

LUMON

IMPACT REPORT 2022



We aim to have a positive impact on our people, our planet and the communities in which we operate.



ESG at Lumon

"Our mission at Lumon is to become the world's most trusted currency partner; we exist to help people and businesses operate globally.

We know to have enduring success, we must achieve this growth in a sustainable way. And so whilst we have specific projects under our ESG framework, we are striving to adopt this 'sustainability' mindset in everything we do.

Our ESG framework categorises our impact under the headings of Environment, Social and Governance.

In this first ESG Impact report we endeavour to capture the impact Lumon has had over the year 2022, and highlight any improvements made from 2021, when our measurement process started."

Emer Lynam
Chief People Officer

OUR TARGETS

Environment

- To be carbon neutral
 - To develop a robust plan to achieve carbon zero status
-

Social

- To be industry leading for EDI
 - To be a truly great business to work for
 - To positively impact the lives of an increasing number of underprivileged children every year
-

Governance

- To achieve and maintain the highest possible standards of ethics in how we run the business
- To be fully transparent on our impact measures and the progress we make against those



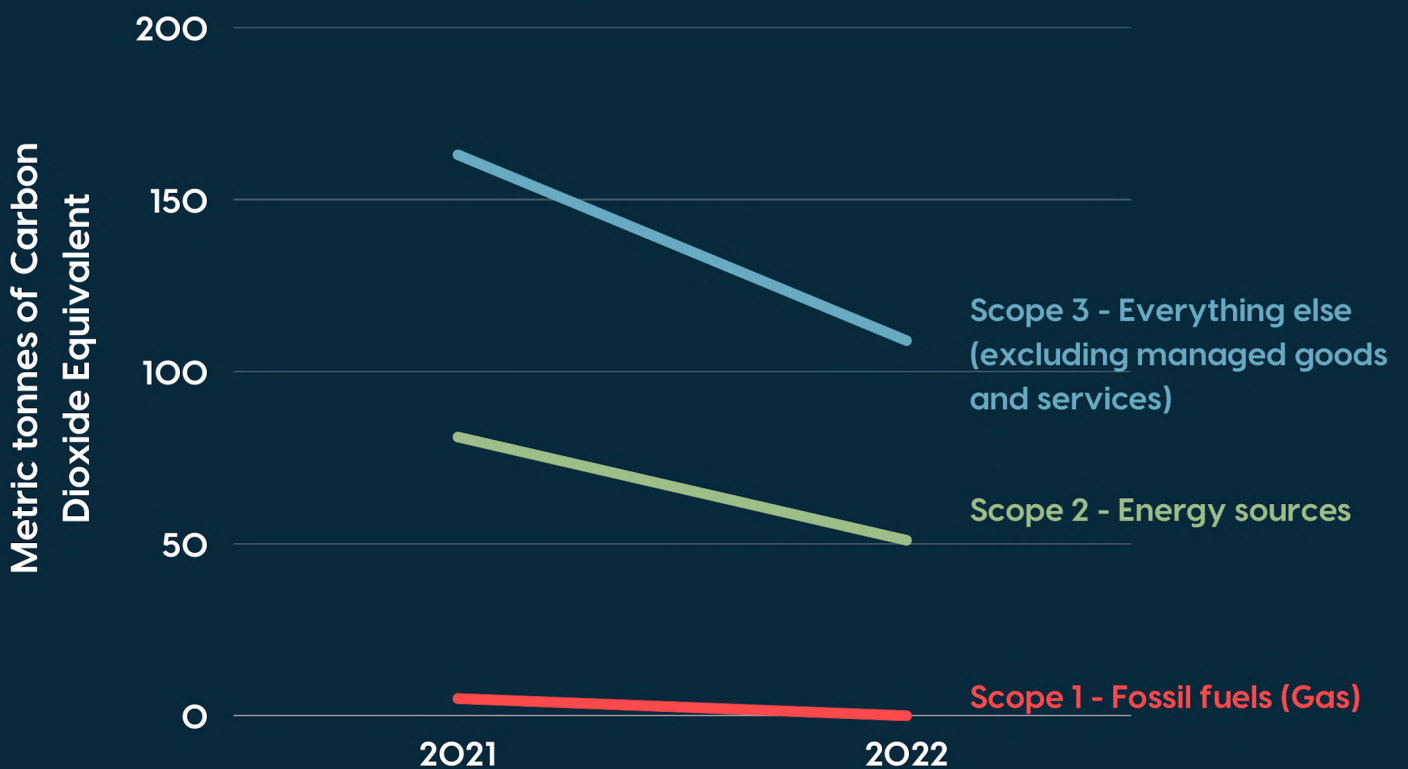


Environment



- To be carbon neutral
- To develop a robust plan to achieve carbon zero status

OPERATIONAL FOOTPRINT



We reduced our operational footprint by 36% in 2022

2022: 160 MTCO₂e

2021: 249 MTCO₂e

HOW WE ACHIEVED OUR 36% REDUCTION

- 1** We combined our two UK offices into one central London location. The building we moved into at 40 Holborn Viaduct is an award winning environmental building.
- 2** The move to central London removed the full driving commute for 50% of our UK colleagues, who now use public transport to get to the office.
- 3** Better data capture. The data capture process was enhanced by the adoption of an online tool from KEY ESG. The granular level of data required meant fewer assumptions were made, which proved beneficial to our ability to track our impact.



