

HARGREAVES
LANSDOWN

CORPORATE SOCIAL RESPONSIBILITY IMPACT REPORT 2020



WE
PUT
THE
CLIENT
FIRST



Chris Hill

Chief Executive Officer

Back in 1981, Peter Hargreaves and Stephen Lansdown identified that it was very difficult for ordinary people to find good information about investing without paying a financial adviser or stockbroker. They believed that with the right information and better understanding, people would take more interest in their investments and finances, empowering them to take action to improve their financial lives. Hargreaves Lansdown was born, disrupting the industry and making investing easier and more accessible.

Since then, HL has grown to become one of the largest and most successful companies in the UK. Our purpose remains the same, to empower people to save and invest with confidence; to help them achieve better financial outcomes.

The innovative, disruptive energy that our company started with is ever present and today HL is the biggest online investment service with nearly 1.5 million clients and our new cash service, Active Savings is changing the way people manage their cash for the better.

Our values are at the heart of everything we do, they are how we do business:

- Put the client first
- Go the extra mile
- Do it better
- Make it easy
- Do the right thing

I'm proud of our position in the community as a responsible employer. The way we work and engage with our colleagues, pay our taxes fairly, and take a lead in helping the government and regulators to make investing easier and more accessible, are all important parts of who we are as a business.

We continue to make great progress in developing our corporate social responsibility and by listening to feedback from our clients and experts we will continue to improve, further and faster in the future.

This guide gives you some more details on how we continue to support our responsible and sustainable aims.

EVERYONE WELCOME



Heather Cooper
Chief People Officer

There are four pillars to our Corporate Social Responsibility strategy: clients; colleagues; community; and sustainability.

Everyone's welcome at HL. We want people to come as they are, both our clients and colleagues.

Diversity and inclusion are extremely important to us, as we believe they bring huge benefits to our client service, colleague experience and our work in the community. We believe in a culture and inclusive colleague experience that

values people from all walks of life. We respect, value and embrace diversity and ensure everyone is recognised and respected for the different perspectives they bring. Amongst other initiatives, we are members of the 30% Club and launched the South West Mentoring Awards, both of which aim to improve diversity.

We understand the importance of our impact on the environment, how we can support sustainability and play our part to reduce the impact of climate change. Our initiatives range from helping clients to invest according to their values, to reducing our plastic and paper consumption.

While we know there is more we can do across all our pillars, we are pleased with our progress and have ambitious plans.

ES



CLIENTS



Supporting clients to improve their financial resilience

1,698

trained Dementia Friends at HL to ensure all our clients are supported

11%

increase year-on-year of clients that hold ESG investments.

Examples of what we've done:

- ✓ Delivered our service in a way that is accessible to all clients
- ✓ To better support our vulnerable clients we have worked with the Alzheimer's Society and have 1,698 trained Dementia Friends at HL
- ✓ Developed our communication to help make it more inclusive and to support initiatives to get more women investing
- ✓ Improved the accessibility of the HL website and literature
- ✓ Increased the amount of information and articles on socially responsible investing

- ✓ There are more than 150 socially responsible investments on the platform (including funds, ETFs and Investment Trusts)

What we're going to do:

- ✓ Further improve our socially responsible investment opportunities and research to all clients
- ✓ Listen to our clients and improve our services based on their feedback so they can save and invest with confidence
- ✓ Updated our guidance and emailed all clients to make them aware of the heightened risk of scams



PEOPLE

Engaging our people by creating an inclusive, diverse and healthy workforce with equal opportunities for all



300

colleagues in at least one of our 8 HL Groups and Networks



18%

increase in diversity and inclusion score on the colleague survey

Examples of what we've done:

- ✓ Set up our 8 colleague led HL Groups and Networks
- ✓ Introduced a career confidence mentoring scheme
- ✓ Set up and hosted the South West Mentoring Awards and South West Mentoring Network
- ✓ Provided a programme of events and talks for colleagues on the importance of equality and wellbeing
- ✓ Trained 26 colleagues as Wellbeing Champions and Mental Health First Aiders
- ✓ Provided financial education for all colleagues
- ✓ Volunteering – supporting our colleagues to give something back

