



# IMPACT

Knowledge. Accountability. Delivery.



# We are McLarens



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## A letter from our Chief Executive Officer

As CEO of McLarens, I am immensely proud of the remarkable progress McLarens has made in advancing our Environmental, Social and Governance commitments.

We recognise that sustainability is not just a choice, but a responsibility increasingly important to our clients and their customers. This is why we have committed to an annual year on year 5% carbon reduction target as well as setting science-based targets with a clear path to reduce emissions in line with the Paris Agreement goal of limiting warming to 1.5°C above pre-industrial levels. These targets will help McLarens achieve Net Zero by 2050.

At McLarens we also seek opportunities to increase community well-being and broaden our understanding of and commitment to diversity ensuring we remain an inclusive employer. This is why we decided in 2023 to publish our first, independently verified Gender Pay Gap Report.

We are incredibly excited to have retained Planet Mark business certification for the second year running. This establishes and validates our carbon baseline as well as sets our 50% carbon reduction roadmap to 2030. We know this takes time and is an ongoing commitment and that we can't do it alone. This is why our approach is to partner with independent expert sustainability advisors. This helps keep us on track to achieve against our sustainability ambitions.

At McLarens, we foster a culture of diversity, equity and inclusion. We support our team to thrive and contribute to positive socially responsible change. And we commit to ensuring that transparency, integrity, and accountability remain the cornerstone of our governance approach.

McLarens' Executive are charged with overseeing ESG. This includes supporting all our staff to build their ESG core-competencies. We recognise that ESG is a journey and not a destination. And we firmly believe that sustainability is inextricably linked to the prosperity of our business. Above all else, we believe in a responsible business approach, one that delivers 'profit with purpose', and ultimately leads to a better future for all.

This may be our first ESG Impact Report, but it puts on record McLarens' commitment to making a tangible difference today and for the future, for our industry, for our customers and for the planet.

Sincerely,

A handwritten signature in blue ink that reads "Gary Brown". The signature is written in a cursive, slightly stylized font.

**Gary Brown**  
CHIEF EXECUTIVE OFFICER

# Global Loss Adjusting Company

McLarens is trusted by clients worldwide to deliver the best in claims management, loss adjusting and risk mitigation services to pre-risk and damage surveying.

Headquartered in Atlanta, Georgia, USA, McLarens operates over 230 offices worldwide, we routinely handle claims in over 140 countries, serviced through a network of owned and partner organisations with more than 2,500 full-time employees. We have been operating for over 90 years. We also trade under other brands, Lloyd Warwick International, Halliwell and Brawdia.

Throughout our extensive global network, our reputation for quality is built on the unrivalled expertise and local knowledge of our loss adjusters.

McLarens proudly attracts accomplished senior professionals who average more than 20 years of claims adjusting experience, resulting in the delivery of a consistent, proactive approach to claims management.

Our employees, including adjusters, highly specialized technical experts, management, and staff, have a personal vested interest in our clients' success. We are also committed to accelerating talent internally including into future management and leadership roles.

Our clients receive access to our proven, proprietary, web-based claims management system which enables 24/7 access to up-to-the-minute claim information, regardless of the client's or claim's geographic location.



Number of service locations by region

## Mission Values Culture

Across the entire McLarens' family of brands, quality is at the heart of our business.

Our mission is to deliver fair and independent outcomes for all our stakeholders by providing market leading professional and technical expertise in a collaborative and respectful environment.

We aspire and live by a set of shared values that guide our actions and shape our culture:



**EXCELLENCE** - We aim for nothing less than the highest standards in everything we do.



**KNOWLEDGE** - We know our market better than anyone, but still, we never stop developing.



**TEAMWORK** - We work best when we work together with clients, colleagues, and business partners alike.



**THOUGHT LEADERSHIP** - We use inspired thinking and pioneering solutions to stay ahead in an ever-changing market.



**RESPECT** - We are trusted to keep our promises, act with integrity, and treat people the right way.



**ACCOUNTABILITY** - We move with urgency to deliver on our commitments and drive for results, even amid ambiguity.

# Pathway to a Sustainable Future

McLarens recognises that becoming more sustainable takes time, commitment and resources. And we understand that being more sustainable is not only good for the planet and our people but also makes good financial and reputational business sense.

We have been operating for over 90 years and during this time, we have changed, grown and adapted. Whilst we have already demonstrated some real ESG progress to date, we know there is always room for improvement and that sometimes, this takes time. This is why sustainability for McLarens is about the journey and why we've taken a short-, medium- and long-term approach.

We have already achieved good things against our ESG milestones. We have put in place mechanisms to guide us, formed long lasting partnerships with experts, and provided our whole team with ESG core competencies so that we are equipped to make more sustainable decisions. Above all else, our ambition is to be an industry lead on ESG and thereby demonstrate the benefits to society of a responsible business approach.

We have established our ESG roadmap, and this report is our scorecard. We know we can do better, achieve more and provide the best possible service to our customers without impacting negatively on the community, our people or our planet.

In 2022, McLarens bolstered its existing commitment to ESG and sustainability by engaging sustainability advisors, Sixty7.green with a focus on building our team's core ESG competencies. And this year with the help of Planet Mark, we are on a clear path to develop an achievable carbon reduction target.

We want to walk the talk. We acknowledge that the greatest sustainability impact will come about by engaging our whole team in ESG, as well as our vendors and partners. We believe this as we have already successfully involved our team on Diversity, Equity and Inclusion. We also have a good track record in community engagement with an enthusiastic appetite to do more.

This report provides an ESG snapshot. It purposefully focuses on impact at the local level as well as sets our company-wide global ambitions. For us, ESG is not only about what we and our partners do internally, but most importantly, the improvements we can support across the entire claims process.



**Liz Tubb**  
GROUP GENERAL COUNSEL  
AND GLOBAL HEAD OF ESG



**Graham Smart**  
CHIEF COMMERCIAL OFFICER

# 20+

years of experience  
(av adjuster)

# 2,500+

employees

# 90+

years in business

# 140+

countries in which we handle  
claims each year

# Global

leader in claims  
management

# Trusted

provider of Risk  
Management Services

# 5%

year on year carbon  
reduction commitment

# Net Zero

by 2050

Planet Mark Business Certification retained for  
2 years running

Currently at stage one of a five stage Planet Mark programme with the  
ultimate goal of achieving Net Zero certification



# People

## Recruitment Charter

At McLaren's we believe that our people are at the core of our success, and we strive to attract, retain, and develop the brightest talent in the industry. McLaren's 5-step recruitment approach is a central part of our global Recruitment Charter. We measure, set targets and report against our Charter each year.

Our 5-step recruitment commitment is to uphold:

1. Inclusive job descriptions
2. Broad advertisement channels and platforms
3. Shortlisting protocols
4. Reasonable adjustments
5. Inclusive interviews

# Diversity, Equity, and Inclusion Charter

Diversity, Equity, and Inclusion matters at McLarens. Increasing the diversity of our global team ensures that we can better serve our diverse client and customer base. We want to ensure that each person offers unique ideas, beliefs and skills shaped by their heritage, background and culture. We want to continually foster and develop our workforce to reflect and contribute to the global community in which we operate. This remains at the heart of our business and is key to our ongoing success.

Our DEI Charter serves as a framework that embeds our values throughout our organisation.

