

Innovating for the future

Building a sustainable business

Going green

The Group joined the Race to Zero campaign, committing to set Science-Based Targets, to achieve net zero emissions by 2050. This year we started:

- Testing hydrogenated vegetable fuel oil (“HVO”) in our recovery trucks
- Trialling electric spray paint booths
- A new Supply Chain Sustainability Programme

Race To Zero

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Electric made easy

The future of UK motoring is electric and in November we were delighted to launch a new electric vehicle (“EV”) offer for our Direct Line brand, aimed at making the transition to electric easy for our Motor insurance customers. It offers all new business customers access to a bundle of electric vehicle charging essentials, as well as an EV concierge service and insurance that covers batteries and charging cables. Using our agile working model, it took less than eight weeks to take the concept off the drawing board and into the market.

22nd

we continue to invest in our capability to repair more advanced and electric vehicles with the acquisition of our 22nd accident repair centre this year

New flagship car technology centre

To prepare for a world of rapidly changing car technology, the Group completed the build of its new tech centre in Stechford, Birmingham. The facility will develop the tools, skills and training to benefit its network, including the ability to test various ADAS (Advanced Driver Assistance Systems) calibration tools and electric vehicle repair methods. As we have the largest insurer-owned garage network in the UK, it will enable the Group to meet evolving customer repair needs particularly as the UK transitions to a green future.

£2m

investment in new car technology centre

Promoting Diversity and Inclusion

In 2021 our Executive Committee has been transformed; for the first time ever a majority of its members are women and two members are from a minority ethnic background. Across the business we are working to drive diversity and inclusion, including this year our first ever social mobility action plan and Black Inclusion report. We know there is much more to do, and were proud to be named 13th most inclusive employer in the UK.

Over 50%

of our ExCo are now women

