

Our commitment to **ESG**





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



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

We have committed to a 5 year strategy to achieve carbon neutrality, and will offset until we achieve this.

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

We aim to achieve the ISO14001 (environmental management) certification.

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 through our maternity policies driving diversity, equity and inclusion.

We will attract diverse new talent through our graduate schemes and university placements.

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 for all our activities and we commit to achieving SOC2 voluntary compliance standard for all organisations.

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

We will protect our clients' and our people's information security by complying with the ISO27001 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 Foot Print

Through the use of technology, we continuously seek to reduce our carbon footprint. We have increased the use of desktop claims adjusting for non-complex claims. We have introduced digital claims solutions, enabling the automation of claims adjustment, and we utilise drones, which reduces the need to travel and supports our journey to net zero 2030.

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 policies 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.

Aligned to SDG's: 8,16,17

Our Progress in 2022

Environmental

Carbon Neutrality

We are significantly ahead of our five-year plan, thanks to our changing working practices during the pandemic, which reduced emissions. Our own environmental initiatives have also contributed to this, including replacing traditional lighting with LED and selecting more energy-efficient buildings for our portfolio.

Decreasing Emissions

Charles Taylor's total greenhouse gas location-based emissions for 2021 were 3,300 tCO₂e, a 62% reduction from our 2019 baseline.

Our total this year was a 33.5% decrease on last year's footprint and a 62.3% reduction on our 2019 baseline (location-based) footprint.

This reduction has allowed us to greatly surpass our original carbon target of a 20% absolute reduction on our 2019 footprint by 2024.

Renewable Electricity

Since 2019, across the globe, for every kilowatt hour of electricity we consumed, we purchased a kilowatt hour of renewable energy. In 2021, we purchased 9.5% of our energy directly from renewable sources and 89.5% from RECs.

Green Energy

We currently source certified renewable energy at our offices in London, Funtington, Guildford and Liverpool in the UK, with additional offices being switched to "green energy" wherever we are able.

Environmental Management

We are adapting our approach, processing, systems and monitoring to align with ISO14001, with the aim of achieving accreditation in the coming years.

Climate Disclosures

This year's carbon footprint reports have been redesigned with the TCFD framework in mind, so that compliance becomes a step-change rather than a transformation in future years.

Sustainable Development

We have committed to the UN Sustainable Development Goals, which drive our ESG strategy.

We also published our Workplace Design Guidelines at the beginning of 2022. These have been adopted in all our office buildouts this year, and are used to select buildings where we have serviced office accommodation.





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.

During 2022, we launched the Charles Taylor Diversity Equity and Inclusion (DE&I) Pledge. Each of us in our global community makes a unique positive contribution to our organisational performance and we are proud to be a place where “Our Uniqueness Unites Us in Our Work” #uniquebutunited.

We have introduced DE&I panel discussions, employee networks, and wellbeing workshops. We also promoted inclusion at Charles Taylor ‘The Autism Advantage’ session, which encouraged engagement and conversation, as well as support from ‘Neurodiversity - Manager Companion’.

Mindful Employer

Charles Taylor signed the the Mental Health Charter to show our commitment to our employees & their wellbeing. We also began appointing and training employees to be mental health first aiders.

Attracting Talent

We are currently undertaking a review of our parental policies (maternity, paternity, adoption) to provide enhancement options to attract and retain talent.

We delivered a Supporting Leadership through Sport & Business Programme, which provided expertise & skills, using our office space to deliver workshops on interview skills, 12-month mentor programmes, boot camps and college days.

Charitable Giving

We have a charitable giving policy and offer charitable matching for employee fund raising. Our global charitable theme is Mental Health until the end of 2023.



Governance

Risk Mitigation

We have introduced additional risk training across business divisions via our InSight portal.

Sanctions

There has been effective management of Russian sanctions. We plan to develop improved screening across the business and provide guidance on the sanctions process for our employees.

Governance Process

To ensure our governance processes are robust, we complete an annual policy refresh. We also provide company-wide core compliance training. This is developed in-house, which ensures it is relevant to our business and our policies.

Responsible Suppliers

We are establishing a diverse vendor programme and are committed to Charles Taylor becoming a diverse vendor.

Information Security

As part of our continued efforts to protect information relating to our clients and our people, we completed our second iteration of a 3-phase phishing recognition campaign. This resulted in reduced click rates and higher reporting rates.

We are upgrading our security operations. Additionally, new 'data loss risk assessment' procedures have been implemented. We have also recruited SecOps analysts in Singapore and Argentina to enable 20 hours a day coverage, 5 days a week for primary incident response.

We have achieved ISO27001 re-certification for the next 3 years.

Control Framework

Gap analysis to the SOC2 type 2 requirements undertaken.



Get in touch

T: +44 20 3320 8888
E: contactus@charlestaylor.com
W: charlestaylor.com



Charles Taylor



@CTcharlestaylor

