

## PensionBee Group PLC 2023 SASB Disclosure

Primary SICS Sector: Financials  
Primary SICS Industry: Asset Management & Custody Activities

Topic	Accounting Metric (table 1) / Activity Metric (table 2)	Code	Answer
<b>Table 1. Sustainability Disclosure Topics &amp; Accounting Metrics</b>			
Transparent Information & Fair Advice for Customers	(1) Number and (2) percentage of covered employees with a record of investment-related investigations, consumer-initiated complaints, private civil litigations, or other regulatory proceedings	FN-AC-270a.1	0 / 0%. We have had no investment-related investigations, consumer-initiated complaints, private civil litigations or other regulatory proceedings made against any employee. Therefore, we do not have expenses incurred by the company such as fees for lawyers or the settlement of charges made on litigation, and any loss on litigation settlements to report.
	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of financial product-related information to new and returning customers	FN-AC-270a.2	£0
	Description of approach to informing customers about products and services	FN-AC-270a.3	<p>PensionBee's vision is customer focused. We strive to make pensions simple so that everyone in the UK can look forward to a happy retirement. Established in 2014, we are an online pension provider offering good value, web-based, easy-to-use, and understandable pension plans for individual savers in the mass market. We enable savers to quickly and efficiently consolidate multiple pension plans (often accumulated through several employers over many years). Our proprietary technology solution automates key aspects of the consolidation process. Self-employed consumers can start new pensions with us. Our customers can also seamlessly contribute, forecast, and withdraw their pensions online.</p> <p>Customers have been at the heart of everything PensionBee does since its inception, and this culture is woven into the fabric of our approach across all departments. Our five company values – Honesty, Innovation, Love, Quality &amp; Simplicity – provide a framework that guides our decision-making, with particular regard given to how our values shape the way we interact with our customers.</p> <p>Since 2023 the Financial Conduct Authority's (FCA) new Consumer Duty has set higher and clearer consumer protection standards across financial services through an overarching principle that requires firms to act to deliver good outcomes for retail customers.</p> <p>The FCA's Consumer Principle is supported by three cross-cutting rules. PensionBee is proud to evidence good practice of the Consumer Duty across its operations, values and company culture:</p> <p><b>- firms must act in good faith towards customers;</b></p> <p>Our whole culture is built around the consumer principle - we come to work to make pensions easy so that everyone can look forward to a happy retirement. Our strong consumer-focused culture promotes open communication, encourages employees to speak up about potential risks, fosters a sense of accountability and ownership, and motivates employees. Compulsory annual training is provided to all colleagues on all aspects of conduct, the Consumer Duty and other regulatory matters. Our Culture Code for employees is based around our five key values of honesty, love, quality, simplicity, and innovation, which are built into our performance management processes and rewarded appropriately.</p> <p>As PensionBee serves the mass market, our customer base contains a diverse range of savers with various personal characteristics and circumstances. Listening to our customers and UK consumers is crucial for us to solve a common problem for most people in the UK that have pensions; barriers to engagement due to complexity and jargon, leading to poor decision-making. PensionBee has a number of mechanisms in place to monitor customer satisfaction and validate that we're meeting the needs of a diverse range of customers. Live feedback automatically appears as a feed in a dedicated intra-office communication tool for everyone in the company to see and understand customer sentiment, what's working well, and what can be improved. Negative customer experiences are investigated, and remediation is implemented where appropriate, regardless of the channel the customers use to communicate with us. Feedback is also holistically assessed and synthesised in dedicated insights reports circulated regularly to the whole company.</p> <p>Our indicators consistently reflect a high level of consumer satisfaction, with high ratings including a 4.6★ Excellent score on Trustpilot based on &gt;10,000 public reviews, and excellent retention of &gt;95%.</p> <p><b>- avoid foreseeable harm to customers;</b></p> <p>PensionBee is both the manufacturer and the distributor of the PensionBee Pension Plan.</p> <p>We offer a small and carefully curated plan range, managed by the world's biggest investment managers. Our investment philosophy is that plans should be diversified, low-cost, simple, FSCS protected and screened. Our plan range is designed to meet the needs of our target market (mass market UK DC pension consumers) and is annually reviewed by our Investment Committee to ensure it offers excellent value and continues to meet the needs and objectives of our customer base.