What we're going to do:

- ✓ Continue to build an inclusive culture where all colleagues can bring their whole selves to work and progress through the company
- ✓ Continue to support colleagues to look after their physical and mental wellbeing and continue to prioritise this, focusing on the four pillars of wellbeing – social, mental, physical and financial
- ✓ Build upon the South West Mentoring Awards and Network to ensure best practice around mentoring is shared externally and internally
- ✓ Commit to signing up to the Living Wage Foundation Accreditation

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COMMUNITY



Playing a positive, supportive and leading role in our local community

90%

of colleagues believed that HL supports the local community directly

111 colleagues

despite the pandemic, volunteered 1,016.5 hours in 2020 across 40 organisations, including supporting over 100 children

Examples of what we've done:

- ✓ 82% of colleagues agreed that HL provides good volunteering options
- ✓ Seconded colleagues to help drive and support the Regional Recovery Taskforce for the West of England Combined Authority (WECA) Local Enterprise Partnership (LEP)
- ✓ Made a donation to the NHS Nightingale Hospital Bristol, to help build a canteen and rest area for staff
- ✓ Made a donation to FareShare, who ensure vulnerable people still have access to food
- ✓ Offered volunteering and funding support for Bristol Learning City's 'Doorstep Library' initiative which provides books, pens and paper to disadvantaged families
- ✓ Sponsored the partnership between Bristol Sport Foundation and Feeding Bristol to help ensure that children in Bristol have access to nutritious and healthy food

- ✓ HL Foundation. Raised over £470,000 since inception in 2016
- ✓ Established a new charity partner, Help Bristol's Homeless

What we're going to do:

- ✓ Key involvement in promoting and raising the profile of the Bristol tech sector locally, nationally, and internationally and making technology, jobs, and technology entrepreneurship more accessible to more people
- ✓ Build upon partnerships across the community and maintain role as a key partner with Bristol City Council across their initiatives
- ✓ Continue to develop and embed the Volunteering Policy and support the projects that matter to our colleagues and community
- ✓ Continue to support community partners via the HL Foundation, focusing on social mobility and resilience

SUSTAINABILITY



Building a lifelong, sustainable and responsible business

51%

reduction of tCO₂e per full time employee over the last 5 years

100%

of the electricity we use is from renewable sources

Examples of what we've done:

- ✓ Partnership with Bristol Green Capital Partnership
- ✓ Taken a fresh look at the work we are doing on Human Rights and Modern Slavery and improved our policies:
 - Modern Slavery Act
 - Human Rights Policy
 - Mapped and aligned our CSR Strategy to the United Nations Sustainable Development Goals
- ✓ Developed our approach to climate change, including articulating the associated risks and opportunities
- ✓ Reviewed the environmental efficiency of our building to reduce our carbon impact

- ✓ Taken external advice on how we can make better improvements
- ✓ Developed a crisp packet recycling scheme

What we're going to do:

- ✓ Continue to develop and refine our actions towards reducing our carbon emissions from our operations
- ✓ Reduce the use of paper and plastic
- ✓ Sign up to the United Nations Principles for Responsible Investing
- ✓ Undertake a scenario analysis to understand the materiality of climate-related risks and opportunities for HL and publish our first Task Force on Climate-related Financial Disclosures report



More than

1,600

people are now homeless in Bristol

HL FOUNDATION



The HL Foundation is our charitable trust. At Hargreaves Lansdown we want to do more than empower people to save and invest. We want to help the next generation, we want to support local communities, improve people's health and wellbeing to change people's lives for the better. Our colleagues raise money and volunteer for charities and good causes who do all these things and more.

For 2020, we are proud to have chosen to support Help Bristol's Homeless – <https://helpbristolshomeless.org/>

Help Bristol's Homeless mission is to change the face of homelessness in Bristol. They support people in Bristol by hosting community events, offering floating support to help people tackle all kinds of issues, support with form filling and through the provision of temporary accommodation.

