



CREATING A REMARKABLY BETTER WORLD

2024

LOCKTON  
IMPACT  
REPORT







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At Lockton, we empower our people, clients, and communities to achieve their ultimate potential. This results in a remarkably better world.

In the last two years, we've made great strides in building on our foundation to make changes, decisions, and investments that will result in positive global outcomes. We've become a better client advisor and community partner. Some of the investments we have made are understanding our environmental footprint, formalizing a global ESG committee, and doubling down on our commitment to our people and neighborhoods, to name a few.

IN SHORT, WE CONTINUE TO BRING TO LIFE THE COMPONENTS OF ESG IN WAYS THAT ARE UNIQUE TO US AS A COMPANY.

The following pages will share the stories associated with our success in achieving our ultimate potential in the spaces surrounding ESG and ways we can help our people, clients, and communities in their journeys to do the same.

The efforts and expertise of our people and leaders worldwide to further our values and solidify our commitment to ESG are creating changes that will continue to help us achieve a remarkably better world. As always, we remain committed to being an employer of choice, trusted client advisor, and active community partner. We look forward to our ongoing progress in this space.





12,500+  
ASSOCIATES WORLDWIDE

135+  
OFFICES WORLDWIDE

\$3.55B  
2024 GLOBAL REVENUE

65,000+  
CLIENTS WORLDWIDE

96%  
CLIENT RETENTION

14%  
ORGANIC  
GLOBAL GROWTH

\$23M+  
ANNUAL CHARITABLE  
DONATIONS

16  
CONSECUTIVE YEARS AS  
BEST PLACES TO WORK





As a global insurance broker, we are committed to improving our clients' businesses.

Exposure to climate change remains a long-term industry concern as we continue to see firsthand the impacts on our clients, people, and communities. Our activity to make an impact in this space continues to focus on our business operations and the ways we engage with suppliers, vendors, and clients in their journeys toward sustainable operations.



## *Our global footprint*

In 2022, we shared a goal: to evaluate the emissions footprint and impact of our business to better understand how to reduce our global climate impact. Since then, we have taken significant strides toward our goal by expanding our relationship with Carbon Footprint from the U.K. to include the U.S. Carbon Footprint worked with our U.S. facilities, real estate, travel, and operations teams to provide a calculation of Lockton's Scope 1-2 and business travel emissions from Scope 3 in accordance with the GHG Protocol Corporate Accounting and Reporting Standard. This emissions and impact data will allow us to better understand where we have opportunity to reduce emissions and help us work toward reducing our impact moving forward.

### **ADDITIONAL PROGRESS IN THIS SPACE INCLUDES:**

- Lockton Hong Kong achieved external ISO 14001 certification in May 2023. As part of our ESG initiatives in Asia, each market will assess the green credentials of the building(s) where our offices are located. This assessment will provide an overview of our current state and inspire our thinking about improving our office spaces' environmental performance.
- Our U.K. offices have committed to being powered by 100% renewable energy by 2032. In 2022, we achieved 90% renewable energy at our sites through more efficient operations and offset programs.



## *Small changes add up*

Our offices worldwide have implemented robust internal sustainability initiatives that reduce the environmental impact on their local communities. Changes include:

- **IMPLEMENTING** office-level recycling programs and initiatives, advancing toward paperless environments.
- **SWITCHING** to recycled copy paper and consumables as well as replacing disposable plastic water bottles with water filtration systems.
- **INCORPORATING** low-flow faucet aerators, sensor-controlled water faucets, timers for lighting, and additional measures to control water, electricity, and other resources in many offices.
- **RECYCLING** office supplies and equipment for our internal use and for donating to community groups.

Additionally, our regions continue to focus on how they can make a more significant impact through business. In New Zealand, we have partnered with Trees That Count to help protect New Zealand's threatened biodiversity. For every new client in New Zealand, Lockton donates native trees in their name to help mitigate their carbon footprint. By funding thousands of native trees, we're looking to absorb CO2 emissions for the next 50 years as those trees grow.



## 1.5 million+

Our offices in the Texas Series recognized that mailing certificates of insurance to clients used over 1.5 million pieces of paper per year. To reduce paper use, they switched to electronic certificates, saving time, costs, and precious natural resources.

