

**POLLEN
STREET**



POLLEN STREET CAPITAL

ESG REPORT

pollencap.com

CONTENTS

ESG in action

ABOUT THIS REPORT

POLLEN STREET ESG ANNUAL REPORT 2019

This report is designed to provide our stakeholders with details on how we approach responsible investment and manage environmental, social and governance (ESG) issues within our firm and in our portfolio companies. It covers our ESG activities and improvements in 2019, examples of ESG in Action, key metrics and plans for 2020 and beyond.



ACCELERATING PROGRESS IN FINANCIAL SERVICES

1



Lindsey McMurray
Pollen Street
Managing Partner

INTRODUCTION

We believe that a focus on responsible investing can lower risk and enhance financial returns for our Funds and underlying investments, while also generating a net benefit for society. We connect our incredible people and their expertise with cause and initiatives to best effect. We commit because we care.

I am delighted to share our first ESG Annual Report, which provides a snapshot of our ESG achievements over the course of 2019, as well as our approach, activities and results as we embed ESG principles throughout the firm and our portfolio.

Pollen Street is committed to maintaining and enhancing its focus on actions that generate positive impact for our investors, people, portfolio companies and wider society. This applies to our private equity and credit strategies, where ESG diligence and monitoring are embedded in the investment activity.

During recent years, Pollen Street has sought to increase the prominence of ESG and we have made great strides to not only consider ESG as an intrinsic part of our investment process, but to also embed responsibility and sustainability as a core element of our culture. We foster opportunities to engage and develop our employees as they participate in a diverse range of projects designed to make a meaningful difference.

To support our ambition in this area, we have increased our internal ESG resource as part of the Pollen Street Hub, as well as setting up an ESG Committee to oversee our ESG strategy and activities and I am pleased to report that in 2019, Pollen Street became a signatory to the UN Principles for Responsible Investment (UNPRI).

ESG is multi-faceted and there are many ways to engage with it, so we try to focus on those ESG considerations where we feel we can have the most impact, as outlined in our ESG policy <https://www.pollencap.com/esg-policy/>.

2020 saw the launch of our flagship ESG programme “Ten Years Time” to strive to make a meaningful difference in the world. Our aim is to connect our ESG impact of the firm and its incredible people and expertise with causes and initiatives that reflect our Values to best effect.

I hope that you enjoy reading this first ESG Annual Report. We would welcome any feedback that you may have, and we would also be delighted to discuss any aspects of our Policy on Responsible Investment with you.



**OUR DESIRE TO CREATE
A LASTING ESG IMPACT
IS PART OF THE DNA
OF POLLEN STREET,
INTRINSICALLY LINKED
TO OUR VALUES**



POLLEN STREET EXPERTISE

Pollen Street is an established independent asset manager, managing £2.8bn¹ in credit and equity strategies for leading pension funds, insurance companies and asset managers. We are highly experienced sector specialists investing in financial and business services, with five founding partners with 14 years' experience working together. Our long-term industry relationships provide a proprietary network to source and select what we believe to be the best opportunities.

Outside of the Investment team there is a dedicated group within Pollen Street called the Pollen Street Hub. They are responsible for driving technology, sales performance and best practice sharing across the portfolio. ESG improvement plays an important role in best practice initiatives.

Our desire to create a lasting ESG impact is part of the DNA of Pollen Street, intrinsically linked to our values:

- 1 EXPERT**
We are true specialists, renowned for deep expertise and insight that creates advantage and drives success. **We set the standard.**
- 2 CARING**
Open and straightforward in our approach, we are as compassionate as we are committed. **We are trusted because we care.**
- 3 ENTERPRISING**
We provoke, question and uncover. Creative, astute and resourceful, we work collectively to transform. **We think differently.**
- 4 PROGRESSIVE**
Constantly pushing in pursuit of excellence, we see beyond boundaries. Driving growth and innovation to create impact and prosperity. **We exist to empower.**
- 5 DRIVEN**
Powered by an endless determination and passion for progress. Resolute and resourceful in our approach to exceeding expectations. **We strive for more.**

1. As at May 2020

2

ESG AT POLLEN STREET



EMBEDDING ESG INTO OUR INVESTING, OPERATIONS & CULTURE

We seek to invest in and partner with businesses with differentiated propositions in the financial and business services sector. These 'challengers' can offer alternatives to incumbents and often represent the next generation of market leaders.

