

Corporate responsibility commitments

2009 performance against goals

We set five overarching three-year objectives for our businesses in 2007. Each business sets annual goals to meet these objectives. Of the 165 goals set for 2009, 113 were achieved, 39 were partially achieved and 13 not achieved.

Key

Complete

Partially complete

Not complete

Poland

Group CR commitments	Goals	Progress
To improve the coordination of responsible business initiatives such as TCF and responsible lending, and to improve the efficiency of our programmes by establishing effective global working groups	Implement early settlement rebating model, ensuring a consistent approach and that practices are in line with the Customer Principles and the Consumer Credit Directive	This work has progressed on track in 2009 and we are awaiting further legislative clarification. This target has also been included in 2010 targets.
	Strengthen the importance of TCF among employees and representatives. Embed the Customer Principles by developing implementation and communication plans	New customer and agent charters have been incorporated successfully into the Best Practice Guide and all identified gaps against the TCF principles have been addressed. A TCF communications plan has been developed with internal communications successfully delivered and external communications due for January 2010.
	TCF group in Provident Polska to meet at least four times per year	A TCF group is in place and have met six times in 2009. A TCF roll out plan is in place to implement strategy and embed the Customer Principles.
	Ensure links between CR work and risk management function	CR has been positioned to manage reputation/adverse publicity risk. It is usually included in agendas for most external meetings with regulators and it is referred to in Q&As about products or the company. The Academy of Family Finance is publicised as a project aiming to boost consumer financial awareness.
	Run a customer insight session to obtain information directly from customers on how to communicate better and ensure information reaches their levels of financial literacy	A customer insight session was held and the results will form part of a documentation review.

Group CR commitments	Goals	Progress
	Take lead role in developing a Group complaints management strategy and roll it out across IPF operations	The Polish business has led the work to harmonise the group complaints policy.
	Strengthen the importance of financial literacy activities among employees and representatives	An external expert has been briefed and is preparing a specially designed module on financial literacy. Additionally internal communications and customer communications have been significantly strengthened to encourage employees and agents to attend existing workshops. Methods such as text messaging, branch posters and invitations are being used and a pilot workshop for agents will take place in Jan 2010.
To report in a way that meets the growing expectations of stakeholders	Obtain external stakeholder dialogue when developing community programmes - hold at least five meetings with external organisations during 2009	Stakeholder dialogue was achieved through meetings with various supervisory, consumer protection and non-governmental organisations. We also undertook projects and sought feedback from the Consumer Organisation which certificated our loan agreement, ran workshops for the consumer ombudsman in cooperation with the Office of Competition and Consumer Protection and KPF and published a brochure on Professional Debt Recovering in Gazeta Wyborcza (in association with UOKiK and KPF in Gazeta Wyborcza).
	Improve stakeholder engagement in Brussels, obtaining wider input on reporting at the European level	A stakeholder roundtable took place in Brussels in September 2009 with a wide range of stakeholders from the EU, academia, the non governmental organisations sector, consumer protection organisations and business. We will report on feedback through our corporate website.
	Increase coverage of positive initiatives in the media by increasing the number of positive media clippings in 2009 by 10% from 2008	Positive media coverage did not increase by 10%.
	Raise the profile of CR internally by developing a CR section on the intranet and delivering at least four CR communication campaigns by end 2009	A CR section is now included on the Intranet. A number of communications campaigns have been launched including a contest for journalists to write about volunteering, an exhibition in the head office and local branches on 'Yes! I help', a contest on financial literacy on Polish Regional Public Radio stations and an external volunteering contest with regional media named 'Yes! I help my neighbourhood'.
To bring greater focus to financial literacy and develop it as a strategic theme in our community investment activity	Strengthen the impact of financial literacy among Polish consumers, media and opinion leaders - organise up to 10 workshops across Poland on financial literacy and increase the number of participants by 10% compared with 2008.	The financial literacy website was supplemented with a new improved version of the family budget calculator and new content has been published including expert advice, opinion polls and financial literacy articles. Ten financial literacy workshops were completed across Poland with 195

Group CR commitments	Goals	Progress
	Establish cooperation with one new partner/expert to support Academy of Family Finances programme in Poland	participants. The 2009 edition of the Family Finance Academy was made in cooperation with Dojrzewalnia Róż as a strategic partner and Europejska Fundacja Integracji Społecznej, Centrum Motywacji Cooltura, Polskie Radio Łódź, Polskie Radio Katowice, Polskie Radio Wrocław, Polskie Radio Merkur, Polskie Radio Lublin and Polskie Radio Białystok and TVP3 Łódź.
	Further develop the 'Knowledge Sharing Culture' programme through Provident employees participating in at least 15 knowledge lectures at seven universities	17 lectures were given at seven universities.
To build on success of environmental management system and bring all businesses up to a consistently high standard		
To reduce IPF's impact on climate change (energy use)	Reduce energy consumption by 1% (relative to employees) at head office by end 2009	Against employee numbers there was a reduction of over 1% (In future all energy consumption targets will be set against floor space). An energy consumption campaign was launched at the head office with stickers in copy rooms, bathrooms and kitchens reminding people to switch off lights. A light switch 'off-timer' has been installed in one copy room as a pilot.
	Investigate a green tariff electricity provider by end 2009	An investigation was carried out but there are no green tariff electricity providers available in Poland.
To reduce IPF's impact on climate change (transport)	Maintain CO2 emissions at 2008 levels (relative to number of customers)	CO2 emissions remained at 2008 levels (relative to customer numbers) due to the continued review of the company car list.
To reduce IPF's use of natural resources (paper)	Reduce paper consumption by 1% (relative to employees) at head office by end 2009	Office paper purchased increased by 11% this year compared to 2008 levels despite proactive awareness raising and signage.
To improve IPF's resource efficiency (recycling)	Pilot 'green office' initiatives at head office by end 2009	Departmental paper monitoring, recycling e-waste and the introduction of centralised recycling islands are in progress but will not be fully implemented until 2010.
To develop effective communication mechanisms to engage employees in environmental initiatives and raise the profile of our CR programme	Promote environmental awareness to employees using at least two new measures	Although we continue to present environmental matters to all employees as part of their induction training and during our annual conferences, new environmental awareness raising methods were not realised. This now forms part of 2010 targets.
To embed social and environmental considerations in procurement activities	Send a communication to at least 50% of our partners about Provident's environmental policy	A letter was prepared and delivered to partners on international 'Earth Day' however this did not reach 50% of suppliers.

