

HOWDEN

2023 Sustainability Report



About Howden

Our story began in 1994 with three people and a dog. Now there are 17,000 of us, and we're a leading global insurance group, managing \$38bn of premiums for our clients.

Howden in numbers:



From our first day, Howden had five key things that we still hold dear today:

- 01 An employee-ownership model
- 02 The trust and integrity born of friendship
- 03 Deep expertise
- 04 Independence
- 05 Aligned external investors

From the beginning, the driving motivation was to build a great company that's owned by the people who work for it. This employee ownership model is what sets us apart. It's the bedrock of our culture, and the reason we've grown year-on-year since landing our first client back in 1994.

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A message from our CEO, David Howden

As well as being there to pick up the pieces when things go wrong, insurance has the power to give people the confidence to invest in the future.

Whether that's for those investing the trillions of dollars needed to drive the net zero transition, or a smallholder farmer in Rwanda having the confidence to sow all of their seed without fear of extreme weather wiping out their crops.

Insurance – a force for good

To unlock this potential, in 2023, we continued to grow our climate risk and resilience capabilities. Our now 60-strong global team of experts in climate science, law, insurance, and humanitarian solutions is putting de-risking at the heart of the climate conversation.

Through our work with Cambridge Institute of Sustainability Leadership this year, we demonstrated how insurance can help make entire nations more investable by using insurance to protect their GDP against losses above a pre-agreed level.

Our employee-ownership structure and empowered business model allow us to adapt quickly to meet changing needs in an ever-more volatile world. We've proven year after year that putting our people first and creating the conditions for everyone to thrive results in better outcomes for all of our stakeholders.

A great place for All of Us

Now in its second year, our global employee initiative, All of Us, is getting colleagues across the Group actively thinking about how they can contribute towards making this a great place to work for people from all walks of life – and, crucially, pledging to take action.

At the time of writing, we had over 1,700 employees across 37 countries all having pledged to act from our 100+ branches across the UK all pledging to partner with a local school, to the international roll out of diversity roundtables and reciprocal mentoring programmes, to pledges and initiatives that help employees to balance family commitments with work life. This powerful campaign is both empowering our people to drive the change they want to see and is helping to inform and accelerate our businesses' wider diversity and inclusion plans and activities.

Also playing a central role in making this a business we all want to work for are our Employee Resource Groups who continue to be a driving force behind important changes such as introducing a new menopause benefit in the UK.

I have been heartened by some of the steps taken by parts of the insurance sector, which plays such a vital role in incentivizing more sustainable approaches and providing an invaluable source of investment to reduce the risks we face.

His Majesty King Charles III, speaking at the opening of COP28, Dubai, 2023.

Giving back

Every year, I'm proud to see the collective power of our people in giving back. Supported by matched funding from the Howden Foundation, in 2023, our colleagues and businesses around the world donated over £1.1m to causes and communities close to their heart.

As well as supporting our employees' fundraising efforts, the Howden Foundation, which, since its inception has donated over £5.6m to charities around the world, continued to advance its mission to protect people against the social and economic shocks of climate change through existing and new partnerships, including the Start Network, who are providing early access to disaster risk financing for frontline humanitarian groups.

Our impact on the environment

Building on the significant work that has gone into establishing our baseline carbon emissions, we are now in a position to focus our efforts into targeted carbon reduction plans in pursuit of net zero. This year we implemented Salesforce's Net Zero Cloud and are now well-positioned and committed to making tangible strides towards meeting our ambitions.

A fairer, more resilient future for all

2023 felt like a turning point in terms of recognising the role our industry has to play in building a more sustainable future. At COP28, insurance and de-risking – topics that had historically lived in the fringes had become firmly embedded in the narrative.

It's hugely encouraging that others can see the value that we know insurance can bring – it is now incumbent upon us to continue to channel our collective efforts as a company, and industry, to drive, with urgency and at scale, the use of this powerful tool to drive the change needed to create a fairer, more resilient future for all.



Words by
David Howden

Our approach to sustainability

Sustainability is at the heart of our business. We cannot deliver long-term value for our people and our clients without taking into account the wider picture of the global imperative to create a cleaner, fairer, safer, more resilient world.

Our clients span most industries and geographies and so too does our ability to effect positive change. We believe insurance is more than just a financial product; it can be a force for good by enabling people to invest in better futures, the environment, the economy and the world at large.

We are committed to putting sustainability at the heart of our strategy through the people we hire, the work we do, and our own impact as a company and we work to do this through three pillars.



Changing the insurance narrative

As industry leaders, we are expanding the value proposition of insurance. We believe that insurance is critical to the fabric of society and economies, helping to address the major challenges of our time and drive positive change.

- Enabling the energy transition
- Disaster relief financing
- De-risking the carbon market



Being a responsible business

Striving to understand and reduce our impact on the planet and improve our environmental performance; creating an inclusive workplace where everyone feels proud to work; and having the governance in place to manage our business effectively and ethically.

- Governance and business integrity
- Environmental management
- Diversity and inclusion
- Wellbeing
- Legal, compliance and risk
- Data and cyber security
- Supply chain and ethics



Giving back

Supporting charities and helping others is part of who we are. Through our global programme of volunteering and fundraising activities, and our corporate foundation the Howden Foundation, we support and raise awareness of the issues our planet and communities are facing.

- Howden Foundation
- Volunteering
- Fundraising
- Raising awareness

Changing the insurance narrative

As insurance industry leaders, we are expanding the value of insurance. We believe that insurance is critical to the fabric of society and economies, helping to address the major challenges of our time and drive positive change.

Climate Risk and Resilience

Our Climate Risk & Resilience team is on a mission to lead the way in de-risking the climate challenge by mobilising investment and protecting assets, businesses and livelihoods.

As we seek to address the global climate crisis we are finding ways to de-risk the climate transition and build resilience. To meet the scale of investment and breadth of solutions needed, we partner with key actors including governments, public and private sector, the insurance and financial markets, as well as those on the climate frontline.

In 2023, we appointed Rowan Douglas as CEO, Howden Climate Risk & Resilience, to continue to build an expert, full spectrum function to support our businesses worldwide, embedding our climate risk and resilience offering across the group's specialities and regions.

At the heart of Howden, our multidisciplinary team of 60 now combines a unique depth and breadth of climate science expertise, experience in private and public sector, as well as academia, and a deep experience of the inner workings of the insurance and financial markets.

Complementing an existing climate risk research and product development hub, we now offer a strategic advisory service to accelerate and de-risk the move towards a low-carbon economy, and to mitigate the results of climate change.

Our areas of focus:

Enabling the energy transition

Risk transfer solutions that help to accelerate and de-risk the massive global investment needed to help reduce and reverse the effects of climate change.

Supporting urban resilience planning

Embedding insurance expertise into municipal decision-making processes to help cities build climate resilience and access private capital.

Helping vulnerable communities financially prepare for the future

Unlocking private capital for social good, including scalable, sustainable solutions for anticipatory finance.

Enabling the energy transition

Systemically transforming the world's energy system by 2050 "may well prove to be the largest greatest reallocation of capital in history." (source: [McKinsey](#)) By one estimate, that's \$150trn of investment between now and 2050 to transition the global economy and avoid the worst physical impacts of climate change.

Insurance has a long history of facilitating investment and has a pivotal role to play in unlocking the finance needed to enable the transition. Projects that support the transition to clean energy are largely untested, expensive, and risky, which means that there are often significant barriers to financing them.



Insurance can de-risk project financing models and improve the bankability of projects, as well as lower the cost of capital. It can help scale new, and first-of-a-kind, technology, and it can be used to hedge revenue shortfalls associated with specific weather conditions.

Across Howden, our teams continue to work with clients and the wider insurance market to de-risk and incentivise investment in the energy transition.

Carbon markets

Investing in carbon markets is often perceived to be a complex and challenging path to navigate. It combines project financing, long term investments, emerging markets, as well as societal and environmental considerations.

Insurance can help alleviate this uncertainty across the carbon credit lifecycle by transferring certain risks to a qualified third party. This makes carbon markets more accessible to a wider range of investors, in turn, significantly increasing the overall size of the market.

Following the launch of the world-first voluntary carbon credit insurance product, we continue to design solutions across the carbon value chain to securitise and professionalise the market.

[View the press release](#)



\$150trn

estimated investment between now and 2050 to transition the global economy and avoid the worst physical impacts of climate change.

Case study

First-of-its-kind carbon capture and storage insurance facility

Carbon capture and storage (CSS) technology allows for the removal of CO₂ from the atmosphere and storing it. We believe that this technology is central to helping to achieve net zero emissions and that insurance solutions can help protect the financial viability and stability of CCS projects. One of the key risks associated with CCS technology is leakage into the air, land or water, which could lead to environmental damage or loss of revenue.

Designed by Howden and led by SCOR's syndicate at Lloyd's, we have created a first-of-its-kind insurance facility covering CO₂ leakage from commercial-scale carbon capture and storage (CCS) facilities.

[View the press release](#)



“

This breakthrough shows how insurance helps unlock vital finance to drive the net zero transition at the scope and speed required. By improving the bankability of critical CCS projects, we are establishing insurance as a force for good and building on the work being done by the Sustainable Markets Initiative (SMI)* to realise the potential of engineered carbon removal solutions and move this nascent sector into the mainstream.

Rowan Douglas,
CEO, Howden Climate Risk & Resilience

Supporting urban resilience planning:

Cities are the engines for implementing the sustainable development goals, which provide a blueprint for achieving global sustainability.*

The total population of world cities is projected to grow from 4.2 billion in 2018, to 8.7 billion by 2050.* This migration drives an urgent need to build resilience and focus on adaptation planning in the fight against climate change.

In partnership with Resilient Cities Network, we launched the Global Risk and Resilience Fellowship in 2022. Focused on embedding insurance expertise at the heart of city resilience, it brings together city leaders with a deep understanding of urban resilience challenges and those with the expertise and resources to overcome those challenges. The objective being to collaboratively develop solutions that empower cities to build a safe, equitable, and sustainable future for all.

