



A Message From Eamonn Crowley

Our Sustainability Strategy gives us an opportunity to put our purpose into action.

The global climate crisis has elevated the Sustainability agenda not only in Ireland, but around the world. We see it in the continued shift in consumer trends and the growing demand for sustainable products and services – not just in the financial services industry, but more broadly across other sectors. The conversation is only getting started. Now more than ever businesses, such as Permanent TSB, have a significant role to play in supporting our stakeholders to navigate the green transition and to embrace the opportunities that Sustainability brings.

Our Purpose is to work hard every day to build trust with our customers – we are a community serving the community. Our Sustainability Strategy gives us an opportunity to put our purpose into action – enabling us to play our part in addressing the global climate crisis, elevate our social impact, enhance our culture, and deliver what matter most to our customers and colleagues. Ultimately, building a sustainable organisation that is fit for the future.

Sustainability is about more than just being green. For us, it is about doing everything we can to support our customers, colleagues and communities, while ensuring that we conduct and manage all areas of our business in a responsible way.

Of course, we can only do that if we are focused on the right things.

In 2021, we engaged stakeholders to complete a materiality assessment to support us in identifying the Environmental, Social and Governance (ESG) issues that are material to our business. The findings were insightful, and helped guide and inform the development of an overarching Sustainability Strategy for the organisation.

Our Sustainability Strategy is built around four pillars:

- » Addressing Climate Change & Supporting The Transition To A Low Carbon Economy
- » Elevating Our Social Impact & Connecting With Local Communities
- » Enhancing Our Culture & Investing In Our People
- » Championing Small Business & Creating A Bank That Is Fit For The Future

We have made progress – ensuring strong governance and establishing a Sustainability Committee; reducing our carbon impact by 55% since 2009; committing to set science-based targets in line with the Paris agreement by 2024; as well as increasing transparency by adding our signature to the TCFD; and, achieving the ‘Business Working Responsibly Mark’ from Business in the Community Ireland.

The launch of the Bank’s Sustainability Strategy marks another important milestone in our journey, as we focus on continuous improvement and further integrating Sustainability into all areas of our business.

Eamonn Crowley
Chief Executive Officer