

Our material issues

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

The assessment takes into account a range of factors including our business priorities, stakeholder views, the UN Sustainable Development Goals, long term trends and government policy.

Materiality assessment methodology

We updated our materiality assessment in 2019 and early 2020 to ensure we remain focused on the priority sustainability issues for our business and stakeholders.

We use the results of our materiality assessment to inform our approach to managing ESG risks and opportunities, including the development of our environmental strategy.



Our materiality matrix



Our material issues

- Sustainable homes and communities
- Land, planning and community engagement
- Customer service and quality
- Health, safety and wellbeing
- Environment
- Responsible sourcing
- People and skills
- Charitable giving
- Governance and management