



# ISAE 3000 Assurance Statement

## Independent Assurance of Vanquis Banking Group's 2023 GHG Emissions & Social Data Assurance

### Vanquis Banking Group Ltd

Prepared by:

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## Revision Record

Revision	Date	Prepared By	Checked By	Authorised By
01	12 March 2024	Jonathan O'Donnell	Peter Truesdale	Sharon Abram
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## Basis of Report

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## 1.0 The Nature of the Assurance

This is a report by SLR Consulting Limited (SLR) for the Board of Vanquis Banking Group.

SLR has undertaken an independent limited assurance of Vanquis Banking Group's 2023 greenhouse gas (GHG) emissions against the WRI/WBCSD Greenhouse Gas Protocol, 2015 revised edition, and the appropriate GHG conversion factors for company reporting as published by UK Department for Environment, Food and Rural Affairs (DEFRA), along with supplier-specific emission factors. GHG and social data was also assessed against the GRI Principles of: Accuracy, Clarity, Comparability, Completeness, Timeliness and Verifiability.

The data assured is co-terminus with the boundary of Vanquis Banking Group's Annual Report and Accounts in which the data will be being reported, for the reporting period 01 January 2023 – 31 December 2023.

Vanquis Banking Group is entirely and solely responsible for the production and publication of the data assured, and SLR for its assurance.

This engagement was performed in accordance with the International Standard on Assurance Engagement (ISAE) 3000 (Assurance Engagements other than Audits or Reviews of Historical Financial Information) and the relevant subject-matter specific ISAE for GHG data (ISAE 3410, Assurance Engagements on Greenhouse Gas Statements).

GHG quantification is subject to inherent uncertainty due to factors such as incomplete scientific knowledge about the global warming potential of different GHGs and uncertainty around the models and parameters used in estimating GHG emissions.

SLR has complied with the requirements for independence, professional ethics and quality control as stipulated by ISAE 3000 (2020) Requirement 3a and 3b.

## 2.0 Assurance Work Performed

The assurance work was commissioned in December 2023 and was completed on 12<sup>th</sup> March 2024.

Detailed records were kept of meetings and correspondence relating to the assurance. A team of five, led by Sharon Abram, Technical Director, undertook the assurance and commentary process.

The assurance engagement was undertaken to a **limited** level. The assurance involved the following:

1. Attendance at regular Teams calls with the Vanquis Banking Group team to ensure data collection process and system;
2. Interview with Thomas Sim to understand processes and procedures implemented at Moneybarn Ltd;
3. Interview with Eileen Shortall to understand processes and procedures implemented at Vanquis Bank (London and Chatham);
4. Interview with Andrew Brown to understand processes and procedures implemented at Provident Financial (Bradford);
5. In-depth meeting with Alexandra Kehoe at Moneybarn to understand the processes and procedures surrounding financed vehicles and how emissions are calculated;
6. A review of underlying data sources and substantiating evidence to support this year's reporting, to assess robustness of monitoring and reporting systems;



7. A review of year-on-year environmental performance trends to identify any significant changes in operational eco-efficiency and investigate the reasons behind these trends;
8. A review of GHG calculations for accuracy and consistency with best practice guidelines; and
9. A review of group-wide data consolidation and reporting to check for errors or omissions in data analysis, consistency with underlying data sets and reasonableness of reporting.

The scope of the assurance is summarised in Tables 1 & 2 below:

**Table 1. Assured Data - Social**

Assured Data - Social	
Metric	Total
<b>Customer satisfaction</b>	
Credit cards customer satisfaction rate	4.4/5
Vehicle finance Feefo score	4/5
Snoop	96%
<b>Customer complaints</b>	
Total number of complaints	73,189
Total number of complaints referred to the Financial Ombudsman Service (FOS)	9,464
% of complaints referred to FOS upheld in customer's favour	11%
Total customer-focused training hours	2,702
<b>Colleague numbers</b>	
Group total	1,525
Credit card division	859
Vehicle finance division	300
Corporate office	319
Snoop	46
<b>Female representation</b>	
Female colleagues	48%
Female directors	31%
Female colleagues in senior management positions	35%
Female colleagues in middle level management	39%
Female colleagues in first level management	43%
Female colleagues at colleague level	52%
<b>Equality, diversity and inclusion</b>	



Assured Data - Social	
Colleagues from a Black, Asian, other White or Minority Ethic background	18%
Colleagues who have declared a disability	18%
Colleagues that identify as a gender other than male or female	2%
Colleagues from LGBTQ+ community	6%
<b>Learning and development</b>	
L&D hours	21,824
Average number of L&D hours per colleague	12
<b>Absence and turnover</b>	
Average number of absence days per colleague	7
Average number of absence days – corporate office	2
Average number of absence days – credit card division	8
Average number of absence days – vehicle finance division	5
Average number of absence days - Snoop	1
Colleagues who left	41%
% of colleagues who left voluntarily	15%
<b>Health and safety</b>	
Reportable accidents	0
Reportable accidents scaled up to 100,000 colleagues	0
Non-reportable accidents	33
Non-reportable accidents scaled up to 100,000 colleagues	1,769
<b>Whistleblowing</b>	
Calls made to whistleblowing hotlines	2
<b>Social impact</b>	
Colleague volunteering hours	1,696
Grants distributed through community foundations	30
Colleague matched funding	£16,592
<b>Community investment breakdown</b>	
Cash	£1,152,579