Our track record has been built on our ability to identify companies with strong underlying attributes; namely those with modern and innovative offerings and extensive data capabilities. We believe we can apply our sector expertise to these companies, partnering with management teams, founders and other stakeholders to create cost efficient, best-in-class operators.

We strongly believe that a focus on responsible investing can lower risk and enhance financial returns for our funds and portfolio companies, while also generating a net benefit for society.

Financial services represent a large and diverse market including businesses in payments, technology, services, wealth, lending and insurance. We actively engage to help the portfolio businesses think through some of the ESG impacts that are relevant to them, and to enable this, we have a practical framework that we can measure – a structured but bespoke approach. At Pollen Street our framework helps contribute to the United Sustainable Development Goals (SDGs). As the world's agreed goals for society and all its stakeholders, the SDGs provide a lens through which investors can align themselves with the needs of the wider world. The metrics we collect from our portfolio companies enables Pollen Street to develop deeper insights into which portfolio companies are contributing to SDGs.

OUR ESG IMPACT FRAMEWORK

GUIDED BY THE UN'S SUSTAINABLE DEVELOPMENT GOALS

MARKETPLACE



Providing the best outcomes. We ensure the products and services we provide benefit individuals, SMEs, suppliers and investors.

WORKPLACE



We strive to create a positive working environment for our people at the Group and portfolio level, and drive initiatives to engage our people and promote diversity and inclusion.

COMMUNITY



We are strategic with our Social Investment efforts, to best leverage the skills and resources Pollen Street and the portfolio has available. We focus on efforts that provide real benefits and which address relevant issues.

ENVIRONMENT



Creating a lasting environmental impact, recognising our responsibility to do better. We are committed to identify and improve the environmental impact of our operations.

GOVERNANCE & LEADERSHIP



We ensure we are appropriately accountable for our decisions, implementing regulatory best practice through all operational processes with the ability to identify and manage all material risk factors, including ESG risks.

3

ESG LEADERSHIP



CREATING PARTNERSHIPS FOR LASTING IMPACT

In 2020, we launched a flagship ESG programme “Ten Years’ Time” to make a meaningful difference in the world. Our aim is to connect our ESG impact with the firm and its incredible people and expertise, and for our people to go beyond our portfolio to make an impact.

Through Ten Years’ Time, we seek to develop an ESG programme which is:

- **Ambitious** – to make lasting change
- **Integrated** – to align our corporate strengths and assets to deliver social change
- **Aligned** – to ensure our ESG programme is integrated into our corporate objectives

Through 2019 we have conducted an audit to assess objectively our assets and capabilities against areas of social need and opportunity so that we could do something that is of greater value than money alone could ever provide.

We have also conducted a structured approach to ask questions as well as provide answers: to test models, to research problems, to understand systems and to create a legacy of new practices that will outlast any individual project.

Based upon this work we ran a process to identify those partners whose goals and needs mapped onto our objectives and capabilities. This not only provides the ability to make a meaningful difference, but is also an opportunity to engage and develop our people as they participate in a diverse range of projects.



PARTNERS

BLUE VENTURES

blue ventures
beyond conservation

blueventures.org

Blue Ventures develops transformative approaches for catalysing and sustaining locally led marine conservation. They work in places where the ocean is vital to local cultures and economies, and are committed to protecting marine biodiversity in ways that benefit coastal people.

HOW WE HELP

Pollen Street is working with Blue Ventures to evaluate options and go-to-market strategies for Blue Carbon products relating to their transformational work in locally led mangrove conservation.



BIG ISSUE INVEST

bigissueinvest.com



Founded in 2005, Big Issue Invest extends The Big Issue's mission to dismantle poverty through creating opportunity by financing the growth of sustainable social enterprises and charities across the UK.

Big Issue Invest offers social enterprises, charities and profit-with-purpose businesses, loans and investment from £20,000 to £3 million. Since 2005, Big Issue Invest have invested in approximately 300 social enterprises and charities, all of which have positively influenced the lives of an estimated 1 million people across the UK.

