

Taking it forward

In its Assurance Statement, The Reassurance Network has highlighted five areas for improvement:

- Clarity of focus in terms of how corporate responsibility contributes to Camelot's business success
- Communication of corporate responsibility to employees
- Stronger linkage of stakeholder dialogue to business strategy
- Increased emphasis on environmental management and associated cost savings
- Further rationalisation of indicators as a mean of driving performance

Following discussions by the APSR and CRB, we have decided to

- Clarify and strengthen our corporate responsibility management and decision-making structures
- Identify ways to use our stakeholder dialogue more strategically within the business
- Improve internal communication of our approach to corporate responsibility
- Monitor feedback from our Social Report to improve communication of our corporate responsibility
- Further enhance our environmental management
- Further develop the use of indicators to drive performance.

We have also made 49 commitments to our stakeholders.