

# SAGA GROUP ESG KPIs & TARGETS

## SUMMARY

Saga plc launched its environmental, social and governance (ESG) strategic framework within the 22/23 Annual Report & Accounts alongside a commitment to publish supporting key performance indicators (KPIs) and targets later in the year. Below are our KPIs and targets against which we will report in future.

## ESG KPIs & TARGETS

KEY PERFORMANCE INDICATORS	TARGETS	TARGET DATE
<b>CHAMPIONING POSITIVE AGEING</b>		
Customer net promotor score (NPS).	Customer NPS of 60 for the Group and each business unit.	Dec 2027
Proportion of customers determining that it is 'extremely easy' to deal with Saga.	65% of customers to determine the ease of dealing with Saga as 'extremely easy'.	Dec 2027
Saga plc Trustpilot score.	Saga plc to maintain an 'excellent' score on Trustpilot.	Ongoing
Proportion of colleagues who have completed 'Basics of Ageing' training.	90% of colleagues to complete 'Basics of Ageing' training and pass the criteria for understanding ageing.	Dec 2024
<b>ACTING ON CLIMATE CHANGE AND BIODIVERSITY</b>		
Assessment of carbon baseline to support net-zero target setting.	Identify which scope 3 (supply chain) greenhouse gas categories are material to Saga and calculate and report against these. Calculate carbon baseline.	Dec 2024
Development of net zero pathway.	Develop a net zero pathway and net zero target, approved by SBTi. Set near term (2030) carbon reduction target.	Dec 2025
Energy Efficiency Existing Ship Index (EEXI) and Carbon Intensity Indicator (CII) rating.	Saga's ships to maintain A rating in EEXI and CII. Investigate ways to improve EEXI and CII score using technology.	Until Dec 2026 Beyond Dec 2026
Proportion of fleet with shore power capabilities.	100% of river vessels with shore power capability. 100% of ocean fleet with shore power capability.	Dec 2025
Developing partnerships in relation to oceans and biodiversity.	Review and develop partnerships with charities for the purpose of oceans and biodiversity projects and renew or develop new partnerships and financial contributions.	Dec 2024
<b>STRENGTHENING OUR CULTURE</b>		
Female representation in leadership positions.	Increase female representation across leadership positions (Senior Management Team and above) to 50%.	Dec 2027
Female representation on the Board.	Increase female representation on the Saga plc Board to 40%.	Dec 2027
Ethnic minority representation on the Board.	Maintain at least one individual on the Saga plc Board from a minority ethnic background.	Ongoing
Completion of colleague diversity representation review.	Undertake a review of colleague diversity representation across the business.	Dec 2024