In 2023, five insurance professionals ("Fellows") were placed into city leadership teams to work on specific resilience challenges. The cities selected were Glasgow, UK; Greater Miami & the Beaches, USA; Melaka, Malaysia;

The Hague, Netherlands; and Surat, India. Over the course of each three-to-six-month placement, Fellows and city leaders worked together to consider how to use insurance sector expertise and the power of risk transfer to bridge the resilience gaps identified by city leaders and support long-term sustainable growth.

The fellowship successfully contributed to building resilience in every city. These shocks and stresses however, affect each city differently; therefore, addressing each city's challenge required tailored advice from the Fellows and led to unique outcomes in each city.

These outcomes, and the work conducted in each city are discussed in detail in [this report](#).

*[The total population of world cities is projected to grow from 4.2 billion in 2018, to 8.7 billion by 2050](#). A big data approach to assess progress towards Sustainable Development Goals for cities of varying sizes, published in Communications Earth & Environment in 2023. [\(access here\)](#)

Building resilience through collaboration

Insurance Development Forum

We continue to work with the Insurance Development Forum (IDF) as a member of the Sovereign and Humanitarian Solutions (SHS) working group.

The overarching objective of the SHS working group is to address the insurance needs of sovereigns, sub-sovereigns, international institutions, and humanitarian agencies in programmes and territories that are usually supported by donors or developments banks.

The IDF is a public/private partnership led by the insurance industry and supported by international organisations.

The IDF was first announced at the United Nations Conference of the Parties (COP21) Paris Climate summit in 2015 and draws on a broad membership, from insurers, reinsurers and insurance brokers to regulators and international institutions such as the World Bank.

David Howden, CEO of Howden, is a member of the IDF Steering Group and Rowan Douglas, CEO, Climate Risk & Resilience, Howden, chairs the IDF Operating Committee. [Read more about the IDF](#)

Sustainable Markets Initiative

We are an active member of the Sustainable Market's Initiative Insurance Taskforce.

Launched by the former Prince of Wales, the Sustainable Markets Initiative's (SMI) mission is to build a coordinated global effort to enable the private sector to accelerate the transition to a sustainable future.

Chaired by Lloyd's CEO John Neal, the Insurance Taskforce was established in 2021 to develop innovative new insurance products and services, and critical financial and risk management support across industries and geographies to drive positive change.

This year, we collaborated with the SMI to drive several initiatives, including the launch of the Global Risk and Resilience Fellowship. [Read more](#)

United Nations Development Programme

In June 2023, we were appointed by The United Nations Development Programme (UNDP) via a public tender process to identify the insurable risks and arrange insurance cover for the non-standard ship-to-ship (STS) transfer oil from a floating storage and offloading facility (FSO). [Read more](#)



Helping vulnerable communities financially prepare for the future

We are committed to finding scalable ways to empower communities disproportionately affected by climate change to be better financially prepared for disasters. Experience shows that building resilience in these communities is one of the surest ways to limit the devastating impacts of climate-induced disasters and support recovery.

In pursuit of this goal, over the past two years, Howden has provided over US\$600,000 to support innovative pilot projects that make insurance and risk modelling expertise available to those who need it most.

This includes, but is not limited to, projects responding to extreme weather events in India, Belize, the Philippines, Jamaica, Rwanda and Fiji.

In Fiji, we partnered with the UNCDF to protect those most vulnerable to damage from tropical cyclones and floods. This resulted in payments being transferred directly into the mobile wallets of 536 beneficiaries within 10 days of the event.

We are in the process of establishing an independent charitable trust to scale this model. Its goal is to mobilise \$2bn of insurance limit annually in partnership with those on the ground responding to disasters driven by climate change.

Over the past two years, Howden has provided over US\$600,000 to support innovative pilot projects

Parametric insurance

Pioneered in the reinsurance and energy markets, parametric insurance offers pre-determined payouts based on specified trigger events.

In 2023 we created Howden Climate Parametrics, a global practice that brings together (re)insurance, climate, and data expertise to focus parametric risk transfer solutions on meeting the escalating demand for de-risking capabilities across industries, financial markets and public sector.

The practice focuses on harnessing key partnerships, data, analytics and modelling resource to create parametric products that build resilience to multiple hazards and support decarbonisation.

The practice builds on solutions that we have delivered in partnership to date, such as for smallholder farmers in [Jamaica](#) and those living near [10 active volcanoes](#), as well as two marine protected areas in the [Philippines and Belize](#).

What is Parametric insurance?

Where traditional indemnity insurance pays out based on a measured loss, a parametric payout corresponds to the magnitude of an event.

This means no protracted claims process, which makes the payouts quick and transparent and is essential for financial institutions looking to hedge exposure to weather, carbon or commodity risks and for humanitarian agencies seeking non-political, urgent resources after a disaster.

Critically, these payouts can also be triggered *before* an event. Using advanced technology and analytics, it is possible to predict extreme climate events, enabling us to structure insurance that reliably releases funds upon a certain data point being recorded.

This means that in the case of low rainfall, for example, funds can be released before the drought hits, allowing communities to prepare and divert a disaster from becoming a crisis.

Case study

Building preparedness on the climate frontline

There are over 608 million smallholder farmers worldwide, who provide 80% of domestic food production in Africa and Asia, and 35% of the world’s food. They face increasing frequency and severity of climate shocks, but often lack access to the tools required to mitigate them.

Insurance gives these farmers certainty and the confidence to invest in their futures, which can increase productivity by 16%* and has a wider positive impact on poverty alleviation, health, education and mitigation of excess rural out-migration, even in circumstances where claims are not triggered.

This is because smallholders with access to the safety net provided by insurance are empowered to invest and help break entrenched poverty cycles.



We are on a mission to help expand parametric protection through premium support to cover hundreds of millions of smallholder farmers. In 2023 we partnered with Global Parametrics (GP) and One Acre Fund (1AF) to support their scheme that previously reached almost 175,000 smallholder farmers in Tanzania and Malawi.

We provided premium subsidy to help expand the scheme, allowing 1AF to purchase more coverage for smallholder farmers vulnerable to extreme weather risks in a landlocked country where agriculture is a mainstay of the economy. The scheme is now targeting protection for 800,000 people in Rwanda.

One Acre Fund (1AF) is a nonprofit servicing low income farmers (oneacrefund.org).

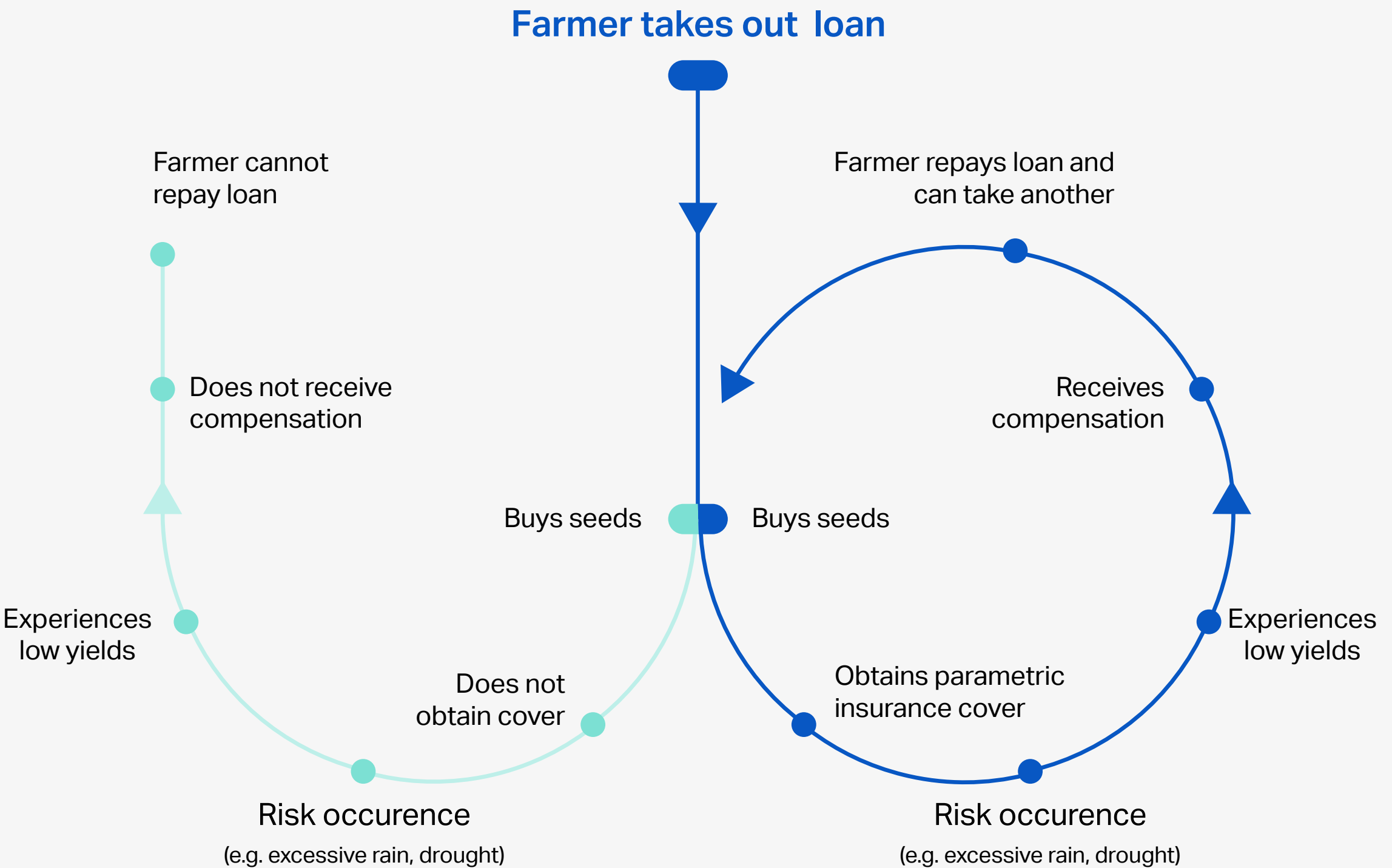
As the following diagram shows, the cumulative impact of these benefits can be to spur a virtuous cycle of reinvestment at the farm level – in contrast to the vicious cycle of under-investment that threatens smallholders who lack adequate mechanisms to manage external shocks.

