

Towards a Sustainable Future

An ambitious Carbon Reduction Plan

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Introduction

On Monday 20th March 2023 António Guterres, Secretary-General of the United Nations said, “The world is rapidly approaching catastrophic levels of heating with international climate goals set to slip out of reach unless immediate and radical action is taken. The climate time-bomb is ticking and humanity is on this ice – and that ice is melting fast.”

In the report released that Monday by the U.N. Intergovernmental Panel on Climate Change (IPCC) draws on the findings of hundreds of scientists to provide a comprehensive assessment of how the climate crisis is unfolding. It concludes that the world is likely to pass a dangerous temperature threshold within the next 10 years, pushing the planet past the point of catastrophic warming unless nations drastically transform their economies and immediately transition away from fossil fuels. This is one of the most definitive reports ever published about climate change, showing that we all need to work together to protect the planet.

Researchers found that the world is on the brink of 1.5 degrees Celsius of warming, meaning it is close to surpassing an internationally agreed-upon threshold for climate warming. The current trajectory is for a 2.2 to 2.4 degrees Celsius of warming. Beyond that threshold, scientists have found, climate disasters will become so extreme that people will not be able to adapt. In fact, this amount of warming will threaten coral reefs, melt ice sheets, and contribute to sea level rise. We will see heat waves, famines, and more infectious diseases spread, claiming millions of additional lives by the end of the century.

In 2019 the UK became the first major economy to pass a Net Zero emissions law, meaning the UK government is now legally required to reach Net Zero emissions by 2050. When the UK government published its procurement policy note 06/21 (PPN 06/21), it was clear that businesses should focus on building back the economy in a sustainable fashion.



I am proud to acknowledge the significant strides we've taken during 2023 in aligning Pro with a sustainable future. While we recognise that we have much still to do, we are striving to embed a culture of sustainability throughout our organisation, extending from top-level leadership to every corner of our diverse business lines and functions.

Our commitment to achieving Net Zero by 2040 stands firm, and I am pleased to report that we have made substantial progress in accurately recording and understanding our carbon footprint data. This comprehensive assessment covers scope 1, 2, and elements of scope 3 emissions, providing us with the insights needed to enact meaningful change.

This understanding empowers us to initiate innovative strategies and begin implementing sustainable practices across our offices, projects, and contracts, and also to commence greater engagement with our supply chain. We are actively engaged in reducing our carbon footprint, making ever greater use of available technology, and embracing forward-thinking solutions.

Our overarching goal is to cultivate a climate of excellence, not only within our business lines and services but also for our employees, clients, and suppliers affected by our activities. By prioritising sustainability, we are not only safeguarding our environment but also enhancing the overall experience for those connected to Pro.

As we move forward, we will continue to work collaboratively, staying dedicated to our sustainability objectives.

We will prioritise employee engagement, reduce business travel, support greener transportation choices through our salary sacrifice schemes, and work with our delivery partners to create a more sustainable fleet.

These actions will help us shape a more responsible future and inspire positive change within and beyond our organisation.

Steve Lewis, CEO

Our Approach

Pro Insurance Solutions Limited is a customer focused company committed to bring sustainability to the forefront of our business. In doing so, we are committed to creating a better future for our stakeholders and the environment around us.

As a value-led and customer-centric business, we recognise that sustainability is not only good for the planet, but it is also good for our customers.

We understand that humanity is a large part of the planet's ecosystem and we business have a vital role to play in maintaining the balance. We seek to learn more and more every day to understand how our business can contribute to maintaining this balance and aid humanity in continuing to form a better relationship with nature.

Our company is conducting a strategic review to ensure that our carbon reduction endeavours are integrated throughout our business, from suppliers to operations, down to our customers. We are prioritising the most valuable areas for reducing our carbon footprint and have set a target to achieve Net Zero by 2040.

Corporate Responsibility and Accountability

Pro Global maintains the highest standards of ethical conduct and integrity in all its business activities throughout the world. Pro ensures that ESG factors are aligned closely with its core values, recognising that its value rests in its employees and global operations, which collectively help make a positive impact with stakeholders, the environment and the communities in which it does business.

ESG in Pro is seen by the Board and Executive management as a continuous process of aligning operations and controls with its values as a company, assessing net positive impact, and taking concerted, defined and measurable action to improve in all areas of its operations. In 2023 Pro took a number of steps that demonstrate the importance it places on ESG and its 2024 plans aim to build on its current achievements.

