

Chanderpreet (CP) Duggal

NON-EXECUTIVE DIRECTOR

Board and Committee Memberships

Member – The Board

Member – Audit & Risk Committee

Member – Nominations Committee

Member – Remuneration Committee

CP's appointment to the Board, the Audit & Risk Committee, the Nominations Committee and the Remuneration Committee was announced on 5 December 2022, effective from 16 December 2022.

Relevant Skills and Experience:

CP brings valuable expertise of digital technology and the use of data and analytics in large customer facing businesses.

Previous Experience:

CP worked for 20 years at American Express in various senior roles, including leading the company-wide digital and analytics organisation to enable growth, efficiency, and innovation globally. His digital experience includes managing demand generation (paid media, referral marketing, etc.), customer onboarding, membership and servicing journeys with best-in-class mobile app, web and email experiences as well as customer marketing, loyalty, accounts receivables, etc. platforms. His data and analytics experience includes managing insights and modelling for a range of marketing channels, accelerating personalisation, leading AI Labs, etc. Among other experiences, he started the data office organisation for American Express, managed the first line of defence operational excellence teams for global consumer business and led the global fraud risk management department.

In his most recent role, CP was the Chief Digital and Analytics Officer for Burberry plc and a member of its Executive Committee. He was responsible for transforming e-commerce and omni-channel strategy globally, accelerating customer relationship management focus, defining metaverse strategy and leveraging analytics across the company.

External Appointments:

Advisor, Burberry plc.

Responsibilities:

Our Non-Executive Directors, through their diverse experience and skills, scrutinise the performance of management and constructively challenge and help develop our strategy. They uphold high standards of integrity and probity. They form the Audit & Risk, Nominations, Remuneration and Safety, Environment & Sustainability Committees.