HOW WE HELP

Pollen Street is working with Big Issue Invest on a number of business improvement opportunities including Digital Transformation, SME lending, Financial Inclusion and helping the vulnerable, Fundraising and Governance.

FUTURE FIRST

futurefirst.org.uk



Future First is a charity that aims for every state school and college in the UK to be supported by a thriving and engaged alumni community, which improves students' motivation, confidence and life chances.

HOW WE HELP

Pollen Street has undertaken a strategic review of the Future First operating model. This entailed developing a framework to explore and evaluate the future model options identified as part of brainstorming exercises. Pollen Street is now working with the charity to develop their technology roadmap and develop digital solutions to enhance the alumni communities.

PARTNERS



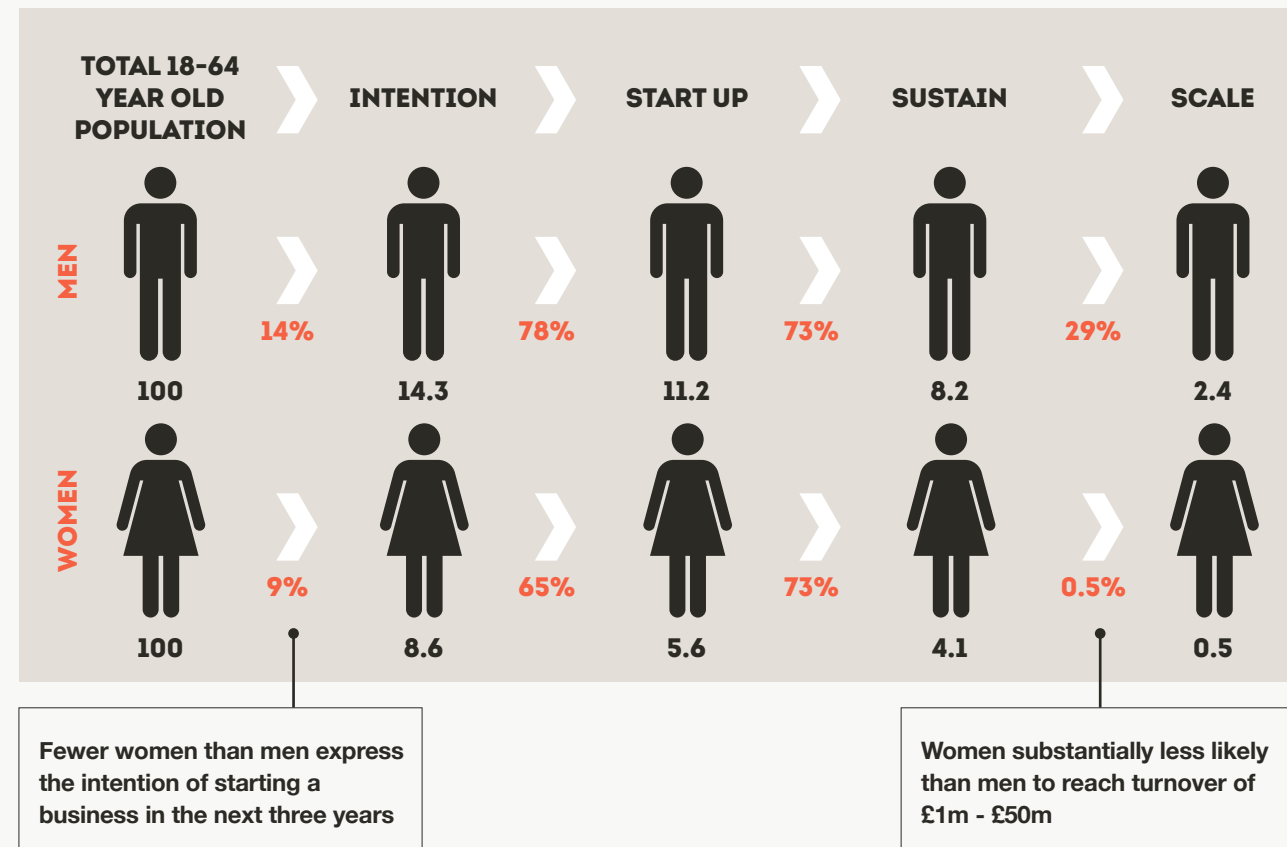
COUNCIL FOR INVESTING IN FEMALE ENTREPRENEURS

The Council for Investing in Female Entrepreneurs (CfIFE) aims to support female entrepreneurs by tackling barriers to funding available and accessible by them. The Council is a community of firms and individuals who are passionate about achieving long-term behavioural changes to close the funding gender gap, and was created as a result of the Alison Rose Review of Female Entrepreneurship, published in March 2019.

