



Environmental, Social and Governance Report 2021

Building a more resilient,
sustainable and inclusive
insurance market and society



“It’s been such a difficult few years for so many families. The pandemic, rising living costs and a constant stream of worrying news have really taken their toll on people’s physical, mental and financial resilience.

In that context, it’s so encouraging to see how many communities and causes Lloyd’s was able to support in 2021 through its four charities and global network. It reminds us what’s possible when people come together to support causes they’re passionate about.

On behalf of the Board, I’d like to thank everyone from our market who has made it their mission to help communities in need in the last year.”

Vicky Carter,
Deputy Chair, Lloyd’s Council,
Chair of Lloyd’s Charities Trust

Introduction: ‘Supporting more resilient communities’

Jo Scott, Chief Marketing and Communications Officer

Insurance has always had a clear social purpose – the very first schemes were set up on the principle that many people, working together, can protect entire communities. That idea remains a core part of our industry today.



But providing insurance isn’t the only way we protect communities. We can also get behind the charities, colleagues and businesses that are actively working to make life better for people around the world.

That takes many forms, but at Lloyd’s – as with many things – it looks particularly unique. Our broad market structure, global network of coverholders and 350-year history all combine to give us a wealth of deep, longstanding relationships with charities all over the world. Over the last year, that breadth enabled us to support causes from food banks in the UK to sustainable farming projects in Zimbabwe. Through our four charities, and the efforts of employees across the Lloyd’s market, 2021 saw us:

- Support nearly 50,000 individuals around the world
- Provide funding and volunteering support to 60 charities
- Donate £1.8m to global community causes
- Engage 54 companies and nearly 1,000 volunteers across the Lloyd’s market

We’re really proud of these efforts and the tangible difference in living standards and future prospects they’ve made for real people around the world.

In 2021, we focused our efforts on helping communities become **more resilient** – from disaster response charities building community resilience, to mental health charities building individual resilience.

In line with our broader ESG principles, we also want to support causes that help the world become **more sustainable**, embedding low carbon models and planet-friendly principles. You will see this is a core theme running through many of the causes outlined in this chapter.

And finally, we helped build **more inclusive** communities – creating opportunities for historically marginalised groups such as women, young people and ethnic minorities, while helping all countries and regions to participate in the world’s growth and wealth.

By embedding these principles, we’ve been able to help individuals and organisations around the world play their part in supporting braver, more resilient communities in 2021.

The coming year will see us continue those efforts, while bringing our four charities closer together to provide a single, coordinated vehicle for supporting communities. This will enable us to direct the relationships, resolve and resources of our market towards our charitable efforts – and ultimately, to help communities around the world recover from the pandemic and thrive in an uncertain and changing environment.

How Lloyd's supports communities

Lloyd's charitable support for communities around the world is primarily enabled by four independent charities:

1. Lloyd's Charities Trust
2. Lloyd's Patriotic Fund
3. Lloyd's Tercentenary Research Foundation
4. Lloyd's Benevolent Fund

In addition to these four channels, employees and market participants are encouraged to support causes they're passionate about – enabling us to reach even more great causes around the world.

Our four charities

1. Lloyd's Charities Trust

Dedicated to building resilient communities by partnering with charities working to reduce the risk of devastation to vulnerable communities. [Lloyd's Charities Trust \(LCT\)](#)

The main channel for this support is through charity bursaries, however LCT also funds the [Lloyd's Community Programme](#) and Lloyd's University Bursary Fund, helping young people from ethnic minority and low income backgrounds to advance in education and their careers.

See *LCT's support on page 49*.

2. Lloyd's Patriotic Fund:

Insurance has a longstanding relationship with the armed forces through post-combat employment and overlapping skills such as procurement, crisis response and risk management.

Founded in 1803, the [Lloyd's Patriotic Fund \(LPF\)](#) is the oldest military charity in existence today. It supports the armed forces community in transitioning to civilian life, a stage that many veterans find difficult due to combat-related mental health issues and employability challenges.

