



DEEP DIVE: OPERATIONAL EMISSIONS STRATEGY

ROYAL LONDON MUTUAL INSURANCE SOCIETY

Royal London has committed to achieving net zero direct operational emissions by 2030 (scopes 1 and 2). Through renewable energy procurement and energy efficiency in offices, amongst other measures, Royal London has achieved its 2025 targets three years early, though recognises there may have been some positive impacts on emissions as a result of the pandemic.

Energy and electricity

- Royal London has reduced its scope 1 emissions by 68% from a 2019 baseline. 99% of electricity across its operational estate (scope 2) was sourced from renewable energy sources in 2021.
- Working with its facilities management partner, Mitie, Royal London has implemented 93 energy conservation measures, resulting in over 1 million kWh of energy savings in both gas and electricity across its offices.

Working with suppliers:

- Royal London works closely with its suppliers and requested that its key supply partners respond to the CDP's supply chain climate change questionnaire. This resulted in a 58% response rate and a strong foundation to build on in 2022.

Sustainable behaviour:

- Royal London installed ten electric vehicle (EV) charging points at its new office in Alderley Park, Cheshire and organised on-site displays of the benefits of electric vehicles to encourage employees to switch.
- All single-use plastic bottles from across its offices have been removed and compostable takeaway packaging has been introduced in its restaurants.
- Through the introduction of QR codes in certain customer communications, Royal London has saved over 200 tonnes of paper. In addition, Royal London saved over 2.5 million sheets of paper through the increased adoption of electronic signature technology.

Empowering employees:

- Royal London recognises its employees play an integral part in supporting its efforts and in 2021 launched the Pawprint app to enable all employees to measure, understand and reduce their carbon footprint.
- Royal London's 'Eco Champs' group grew substantially over 2021, with over 400 employees helping to build a culture of sustainability across the Group.

Whilst continuing to decarbonise, Royal London has maintained carbon neutrality in its direct operational emissions (scopes 1 and 2) through carbon offsetting. In 2021, Royal London's carbon offsetting supported solar energy systems for communities in India.