[*Read more in our report here](#)

Case study 1: No cover	Case study 2: Parametric cover
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Cycle of under-investment: Lack of cover blocks access to productivity-enhancing inputs and technologies in subsequent growing sessions

Cycle of reinvestment: Insurance cover enables access to improved farm inputs and technologies in subsequent growing sessions



Case study

Securing the financial future of climate vulnerable countries

Loss and damage (L&D) encompasses the negative impacts of climate change that occur despite efforts to mitigate and adapt. We believe that the private sector has a vital role to play in the global response to the challenge that disproportionately affects the Global South.

In 2023 we contributed to a report by the University of Cambridge Institute for Sustainability Leadership, offering a compelling action plan. The proposed solution uses the power of insurance and capital markets to dramatically scale up the impact of L&D funding, showing that millions of dollars of premium could be transformed into billions of dollars of financial protection for vulnerable countries across the Global South.

The research found that the smallest, most vulnerable countries currently risk losing over 100% of their GDP from extreme climate shocks. Clearly an intolerable scenario and adding to this stark reality, these Small Island Developing States (SIDS) and other vulnerable countries bear these threats almost alone.

Despite the growing risks, modelling also revealed that these economies should remain insurable to 2050 and beyond. By understanding the risk to the entire economy, the research showed how insurance can cap the loss of GDP from climate risks at 10% for these SIDS and that \$1bn of pure premium can secure around \$75bn of protection. The paper also showed how insurance approaches could be scaled to protect other potential L&D recipient countries* from their highest priority risks.

We presented this research alongside the University of Cambridge at COP28 (see page 16) and called upon donors to use the power of insurance and capital markets to dramatically scale up the impact of L&D funding.

Since the launch, we have been working hard to turn this call to action into a reality. Conversations with potential donors continue and awareness is building within the L&D community.

100%

loss of GDP for the world's most vulnerable countries from extreme climate shocks

* At COP28 in Dubai, the creation of a Loss and Damage Fund was agreed, with an initial USD 700M in pledges. The scope and operating modalities of the fund are yet to be confirmed. Potential L&D recipient refers to countries in the Global South with attributes that may qualify for L&D support.

This innovative initiative has the potential to protect vulnerable countries from climate-related losses with pre-arranged financing at a large scale, unlocking the risk capital markets to multiply the impact of donor funds. Mobilising private finance alongside the new loss and damage fund is crucial in addressing these impacts, and more such initiatives are needed.

Dr Mahmoud Mohieldin,
UN Climate Change High-Level Champion for Egypt

Spotlight on COP28

The 28th United Nations climate change conference (COP28) took place from 30 November to 13 December 2023 in Dubai, United Arab Emirates.

A group from our Climate Risk & Resilience team, led by our CEO David Howden, attended COP28 to collaborate, drive action and demonstrate how insurance plays a vital role in driving climate solutions.

We used the stage and forum to explain how insurance is a force for good; supporting clients, their industries and wider markets, as well as wider society, both through the resilient and low-carbon transition, and by protecting lives and livelihoods.



We achieved this by delivering three core messages at the conference, showing how insurance can:

Empower vulnerable communities to be financially prepared for disasters

David Howden's keynote

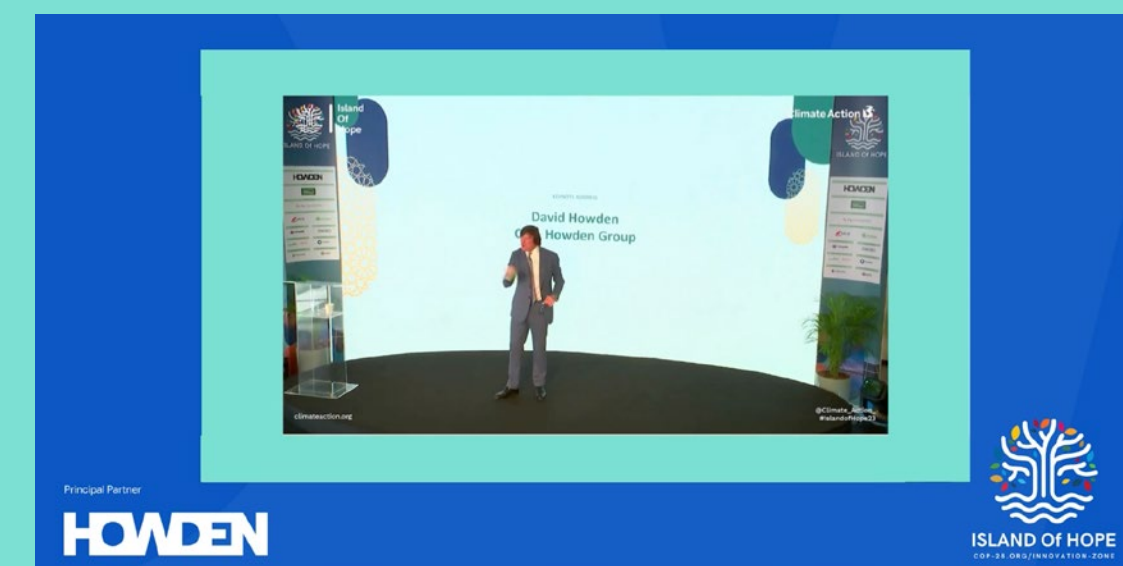
Watch the keynote speech at COP28 building on the announcement of a ground-breaking piece of research with the University of Cambridge which demonstrates how insurance can help unlock and scale L&D funding. [Watch here](#)

Principal Partner of the Island of Hope

As principal partner of the Island of Hope, part of the Climate Action Innovation Zone (CAIZ), we hosted a key panel to discuss our solution to the challenge of L&D. [Watch here](#)

Roundtables

- Building Preparedness and Protection in Smallholder Agriculture.
- A Solution to the Challenge of L&D.



Supporting urban resilience planning

COP28 Business and Philanthropy Climate Forum

The COP28 Presidency hosted the Business and Philanthropy Climate Forum (BPCF) in partnership with the Sustainable Market's Initiative (SMI). The forum brought together private sector leaders to contribute to the transformation of global economic activities and work as a catalyst for change.



Enable and de-risk the transition by deploying insurance tools to help speed and scale the flow of capital.

Insurance – the great enabler

Rowan Douglas, CEO of Climate Risk & Resilience, delivered his keynote on the power of insurance across the energy transition.

[Click here](#) to read some insight from Rowan and watch his keynote on the outcomes that revealed that insurance has become an essential ingredient to speed and scale the climate transition.

Roundtables

- Financing the Energy Transition: the Role of the Financial Sector.
- Delivering the Confidence to Move at the Speed and Scale Required.

Podcast with Andy Cox, Head of Energy Transition

At COP28 Andy joined David Weston, Editor-in-Chief at FORESIGHT Climate and Energy on the Energy Enablers to explain the role of insurance in enabling the energy transition. [Listen here](#)




Being a responsible business

Focusing on our own operations – from creating a work environment where everyone can thrive, to managing our impact on the environment, and ensuring we have the governance mechanisms in place to manage our business effectively and ethically.

Our approach to environmental sustainability

We recognise the responsibility we have in tackling some of the world's biggest environmental challenges, none more so than climate change.

As a business spanning more than 100 territories, sustainability crosses geographies, teams and functions, and requires all parts of our business to work together to make progress. As the focus only increases and regulations evolve, we are working to minimise our environmental footprint. **Our commitments are:**

-  **Reduce emissions** across our buildings, business operations, travel and value chain wherever possible.
-  **Reduce waste** by working closely with our suppliers, to reduce waste generated by our offices and employees, and to promote best practice amongst our employees, to reduce, reuse, and recycle.
-  **Raise awareness** by engaging with our stakeholders to demonstrate the positive steps that our employees, clients, contractors, supply chain can take to reduce their impact.

To enable us to meet our objectives and make a positive impact, in 2023 we expanded our specialist central sustainability team to match our growing commitment to the continual improvement in our environmental performance management, to support Howden and advise its businesses to meet their objectives.

The team works to provide multiple key services vital to achieving our sustainability goals. Supporting the Global Leadership team, it provides oversight on key environmental issues.

It also provides our businesses across the world with advice and insight on best sustainable practices, tracks our environmental impact, maintains up-to-date reporting standards to ensure transparency among all stakeholders, and assures compliance with all relevant environmental laws and regulatory requirements.

Greenhouse gas emissions

In 2023 we laid the groundwork for our environmental impact strategy. Our primary goal was to comprehensively assess our global emissions. In order to overcome the challenges and complexities of gathering and managing data in a decentralised operating model, we implemented Salesforce's Net Zero Cloud.

This carbon accounting platform provides us with the necessary tools and framework to track, monitor and manage our emissions data.

Working across many offices and retail units globally, of which in the majority of cases, we are dependent on our landlords to share data on the total building usage of gas, electricity, steam and water, along with waste stream volumes, from which we then need to calculate our usage.

As we look ahead as a group, our task now is to use our data-led insights to develop and set credible net-zero goals both in the near and long-term, and to build and implement robust carbon reductions plans across Howden.

Scope 3 emissions

Our scope 3 emissions make up the majority of our global emissions footprint, and in 2023 we have begun to identify with more accuracy the categories in which these emissions will be tracked and calculated. These include purchased goods and services; business travel; waste generated in our operations; and employee commuting.