See *LPF's support on page 48*.

3. Lloyd's Tercentenary Research Foundation

The [Lloyd's Tercentenary Research Foundation](#) funds academic research around risk management, in order to support long-term relationships between individuals, institutions, and the insurance sector to better understand and reduce the 'protection gap'.

See *LTRF's support on page 47*.

4. Lloyd's Benevolent Fund

Since 1829, the [Lloyd's Benevolent Fund](#) has provided support to those in the Lloyd's community who find themselves in difficult positions.

See *Lloyd's Benevolent Fund's support on page 53*.

Global engagement

Across our key regions (Americas; Asia Pacific, Middle East and Africa; and Europe), Lloyd's supports 15 charities helping to support further education and resilience projects in communities around the world.

Employee and market engagement

Lloyd's Corporation employees and market participants are encouraged to get involved with causes they're passionate about. The Corporation provides central services to support this, from help identifying opportunities and advising on their impact, to providing matched funding on amounts raised up to £500 per employee per year.

Lloyd's Market Charity Awards

In 2020 and 2021, the market also joined together to run the Lloyd's Market Charity Awards. Over the two years, Lloyd's donated £1m to 59 charities nominated by Corporation and market employees who had gone above and beyond in volunteering and fundraising.



Case study: Coram, Market Charity Award

"I'm delighted and proud that I was awarded a Lloyd's Market Charity Award for Coram, Britain's oldest children's charity.

When we lost my mother, I immediately became part of my father's ongoing relationship with the charity... raising awareness and funds to support their work helping children in need. I have since walked 100km with my sister, chaired a fundraising committee, helped host panel events and even worked in Coram's gardens; but the pandemic hit these fundraising opportunities hard and Coram, like many other charities, suffered.

A substantial award like this one will give a much needed boost to Coram Education in supporting the emotional health and wellbeing of children, which is so important right now."

Annika Halsett Symonds, Partner,
Head of Business Transformation,
Global Investment, Aon



Team Challenges

Team Challenges, run by the Lloyd's Community Programme, engage hundreds of market volunteers in volunteering projects every year – from practical tasks like planting trees, to remote activities like telephone befriending for the elderly.

Through these challenges, 15 organisations were supported in 2021, enabling them to continue supporting critical causes from homelessness to food poverty and isolation.



Who we supported in 2021

Through our four charities, and the work of those in the Corporation and the Lloyd’s market, we were able to support a range of causes in 2021 – all helping communities around the world to become more resilient, sustainable and inclusive.

Our support in 2021 covered four categories:

- Building disaster resilience
- Building mental resilience
- Creating opportunities
- Responding to hard times

Building disaster resilience

A core part of Lloyd’s mission is to build more resilient communities – both through the provision of insurance to enable braver decisions, and the supporting of initiatives to build long term resilience against climate change, natural disasters and other potential risks.

In 2021, helping communities prepare for times of disaster was a core part of our charitable giving.



Habitat for Humanity

Lloyd’s Charities Trust’s partner for 2021 was [Habitat for Humanity](#), a nonprofit organisation helping people around the world find shelter and homes.

Across the year, our funding helped build two rescue centres in Malawi for communities in flood prone areas. Habitat for Humanity’s ‘Participatory Approach for Safe Shelter Awareness’ (PASSA) training was also provided to give them the tools to prepare for potential disasters.

In the short term, the centres will be used as community learning centres to create a better environment for children and adult learners. Many teachers are often forced to run classes outside or in low quality buildings, leaving them exposed to extreme weather. In the long term, the centres will provide a base for the community to convene and coordinate: from mobile ante-natal and healthcare services, to community events such as weddings.

Over 21,000 people have directly benefited from the project, with the rescue centres already being used in the face of flooding in January 2022.