</p> <p>PensionBee pension plans are structured as long-term savings contracts and life-wrapped, which means we offer the workplace version of our products. This is a unique feature of the service as life-wrapped products come with 100% FSCS protection, with no upper limit. Our focus on protection and maximum compensation for customers is a distinctly differing offering for retail investors in the UK market.</p> <p>Our brand is consumer focused, and unlike many pension providers who reach customers through employers, we attract and serve consumers directly. This provides us opportunities to get to know our target market and to give them excellent, personalised experiences. As an execution-only service, we have no sales team, no sales commission and no bonuses associated with product sales. Instead, we structure bonuses based on metrics that incentivise collective focus toward helping customers achieve good outcomes over the long term. Bonuses include a Customer Love composite score, which focuses on our app ratings, NPS, Trustpilot scores and complaints ratio.</p> <p>We attract customers through a mixture of advertising channels, assessed by their effectiveness in reaching our target market. Our press and communication campaigns, including our roadshow and Pension Confident podcast, are the main activities to meet that goal. We also offer free access to a range of high-quality planning tools, such as our retirement and drawdown calculators to engage savers across the UK. Another method is that we use real customers in our advertising and feature case studies in national media to bring our messaging more to life and to amplify real customer voices in our championing of the rights of consumers. A diverse range of PensionBee customers appear on our homepage, social media channels, our Billboard and TV advertising campaigns, highlighting that pension confidence is for everyone and not just a privileged minority.</p> <p>We use a standard review process for all our content, press, and financial promotions using a two-line risk control system, this includes advertisements on reputable third-party platforms.</p> <p><b>- enable and support customers to pursue their financial objectives.</b></p> <p>Every customer who joins PensionBee has a personal "BeeKeeper" who guides them through their transfer process and assists them with every aspect of their journey towards or at retirement. Our BeeKeepers play a critical role in helping customers meet their objectives, by treating them with empathy and acting with skill and care towards them.</p> <p>We understand that many of our customers are experiencing, or will experience, vulnerabilities at some point in their lives (the FCA reveals that 47% of adults in the UK have vulnerabilities). We take our responsibilities to provide empathetic, inclusive, and appropriate support very seriously and have multiple mechanisms in place across departments to support our approach, including customer support, product development, and marketing. This is key in helping us progress towards our mission and vision of making pensions simple so everyone can look forward to a happy retirement.</p> <p>Our proprietary technology has enabled us to develop highly automated systems to help customers realise the benefits of our product quickly and safely. In 2023 96% of calls received by BeeKeepers had an average queue time of 23 seconds and 95% of live chats received had an average queue time of 15 seconds. 72% of all emails received were responded to and completed within 24 hours and 87% in 72 hours. We process the vast majority of contributions within five working days and complete authorised withdrawals and transfers out in ten working days.</p> <p>We use a variety of communication techniques to engage consumers and help them realise the benefits of our product. These include jargon-free and plain English language, visual guides, and digital calculators that can help savers with low literacy and numeracy skills or simply those who have a preference for absorbing information in this way. We communicate regularly via our website, email and our mobile app, where customers are given personalised content that reflects the stage they are at in their retirement journey.</p> <p>Our commitment to presenting information clearly and ensuring that our website is well-designed and accessible for all has been recognised by the Plain English Campaign, who have awarded us the Crystal Mark, their seal of excellence for documents. We've also achieved their Plain English App Mark for app content and all other non-technical aspects such as functionality, design, accessibility, and audience suitability. We're reviewed on an annual basis.</p>

<b>Employee Diversity &amp; Inclusion</b>	<p>Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees</p>	<p><b>(1) Executive Management</b></p> <p><i>Gender</i></p> <ul style="list-style-type: none"> <li>- Female &amp; minority genders: 50%</li> <li>- Male: 40%</li> <li>- Rather not say: 10%</li> </ul> <p><i>Racial/ethnic group</i></p> <ul style="list-style-type: none"> <li>- Asian or Asian British: 10%</li> <li>- Black, African, Caribbean or Black British: 0%</li> <li>- White: 80%</li> <li>- Rather not say: 10%</li> </ul> <p><b>(2) Non-executive management</b></p> <p><i>Gender</i></p> <ul style="list-style-type: none"> <li>- Female &amp; minority genders: 37%</li> <li>- Male: 59%</li> <li>- No response/rather not say: 4%</li> </ul> <p><i>Racial/ethnic group</i></p> <ul style="list-style-type: none"> <li>- Asian or Asian British: N/A. PensionBee does not disclose