Given our scale and the multiple geographies across which we operate, business travel emissions account for a large proportion of our scope 3 emissions. Working with a new travel partner, we have enhanced our ability to more accurately track employee travel emissions across the group and will explore how we can reduce our travel impact through and evolving technologies and pioneering innovations.

Looking ahead, we are also expanding our sustainable procurement efforts, which will better facilitate the collection of emissions data based on our purchased goods and services.



Supporting carbon offset projects

As a global business with operations across more than 115 territories, we have expanded and diversified our offset portfolio across multiple geographies to select projects that not only mitigate the impact of climate and biodiversity but also bring socio-economic benefits to local communities that live and work around these projects.

UNITED KINGDOM

Regenerative farming soil carbon credits

We are keen to support innovative initiatives, and Blaston Farm is one of the first projects of its kind in the UK to offer measured soil carbon credits. By employing methods such as direct drilling of arable crops, diverse crop rotations and integrated livestock grazing, the farm has enhanced its soil health and biodiversity; and established a sustainable business model, while sequestering carbon.

PAKISTAN

Delta blue carbon mangrove restoration

The world's largest blue carbon project is rooted in 350,000 hectares of tidal wetlands in Pakistan and it supports the protection, restoration, and sustainable management of a vital mangrove forest ecosystem. These wetlands provide fertile ground for sequestering and storing vast amounts of atmospheric carbon. On top of this, the project prevents habitat and coastal biodiversity loss, protecting many different species of native animals, and provides job opportunities to people in the local communities.

INDIA

Bricks for residential and commercial buildings

In India, we're funding and supporting the energy-efficient production of bricks and concrete blocks using renewable local agricultural biomass in place of fossil fuels. Fly ash waste from a nearby thermal power plant is integrated into the production process, and trapping this waste results in less water usage and air pollution.

MEXICO

Biodigestors

This waste to fuel project reduces methane emissions on subsistence farms with the help of biodigesters. This project increases access to biodigesters that transform manure into resources that cut down costs for farmers. By supporting this project, we are aiding the transition to regenerative agriculture and breaking down financial barriers to reduce inequality.

TANZANIA

Makame savannah redd+ -

Land grabbing, encroachment and conversion of forests to agricultural land are all issues that contribute to the climate and biodiversity crisis. Through our funding, we're helping this project to reduce deforestation and prevent emissions generated through tree harvesting and clearing land for agriculture.

MADAGASCAR

Solar and efficient cook stoves

This project builds and distributes efficient solar cook stoves to families and communities in the area to reduce open-fire cooking. The project also aids the adoption of this more carbon-efficient equipment by providing training and educational awareness activities. By doing so, the scheme aims to reduce deforestation and air pollution while increasing local employment and alleviating a significant financial burden faced by low-income households in Madagascar.



Waste

We have continued to take a holistic approach to waste production by supporting reduction projects internally and externally. Across the globe, we encourage employees, suppliers and landlords from who we rent office space, to take action to reduce their waste.

We aim to replace paper with electronic media while providing recycling bins for paper, cardboard, glass, and batteries, and actively encourage employees to reduce, reuse and recycle their waste.

Such measures include: Howden Spain removed all plastic from the office; Howden Hellas (Greece) have reduced paper and ink usage by 80%; and Howden Hong Kong have provided all employees with reusable lunch boxes, cutlery and coffee cups.

In the UK, we also source Forestry Stewardship Council paper for use in all our printers and recycle toner cartridges. We have recycled notepad paper, biros, and other stationery where possible.

Restore UK

In the UK, we have a partnership with Restore plc to reuse or recycle all our old IT equipment. Through this we have saved over 8,316,168 KWh, the equivalent of the average energy supply for 1,512 homes for a year.

Source		Quantity	Weight (kg)		
Recycling		639	3,788		
Remarketing		1,199	5,679		
Redeployment/donation		0	0		
Steel	Aluminium	Copper	Brass	BR w/Au	Stainless
1908.28	160.2	85.4	7.5	0.9	16.19
PCB	Plastic	CRT	Glass	Bulb	Battery
270.43	810.0	293.1	0.0	1.1	100.76

Resource demand reduction	From reuse from recycling		Total
Energy (KWh)	8,304,435	11,733	8,316,168
Crude reduction (55 gal. Barrels)	23,283	33	23,317
Landfill space reduction (Cubic Meters)	19	30	49

Equivalencies

Number of homes, annual energy supply	Number of cars, annual emissions
1,512	202



Nature and biodiversity

In 2023, we carried out work to better understand how we as a business can support our ecosystems and minimise the impact we have on nature and the local environment. We will use the output of this research to inform our nature and biodiversity strategy.

Water

Although climate change will have the greatest impact on our planet, water and its scarcity poses an even more imminent threat to many around the world. Although our business operations have minimal water use and impact, we will look at how and where we can reduce our water use.

Case study

Seven Clean Seas

Our collaboration with Seven Cleans Seas continues to go from strength to strength. An organisation dedicated to addressing the plastic pollution crisis in Southeast Asia, our partnership began in 2020, initially rooted in educational beach clean-up initiatives. Over time, our shared commitment to addressing plastic pollution has evolved into not only addressing the plastic pollution crisis but also supporting Seven Clean Seas in their ambitions to create a world where education, employment and equal opportunities can forge a brighter tomorrow.

Together we've successfully removed 287,532kg of plastic waste from beaches and mangroves, accounting for our global plastic footprint spanning 54 countries.

Social impact is at the core of all Seven Clean Seas projects, and in the local communities where they operate, they have provided 88 formal jobs to waste collectors.

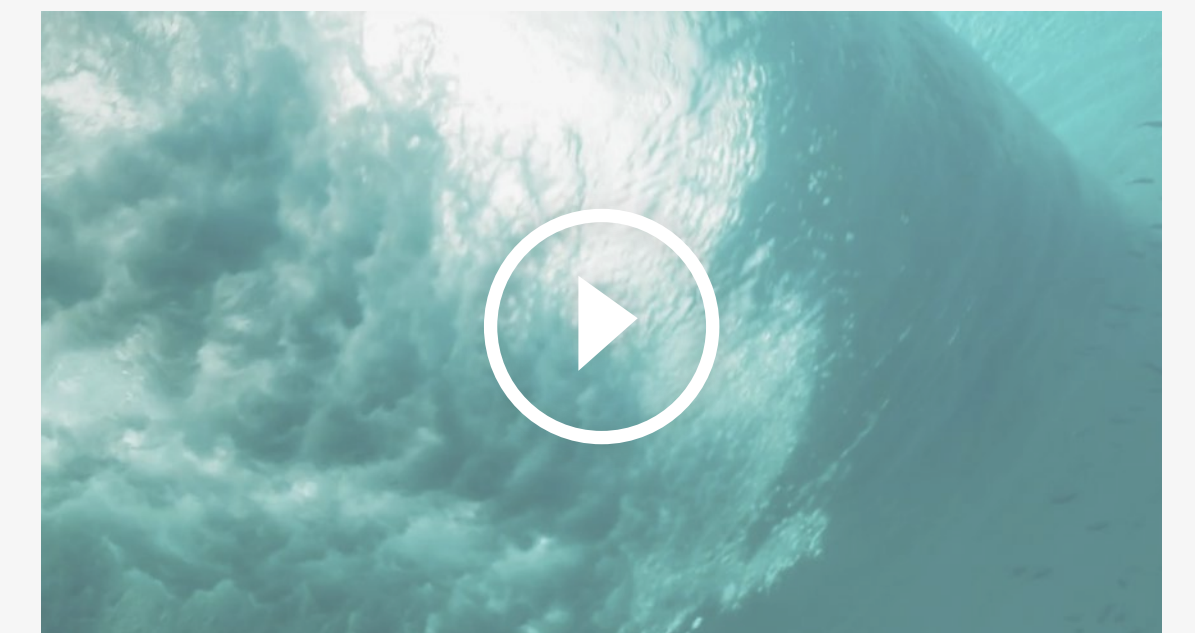
287,532 kg

of plastic waste removed from beaches and mangroves



These people were recruited and trained directly from the local community. As part of its commitment to supporting employee wellbeing, the organisation provides comprehensive support, including social security and healthcare benefits, whilst also ensuring that all their employment opportunities are inclusive, with a strong focus on empowering women to promote gender equality.

Watch the video to find out more:



Our people and culture

Putting our people first has been part of our fabric since Howden was founded back in 1994.

We have always been employee-owned and driven by entrepreneurial spirit. Right from the beginning, we've focused on employing talented individuals and empowering them to make a real difference to the company, whilst building successful and fulfilling careers at the same time.

Our business succeeds by allowing our people to make a mark in the areas they care about most: personal development, volunteering and fundraising for charity, or creating new insurance products that address society's greatest challenges.



Diversity and inclusion




Our diversity and inclusion principles help us create an environment where all our people can thrive and feel a sense of belonging

We acknowledge that building an inclusive culture requires continuous effort and a commitment to driving positive change. We are dedicated to increasing representation and promoting equity at all levels across Howden. Through ongoing education, awareness initiatives, and strategic partnerships, we aim to create an environment where everyone has the opportunity to succeed, regardless of their background.

In essence, our diversity and inclusion commitment is a pledge to make Howden a place where all of us can thrive – recognising that together we are stronger, more resilient, and better equipped to navigate the complexities of our ever-evolving global landscape.

Our global diversity and inclusion principles

Diversity

- **Engage**
Agree diversity priorities and drive commitment across Howden.
- **Attract**
Tap into a broader talent pool to hire diverse skills, experiences and perspectives.
- **Develop**
Identify our talent and provide opportunities and development for our people to grow.

Inclusion

- **Conversation**
Create opportunities for meaningful dialogue, listening and learning across the business to build awareness and understanding of our differences.
- **Education**
Enable and equip our people to understand, be comfortable with and leverage differences.
- **Development**
Learn from different groups and perspectives across the business to create momentum and deliver our diversity and inclusion plan.

