



SOCIAL IMPACT

Being a Responsible Business

Phil Loney
Group Chief Executive

KEY SUCCESSES IN 2018

OUR HIGHLIGHTS

Financial Performance

£396m

EEV operating profit before tax
(2017:£329m)

£150m

ProfitShare after tax
(2017:£142m)

£114bn

Funds under management
(2017:£114bn)

202%

Solvency II capital ratio
(2017:228%)

Non-Financial Performance

81%

Employee engagement survey response
(2017:80%)

£455,000

Foundation grants and Community donations in 2018 (2017:£299,000)

1.4m

Total number of members
(2017:1.2m)



Investor in Customers®
Gold 2018



COMPANY OF THE YEAR 2018



HIGH-LEVEL SOCIAL IMPACT AREAS

THE KEY SOCIAL PROBLEMS FACING EACH AREA OF OUR BUSINESS

Insurance



Building
Financial
Resilience

Pensions



Taking on the
Long-term Savings
Crisis

Investments



Strengthening
Responsible
Business

WAYS WE HAVE AN IMPACT
WE'LL DO MORE IN EACH OF THESE



Products & Services - driving up standards for everyone



Investments - building better businesses that are well governed



Campaigning & Lobbying - being a leading voice in our markets and fighting for change



Financial Education - building knowledge and confidence



Trusted Employer - creating an engaged and inclusive working environment