

Identifying our material issues

Our materiality assessment helps us to identify and focus on the sustainability issues and impacts that matter most to our business and our stakeholders, including customers, investors, our people and regulators.

We updated our assessment in early 2020. The assessment considered and ranked a wide range of issues. It took account of how important each issue is to our business strategy; which issues could represent a significant risk or opportunity for the business; how important each issue is to our key stakeholders (including investors, customers, employees, communities and local government); and issues where our business operations could have a significant negative or positive impact on people or the environment.

The results are shown in the matrix on page 12. The most material impacts and issues to both the business and our external stakeholders are found in the top right corner of the matrix.

The assessment showed that issues relating to the sustainability of our homes and developments – such as placemaking, community infrastructure, build quality, fire safety, affordability and environmental performance are among the key issues for our business. Health & safety also remains one of the most highly rated issues.

Compared with our previous assessment in 2016, issues relating to environmental impacts including climate change, biodiversity and air quality have increased in importance.

We expanded the initial list of issues considered in the assessment, which means some issues (such as build quality) appear on the matrix for the first time.

We will use the results of the assessment to inform the development of our environmental strategy during 2020.

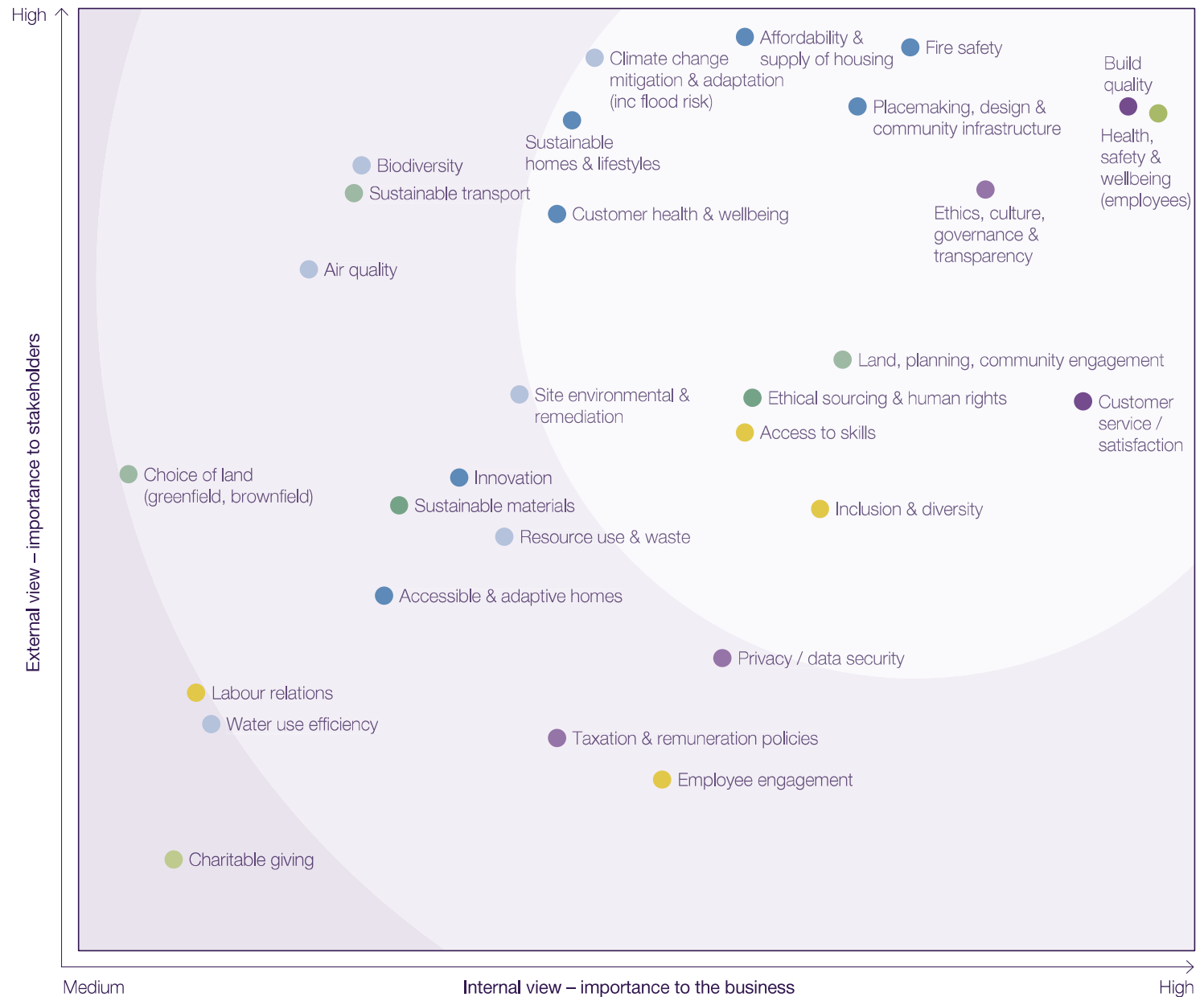
Our methodology



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- Managing land, planning and engagement
- A great service for customers
- A safe place to work
- Cutting our environmental footprint
- Sourcing responsibly
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- Partnering with charities
- Governance and management
- Performance summary

Our materiality matrix

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