

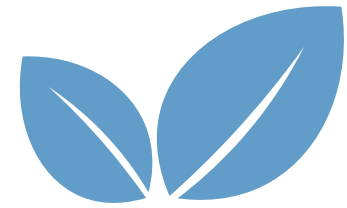
Environmental **S**ocial & **G**overnance

Sustainability Policy

23rd July 2024 - V2



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Why sustainability is important to JMG



At JMG Group we believe that environment, social and governance (ESG) factors are a crucial component to our company's long-term success and responsibility as an insurance broker.

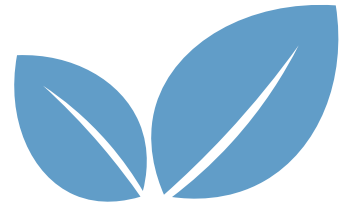
Embracing sustainability ensures we are actively contributing to preserving our planet to prevent the depletion of natural or physical resources so they will remain available for a long time.

It's also important we are able to demonstrate our commitment to sustainability to our clients, stakeholders and employees.

We acknowledge that our actions have an impact on the world around us, and we're committed to creating a sustainable future not just for our customers, employees, shareholders, but also for the benefit of local communities.

Our commitment to sustainability reflects our dedication to making a positive difference, driving growth, and securing a prosperous future for our company and the communities we serve, ultimately aligning our values with those of our clients in promoting a sustainable world.

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How ESG aligns with our business strategy

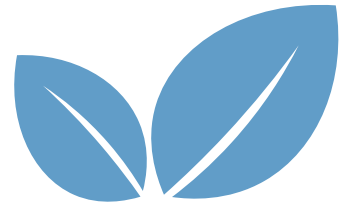
At JMG Group, our approach to sustainability is deeply aligned with our overarching business strategy, reinforcing our commitment to Environmental, Social, and Governance (ESG) principles.

We are dedicated to implementing programs that support positive changes across these specific areas.

Our sustainability efforts are about doing what's right for our environment, our people, our business, and ensuring sound governance. By integrating sustainable practices, we not only fulfil our ESG commitments but also enhance our operational resilience, drive innovation, and create lasting value for our clients, stakeholders, and communities. This alignment ensures that our sustainability initiatives are not just complementary but integral to our mission of fostering a responsible, forward-thinking, and successful business.

This ESG Policy sets out our approach to sustainability matters. At the heart of the Policy is a corporate culture that has sustainability at the core of all our business operations and values.





Our ESG Team

Our resources and infrastructure are key to our sustainability efforts. We have a central operations team driving sustainable initiatives across our businesses.

These steps help us reduce our environmental impact, promote social responsibility, and maintain strong governance, aligning with our commitment to ESG principles.

JMG Group Operations Board

The JMG Group Board have overall accountability for driving the organisations ESG agenda, and also the business culture and engagement of employees to want to drive positive change.

They have delegated responsibility for overseeing its implementation to Claire Ellis. Suggestions for change should be reported to Claire Ellis claire.ellis@jmg-group.co.uk

Chief Risk Officer

Responsible for the group ESG governance - Implementation of decision-making, board oversight, rules, policies, and procedures throughout the organisation relating to ESG (environment social governance).

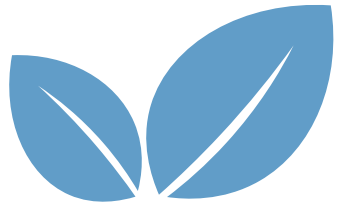
Chief Risk Officer is responsible for proactively identifying and mitigating material ESG risks, being transparent and incorporating ESG principles into the JMG Group strategy- making it part of the ethic and culture of our business.

Compliance Officer

With the evolving regulatory landscape, JMG Group compliance officer ensures that the JMG Group businesses adhere to ESG reporting standards, mitigating legal risks associated with non-compliance.



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Our ESG Team

HR & Learning & Development

Responsible for ESG reports relating to social elements. Collection and analysing data for the JMG Group, information such as workforce diversity.

Enhancing the company's brand image in order to attract and retain top talent who are increasingly drawn to environmentally conscious organisations and foster a positive work environment.