Their vision is to develop a site with ten containers, converted into self-contained studio flats, providing temporary accommodation until a homeless resident can find a more permanent home.

During the year, HL colleagues will be undertaking a variety of fundraising activities and volunteering to help provide the resources and support to those who need it.



Left to right: Jasper Thompson, CEO of Help Bristol's Homeless, Martha Girling, Corporate Social Responsibility Manager, Heather Cooper, Chief People Officer, Kevin Millwood, Cyber Risk Manager

Additionally, to support in fundraising, we offer double matched payroll giving. This has trebled the numbers of colleagues donating via Give As You Earn (GAYE) and is something we are looking to promote further.

Our aim is to be able to raise enough money to fund:

- A new wellbeing centre
- 2 self-contained living apartments

You can donate here: www.justgiving.com/hargreaves-lansdown-charitable-foundation and help us achieve this aim

SUSTAINABLE DEVELOPMENT GOALS

The United Nations Sustainable Development Goals were created to align companies and countries efforts to promote prosperity whilst protecting the planet. In order to make the biggest impact we have to work together.

The UN Sustainable Development Goals (SDGs) provide a focus for how businesses, governments and civil society can tackle

these challenges in order to promote a more sustainable future for all. They have helped to inform our thinking about where we can play an important role and guided our contribution to 12 out of the 17 goals.

For more information on the work we are doing, please click www.hl.co.uk/corporate-social-responsibility/environmental-sustainability.

Sustainable Development Goal	Impact we can have on the goal	Impact of the issue on our business (materiality)	HL strategic priority
1. No poverty	✓ ✓	✓ ✓	✓ ✓
2. Zero hunger	✓		
3. Good health and wellbeing	✓ ✓ ✓	✓ ✓ ✓	✓ ✓ ✓
4. Quality education	✓ ✓ ✓	✓ ✓ ✓	✓ ✓
5. Gender equality	✓ ✓ ✓	✓ ✓ ✓	✓ ✓ ✓
6. Clean water and sanitation			
7. Affordable and clean energy	✓		
8. Decent work and economic growth	✓ ✓ ✓	✓ ✓ ✓	✓ ✓ ✓
9. Industry innovation and infrastructure			
10. Reduced inequalities	✓ ✓ ✓	✓ ✓ ✓	✓ ✓ ✓
11. Sustainable cities and communities			
12. Responsible consumption and production	✓ ✓	✓ ✓	✓ ✓
13. Climate action	✓	✓	✓
14. Life below water			
15. Life on land			
16. Peace and justice	✓	✓	✓
17. Partnership	✓ ✓ ✓	✓ ✓	✓



Memberships, Accreditations and Partnerships



Women in Finance Charter

We signed the Women in Finance charter in May 2016, a pledge for gender balance across financial services



Bristol Equality Charter

We were founding members of the Bristol Equality Charter which is a cross sector collaborative approach to address inequality in Bristol



Period Friendly Places

We are a donation point and supply 4 locations in Bristol, including being a period friendly employer



Social Mobility Pledge

We are a signatory of the Social Mobility pledge



Fostering Friendly Organisation

We are an accredited Foster Friendly organisation



Bristol Green Capital Partnership

We are a member of the Bristol Green Capital Partnership



Women in Business Charter

We are a signatory of the Women in Business charter



30% Club member

We are a member of the 30% club



FTSE4Good

We are included in the FTSE4Good index



Bristol Sport Foundation

We have a volunteering partnership with Bristol Sport Foundation



Bristol Learning City

We support the initiative through funding cloakroom libraries and volunteering in schools



Envision

We support Envision by volunteering as business mentors



FareShare

Fighting hunger and tackling food waste



Disability Confident Employer

We are a Disability Confident Employer



United Nations Sustainable Development Goals

We have aligned our CSR strategy to the goals



Pride

We are proud sponsors of Bristol Pride



St Paul's Carnival

We are proud sponsors of St Paul's carnival





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