Pro's commitment to achieving Net Zero stands firm, and substantial progress has been made in accurately recording and understanding our carbon footprint data. This comprehensive assessment in 2023 covers scope 1, 2, and elements of scope 3 emissions, and therefore provides the insights needed to enact meaningful change and reduce our carbon footprint through innovative strategies and sustainable practices across our offices, projects, and contracts with clients and supply chain.

Our Environmental, Social, and Governance Journey

During 2023 Pro ensured that all aspects of ESG were fully embedded in business controls and that all staff, clients and business partners have an appropriate awareness of Pro's achievements to date and forthcoming plans. Specific focus during 2023 was given to embedding ESG within the Group and accelerating Pro's environmental planning;

- As part of Pro Group-wide ESG launch in early 2023, all staff were provided eco-friendly BPA free stainless steel water bottles to reduce plastic waste and further improve our overall environmental footprint and health of employees.
- Significant strides were made in aligning the Group with a sustainable future, and whilst recognising that there is much to do, the Company is striving to embed a culture of sustainability throughout the organisation, extending from top-level leadership to every corner of our diverse business lines and functions.
- In December 2023 Pro committed to the Science Based Targets initiative and as the company moves forward through 2024, it will be staying dedicated to its sustainability plans and objectives that align with SBTi compliance as Pro's overarching goal is to cultivate a climate of excellence, not only within its business lines and services but also for its employees, clients, and suppliers.



Our Carbon Reduction Targets

Pro Insurance Solutions Limited is committed to a 100% reduction in all scope 1, 2, and 3 emissions by 2040. Our carbon reduction goals align with the IPCC's carbon reduction roadmap.



GHG Scope	Emissions sources
Scope 1	Direct emissions resulting from sources that are owned and controlled by Pro Insurance Solutions Ltd.
Scope 2	Indirect emissions from purchase of electricity and onsite EV charging
Scope 3	Indirect emissions from other sources not included in Scope 1 and 2 categories

All our emissions reductions will be primarily achieved through ambitious carbon reduction projects and offsetting carbon emissions will only be considered in cases of unavoidable emissions. Pro Insurance Solutions Limited will work with its partners to establish a yearly emission reduction target and this KPI will be integrated into our reporting system to ensure annual targets are met.

Emissions Categories

Currently, we measure all our scope 1 and scope 2 emissions following the GHG protocol, and we measure a subset of scope 3 emissions (PPN 06/21 requirement) following the Corporate Value Chain (Scope) Standard.



Carbon Reduction Plan

in accordance with requirements for
PPN 06/21



Commitment to Net Zero

In our commitment to becoming net zero, our carbon reduction goals align with the IPCC's carbon reduction roadmap.

This report sets out a Net Zero roadmap, detailing the strategies we have put in place to achieve this goal.

Emissions Comparison

The table below shows our baseline year (Jan 2023 - Dec 2023) emissions. Baseline emissions are a record of the GHGs that have been produced in the past – before introducing any strategies to reduce emissions – and are the reference point against which emission reductions can be measured.

2023 was the first year where we had a complete GHG inventory, which is required for PPN 06/21 compliance. Our current reporting period is 01 Jan 2024 - 31 Dec 2024.

Emissions	Total (tCO2e) for baseline period	%
Scope 1	72	10%
Scope 2	76	10%
Scope 3 (Including Sources)	581	80%
Total Emissions	729	100%
Intensity Ratio	15.47 kg CO2e per £1,000	

Calculation Assumptions:

- A sample of employees were surveyed for commuting and working from home. The answers were then extrapolated across the whole workforce.
- Some estimation was used for gas and electricity which accounts for 20% of consumption.
- Where necessary for Business Travel, we made assumption on cost per mile for each transport mode.
- Office waste was weighed for a sample period and then extrapolated across the whole year.