“We are very happy to have the Rescue Centre right within our community. Women and children are the most affected when disasters strike. This will be our place of safety and our community home.”

Rose Fuluzado, Chairperson of Village Civil Protection Committee for Nkhwazi Rescue Centre

“Natural disasters are a serious threat in Malawi, and the district of Chikwawa is especially prone to cyclical flooding... unfortunately, our changing climate means such disasters becoming increasingly common – so developing infrastructure that allows communities and families to withstand these events is essential.”

Tum Kazunga, CEO, Habitat for Humanity GB

Lloyd’s Tercentenary Research Fund research projects

In 2021, the Lloyd’s Tercentenary Research Fund (LTRF) supported three Lloyd’s students and two postgraduate academics on the **Fulbright-Lloyd’s of London Scholar Awards**, enabling British academics to conduct risk-related research in the US.



LTRF also funded two large research projects relating to disaster mitigation and resilience building:

- **Future Indonesian Tsunami's: Towards End-to-end Risk** quantification (FITTER): Led by University College London (UCL), this project explored the physical and social impacts of tsunamis in Indonesia and sought to co-develop, with partners and local stakeholders, a model for Indonesian tsunamis on the open platform Oasis
- **Closing the Disaster Insurance Risk Gap for Low Income Households:** This project has designed an implementable, scalable, sustainable, and economically viable parametric microinsurance programme for low-income families. It will work alongside disaster mitigation efforts and be delivered through a public-private partnership

Insurance Industry Charitable Foundation

In Northern America, we continue our partnership with the [IICF](#) to support communities suffering from disaster. In 2021, we supported relief efforts following Hurricane Ida. Our donation was distributed via the Second Harvest Food Bank, which provides non-perishable food and other supplies to those most affected by extreme weather in South Louisiana.

Building mental resilience

For communities to thrive, resilience must be built on both an individual and a societal level. In 2021, Lloyd's supported several charities working to promote good mental health and wellbeing.

Combat Stress

The Lloyd's Patriotic Fund also partnered with [Combat Stress](#) in 2021 to support armed forces veterans and their families to reintegrate into society.

The partnership has enabled pioneering research to be produced building an evidence base for occupational therapy that enhances the civilian lives and careers of veterans with trauma-related mental health conditions. The project uses sensory modulation by therapists to build resilience for veterans with these trauma-based conditions.



"I have been calmer, more confident, and happier. I recognise when I am struggling and feel confident that I have the tools to deal with it. My home and family life has improved significantly."

Veteran and Combat Stress beneficiary

"We are seeing this type of treatment already changing so many veterans' lives, enabling them to manage their mental health, improve relationships, get better sleep, and participate more fully in the world around them."

Christie Alken, Lead Research Occupational Therapist, Combat Stress

Mental Health Foundation

Lloyd's also provided funding in 2021 to the [Mental Health Foundation](#), supporting their [Peer Education Project \(PEP\)](#) and [Picture This](#) campaign. Through the two programmes, nearly 37,000 people received mental health support and training (4,500 in 2021 alone).

"Over the last year, our partnership with Lloyds has enabled the PEP team to provide support to over 100 schools. In these difficult times we have worked hard to ensure this vital intervention remains part of the schools' response, co-producing four resource packs on body image, connecting with nature, kindness and sleep, alongside a rest guide for School Staff."

Ruth Simmonds, PEP Project Manager

Creating opportunities

To create fairer outcomes across society, individuals and communities need the skills and opportunities required to ensure long term progress.

Aligning with our efforts to build an inclusive culture, 2021 saw us support causes helping to open up these opportunities; from ethnic minority communities in London, to schoolchildren in Mumbai.



Sponsors for Educational Opportunity (SEO) London

This programme started in January 2021, offering young people access to the Lloyd's market and other top insurance firms. Candidates learn and develop through workshops, mentoring and placements with firms in the market.

Since the programme's launch, [SEO London](#) has placed 30 students into work placements across the market. 241 volunteers from our market have supported as workshop leaders and mentors.