HOW WE HELP

Representatives from Pollen Street sit on the Council, and we have a team working with the council to promote greater transparency in UK funding allocation through a new Investing in Women Code, and also developing online resources to enable female entrepreneurs to access institutional and private investment to grow their businesses via the Investing in Women Hub.

At almost every stage, women are less likely to make the entrepreneurial journey than men.



Source: Alison Rose Review of Female Entrepreneurship, 2019

Further detail on our fundraising efforts can be found at the end of this report

PARTNERS



4

OUR RESPONSIBLE INVESTMENT APPROACH



We are committed to maintaining and enhancing our focus on actions that generate positive impact for our investors, people, portfolio companies and the wider society.

To do this, we have embedded ESG as a core part of our investment process for 2020 - from identifying ESG risks pre-acquisition, through to working with portfolio companies post-acquisition to embed Pollen Street's ESG framework, drive value creation and monitor performance against key criteria. ESG is multi-faceted and there are many ways to engage with it, so we try to focus on those ESG considerations that are most pertinent to our business and values, and where we feel we can have the most impact, which are outlined in our published ESG policy.

We are also cognisant of the ESG priorities of our investors, and how they align with what we do. We therefore ensure that our fund investment mandates meet and exceed those standards prescribed by our investors

During recent years, Pollen Street has sought to increase the prominence of ESG within its own business, and since 2019 is a signatory to the UN Principles of Responsible Investment which provides a foundation for continued improvement linked to the PRI's six principles.



RESPONSIBILITY FOR ESG

Pollen Street has established an ESG committee (“ESGC”) which is responsible for setting the strategy, framework and processes for ESG integration across the investment process.

The ESG committee monitors activity to ensure compliance with our ESG obligations, and to review improvement opportunities. The ESG committee is chaired by the Head of ESG Alison Collins, and includes Lindsey McMurray, Michael England, representatives from the investment teams, and representatives from other areas of the business such as compliance, operations and legal. Members of the committee were selected from volunteers across the organisation who were keen to be involved in the ESG agenda.

THE HEAD OF ESG, SUPPORTED BY ESGC IS RESPONSIBLE FOR:

- Setting the strategic direction of ESG at Pollen Street
- Communicating and instructing relevant Pollen Street staff and portfolio stakeholders on the contents of the ESG Policy

The Head of ESG sits within the Pollen Street Hub. The Hub provides dedicated resource across the portfolio to drive the ESG agenda both internally and throughout the portfolio.

THE INVESTMENT TEAMS ARE RESPONSIBLE FOR:

- Ensuring that ESG considerations are fully embedded within the investment process; and
- Escalation of ESG issues identified as part of diligence and monitoring of investments; with appropriate follow-up with investee companies to ensure these are being addressed



WE EMBEDDED ESG AS A CORE PART OF OUR INVESTMENT PROCESS.

ESG IN THE INVESTMENT PROCESS

Our portfolio companies are at different stages of maturity; whilst some have well developed ESG policies, others are in the early stages of implementing ESG programmes.

We therefore have an opportunity to support them and share learnings from the more mature businesses. We have deployed a number of initiatives to ensure ESG policies are implemented and overseen, as well as provide a platform for sharing best-in-class practices:

UPFRONT DUE DILIGENCE

As new companies join our portfolio, we assess their existing ESG programme, identifying areas of improvement and ways to support.

ACTIVE MANAGEMENT

We engage with management teams to set impact goals and ambitions. Our partners sit on the board of our PE portfolio companies and ensure ESG is on the management team agenda and achieves senior-level buy-in.