Emissions Breakdown

Scope 1	Total (tCO2e) for baseline period	%
1: Energy – Natural Gas	72	100%
Total Emissions Scope 1	72	100%

Scope 2	Total (tCO2e) for baseline period	%
2: Energy – Electricity	76	100%
Total Emissions Scope 2	76	100%

Scope 3	Total (tCO2e) for baseline period	%
3.01: Purchased water	0.3	0.05%
3.02: Grey Fleet	5	0.89%
3.04: Deliveries (Upstream)	40	5.32%
3.05: Waste generated in operations	0.1	0.02%
3.07: Commuting	159	27.4%
3.08: Home Working	262	45.09%
3.10: Business Travel	85	14.67%
3.11: Well-to-Tank	32	5.42%
3.12: Transmission and Distribution	7	1.14%
Total Emissions Scope 3	581	100%

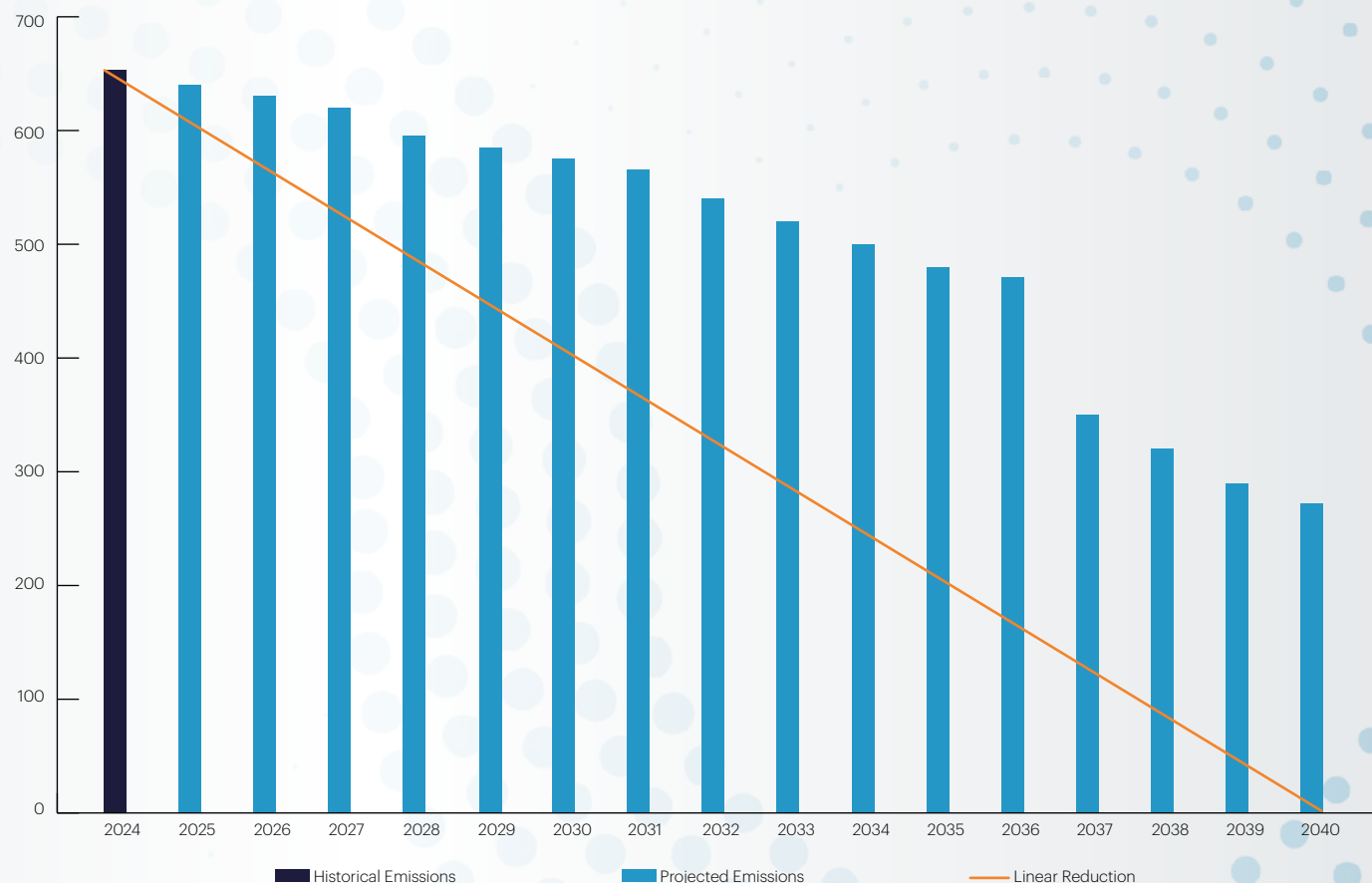
Emission Reduction Targets (1)

To continue our progress towards achieving Net Zero, we have developed a Net Zero target for 2040.