All of Us

At **HOWDEN**

Launched in October 2022, the All of Us campaign is a two-year, global employee initiative to harness our collective power through thousands of individual pledges to take an action or start a project to contribute to building a business we can all be proud of; open to all, diverse, inclusive and nurturing, creating a community in which everyone feels they belong.

The campaign both empowers people across the Group to drive the change they want to see, and helps to inform and accelerate leaders' D&I plans.

At the time of writing this report, over 1,700 employees from 38 countries have made pledges to act.

"I pledge that all 110 UK high street branches will partner with the community and local educational providers to attract talent into insurance."

Kelly Ogley
CEO Consumer & Local Commercial, Howden UK&I

"I pledge to keep people interested, informed, involved, and inspired to contribute to a better future for our people and our business."

Racha Moukayed McClelland
Managing Director, Howden Abu Dhabi

"I pledge to set up quarterly neurodiversity forums"

Sam Vardy
Executive Director - Legal, Technical & Claims, Howden UK

over 1,700 pledges





Diversity and inclusion dashboard

In 2023, we successfully integrated the diversity and inclusion dashboard into our Board packs. This dynamic tool has changed the way we measure, monitor, and communicate our progress.

The dashboard serves stakeholders a comprehensive view of our ongoing diversity efforts and allows us to quantify and identify opportunities enabling us to adapt and improve continually.



Menopause benefit launch

Taking a step further in our commitment to employee well-being, in partnership with our Women's Health employee resource group (ERG), we introduced a menopause benefit for colleagues in the UK as part of our comprehensive employee benefits package.

In 2024, we will be continuing our partnership with Henpicked, a leader in providing training on menopause at work. We will be rolling out training for all employees to raise awareness and provide practical tips for those who are experiencing menopause and to those who are supporting someone going through it at work and/or in their personal lives.



Reciprocal mentoring in UK and APAC

Our reciprocal mentoring continued to grow its reach across regions. Following a successful pilot in the UK in 2022, we rolled it out into our APAC region.

With more than 50 colleagues taking part, the initiative aims to create a global network of mentorship, fostering cross-regional connections, and promoting diverse perspectives. Through mentorship, we seek to cultivate an environment that encourages continuous learning, understanding, and collaboration.



Diversity roundtables

Improving our awareness, skills and behaviours is crucial to building a shared understanding and inclusive workplace where we can harness our collective power to drive change.

For us, this starts with curiosity and conversation and that is why, in 2023, we launched diversity roundtables to create opportunities for us to talk openly, honestly and freely, and to learn from each-others' experiences.

Through these roundtables, we have seen an increase in conversation around inclusion and a deeper awareness and understanding of diversity and inclusion topics. Following the success and positive feedback in the UK, we will continuing to roll these out across Howden in 2024.

Dive In festival

We actively participated in the Dive In festival – a global movement in the insurance sector to support the development of inclusive workplace cultures. 2023 was the biggest festival yet, and we hosted and participated in a series of events across the industry.

The festival provided a platform for a range of events, discussions, and workshops that facilitated engaging and meaningful conversations across the sector on various aspects of diversity and inclusion, empowering Howden colleagues and industry peers to consider their approach to inclusion.



Creating an inclusive space to allow innovation to thrive

Australia and New Zealand
During this panel session, colleagues discussed DUAL Australia and New Zealand’s diversity and inclusion journey, focusing on raising awareness of First Nations and Indigenous culture and promoting disability inclusion in the workplace, emphasising that true innovation stems from an inclusive culture.

Uncovering talent: how psychological safety drives innovation

UK
Introducing the concept of psychological safety and the role it plays in creating an inclusive environment, at this session, colleagues learned how psychological safety can foster innovation by enabling diverse voices to be heard and ideas to be embraced in an inclusive environment.

Parenting neurodivergent children

Brazil
During this panel, speakers shared their experiences of parenting neurodivergent children, discussed their challenges, and debated how companies can provide support for them to balance work and family responsibilities.

Changing perspectives: the transformative effect of volunteering:

UK
This event brought to life the positive impact of volunteering and how it can change lives. Attendees learned about the benefits of volunteering and got involved with volunteering on the day.

Gender equality: innovative tools and solutions for companies

Italy
This event focused on gender parity in the workplace, highlighting initiatives to support women’s employment and representation at Board level. Representatives from across the industry also discussed programmes that support women in returning to work or finding new opportunities, as well the selection of women profiles to fill employment gaps.

Exploring bias

France and Belgium
In partnership with, NOWBE, we hosted a workshop designed to help participants understand the impact of bias and recognise when they might be acting or behaving on the basis of unconscious bias, and provide them ways to challenge those biases.

Degrees vs Skills: which is the true catalyst for innovation’s thrills?

Singapore
At this event, participants were challenged with the notion of traditional degrees as the sole measure of success, advocating for a more holistic approach to assessing ability, in turn promoting inclusivity and unlocking the potential of individuals with diverse educational backgrounds.

Futureproof building and sustaining an inclusive organisation

UK
At this interactive session, subject matter panellists shared insights on how to promote sustainable equity, inclusion, and diversity within organisation and provided insights and strategies to build future-proofed inclusive organisations.

The CEO’s view

Germany
Led by CEOs from across Howden Europe, the panel shared first-hand what they think about inclusion and the role it plays in the future of the insurance industry.

Case study

The Prince's Trust – Get Into Insurance programme

Embarking on an unexpected yet transformative journey, Naomie Vunabandi, Marketing Operations Manager – Howden, found her way into the insurance industry through The Prince's Trust Get Into Insurance programme.

Through a partnership with the charity, we offer young people aged 18-30 the chance to join the Get Into Insurance programme, a two-week immersive work experience programme where they can join us to learn more about the world of insurance and the London market.

Following the huge success of the first programme in 2022, where 80% of participants were placed in roles at Howden and the wider London insurance market. Howden welcomed back a second cohort in 2023.

80%

of participants from 2022 were placed in roles at Howden and the wider London insurance market.

In 2022, I saw a post on LinkedIn advertising the Get Into Insurance Programme, a two-week in-person introduction to insurance with on-the-job work experience and professional skills development. Having limited prior knowledge of the insurance industry, I decided to apply on a whim. Unbeknownst to me, this opportunity would go on to play a huge part in shaping my career path, and my personal and professional development.

Throughout the two-week programme, I engaged in team-building activities, developed my communication and presentation skills, and worked alongside individuals from diverse academic and cultural backgrounds, all significantly boosting my confidence in the workplace.

Shadowing Howden colleagues in differing roles, going on company visits, speaking to industry experts, and networking opportunities helped me gain an insight into the vast possibilities within the insurance sector. I also had the chance to hear from Howden CEO David Howden, and learning about his journey into the industry convinced me that a career in insurance was for me.

The programme not only expanded my understanding of the insurance landscape but also inspired my own self-belief. Encounters with industry professionals, including leaders from Howden, provided me with valuable insights and the encouragement to pursue a career in insurance.

With newfound confidence, I embraced the challenge of transitioning from a culinary background as a chef, and started applying for roles at Howden.

Two years into this journey, I now proudly work as a Marketing Operations Manager, focusing on our global employee benefits domain, and Howden's commitment to nurturing talent has helped me to grow exponentially. I wouldn't be where I am in my career if not for the Get Into Insurance programme and the support of Howden, The Prince's Trust and LIIBA (London & International Insurance Brokers' Association).

Beyond my professional role, I am passionate about philanthropy, and co-founded a charity in Democratic Republic of the Congo in 2017 aimed at improving the lives of underprivileged children. This commitment is driven by a deep belief in empowering young people to recognise and embrace their worth and is reflected in Howden's ethos of giving back.



Words by
Naomie Vunabandi



Prince's Trust



Employee resource groups

In 2023, we witnessed significant growth in our employee resource groups (ERGs), with their events gaining prominence across the organisation. These groups bring leaders and colleagues together to provide forums for people from under-represented backgrounds and their allies to drive change and deepen the value of inclusion across Howden.

The increased participation and impact of ERGs reflect our commitment to providing a platform for diverse voices to be heard and acknowledged.

Women’s Health

The Women’s Health hosted a panel in partnership with Henpicked on ‘The Taboos of Menopause’ where we got to hear to from experts in the field as well as colleagues from Howden who sheared their own experiences. They also invited former Olympian Sarah Lewis OBE to come and talk to us about her experiences of competing in the 1988 Winter Olympics and her transition from a champion to an inspiring leader. In her talk, Sarah exposed the reality and challenges of working in a male-dominated industry, connecting the need to empower others and encourage inclusivity in the workplace.

Disability inclusion

Disability inclusion collaborate with leadership to support colleagues with disabilities including raising awareness about disability-related issues and ensuring that policies and practices are inclusive for colleagues with disabilities. In 2023, the ERG proudly hosted Jessikah Inaba, the UK’s first black and blind barrister, in order to learn from her own career journey, as well as further develop our colleagues’ understanding of disability issues.

Multiculturalism

Multiculturalism come together to advocate, educate, promote and drive representation of multiculturalism at Howden. In the year the ERG celebrated Diwali with Henna painting and a specialised menu in our offices, hosted a multiculturalism fair where members brought in various cuisines to celebrate their heritage and share with colleagues and. As part of Black History month, the Multiculturalism ERG also hosted a talk with Jason Robinson OBE, the first Black man to captain the England rugby union team as well as former British Lion. Jason spoke to the importance of reimagining a future that cherishes and embraces the cultural heritage and contributions of Black individuals worldwide.

Parents at Work

Parents at Work campaign for inclusion and better awareness around the challenges parents and carers face in the workplace. In 2023, the ERG released a podcast where they spoke about accepting, including, celebrating and supporting neurodivergent children.