CROSS-PORTFOLIO COLLABORATION

We hold collaborative workshops and working sessions where we benchmark best-practice and identify development opportunities. The Pollen Street Hub leads ESG best practice sharing, assisting with materiality assessments and project activity within individual companies.

EFFECTIVE MONITORING AND MEASUREMENT

We have developed a set of standard KPIs to enable consistent tracking and benchmarking across our portfolio.

GOVERNANCE AND OVERSIGHT

The Pollen Street ESG Committee reviews implementation of the processes listed above and recommends any changes or improvements.



WE HAVE DEPLOYED A NUMBER OF INITIATIVES TO ENSURE ESG POLICIES ARE IMPLEMENTED AND OVERSEEN

PRE-INVESTMENT

ESG due diligence aims to identify how potential investments create positive impact and opportunities for improvement. We have developed a detailed fact-finding process to assure positive impact is considered throughout our investment decision making:

1 EVALUATION

Potential targets are required to complete an ESG evaluation, which is assessed alongside external due diligence. The evaluation relates both to the overall ESG programme in place and components that link to the Pollen Street ESG framework and draws on the UN Sustainable Development Goals. The due diligence is based on a detailed questionnaire which seeks to identify both potential ESG risks and opportunities for improvement.

2 REVIEW

Once the questionnaire is completed, the investment team summarises their view on any risks, along with observations on improvement areas to be addressed post investment. The summary is sent to The Head of ESG who reviews and signs-off on the overall assessment and recommendations for post-investment actions.

3 APPROVAL

The summary forms a separate section within the Investment Committee papers and contributes to our decision making



WE HAVE DEVELOPED A DETAILED FACT-FINDING PROCESS TO ASSURE POSITIVE IMPACT IS CONSIDERED

POST-INVESTMENT APPROACH

We work with management teams to develop and strengthen ESG programmes and to focus activities on material issues. This includes ensuring that recommendations identified as part of ESG due diligence are actioned and, more generally, ensuring that ESG becomes a regular Board agenda item.

A senior ESG Lead is appointed to liaise with Pollen Street and to provide information on ESG competency and plans. The ESG Lead also participates in ESG best-practice sharing (e.g. involvement in Hub workshops). Furthermore, a Board Member is nominated to take responsibility for ESG implementation.

As part of quarterly monitoring, ESG is a standing agenda item. This includes updates on the overall programme and any issues and material activities linked to the Pollen Street framework, and relevant KPIs.

We aim to track progress through different mechanisms, ensuring effective benchmarking, but also allowing companies to maintain their unique ESG values:

QUANTITATIVE

We evaluate a number of set KPIs every calendar year, [the result of which can be seen in the following sections]

QUALITATIVE

Following up on our initial diligence evaluation, companies are required to complete an annual ESG assessment

CASE STUDIES AND EXAMPLES

We work with companies to collate best-practice examples which we share within our portfolio



AS PART OF QUARTERLY MONITORING, ESG IS A STANDING AGENDA ITEM

2020 FOCUS

We are committed to develop our ESG processes and procedures to drive the adoption of responsible investment principles at Pollen Street and across the portfolio, with a continued focus on where we can have impact. In 2020, our key focus areas are:

CONTINUE TO EMBED ESG INTO THE INVESTMENT PROCESS INCLUDING:

- Ongoing engagement with portfolio companies to strengthen ESG programmes and ensure the right level of focus and governance – including Hub-led ESG workshops
- Develop best practice roadmap for new and existing portfolio companies.

IMPROVE REPORTING AND COMMUNICATE PROGRESS TO OUR STAKEHOLDERS

Work with portfolio companies to ensure data is available and to focus improvement activities.

BROADEN OUR DIVERSITY & INCLUSION ACTIVITIES

This includes initiatives such as developing Internship programmes for under-represented demographics in the asset management industry, and a focus on where we can reduce diversity imbalances across our teams.

COVID-19 RESPONSE

Consider how we are best supporting our customers, people and communities throughout these uncertain times.

TEN YEARS' TIME

Build a lasting programme with our chosen partners, and continue to embed responsibility and sustainability into the Pollen Street culture.

ADDRESS NEW DISCLOSURE RULES

Prepare our portfolio approach to EU Regulation on sustainability disclosures.