“Our people and culture make the difference: for our customers, communities and workplaces across the world.” Gary Brown, CEO, McLarens

The DEI Charter commits McLarens to support:

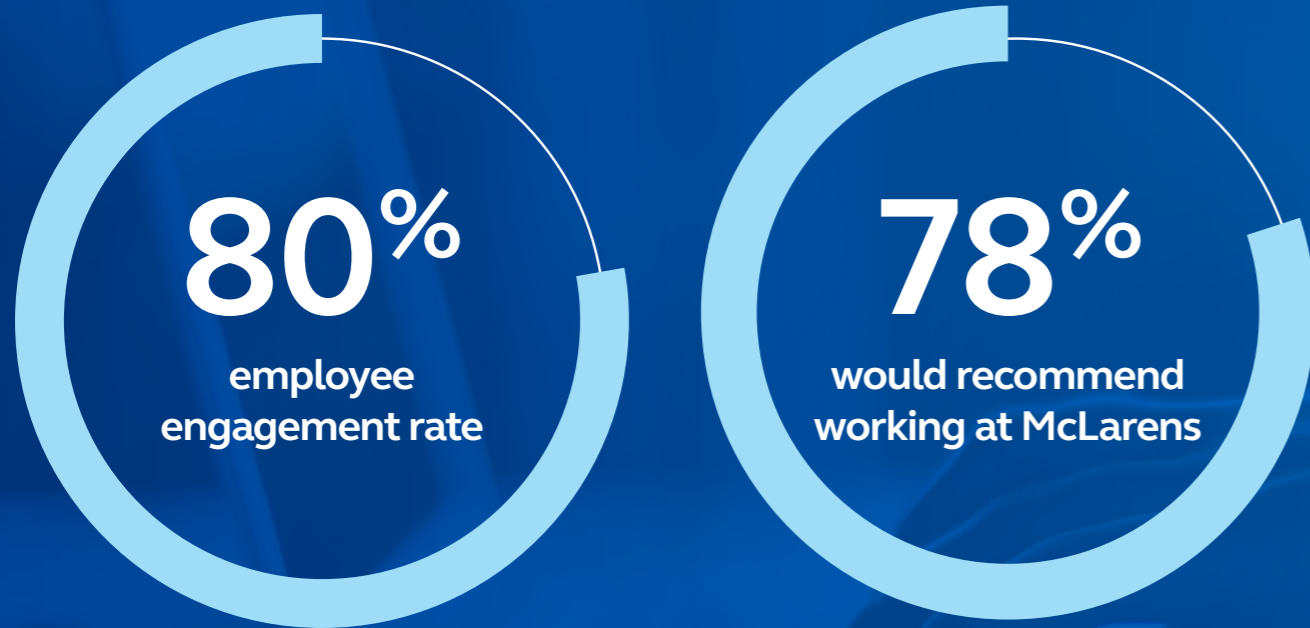
- Diversity Champions across the business with a focus on inclusive communities at the local level
- DEI Teams in every country that we operate to discuss, educate and share ideas
- DEI Global Taskforce demonstrating executive leadership and commitment



“McLarens is committed to making a positive impact, both for our clients and within the loss adjusting profession, by building a team that drives excellence in everything we do. Our recruitment practices reflect our values of excellence, teamwork, respect, knowledge, thought leadership, and accountability, ensuring we build a diverse and dynamic team that mirrors the global communities we serve.”



**Sonya Tolson**  
GLOBAL CHIEF  
PEOPLE OFFICER



Based on 120 company reviews, McLarens is proud to achieve a Glassdoor employee rating of 4.3 out of 5 stars and an employee rating that is 20% above average for employers within the same industry.

4.3

A Glassdoor rating is a score given to companies based on anonymous employee reviews submitted on Glassdoor, a job and employer review website. The rating is measured on a five-star scale (1.0 to 5.0), with higher scores indicating more positive employee experiences. It reflects feedback on various workplace aspects, such as company culture, salary, benefits, leadership, work-life balance, and career opportunities.

The overall rating is calculated as an average of all employee reviews and is regularly updated as new reviews are submitted. McLarens actively monitors our Glassdoor rating to better understand employee satisfaction and improve our work environment.

## Case Studies



### How to attract fresh talent to the loss adjusting industry - Insurance Post

by Sonya Tolson, Global Chief People Officer

In Australia, McLarens has been issued with a Certificate of Compliance in accordance with the [Workplace Gender Equality Act 2012](#). This Certificate of Compliance is issued by the Workplace Gender Equality Agency (WGEA) to employers who meet their reporting obligations under the Act. It serves as proof that McLarens Australia is actively complying with gender equality reporting requirements and involves submitting an annual report on gender equality indicators, such as workforce composition, remuneration, and policies supporting workplace diversity and inclusion. Holding a Certificate of Compliance demonstrates McLarens Australia's commitment to fostering gender equality in the workplace.



### International Day of Persons with Disabilities

New Zealand/Aotearoa

McLarens' New Zealand team participate in the International Day of Persons with Disabilities by raising disability awareness with specific reference to the loss adjusting industry.

Through this participation, McLarens recognises that as part of the insurance industry, we have a unique opportunity to lead the way in creating an accessible and inclusive experience for everyone. We consider accommodating the diverse needs of our clients, for example, by encouraging our staff to consider:

- Modification needs especially for home reinstatement works
- Adaptation needs for vehicles for people with required needs
- Communication awareness needs
- Needs of vulnerable people
- Collaboration for improved solutions

On the International Day of Persons with Disabilities, McLarens' highlights accessibility, communication and empathy alongside inclusiveness as key to removing barriers and creating opportunities for everyone to be participate fully in society.

# People Snapshot

## Aspire

McLarens is committed to developing top talent in the loss adjusting sector and this year launched Aspire, a leadership and development scheme designed to nurture the next generation of loss adjusters and industry leaders. Aspire provides structured training, mentorship, and hands-on experience to equip emerging and existing senior leaders with the technical expertise, problem-solving skills, and strategic mindset required to excel in the sector. This scheme demonstrates the importance that McLarens places in continuous learning and leadership development. The aim of this scheme is to ensure that the McLarens team remains at the forefront of the industry, with a focus on exceptional service and innovative solutions to clients worldwide.

## Platinum Circle

The McLarens' Platinum Circle is a global employee recognition programme designed to honour exceptional team members for their contributions to the company's success. This initiative celebrates individuals who demonstrate outstanding performance, leadership, and commitment to our values. Employees are selected for their professional achievements, ability to deliver exceptional client service, and contributions that foster a positive workplace culture.

## Enhanced family leave

McLarens UK & Ireland has enhanced its maternity, paternity and adoption leave policies – full pay at 6 months maternity and 2 weeks paternity.

**“**As the DE&I Lead at McLarens, I am proud to be part of an organisation that places Diversity, Equity, and Inclusion at the heart of its culture and operations. We are committed to fostering an inclusive workplace where every voice is valued and respected, while also driving progress as an industry leader. By championing DEI, we are creating opportunities for all and setting a strong example for the future of our sector.”

– Kim Alcock, Head of UK Casualty and Diversity, Equity, & Inclusion Lead, McLarens



## Staff profile **Kim Alcock**

**HEAD OF UK CASUALTY  
AND WOMEN IN CILA GROUP**

‘I have been involved with Women in CILA (WIC) for 7 years, spending 5 as Chair. My involvement has been hugely rewarding. The networks, friendships and mentors gained, have been particularly beneficial in my role as DEI Lead. WIC sessions have created a safe space to explore how best to drive diversity and inclusion, helping to raise awareness of issues within our profession. The experiences, views and ideas shared, in confidence, have helped shape LIVES initiatives and support

and showcase the talents of others within the McLarens family.’

Kim Alcock heads up DEI Lives in the UK for McLarens and is also a member of the Women in Chartered Institute of Loss Adjusters (CILA) group. She promotes diversity within the insurance profession, supporting women to progress through mentoring activities and programmes.



## Accelerate Programme

McLarens' Accelerate Programme is a multi-faceted learning schedule for staff who, having been identified through a rigorous selection process, are receiving personal and professional development in readiness for future management and leadership opportunities.

The 12-month Programme provides staff with bespoke training in communication and growth planning, providing exposure and insight into McLarens' operational leadership, and a formal accreditation via the Chartered Management Institute.

## Graduate Loss Adjuster Training Programme

As McLarens continues its growth across the UK and Ireland, the company remains committed to attracting and developing top talent through its Graduate Loss Adjuster Training Programme. Designed for graduates seeking a career in loss adjusting the 12-month structured programme is an opportunity to gain hands-on experience within a leading global loss adjusting business. Graduates work alongside more qualified adjusters and surveyors, developing essential technical and professional skills.

