

Annual Report 2022 video

Legal & General year in review – inclusive capitalism in action

January

Supporting urban regeneration of city centres

Development continued on our brand new £140 million Interchange building in Central Square, which will be the base for 2,000 of our Cardiff employees

£475 million invested in wider Cardiff regeneration, creating an estimated 13,000 jobs

Supporting the transition to net zero across the residential housing sector

£5.5 million invested in Sero Technologies, an energy technology company that supports owners and developers to reduce the carbon footprint of their homes

February

Investing pension money into long term assets

Legal & General Retirement Institutional targeted a further £2.5 billion of pension money to invest into Build to Rent (BTR), delivering 7,000+ new homes over the next five years

Supporting technical innovation and delivering digital connectivity

Legal & General Capital's data centre business, Kao Data, purchased 2 prime London sites, expanding the business to become a multi-location platform

Looking after our people



We held our first wellbeing fortnight, which included a huge variety of workshops and seminars

March

Investing in clean energy companies

We invested £8.5 million in renewables business Vaarst, a leading provider of subsea 3D computer vision technologies, and Rovco, who deliver this technology in ways that support the clean energy transition

Helping to address the housing shortage across the UK

Along with Homes England and Muse we recommitted to The English Cities Fund to develop 6,600 more homes

Building affordable housing

Legal & General Affordable Homes partnered with Lovell Partnerships to deliver a target of 3,000 multi-tenure properties across a five-year period

April

Investing long-term capital into areas of society that need it most

Legal & General Retirement Institutional announced they are investing a further £2 billion into affordable housing over the next five years, helping to create more than 10,000 new homes nationwide

Holding companies to account

LGIM's Active Ownership Report detailed how it exercised voting rights and engaged with companies, policymakers and other stakeholders to deliver positive change on topics including net-zero emissions, ethnic diversity and gender diversity

Tackling health inequality

As part of our 4-year Marmot partnership with UCL IHE, we published a new report on the role of business in reducing health inequalities in the UK

May

Continuing our commitment to levelling-up

We committed a landmark £4 billion over seven years to help the West Midlands level up, which will support increased provision of housing of all tenures and widespread urban regeneration

Entering new international markets

Legal & General Capital made its first U.S. investment, with seed capital for a \$4 billion platform to fund major life science and technology assets across the country

Supporting innovation across the UK

Bruntwood SciTech, a Joint Venture between Legal & General Capital and Bruntwood, made its first investment in Scotland with a £30 million funding injection into Glasgow's Met Tower

June

Taking action on climate change

LGIM's Climate Impact Pledge saw 80 companies out of one thousand subject to voting sanctions for not meeting its minimum climate change-standards over the past year

Legal & General Capital invested a further £8 million into Kensa, a UK manufacturer and installer of ground source heat pumps. This brings their total investment to £15.7 million over two years

Supporting happy retirements

Series 3 of our award-winning podcast Rewirement with Angellica Bell helps people create their brightest financial future

Embracing diversity

We had lots of fun joining our LGBTQ+ network to celebrate Pride across the country

July

Giving start-ups their start up

Together with Barclays, we invested \$10.5 million in Brill Power, an Oxford University spin-out company, to support their mission to make batteries smarter, cleaner, safer and longer-lasting

And - we supported Onto, which enables people to subscribe to an electric car on a monthly contract basis, obtain \$60 million funding to expand their business into Europe

Engaging with employees

Our Chief Executive Sir Nigel Wilson kicks off his World Tour to meet with our people across our different locations, nationally and internationally, with a trip to the Hove office

August

Going to town on cities

Work started on site to deliver a £300 million Sheffield West Bar development, the single largest private investment deal in Sheffield City Centre

Supporting small businesses to collaborate and grow

We launched FOUNDRY, a new business which will support 400 SMEs in the first 6 months by offering work, retail and event spaces with flexible renting arrangements from trusted landlords

Focusing on five steps for wellbeing - Be Active, Connect, Give Back, Keep Learning and Reflect

Our people take part in the Summer Challenge, a great way for everyone to take time out and, at the same time, support charities and communities we're passionate about

September

Paying our respects

For the first time in history, we closed our iconic umbrella to mark the passing of Her Majesty Queen Elizabeth II

Celebrating our culture

'L&G Life' celebrated how working here helps you 'be at your best'. Highlights included an appearance from podcaster Elizabeth Day and a session on psychological safety

Building back better, and fairer

Legal & General Affordable Homes signed a £150 million Social Loan - the first of its kind for the UK - to deliver 5,500 new affordable homes

October

Encouraging engagement on ESG issues

LGIM launched a first of its kind digital service in partnership with Tumelo, allowing trustees to identify the ESG issues that matter most to their members, such as



diversity and inclusion, biodiversity and climate change, executive remuneration and human rights

Applauding achievement

We held our first Annual Awards to recognise success across the organisation – an opportunity for everyone to celebrate what makes us great

Striving to improve customer service

For our deferred annuity pension customers, we were completing 98% of customer quotes, enquiries and claims within 5 working days – well above our 95% target and our Net Promotor Score (NPS) was scoring +72, which is an outstanding score

November

Looking after our customers

We focused on improving processes for vulnerable customers, with new system functionality to help our agents identify vulnerabilities in our customers and provide them with signposting information

Engaging our employees on climate crisis

Lewis Pugh, endurance swimmer, environmental campaigner and UN Patron of the Oceans visits our Coleman Street office in London as part of his ongoing partnership with LGIM

Offering support during the cost-of-living crisis

Our Deadline to Breadline research looked at the impact of the cost-of-living crisis and we set up a financial safety net content hub, bringing together a range of free tools and information to help people

December

Putting our customers first

Our quality scores have shown claims and calls accuracy are well above 99%, which shows great customer outcomes and dedication from our customer service teams

To highlight our commitment to Consumer Duty, the Home Finance team ran a training day on supporting customers with vulnerabilities; inviting representatives from Guide Dogs, the Royal Voluntary Service and Co-op Legal Services

Investing in clean energy and creating jobs in local communities

Our Group Chief Executive Sir Nigel Wilson officially opened the UK's largest production facility dedicated to ground source heat pumps, The Kensa Group's factory and office, in a celebration of British manufacturing, green growth, and progress towards a low carbon economy

We're committed to a better future for our customers, communities, and shareholders...

for everyone's brighter tomorrow