WE WILL FOCUS ON EMBEDDING ESG AS SOCIAL AND ENVIRONMENTAL ISSUES INCREASINGLY AFFECT CONSUMER BEHAVIOUR AND BUSINESS CONDITIONS

POLLEN STREET ESG COMMITTEE

The ESG Committee is composed of a cross-section of teams to enable appropriate engagement and allocation of responsibilities



Alison Collins
Head of ESG



Lindsey McMurray
Managing Partner



Tom O'Neill
Senior Legal Counsel



Ethan Saggu
Investment Manager



Michael England
Partner



Steve Perring
Compliance Officer



George Harwood
Senior Associate



Chris Palmer
General Counsel



Lucy Curtis
Operations Manager



Janine Phillips
Investor Relations

5

RESULTS: ESG IN ACTION



EXAMPLES OF HOW
OUR INVESTMENTS ARE
BRINGING OUR IMPACT
FRAMEWORK TO LIFE



MARKETPLACE

IMPROVING FINANCIAL HEALTH FOR
CONSUMERS AND SMEs

MARKETPLACE



**IN AN
OVERWHELMING
AND DIFFICULT
FINANCIAL TIME,
ARYZA PROVIDES
THE TOOLS TO MAKE
IT EASIER.**

Aryza's core products help the financially vulnerable and improve financial inclusion. During 2019 over 1 million consumers moved closer to financial rehabilitation and more than 20,000 individuals have been given protection from creditors through a newly opened Individual Voluntary Arrangement (IVA) case.

My Money Options and DebtSense, Aryza's new digital products, help businesses support their customers to resolve their debts more easily, and take vital steps towards a brighter financial future. The products were built to help people experiencing financial difficulty.

In an overwhelming and difficult financial time, Aryza provides the tools to make it easier. My Money Options and DebtSense help businesses give their customers a full digital overview of their financial situation, helping them make better choices, getting out of debt faster, and feeling more in control of their personal finances.



MARKETPLACE



Validis’s technology solution is designed to instantly access and interpret up-to-date financials for business customers of large banking institutions or professional services firms. Through this platform, Validis is supporting both the UK and US government’s as they seek to support the SME universe with the direct stimulus packages.

In the UK, Validis is supporting the British Business Bank with its roll out of the Bounce Back Loan scheme targeting small businesses impacted by the Coronovirus. Validis is working with all parties (Banks, Digital lenders, accountants, regulatory bodies and the individual SMEs directly) to ensure finance rapidly reaches the people that need it most. Whilst in US, alongside its partner nCino, Validis has been working on a similar solution to support the U.S. Small Business Administration SME lending schemes.

OUR ESG METRICS

MARKETPLACE	WHAT DO WE WANT TO MEASURE?	WHAT INDICATORS DO WE TRACK?
	Treating customers fairly	Complaint levels
	Customer satisfaction	Customer engagement score
	Financial inclusion	Customers from lower economic groups



ENVIRONMENT

CREATING A LASTING ENVIRONMENTAL IMPACT

We recognise our responsibility to do business in a manner that protects and improves the environment for our future generations, as well as supporting the businesses that take us closer to a “clean and sustainable” environment.

ENVIRONMENT



SHAWBROOK PROVIDED FINANCING TO COMPLETE ONE OF THE LARGEST COMMERCIAL SOLAR INSTALLATIONS IN THE UK

Across all Shawbrook product propositions sustainability is a key consideration.

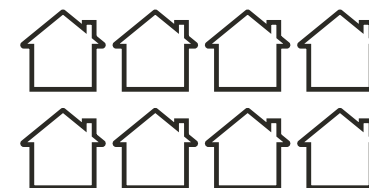
In particular their specialist agriculture and renewable energy product propositions provide the opportunity to not only support the UK's farming industry with finance solutions, but also support the reduction of carbon emissions through investment in renewable technologies. In 2019, Shawbrook provided financing to green energy provider Olympus Power Ltd, to complete one of the largest commercial solar installations in the UK and all without any Feed-in Tariff funding.