In addition, we are supporting a number of talented secondary students from social mobility qualifying backgrounds to support them with progression to university and elite careers.

The 'Insuring Futures' collaboration between SEO London and the Lloyd's Community Programme is helping transform the lives of students from diverse backgrounds. As well as educating students about the structure and function of London's insurance markets, Insuring Futures creates opportunities for candidates to work with market firms.

Importantly, this helps candidates in the long term by building workplace skills and instilling confidence in their ability to thrive in an industry they might not have otherwise considered. In its first year, the programme has engaged over 1200 secondary school students and diverse undergraduates through the support of 58 market firms and 190 volunteers.

Of those 30 interns, 80% were from Black and Ethnic Minority (50% Asian, 30% Black), aligning with Lloyd's broader efforts to promote equal opportunity in society.



East London Business Alliance:

Lloyd's Community Programme provides financial and volunteering support to [the East London Business Alliance \(ELBA\)](#), a community organisation supporting social mobility by connecting London communities to the private sector.

Lloyd's support in 2021, combined with other members of ELBA, enabled 346 charities to build capabilities; nearly 3000 young people in education to develop workplace skills; and almost 1000 unemployed or underemployed people to improve their employability.

"The continued support of the Lloyd's Community Programme has been invaluable to ELBA and the East London community. Employees from across the Lloyd's market have given their time and energy to improve and maintain community spaces. They also bring unique business skills that build the capacity of charities and community organisations and create strong governance."

Ashley Rice, Programme Manager



The Switch

Founded 30 years ago in the Tower Hamlets area of London, The Switch is a charity committed to helping children and young people meet their potential through a range of volunteer-based programmes.

In 2021, the Lloyd's Community Programme supported programmes in over 30 schools in Tower Hamlets. Volunteers from the Lloyd's market took part in literacy and numeracy programmes in primary schools, as well as employability programmes in secondary schools. This has helped to broaden students' aspirations, increased their confidence and motivation, developed their employability skills and improved their knowledge of the world of work.

Every year, the Lloyd's Community Programme has also donated over £13,500 to roughly 20 local primary schools in the form of a travel bursary, with around 1500 students benefiting. The fund aims to build skills such as independence and resilience through activities and travel outside the students' normal environment.



RFEA: The Forces Employment Charity

One of Lloyd's Patriotic Fund's two charity partners is [RFEA: The Forces Employment Charity](#). We support their Families Employment Programme which helps spouses and partners of serving personnel and veterans into employment. Military spouses and partners can find it difficult to secure and retain employment owing to frequent moves, distance from support networks and lack of childcare provision.

In 2021, our support enabled RFEA's Families Programme Advisors to support 370 individuals, focusing on networking events and employability workshops and webinars together with partners.

"I got the job! I can't believe it, but it's all because of your help. Thank you! You make such a difference to my enthusiasm and ability to keep faith and keep looking for new jobs."

RFEA beneficiary to Families Programme Advisor

Rise Against Hunger – South Africa:

Beyond the UK, Lloyd's global network supports 15 charities in creating opportunities and building resilience in local communities.

In South Africa, our charity partner is [Rise Against Hunger](#) where we have supported a farming project building food security through sustainable solutions.

Through the partnership, Rise Against Hunger has built a vegetable garden consisting of three farming tunnels, two full time employees and training workshops for volunteers.

The garden creates employment opportunities for local farmers to work and develop skills in sustainable farming, as well as commercial opportunities to sell their produce to the community. Between October 2021 and January 2022, over 535kg of kale and 170kg of spinach were harvested – providing food for local communities, including the 11 early childhood development centres based on the garden with nearly 400 children under their care.

“Thank you Rise Against Hunger Africa for the donation of vegetables. We really appreciate all your help, especially during this time when we are struggling to give the children a stable meal. The fresh vegetables really help. Thank you for considering us in these difficult times.”

