Our commitment to ESG

CHARLES TAYLOR IS COMMITTED TO EMBEDDING OUR **ESG** APPROACH INTO THE WAY THAT WE RUN OUR **BUSINESS**, AIMING TO ENSURE A **SUSTAINABLE** FUTURE FOR OUR **CLIENTS**, INVESTORS, PEOPLE AND **COMMUNITIES**.

“

ESG is an acronym for Environmental, Social and Governance. ESG takes the holistic view that sustainability extends beyond just environmental issues. While the term ESG is often used in the context of investing, stakeholders include not just the investment community but also customers, suppliers and employees. All of them are increasingly interested in how sustainable an organisation’s operations are.”

Corporate Finance Institute

OUR ESG PLEDGE

Our figures and activities for 2024

ENVIRONMENTAL

Transition to a net-zero economy

We will work to minimise Charles Taylor's negative impact on the environment, while meeting our commitments to clients, people and investors

SOCIAL

Enable a sustainable & resilient workforce

We will accelerate and strengthen the culture of performance and growth by attracting, developing, rewarding and retaining the best talent from a diverse range of backgrounds

GOVERNANCE

Protect our people and our business

We will improve the health and performance of Charles Taylor and its clients by empowering the business to make risk aware decisions

WHAT THIS MEANS FOR CHARLES TAYLOR

ENVIRONMENTAL

Charles Taylor has set science-based targets that have been approved by the Science-Based Targets Institute.

We have commited to the United Nations Sustainable Development Goals (SDGs), aiming to build a more sustainable future for people and planet by 2030.

We are committed to sourcing 100% of our electricity consumption from renewable sources globally, aligning with the RE100 technical criteria and reporting requirements

We will comply with Task Force on Climate Related Disclosure (TCFD).

We will ensure office fit-outs will be designed and constructed in accordance with our design & sustainability guidelines.

SOCIAL

We have signed the Mindful Employer Charter and have trained mental health first aiders within our offices.

We aim to attract and retain talent with policies that drive diversity, equity and inclusion.

We will attract diverse new talent through our early careers networks and programmes.

We will work towards matching employee charity fund raising for agreed causes.

We will work to create a transparent culture where all colleagues feel they have an equal opportunity to grow, develop and perform, so that we attract, develop, retain and empower our people.

GOVERNANCE

We will work to ensure that the risks to achieving our business objectives are mitigated and that our governance processes are robust, so that no one person can impose undue pressure.

We will ensure compliance with sanctions requirements, and we commit to continuous improvement aligning with industry good practice.

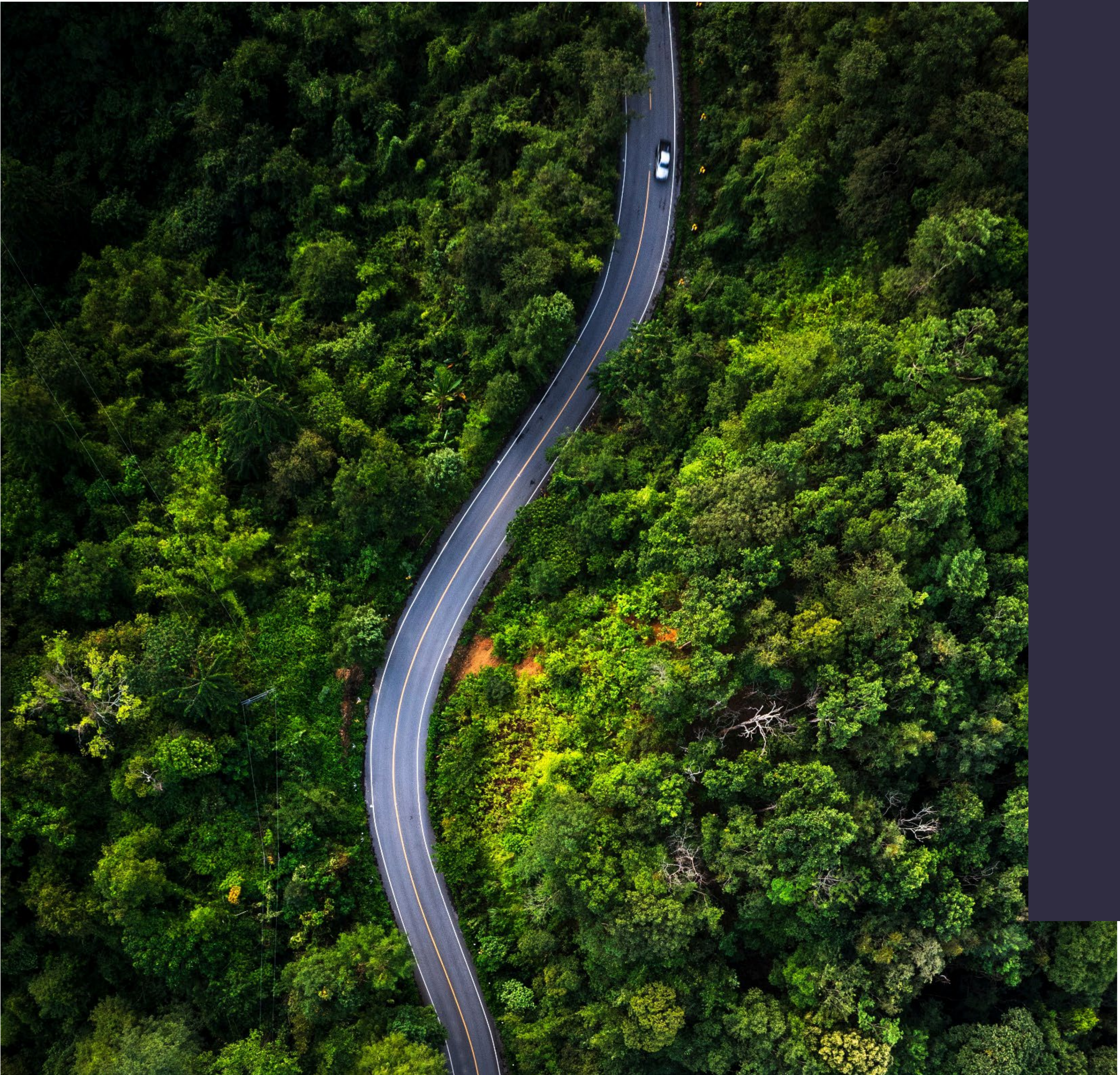
We will ensure that our suppliers operate to our responsible sourcing & ESG standards, and that we pay our suppliers within the agreed contractual time frame.