In the competitive industry we work within, attracting and retaining talent is important to us as a business and therefore learning and development (L&D) initiatives play a pivotal role in achieving sustainable business success. It acts as a strategic functions that allows employees to grow and acquire the necessary skills and knowledge, ultimately triggering a sustained organisational growth.

We have a strong ESG team structure, emphasizing the importance of diversity, cross-functional expertise, and a shared commitment to sustainability goals.

Diversity of Skills: We have a diverse range of skills with expertise in finance, data analysts, communication and which allows us to address a range of ESG Challenges

Adaptability: As a group we are able to adapt to change quickly, driven by regulation, market dynamics and stakeholder expectations. We have the ability to adopt our approach to ensure alignment with evolving regulatory changes and emerging insurance and customer trends.

Stakeholder Engagement: Effective communication and engagement with both internal and external stakeholders are pivotal for fostering transparency, trust, and progress on ESG initiatives.

This policy is reviewed annually by the company directors. Changes may be made at any time as government guidance develops.

Environment





Environment



In order to be a responsible and impactful insurance broker we will be focusing on the following areas of sustainability. These environmental topics are central to our strategy for reducing our ecological footprint and promoting sustainable practices. By integrating these priorities into our operations, we aim to contribute positively to the environment while supporting our business goals.

Utilities Management

Transitioning to more energy-efficient and greener energy sources helps reduce our environmental impact and operational costs.

JMG Group have appointed a sustainable energy broker, Auditel, who manage the energy contracts, ensure a shift towards more energy-efficient and environmentally friendly energy sources.

Tree Planting – With The National Forest

Planting trees does more than just mitigate carbon by removing it from the atmosphere; they also sequester it—absorbing carbon dioxide during photosynthesis and locking it away for centuries. Much of this carbon is stored in the leaves, which transfer it to the woodland soil when they fall from the tree and rot down. It's clear that trees provide wonderful benefits for both humans and the natural environment. Trees are the green in our city spaces, effective air filters, homes for our wildlife, provide protection against flooding. JMG Group run several tree planting initiatives, including inviting colleagues to participate in planting a tree through payroll and welcome gifts to new employees.



Environment

Sustainable Stationery & Consumables

By support sustainable stationery we can reduce the amount of waste sent to our landfills, reducing the environmental impact. JMG Group have appointed a sustainable stationery provider and actively encourage all our businesses to utilise this service by managing the ordering process centrally. A free recycling programme is available for printer cartridges, and we promote the use of rechargeable batteries. We encourage all our business site to utilise this facility.

Electric Vehicles

By encouraging the adoption of Electric Vehicles among our staff, we are not only fostering an eco-friendlier company culture but also supporting our broader climate goals and responsibility. We have partnered with and Electric Dreams Car scheme allowing employees to purchase a new EV through salary sacrifice. This initiative is available to all employees across the group.

Cycle to Work

Cycling is pollution-free and uses minimal fossil fuels, which is why it's so good. Cycling also has a positive health impact so not only will it protect the environment, it will promote good physical health.

JMG Group support the Governments Green Transport plan by offering employees cost savings on Bicycles and equipment through the bike2workscheme.



A large grid of 72 small portrait photographs of diverse people of various ages, ethnicities, and genders. The photos are arranged in 8 rows and 9 columns. Overlaid in the center of the grid is the text "People & Social" in a large, bold, dark blue font.

People & Social



Our People

Our company prioritises several key initiatives as they are crucial for fostering a positive, engaging, and supportive work environment. These efforts not only boost employee satisfaction and retention but also drive overall productivity and organisational success. By continuously enhancing these initiatives, we aim to stay competitive and nurture a culture of growth, flexibility, and well-being.

Workplace Benefits

JMG Group Board are committed to well-being strategies and along with our teams we play an important roles in driving policies, procedures, practices that promote well-being across all areas of our business as well as positively influencing workplace culture and our overall employee experience. Providing a comprehensive suite of benefits supports JMG Group's ESG goals by enhancing our employee well-being, financial security, and overall job satisfaction. This in turn helps attract and retain talented individuals who are integral to the success of our business sustainability and ethical objectives. JMG Group understand that the physical and mental wellbeing of our staff has a direct impact on our business performance. We have a responsibility for the proactive well being promotion and interventions for our staff.