LGBTQ+

Our LGBTQ+ and Allies Network come together to support and advocate a supportive and inclusive workplace culture for colleagues regardless of sexual orientation or gender identity. The ERG continued their partnership with LINK, the LGBTQ+ Insurance Network, hosting a Drag Bingo event in our Howden offices that raised £7,000 for Terrence Higgins Trust charity

Gender pay gap

The report details the gender pay gap data taken on 5 April 2023 from across our UK businesses under our Howden Group Services employing entity.

Since the snapshot data of the 2022 report, we have made several acquisitions, including Aston Lark, A-Plan and KGM. This means the population we are reporting on has grown from 2,485 employees to 5,779 employees and accordingly the data reflects a significantly different workforce.

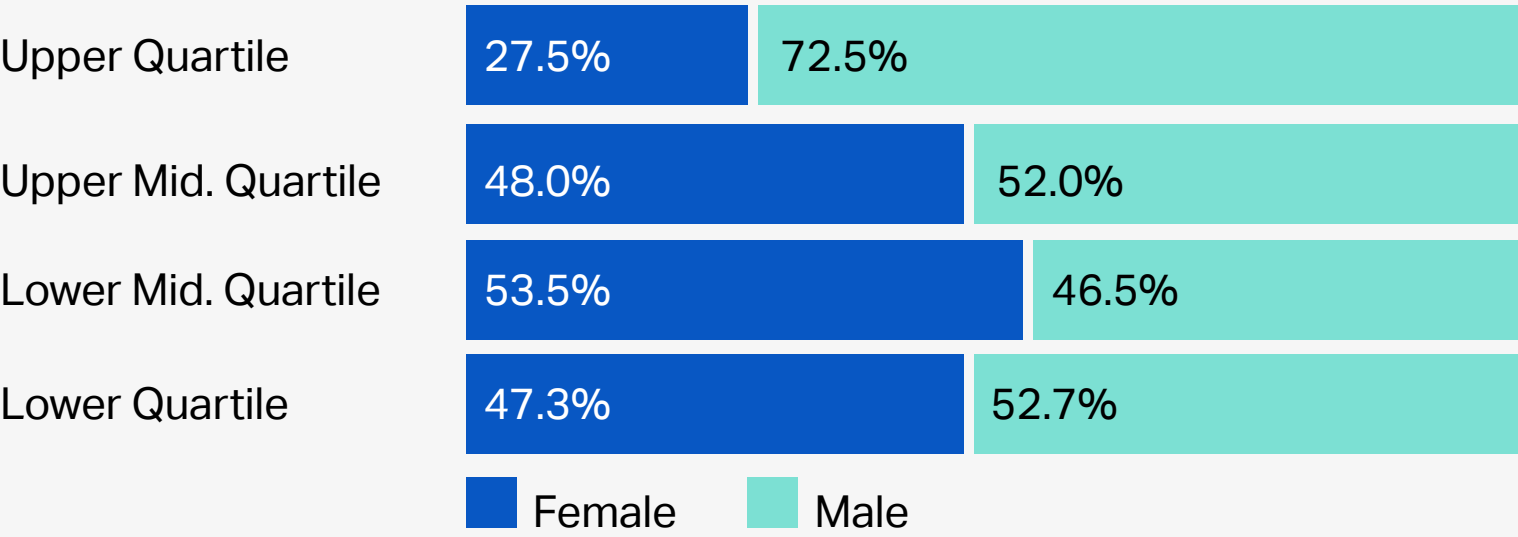
Headcount

Year	Women	Men	Total HC
2023	2,605	3,174	5,779
2022	1,033	1,452	2,485
Proportion change	2.7%	-2.7%	133.0%

Percentage

Year	Women	Men
2023	45.1%	54.9%
2022	42.4%	57.6%
Proportion change	2.7%	-2.7%

The data shows a reduction in both our median hourly gender pay gap and median bonus pay gap compared to April 2022, reflecting the increase of women now represented in the upper quartile (from 17.3% in 2022 to 27.5% for the year) and the upper mid quartile (from 32.6% in 2022 to 48.0% in 2023). We have seen a slight increase in the mean hourly gender pay gap (from 42.48% in 2022 to 45.10% for the year) as women remain underrepresented in the upper quartile. We have seen an overall reduction in the percentage of colleagues receiving a bonus at the 2023 snapshot. This is because acquisitions where a smaller proportion of employees that are eligible to receive a bonus came into scope for this year’s analysis.



Gender pay gap

Year	Median	Mean
2023	21.74%	45.10%
2022	40.85%	42.48%
Proportion change	-19.10%	2.03%

We recognise that the gender pay gap is a complex issue influenced by various factors such as access to opportunities, career progression, and representation in senior leadership roles.

As such, we continue to implement targeted initiatives to address these challenges and promote gender equality across Howden. Further information on these initiatives can be found in our [2023 Gender Pay Gap Report](#).

Gender bonus gap

Year	Median	Mean
2023	28.44%	68.93%
2022	61.38%	77.25%
Proportion change	-32.94%	-8.32%

Gender split of those receiving a bonus

Year	Women	Men
2023	65.72%	67.71%
2022	78.67%	83.61%
Proportion change	-12.95%	-15.90%

Colleague wellbeing

Wellbeing is very much a part of the people-first strategy at Howden. Enabling our colleagues to balance and enhance their overall wellbeing is central to our culture. By having the opportunity to engage in wellbeing activities flexibly, whether individually or in groups, in person or virtually, provides our colleagues with the freedom to build wellbeing into their working and personal lives based on their circumstances.

We provide and promote a variety of forums, tools and education opportunities that support psychological, emotional, financial and social wellbeing.

Howden also provides financial education, virtual counselling and wellness applications, and a combination of webinars and live presentations in relation to physical, mental health and wider wellbeing topics.

Colleague engagement

We offer colleagues different forums to share thoughts and opinions including through ERGs [see page 29] and listening forums. To help us assess and monitor employee satisfaction and engagement, we welcome colleagues to participate in our global people survey to give everyone the opportunity to provide feedback on their experience of working at Howden.

As we grow, it is important that we understand what matters to our people the most, so we equip leaders with the knowledge to drive improve and remain aligned with the goals and values of Howden.



Governance

Our Board drives our strategic objectives as a business. The roles of the Chairman and CEO are separate to encourage a strong and healthy decision-making process.

The Board comprises the Chairman, CEO, CFO and 10 non-executive directors. They bring diverse skills and views to the Board thanks to their experience on various external advisory and insurance-sector boards including changing regulatory and business landscapes, sustainability, and diversity and inclusion.

Sustainability governance

Sustainability is on the agenda at both Board and Group Executive Committee meetings. With Board members chairing the ESG & Sustainability Committee and the Diversity and Inclusion Committee, there is direct communication between the decision makers and the committees.

As well as being chaired by a Non-Executive Director of the Board, the ESG & Sustainability Committee also comprises of members of our senior management. We continue to review our committees, structure and members to ensure they are fit for purpose in this changing climate.

We have clear policies and systems in place to ensure high standards across fundamental issues like data protection, financial crime, cyber security, human rights, and supporting employee wellbeing.

Human rights and labour rights

Howden is committed to being a responsible global business, recognising the importance and advancement of human rights as an issue that is integral to our core business, our operations, and us as employers across all our entities worldwide.

We support the principles contained within the Universal Declaration of Human Rights and the International Labour Organization Core Conventions on Labour Standards. The business does not tolerate the use of forced labour or child labour and has zero tolerance for slavery or trafficking in human beings. To date no infringements on human rights have been reported.

Any human rights risk identified would be escalated through the appropriate governance channels to address and remedy. [Read our 2023 Modern Slavery Statement](#)

Financial crime

The Group has a zero tolerance approach to all types of financial crime including bribery and corruption.

The controls in place include: group level minimum standards policy; trading entities policies and procedures; annual mandatory on-line training for all staff; client screening to identify politically exposed persons and adverse media exposure; financial crime risk assessment; whistleblowing

policy and anonymous speak-up call service; full registration requirements of all given and received gifts and entertainment with compliance oversight and challenge; and compliance oversight and approval of all charitable and corporate donations.

Whistleblowing

As an employee-led organisation, the business takes any form of wrongdoing very seriously. The wellbeing and integrity of our employees and business is of paramount importance to us and for that reason, we encourage all individuals to raise any concerns that they may have about the conduct of others in the business or the way in which the business is run.

As part of our whistleblowing reporting process, we use Safecall, a global, independent and confidential reporting service.

Safecall provides a completely confidential service to individuals who wish to raise any concerns they have, if for any reason they are unable to do so with their line manager in the first instance. Contact details are also available via the company website, for external third parties or counterparties e.g. customers, suppliers and business partners.



Cyber security

Cyber security and protection of our data and assets is one of our highest priorities. We continue to invest in sustainable technologies which help mature our security posture, and increase governance and operational resilience.

As part of our Information Security policy, we operate staff training and phishing testing to raise cyber awareness and maintain safe behaviour.

