

TOWARDS A BETTER FUTURE

As a responsible business, NFU Mutual makes a conscious effort to do business the right way. We recognise that everything we do is connected to the health and futures of our members, our communities, our people and the environment. In 2023, we're proud to have delivered actions against each of our four Responsible Business ambitions.



PROTECTING RURAL LIVES AND LIVELIHOODS

We support our customers in a variety of ways, ensuring we're there for them in times of need. This includes our fair and robust insurance offering, which sees us pay out on 97%* of claims. We also offer support beyond our products and services. We take action on key issues facing our members and work hard to support their communities.

Supported customers

with over 3,000 claims relating to extreme weather events

£3.25m

was donated by NFU Mutual to local and national charities

£140,000

paid towards flood resilient repairs to help our customers build back better and a total investment of more than £1m since 2018

£440,000

invested to support initiatives to combat rural crime

*Based on all General Insurance settled claims Jan – Dec 2023, excluding claims not pursued by the customer.



CARING FOR THE ENVIRONMENT

Climate change is a global challenge, and we are committed to actively reducing our own environmental impact as we aim to become a Net Zero business by 2050. We are also aiming to protect and enhance nature and biodiversity, initially focusing on ecosystems across NFU Mutual owned premises and our property investment portfolio.

38% reduction

in our own emissions compared to a 2019 base year, which include those arising from business travel and energy used in our occupied premises, against a target of a 25% reduction by 2025 and 50% by 2030

Joined ClimateWise

a global leadership group supporting the insurance industry to better communicate and respond to the risks and opportunities associated with climate change

574

items of furniture donated to local community groups, with a further 4,108 items sent to social enterprise, Waste to Wonder, to be distributed for reuse



NFU Mutual
INSURANCE | PENSIONS | INVESTMENTS



BUILDING A HEALTHY COMMUNITY

NFU Mutual aims to be a great place to work. We strive to reward success, encourage personal development, create an environment where our people feel comfortable being themselves, and empower them to make meaningful differences wherever they can.

Winners

of the Gallup Exceptional Workplace Award for the 8th year running

1,730

hours of coaching for our employees

First place

in the Job Crowd Awards for graduate schemes in the Accountancy and Insurance Sector

98%

of employees completed Unconscious Bias training



DOING BUSINESS THE RIGHT WAY

To help us act responsibly and inclusively in every way we can, we have internal systems, practices and procedures in place to govern our conduct across our operations. We continue to incorporate Environmental, Social and Governance factors in our decision-making, how we operate our business, where we place our investments and the products and services we provide.

£794,631

spent with social enterprises, as part of Social Enterprise UK's Buy Social Corporate

97%

of properties across our investment portfolio have an energy performance rating of C or better, and 54% B or better

Committed members

of the Principles for Responsible Investment, the UK Stewardship Code and the Investor Forum



Scan the QR code or visit nfumutual.co.uk/responsible-business to learn more about our Responsible Business strategy, activity and performance.

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Printed on environmentally friendly paper.

AGM-LEA-04/24