

Our commitment to corporate social responsibility

NS&I aims to act in a way that is socially and environmentally responsible. This year, we decided to embody this in a new corporate social responsibility (CSR) policy which includes and builds upon the commitments we have previously made in our Sustainable Development Action Plan (SDAP).

The new CSR policy was devised as we had already met, or were on course to meet, key goals such as the Sustainable Operations on the Government Estate (SOGES) target for waste recycling. In other areas, we were unable to fully assess our progress because of our tenant status in our old head office building.

The SDAP focused on engaging and harnessing the enthusiasm of colleagues. Instead, we decided to adopt a policy that better recognised the broader impact we have on customers, communities and our people and how, through our status and activities, we can work towards important social and environmental goals. The CSR policy goal is to ensure that we deliver long-term value to our stakeholders in a way that is financially viable and socially and environmentally responsible.

The full CSR policy is available at nsandi.com. It covers three core areas:

- our estate
- working with others
- our people.

We have also published our first CSR report, incorporating the final report against our SDAP. This is also available at nsandi.com

Our estate

Our CSR policy commits us to measuring and actively managing and reducing the environmental impacts of our buildings where economically viable. During the last year, we conducted a thorough review of the way we collect data to calculate our carbon footprint and other environmental indicators. Based on that, we now have baseline figures for the whole estate whereas previously we had just collected data for the space operated and managed by NS&I. This will now allow us to measure progress against key criteria such as:

- energy consumption
- CO₂ emissions
- waste recycling
- water consumption.

We are confident that with our move into our new London head office in May 2010, we will see significant improvements in our emissions and energy consumption figures. We vacated our previous London offices as the building is being demolished prior to redevelopment of the site. Full details of the baseline figures, and our targets for 2015, can be found in the CSR report at nsandi.com

We are now working with the Carbon Trust on their 2010–11 pilot programme for the central government estate carbon management service. The service is designed to help participants to embed carbon management across their organisation and cut carbon emissions year on year. This includes continuing to work with Siemens to manage the environmental impacts of the sites they lease from NS&I in Blackpool, Durham and Glasgow, and seeking to reduce energy usage. As part of this, we are improving reporting processes and continuing to invest in more efficient technologies. During the last year, we retained ISO 14001 accreditation for our environmental management systems for our London office.

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In improving standards on existing premises, we will ensure that any new premises are also sustainable. For example, the extension to the Moorland building at our Blackpool site meets the Building Research Establishment Environmental Assessment Method (BREEAM) 'Excellent' standard for its sustainable design and construction best practice.

Sustainable Mail

In May 2009, NS&I became the first government organisation to meet Sustainable Mail™ environmental standards for direct mail. The standards cover not only the materials used in mailings – which should be environmentally friendly and recyclable – but also avoiding waste, by improving data. By achieving the standards, we are able to carry out mailings at a lower price tariff – creating valuable savings.

Working with others

In addition to our partnership with Siemens, our CSR policy also involves working closely with other partners, suppliers and customers. For example, the personal finance guides we offer through WHSmith stores are a key part of our commitment to financial education – an important task for all financial services providers. These of course build on our website youandyourmoney.info, which we have continued to develop over the last year.

We also recognise the importance of using our influence in procurement and with our customers. For example, across all our communication channels we actively encourage customers to deal with us online or by phone – promoting these channels clearly in advertising and literature – which reduces the amount of printed materials we have to produce.

Our people

We continue to support a corporate charity both through fundraising events and giving our people volunteering opportunities. This year, the charity chosen by staff is the National Literacy Trust. In addition, staff have the opportunity to sign up for Payroll Giving to this and other charities, as well as volunteering in different areas, particularly those where their skills are most valuable.

Key accountabilities

Responsibility for our CSR policy rests with our Chief Executive and Executive Management Team.