



## Sustainability at Nucleus

Sustainability is at the heart of our strategy and vision of 'making retirement more rewarding in a commercial, ethical, and sustainable way'.

### What does sustainability mean for Nucleus?

"Sustainability means creating a successful business for the long-term, whilst recognising our role as a responsible corporate citizen.

Running our business in a sustainable way has a positive impact on our communities, employees, and the planet and goes hand in hand with delivering long term shareholder value."

Richard Rowney, CEO, Nucleus

Sustainability is a quickly evolving area and we're on a journey to progress our environmental and societal impact.

We've set a number of sustainability linked ambitions and will be flexible in our approach to adopt best practice so their delivery isn't an end point for our sustainability.

### Sustainability framework

We've developed and implemented a B-Corp inspired sustainability framework. We use the framework to measure, track, and target our societal and environmental impact. We've developed plans and long-term ambitions across the six areas of the framework which we summarise below.

#### Governance

We've formed Sustainability Steering and Working Groups, with executive level sponsors, to implement the framework with the purpose of delivering our business strategy across our six sustainability pillars:

- Governance
- Environment
- Our people
- Community
- Customers
- Sustainable investing.

'Most sustainability activity is now embedded within BaU, with our Sustainability Working Group managing those activities not captured within BaU functions. They also combine and support already established sustainability linked groups, such as diversity and inclusion and our charity committee.

The working group regularly reports to our Executives and Board on our progress in achieving longer-term sustainability ambitions as well as monitoring key sustainability metrics.

#### Environment

We recognise that as a responsible corporate citizen we've a responsibility to help address climate change and supporting the business minimise our environmental impact in a sustainable manner.

Our Sustainability Working Group is responsible for measuring, targeting, and minimising how we impact the environment throughout our value chain.

We've set ourselves an ambition to reach net zero emissions as soon as possible. Once we understand how and where we're impacting the planet, we'll set decarbonisation targets and will start to offset the emissions we can't reduce immediately.

We make climate related disclosures in line with regulation and the recommendations of the Taskforce on Climate-related Financial Disclosures (TCFD). Our latest Report, covering how we take into account wider environmental and climate-related factors as well as reporting on our emissions, can be viewed here: [nucleusfinancial.com/about-nucleus/responsible-business](https://nucleusfinancial.com/about-nucleus/responsible-business).

## Our people

Our people are key to achieving our ambition of best loved platform. We ensure they're fairly rewarded and know they are valued. We want our people to be passionate about helping the advisers we work with make retirement more rewarding for their clients.

We recognise the importance of our role in encouraging more diversity and inclusion in our workplace and dissolving barriers to creating a diverse and equitable company. We've established a working group for equality, diversity and inclusion which is focused on creating an inclusive culture where everyone feels they belong and can contribute.

Our aim is to be a high performing organisation, while providing opportunities for all our people, developing them in their careers and looking after their wellbeing.

## Community

We aim to have a positive impact on the environmental and social sustainability of the communities in which our people live and work. We do this through a combination of giving back, volunteering and creating opportunities for our people to have a lasting impact on our communities.

The Nucleus Charity Committee identifies, promotes, and coordinates charitable activities across the business, provides matched funding on charity donations raised by our people, and provides sponsorship to charitable and sustainable events in our local communities. Our charitable foundation is entirely funded by the business and governed by a committee of independent and staff trustees. It exists to share some of the benefits of scale for the good of our stakeholders and the communities in which we operate.

## Customers

Our purpose is to help advisers make retirement more rewarding for their clients. We do this by using technology and the talents of our people, in an ethical and sustainable way, and actively encourage feedback to improve customer outcomes.

By focusing on, and actively managing, end-to-end customer journeys, we can better monitor and improve the experiences our customers have with us. We measure these outcomes through detailed voice of customer reporting which is reviewed every month at our dedicated Customer Outcomes Committee.

We pride ourselves on our dedication to supporting vulnerable customers. Our people are trained to identify and support vulnerability and are empowered to provide flexible, tailored support quickly to customers who need it most.

## Sustainable investing

We recognise that financial services have a vital role in accelerating the transition to a more sustainable economy. We also know the investments held on our platform have a significant impact on the environment and society.

Our role is to increase understanding and awareness of sustainable investing. Through developing our proposition, we also aim to help advisers and customers measure the impact of investments throughout their relationship with us so they can make informed decisions.

We share thought leadership in the sustainability space, with regular articles published on our online learning portal, Illuminate. These learning materials arm advisers with key information around sustainability and give them the tools and knowledge to help them service their clients from an ESG perspective.