## 11x certified

For the 11th consecutive year, Lockton Mexico was certified as a Socially Responsible Company (Empresa Socialmente Responsable) by Centro Mexicano para la Filantropía (CEMEFI). This designation reinforces our commitment to the Mexico community and allows us to continue implementing initiatives that benefit our people and communities.

## 8,954+ tonnes

Associates in the U.K. can work toward carbon-neutral living with Lockton's Earth Programme, which is embedded into their employee benefits program. If enrolled, Lockton will calculate the Associate's carbon emissions and the cost of offsetting. This cost will be evenly split between the Associate and Lockton. In its fourth year, over 8,954 tonnes of CO2 have been offset under this program.





## *Transportation initiatives to reduce our impact*

Over the past year, we have worked with our travel management providers and major airline, hotel, and car rental partners to get detailed reports on travel patterns. This detailed data was incorporated into our emissions quantification project undertaken by our partner, Carbon Footprint, as part of our efforts to develop a global baseline for emissions that we can use to identify areas of opportunity to further reduce our emissions.

Additionally, in the U.K., employee benefits programs have been made available to help reduce impact. [Through a Cycle2Work program, Associates can select a brand-new bike and accessories worth up to £10,000 and spread the cost over 12 months, interest-free, with national insurance savings.](#) In addition, Associates who purchase an electric car can automatically receive fully comprehensive motor insurance, European breakdown cover, maintenance servicing, and more.



**10%↓**

As part of Lockton's green finance and green transport initiatives, the Hong Kong office sponsors a campaign to create a fleet of solar panel buses in Hong Kong for public use. Working with the city's largest bus company, they hope to decrease emissions by 10% each year with a goal of carbon neutrality to create a better environment for the next generation.

## *Engaging our suppliers*

As a company with global operations, we have a continued area of opportunity to work with our suppliers and vendors regarding our purchasing and recycling waste stream.

The U.K. works closely with its suppliers to ensure alignment on environmental commitments and objectives. For example, we pay an extra cost per package to participate in our supplier's go-green program and work with them to minimize the impact of our movement of packages and equipment.



# Supporting our clients

Lockton represents a diverse range of clients operating globally in many industries.

We pride ourselves on assisting many of them in their journeys to reduce their environmental impact and mitigate the physical, transition, and liability risks associated with climate change on their business.



## For example:

- Lockton’s Energy Transition Insurance Practice is focused on helping clients navigate the complexities of the evolving energy and energy transition landscape. The practice supports energy producers by managing emerging risks through appropriate insurance coverage and risk transfer solutions.
- Lockton helps clients participating in the voluntary carbon market understand and manage their potential risks, whether they are purchasing carbon offsets or developing/investing in carbon removal or avoidance projects worldwide. With expertise in property, tax, and environmental insurance, our global team of specialists can help organizations implement risk transfer strategies to mitigate risk across all market areas.
- Lockton’s Tax Insurance Practice, which is part of the broader Transaction Liability business, brokers tax insurance policies for U.S. federal tax credits associated with renewable energy projects. Tax credits are a critical component of financing renewable energy projects, and tax insurance policies facilitate investments by supporting their validity.
- Lockton has formed strategic partnerships with climate modeling companies to assist with future mapping for acquisitions as part of the due diligence process. Our Global Real Estate and Construction Practice partners with these resources to ensure future property acquisitions are not at risk of climate events, protecting the buyer in acquisition deals.
- Lockton’s subject matter experts across the globe participate in speaking engagements, podcasts, webcasts, and more to share insights into ESG, especially climate risk and sustainability, and ways in which that risk can be mitigated.