Employee benefits include:

- **Generous Paid Time Off:** Ensuring employees have ample time for rest and personal matters.
- **Purchase Holiday scheme** – supporting a good work-life balance.
- **Absence Pay:** Providing financial support during periods of illness or absence.
- **Employer Pension Scheme:** Offering robust pension plans to secure employees' futures.
- **Health Cash Plan:** Supporting employees' health-related expenses.
- **Employee Assistance Programme (EAP):** Supporting employees' health-related issues.
- **Death in Service Benefits:** Providing financial security for employees' families in case of unforeseen events.
- **Gym Flex** – improving general wellbeing and stress reduction support.
- **Complimentary flu Jabs** – contributing to a safer & more productive work environment.





Learning & Development



We have a dedicated Learning & Development (L&D) team that offers continuous improvement by ensuring employees continually enhance their skills and knowledge.

We support career growth through structured learning opportunities, enabling employees to advance in their careers.

Our L&D initiatives keep the workforce skilled and competitive in our industry, ensuring ethical governance and improving employee engagement and reporting.

We offer a diverse range of training support including:

- **Management Leadership:** Developing effective leaders within the company.
- **Technical Skills:** Enhancing technical expertise relevant to various roles.
- **Professional Qualifications:** Supporting employees in obtaining certifications and qualifications.
- **Customer Service:** Improving customer interactions and service quality.



Hybrid Working

The benefits of Hybrid Working include flexibility for employees, allowing employees to work in a manner that suits both their personal and professional lives contributing towards higher levels of satisfaction and engagement.

This approach helps in retaining top talent by offering desirable working conditions, which contributes to talent retention. Additionally, it promotes mental and physical well-being through adaptable work options and supports inclusion and diversity by accommodating varying needs within the workforce.

Our Hybrid Working policy combines remote and office work options to promote a better work-life balance, increase focus, reduce distractions, and save commuting time and costs, thereby also reducing environmental impact. This policy is designed to enhance motivation and productivity.

Eligibility for hybrid working is determined based on factors such as role, departmental needs, supervision requirements, office presence, technology, and the work environment. We encourage our employees to utilise our hybrid working options across the JMG Group.



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Equality, Diversity & Inclusion



JMG Group is dedicated to fostering equality, diversity, and inclusion within our workforce, while eradicating any form of discrimination.

ESG is about doing the right thing by the environment and by the people and in terms of our company's governance and corporate responsibilities.

Our employees are at the heart of every element of ESG, they are affected by environmental changes, impacted by how as a business we engage and ultimately impacted by how as a business we govern ourselves.

We want to create an environment where each employee is esteemed and empowered to perform at their best.

- We embrace and value diversity in all its forms, whether gender, age, ethnicity, or cultural background.
- Equal opportunity is integral to our recruitment process, as we aim to develop a community of diverse talent.
- We seek to maintain a positive workplace, free from discrimination and harassment.
- We champion mutual respect, promoting an environment of fairness and equality.

Our commitment to diversity and inclusion extends to the highest levels of the organisation, including board level, where we recognise that diversity strengthens board performance and promotes long-term shareholder value.

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Charity & Volunteering

Charity Work

We are deeply committed to supporting charitable events as part of our ongoing effort to strengthen our team's collaborative culture while enriching the lives of others.

We have actively participated in a variety of events, including Red Nose Day, Wear It Pink for Breast Cancer, and the Cinderella Shoebox Appeal. Our goal is to continue this spirit of giving by supporting a new charity each year.

Our Charity partner is Martin House Children's Hospice and we have seen a huge take up from our employees who are committed to achieving our fundraising target by taking part in activities such as:

- Three Peaks Challenge
- Payroll Donation Scheme
- Ilkley Half Marathon
- Euro Sweepstake

Volunteering

Community engagement is a priority because it empowers employees to give back to the community and make a positive impact, while employee development is encouraged through volunteering, promoting personal growth and skills enhancement.

To support this, we actively encourage all staff members to participate in various activities and providing them with one day a year to contribute their time and skills to worthwhile causes.



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Mental Health

JMG Group understand that a thriving workplace is one where employees feel supported in all aspects of their lives. Mental health is a crucial component of overall wellbeing, impacting our ability to perform, engage, and contribute positively to our professional and personal spheres.