diversity data for groups with less than 10 people to protect anonymity</li> <li>- Black, African, Caribbean or Black British: N/A. PensionBee does not disclose diversity data for groups with less than 10 people to protect anonymity</li> <li>- Latin(a/o/x) &amp; Other: N/A. PensionBee does not disclose diversity data for groups with less than 10 people to protect anonymity</li> <li>- Mixed or Multiple Ethnic Groups: N/A. PensionBee does not disclose diversity data for groups with less than 10 people to protect anonymity</li> <li>- White: 65%</li> <li>- No response or rather not say: 4%</li> </ul> <p><b>(4) All other employees</b></p> <p><i>Gender</i></p> <ul style="list-style-type: none"> <li>- Female &amp; minority genders: 56%</li> <li>- Male: 37%</li> <li>- No response/rather not say: 7%</li> </ul> <p><i>Racial/ethnic group</i></p> <ul style="list-style-type: none"> <li>- Asian or Asian British: 12%</li> <li>- Black, African, Caribbean or Black British: 16%</li> <li>- Mixed or Multiple Ethnic Groups, or Other (including Latin/a/o/x): 13%</li> <li>- White: 50%</li> <li>- No response or rather not say: 9%</li> </ul>
<b>Incorporation of Environmental, Social, and Governance Factors in Investment Management &amp; Advisory</b>	<p>Amount of assets under management, by asset class, that employ (1) integration of environmental, social, and governance (ESG) issues, (2) sustainability themed investing and (3) screening</p>	<p>PensionBee does not undertake investment management activities, preferring to partner with world-class institutions that are capable of delivering the best possible solutions for its customer base. PensionBee's existing funds are provided by BlackRock, State Street, Legal &amp; General Investment Management and HSBC.</p> <p>As of 31 December 2023, the amount of assets under management that employ:</p> <p>(1) integration of ESG issues: 95% of total AUA (2) sustainability-themed investing: 11% of total AUA (3) screening: 99% of total AUA</p> <p>PensionBee applies screens where both the asset class and the plan investment objectives allow. Please see our ESG Policy for a full breakdown of screening by plan. <a href="http://www.pensionbee.com/esg-policy">www.pensionbee.com/esg-policy</a></p>
	<p>Description of approach to incorporation of environmental, social and governance (ESG) factors in investment or wealth management processes and strategies</p>	<p>As a result of index-based investing, our customers are the owners of thousands of companies around the world. At PensionBee, we believe in the engagement with consequences approach. This means we want to work with companies to help them become better corporate citizens and create an investment system that rewards a positive impact on the planet and society.</p> <p>However, there will always be some companies that it is not possible to engage with. This is a result of their business activities, such as the manufacture of weapons expressly intended to harm civilians, or because they continually break international norms in line with the United Nations Global Compact (UNGC).</p> <p>We seek to apply baseline ESG exclusionary screens where both the asset class and the plan investment objectives allow. First, screens can be applied to equities and corporate bonds, but cannot yet as easily be applied to gilts, government bonds, cash or alternative investments such as commodities or REITs. Second, other objectives, such as 'religion based' investing or a target return will take precedence over screening.</p> <p>All of our plans have some baseline screens for equities and corporate bonds, examples of screens include controversial weapons, UNGC violators, thermal coal, tobacco, nuclear weapons, civilian firearms and gambling. Our asset managers use FTSE, MSCI and Dow Jones definitions in applying their exclusions. You can see the latest breakdown of screens by plan in our ESG Policy. However, two of our plans have specific objectives which prevent full ESG baseline screening.</p> <p>FN-AC-410a.2 The objective of the Shariah Plan is to invest in line with Islamic values, so the plan is screened for sectors inconsistent with Sharia law, which includes weapons, tobacco and gambling.</p> <p>The objective of the 4Plus Plan is an annualised target return of c.4% above the cash rate over a five-year period. Whilst the majority of the 4Plus Plan's underlying funds do contain SSGA baseline ESG screens for controversial weapons, thermal coal, tobacco and UNGC violators, the fund has an actively managed component so it's fund managers have discretion to use unscreened third party funds to meet the target return objective.</p> <p>Our intention is to continue to increase baseline screens in all our screenable plans over time, in line with the views of our customer base. We seek their views through annual surveys, which have a good response rate.</p> <p>Our strategy is to be led by our customers' views when launching new plans. In 2023, we successfully launched the PensionBee Impact Plan, in response to direct feedback from our customers and our commitment to sustainability.</p> <p>PensionBee's Impact Plan only invests in companies where there is materiality (a majority of that company's business is focused on serving a world problem), additionality (the company is key to solving this problem and without the company, the problem would be worse), and measurability (the impact the company makes is measurable). We introduced this plan to cater for our customers who told us they want their pension to build a better world, whilst saving for retirement.</p>