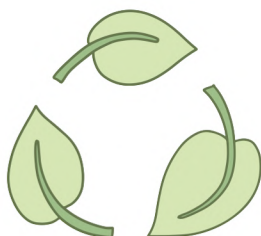
PLANS FOR 2023 AND BEYOND

CARBON FOOTPRINT



- Continue to find ways to reduce our footprint, particularly in energy usage, travel and waste generation.
- Understand and mitigate the footprint for colleagues when working from home.

SUSTAINABILITY MESSAGING



- Further promotion of our mission to colleagues and customers.
- Provide education where required and introduce tools for easy measurement such as Giki Zero.

GOVERNANCE



- Further embed carbon impact consideration into our policies and processes.
- Publish our impact on website.



ocial



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COMMUNITY

In 2022 we kicked off our partnership with Future First, a charity which seeks to introduce students from challenging backgrounds to the world of work.



FF

100%*

Gained understanding about the world of work

100%*

Said they gained practical tips and advice

80%*

Feel more confident about their future

12

Lumoneers volunteered (10% of UK workforce)

11 students and their teachers arrived for a day of activities, mock interviews and CV reviews, supported by a team of Lumon volunteers.

★ % of Students

In 2022 we took part in Movember to raise money for men's health. Amongst other activities we had a 'Moustache of Lumon' competition. Anything for a good cause!

Finally we finished off the year by taking part in the Action for Children Christmas campaign. Some of us raised funds through a companywide raffle, others bought presents for local children and some even spent the day at the Action for Children headquarters, wrapping the gifts we collected.



MOVEMBER
FOUNDATION



£3,000

raised for Action for Children

40+

gifts donated to
Action for Children

£6,000

raised for Movember




Action for
Children

COLLEAGUES

EDI Committee



It is our goal to be the industry leader for diversity and inclusion, and have set up a brilliant EDI team to move our agenda forward. The team is made up of volunteer Lumoneers from all levels and functions across the business, united by their passion to make Lumon a welcoming and inclusive community.

Here are just some of the things the team got up to in 2022...



#IWD

- PRIDE
- Diwali workshop
- Quiet/prayer room in our new office
- Walk and talk for your mental health
- International Women's Day

LifeAtLumon

2022 was a year where our employee value proposition, or EVP, was reviewed and enhanced in a broader way. There was a conscious recognition that Covid had changed priorities and needs of our Lumoneers, and the traditional "packages" that were expected or valued had changed, and so we wanted to make positive changes to reflect that and enhance our offering.

We Introduced **2 additional leave days** known as "Moments that Matter Days" for colleagues to mark important days to them personally.

Recognised the value of mental health support, and have 3 colleagues accredited as **Mental Health First Aiders**.

Enhanced our family leave policies, extending partner (pat) leave, recognising fertility leave and introducing breastfeeding policy.

We officially moved to a **hybrid working** model. From 5 days in the office to 3, giving people much valued flexibility.

We introduced a **Carers Policy**- when we discovered through our annual EDI survey that 17% of Lumoneers had caring responsibilities.



2022 Cost of Living Crisis

Emerging from Covid, we were facing a difficult economy with a real change in the cost of living and disposable income. We recognised that for some of our colleagues this was disproportionately tough, and so we wanted to be proactive and help where we could to ease the cost of living crisis for our Lumoneers.



- 45 Lumoneers (30%), received a cost of living one-off bonus of £1,000 in early December. This was based on earnings, with the business supporting colleagues earning below a set threshold.

As well as the one-off support above, we established some ongoing extras which all of our UK colleagues benefitted from, including:

- Free food in our London HQ; including a breakfast selection and 'take it if you need it' lunch options.
- A substantial end of month lunch to all, to be enjoyed the day before pay day.
- Sanitary products are available for free in the bathrooms for those that require them.



PLANS FOR 2023 AND BEYOND

Charity Partners

- Having successfully established several partnerships, our aim is to increase the impact we have every year, to be measured through either funds raised or number of individuals we support through our work.
-

EVP (Employee Value Proposition)

- There are several areas to look at in our EVP, which we will continue to evolve to meet the needs of our colleagues. Some of the areas we will look to enhance are:
 - Mental health and wellbeing
 - Financial health, focused on education
 - Skills training to enhance a person's life, not just at Lumon but beyond
-

EDI (Equity, Diversity & Inclusion)

- Maintenance of the highest possible standards of ethics in how we run the business.
- To be fully transparent on our impact and how we measure it.



We will likely seek an external validation of the work we are doing, to both benchmark and challenge us to compare ourselves to best in the market and to help convey to external stakeholders what we value at Lumon.



overnance



- Maintenance of the highest possible standards of ethics in how we run the business
- To be fully transparent on our impact measures

PROGRESS IN 2022

We have big growth ambitions at Lumon, and the way we make sure we're delivering our plans in a sustainable way, is by having the right system of checks and balances, with just the right amount of independent challenge.

- Elevated the ESG agenda to board
- Appointed a Non-Executive board director, Nick Haslehurst, who also acts as chair of the Risk and Audit Committee
- Improved measurement accuracy by using KEY ESG to collect data

PLANS FOR 2023 AND BEYOND

1

Reporting

Increase the transparency and availability of our impact reporting.

2

Data collection

Continue to improve our data capture processes to enhance accuracy and efficiency of measurement.

3

Formalising the plan

Investigate and commit to an external framework which validates and promotes sustainable business practices.



The biggest thank you to all our Lumoneers who have embraced, supported and driven our aim to be a better business. We can't wait to see what more we can achieve together!

If you'd like to learn more about our charity partners, click below:

[Ecologi](#)

[Future First](#)

[Action for Children](#)



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