

BGL Group Limited

Year ended 30 June 2021

Strategic report

Section 172 (1) statement (continued)

Where the principal decisions made by the Group during the year lead to new or substantially amended products and marketing activities, the impact on customers is formally reviewed by the Executive Directors and Executive Committee. We publish aggregate complaints data based on volume of complaints received and upheld, and regularly reviewing customer calls. Customer satisfaction is monitored by using Net Promoter Score (NPS), as a metric which measures how many customers would recommend a brand.

The BGL Board is dedicated to supporting communities in the UK and further afield. The BGL Board promotes funding of locally based charities, volunteering and events at our sites through a dedicated corporate social responsibility (CSR) programme and corporate foundation. The Group also uses match funding and payroll giving to encourage employees to raise and donate funds in the aid of good causes.

The CSR programme also develops longer-term partnerships with specific charities at home and abroad which are aligned to the Group's purpose, vision and values. These partnerships are designed to empower people and encourage education and entrepreneurship.

Reporting of the gender pay gap is considered at a Group level, through the Remuneration Committee. The Group's gender pay summary is published annually on the BGL website and a number of specific initiatives, including flexible working practices and mixed shortlisting are being constantly implemented in an effort to reduce the gap.

The Group publishes a slavery and human trafficking statement for each financial year as required by the Modern Slavery Act 2015. This statement outlines the steps the Group and Company have taken during the financial year to ensure that slavery and human trafficking is not taking place in any of its supply chains and in any part of its own business.

As well as formal environmental reporting, a Group-wide employee-led Mi Environment programme covers a range of issues, including reducing plastic use, energy efficiency and wildlife conservation around our sites. The BGL Group's policies promote flexible working and aim to reduce unnecessary travel.

On behalf of the board:



DJ Platt
Director

12 October 2021