- In the global pursuit of achieving net zero, one of the challenges is finding sufficient funding for the transition toward clean energy, with a significant portion of this financial burden being allocated to pioneering technologies. These innovations entail substantial technological risk due to the potential for underperformance, often serving as a barrier to accessing affordable capital vital for scaling clean energy initiatives. Lockton is dedicated to overcoming this obstacle for clients by collaborating with insurers offering investment-grade technology performance insurance (TPI) tailored to bolster financing for clean energy ventures. Leveraging proprietary models, our insurers assess the uncertainties surrounding technology performance and reliability alongside pertinent economic factors. Through our insurance solutions, our clients gain:
  - **Access to efficient capital:** We engineer insurance solutions to mitigate risks for capital providers, thereby diminishing the reliance on high-interest debt. Our clients benefit from reduced overall capital costs and increased profits with improved financing terms.
  - **Accelerated time to market:** We aim to instill certainty that deals will close swiftly, bolstering confidence among financiers and customers supported by TPI, thus expediting market entry.
  - **Achievement of commercial scale:** Collaborating with insurers who devise insurance solutions that safeguard technology warranties, even for pioneering projects, enables our clients to focus on utilizing commercialization and scaling their operations, fostering growth.

## SUPPORTING SUSTAINABLE ENERGY



### Renewables

Wind, solar, biomass, geothermal, pump, storage, hydro, nuclear



### Hydrogen

Ammonia systems



### Grid stabilization

T&D lines, interconnectors, synchronised condensers



### Carbon capture



### Gas/biofuels

Biodiesel, liquified natural gas (LNG), liquid petroleum gas (LPG)



### Storage

Salt cavern storage



### Waste energy

Municipal gas, landfill gas



### Thermal power

Gas turbines



# Client success stories

## ALIGNING WITH CLIENT ESG GOALS

A U.K.-based impact investment manager solely focused on investing in companies whose products and services provide solutions to key sustainability challenges needed professional indemnity, directors and officers (D&O), crime, and cyber policy renewals. The Lockton Professional and Financial Risks team provided the required cover and used an ESG syndicate to complement and further support the client’s ESG objectives.

## INNOVATIVE PARAMETRIC SOLUTIONS

A sizable agricultural company based in South America generated revenue through agricultural products and carbon offsets from its operations. During the winter season, the company was exposed to frost risk that threatened to cause significant damage to its crops. The company, however, could not insure its products or carbon offsets in the traditional insurance market. Lockton’s specialized Parametric Insurance team worked with the agricultural company to design a customized insurance product incorporating 40 years of satellite imagery data for average temperatures in the region. The policy would pay for losses resulting from deviations from that historical temperature range. The expedited claims process triggered by predefined loss parameters, along with coverage for loss of income, reduced project volatility without traditional insurance policy triggers, and the ability to use claims payments to mitigate further damage are just a few advantages of using parametric insurance.

## SUPPORTING ENERGY TRANSITION

The Global Energy and Power team works with multiple clients across the globe to support the goal of sustainable hydrogen use and net zero by 2050. For example, we helped obtain insurance for an American chemical and materials producer company that completed a commercial-scale plant that utilizes a new technology that converts natural gas to hydrogen. While this is already an environmentally responsible process creating zero local emissions, we went a step further to ensure the byproduct of the system, ammonia, will be utilized in the local agriculture industry. Additionally, Lockton has helped find cover for green hydrogen production and storage facilities.





Since our founding in 1966, we’ve remained committed to providing opportunities and support for our people to grow, improve, and achieve their ultimate potential.

## LOCKTON IN THE COMMUNITY

Lockton and our people have been working worldwide to advance our collective impact.

**\$23M** In 2023, Lockton and its Associates donated over \$23 million to 250+ organizations globally.

**\$75M** We’ve donated almost \$75 million in the past five years.

For more information about our involvement in the community, please refer to our [global Community Impact report](#).

## LOCKTON AUSTRALIA RECENTLY COMMENCED PRO BONO INSURANCE BROKING FOR CYSTIC FIBROSIS NEW ZEALAND.

In addition to providing broker services, the region has raised thousands of dollars to support the organization and the ongoing research to cure the disease.





COMMUNITY  
IMPACT AWARDS



The Lockton Cares Community Impact Award, which the Lockton family and shareholders fund, recognizes those who have gone above and beyond to make their community a better place through volunteering, philanthropy, or a combination of both. Our 2023 global recipients were selected based on their ongoing commitment to nonprofits and community organizations.