Our commitment to mental health extends beyond awareness; we aim to create a culture that prioritises open conversations, reduces stigma, and promotes understanding.

Working with Mental Health in Business we have developed a comprehensive training programme to provide resource to our employees and equip managers with the necessary tools to support and recognise employees.

- Trained Mental health first Aiders accessible throughout the Group
- A large proportion of our managers have received mental health first aid training.
- Suicide first Aiders available
- Group webinars every quarter on mental health topics.
- Refresher workshops every quarter for our trained first aiders.



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Health & Safety



We prioritise the health and safety of our employees, ensuring not only their well-being but also our full compliance with legal standards. Our commitment to creating a secure and hazard-free work environment is unwavering, as we recognise that a safe workplace is fundamental to the success and morale of our teams.

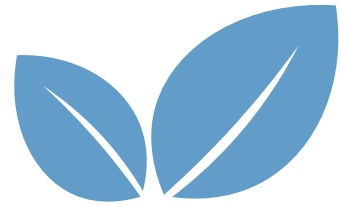
To meet these objectives, we take a proactive approach to risk management. This includes conducting thorough health and safety audits through our in-house risk support services company, Lighthouse Risk Support Services. These audits are designed to identify potential hazards, assess risks, and implement effective measures to prevent accidents and injuries.

Furthermore, we have established a robust compliance platform that allows us to meticulously monitor and document all service reports, agreements, and safety protocols. This platform is a vital tool in maintaining transparency and accountability across all our business operations.

In addition, we ensure that each of our businesses is equipped with trained personnel who can respond swiftly in emergencies. Specifically, we have appointed fire wardens and first aiders across all locations. Their training is regularly updated to align with the latest safety standards and best practices, ensuring they are fully prepared to act in any situation.

A close-up photograph of a white computer keyboard with a magnifying glass resting on it. The magnifying glass is positioned over the 'PgUp', 'PgDn', and 'End' keys. The word 'Governance' is overlaid in a large, bold, dark blue font across the center of the image. The background is a soft, out-of-focus grey.

Governance



Governance

We promote strong oversight, transparency and risk management at all levels of our organisation, ensuring the resilience and long-term business success.

We operate a group wide Risk Register which is formally reviewed quarterly by the Group Audit Risk and Compliance Committee which has risk owners and our Senior Leadership Team. We mitigate the exposure of all identified risks, building resilience to them. We maintain strong corporate governance practises through Senior Leadership, leadership and management accountability, and pro-active risk management.

An effective risk management process supports management in the achievement of JMG Group business objectives as well as ensuring that the business remains relevant and resilient into the future.

We see this as important to our mission of delivering a successful, growing, business which creates stability and opportunity. It is also consistent with our culture of treating every client as important and working with and supporting great people.

We have established structures, policies and processes designed to ensure:

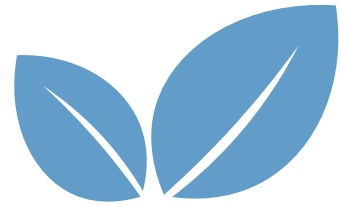
- Our purpose, values and strategy are clear
- We promote the desired culture
- There is a shared understanding of our risk appetite
- We have appropriate, informed Board level oversight

We do this by ensuring

- There are clear accountabilities across the business
- We have well defined policies and procedures
- Risk and Compliance matters receive additional focus



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Governance



Operating in a regulated environment we pay particular attention to the need to protect consumers, prevent financial crime and protect the integrity of the market. Training and competence are key to this alongside a range of policies, processes and assurance activities to support compliance with regulations and good practice. Each year we carry out a number of additional holistic reviews including:

- How we ensure we treat our customers fairly in line with The Consumer Duty
- How we manage conflicts of interest
- How we mitigate financial crime risk
- How we ensure the competency of our people
- How we manage and oversee our Appointed Representatives

We demonstrate strong governance and controls and understand how these can help improve performance, mitigate risk, and meet critical reporting and regulatory requirements.

We recognise the importance of compliance in delivering good customer outcomes, and ensure we have appropriate resources, policies and processes (including assurance activities) to understand how we are meeting our obligations.

We also maintain a robust online document management system housing all formal documents and recording and tracking their review date. These documents are all located within the JMG Group Regulatory platform.