Risk management

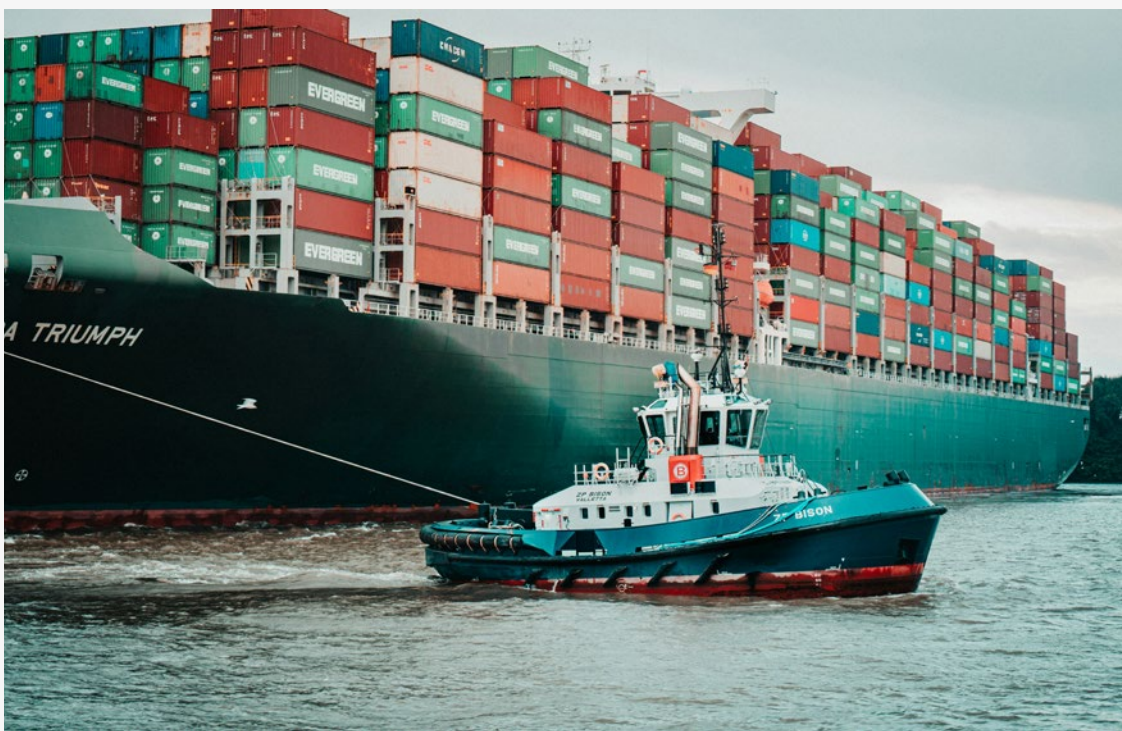
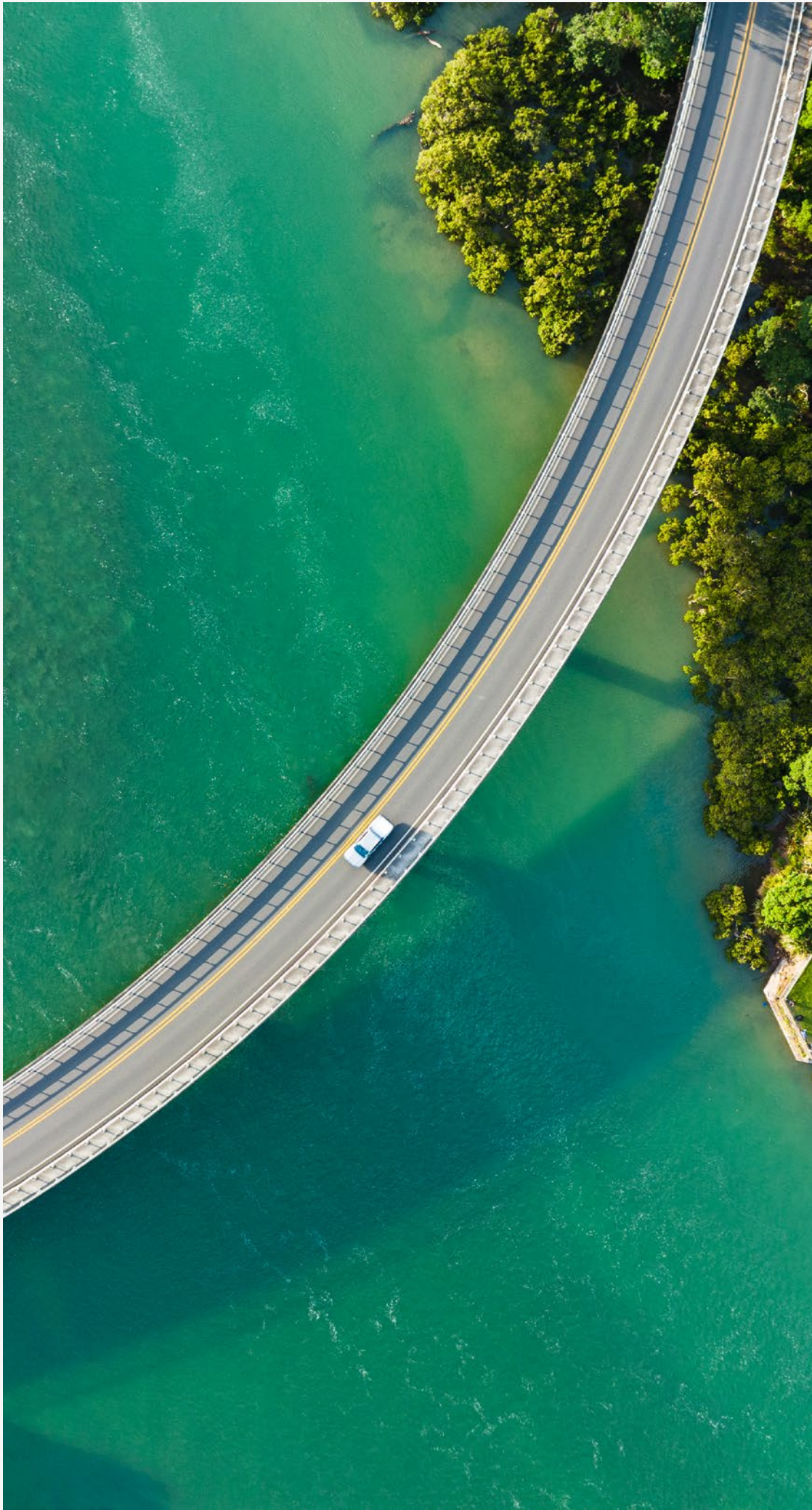
The Group is a large and diverse organisation, which increasingly faces a broad range of risks affecting various aspects of the organisation, which could impact financial results, reputational image, operations or strategic decisions, to name a few. In order to achieve management's objectives and expectations for the business, it is necessary to manage its risks effectively whilst striving to preserve value through a robust risk management framework.

A Group Risk Management framework has been established and is being embedded, which seeks to ensure the identification and monitoring of pertinent risks across the organisation, supporting informed decision making, and ensuring that appropriate internal controls are designed to mitigate the downside and maximise the potential upside of risks. Under the framework, entities will align their identified risks to a standardised Group Risk Library, from which key risks are consolidated and reported upward to the Board.

ESG risk

The ESG & Sustainability Committee sits under the Board to report on ESG risks. Through delegating certain responsibilities to management, the Board has in place appropriate structures and processes to enable accountability to stakeholders and to evidence the management of such risk. All roles at entity, regional and Group level aim to work together collectively to align with each other on ESG initiatives and the management's responses to ESG risks.





Supply chain

Being a responsible business extends to our supply chain and responsible sourcing.

Due to the nature of our business and size of many of our offices, we have a decentralised procurement model, which utilises local buying and operational team members.

Each business is managed in-country, with policies and procedures in place where relevant and required, adapted to meet local regulation, requirements and practices, and to best manage our businesses and suppliers.



Partner ecosystem

To help achieve our sustainability goals, a trusted network of strategic delivery partners and vendors whose sustainability priorities are aligned to our own is key. Collaboration is vital – with the right partners, who are investing in developing sustainable products, supporting energy efficiency and the transition to clean energy, and helping mitigate the impacts of climate change.

We have introduced a vendor risk management tool to assess vendor engagements including ESG risk, where appropriate vendors will then be subject to third-party monitoring and required to complete due diligence questionnaires. More than 100 vendors are recorded on it at group level, and work continues to include both new and existing vendors and the testing of the application with international Howden entities.



A local approach

We have a local approach to sourcing goods and services across geographies. In the UK we are working with contractors and suppliers who share our zero tolerance approach to modern slavery, and support environmental accountability and compliance with all relevant standards, laws and regulations.

This work continues to progress as we grow as a business. In 2024, we will be working with a consultancy to review and update our Supplier Code of Conduct. This will set the expectations of our suppliers on key ethical, social and environmental principles including human rights and labour practices.

Giving back

Supporting charities and helping others is part of who we are. Through our global programme of volunteering and fundraising activities, and our corporate foundation the Howden Foundation, we support and raise awareness of the issues our planet and communities are facing.



Our approach

Giving back is at the heart of our culture

Our people across the globe are passionate about making a positive impact, and being a force for good. From community-sponsored events to creative fundraising initiatives or skills based volunteering, our commitment for supporting charities, communities, and those in need remains unwavering.

Our focus: volunteering and fundraising

At Howden, we are deeply invested in supporting the communities where we live and work. We actively engage with them, by volunteering our time, fundraising, and raising awareness.

We use our network of Community Impact champions to engage all employees from around the world to come together to create a meaningful social impact.

Throughout the year, our people have continued their commitment to giving back, dedicating time to both fundraising and volunteering efforts, resulting in remarkable outcomes and contributions to charities worldwide.



£750

The Howden Foundation matches our global employees’ fundraising efforts up to £750 per person per year for eligible charities and organisations.



£950,000

Through incredible colleague fundraising and business sponsorship, we raised £950,000 for organisations across the globe.



9,000 hrs

Together, we clocked over 9,000 hours of volunteering.



691

We supported 691 organisations worldwide through our colleagues’ fundraising and volunteering.



Group Giving platform

Our Group Giving platform (powered by Benevity) efficiently streamlines our global volunteering and fundraising activity. This centralised hub offers a wide variety of opportunities, and inspires and assists our people in their giving endeavours.

The platform is available to all colleagues and serves as a catalyst for engagement, empowering them to make a difference for the causes close to their hearts.

The platform not only showcases the impact of their efforts and the difference they are making to other people's lives, but also identifies the most supported causes, enabling us to design the most impactful programmes for our people.

Having a single source of information for colleagues that offers global volunteering opportunities, as well as global causes to support through fundraising and donations, has proved hugely successful in supporting our teams, and those in need, worldwide.

As a growing group, we continue to get more and more colleagues engaged with the platform through activation calls, demos, and internal campaigns.