By investing in the next generation of loss adjusters, McLarens continues to strengthen its position as an industry leader, providing high-quality training and career development opportunities for graduates looking to build a long-term future in the profession.

The McLarens programme combines practical on-the-job training with academic study, requiring participants to work towards the Diploma in CILA (Dip CILA). Successful completion of the programme enables new staff to progress into a

Trainee Adjuster role. Responsibilities throughout the training period include responding to client and customer enquiries, supporting Loss Adjusters in investigations and damage assessments, preparing reports, and ensuring compliance with internal standards and industry regulations.

## ESG Lunch & Learn

In 2023 McLarens launched its ESG Lunch & Learn team sessions. This provides an opportunity to share knowledge, increase core competencies, highlight initiatives, celebrate key events and calendar moments throughout the year such as International Women's Day and Pride. McLarens also share good news and provide forums and opportunities during work time to increase staff knowledge and awareness of responsible business. This is undertaken both in person and online.

## Environmental Management, and Health and Safety

McLarens upholds the highest environmental management and employee health and safety standards. Responsible business at McLarens means minimizing environmental impact and further integration of sustainable practices into our operations. Through compliance with relevant regulations, ongoing risk assessments, and the promotion of eco-aware initiatives, we are reducing our carbon footprint while maintaining operational efficiency. Additionally, we prioritize the health, safety, and well-being of our employees by fostering a safe working environment across our global operations, implementing rigorous safety protocols, and providing continuous training. Our commitment ensures that both our workforce and the communities we serve benefit from responsible and sustainable business practices.



## Graduate profile Mia Okoli

'In September 2024, I joined McLarens as a Graduate Loss Adjuster. Since starting the scheme, I've had the opportunity to be involved in multiple areas of the business, which has provided me with a broad and practical understanding of the loss adjusting industry. From the outset, I was given real responsibility and encouraged to engage directly with ongoing claims, allowing me to gain first-hand experience in a variety of scenarios.

What stood out to me from the very beginning was the level of support and structured training available. Whether it's been technical workshops, one-to-one mentorship, or on-the-job learning, I've felt consistently supported by both my immediate team and the wider McLarens network. This has helped me build a strong foundation in core skills such as policy interpretation, client communication, and risk assessment.

The scheme is designed to be immersive and flexible, and I've appreciated how I've been encouraged to explore different parts of the business and discover where my strengths lie. Shadowing experienced adjusters has been invaluable—not only for developing my technical knowledge but also for understanding

the importance of empathy, professionalism, and attention to detail in this field.

McLarens has a genuinely collaborative and inclusive culture, where everyone is approachable and invested in your success. Being part of this environment has given me the confidence to grow, ask questions, and take on challenges I never would have imagined before joining. The graduate scheme has opened up a career path I hadn't previously considered, and I'm excited about the future I'm building here.

Beyond technical expertise, the first year at McLarens has fostered professional growth through senior-led mentorship, structured learning, and exposure to diverse claims across various industries. McLarens is collaborative and has a supportive culture. It encourages knowledge sharing and has allowed me to quickly build good relationships with colleagues and clients alike. Without the Scheme, I would never have thought of joining the loss adjusting industry.'

Mia Okoli is a 2024 Graduate Loss Adjuster Trainee in McLarens' Commercial Property team with a Bachelor of Architecture from the University of Huddersfield.

# Community

## Annual Day of Service

McLarens makes available to all its employees, one full day paid leave every year to participate in any volunteering activity initiative of their choosing, celebrating and promoting initiatives throughout the organisation. The McLarens annual Day of Service supports charities, local schools and other local causes. We encourage team members to participate as groups where possible to increase the potential impact.

At McLarens we recognise that our annual Day of Service amplifies positive change while enriching the lives of those who participate and those who benefit.

Our annual Day of Service:

1. Strengthens our community connections – providing an opportunity for our teams to give back and make a tangible impact at the local level, furthering a sense of connection and shared purpose.
2. Demonstrates our culture and values – dedicating time to community service reinforces our teams' commitment to social responsibility and sets a positive example for current and future employees, stakeholders, clients, customers and the broader community.
3. Builds teamwork and morale – volunteering as a group promotes collaboration, strengthens bonds, and boosts morale, as team members working toward common goals outside of the usual workplace setting.
4. Encourages empathy and awareness – volunteering allows our teams to step into others' shoes, broadening their perspectives and deepening their understanding of some of the challenges that may be facing their local communities or the wider community.
5. Inspires a giving culture – providing regular days of service cultivates McLarens' culture of helping others in times of need. Our annual Day of Service also inspires other organisations to recognise the value of such activities both to recipients and the participating organisation.



# Annual Day of Service Events



## United Kingdom

### Primary School Garden project

McLarens' UK Senior Leadership Team volunteered their Day of Service to re-establish the forest adventure play area at Deansfield Primary School in Eltham, London. The play area had fallen into disrepair due to a lack of maintenance during the COVID-19 pandemic and reduced school funding. Their efforts helped restore this valuable community resource, bringing it back into use for the benefit of the school and local children.



## South Africa

### Mandela Day in South Africa

Mandela Day, celebrated annually on 18 July, invites people to spend 67 minutes in service, reflecting the 67 years Nelson Mandela dedicated to public life. The day encourages acts of kindness and social impact, promoting justice, reconciliation, and cultural diversity.

This year, Lloyd Warwick International South Africa, alongside other businesses at The Campus office park, marked Mandela Day by crafting handmade blankets for those in need. Our team, along with family and friends, worked together to create these blankets as a symbol of hope, solidarity, and the power of collective action.



## South Africa

### Cheetah Outreach in Somerset West

McLarens' Lloyd Warwick colleagues in South Africa dedicated their day of service to supporting the protection of wild animals and enhancing their long-term survival by improving natural habitats.

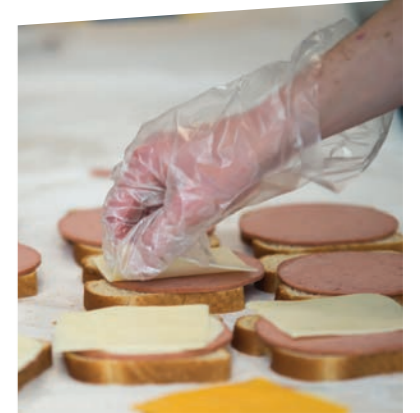
Their efforts focused on repairing animal shelters and related facilities, ensuring better care and living conditions for the animals under the shelter's protection. This initiative underscores McLarens' commitment to wildlife conservation and environmental sustainability.



## United Kingdom

### Knowledge Sharing

The purpose of the Day of Service was to share loss adjusting knowledge with students at West Haddon Primary School, London. The aim was to help them understand natural catastrophes and the role of the business sector in reducing recovery time while improving outcomes for local communities. The Day of Service also increased the students awareness of the insurance sector's role in responding to major incidents and how it supports communities during times of crisis.



## Australia

### Eat Up Volunteer Day with Zurich

In 2024, McLarens Australia team, joined the team at Zurich and spent the day making 1,233 sandwiches for child hunger in the local community.

Eat Up is Australia's only organisation providing free lunches for students on a national scale. 1 in 5 Australian kids experiencing hunger. With the help of volunteers, Eat Up make and deliver thousands of fresh sandwiches to schools across the nation.

# 20,000+

McLarens' Annual Day of Service commitment is equal to over 20,000 hours of service per year for communities globally.



## commUNITY initiative

In addition to the Day of Service, the McLarens commUNITY initiative supports employees globally in their charitable endeavours outside of work. The purpose of the initiative is for McLarens to either donate money to an employee's particular charitable cause or for McLarens to match donations employees make to a charity.



### United Kingdom

#### Style in the City

McLarens was the key sponsor of the Style in the City fundraising event in support of the We Love Manchester charity. The work supports children living in poverty.