We project an absolute linear reduction in our emissions from our baseline year to Net Zero emissions by 2040. These targets may change as new projects are implemented. Prior to our baseline year, we tracked scope 1 and 2 emissions.

The graph on the right depicts our projected vs targeted emissions. Starting with our baseline emissions from January 23 - December 23, the dark blue bar shows our historical emissions until December 23. As we introduce carbon reduction plans, the light blue bars show our projected emissions. In addition, the target emissions (orange) show a gradual reduction until the end of 2040. These projections assume our business operations remain at similar levels as seen between January 23 - December 23.

Moving forward, more carbon reduction measures may become feasible and so more emission mitigation could occur - altering these current projections. As a last case scenario, we will consider offsetting as an option. This is where any residual emissions, that we are unable to mitigate, will be offset in order for us to achieve our net zero target.



Year	2023	2026	2030	2035	2040
Historical/Projected	653	620	566	471	272
Emissions Target Emissions	653	537	384	192	0

Emission Reduction Targets (2)

Our emission projections target the following areas:

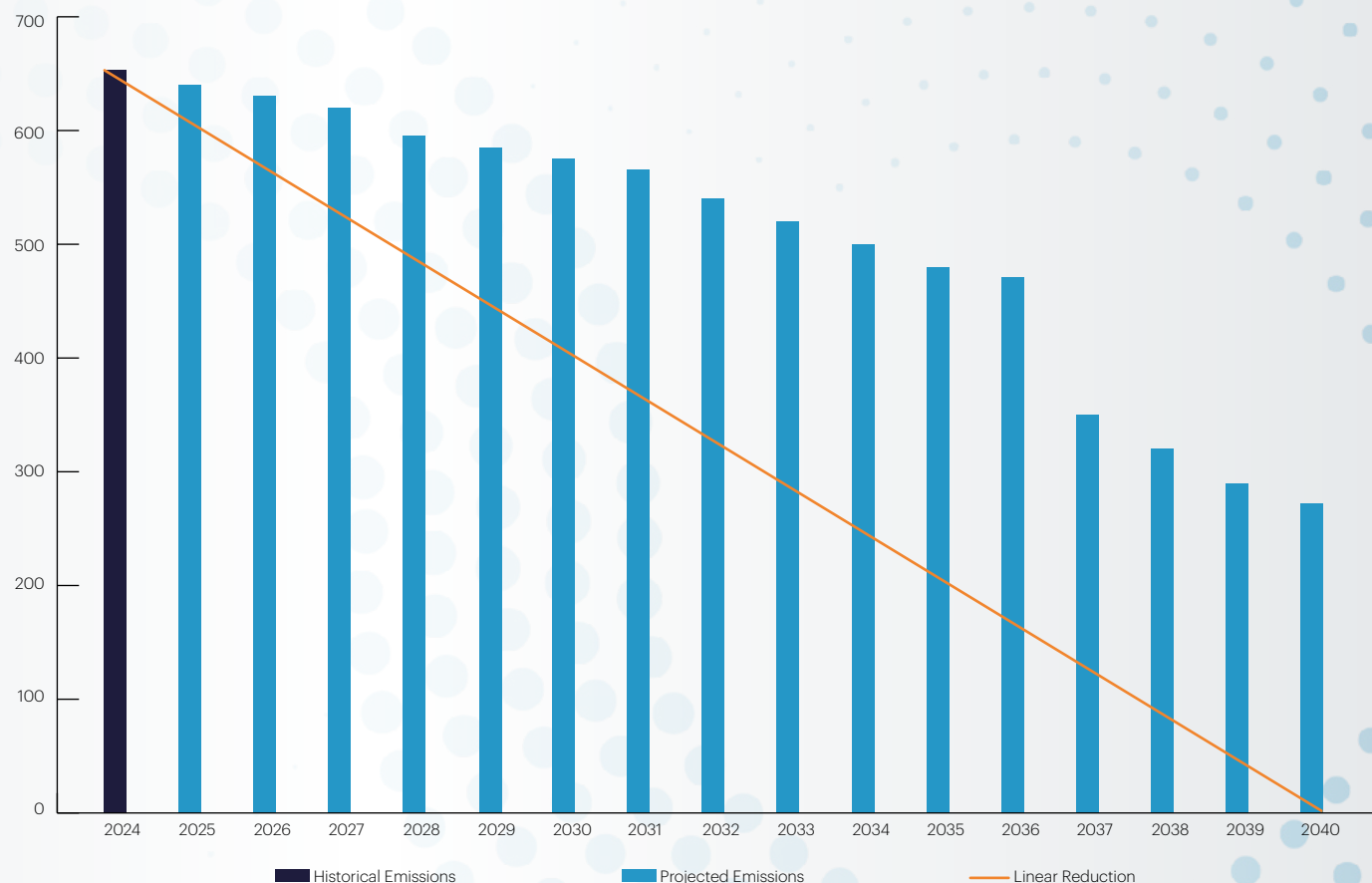
- Natural Gas
- Commuting and Working from Home
- Business Travel
- Deliveries

