



Environmental, Social and Governance (ESG)

Report 2025



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Our ESG approach

At Verlingue UK, ESG is central to how we operate, grow and serve our clients and communities. ESG considerations are embedded in our strategy, governance and culture, reinforcing our long-term commitment to responsible business practices, ethical conduct and positive social impact.

This was evidenced in 2025 through the rollout of comprehensive, group-wide ESG training delivered in person to all employees. Our ESG approach supports our overarching Better Future 2028 strategic vision and is aligned with the Group's core values.

Our ESG Framework

Our ESG strategy is shaped around four key pillars defined by the Adelaide Group - of which Verlingue is part - encompassing Business Commitment & Ethics, Carbon Footprint & Environmental Preservation, Diversity & Inclusion, and Local Presence & Community Support. Each pillar has personal sponsorship from a member of the UK Exco Team. These pillars guide our actions, priorities and progress, as we drive sustainability across our business and value chain. This enables our ESG Committees to provide clear focus and drive the delivery of our ESG commitments and initiatives across the business.

Environmental Responsibility

As a family-owned Chartered Insurance Broker and Employee Benefits consultant, our direct environmental impact is modest compared to high-emitting sectors. Nonetheless, we recognise the importance of mitigating our footprint and supporting broader climate objectives.



Highlights in 2025

Our highlights in 2025 from an ESG point of view include:

EcoVadis Bronze Accreditation

Verlingue UK achieved *EcoVadis Bronze* status for our sustainability performance - placing us in the top 18 % of companies assessed globally. This reflects strong progress in environmental management, ethics, labour & human rights, and sustainable procurement.



Operational Improvements

Across our UK offices, we continued to enhance energy efficiency, reduce single-use plastics, promote recycling and advance digitisation to minimise paper and printing.