	Description of proxy voting and investee engagement policies and procedures	FN-AC-410a.3	<p>Pensions have the collective power and potential to change the world for the better. Trillions of pounds are invested in companies that can improve or harm the planet and society through their business models. At PensionBee we believe that companies that focus on their contribution to society and the planet have a better long-term chance of being financially sustainable and bring stronger returns for our members.</p> <p>Whilst exclusions work for some types of companies, we believe in the active ownership approach. We believe our role at PensionBee is to be a responsible and vigilant asset owner, to help challenge bad corporate behaviour. As we invest via pooled funds, our approach to active ownership has always focused on regular engagement with the investment stewardship teams of our managers to articulate our views and expectations. We do this with the purpose of driving up levels of transparency and accountability around their direct engagement activities, applying scrutiny to their voting record and demonstrating our commitment to active ownership.</p> <p>From 2023 proxy voting season onwards, PensionBee was granted "Voting Choice" by BlackRock and State Street. PensionBee uses ISS's Socially Responsible Investment (SRI) proxy voting policy for voting in the Tailored, Tracker and 4Plus Plans. In 2023 85% of the PensionBee asset base was voted according to this policy. We selected this voting policy as it best aligns with our customers' views, which we collect annually via a survey. We're in our fifth year of surveying customers in the Tailored Plan, our largest plan by customers and assets.</p> <p>Through the ISS SRI policy, PensionBee is able to participate as an active asset owner in the investment system, supporting well framed environmental and social resolutions that seek to promote good corporate citizenship while enhancing long-term shareholder and stakeholder value. Under the SRI policy, climate risk mitigation requires investee companies that are significant GHG emitters to demonstrate they are taking minimum steps to be aligned with a net zero by 2050 trajectory or risk a routine vote against their incumbent responsible committee chair or other directors. Expectations include publishing a TCFD disclosure statement, net zero by 2050 targets and setting medium-targets for reducing GHG emissions.</p> <p>We publish our voting record and voting report as vote data becomes available from ISS in a dedicated section of our ESG Hub.</p> <p>PensionBee also has a history of working with other institutional investors to publicly endorse climate-related environmental resolutions, including those associated with risks of new fossil fuel financing. We work in coalition with investors who share an ambition to mitigate climate risk in investee companies and as part of a broader movement to increase transparency for and accountability to shareholders in the system. We also do this as part of our mission to ensure that everyone has a happy retirement.</p> <p>For our remaining plans, our managers will continue to use direct engagement before votes to advance material sustainability insights to enhance long-term risk-adjusted returns and then block votes across all the assets.</p>
Financed Emissions	Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	FN-AC-410b.1	<p>(1) 0 / 0%. No Scope 1 emissions are generated by PensionBee Group PLC</p> <p>(2) 9.91 tCO<sub>2</sub>e. 100% location-based Scope 2 emissions</p> <p>(3) 121.3 tCO<sub>2</sub>e / \$m revenue. We have disclosed our Scope 3 financed emissions for 2022, as this data is available with a one year delay from our money managers.</p>
	Total amount of assets under management (AUM) included in the financed emissions disclosure	FN-AC-410b.2	£2.902 (£ millions): AUM 2022
	Percentage of total assets under management (AUM) included in the financed emissions calculation	FN-AC-410b.3	97% (AUM 2022)
	Description of the methodology used to calculate financed emissions	FN-AC-410b.4	<p>For Scope 3 financed emissions reporting TCFD recommends that asset owners and asset managers disclose the weighted average carbon intensity (VACI) of their portfolios in tCO<sub>2</sub>e / million revenue. In accordance with the guidance we have used this metric for our first year of Scope 3 emissions reporting.</p> <p>PensionBee is committed to ensuring we stay aligned with the best understanding of the science and industry best practice metrics required to achieve 1.5C limited warming by 2100.</p>
Business Ethics	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behaviour, market manipulation, malpractice, or other related financial industry laws or regulations	FN-AC-510a.1	£0
	Description of whistleblower policies and procedures	FN-AC-510a.2	<p>PensionBee is committed to its value of honesty, and in creating an environment that promotes open and safe communication. We give every employee the ability to anonymously raise any problem they, or another employee, may have relating to work and the working environment.</p> <p>Our Whistleblowing Policy has the aim of ensuring PensionBee has a fit-for-purpose whistleblowing procedure that encourages employees to come forward with disclosures without fear of reprisal and that ensures a whistleblowing case is effectively dealt with. Employees are informed of the whistleblowing policy as part of onboarding and once annually during our compulsory Compliance test.</p> <p>All employees are encouraged to make qualifying disclosure to our nominated whistleblowing champion, who is also our Independent Non-Executive Director. Reports can be made anonymously or one can use their own name, either by email or in the post.</p>