Maureen Muka, Bambi Day Care

“We will be forever grateful for the support received from Lloyd's to help us develop and implement the garden project. This project has become the template for other initiatives, setting the benchmark and creating a platform to show what can be achieved from community garden projects.”

Brian Nell, CEO, Rise Against Hunger Africa



MercyCorps

Lloyd's team in Africa are also supporting women and youth farmers in Zimbabwe to build renewable energy solutions in pork farming.

MercyCorps' Greening Agriculture project supports 100 women and youth smallholder farmers in the pork value chain to access water through solar powered water supply, improve their business skills and boost revenue streams. Despite their significant contribution to livestock management, women and young people tend to have limited access to resources, support services and decision making. Women in particular are playing a growing role in agriculture production, so need timely interventions to support their access, training and use of technology to help them seize these opportunities.

The project focuses on equipping these farmers with skills from business management to solar energy use and smart subsidy administration. In 2021, introductory workshops were held in the Goromonzi and Murewa districts to agree the project scope, objectives and delivery framework.



United Way India

Lloyd's India has a long history of supporting educational projects, including [United Way India](#).

The charity works to improve educational outcomes and living conditions in communities across India struggling with school drop-out rates and learning levels. In Mumbai, Lloyd's supports Project Ankur to provide the early childhood care and education that can advance the potential of young children in slum communities from pre-school to primary school.

The funding has enabled Project Ankur to refurbish their centre so it is safe and child friendly, while training staff and supporting parents to raise their children in a learning conducive environment.

"I have two children who attended the centre: Diksha and Arya. Neither enjoyed being away from home... I was scared that they would fall behind and did not know how to help them. [Project Ankur] worked with parents like me to help to create healthy habits and a learning environment at home. Now both my daughters look forward to school and come home everyday talking about what they learnt."

Archana Kadam, United Way India beneficiary



CES Waldorf

Lloyd's Latin America focused its efforts in 2021 on helping those suffering from the economic fallout of the pandemic.

For more than 20 years, the [Waldorf Educational and Social Corporation \(CES\)F](#) has created opportunities for over 10,000 people in the town of Ciudad Bolivar, outside Bogotá. The town is the largest recipient of displaced people from the conflict in Colombia.

CES help to support and develop young people between the ages of two and 18 (as well as their families and elders) through mix of education, social support, food and health programmes. The support has helped 250 families overcome hardship and assisted Colombian communities through the difficulties of a global health pandemic.

Responding to hard times

While we want all our charitable giving to help communities thrive in the long term, there are times when individuals fall into hardship – and what they need is immediate, urgent support.

These needs have been particularly prevalent in the wake of the global COVID-19 pandemic, leaving many communities and households facing immediate difficulties. Lloyd's was proud to support several initiatives working to meet these needs and alleviate suffering for affected communities.

Lloyd's Benevolent Fund

In 2021, Lloyd's Benevolent Fund supported 28 individuals needing interventions; from home modifications following a sudden illness, to mobility needs to improve quality of life.

"I approached the Lloyd's Benevolent Fund after being seriously unwell and no longer able to work. I found myself in very difficult circumstances and could not see a way forward, having explored every other avenue. I cannot thank the Fund enough for what they have done for me; without their continued help and support my life would be extremely difficult."

Lloyd's Beneficiary Fund recipient

Trussell Trust

One of Lloyd's charity partners in 2021 was [Trussell Trust](#), which runs a network of food banks around the UK. Lloyd's support has enabled several campaigns and public engagement, reaching a total of 34 million people through social media, press and online.

A growing number of people have been mobilised to find long term solutions to end the need for food banks. In the past 12 months:

- 39% of UK adults have taken a 'resourcing action' (volunteering/donating)
- 19% of UK adults have taken an 'influencing action'

Trussell Trust's food banks are expected to support over 3.5 million people between April 2021 and March 2022.