Group CR commitments	Goals	Progress
	Initiate three new measures to embed the responsible supply chain management policy	Relevant suppliers have been identified and considerations were included in a tender for office supplies/stationery and also for customer mailing.
To build on responsible workplace initiatives. To develop the talent pool by recruiting, coaching and developing new and existing talent to meet the current and future needs of the business	Improve employee engagement scores against 2008 levels	An employee engagement survey was not carried out in 2009 although a number of activities took place in order to improve the level of engagement. Operational employees took part in a 'leaders club', regular meetings with employees and representatives were organised to discuss business issues, and communication was improved with the creation of a new contact tool for head office staff to communicate with local board directors.
	Continue to progress and communicate talent management framework	Quarterly talent reviews took place at all levels. Five talent panels were held to discuss the development of the talent pool participants. Personal Development plans have been updated and further development activities agreed.

UK/Group

2010 goals

We have set a number of new goals for 2010.

Group CR commitments	Goals
To improve the coordination of responsible business initiatives such as TCF and responsible lending, and to improve the efficiency of our programmes by establishing effective global working groups	Implement early settlement rebating model across the business, ensuring a consistent approach and that practices are in line with the Customer Principles and the Consumer Credit Directive.
	Create a new team to carry out improved customer research. Implement branch level monthly customer feedback surveys to: improve visibility of the Customer Charter, feed into branch performance reviews and drive the customer centricity of the business.
	Finalise corporate responsibility sections of the IPF Best Practice Guide and achieve 95% compliance by the end of 2010.
	To inform external stakeholders about incorporation of TCF through the creation and delivery of a customer newsletter.
	Strengthen the importance of TCF among employees and representatives through the Polish TCF working group with at least four meetings per year. 100% of agents and staff trained, and continued internal and customer communication.
	Ensure that customer communications are TCF compliant by monitoring and acting according to feedback from customers.

Group CR commitments	Goals
To report in a way that meets the growing expectations of stakeholders	Ensure external stakeholder dialogue by holding at least five meetings with external organisations during 2010.
	Ensure that CR is communicated to external stakeholders through creation of a DVD summarising Provident Polska CR activities.
	Run a local stakeholder roundtable to help improve external understanding of the business and obtain feedback into activities
	Ensure that CR is communicated to internal stakeholders. Strengthen the importance of CR in induction training by including a CR film and publishing CR related newsletters.
	Continue to engage media in financial education and community activities by maintaining coverage at 2009 levels.
To bring greater focus to financial literacy and develop it as a strategic theme in our community investment activity	Ensure financial literacy is delivered internally by providing a financial literacy workshop to 100 agents.
	Ensure financial literacy is delivered externally through running at least 10 workshops across Poland and establishing cooperation with one new partner/expert to support Academy of Family Finance programme.
To build on success of environmental management system and bring all businesses up to a consistently high standard	
To reduce IPF's impact on climate change (energy use)	Reduce energy consumption by 1%, relative to employees, for head office by end 2010 compared to 2009 levels.
To reduce IPF's impact on climate change (transport)	Maintain CO2 emissions at 2008 levels relative to customers.
To reduce IPF's use of natural resources (paper)	Reduce paper consumption by 1% (relative to employees) for the head office by end 2010 compared to 2009 levels.
To improve IPF's resource efficiency (recycling)	Pilot green office initiatives at head office by end 2010 (carried over from uncompleted 2009 targets).
To embed social and environmental considerations in procurement activities	Send a message (letter or email) to at least 50% of our partners about Provident's 2010 environmental activities.
To develop effective communication mechanisms to engage employees in environmental initiatives and raise the profile of our CR programme	Maintain levels of environmental communication - at least one communication every 2 months
To build on responsible workplace initiatives, and to develop the talent pool by recruiting, coaching and developing new and existing talent to meet the current and future needs of the business	Further develop 'Knowledge Sharing Culture' programme throughout Provident by running at least 10 workshops in 2009.
	Improve employee engagement through responding to feedback and improve results compared to 2008 scores.

Group CR commitments

Goals

Continue high level of engagement in corporate volunteering by running up to 40 projects through the 'Yes I Help' programme.

Drive the development and implementation of reward strategies for agents and employees with the overall aim of continuously improving individual, team and business performance.

Drive the development and implementation of resourcing and development (including talent management) strategies for agents and employees with the overall aim of continuously improving individual, team and business performance.

Ensure active dialog with non governmental organisations and government groups related to disabled people in the labour market by taking part in at least three meetings organised by the National Council of Disabled People.