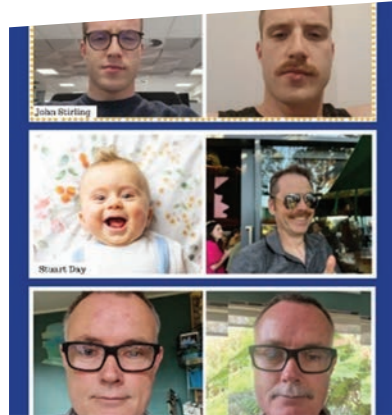


### Global

#### Global Running and Environment Day

McLarens colleagues from around the world shared various outdoor activities to encourage mental health wellness, fitness and community.





## New Zealand/ Aotearoa

### Movember

McLarens united with the Movember Foundation to help address mental health, prostate cancer and testicular cancer. 49 members of the New Zealand team participated in two Movember initiatives.

Grow a Mo was a challenge for participants to grow a moustache throughout November with an opportunity to discuss men's health with the team.

The Move for Movember, saw New Zealand team members commit to walking or running 60km throughout November. The 60km represents the 60 men lost to suicide globally every hour.

For every McLarens Movember participant, McLarens donated to the Movember Foundation. Beyond raising funds, awareness and engagement, the challenges reinforce McLarens' values as a company.



## New Zealand/ Aotearoa

### Kōrero Mai, Kōrero Atu, Mauri Tū, Mauri Ora – Speak up, Stand Together, Stop Bullying!

Pink Shirt Day and Pink Ribbon events unite our New Zealand team nationwide for meaningful causes.

Pink Shirt Day goes beyond wearing pink—it's about spreading kindness and addressing bullying, a significant issue in New Zealand with high reported rates.

Our New Zealand team actively participated, sharing personal stories that underscored the importance of Pink Shirt Day. Proceeds from bake sales were donated to the Mental Health Foundation, reinforcing our commitment to supporting well-being.



## India

### Independence Day celebration

Across our McLarens offices in Mumbai, Ahmedabad, Bangalore, and Guwahati, we celebrated Independence Day on August 15th. Our team enjoyed a day of activities in our offices, filled with festive atmosphere, smiles and tri-colour decorations. Our colleagues all donned white, symbolizing peace and unity, reflecting the spirit of this occasion.

Independence Day is celebrated not just as a national holiday, but also to reflect on this important occasion as one team, expressing gratitude to our clients and embracing our shared values, beliefs and commitment to excellence.



## Ukraine

### White Eagle Appeal

The White Eagle Polish Club, based in Balham, London, UK played a vital role in providing humanitarian aid to Ukrainians affected by the Russian invasion. Spearheaded by Magda Harvey, the club mobilized its community from the very start of the conflict in February 2022, launching donation drives to collect essential supplies such as food, clothing, medical kits, and baby items. The club's initiative saw overwhelming support, with volunteers sorting and packing donations into lorries bound for the Polish-Ukrainian border to directly support refugees and those displaced by the war. This showcases the power of community-led efforts in addressing global crises.



## Thailand

### Camillian House for Children Living with Disabilities

The McLarens Thailand team made a financial donation along with food, toys, clothes, wheelchairs and other needs in aid of children at Camillian House.

Camillian House is a registered charitable organisation providing help to disabled children with customised support, specialised care and treatment.



## United Kingdom

### Insurance United Against Dementia and Alzheimer's Society

Dementia is the leading cause of death in the UK affecting 900,000 people. On Insurance Day for Dementia, McLarens is joined by colleagues across the insurance industry in raising awareness and funds for dementia research.

There are 250,000 carers offering support to people with dementia in the UK.



## United States

### Rocky Mountains Risk Management Society

The purpose of the initiative is to provide practical home maintenance support to older, income-eligible, and/or disabled homeowners. Through a local Paint-A-Thon, the project improved the upkeep of individual homes for vulnerable families while fostering a sense of neighbourhood pride and community support.

The Rocky Mountains Risk Management Society is a global organisation dedicated to advancing the practice of risk management. Based in the Rocky Mountain region of the United States, this chapter serves as a professional community for risk managers, insurance professionals, and others involved in managing organisational risks.



## Panama

### Art Therapy

Our team in Panama volunteered at the San Pedro Nolasco home. This shelters 38 older adults who, due to different factors, cannot fend for themselves.

The volunteering goes hand in hand with the MAI Panama foundation, which offers therapeutic art activities to vulnerable people. Currently, the main project of the foundation is called #AdoptaUnAbuelito (adopt a grandpa) and its objective is to offer art therapy, music therapy, and occupational therapy workshops to older adults in public shelters.



## Australia – Brisbane

### Spirit to Cure & Suncorp

McLarens supported Spirit to Cure, an initiative led by our client, Suncorp. Through the efforts of Tour De Cure, this raised funds for cancer research, support, and prevention. Since its inception 4 years ago, Spirit to Cure has raised \$AUS5.6 million to support cancer patients and their families across Australia.

In September 2024, several of our McLarens Brisbane team members participated in the Suncorp Spirit to Cure Walk.



## Bulgaria

### Recycling plastic bottles

At the end of every month McLarens Bulgaria employees collect plastic bottles from the office and recycle them in an automated recycling machine in a nearby collection point. There is a financial reward for recycled bottles in this scheme. This recent team initiative has already resulted in more than 300 bottles being recycled with the money collected donated to the Bulgarian Red Cross.



## New Zealand

### Spirit to Cure

The McLarens Wellington Team supported the Suncorp New Zealand's cancer fundraising challenge by tackling the 5.5km Zealandia Te Māra a Tāne trail – the world's first fully-fenced ecosanctuary and named by Time magazine as one of the 100 greatest places in the world. This event was in support of Leukaemia & Blood Cancer New Zealand and Cancer Research Trust NZ.



## United States

### National Fallen Firefighters Fund

The McLarens New York City team bowled on behalf of the National Fallen Firefighters Fund at the 4th Annual NYC Charity Bowling event held at Bowlero Lanes in Times Square. This Fund supports America's fallen fire heroes, their families, colleagues and organisations that work towards reducing preventable firefighter death and injury.



## Australia

### Beyond Blue – Charity of the Year, Australia

McLarens Australia supports Beyond Blue, a charity focused on mental health and well-being, to help address the prevalence of anxiety, depression, and suicide in the country.

As its Charity of the Year, McLarens supports employees in fundraising initiatives such as charity runs, events, and donation drives, fostering a culture of mental health awareness within their teams. Additionally, McLarens Australia implement Beyond Blue's tools and training programs to promote mental health education in the workplace, helping to create supportive environments and reduce the stigma surrounding mental health challenges. This collaboration not only strengthens community impact but also demonstrates corporate social responsibility by prioritizing the well-being of employees and the wider Australian population.



## Colombia

### Tree Planting

McLarens' employees in Colombia participated in a tree-planting initiative to support environmental sustainability and contribute to local reforestation efforts. Tree-planting activities like this aim to restore ecosystems, protect biodiversity, and help combat climate change by creating carbon sinks. This initiative was conducted in collaboration with community members, environmental organisations, and government entities, emphasizing the importance of corporate social responsibility and employee involvement in global conservation goals. Similar projects in the region often focus on enhancing local habitats and thus supporting native species and water conservation.



## Australia

### Beyond Blue - R U OK? Day

Our McLarens Australia Office celebrate R U OK? Day by highlighting the need for conversations about mental well being. R U OK? Day is an annual event in Australia to remind everyone to stay connected and make asking, 'are you OK?' a part of our everyday. The premise is that having meaningful conversations can help people feel connected and be more likely to ask for support when they need it. Our McLarens Australia teams recognised this day through a morning tea event, engaging in conversations with colleagues about mental well-being and available support.



## Hong Kong

### Paws Guardian Rescue Shelter

Our Hong Kong Colleagues are spent their Day of Service at the Paws Guardian Rescue Shelter.