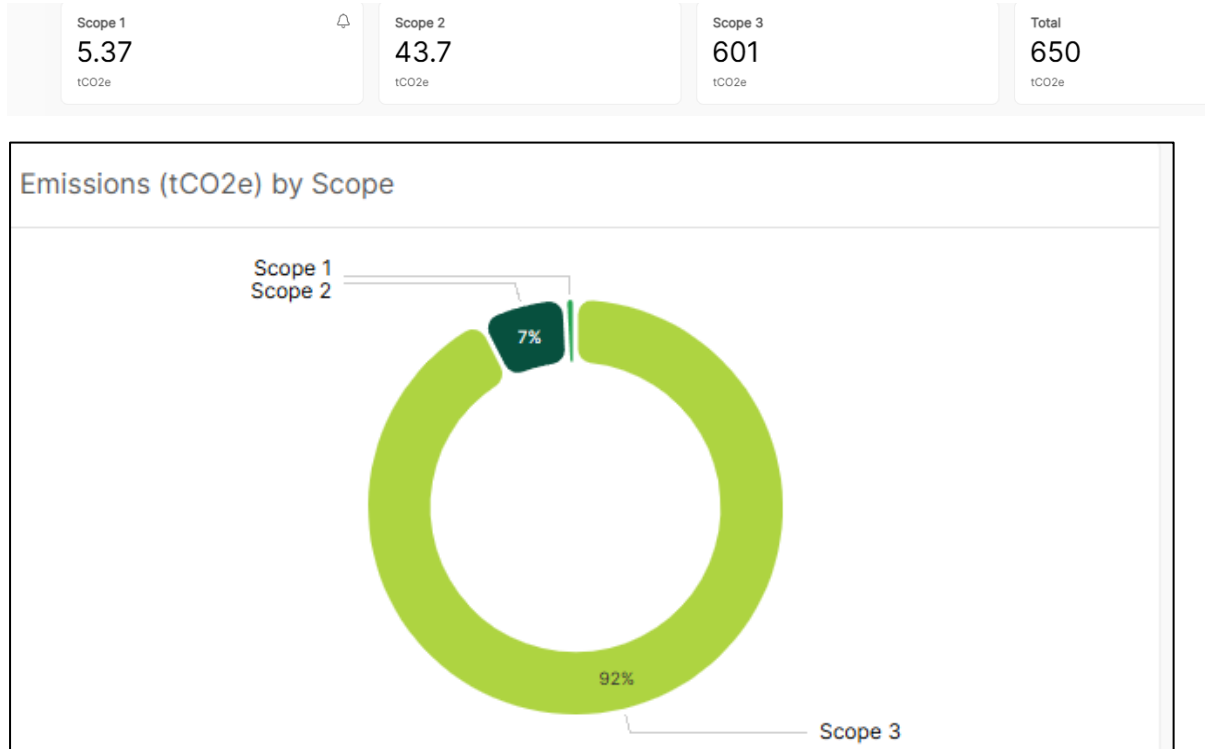
Carbon Measurement

During the year, we once again engaged Greenly, a specialist climate technology company that supports organisations in the effective measurement, reduction and offsetting of their carbon footprint, to undertake the calculation of our annual emissions. This assessment enables us to report our Scope 1, 2 and 3 greenhouse gas emissions, providing enhanced detail and transparency compared with the prior year. Upon completion of our carbon footprint calculation, we were pleased to be awarded the Greenly Silver Award. This accreditation reflects the increasing maturity of our climate strategy and is granted only to the top 15% of organisations assessed.



Scope 1, 2 & 3 Emissions Results

Provided in collaboration with Greenly, with business and employee data.



Through these measures, we aim to strengthen our environmental performance and contribute to the global transition to a low-carbon and resource-efficient economy.

Social impact: people and community

Our continued success is driven by our people. We are dedicated to maintaining an inclusive and high-performing culture where colleagues are supported to grow and succeed, underpinned by our core values: Exceptional, Proud and Inclusive.

Key social priorities and progress in 2025 include:

Diversity, Equity and Inclusion

We actively promote equal opportunities and inclusive recruitment. We support diversity across all parts of our business and review policies to reinforce fairness, respect and belonging.

Wellbeing and Professional Development

Our colleague wellbeing programmes include mental health support, hybrid working arrangements, and learning & development through initiatives such as the Verlingue Academy and the Apprenticeship Programme, focusing on internal talent growth and promotion.

Community Engagement

We actively encourage colleague participation in local volunteering initiatives, which last year including support for Yorda Adventures and The A World. During the year, the business formally supported two charities: Yorda Adventures in the South and Moya Cole in the North. In addition, we made donations to local branches of The Trussell Trust and provided sponsorship for local youth sports teams. Across all offices, our teams took part in a broad programme of wellbeing, environmental and social initiatives. This included support for Manchester Youth Zone, Their Voice and a further education college, ensuring that our community engagement activities remained aligned with our values and local needs.

By investing in people, we nurture a workplace that attracts and retains talent, enhances professional growth, and contributes to sustainable community outcomes.

Governance and Responsible Conduct

Strong governance underpins every aspect of our business. We maintain robust policies, oversight structures and ethical standards that reflect both regulatory expectations and our own values of integrity and transparency.

Highlights in 2025 include:

Risk and Compliance

Our governance framework incorporates resilient risk management processes, including the maintenance of a comprehensive risk register and oversight through regular Risk Committee meetings. Data protection, client outcomes and operational controls, aligned with regulatory requirements and industry standards within the UK market, are subject to ongoing monitoring through cross-departmental forums, the Executive Committee and the Board. Our ESG standards are shaped through participation in international ESG forums, with representation from across the Group, ensuring alignment with broader strategic objectives. In the UK, this is further supported by two dedicated ESG Committees; one focused on Social initiatives, and the other overseeing Environmental and Governance matters.

Transparency and Reporting

Achieving Bronze accreditation from EcoVadis and Silver status from Greenly reflects our commitment to transparent reporting of our sustainability policies, actions and performance outcomes. As a Chartered insurance broker, we are also proud to hold Gold accreditation from Investors in Customers and certification to Cyber Essentials Plus, demonstrating our continued focus on customer excellence and robust information security standards.