**\$25K** Winners selected a nonprofit to receive a \$25,000 donation.

LEARN MORE  
ABOUT EACH  
RECIPIENT

- [Josh Arnold](#)
- [Kim Alford](#)
- [Drew Barnes](#)
- [Ted Brown](#)
- [Jen Bryant](#)
- [Jessica Hill](#)
- [Niall Martin](#)
- [Tom Metzner & Matt Pateidl](#)
- [Linda Mitchell](#)
- [Edna Perea](#)
- [Liz Spencer](#)
- [Alex Yip](#)
- [Mark Zwickel](#)

- Donation to Allyson Bohannon Goldman Memorial Fund



“  
*Lockton stands behind us. They put their money where their mouth is and support us in the community. It’s an incredible environment. It’s so important to have Lockton support us in our work.*  
Ted Brown, U.S.  
”













DEI

Lockton is committed to advancing a diverse, equitable, and inclusive workplace where everyone feels welcomed, valued, and excited to build a career.

By feeling empowered to bring their authentic selves to work, Associates can achieve innovative and effective results for our clients, our business, and the communities in which we work and live. Our DEI strategy ensures we’re taking the proper steps and leading the way for others in the industry to follow.

ASSOCIATE-LED RESOURCE GROUPS

Across the globe, Associates are empowered to create employee networks to create safe spaces, deliver learning opportunities, and grow allyship. While the resource groups vary by region, some of our networks include:

	ONE PRIDE: LGBTQIA+ Associates		IGNITE: Young professionals
	BOLD (Black Originators, Leaders and Doers): Black Associates		JUNTOS: Hispanic, Latino/a/x Associates
	ASPIRE: Asian Pacific Islander Desi American Associates		Parents@Work
	VALOR: Veteran Associates		WIL: Women in Leadership
	Neuro and Physical Diversity Group		Lockton Wellbeing Group



In the above photo, U.K. Associates Louis Van Der Lande, Vicky Keene, Sara Baker, and Lucy Scott represent Lockton at the British Diversity Awards.

CHAMPIONING DIVERSITY

The British Diversity Awards celebrates the organizations and individuals championing diversity across the U.K.

In 2024, the Pride LEAN was shortlisted for Outstanding LGBTQIA Network of the Year.

Ignite, Lockton’s Professional Growth Community for Under 35s, was nominated for Outstanding Employee Network of the Year.

\$80K+

Lockton BOLD leaders across the U.S. came together to support high school students and educators in need of school supplies, technology upgrades, classroom resources, emotional wellbeing support, and general funding. Over \$80,000 was raised and donated to schools across the country.



## STRATEGIC PARTNERSHIPS



We are committed to creating more opportunities for minority groups in ways that are unique and authentic to Lockton.

In the U.S., Lockton created a fund titled the Equity and Opportunity Fund with the United Way of Greater Kansas City. Started in 2020, the fund helps strengthen underserved communities by promoting opportunity and positive outcomes in education and employment, fighting systemic racism by addressing historical disparities, and ensuring everyone can flourish regardless of their race or ethnicity.

**\$350K+**

Since its creation, over \$350,000 has been donated by Lockton Associates and Producers to the Equity and Opportunity Fund.

Meanwhile, in the U.K., Lockton has an active partnership with Tate, a group of four galleries across the United Kingdom. The partnership allows us to deliver on our shared agenda of promoting artistic risk-taking, community engagement, and access to art for all. In October 2023, we supported an expanded community program at Tate Britain.

## SUPPLIER DIVERSITY

Our supplier diversity increased from 6.6% in 2022 to 9.5% in 2023.

We're exploring sourcing additional minority business enterprises (MBEs) in the future.

## INVESTING IN OUR FUTURE

Lockton intends to expand diversity and inclusion in our talent recruiting and sourcing practices and to accurately reflect the communities in which we live and work.

Globally, we are revisiting how to maximize diversity in talent recruiting to ensure all talent has an equal opportunity to succeed. We are accelerating our pipeline of talent into the insurance industry by providing paid internship placements and ensuring our people and leadership are appropriately educated on DEI-related topics based on their level in the enterprise to ensure we all have greater awareness for all aspects of diversity, equity, and inclusion.