We will protect our clients' and our people's information security by complying with the ISO27001 :2022 standard, continually improving our security posture and our culture of privacy; maximizing visibility to the security threat, impact and resolution.

Climate Risks

As a leading loss adjuster, we have a significant role to play in managing the potential risk exposures and opportunities related to climate change across our value chain. We focus on commercial losses and claims across all major lines and geographies, many of which are large and complex in nature. Through the loss adjusting we do across many major natural disasters we can help customers, partners and communities build resilience, and understand and navigate the changing climate risk landscape.

Aligned to SDG's: 11,13,14,15,17



Carbon Footprint

As part of our technological innovation initiatives, this year we further advanced the use of Near Map, a platform offering high-resolution imagery captured via satellite and other ariel sources. By integrating this into our operations, our adjusters have been able to conduct claims assessments more efficiently, particularly for natural disaster cases, significantly accelerating the claims process and reducing the need for site visits. This shift has helped lower travel-related carbon emissions.

The adoption of this tool has improved both operational effectiveness and environmental performance, contributing to an estimated reduction of 78,871 kg of emissions in 2024, more than double the savings estimated for 2023.

Aligned to SDG's: 9,10, 11,12

Culture

Charles Taylor is a people centric business, and our organisational culture is the foundation of our purpose, vision and strategic priorities. Our Group Code of Ethics and Conduct guides our employees to act ethically. Our whistleblowing and grievance polices empower our people to speak up if they feel something is not right. Our wellbeing hub supports our vision to be recognised as a firm that makes an active contribution to promoting and improving the wider health and wellbeing of all our employees.

Aligned to SDG's: 3,4,5,8,10,16

Governance

We are committed to the highest standards of corporate governance across our global operations. We seek to take all reasonable steps to minimise compliance risk to protect our people and our business. This includes the avoidance of taking risks towards work with sanctioned parties, information security requirements, health, safety and environment requirements, and bullying, harassment and discrimination towards our people.

This topic is supported by the impartial and independent whistleblowing and grievance procedures.

Aligned to SDG's: 8,16,17

Unique But United

At Charles Taylor, we aim to promote an inclusive and diverse environment where we can actively appreciate and celebrate difference and where all our employees can be true to themselves and do their best work. As an organisation, we operate globally and employ people with a diverse range of skills and cultural backgrounds.

Aligned to SDG's: 4,5, 8,10

Cyber Security

Cyber security continues to be one of the greatest threats facing Charles Taylor, our clients and our people. The cyber security risk landscape is continuously changing, and has the potential to create operational disruption within Charles Taylor, and for all our key stakeholders. We employ a global approach, certified against ISO 27001, to managing internal and external threats to the confidentiality, integrity and availability of customer and corporate data. We proactively monitor and respond to known and emerging threats.

Aligned to SDG's: 9,16,17

Innovation & Technology

We have created an integrated set of solutions, delivered via a connected cloud technology hub, InHub. We can help our clients to develop innovative products, increase efficiency and deliver a truly connected customer experience.

We continue to digitise, optimise and automate our insurance services and claims management solutions to transform the operations of both Charles Taylor and our clients.

