

Environment Statement

This statement sets out our approach to ensuring that the Direct Line Group considers environmental and sustainability issues in all parts of its operations and business activities. We seek to progressively reduce our environmental impact in all aspects of our operations by minimising and making efficient use of resources.

Our Planet mission: Protect our business from the impact of climate change and give back more to the planet than we take out. We will comply with environmental legislation and approved codes of practice as a minimum and put in place appropriate internal best-practice standards to continuously improve our environmental performance.

We will set clear objectives and targets to measure and take action to reduce the carbon footprint of our business activities.

We will implement waste management strategies that promote waste minimisation, re-use, recovery and recycling where appropriate. We will make efficient use of resources, use renewable electricity and minimise our use of energy, water and paper.

We will give due consideration to environmental issues and energy performance in the acquisition, design, refurbishment, location and use of our buildings and assets.

We will ensure environmental and sustainability criteria are taken into account in the procurement of goods and services.

We will operate and maintain company vehicles with due regard to environmental issues as far as reasonably practical, encourage sustainable travel options and increase the use of technology to reduce overall business travel.

We will provide the Board and the Sustainability Committee oversight and review of environmental policies and performance, and allocate resources for their effective implementation.

We will work with our employees, service partners, suppliers, landlords to promote environmental awareness and improve environmental performance.

We will communicate internally and externally our environmental policy and performance on a regular basis.