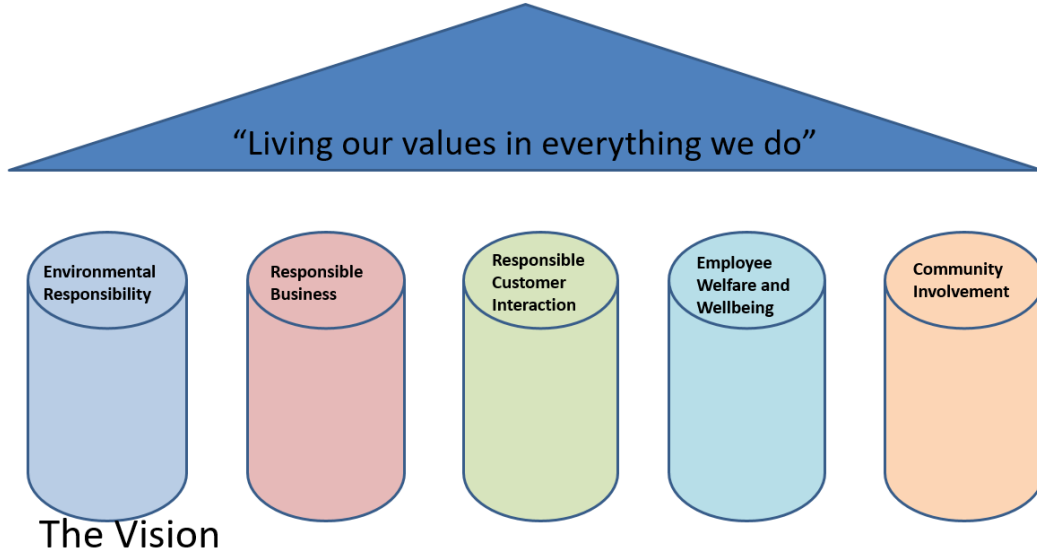
This year's recycling figure across the business is 59%, which is below the Greening Government Commitment target level of 70%. A change in approach by the landlord's contractor at our London office means that not all of our waste is recycled, instead, some is incinerated, however, we remain zero to landfill within our measures for the London site. This change was outside of our control. Overall, the NS&I business is one with a strong ethos of recycling and a commitment to reducing landfill waste.

CSR strategy for 2019-24

We believe that our CSR Policy has reflected the broader impact we have on customers, communities and our people and how, through our core purpose and activities, we can work towards important social and environmental goals.

We have now developed our new CSR Strategy, summarised in five key themes in the diagram below.

The Strategic Pillars of NS&I CSR Strategy



“NS&I to be recognised as an organisation which behaves ethically and responsibly in delivering its core business whilst also improving the quality of life of the workforce as well as the local communities within which we work and society at large.”

While many aspects of the CSR policy are not measurable in a quantitative way, we will seek to adopt measurable performance targets wherever possible, including specific actions and aims for the year. These will form a key element of the new strategy which will run for five years through to March 2024. The time period of the strategy links with end date of the current outsourced contract and clearly we will be working on the strategies beyond that date and the new providers of services when they come on board.

Within our “responsible business” strategic theme, NS&I can report the following

- 1) We are a Living Wage Employer and apply this standard to our outsource providers and contractors
- 2) We work within the Government procurement frameworks to ensure we secure value for money and social value from our business partners.

Our future plans for the “responsible environment” strategic theme include

- 1) Validating our 2017/18 baseline in order to report against that for 2022/23 financial year
- 2) Undertaking a Climate Change Risk Assessment and then setting out our action plan for climate change as it could impact our business

Our Employee Wellbeing is very important at NS&I, to that end we currently have put in place

- 1) MIND Wellbeing Index assessments and we are an established SILVER accredited organisation. We are working on developing further strategies based on the feedback received

- 2) We have a team of Mental Health First Aiders to support colleagues as needed and a wealth of support tools covering physical, financial and mental wellbeing.

Our “responsible community” support continues through three core strands

- 1) All our employees are able to give something back to the community be it in a very structured manner such as a school governor or in a less formal route of using up to 3 days Giving Something Back leave to support a local charity group.
- 2) Our commitment to financial contributions to good causes through Payroll Giving is strong and available to all employees. We promote this at least annually so that our staff can give to good causes.
- 3) Our “staff charity” is voted for by our employees on a two year cycle. We have been supporting the Vauxhall Food Bank for the past two years.

Appendix: Performance at the sites

Comparing our sites

The following table shows the environmental performance of our different sites in 2021-22 and **(in bold)** compared to the previous three years and the baseline of 2009-10.

Location	Year	Energy (MwH converted to CO _{2e} tonnes)	Water (cubic metres)	Waste Arising (tonnes)	Recycled Waste (%)
Blackpool	2009-10 (base)	2,839	30,197	191	71
	2018-19	2	3,269	34	68
	2019-20	2.6	579	33	67
	2020-21	208	579	3.4	75
	2021-22	3.22	2114	4.2	76
Durham	2009-10 (base)	3,451	12,346	482	66
	2018-19	92	1,636	40	72
	2019-20	90	1,633	31	77
	2020-21	124	1259	2.4	84
	2021-22	113	1306	10.7	71
Glasgow	2009-10 (base)	2,249	14,308	395	85
	2018-19	0	N/A	86	78
	2019-20	N/A	N/A	41	59
	2020-21	N/A	N/A	2.7	56
	2021-22	N/A	N/A	2.99	54
London	2009-10 (base)	355	3,748	71	73
	2018-19	229	1,741	28	92
	2019-20	98	N/A	9	78
	2020-21	N/A	N/A	6	72
	2021-22	16	693	4	52

About NS&I

NS&I is one of the largest savings organisations in the UK with 25 million customers and more than £202 billion invested.

NS&I is both a government department and an Executive Agency of the Chancellor of the Exchequer. Our origins can be traced back 160 years to 1861.

When customers invest in NS&I products, they are lending to the Government. In return, the Government offers 100% security on all deposits and pays interest or prizes for Premium Bonds.

Our purpose

We want to inspire a stronger savings culture. We believe everyone should have the opportunity to save confidently.

Our mission

- Providing cost-effective financing for government and the public good
- Offering trusted savings and investments propositions
- Delivering valued services for government
- Supporting a fair and competitive market and balancing the interests of our savers, taxpayers and the market.

Our values

Our values are at the heart of everything we do.

We are secure

- With our people
 - We are responsible and do the right thing. We deliver safely and take a balanced approach to innovation and risk.
- With our customers
 - 100% security for savings, backed by HM Treasury. Our digital security is trustworthy. We protect our business.

We are inspiring

- With our people
 - We use fresh thinking for public good. We have a willingness to learn quickly. Diversity, innovation and curiosity are welcomed.
- With our customers
 - Acting decisively and confidently for customers, working with pace to create value and inspiring them to secure their financial future.

We are straightforward

- With our people
 - We have integrity and work together in straightforward ways. What we say matters. We are empowered by our leadership.
- With our customers
 - Clear, 'everyday', understandable language. Products designed simply to meet our customers' needs and easy to use services.

We are reassuringly human

- With our people
 - A small organisation with a big reach. We care for colleagues, respect one another, invest in our people, and manage their talent effectively.
- With our customers
 - We listen to our customers, understand and respond to their needs. We care for customers, our environment and the public good.

Our operating framework

To balance the interests of our savers by offering a fair rate; the taxpayer by delivering long-term cost-effective finance; and the stability of the broader financial services sector by acting transparently and maintaining an appropriate competitive position.

<https://nsandi-corporate.com/>

On a journey to become the UK's most trusted savings provider