The energy generated from this installation will be in excess of

500,000

KWH EVERY SINGLE YEAR

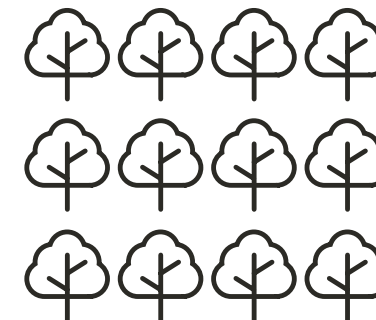
In layman's terms this is enough energy to power around 135 average households for a year



and has the carbon off set equivalent to planting

832

FOOTBALL FIELDS WORTH OF TREES

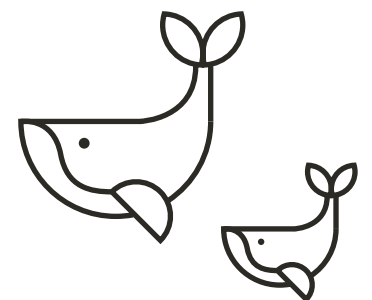


The carbon dioxide equivalent is

390

TONNES

which is around the weight of 1.5 full-grown blue whales



Source: Shawbrook Bank Annual Report 2019

ENVIRONMENT



Specialist Risk Group (SRG) is a leading provider of insurance solutions to the waste, recycling and re-use industry in the UK. Throughout the past 30 years the business has expanded its offering and support to better serve its customers, currently covering c. 25% of the UK industry. Moreover, the company operates the longest running waste property facility in the market, working closely with industry specialists and risk managers to provide sustainable insurance solutions to protect businesses in this sector.

At the forefront of the industry, SRG have been the appointed broker to the Environmental Services Association, which they have been supporting for 30 years.



30
YEARS

Length of time Specialist Risk Group has been the Environmental Services Association's appointed broker.



ENVIRONMENT

HELPING HOUSEHOLDS GO GREEN

Furthermore, our credit facilities have supported a number of green energy initiatives for UK households. Through focused product financing and installation solutions, we have helped

- Over 11,000 households install a new boiler which both increases energy efficiency and reduces energy bills
- Over 9,000 households switch to renewable energy in their homes
- Over 5,000 households in the provision of insulation

These energy-saving home improvements help save on bills, cut carbon emissions and also can create many jobs through the installations. The UK Government has announced a further package of support in this area, so we expect to provide more assistance in the future.

9,000

households switch to renewable energy in their homes

5,000

households in the provision of insulation

OUR ESG METRICS		
ENVIRONMENT	WHAT DO WE WANT TO MEASURE?	WHAT INDICATORS DO WE TRACK?
	Resource efficiency	 Electricity & paper usage
	Support for environmental industries	

WORKPLACE

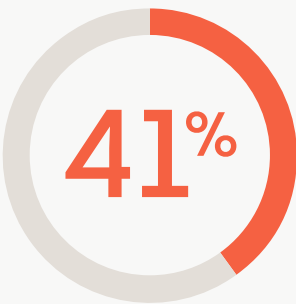
WORKING TO IMPROVE DIVERSITY

We believe that a diverse business has multiple benefits. We champion diversity and seek to ensure that boards and employment opportunities are promoted to all.

We have an ongoing focus on improving diversity at all levels, both within Pollen Street and across our portfolio. In 2019 across the private equity portfolio, 41% of employees were female, an increase of 2% since 2018.

WORKPLACE

Cashflows



FEMALE FTEs

In particular, CashFlows has been at the forefront of promoting diversity and improving female representation across the business. Following a review of board diversity, senior female appointments were made to the positions of CEO and COO. Year on year, the business narrowed the gender pay gap by 70% across the organisation, and made a significant improvement in business culture.



Diversity is an issue close to our heart, as mentioned earlier in this report we are working with the UK government to support initiatives which encourage female entrepreneurship across all business sectors in the UK (Council for Investing in Female Entrepreneurs). Pollen Street is an active participant in industry forums, events and publications to promote the diversity agenda. These include Women in Private Equity Forum and Level 20.

OUR ESG METRICS

WORKPLACE	WHAT DO WE WANT TO MEASURE?	WHAT INDICATORS DO WE TRACK?
	Promoting diversity Employee satisfaction	 Female employees & directors Gender pay gap Employee engagement score

GOVERNANCE

ENSURING REGULATORY BEST PRACTICE AND ACCOUNTABILITY

Being a financial services focused firm, we work in a highly regulated industry with stringent requirements around corporate governance and compliance standards both for us and the companies we partner with.