As the UK becomes less reliant on gas consumption, we aim to eradicate gas usage at our sites by 2035. Between now and 2035, we anticipate a 15% reduction as production methods increase in efficiency and our employees become more environmentally conscious. Furthermore, all our current electricity stems from green sources and so it is assumed our electricity generation accounts for zero emissions. Meanwhile, we expect the transportation and well-to-tank emissions to experience a 50% reduction by 2040 as the infrastructure improves. With infrastructure set to improve, this will also reduce our employees working from home emissions.

Additionally, as the UK plans to ban the sale of fuel-based cars from 2035, we expect this to impact our grey fleet and commuting. As such, we have projected a gradual decrease in these areas.

Furthermore, as we aim to tackle business travel, we aim to reduce these emissions by 25% by 2040. This will be the result of reduced travel and more efficient vehicles.

Finally, as we anticipate an increase in sustainable technologies for delivery options, we have assumed a 50% reduction in our delivery emissions by 2040.



Year	2023	2026	2030	2035	2040
Historical/Projected	653	620	566	471	272
Emissions Target Emissions	653	537	384	192	0

Completed Carbon Reduction Projects

Pro's continued its commitment to sustainability in 2023, in particular, reviewing its office spaces and continuing to seek environmentally sustainable initiatives that deliver efficiency, value, and health for its business, its people, and for the wider community both now and into the future.

Efficient Office Use

We recognised that our largest office (24,105 sqft) was much larger than we required. Therefore, we have right sized to a smaller space (11,000 sqft). As a result, we now have less space to heat and light. In addition, we negotiated with our landlord to install LED lighting and a high tech heating/cooling system.

This has made our lighting more efficient, removed our reliance on gas, and has given us direct control of our thermal comfort.

Moreover, we continue to review our office space, and work with our landlords, in all other locations against our business needs and make any appropriate amendments. Our main aim is for landlords to reduce reliance on gas and provide energy efficient space.

Green Energy Suppliers

We currently lease all of our office spaces and so are not responsible for the direct purchase of any electricity. However, we have made great efforts in negotiating with our landlords to implement green energy suppliers. As a result, all our electricity is currently sourced from of-site renewables.

Environmental Legislation

We use current environmental legislation as a starting point to understand and mitigate our impact. However, we are actively going beyond this.



Completed Carbon Reduction Projects

Business Travel

At Pro Global, we utilise the benefits of hybrid working, Microsoft Teams, and SharePoint. As such, we have eliminated the need for a lot of business travel - although we recognise that business travel still needs monitoring. In addition to this, we are continuing to improve access to electric vehicles as part of our employee benefits.

Waste Reduction

All of our offices have recycling bins and encourage all employees to segregate waste. In addition, we are also striving to become paper free with our largest office no longer providing paper storage. Moreover, in the UK we also use Born Good, for our e-waste, who specialise in recycling redundant IT kit.

Suppliers

When attaining new suppliers, we incorporate their ESG stance into our decision making. This ensures that our suppliers align with our values. As such, our largest site's coffee is sourced from a sustainable local supplier who sources directly from farm producers.

WE GET THINGS DONE

WE DO THE RIGHT THING

WE BRING NEW THINKING

WE'RE IN IT TOGETHER

WE ARE ENERGISED



Social Impact

Pro is focused on deepening relationships with key stakeholders by investing in its employees and partnering with customers, communities, investors and suppliers.