During their visit, they had the opportunity to engage in various activities that contribute to the well-being of the shelter dogs. They participated in walking the dogs, cleaning the shelter premises, showering the dogs, and engaging in playtime. These interactions assist dogs to develop social skills and prepare for their eventual re-homing.



## The Netherlands

### Duchenne Muscular Dystrophy support

Members of our Netherlands team volunteered for a week to raise money for research on Duchenne muscular dystrophy (DMD).

DMD is a genetic disorder characterised by progressive muscle degeneration and weakness predominantly affecting boys.



## United States

### Atlanta Community Foodbank

McLarens Atlanta colleagues volunteered their time and made a donation to local food banks - helping sort through food produce and prepare food parcels to help those in need.

# Environment

## Planet Mark Certification



**PlanetMark**

Certified Business

McLarens has reported through Planet Mark for 2 years and in both years retained Planet Mark Business Certification. To retain the Planet Mark Business Certification, McLarens commits to measure and reduce its emissions year on year while working to improve data quality.

The Planet Mark Business Certification covers McLaren's global and UK operations and has recently been renewed.

*“As CEO of Planet Mark, I am proud that we have been able to certify McLaren as a trusted and committed partner in driving meaningful carbon reduction. Their committed approach to sustainability demonstrates not only a dedication to reducing their environmental impact but also a leadership role in setting new standards for the loss adjusting industry. Together, we are building a better, more sustainable future.”*

– Steve Malkin, Founder & CEO, Planet Mark

Highlights from the most recent report

**2,254.7**

measured footprint (tCO<sub>2</sub>-e)

**1.0**

per employee (tCO<sub>2</sub>-e)

**14<sup>OUT</sup>  
OF 20**

data quality (Scope 1 & 2)

**9<sup>OUT</sup>  
OF 20**

(Scope 3)







## Measured emissions:

**Scope 1:** Fleet, natural gas

**Scope 2:** Electricity

**Scope 3:** Upstream and Downstream

**Cat. 3:** Fuel & energy related activities (partial measurement)

**Cat. 5:** Waste

**Cat. 6:** Business travel

## Carbon Footprint and Net Zero Targets

‘To set realistic carbon reduction targets, we know that we need to first understand our direct and indirect carbon impact. And we acknowledge that obtaining data, particularly for our Scope 3 carbon emissions (within the supply chain) is not a simple task. We also understand that to be effective and transparent we need some independent verification of our emissions data. This is why we have committed to a multi-year partnership with Planet Mark – an organisation providing us with internationally-recognised sustainability certification and net zero advice.’

– Liz Tubb, Group General Counsel and Global Head of ESG

## Next Steps: working towards net zero

Planet Mark Business Certification is McLaren's first step towards our goal of reaching net zero. This certification is helping McLaren to establish a robust and independently verifiable means of

measuring emission sources under our control. In addition, our ambition is to progress towards net zero and to understand and report against our full emissions boundary.

Scope 3 emissions currently account for 58.4% of the McLaren's measured carbon footprint. And we understand that, once all material categories are included, Scope 3 emissions can account for 60-70% of our company's total footprint. In the loss adjusting sector normally we will need to report the following Scope 3 categories in addition to those already included within our reporting boundary:

- Cat. 1: Purchased Goods & Services
- Cat. 2: Capital Goods
- Cat. 3: Energy related activities
- Cat. 4: Upstream transportation & distribution
- Cat. 7: Employee Commuting

McLaren's aim to include all its material Scope 3 emissions as part of our certification achievement for 2026, although we understand that this is not a Planet Mark requirement for recertifying until 2030.

“Collaborating with Sixty7.green, McLarens continues to cultivate fundamental sustainability and ESG competencies. This comprehensive effort involves training, policy reviews, ambitious Planet Mark certification, the formulation of a Net Zero Strategy, and other ESG-centric initiatives crucial for loss adjusting companies concerned about risk and exposure. The outcome is an elevated capability to deliver benefits to the company, its employees, its industry, and society, discovering innovative business approaches in the process. In response to the global imperative of transitioning to a lower carbon future, Sixty7.green firmly believes that McLarens is dedicated to enhancing advice, streamlining processes, and implementing advanced claims and risk management practices across the entire business. Internally, they prioritize continuous learning, building competencies aligned with industry best practices and informed by their staff.”



Joey Tabone  
FOUNDER & CEO, SIXTY7.GREEN

Planet Mark is a sustainability certification aimed at helping organisations measure and reduce their carbon emissions. Established in partnership with the UK’s Eden Project, Planet Mark promotes continuous improvement and encourages actionable steps toward sustainability. Certified organisations commit to reducing their carbon footprint annually, with a minimum reduction target of 2.5% (at McLarens we have set our reduction target at 5%), and engage their stakeholders in the process to foster a culture of sustainability.

“We are proud to partner with ESG experts at Sixty7.green to help build our core sustainability competencies.”

– Graham Smart, Chief Commercial Officer



The certification process involves a three-step approach: Measure, Engage, and Communicate. This method ensures that our organisation will accurately measure our carbon and social impact, engage employees and stakeholders, drive change, and communicate our progress.



Planet Mark has official partnerships with both The Eden Project and Cool Earth, By association, McLarens is proud to also support these initiatives, reinforcing our commitment to sustainability and measuring environmental impact.

The Eden Project is a founding partner of Planet Mark. This partnership means that McLarens, as a Planet Mark-certified business, may also tap into The Eden Project’s expertise in sustainability, education, and environmental stewardship.



PlanetMark

Planet Mark’s official partnership with Cool Earth, contributes to rainforest protection efforts. For every certification, such as with McLarens, Planet Mark makes a donation to Cool Earth, supporting its mission to protect rainforests and empower indigenous communities. This collaboration means that McLarens is making a direct, positive impact on climate change by preserving vital ecosystems.

Planet Mark is also supporting McLarens to set and achieve our own net-zero target, ensuring that we commit to a Science Based Target and contribute to the United Nations Sustainable Development Goals (UN SDGs). As a certified Planet Mark business, we have already seen enhanced brand reputation, operational efficiencies, and compliance with sustainability regulations.

As a result of establishing a baseline, certified by Planet Mark, McLarens has set an overall reduction target of 5% year on year which includes a carbon reduction target per employee of 5%.



In Year 2, we reviewed this reduction target as we continue to work with Planet Mark and Sixty7.green to obtain a more comprehensive Scope 3 (supply chain) impact analysis.

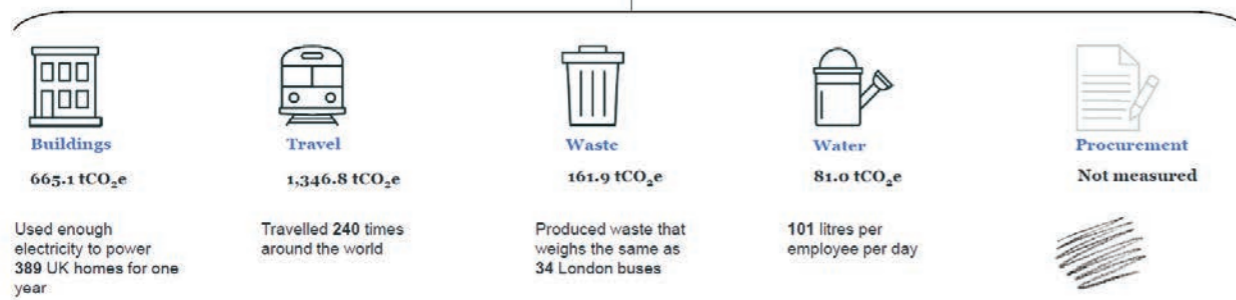


## Measured carbon EMISSIONS Market BASED

2,254.7  
tCO<sub>2</sub>e measured emissions

Measured emissions equivalent to  
1,319 flights from London to New  
York

1.0  
tCO<sub>2</sub>e per employee



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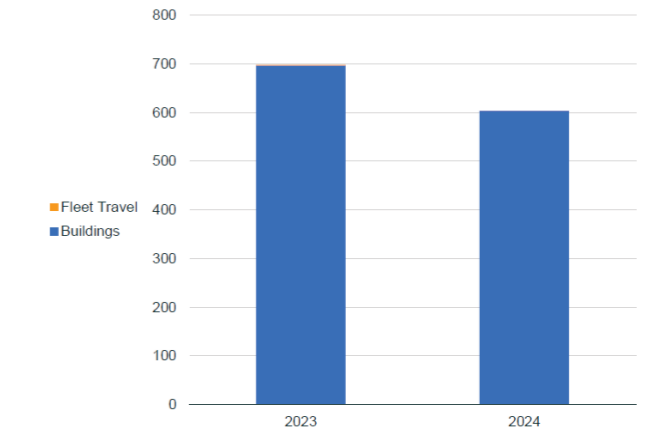
## Measured carbon footprint. Yearly COMPARISON

Overall, market-based emissions have reduced by 13.5% compared to YE2023.

