



# Environmental, Social and Governance

2024 Report.



## Introduction

As a cohesive Claims and Mobility provider, our organisation has integrated Environmental, Social, and Governance (ESG) principles into our business strategy.

We are committed to improving our ESG approach through various initiatives and have outlined our efforts in this report.

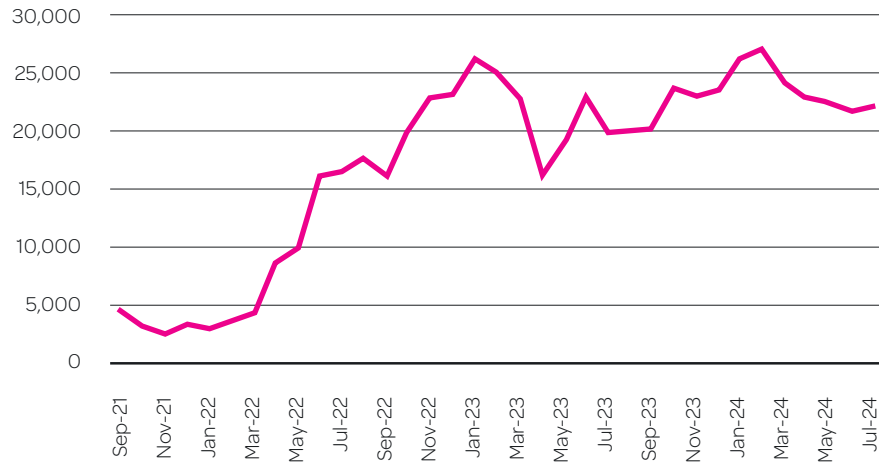
## Environmental Initiatives

Our commitment to environmental responsibility is embedded in our business and operations. We aim to minimise our environmental impact, promote sustainable practices, and contribute to a greener, more sustainable future.

- ▶ We recently launched EValuate by AX, an innovative initiative allowing ICE vehicle users to test drive an EV during the hire period, promoting a transition from ICE to EV. This has clear environmental benefits, but where a customer's vehicle is a Total Loss it can even facilitate a permanent transition from ICE to EV, supporting the UK's transition to EV and acting as the "Gold Standard" in claims-related mobility solutions.
- ▶ Our vehicle fleet consists of almost 10% EVs, with plans to increase the EV fleet as demand grows.
- ▶ Exploring the use of 100% renewable energy with our energy provider.
- ▶ Significant investment in EV charging infrastructure at all our depots.

Although our initiatives are robust, we will explore the concept of sustainability 'champions' to spearhead internal initiatives for positive change.

## Electric Vehicle Miles Charged

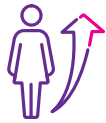


## kg CO<sup>2</sup>e Saving



## Social Initiatives

From fostering a diverse and inclusive workplace, to supporting the communities in which we operate, we understand that our social impact is critical to our sustainability efforts.



We are committed to supporting women in senior leadership positions and fostering opportunities for all colleagues to flourish and contribute to the business's success.



We support various recognised charities annually and have established a working group to guide us on social matters.



By investing in training, we can offer additional support to our colleagues through our team of accredited mental health first aiders, as well as offering free access to a team of external counsellors and 24/7 advice and support available via our Employee Assistance Programme and our wellbeing app. We are dedicated to supporting the physical and mental health of our employees.



**2,903** Hours of Training

delivered from January-August 2024

We are looking to employee network groups supported by senior sponsors, including multi-faith and ethnic minority colleagues, LGBTQ+ groups, and formal adoption of policies related to women's health and wellbeing.

## Governance Initiatives

Governance forms the foundation of our business practices, guiding our decision-making processes and ensuring accountability at every level of our organisation.

- ▶ Our Governance is championed by our Group Legal Counsel, responsible for ensuring continuous updates to Code of Conducts, Confidentiality, Integrity, Anti-Corruption and Bribery training, Compliance, and Ethics to reflect best practices.
- ▶ Our Technology and Cyber security policies are managed by our Chief Information Officer and are reviewed frequently by our Executive Team.
- ▶ We foster a strong learning and development culture for all employees.

We look to further concentration on formalising Cyber Security policies and documenting procedures for Code of Conduct, confidentiality, integrity, compliance, and ethics.

We are constantly updating the documentation of internal and external training policies, including a Whistleblowing Policy, and an Equal Opportunities Policy.



## Conclusion

We are dedicated to continually improving and refining our ESG strategy, and we are committed to addressing the identified areas for growth to align with best practices and create a positive impact on the environment, society, and governance.



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