## THE LOCKTON LEARNERS PROGRAM

Launched in Kansas City in 2022, the Lockton Learners program allows us to identify high-achieving students through intentional partnerships with urban schools. Students in the Learners program typically don't have exposure to Lockton, the insurance industry, or the many types of clients we support. This program allows students to grow, learn, succeed, and network while placing and developing diverse talent within the Lockton organization. In 2024, Lockton Learners was recognized as a finalist for *Business Insurance's* Diversity & Inclusion Initiative of the Year.





*Best-in-class culture*

Life at Lockton is about great benefits, professional development, flexibility, and recognition. We are proud of the culture we have created over nearly six decades.

In an ever-changing marketplace, Lockton Associates are empowered to thrive through unique experiences and educational opportunities. At the same time, Lockton’s culture fosters a work-life balance that helps ignite personal and professional passions.

OUR AWARD-WINNING CULTURE



TOP 50 BEST WORKPLACES FOR WOMEN

Following our recognition as a “Great Place to Work” in Australia, Lockton was listed among the top 50 “Best Workplaces for Women” in November 2023.





## BENEFITS & WELLBEING

91%

of Associates are proud to work here.

2023 Lockton Listens  
Associate Engagement Survey

Our No. 1 asset is our people. We provide various benefits to attract and retain talent while promoting work-life balance.

### HEALTH & WELLBEING

Despite differing programs around the globe, Lockton puts its Associates and their families first, offering benefits options to support them where they are and where they want to go.

Our U.S. Associates have access to an assistance program that connects them with mental health and counseling services, covering up to eight visits to a mental health professional, regardless of medical coverage. In the U.K., a 24/7 employee assistance program is available for guidance and counseling. Associates across the globe have similar programs in place that connect them to appropriate mental health and wellness programs.

### **Our commitment to health and wellbeing has earned the attention of outside organizations in recent years:**

- The Health and Wellness Business Council (El Consejo Embersarial de Salud) awarded Lockton Mexico the Health Organization distinction (Distintivo Organización Saludable) for promoting a healthier work environment, creating new and better work styles to raise employee quality of life, and taking steps to improve mental health and wellbeing in the workplace.
- Lockton's Hong Kong HR team was awarded the Employee Benefits Award from the HKIHRM at HR Excellence Awards because of its innovative strategies and commitment to enhancing employee benefits. From physical wellbeing events, like massages and health consultations, to mindfulness events, like meditation and art workshops, the team provides solutions for the whole Associate. Additionally, the team creates a workplace of inclusion through events and celebrations. The team also earned recognition from the MindCare Company for its continued commitment to promoting mental wellbeing in the workplace.





## PROFESSIONAL DEVELOPMENT

We are committed to providing professional development opportunities for all stages of an employee's career, from hire to retire.

For our early-career Associates globally, we offer development programs meant to increase their business and technical skills as well as personal development through programs and performance feedback.

For example, the Consulting Excellence program brings together Associates from across the U.S. for an immersive program to help develop their line of business knowledge and consulting skills. The program allows for collaboration, growth, and development to help our people become strategic advisors and better serve our clients.

As Associates gain experience or join Lockton as experienced professionals, the focus shifts to bespoke development options, which focus on leadership and management skills, mentorship, and career coaching.

The Leadership Essential Accelerator Program (LEAP) is a global program applied regionally. The program brings together emerging leaders from that region to learn essential leadership skills, such as empathy, effective feedback, delegation, and relationship building.

In addition to offering position-specific and leadership development training programs, we sponsor and encourage the attainment of professional designations and certifications.

Associates and Partners in the U.K. and many Associates in Asia are provided with training on ESG. This training includes the components of ESG, its impact, and ways we can support our clients in their journeys. We continue exploring how to expand this training around the globe and to new Associates.

“  
*There are so many areas for growth outside of a traditional growth path at Lockton. As Lockton grows, so do the opportunities.*  
”

Crystal Lynn, COO, Transaction Liability





## *Supporting clients*

Our people are at the core of who we are.

