

# Looking back: Our 2023 highlights

## Our people

### Recognised and rewarded

We were named Britain's Most Admired Company for 2022, the longest-running annual survey of corporate reputation in the UK.

### A new chapter for our business

We announced the appointment of António Simões as Group Chief Executive Officer, to succeed Nigel Wilson from January 2024.

### Celebrating our culture

We strive to create an inclusive workplace. Many of our colleagues took part in events to celebrate Pride, Black History Month and Windrush Day.

### Focusing on health and wellbeing

Employees from around the world completed more than five thousand challenges and raised £200,000 for good causes as part of our annual Summer Challenge.

## Our customers

### Looking after our customers

We helped people stay covered through the cost-of-living crisis. 10 customers who would have cancelled protection without our support claimed £760k.

Our industry-leading tech platform has streamlined the buying experience for term life insurance in the U.S., helping us protect more American families than ever.

### Putting customers at the heart of everything we do

In light of a changing retirement income landscape and evolving consumer needs, we supported the launch of the 'Consumer Duty and Retirement Income target market guide'.

At BBC Gardeners' World Live we connected with customers from every part of our business, from pensions and workplace savings to investments and life insurance.

To help young people understand and engage with their finances we launched 'A Little Bit Richer' podcast.

## Tackling the climate crisis

### Investing in clean energy solutions

Together with Octopus Energy, we invested a further £70m in our partner The Kensa Group to scale up innovative businesses that reduce emissions.

We successfully raised €390m in the first close of the L&G NTR Clean Power (Europe) Fund - accelerating the construction of Europe's clean power infrastructure.

Our alternative asset platform, LGC, invested £12.5m in Cambridge Electric Cement (CEC), Hometree, and SunRoof – three businesses offering a range of innovative solutions to decarbonise the residential sector.

### **Protecting the planet with our portfolio**

LGIM was the cornerstone investor in the world's largest debt for nature swap to date – refinancing Ecuadorian public debt and driving marine conservation of the Galápagos Islands.

We published our first Climate Transition Plan, which outlines how we will monitor and report progress against our climate commitments in the long-term.

### **Engaging on the climate crisis**

Lewis Pugh, UNEP Patron of the Oceans, swam the length of the Hudson River to call for protection of endangered freshwater ecosystems as part of his ongoing partnership with LGIM.

## **Future-proofing society**

### **Tackling health inequality**

In partnership with Professor Sir Michael Marmot CH, we expanded the Health Equity Network to create connections and drive solutions that ease health inequalities across the UK.

We introduced a series of commitments to improve the quality of life for the 'hidden workforce' across our real estate portfolio, demonstrating the crucial role business can play in building a fairer, healthier society.

### **Promoting long-term financial wellbeing**

We partnered with financial education charity, RedSTART, to ensure that the seeds for long-term financial wellbeing are planted early.

### **Supporting first time buyers**

We examined the increasing dependence on the Bank of Family and our "Guide to Gifting", downloaded more than 32,000 times, covered how to assist loved ones with property purchases.

### **Securing pensions**

We're thrilled to have secured the benefits of 53,000 members of the Boots Pension Scheme in a history-making £4.8 billion transaction.

## **Investing for good**

### **Delivering high-quality homes**

LGIM and Housing Association Bromford co-created an innovative new funding deal, supporting the delivery of over 12,000 new energy efficient and affordable homes by 2031.

Our Suburban Build to Rent business signed a £150m loan to help us deliver the next generation of healthy homes.

### **Helping to address the housing shortage**

We invested £150m into a new BTR residential redevelopment in Belfast, Northern Ireland, marking the largest real estate investment in the region for 20 years.

### **Delivering place-based social impact**

Together with Bruntwood and Greater Manchester Pension Fund, we invested half a billion into the science, tech & innovation economy.

### **Continuing our commitment to levelling-up**

Our new office in Cardiff is part of our £1 billion regeneration project in the city. The investment makes Legal & General Cardiff's largest private investor.