Emissions associated with international fleet, all business travel, waste and water have been excluded from the total carbon footprint as this is the first year these emissions have been reported on.

Source Category	2023	2024
Buildings	696.8	603.6
Fleet Travel	1.4	0.2
<b>Total (market-based)</b>	<b>698.2</b>	<b>603.7</b>

Carbon footprint by emission source for year ending 2023 and 2024, tCO<sub>2</sub>e



All rows and tables are rounded to one decimal place. This may lead to slight discrepancies in totals within the report.

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## Measured carbon footprint. Market BASED

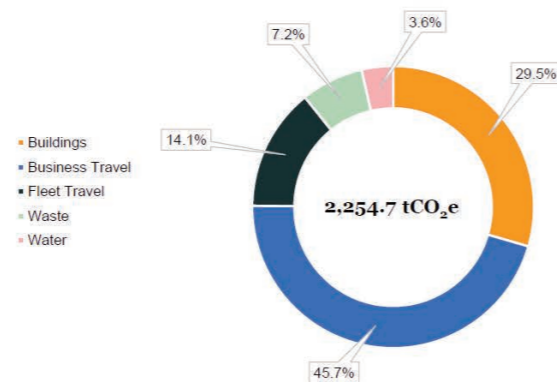
**Reporting year:**  
01 April 2023 to 31 March 2024

**Reporting Boundary:**  
Global and UK Operations

**Emissions measured:**  
Electricity, T&D Losses, Natural Gas, Fleet, Heat & Steam

**Highlights:**  
Carbon footprint (tCO<sub>2</sub>e): 2,254.7  
Per employee (tCO<sub>2</sub>e): 1.0  
Next reduction target: 5%  
Data quality score Scope 1 & 2: 14 out of 20  
Data quality score Scope 3: 9 out of 20

Carbon footprint by emission source for year ending 2024, tCO<sub>2</sub>e



Note: Your carbon footprint is reported two ways; one is using the location based method of calculating Scope 2 electricity emissions and the other the market based method. A location-based method reflects the average emissions intensity of grids on which energy consumption occurs (using mostly grid-average emission factor data). A market-based method reflects emissions from electricity that companies have purposefully chosen (or their lack of choice).

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## Looking ahead. Targets for next year.

Measured carbon footprint market-based  
2,254.7 tCO<sub>2</sub>e

Carbon reduction target (5% in scope 1&2)  
46.9 tCO<sub>2</sub>e

Carbon reduction per employee (5% in scope 1&2)  
0.02 tCO<sub>2</sub>e

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## EcoVadis

In 2025, EcoVadis will provide McLaren's with an independently verified sustainability assessment platform to help us improve our environmental, social, and ethical performance. By leveraging EcoVadis' globally recognised ratings, McLaren's aims to identify strengths and areas for improvement across key sustainability criteria, including environmental impact, labour & human rights, ethics, and sustainable procurement. This will complement and further strengthen our work with Planet Mark and Sixty7.green.

We believe that Eco-Vadis provides an additional layer of transparency which helps build further trust with our clients and customers. And it also helps us strengthen our supply chain resilience. The EcoVadis assessment and rating will bolster McLaren's regulatory compliance requirements, align McLaren's to international sustainability standards, and help us gain a competitive edge in securing partnerships with environmentally conscious clients. Ultimately, McLaren's ambition is to enable the drive towards greater social and environmental change while improving long-term profitability, building greater resilience and refining risk management. This is all part of our responsible business approach.

<https://ecovadis.com/>

## Net Zero and Beyond

McLaren's is committed to achieving net zero by 2050 or earlier.

A net zero target refers to our corporate commitment to balance the amount of greenhouse gases we are responsible for emitting into the atmosphere with an equivalent amount removed or offset, ultimately reducing our net emissions to zero.

For McLaren's, this involves a comprehensive carbon reduction strategy that includes reducing emissions as much as possible through efficiency improvements (offices and travel including type and use of fleet vehicles), adopting renewable energy in all our locations where available, and implementing sustainable practices (including in procurement decisions and within our supply chain) across all operations.

Any remaining emissions that cannot be eliminated will be counterbalanced by measures such as reforestation, carbon capture and storage, or investing in carbon offset projects.

Our goal is to achieve this balance by 2050 or earlier, in alignment with the broader objective of limiting global warming to 1.5°C above pre-industrial levels as outlined in the Paris Agreement. Reaching net zero is essential for mitigating the most severe impacts of climate change and ensuring a sustainable future.

## Science Based Target

In Year 3 (2026) and following a review of our Scopes 1, 2 and 3 emissions, we will be able to set our Science-based target.

A Science-based target is a greenhouse gas emissions reduction goal set by McLaren's to

align with the level of decarbonization required to keep global temperature increases below 2°C, preferably below 1.5°C, compared to pre-industrial levels.

Our target is grounded in climate science and designed to meet the standards of the Paris Agreement, aiming to mitigate the worst impacts of climate change. With Planet Mark's help, we will develop a framework for setting our target, ensuring it is credible, feasible, and consistent with the latest climate science. Adopting a Science-based target demonstrates our commitment to sustainability, enhances our resilience to climate risks, and contributes to the global effort to transition to a low-carbon economy.

## Alignment to UN Sustainable Development Goals

McLaren's is committed to supporting the United Nations Sustainable Development Goals as a key part of its Environmental, Social, and Governance approach. By aligning its operations with these global objectives, McLaren's is working to help



address the challenges of climate change, social inequality, and economic sustainability.

McLarens prioritizes initiatives that promote environmental stewardship, such as reducing its carbon footprint and adopting sustainable business practices. It also emphasizes social responsibility by fostering diversity, equity, and inclusion, upholding human rights, and supporting local communities through charitable giving and volunteerism as part of its annual Day of Service and CommUNITY activities.

Furthermore, McLarens demonstrates strong governance by adhering to ethical business practices, ensuring transparency, and engaging in responsible partnerships. This commitment reflects McLarens' dedication to making a positive impact on society while advancing its mission to deliver trusted, high-quality loss adjusting services globally.

The latest Planet Mark business certification outlines the six specific Sustainable Development Goals that are aligned to McLarens.

## ConnectMe and PartnerConnect – New Zealand

McLarens ConnectMe and PartnerConnect are digital platform designed to streamline interactions between clients, claim handlers, and suppliers operating in New Zealand. The primary portal, ConnectMe, is an interactive client interface, expediting claim processing and facilitating seamless communication with claim handlers and suppliers. Additionally, PartnerConnect is tailored for suppliers, offering efficient management of

their interactions with McLarens New Zealand. Both platforms are part of McLarens' commitment to leveraging technology to enhance user experience and achieve greater operational efficiency.

## McLarens Connect

McLarens Connect allows us to remotely engage our clients via a secure mobile or WIFI or video connection. On the video calls we can provide technical expertise and ensure that claims are effectively managed by capturing videos and images of loss locations. McLarens Connect enhances our responses with digital evidence capture that is geotagged, timestamped and tamper resistance.