**Therefore, we strive to fully support our clients' people. Whether placing health insurance policies or ensuring safe working conditions, we're helping our clients flourish.**

- Our People Solutions practices across the globe help guide clients to solutions that drive employee understanding, engagement, and satisfaction; incorporate competitive total rewards and benefits packages; and manage and measure the effectiveness of their programs. Through innovative solutions, we help clients increase value and improve the lives of their employees. Our People Solutions professionals help clients align their benefits with their corporate ESG strategies.
- In the U.S., Lockton offers Cultural Consulting services. We work with clients to ensure their diversity, equity, and inclusion strategies are appropriately reflected in their people strategies. This includes talent development strategies, workplace culture assessments, consultation around DEI policies and handbooks, and more.
- Lockton U.K. offers a new product called a Charity Donations Indemnity Policy. This policy provides security for those donating charitable funds in the event they are required to return them, manages the risk of unexpected requests for funds to be returned to their original owners, and provides valuable risk management throughout the transaction.



### **HELPING OUR COMMUNITIES THRIVE**

Lockton's Real Estate and Construction Practice used its extensive experience and support of the U.K. ESG working group to support a community-based project. The client creates affordable and inclusive housing that allows tenants to thrive by increasing quality of life and communities to grow stronger. The neighborhoods help regenerate nature, and innovative construction and infrastructure will support zero carbon and cultivate dynamic local economies.

### **LOCKTON IS A PROUD MEMBER OF THE NETWORK OF EMPLOYERS FOR TRAFFIC SAFETY (NETS).**

NETS is a not-for-profit, employer-led public/private partnership dedicated to improving the safety and health of employees, their families, and members of the communities in which they live and work by preventing traffic crashes that occur both on and off the job. Through this, we partner with public sector and international agencies on road safety initiatives to protect all.





One of our core philosophies is our perpetual commitment to remaining privately owned.

By remaining private, we can do what is best for our clients, leading to an industry-leading 96% client retention rate. Since 2021, Deloitte and *The Wall Street Journal* have named us a Best Managed Company, earning Gold status in 2024. This award shines a light on successful private companies, their achievements, and their contributions to business and to their employees and communities.



“

*We will — and I can’t tell you how important this is — maintain our independence and our private ownership. We want to continue to do business the Lockton way. We want to reap the rewards of our efforts without sending large sums of money to public shareholders and to bureaucrats that run so many other agencies. We’ve always been long-term ... long-term planners, long-term thinkers, and long-term spenders. Our commitment to independence will allow us to continue to do so.*

Jack Lockton, Founder

”



4x

BEST MANAGED COMPANY WINNER

96%

CLIENT RETENTION RATE

\$3.55B

GLOBAL REVENUE





## **OUR STRUCTURE**

Since our founding in 1966, our unique structure has given our clients local partners with the freedom and flexibility to adapt based on region, along with the benefit of certain levels of central governance and coordination. This leads to innovative client solutions and organic growth not seen elsewhere in the industry. Additionally, our structure allows us to reinvest more of our profit into our business, people, and communities — not the pockets of shareholders.

Lockton has a local leadership team in every region of the world, and our Lockton Global Partners help us deliver our world-class service in more than 140 countries. The Lockton Global Partnership offers unique and tailored solutions for every client based on local trends, regulations, and needs while still providing the client-focused service we are known for. An advisory board, composed equally of executives from Lockton and our partners, manages all strategic, legal, contractual, service, and administrative elements of Lockton Global® and serves as a forum for escalation and resolution.

Additionally, product line operational committees and leadership ensure our lines of business continue to transform to meet the dynamic needs of clients across the globe.

## **LOCKTON, INC., BOARD OF DIRECTORS**

Our tenured leadership offers a source of consistency and assurance for our clients and our people. Lockton, Inc., has relied on a board of directors for over 20 years — which includes a mix of shareholders, management, and outside directors — to ensure governance and perspective in an otherwise family-owned business. The board meets quarterly and has committees for audit, compensation, and governance, among other topics, and is responsible for the strategic direction and management of the company. This report will be shared with the board annually to ensure alignment and consistency in vision and action.

## **GLOBAL ESG**

Lockton’s Global ESG Committee was constituted to promote a unified, global approach to Lockton’s continued evolution regarding corporate responsibility, taking into consideration what is best for our people, our clients, and the communities in which we live and work.