Assured Data - Social	
Management costs	£169,231
Value of colleague time	£62,269
Total community investment	£1,384,035
<b>Suppliers paid according to the Prompt Payment Code</b>	
Corporate office	95%
Credit card division	94%
Vehicle finance division	98%
Snoop	80%
<b>Investor indices</b>	
S&P Global ESG Score	54

Assured Data - Environmental		
Source	Units	Total
Total greenhouse gas emissions (market-based)	Metric tonnes CO <sub>2</sub> e	335,580
Total greenhouse gas emissions (location-based)	Metric tonnes CO <sub>2</sub> e	335,629
<b>Scope 1 emissions</b>	Metric tonnes CO <sub>2</sub> e	202
Natural gas	Metric tonnes CO <sub>2</sub> e	186
Diesel and petrol	Metric tonnes CO <sub>2</sub> e	15
<b>Scope 2 emissions</b>	Metric tonnes CO <sub>2</sub> e	604
Electricity (location-based)	Metric tonnes CO <sub>2</sub> e	604
Electricity (market-based) <sup>1</sup>	Metric tonnes CO <sub>2</sub> e	556
<b>Scope 3 emissions</b>	Metric tonnes CO <sub>2</sub> e	334,823
Suppliers' emissions <sup>2</sup>	Metric tonnes CO <sub>2</sub> e	20,210
Water supply	Metric tonnes CO <sub>2</sub> e	1
Paper usage	Metric tonnes CO <sub>2</sub> e	10
Scope 1 and 2 associated 'well-to-tank' emissions	Metric tonnes CO <sub>2</sub> e	233
Waste collection and management	Metric tonnes CO <sub>2</sub> e	10

<sup>1</sup> Market-based electricity emissions – the market-based emissions from the two suppliers are in CO<sub>2</sub> and not CO<sub>2</sub>e (i.e. do not include non-CO<sub>2</sub> emissions); however, the variance between CO<sub>2</sub> and CO<sub>2</sub>e is considered to not be material. The supplier emissions factors used in market-based method covers the period 1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2023 only.

<sup>2</sup> When calculating the supplier's emissions using the spend-based method, we used the UK Government Department for Business, Energy & Industrial Strategy which was published in June 2023 and present data from 2019. However, due to inflation, an inflation rate of £1.23 has been implemented to ensure accuracy and transparency.



Assured Data - Environmental		
Water treatment <sup>3</sup>	Metric tonnes CO <sub>2</sub> e	1
Air travel	Metric tonnes CO <sub>2</sub> e	358
Rail travel	Metric tonnes CO <sub>2</sub> e	62
Grey fleet	Metric tonnes CO <sub>2</sub> e	38
Other travel	Metric tonnes CO <sub>2</sub> e	161
Hotel stays	Metric tonnes CO <sub>2</sub> e	69
Scope 3 associated 'well-to-tank' emissions	Metric tonnes CO <sub>2</sub> e	81
Employee commuting to work <sup>4</sup>	Metric tonnes CO <sub>2</sub> e	9,053
Employee homeworking	Metric tonnes CO <sub>2</sub> e	713
Downstream leased assets (market-based) <sup>5</sup>	Metric tonnes CO <sub>2</sub> e	0
Financed vehicles <sup>6</sup>	Metric tonnes CO <sub>2</sub> e	303,846
Air travel	Miles	1,765,860
Rail travel	Miles	1,016,954
Grey fleet	Miles	140,242
Other travel	Miles	1,108
Absolute waste arising	Tonnes	96
Recycled	Tonnes	54
Sent for energy recovery	Tonnes	30
Landfill	Tonnes	14
Paper usage for admin and marketing	Tonnes	11

<sup>3</sup> In the absence of water treatment volume data for some offices, we have assumed that the water treatment volume is the same as the water supply volume; this approach results in an overestimate of the water treatment volumes.

<sup>4</sup> Employee Commuting to Work emissions (tCO<sub>2</sub>e) are based on the 2023 employee survey. The significant increase in employee commuting emissions is due to the change in calculations approach. This year environmental factors provided from the UK Gov are applied.

<sup>5</sup> The market-based method was used to calculate the emissions associated with an office that is leased by the Group where 100% renewable electricity is used.

<sup>6</sup> The emissions from the vehicles that are financed by the Group are based on the number of live vehicle financial agreements for the 2023 reporting period. The vehicle emission factors are in CO<sub>2</sub> and not CO<sub>2</sub>e (i.e. do not include non-CO<sub>2</sub> emissions); however, the variance between CO<sub>2</sub> and CO<sub>2</sub>e is not considered to be material.





### **3.0 Independence**

SLR is a specialist management consultancy, advising corporations that seek to improve their economic, social and environmental performance around the world and is a leading assessor of corporate responsibility and sustainability reports. We have worked with Vanquis Banking Group (and its predecessor Provident Financial Group) since 2001. We have provided assurance since 2005. During the 2023 reporting period, except as noted below, our work with Vanquis Banking Group focused exclusively on assurance. Vanquis Banking Group is a member of the B4SI (Business for Societal Impact b4si.net), an evaluation framework for corporate community involvement which we manage on behalf of its members and adherents.

### **4.0 Conclusion**

Based on the scope of work and assurance procedures performed, nothing has come to our attention that causes us to believe that the selected GHG emissions and social data is not prepared, in all material respects, in accordance with the GRI Principles of: Accuracy, Clarity, Comparability, Completeness, Timeliness and Verifiability; and the GHG Protocol Corporate Accounting and Reporting Standard.

SLR Consulting Limited  
Manchester  
12<sup>th</sup> March 2024





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