Centrepoint

[Centrepoint](#) is the UK's leading youth homelessness charity. In 2021, Lloyd's supported its work to help homeless young people with education and employment opportunities as well as continuing its innovative Psychologically Informed Environment (PIE) work. PIE is an approach to delivering services for people with complex needs that aims to improve the psychological and emotional wellbeing of those accessing Centrepoint's services.

2021 saw Lloyd's colleagues take part in Centrepoint's annual 'Sleepout' campaign to raise awareness of homelessness. With matched funding from Lloyd's, our colleagues raised over £10,000 to support the charity's critical work supporting homeless people in the UK.

Community Recovery Programme

Part of the East London Business Alliance, the Community Recovery Programme is an initiative to engage volunteers and support East London charities and community organisations with the risks they're facing. The goal of the programme is to help community organisations plan for the future, develop new operational models, form contingency plans and develop risk management strategies.

In 2021, volunteers from the Lloyd's market supported five different community organisations.

"I enjoyed being able to use my skills to help others. I also liked learning about the various projects in East London and getting my head out of the 'insurance bubble' to see how interconnected everything is."

Community Recovery Programme volunteer

Movimento União Rio

[União Rio](#) is a voluntary civil society organisation in Rio de Janeiro aiming to preserve lives and reduce the impact of the COVID-19 pandemic. Lloyd's support in 2021 helped mitigate the impacts of the pandemic, including enabling the Rio de Janeiro Federal University Hospital to refurbish their floor, install intensive care beds and buy tests and personal protective equipment for the local population.

Food poverty has also been more prominent during the pandemic – many people in the poorest part of Rio survive on less than two meals a day. Lloyd's support in 2021 enabled Movimento Uniao Rio to purchase 104 food baskets for the local community, feeding 416 people in one month alone.

What we will do in 2022:

- 2022 will be an important year to align and enhance our support to communities
- To that end, we will be seeking to bring our four charities closer together to provide a single, coordinated vehicle and voice for Lloyd's support for communities. This will help us align our giving to our purpose and our broader objectives as an organisation, while creating a centre of excellence on charitable activities to help our colleagues and market get behind causes they're passionate about
- We are excited to continue working with our charity partners across the four charities and already have many plans in place. For example, through our partnership with Habitat for Humanity we will support a new project in Addis Abada, Ethiopia, helping communities to manage flood risk through improved sanitation facilities and hygiene training for 4,000 families in the community

United Nations Sustainable Development Goals

The table below shows a mapping of this report to the Sustainable Development Goals (SDG's). As outlined in our inaugural report, while we consider all of the SDG's important, we have highlighted six* which has particular relevance for Lloyd's, and which remain the focus of our work.

	1 NO POVERTY	2 ZERO HUNGER	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	14 LIFE BELOW WATER	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
Foreword 'A braver world'	✓	✓			✓					✓	✓		✓				✓
About Lloyd's																	
How we're preparing for the future								✓	✓								
Our impact at a glance					✓		✓	✓		✓		✓	✓				✓
Our sustainability strategy and governance																	✓
ESG strategy										✓			✓				
ESG governance								✓		✓			✓				
Climate													✓				
Introduction: 'The year of climate action'							✓	✓			✓	✓	✓				✓
Starting with ourselves							✓	✓	✓		✓	✓	✓				
Our market												✓	✓				✓
Our society							✓	✓	✓		✓	✓	✓			✓	✓
Culture																	
Introduction 'Building a more inclusive culture'			✓		✓					✓							
Our own culture																	
Market culture			✓	✓	✓					✓							
Beyond Lloyd's					✓					✓							✓
Communities	✓		✓						✓		✓		✓				✓
Introduction 'Supporting more resilient communities'		✓					✓			✓							
How Lloyd's supports communities	✓	✓	✓	✓					✓	✓	✓						
Who we supported in 2021	✓	✓	✓	✓	✓	✓	✓			✓	✓						

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