Zero Tolerance Ethics Policy

As part of the Adelaide Group's global policy, we uphold strict standards in anti-corruption, ethical conduct and compliance, supported by internal reporting mechanisms and monitoring.

Our governance framework ensures accountability across the organisation, fostering trust with clients, partners and stakeholder

Planning for the future

As we look beyond 2025, Verlingue UK remains committed to deepening the integration of ESG principles across our operations, and client service delivery.

Our key priorities are to:

- Enhance ESG data collection, measurement and reporting, ensuring alignment with recognised frameworks and best practice.
- Further develop our carbon footprint measurement and implement clear reduction plans.
- Sustain our strong performance across Environmental, Human Rights, Ethics and Community initiatives.
- Strengthen and refine our approach to Sustainable Procurement.
- Maintain our EcoVadis accreditation.
- Collaborate with the wider Group in delivering the 4 Better Futures 2028 pillars, supported by EXCO sponsorship.
- Empower and support our two ESG Committees in driving continuous improvement and organisational excellence.

Our ESG commitments will continue to evolve in line with stakeholder expectations, regulatory developments and global sustainability imperatives - supporting long-term value creation for clients, employees and communities.

ESG Metrics and KPIs & GHG Reporting

Verlingue UK continues to strengthen ESG performance measurement, aligning with the Adelaide Group ESG framework and our Better Future 2028 strategy. The following table summarises key ESG indicators for 2025 and our measurable commitments for 2026.

ESG Performance Dashboard (2025–2026)

Environmental Metrics

Metric	Unit	2025 Performance	2026 Target / KPI
EcoVadis sustainability rating	Rating	Bronze (Top 18% globally)	Maintain Bronze and progress toward Silver
Greenly rating	Rating	Silver	Maintain Silver rating
Total Scope 1 emissions	tCO ₂ e	5.37 (2025 rating based on 2024 data)	5% reduction
Total Scope 2 emissions (market-based)	tCO ₂ e	43.7 (2025 rating based on 2024 data)	5% reduction
Total Scope 3 emissions (business travel)	tCO ₂ e	601 (2025 rating based on 2024 data)	5% reduction
Electricity consumption	kWh	241,163kWh	Reduce consumption by 5% vs 2025 baseline
Percentage of green energy used by the business	%	98%	Maintain or increase to 99%
Paper usage reduction	%	25%	Reduce printing volumes by 5% year-on-year

Social Metrics

Metric	Unit	2025 Performance	2026 Target / KPI
Employee engagement score	Score out of 5	4.05	Launch new Employee Experience Barometer and achieve $\geq 75\%$ participation
Employee turnover	%	13.7%	Reduce turnover by 2% vs 2025 baseline
Average training hours per employee	Hours	88	All employees maintain the same or increased training hours
Percentage of employees completed ESG training	%	100%	Ensure 100% is maintained
Employees completing professional development programmes	%	100%	Maintain 100%
Women in senior leadership roles	%	12.5%	Increase by 5%
Diversity data - % of white employees in the business	%	68%	Encourage further reporting of data
Percentage of employees participating volunteering days	%	33%	Promote further participation, all staff can use 2 volunteering days a year

Governance Metrics

Metric	Unit	2025 Performance	2026 Target / KPI
Cyber Essentials Plus rating	Rating	Cyber Essentials Plus rating	Maintain Cyber Essentials Plus rating
Investors in Customers	Rating	Investors in Customers Gold rating	Retain the Gold rating
Ethics & compliance training completion	%	100%	Achieve 100% annual completion
Data protection / cyber awareness training	%	100%	Achieve 100% completion annually
Anti-bribery and corruption policy adherence	Status	Zero-tolerance policy embedded	Ongoing monitoring and annual refresher training
H&S Reportable Incidents	Number	0	Ensure strong H&S systems
Reportable data breaches	Number	4	Drive reduction in incident reporting, through training and education

Further GHG Reporting for 2025 (based on 2024 data)