Through our Belonging Strategy we have:

- Developed a clear career development framework which includes additional study and apprenticeships.
- Reduced employee stress by introducing agile working, prioritising employee wellbeing, and educating management on neurodiversity, mental health, and inclusion.
- Relunched our Charity Committee to include Community Projects. For example, in 2023 we commenced a partnership with Gloucester Hartpury Women's Rugby with the aim to support the team in their ambition to harness the full diversity of the local community.
- Embedded our recently developed Values into a number of our people processes including our performance management process. We also reinforced this with the launch of Pro Stars which rewards those in the moment occurrences where our values are demonstrated.
- Increased cultural awareness through regular updates and celebrations. We have also expanded our interactions in local communities to widen our brand to more diverse sections of our community through events (Gloucester Pride) websites and schools.
- Updated our communication channels to be accessible for all. For example, video Q&As and Slido.



Governance Impact

Our focus is to promote strong oversight, transparency, and risk management at all levels of our organisation, ensuring the resilience and long-term preservation of value for our business.

Through our Governance Risk and Compliance function, an appropriate three lines of defence model is maintained (1st line - Business/Managers; 2nd Line - Compliance & Risk; 3rd Line – Audit/Assurance).

- Continued maintenance and appropriate strengthening of Data Protection controls, IT Infrastructure and IT Security ensures our operational resilience, which is a critical component for the success of our business.
- We operate a strong governance focus from top down on employee wellbeing, diversity and inclusion, health and safety, operational resilience, data security and regulatory compliance.
- We have established a clear and effective governance for ESG through its Risk and Control Senior leadership forum, reporting into the Group board, and ensuring senior leadership has accountability for their our governance practices.
- We have implemented rigid policies, procedures, and training in areas such as diversity, ethics, and data protection, to promote a culture of integrity.
- We maintain strong stakeholder relationships through transparency, open communications, and listening to our stakeholders input.

Future Carbon Reduction Projects

Carbon Footprint Analysis

Most importantly, we will use the findings from this report to continue to review our carbon footprint analysis. Currently, home working and commuting are the largest contributors to our overall footprint. However, due to this being linked to our employees private property, we are limited on reduction we can directly make. This does mean there is a lot of scope for us to work with our employees and facilitate greener practices in their homes.

Initially, we will start by tackling the emissions we have more control of. As such, this report highlights that business travel (including private mileage claims) contributes to 14% of our total emissions. Therefore, this may be a good place for us to start.

Facilities Management

The UK currently aims to phase out 80% of gas boilers by 2035. Therefore, we will work with our landlords to replace any reliance on gas for heating with electric alternatives that utilise green electric tariffs. This ethos will be followed when considering any new premises helping to eradicate our gas consumption. Also, through building a network of representatives in all our locations we will look to ensure that continued improvements are made in the general use of our buildings and facilities, where every member of staff can have a role to play in optimal management of our carbon footprint.

Employee Benefits

Moving forward, we will continue to facilitate further employees in attaining an electric or hybrid vehicle for personal use through our ULEV scheme. This scheme offers employees the opportunity to exchange a portion of their pre-tax salary for the lease or purchase of an electric vehicle at a price made even more competitive by our passing back of any potential employer National Insurance savings. In addition to providing financial benefits to employees, the scheme incentivises the adoption of environmentally friendly transportation, reducing our commuting and grey fleet emissions. As we move forward we will stay abreast of market developments with a view to introducing further such schemes, as and when they become available, that go beyond e-vehicles to tackle other pertinent shifts towards a greener society.

Reduce Business Travel

As a business, we are also looking to reduce our emissions associated with business travel. To do this, we will create additional policies with regards to business travel, especially with regards to travelling abroad and we will be closely reviewing our global data, to help inform future decision making.

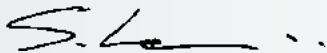
Delivery Fleet

Moving forward, we want to prioritise the use of greener vans for delivering office equipment to our employees. Electric/hybrid vans offer environmental benefits such as lower emissions, improved fuel efficiency, and reduced noise pollution compared to traditional diesel counterparts. As they become more practical in the delivery world, and the UK government improves the infrastructure for electric vehicles, we will work with our suppliers on this.

Declaration and sign off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans. Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard and uses the appropriate Government emission conversion factors for greenhouse gas company reporting.

Scope 1 and Scope 2 emissions have been reported in accordance with the Streamlined Energy and Carbon Reporting (SECR) requirements, and the subset of Scope 3 emissions have been reported in accordance with the published standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard. This Carbon Reduction Plan has been reviewed and signed off by the Board of Directors for Pro Global Holdings Ltd.

Signed	
Position	Chief Executive Officer & Group Head of Claims
Date	23 May 2024



Thank you for reading

If you have any questions please contact
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