Lockton’s Global ESG Committee is charged with overseeing Lockton’s enterprisewide strategy on Lockton’s ESG activity and is intended to continually monitor:

1. Legal and regulatory requirements concerning climate-related reporting mandates in geographic regions in which Lockton conducts business.
2. (Re)insurance industry trends in respect to ESG reporting by insurance carriers and intermediaries.
3. Lockton client and prospect queries concerning Lockton ESG activity.
4. Internal or external communications concerning Lockton ESG activity.

Additionally, local ESG committees have been and continue to be responsible for identifying and implementing ESG-related activities in their region. These working groups create local frameworks, engage vendors as needed, and invest in programs to support local ESG efforts — some of which have been included in this report.





## RISK MANAGEMENT

Lockton values the privacy and security of our employee and client data.

Lockton places a high value on corporate governance. We are proud to have SOC 2 Type 2 certification, which attests to our focus on data security governance. We actively engage in risk mitigation practices, and our Global Chief Information Security Officer leads a global approach to data security. We have established codes of conduct and policies and procedures on the following subjects to ensure compliance around the world:

- Data privacy and handling of personal data
- Anti-bribery and anti-money laundering
- Records and information governance
- Sanctions and export controls
- Harassment, discrimination, and retaliation
- Conflicts of interest

We have robust processes and controls in place across our organization to protect data, and we require annual training for our people. Effective training of our people ensures corporate governance goes beyond policies and is an everyday practice at our company. Our various regions around the globe have additional policies and procedures as required by local regulations.

We pay particularly close attention to ethics and compliance, establishing specific training, policies, and internal monitoring and reporting mechanisms for Associates and Producers to get help when needed.





**GOVERNMENT RELATIONS (U.S.)**

Lockton’s dedicated Government Relations team works to educate policymakers about Lockton, our clients, and the insurance industry. We proactively help policymakers understand the real-world consequences of their action or inaction, and we advise clients about the opportunities and challenges of policy changes. The team advocates for our U.S.-based clients through the preservation of beneficial tax rules, ensures that employer-sponsored insurance is at the center of any healthcare reforms, and advises clients about the impact of government policy changes.

Additionally, we’ve partnered with the Council of Insurance Agents and Brokers (CIAB), American Benefits Council (ABC), and others to ensure alignment with other industry players and to protect public interest.

**AI GOVERNANCE GROUP**

We have created an AI working group to recognize the interest and growing need for support and insights. The AI working group is a diverse cross-functional team of internal resources that will collaborate to support our people and clients. The group will act as the focal point for client and prospect risks, exposures, and product innovation needs.

**SUPPORTING CLIENTS**

As today’s business landscape grows increasingly complex, we are dedicated to helping our clients identify and solve various risks.

- **EMERGING RISKS PRACTICE:** Our Emerging Risks Practice was created to proactively identify and address emerging risks and deliver intelligence, advisory, and innovative solutions to clients. Through this practice, we develop and identify solutions/products for emerging risks and industries through partnerships with insurers, MGAs, and capacity providers. Areas of focus include ESG/climate change, artificial intelligence, PFAS and other chemicals of emerging concern, and additional industry-specific emerging risks.
- **EXECUTIVE & FINANCIAL RISKS:** Changing litigation and regulatory landscapes bring new requirements for corporate risk management. Our teams help companies better understand their exposures in this evolving landscape and find the right solutions, such as directors and officers liability insurance.
- **CYBER & TECHNOLOGY:** With team members around the globe, we are dedicated to assisting clients in creating sound cyber risk management plans that protect balance sheets, data, and reputations. In addition to informing clients of exposures, risks, and financial impacts, we provide next-generation analytics that lead to custom insurance programs and risk transfer strategies.



We have a tremendous opportunity to continue growing in our approach to environmental responsibility, social impact, and corporate governance and in the ways we support our clients as they do the same.



WE'VE BUILT A STRONG  
FOUNDATION, INTEND TO  
MAINTAIN A CLEAR VISION,  
AND WILL CONTINUE TO  
IMPROVE EVERY DAY AS WE  
FULFILL OUR PURPOSE OF  
ACHIEVING A REMARKABLY  
BETTER WORLD.





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UNCOMMONLY INDEPENDENT