Table 2. Activity Metric			
FN-AM Activity Metrics	Total assets under management (AUM)	FN-AC-000.A	<p>PensionBee does not manage any money subject to the regulations of the Investment Company Act 1940 (1940 Act). PensionBee provides pension products managed by BlackRock Life Limited, State Street Global Advisors Managed Pension Funds, Legal &amp; General Investment Management and HSBC.</p> <p>As of Q4 2023, PensionBee assets under administration were £4.3bn. (2022: £3bn)</p>
	Total assets under custody and supervision	FN-AC-000.B	£0. We do not perform regulated custody or supervision activities.
Secondary SICS Sector: Technology & Communications Secondary SICS Industry: Software & IT Services			
Topic	Accounting Metric (table 1) / Activity Metric (table 2)	Code	Answer
Table 1. Sustainability Disclosure Topics & Accounting Metrics			
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	TC-SI-130a.1	<p>Energy Consumption in FY 2023</p> <p>(1) Total energy consumed: 47,841 (kWh)</p> <p>(2) Percentage grid electricity: 0%</p> <p>(3) Percentage renewable: 100%</p>
	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	N/A
	Discussion of the integration of environmental considerations into strategic planning for data centre needs	TC-SI-130a.3	<p>To minimise our environmental impact we only use cloud-hosted web services which remove the need for servers. Our website is powered by 100% renewable energy with Cloudflare Pages, now in partnership with The Green Web Foundation, for which we have received a green certification.</p> <p>Companies that commit to powering their operations with 100% renewable energy with Cloudflare are required to match their total energy used with electricity produced from renewable sources, and our office premises use 100% renewable REGO sustainable green electricity.</p>

Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioural advertising and user privacy	TC-SI-220a.1	<p>PensionBee is the data controller for the personal information we collect unless otherwise specified. We take the security of our customers' personal information very seriously.</p> <p>We take administrative, legal, technical and physical precautions to ensure the security of personal information. We will ensure that our customers' personal data is processed lawfully, fairly, and transparently, without adversely affecting their rights, and in line with the Data Protection Act 2018 and the UK General Data Protection Regulation. All cookies used by and on our website are used in accordance with current UK law.</p> <p>All communications between our customers' browsers and our website are secured using 128-bit TLS encryption, to ensure that only people authorised to view their personal information can do so. Information is stored in secure databases and data centres accredited to multiple internationally recognised standards. Our security controls are tested on an annual basis by independent experts and PensionBee maintains certification to the ISO/IEC 27001:2013 standard for information security management systems. PensionBee systems undergo an annual vulnerability assessment as part of certifying to the Cyber Essentials Plus scheme.</p> <p>Customers are additionally protected from identity fraud and account compromise using a variety of techniques including digital customer identity verification, which incorporates a cutting-edge facial similarity check, bank account verification and multi-factor authentication.</p>
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	0
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	£0
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	(1) 3 (2) 3 (3) 100%
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	PensionBee is a UK-only pension provider.
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	TC-SI-230a.1	(1) 0 (2) 0 (3) 0
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	<p>We engage an external specialist company to perform a Security Penetration Test to gain visibility of vulnerabilities in our IT estate. Vulnerabilities are then prioritised according to the risk and threat level and then remediated.</p> <p>We also perform regular scans on our endpoints, which gives visibility of vulnerabilities on our Endpoint estate. This is a requirement to ensure compliance with our Cyber Essentials Plus accreditation.</p> <p>We conduct regular phishing tests with our employees and host regular cyber awareness training sessions to prompt a culture of security awareness.</p>
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore	TC-SI-330a.1	(1) 5% (In 2023, we have excluded employees with pre-settled, indefinite leave to remain (ILR) status and any other EU settlement schemes from the total of foreign nationals, as per guidance). (2) 3%
	Employee engagement as a percentage	TC-SI-330a.2	In our 2023 Diversity, Inclusion, Equality & Support Survey, 90% of employees said they feel aligned with PensionBee's mission, vision and values whilst 74% said they feel a sense of belonging at PensionBee.