GOVERNANCE



IWOCA, ONE OF OUR CREDIT PARTNERS, WON “RESPONSIBLE LENDER OF THE YEAR” AT 2018 CREDIT AWARDS

Pollen Street Credit provides capital to businesses which lend in the specialty finance market, whose main focus gravitates towards individuals or businesses not served by the main-stream banking system. We work closely with our credit partners to ensure responsible lending, to act in the customers best interests, ensure affordability, transparency of terms and conditions, responsible collections processes including support for borrowers if they experience repayment difficulties.

Our Investment team conducts a disciplined and detailed multistage due diligence process to ensure careful selection of new partners. This process generally includes a detailed analysis of financial, regulatory, commercial, operating, legal and market risks of a potential investment to ensure that the investment is fundamentally sound and attractive. The combination of the Firm’s expertise, its network of industry professionals and targeted third party advisory work helps minimise risk and drive positive outcomes for the end-consumer.

The results of efforts to date have been recognised by leading industry organisations, with Iwoca, one of our credit partners, winning “Responsible Lender of the Year” at 2018 Credit Awards. Iwoca CEO, Christoph Rieche stated: “This is good news for small businesses who were previously limited to cumbersome application processes, unfavourably stringent criteria, and poor customer service at high street banks. While the banks have steadily been withdrawing access to capital from an already underfunded market”.

OUR ESG METRICS		
GOVERNANCE	WHAT DO WE WANT TO MEASURE?	WHAT INDICATORS DO WE TRACK?
	First class governance	 Various measures

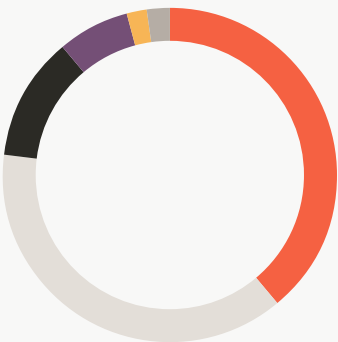
COMMUNITY

SUPPORTING REGIONAL ECONOMIC GROWTH AND SUSTAINABLE COMMUNITIES

We aim to support regional development, entrepreneurship and small businesses, whilst providing equal opportunities.

COMMUNITY

Regional Unit Coverage
England



- 39% London
- 38% South East
- 12% Midlands
- 7% East of England
- 2% North West
- 2% South West

Our credit facility is committed to supporting housing and infrastructure provision, making sure throughout the country people live well and happy. We have partnered with a number of residential development finance platforms, supporting the construction of 4,500+ properties in the affordable segment of the market. These predominantly regional developments have valuations typically less than £400k per unit, and often benefit from Government support schemes, such as Help to Buy in the UK.



On the SME front, Capitalflow, one of the Private Equity portfolio companies based in Ireland, offers financial programmes designed to support SMEs and community development across its asset finance, asset-based lending and commercial real estate business lines. The company addresses rural businesses which otherwise would have limited funding options. In 2019 c.68% of Capitalflow’s SME customers were based outside of capital cities. In particular, its asset finance business line exhibits a strong focus on rural development with more than 75% of its clients based in rural and smaller city regions.

OUR ESG METRICS		
COMMUNITY	WHAT DO WE WANT TO MEASURE?	WHAT INDICATORS DO WE TRACK?
	Regional economic growth	SME customers & SME customers outside of capital cities
	Regional employment	Employees
	Social contribution	Charitable support

6

CHARITABLE SUPPORT

Raising awareness and providing fundraising opportunities for causes close to our heart.



www.avuk.org

Auditory Verbal UK's vision is that all deaf children have the opportunity to listen and speak as equals alongside their hearing peers.



www.business2schools.com

Business2Schools uses donations of unwanted office furniture and technology to improve the infrastructure in schools, and to make schools in the UK an even better experience for children and students.



www.rainbowtrust.org.uk

A leading organisation providing emotional and practical support to families who have a child with a life threatening or terminal illness



www.mind.org.uk



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