Case study

Humanitarian appeals

Over the past year, our global team rallied behind three significant humanitarian causes: the earthquakes in Turkey and Syria, the earthquake in Morocco, and the floods in Libya. Our people demonstrated their generosity, collectively contributing over £40,000 to support these critical appeals.

The Howden Foundation further magnified this by matching employee donations, generously providing £15,500 in matched funding, with an additional direct donation of £33,500 to the Turkey appeal.

This resulted in a substantial total contribution of £93,500, providing crucial aid to those affected by these urgent crises.

Building on this impactful initiative, we have introduced dedicated humanitarian appeal pages on our Group Giving platform for the Red Cross and the International Federation of Red Cross and Red Crescent Societies (IFRC).

These pages serve as efficient channels, allowing our colleagues to contribute swiftly and effectively when confronted with future environmental or humanitarian crises. Through these ongoing efforts, we aim to continue fostering a culture of support and rapid response within our global community.

£93,500

total raised from employee donations, Howden Foundation matched funding and additional direct donation from the Howden Foundation.



Global Group Giving Month

Following the success of our previous year's Global Group Giving Week campaign, we decided to go bigger and hold a Global Group Giving Month (GGGM) over the whole month of May to create more opportunities to make a positive difference to the communities and charities in which we live and work.

The theme for GGGM in 2023 was 'Year of the Team', and teams around the world came together to volunteer, fundraise, and host sporting challenges and events – all focussed around giving back.

For this year's 'Global Group Giving Month', we donated blood, cleaned beaches, helped out at animal shelters, planted mangroves and distributed food. We ran, cycled, rowed, danced and walked and raised awareness of important causes.

Together, we raised over £144,000, volunteered over 4,250 hours and supported over 110 charities worldwide.

Watch the video to find out more:



Case study

Supporting communities across India

Throughout 2023, colleagues at Howden India showcased their commitment to giving back by focusing their efforts on bolstering education and skill development for underprivileged students and youth in India.

A standout effort involved sponsoring a 45-day skill development workshop aimed at preparing marginalised youth for grey-collar jobs like engineers, healthcare workers, and IT specialists. This initiative directly addressed unemployment challenges, empowering over 1,000 young people with crucial employable skills.

Additionally, Howden India collaborated with Round Table India to contribute to essential infrastructure for schools. Their support in constructing school toilets directly benefited approximately 400 students.



They also helped to build five new classrooms across two local administration-run schools, aiming to alleviate overcrowding issues and create a conducive learning environment for hundreds of students.

In alignment with their commitment to digital empowerment, Howden India partnered with Udaan to distribute 40 laptops to high-performing students from low-income families. This endeavour focused on bridging the digital divide, enabling equitable access to technology for those most in need.

By investing in education and skill development, Howden India is making significant strides towards breaking the cycle of poverty, promoting social inclusion, and fostering sustainable economic growth in the region.

400

students benefitted from Howden India, who collaborated with Round Table India to build essential infrastructure for schools.

1,000

people were positively impacted by joining our 45-day skill development workshop aimed at preparing marginalised youth for grey-collar jobs.



Case study

DUAL ANZ

In 2023 DUAL Australia and New Zealand (ANZ) supported charities through a number of fundraising and volunteering activities.

DUAL ANZ significantly contributed to mental health advocacy through their partnership with Black Dog Institute, an Australian mental health charity. Led by CEO Damien Coates, the team conducted 19 mental health presentations, reaching 3,800 individuals and raising A\$88,000.

They raised over A\$440,000 for 286 charities, with A\$283,000 directed to the Black Dog Institute. Events ranged from challenging hikes to engaging comedy nights and drag bingo events across multiple cities, all promoting mental health awareness.

They raised over A\$45,000 for causes like Movember, cancer research, disabilities, and literacy charities. The team dedicated more than 700 hours to physical challenges to help raise this amount.

The teams across ANZ devoted over 1,400 hours to volunteering for various causes.



A\$440,000

raised for 286 charities

1,400

hours volunteered for charities and organisations in the ANZ region

Giving back around the world in 2023

We invited colleagues from across the globe to nominate the people, initiatives, and charities that they felt deserved to be celebrated and recognised for the work they do to give back to their communities.

The winners in the People and Initiative categories received a trophy and letter from CEO David Howden, and a donation to a charity of their choice. The overall winner in the Charity category received a £10,000 donation from the Howden Foundation, and the 20 runners-up each received a £2,000 donation, also awarded by the Foundation.

Take a look at the map on the next page to see some of the winners of the Giving Back Celebration Campaign and learn more about the causes we supported worldwide in 2023.

In September 2023, we launched our Giving Back Celebration Campaign

LONDON, UK

The Felix Project

Addresses food waste by redistributing surplus food to combat food poverty among millions of adults and children in the UK.

SLOVAKIA

Komunitna Nadacia Liptov

A charitable foundation enhancing vulnerable individuals' lives through various projects aiding the elderly, orphans, people with disabilities, refugees, and others in need.

MUMBAI, INDIA

Junoon Foundation

Howden Mumbai collaborated with the Junoon Foundation, providing essential support to underprivileged children and families through grocery and hygiene kit distribution.

UGANDA

Fondazione Dr. Ambrosoli Memorial Hospital Onlus

Supports Dr. Ambrosoli Memorial Hospital and Midwifery School in Northern Uganda, aiming to improve local health services.

UNITED ARAB EMIRATES

Nurturing Nature Together

The Howden Guardian UAE Team partnered with Azraq to lead environmental preservation efforts, cleaning Al Gurm Beach and planting mangrove trees.

CAMBODIA

Little Acorns

A UK charity supporting education for Cambodian children, especially orphans, ensuring educational opportunities through higher education or work placement.



Established in 2014, the Howden Foundation is the corporate Foundation of Howden, extending the charitable work of the business and its people around the world

The foundation in numbers (as of 30 September 2023):

£5.6m+

donated to charitable partners since inception

£182,000

awarded in Howden employee matched funding in 2023

225+

causes supported in 2023

In our commitment to sustainability, we hold a fundamental belief that a thriving business must prioritise the wellbeing of people, communities, and the global environment – both now and for future generations.

One of the ways we do this is through our corporate foundation, an independent registered charity with a mission to protect people from the social and economic impacts of climate change. Since 2014 we have financially supported the Howden Foundation*, enabling it to address some of the most pressing challenges humanity faces.

Now, as we face the biggest threat of our age, the Foundation has undertaken a renewed commitment; to support initiatives that not only mitigate disaster risk but also adapt to climate change, ultimately enhancing the resilience of high-risk communities worldwide.

Through long-term partnerships, the Foundation provides financial support and actively seeks opportunities to extend its impact beyond traditional grant funding, tapping into the diverse skills and expertise of our people worldwide.

The Foundation further amplifies its impact by supporting the charitable giving initiatives of our employees. The People First Fund offers matched funding for colleagues' charitable donations and individual fundraising activities. This support ensures that our employees' efforts in contributing to charitable causes reach even greater heights.

Additionally, the Foundation supports the Howden Giving Back Celebration Campaign – an annual initiative that celebrates and recognises non-profit organisations making a significant difference in the communities where our people live and work by awarding these organisations with a financial contribution in order to further their vital work.

*The Howden Foundation is the working name of the Howden Group Foundation, a registered charity in England and Wales (Charity Number 1156286).

Appendix

Streamlined Energy and Carbon Reporting (SECR)

Carbon dioxide equivalent emissions (tCO2e)				
Activity	Scope	2022/23	2021/22	Baseline (2019/20)
Building gas, heating oil and biomass	1	230.0	496.3	35.2
Company car fuel business mileage	1	12.4	15.8	3.2
Building electricity and heat (location-based)	2	1,725.7	1377.8	880.5
Company car EV business mileage	2	0.3	0.4	
Personal vehicle business mileage	3	199.9	217.9	91.2
Total gross emissions (tCO2e)		2,169.3	2,108.2*	1,010.1
Total energy consumed (kWh)		10,446,375	10,805,531*	4,629,206
Intensity ratio		–	–	–
Average number of UK employees (FTE)		7,772	5,734	2,196
Tonnes of CO2e per employee (tCO2e/ employee)		0.28	0.37	0.46

*2021/22 total data has been restated as a result of calculating EV business mileage.

Energy-efficiency action

During the reporting period, we have completed the following energy efficiency actions at various sites in the UK.

- Installed solar film on windows and made repairs or adjustments to window seals to avoid draughts or heat loss
 - Replaced air-conditioning units with more efficient systems
 - Adjusted temperature set points in comms rooms, raising from 19 to 22 degrees to reduce energy consumption
 - Re-set air-conditioning time clocks to better align with office opening times, reducing wasted energy out-of-hours
- Continued with replacement of existing lighting with energy-efficient LEDs
 - In 2024, we plan to invest in installing building-level energy AMR metering for a limited number of sites as a pilot, to improve accuracy of reporting and provide real-time consumption data to identify areas of wastage.

Assessment parameters	
Baseline year	2019/2020
Reporting organisation	Howden Group Holdings Limited
Person responsible	Howden Facilities UK
Reporting period covered	The reporting period is 1st October 2022 – 30th September 2023 and references are made to the same period both last year and 2019/2020, which was the baseline year
Organisational boundary	UK emissions where Howden Group Holdings Limited have operational control, covering UK entities only. This SECR includes the statutory areas required under legislation and is location-based reporting

Methodology used

The methodology used to calculate the GHG emissions is in accordance with the requirements of the following standards:

- World Resources Institute (WRI) Greenhouse Gas (GHG) Protocol (revised version).
- Defra’s Environmental Reporting Guidelines: Streamlined Energy and Carbon Reporting Requirements (March 2019).
- UK emissions have been calculated using the 2023 UK Government GHG Conversion Factors for Company Reporting. External verification Supported by Energy Managers Association Lead Assessor.



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