

Materiality

What matters most – to our stakeholders and to our business

In 2019, as we developed our [Society 2030: Spirit of Progress](#) plan to support sustainable growth over the critical decade until 2030, we carried out a rigorous materiality assessment. This assessment looked at the external trends shaping our operating environment and how we can most effectively align our work with the UN Sustainable Development Goals. We interviewed many internal and external stakeholders and explored the findings in workshops with experts from our business functions in Bangalore, London, Nairobi, New York and Singapore. We also held a full-day workshop with our Executive Committee and had multiple interactions reviewing the strategy with our Board. The findings from this exercise guided the development of our strategy and priorities.

We continue to welcome engagement from all stakeholders to help us develop and deliver our strategy.

We believe all the topics presented in our materiality assessment below are important to our business. This matrix illustrates the view of both internal and external stakeholders about which topics are most critical, with the rankings informing our Society 2030: Spirit of Progress plan. For more details, page 6 of this ESG Reporting Index.