Aligned to SDG's: 9,10, 11,12

Risk Management

Our approach to risk management is enterprise-wide and considers the impact of risks to Charles Taylor, our people and our clients. We evaluate our risks and the opportunities to improve on a continuous and proactive basis. We seek to improve the health and performance of Charles Taylor and its clients by empowering the business to make risk-aware decisions, embedding risk management in our operations through our objectives based approach.

Aligned to SDG's: 8,16,17

Our Progress in 2024

Environmental

Net Zero Commitment

We have committed to reaching net-zero greenhouse gas emissions across our entire value chain by 2050. This long-term vision is integral to our strategy as we work towards a sustainable future. In the meantime, we have established the following near-term targets, approved by the SBTi.

Scope 1: We are committed to reducing our absolute scope 1 ghg emissions by 63% by 2034, using 2019 as our baseline.

Scope 2: Our commitment to reducing absolute scope 2 ghg emissions is even more ambitious, with a target of 97.7% reduction by 2034 from our 2019 baseline.

Scope 3: We aim to reduce our absolute scope 3 ghg emissions by 58.8% by 2034, using 2023 as a baseline.

Renewable Electricity

The company has committed to sourcing 100% of its electricity from renewable sources as part of its membership in the RE100 initiative

In 2024, the Group achieved 98.5% renewable electricity coverage via 100% REGO-backed supply in the UK and voluntary RECs in North America. The Group remains on track to meet its RE100 and SBTi target of 100% renewable electricity by 2030.

Emissions Summary

Our scope 1 emissions were 312.5 tCo2e, a reduction of 4% on our 2019 baseline. Our total location-based emissions in 2024 were 899.87 tCo2e a reduction of 47% on our 2019 baseline.

Our total market-based emissions in 2024 were 29 tCo2e, a huge 98% decrease on our 2019 baseline.

*Our 2024 emission data is currently undergoing external audit and therefore may be subject to restatement.

Reporting Improvements

To strengthen our climate risk management capabilities and improve accuracy of reporting, Charles Taylor migrated to Pulsora, a new enterprise-wide carbon accounting and sustainability management platform. Pulsora enables us to centralise all emission data, align to the GHG reporting protocol and monitor progress against our science-based targets.

External Audit

Charles Taylor has engaged an independent external assurance provider to verify its reported GHG emissions and environmental metrics in accordance with international standards. Verification enhances credibility and accuracy or disclosed data and supports compliance with evolving regulatory requirements and stakeholder expectations.

Social

Transparent Culture

At Charles Taylor, we aim to promote an inclusive and diverse environment where we can actively appreciate and celebrate difference, and where all our employees can be true to themselves and do their best work. As an organisation, we operate globally and employ people with a diverse range of skills and cultural backgrounds.

Our company values of Accountability, Agility, Care, Collaboration and Integrity continue to compliment our Diversity Equity and Inclusion (DE&I) Pledge and our continued commitment to create an environment where "Our Uniqueness Unites Us in Our Work" #uniquebutunited.

Developing Talent

We have established a 'Global' model to ensure our employee networks are regionally relevant and have the maximum possible impact.

A large focus has been on early careers networks and programmes to enable Charles Taylor to develop and grow talent internally and secure our future pipeline of leaders and experts.

Attracting Talent

By creating an environment of trust, empowerment and growth we are able to attract and retain great talents into our company which allow us in turn to provide world class service to our clients and the insurance industry.

We continue to review our property portfolio with a number of office moves to new premises in the US as well as several office refurbishments globally to ensure a great place to work for both existing and new talents.

Governance

Risk Mitigation
We are committed to continuous improvement, with a specific focus on financial and information security controls to further reduce risk.

Sanctions
We continue to enhance our systems and processes to mitigate sanctions risk, including ensuring we remain up-to-date with changes to international sanctions regimes and implementing enhanced employee training to improve awareness of screening and escalation requirements across the business.

Governance Process
We launched a new company-wide core compliance training LMS system, with engaging content updated in line with regulatory changes. We continue to update our policies annually with mandatory attestations.

Responsible Suppliers
We continue to develop a diverse vendor programme and are committed to Charles Taylor becoming a diverse vendor. We have developed a centrally managed vendor onboarding and management process.

Information Security
We continue to raise awareness amongst our staff to the threats they face in respect of Information Security. In early-2025, we introduced a new training and awareness platform and have observed excellent uptake.

We continue to ensure we are suitably prepared for an adverse event. We conducted a table-top Crisis management exercise in early-2025.

In 2024 we achieved a SOC II Type II report for our CSA TPA function. In addition, we are currently working towards a SOC II Type II report for CTI.

We continue to maintain and improve our Information Security Management System which is certified against ISO 27001:2022.

Control Framework
To assist in the attainment of SOC II Type II repots, we have developed a general controls framework which represents the minimum baseline of controls we require across the Group.

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