## Matterport

In 2021, McLarens and Matterport entered into a global agreement to develop 3D photographic models ('spaces') of insured locations. This technology enables McLarens to generate walkthroughs, schematic floorplans, and other visual models from images captured during site inspections. This eliminates the need for hundreds of photographs, measurements, repeat site visits, and written statements.

The platform reduces time spent in the field (including related travel), rectifies discrepancies in damage claims, and improves service quality.

For McLarens, Matterport helps us reduce carbon and environmental impacts in our loss adjusting industry by leveraging its 3D digital twin technology to streamline processes and minimize resource consumption.



### Matterport enables McLarens to reduce our environmental impact by:

1. Reducing Travel Emissions – Matterport has enabled our adjusters to create accurate, high-resolution 3D virtual models of properties, enabling remote assessments. This significantly reduces the need for on-site visits, cutting down on travel-related carbon emissions.
  2. Improving Efficiency – The all-in-one platform transforms real-life spaces into immersive digital twins models, which are 3D digital copies of a real-world place or object that is dimensionally accurate. Artificial Intelligence and machine learning technologies enable the creation of digital twins that can be updated quickly to reflect changes with its physical counterpart. This provides detailed, shareable property data, allowing multiple stakeholders (adjusters, insurers, contractors) to collaborate without physical inspections. This reduces the logistical and environmental footprint associated with claims management and is a game changer in reducing impact associated with claims.
  3. Minimizing Waste - Accurate 3D scans help McLarens avoid unnecessary repairs or rework by providing precise measurements and documentation. This reduces materials and energy waste in the repair and rebuilding process.
  4. Supporting Sustainable Documentation - Matterport eliminates the need for extensive paper-based documentation by digitizing property records, contributing to a reduction in paper use and waste.
  5. Prolonging Asset Lifecycles - By enabling better preventive maintenance and more accurate assessments, Matterport helps McLarens preserve building materials and infrastructure, extending their usable lifespan and reducing environmental impact.
- By integrating Matterport's technology, McLarens is transitioning to a more sustainable model, reducing our carbon footprint while improving accuracy, efficiency, and client outcomes.



**“**In 2021 Zurich launched its resilience toolkit. Key to its success was the ability of our loss adjuster partners to quickly adopt it, and the underlying premise of build back better. McLarens immediately embraced the idea, aligned fully with their existing ethos to support a sustainable approach to claims fulfilment. Not only did they initiate a comprehensive roll-out programme but created a toolkit “champion” and bespoke guidance documents. They were the only adjuster partner to do this, and, notably, to invite Zurich to directly address their adjusting teams.”

– Paul Redington, Regional Major Loss Property Claims Manager, Zurich

# Environment Snapshot

## Waste, Data Security and Cloud computing

### Waste

McLarens has a Disposal Standard detailing how data or equipment must be disposed of. All equipment that has storage capability is destroyed before disposal, CDs and DVDs are physically shattered to ensure they cannot be read, and portable media is incinerated. PC and laptop hard drives are erased using Blancco or equivalent Standards. Blancco standards refer to internationally recognised guidelines and best practices for data erasure and data sanitisation, established by Blancco Technology Group.

These standards align with global data security regulations, such as GDPR (General Data Protection Regulation), NIST (National Institute of Standards and Technology), DoD (U.S. Department of Defense), and ISO 27040.

Old PCs are either recycled or stripped down and incinerated depending on the local recycling requirements or capabilities. All equipment disposals conform to the international WEEE (Waste Electrical and Electronic Equipment) directive or equivalent standards. All confidential paper waste is securely shredded either on site or using 3rd party services.

### The Energy Savings Opportunity Scheme

The Energy Savings Opportunity Scheme (ESOS) is a mandatory energy assessment and savings initiative in the UK, designed to help large organisations such as McLarens identify cost-effective energy efficiency measures. ESOS was introduced by the UK government in response to the EU Energy Efficiency Directive.

ESOS requires McLarens to conduct comprehensive energy audits every four years. These audits assess energy use across buildings, transport, and industrial processes, highlighting opportunities to improve efficiency and reduce carbon emissions.

McLarens has undertaken its Energy Savings Report and implemented energy saving recommendations in its qualifying buildings in the UK. McLarens has conducted assessments, undertaken energy saving improvements and reported findings to the Environment Agency. Through ESOS, McLarens is proud to have adopted more sustainable energy saving practices, reduced operational costs, and contributed to the UK's broader net-zero emissions goals.

### Data Security

McLarens operate an Information Security Management System (ISMS) with appropriate controls selected and implemented from ISO 27001, 27002 and SOC 2. Within the ISMS, controls are mapped to alternative standards such as NIST Cyber Security Framework (CSF) and the CIS Critical Security Controls.

We are ISO 27001 certified in the UK with Cyber Essentials Certificate, and ISO certification is currently being extended to Australia. We also have SOC 1 Type I certification for our US business which is being replaced by SOC 2 Type I in 2025.

### Cloud Computing

McLarens use Tier 1 suppliers who are committed to ESG goals of becoming carbon negative. Our datacentre partner is Microsoft Azure which has a commitment to use 100% renewable energy by 2025 and are working towards water positivity and zero-waste by 2030.

Our other major cloud computing partner - Box.com – also completed infrastructure migration to the public cloud, enhancing their environmental efficiency and meeting a high level of sustainable digital practices.

Migrating from on-premises data centres to an energy-efficient cloud helps us reach emissions reductions targets. This will be increasingly important as compute, storage and emerging technology workloads increase across businesses as they transform operations.

## Electric Car Fleet Upgrades (UK & New Zealand)

In the UK an electric car fleet was introduced in Autumn 2021 and currently includes 20 electric cars in the company fleet. In addition, McLarens supports use of electric hire cars where this is an option, with a lead being taken in the McLarens Netherlands office.

## Cycle to Work

In the UK, McLarens participates in the UK Cycle to Work Scheme. This is a salary exchange scheme offering employees the opportunity to obtain a new bicycle up to the value of £5,000 to be primarily available for commuting to work, with a tax advantage cost being paid back over a 12-month period.

McLarens acknowledges that Cycle to Work Schemes have a significant positive impact on both individuals and the environment by promoting healthier lifestyles, reducing carbon emissions, and making cycling more affordable. By enabling McLarens employees to purchase bicycles and cycling equipment through salary sacrifice, the scheme reduces the financial barrier to commuting by bike, encouraging more people to adopt active travel. This leads to improved physical and mental health, reducing the risk of conditions like obesity and heart disease while also alleviating stress. Additionally, by decreasing reliance on cars and public transport, the scheme helps lower traffic congestion and carbon emissions, contributing to cleaner air and a more sustainable urban environment. Employers also benefit from a healthier workforce with reduced absenteeism and increased productivity, making it a win-win initiative for individuals, businesses, and society.

## Carbon Calculator

McLarens is developing a carbon calculator for use by its customers and clients within its supply chain. McLarens' carbon calculator will be a tool

that helps our customers and clients estimate the amount of carbon dioxide and other greenhouse gases that they emit. These calculators help our clients and customers understand their carbon footprint. By inputting data such as energy usage, transportation habits, waste production, and other lifestyle or operational details, the calculator provides an estimate of the user's GHG emissions, typically measured in metric tons of CO<sub>2</sub> equivalent (CO<sub>2</sub>-e).

The McLarens Carbon Calculator will help businesses and especially SMEs in our supply chain to assess emissions from operations, their supply chains, and products, aiding in sustainability reporting and strategy development.

By quantifying emissions, carbon calculators help users identify high-impact areas, set reduction goals, and monitor progress toward sustainability targets, contributing to global efforts to mitigate climate change.

## Navigating Carbon Trading


McLarens is helping the insurance claims industry understand the place that carbon trading has in a lower carbon future. We have published material describing the complexities of the carbon trading market for our industry in the hope to generate discussion and interest for our industry.

