



# Independent Assurance of Provident Financial's Corporate Responsibility Data ISAE 3000 statement

MAY 2021

# Independent Assurance of Provident Financial's Corporate Responsibility Data: ISAE 3000 statement

## The nature of the assurance

This is a report by Corporate Citizenship for the Customer, Culture and Ethics Committee of the Group.

Corporate Citizenship has undertaken **limited** assurance of the corporate responsibility data included in the *2020 Corporate Responsibility Report* against the GRI Principles for Defining Report Quality and the GHG Protocol Corporate Accounting and Reporting Standard.

Provident Financial is entirely and solely responsible for the production and publication of the data assured, Corporate Citizenship 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.]

Corporate Citizenship has complied with the requirements for independence, professional ethics and quality control as stipulated by ISAE 3000.

## Assurance work performed

The assurance work was commissioned in December 2020 and was completed on 7 May 2021. Detailed records were kept of meetings, assurance visits and correspondence relating to the assurance. A team of three, led by a Director, undertook the assurance process. A second director acted as adviser to the group.

The assurance engagement was undertaken to a **limited** level, and involved but were not limited to the following activities:

- Understanding Provident Financial Group and its value chain, its own culture and the broader social contexts in which it operates; its approach to and understanding of CR; and how it identifies issues material to its operations;
- Review of news and media coverage of key corporate responsibility issues impacting Provident Financial
- Reading and commenting upon an initial draft of the report;
- Raising queries of fact upon statements within the report and the systems used to produce them;

- Interviews with nineteen Provident staff involved in managing corporate responsibility issues and systems;
- Interviews with four organisations that partner Provident Financial in community and public policy work;
- Consideration of the results of staff and shareholder surveys.

## **Independence**

We have worked with Provident Financial since 2001 and have provided assurance since 2005. During 2020, except as noted below, our work with Provident Financial focused exclusively on assurance and a brief commentary on the Dow Jones Sustainability Index results. In 2021 we assisted Provident Financial with its reconsideration of Materiality. Provident Financial is a member of the B4SI (Business for Societal Impact [b4si.net](http://b4si.net)), an evaluation framework for corporate community involvement which we manage on behalf of its members and adherents.

## **Conclusion**

Based on the scope of work and assurance procedures performed, nothing has come to our attention that causes us to believe that the material assured is not prepared, in all material respects, in accordance with the GRI Principles for Defining Report Quality and the GHG Protocol Corporate Accounting and Reporting Standard.

Corporate Citizenship Limited

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7 May 2021

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