			<p><b>(1) Management</b></p> <p><i>Gender</i></p> <ul style="list-style-type: none"> <li>- Female &amp; minority genders: 42.2%</li> <li>- Male: 53.3%</li> <li>- No response or rather not say: 4.4%</li> </ul> <p><i>Racial/ethnic group</i></p> <ul style="list-style-type: none"> <li>- Asian or Asian British: N/A. PensionBee does not disclose diversity data for groups with less than 10 people to protect anonymity</li> <li>- Black, African, Caribbean or Black British: N/A. PensionBee does not disclose diversity data for groups with less than 10 people to protect anonymity</li> <li>- Latin(a/o/x) &amp; Other: N/A. N/A. PensionBee does not disclose diversity data for groups with less than 10 people to protect anonymity</li> <li>- Mixed or Multiple Ethnic Groups: N/A. PensionBee does not disclose diversity data for groups with less than 10 people to protect anonymity</li> <li>- White: 67%</li> <li>- No response or rather not say: 7%</li> </ul> <p><b>(2) Technical staff</b></p> <p><i>Gender</i></p> <ul style="list-style-type: none"> <li>- Female &amp; minority genders: N/A. PensionBee does not disclose diversity data for groups with less than 10 people to protect anonymity</li> <li>- Male: N/A. PensionBee does not disclose diversity data for groups with less than 10 people to protect anonymity</li> <li>- No response/rather not say: 8%</li> </ul> <p><i>Racial/ethnic group</i></p> <ul style="list-style-type: none"> <li>- Asian or Asian British: N/A. PensionBee does not disclose diversity data for groups with less than 10 people to protect anonymity</li> <li>- Black, African, Caribbean or Black British: N/A. PensionBee does not disclose diversity data for groups with less than 10 people to protect anonymity</li> <li>- Latin(a/o/x) &amp; Other: N/A. PensionBee does not disclose diversity data for groups with less than 10 people to protect anonymity</li> <li>- Mixed or Multiple Ethnic Groups: N/A. PensionBee does not disclose diversity data for groups with less than 10 people to protect anonymity</li> <li>- White: 54%</li> <li>- No response or rather not say: 8%</li> </ul> <p><b>(3) All other employees</b></p> <p><i>Gender</i></p> <ul style="list-style-type: none"> <li>- Female &amp; minority genders: 62%</li> <li>- Male: 31%</li> <li>- No response/rather not say: 7%</li> </ul> <p><i>Racial/ethnic group</i></p> <ul style="list-style-type: none"> <li>- Asian or Asian British: 10.7%</li> <li>- Black, African, Caribbean or Black British: 14.8%</li> <li>- Mixed or Multiple Ethnic Groups, or Other (including Latin/a/o/x): 14.8%</li> <li>- White: 50.8%</li> <li>- No response or rather not say: 9%</li> </ul>
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	
Intellectual Property Protection & Competitive Behaviour	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	TC-SI-520a.1	£0
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	In the calendar year 2023, we had 4 unplanned outages, which resulted in a total downtime of 98 minutes. Our overall SLA of IT Availability was not breached for the year.
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	In November 2023, one of our Cloud service providers (Cloudflare) suffered a major outage which impacted several of their services. This impacted our ability to access specific IT systems as they're routed via the Cloudflare network. The outage met the criteria to invoke our Business Continuity and Disaster Recovery Plans and alternative resources were provisioned (without compromising our cyber security controls).
Table 2. Activity Metric			
TC-SI Activity Metrics	(1) Number of licences or subscriptions, (2) percentage cloud-based	TC-SI-000.A	(1) ~1000 licences across all services (2) 100% are cloud-based
	(1) Data processing capacity, (2) percentage outsourced	TC-SI-000.B	This is 100% outsourced to multiple Cloud Providers.
	(1) Amount of data storage, (2) percentage outsourced	TC-SI-000.C	(1) 0.007 Petabytes of storage consumption (2) 100% is provided by Cloud Providers