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*Independent Assurance of  
Provident Financial Group's  
Corporate Responsibility Report  
ISAE 3000 statement*

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# Independent Assurance of Provident Financial's 2019 Corporate Responsibility Report: 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 report against the Global Reporting Initiative Principles for Defining Report Content and Defining Report Quality.

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 *Information* 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 November 2019 and was completed on 5<sup>th</sup> March 2000. 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 and commentary process. A second director acted as adviser to the group.

The assurance engagement was undertaken to a **limited** level, and involved 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;
- A detailed evaluation against the GRI Principles for Defining Report Content and Defining Report Quality;
- Consideration of Provident Financial Group's evolving corporate responsibility approach, with particular reference to the Blueprint;
- Examination of the report at set stages in its development and testing of the assertions throughout, drawing from evidence and supporting documentation, reporting mechanisms, frameworks and processes;
- A series of 14 interviews with representatives from across the Group's divisions, including the CEO, to test assertions made in the report, give greater context to the assurance process, and review the systems in place that underline assertions made in the report;
- A half day spent with a Customer Experience Manager on visits to clients.

## Independence

We have worked with Provident Financial in a range of capacities since 2001 and have provided assurance since 2005. During the reporting period, except as noted below, our work with Provident Financial focused exclusively on assurance and a small piece of work relating to DJSI. Provident Financial is a member of the LBG (London Benchmarking Group [www.lbg-online.net](http://www.lbg-online.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 Global Reporting Initiative Principles for Defining Report Content and Defining Report Quality.

Corporate Citizenship Limited

London

5th March 2020

**Corporate Citizenship**

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