[MCL\\_UKI\\_CarbonTrading\\_Article\\_R3.pdf](#)

## Road to Resilience Roundtable

McLarens convenes a Resilience and Sustainability Roundtable with industry partners to examine sustainable claims handling including Green Clauses, Carbon Credits and the impact of greener initiatives for reinstatement.

This inhouse work demonstrates that ESG is high on the agenda, not only for the business but for customers and clients alike. McLarens' roundtable discussions bring together clients, brokers, underwriters and industry experts to ensure that sustainability remains a focal point for our sector.



**“**We conduct business within a responsible, social, environmental and ethical framework.”

– Gareth Bowers, Head of Major Loss

# Governance

## Data Privacy

Data privacy is crucial in McLarens because we handle sensitive and personal information related to insurance claims. This includes financial records, personal identification details, and confidential business data.

In the UK McLarens has an ISO 27001 certificate and are working to achieve the same in Australia and New Zealand.

Having an ISO 27001 certification means that McLarens has implemented an Information Security Management System (ISMS) that meets internationally recognised best practices for managing information security risks. ISO 27001 is a globally recognised standard that outlines the requirements for establishing, implementing, maintaining, and continually improving an ISMS to protect confidentiality, integrity, and availability of information.

Achieving certification demonstrates that McLarens has taken proactive steps to safeguard sensitive data, mitigate security threats, and comply with legal, regulatory, and contractual obligations. It reassures our customers, partners, and stakeholders that we follow strict security protocols to prevent data breaches, cyberattacks, and other security threats. Regular audits are required to maintain the certification, ensuring continuous improvement in information security practices.

In the UK, McLarens also complies with the UK National Cyber Security Centre's Cyber Essentials framework - a UK government-backed cyber security certification scheme.

This scheme helps protect organisations against common cyber threats. It provides a clear framework for implementing fundamental cybersecurity measures, reducing the risk of cyberattacks and safeguarding sensitive data.

McLarens has been provided with Cyber Essentials certification which demonstrates a commitment to cybersecurity and helps meet supply chain security requirements.

We understand that protecting this information is essential to maintain trust and credibility with our clients, as any data breach could lead to identity theft, fraud, or significant financial losses for policyholders and insurers alike.

Furthermore, we comply with stringent data protection regulations, such as the UK General Data Protection Regulation (GDPR) and the US Health Insurance Portability and Accountability Act (HIPAA). We publish all our data privacy policies online for each of the countries and jurisdictions we operate in.

We believe that robust data privacy practices enhance the accuracy and integrity of the claims process, as clients are more likely to share necessary information when they feel their data is secure.



# Governance Snapshot

## Modern Slavery

McLarens recognises that Modern Slavery is present in the modern world and is an issue which is increasing, and which is global. McLarens and its employees, together with those who work with and on behalf of the Company, have a responsibility to ensure no form of slavery or human trafficking exists whether within our business or within those companies with whom we choose to partner.

McLarens' Modern Slavery Statement sets out our commitment to preventing slavery and human trafficking in our business activities and the steps we have put in place to ensure that there is no slavery or human trafficking in our own business or in the businesses we contract with or who supply us. McLarens has modern slavery policies in all our regions.

[McLarens Modern Slavery Statement - McLarens](#)

## Global Business Code of Conduct

McLarens' Global Business Code of Conduct serves as a cornerstone of the company's commitment to maintaining integrity, professionalism, and accountability in all aspects of its operations. Central to this Code is the principle of building credibility, ensuring that we earn the trust of our clients, employees, and stakeholders through ethical behaviour and high service standards. Respect for the individual is equally emphasized, fostering an inclusive and supportive environment where all team members feel valued and encouraged to contribute to McLarens' success. This culture of mutual respect

is underpinned by a commitment to open and honest communication, encouraging transparency and constructive dialogue at all levels of the organisation.

Senior leadership plays a critical role in setting the tone for ethical behaviour and adherence to the Code of Conduct. By leading through example, they demonstrate the importance of legal compliance, avoiding conflicts of interest, and maintaining accurate financial and operational reporting. Employees are encouraged to prioritize McLarens' best interests, exercising loyalty to McLarens while avoiding actions or decisions that could compromise our reputation. Together, these principles create an ethical framework that not only guides day-to-day operations but also reinforces McLarens' standing as a trusted partner in the loss-adjusting industry.

## Global Ethics Policy

McLarens' Ethics Policy reflects our commitment to conduct business responsibly and ethically across all of our operations. This commitment encompasses a strong focus on environmental sustainability, ensuring that business practices minimize ecological impact and contribute to repairing the planet. The policy also emphasizes the importance of charitable giving, actively supporting initiatives that positively impact communities. Furthermore, McLarens upholds the principles of human rights and adheres strictly to the rule of law, ensuring that all activities align with legal standards and promote fairness and justice.

Central to McLarens' ethical approach is our focus on enhancing Diversity, Equity, and Inclusion, promoting a workplace where every individual is

valued, respected, and encouraged to succeed. The policy also underscores the importance of responsibility and trust, creating a culture where accountability is paramount. McLarens prioritizes respecting privacy, ensuring that sensitive client and employee information is safeguarded. Integrity and transparency are central to the company's operations, ensuring honesty in communications, decision-making, and reporting. Together, these values form a framework that guides McLarens' ethical practices in the loss-adjusting industry.

## Global Supplier Code of Conduct

McLarens' Global Supplier Code of Conduct establishes the expectations for suppliers to operate responsibly, ethically, and in alignment with our core values. Compliance is fundamental, requiring adherence to all applicable laws, regulations, and industry standards in every region of operation globally. Suppliers are also expected to prioritize employees and service users, demonstrating respect, professionalism, and a commitment to meeting user needs. Particular attention is required when dealing with vulnerable users, ensuring their needs are addressed with care and sensitivity. Suppliers must uphold human rights and adhere to employment laws, fostering fair labour practices and non-discriminatory workplaces.

The Code also outlines best practices in business operations, emphasizing robust risk management, continuous improvement, and ensuring the quality of data and information. Suppliers are expected to protect McLarens' reputation and public trust by maintaining high ethical standards,

safeguarding cybersecurity, and practicing sustainable procurement. Confidentiality and data protection are critical, ensuring that all client and business information is securely handled. Suppliers must actively avoid conflicts of interest, ensuring decisions are made impartially and in the best interests of all stakeholders. We expect our suppliers to adhere to stringent standards of behaviour, including a zero-tolerance approach to unethical practices like corruption, and prioritizing health and safety, and a commitment to a responsible and trustworthy global supply chain.

## Gender Pay Gap Report

McLarens embraces the value of a diverse workforce and are committed to supporting our employees by offering a safe and professional environment, competitive compensation and benefits, work/life balance, personal development, and ethical management. In 2023 we published our first gender pay gap report for McLarens Ltd – comprising McLarens UK operations. The report provides insights that are enabling us to strengthen our commitment to diversity, equity, and inclusion, and build a culture that recognises everyone's contribution to delivering for our employees, our clients and our communities.

McLarens recognises that our efforts to create a more equitable and gender-balanced workforce is a work in progress and will take time. We are committed to reducing our gender pay gap, and working with our employees, partners and the wider sector to find the most effective ways to do so.

See: [McLarens \(MYI Ltd\) – UK Gender Pay Gap Report 2024](#)

# Awards

British Claims Awards  
Loss Adjuster of the Year 2024

British Claims Awards  
Major Loss Award (UK) 2024

British Insurance Awards  
Finalist 2024

International Compliance Awards  
Finalist 2023 and 2024

ICA Europe Compliance Award  
Finalist 2023 and 2024

Women in Insurance Awards  
Finalist 2024

Young Insurance Award  
Awarded to Stephen Christie  
(Australia)



## Connect

 [mclarens.com](https://mclarens.com)

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 **McLarens**

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