



THE COLLINSON GROUP LIMITED 2023 REPORT

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# Environment, Social and Governance

Financial year ending 30th April 2023





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As a global business, run by family values, we ensure our people “Do the Right Thing” at all times. ESG, has long been part of our DNA and is now enshrined in our core mission.



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## INTRODUCTION

**The Collinson Group Limited (TCG or Collinson) is a holding company focused on owning and operating businesses that compete primarily in the travel benefits and airport services sectors. TCG is domiciled in the United Kingdom, with its corporate headquarters in London, England.**

TCG and its subsidiary undertakings, together referred to as the operating businesses, currently operate through five main intermediate holding companies: Collinson International Ltd (CIL); Collinson Investments Ltd (CINV); Collinson Insurance Holdings Ltd (CIHL); Airport Dimensions Holdings Ltd (ADHL) and Valuedynamx Holdings Ltd (VDXH). CIL houses the lion's share of our global business and includes the Travel Experiences and Loyalty divisions, along with our Central operations. CINV is the arm of Collinson that focuses on strategic investments and partnerships, primarily in cutting edge technology and experiences associated with the travel sector. CIHL is the holding company for our Insurance and Assistance business. ADHL contains our Airport Dimensions business which designs and operates airport lounges and wider experiences globally. Valuedynamx Holdings Limited (VDXH) for our Valuedynamx business, a global provider of curated data-driven omni-channel purchase rewards.

Collinson's operating businesses are primarily managed on a decentralised basis, but with a select number of shared functions in place that integrate the operating businesses together. Decisions relating to external funding, capital allocation, investment activities, centralisation of shared functions, and selection of Executive Directors is ultimately the responsibility of TCG.

Collinson is a family-owned and operated private company with a long history of acting ethically and with purpose, standing for more than just making money and striving to be a business our people are proud to work for and our clients want to work with. We have sought to be a commercially successful and trusted organisation that enhances the communities and environments where we work. Our Environment, Social and Governance (ESG) programme, or "Good beyond profit" as we refer to it internally, seeks to formalise this into our core business strategy, and to harness the collective power of our people, clients, partners, suppliers and wider stakeholders.

Produced for TCG, this ESG Report covers all the operating businesses.





# Message from our Board

We are delighted to share our second formal ESG Report, covering our Financial Year 2023 (FY23), and to highlight the progress we have made as a business.

The challenges we have faced over the last three years, navigating through the COVID-19 pandemic, the cessation of our operations in Russia following its invasion of Ukraine, and prevailing economic challenges, such as hyperinflation, cannot be overstated.

However, the accelerated recovery of the global travel industry, and the strong industry forecasts for future demand, serve to highlight the passion the global population retains for travel, and in particular, aviation.

While we embrace this passion, and seek to enhance traveller experiences around the world, we also acknowledge the pressing environmental and societal challenges we face as a global population. We are therefore committed to transitioning to a sustainable business, and to supporting our people and communities wherever we can.

Achieving sustainable growth in the industry will require transparency, collaboration, and significant innovation, across a broad range of stakeholders, and Collinson is actively developing its sustainable business plans in this regard. We're prioritising the acceleration of this commitment and building an actionable, measurable strategy that will form our north star in making ESG a protagonist in the next chapter of Collinson's story.

As a global business, run by family values throughout, we ensure our people "Do the Right Thing" at all times. ESG, or "Good beyond profit" as we call it, has long been part of our DNA and is now enshrined in our core mission.

In our first ESG Report for FY22, we shared the investments we had made in new dedicated roles relating to environmental sustainability, social impact, and diversity, inclusion, and wellbeing. A year on, and in this, our second report, we are happy to share the steps we have taken, both in terms of positive action and in measuring and reporting our impacts.

We recognise the importance of independent third-party assessment in building trust and therefore undertook both the Carbon Disclosure Project (CDP) and EcoVadis assessments over the last year. The results of these assessments provide a baseline from which we now seek to improve.

To enable this improvement, and to ensure that we create the right focus for our people and future investments, we will be completing a Double Materiality Assessment over the coming months and will be developing a formalised ESG strategy to be shared in our FY24 report.

Whilst we acknowledge the importance of accurate measurement and disclosure, we firmly believe that this should not delay, substitute, or prevent action. With this action-oriented approach, our teams made significant progress over the last financial year, and in this report, we're pleased to share the vast array of positive environmental and social steps we have taken.

## David Evans

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# Environmental action

## OVERVIEW

**Collinson is committed to becoming an environmentally sustainable business and has continued to progress in this regard through FY23.**

In our FY22 ESG Report, we shared how we had right sized our UK offices, implemented automatic lighting control measures to complement existing LED lighting, and transitioned our IT hosting to the cloud. We also introduced some of our sustainable lounge development plans, alongside our intent to complete a strategic review through a Task Force on Climate-related Financial Disclosures (TCFD) lens; to expand our greenhouse gas (GHG) reporting; and to introduce a new business travel management system designed to track the impact of our business travel and influence sustainable choices. As we decided to go out to market for the provision of this system, it will now be implemented in FY24.

We achieved the remainder of our plans and for the first time are pleased to share Global Scope 1 & 2 GHG emissions, as well as to confirm the completion of our first TCFD review and disclosure (see Governance Section).

Alongside further enhancement of our data capture and reporting, we have continued to deliver an array of actions to reduce our environmental impact and are delighted to share the highlights in this report.





## ENVIRONMENTAL ACTIONS

### Sustainable Airport Lounge Development

Airport Dimensions is a global leader in designing, constructing, and operating airport lounges and wider airport experiences. Within this business, we welcome over three million guests every year in our growing network, with locations at some of the world's leading airports across the United States of America, Europe, Middle East, and Asia Pacific. Under our brands, The Club, Club Aspire, No1 Lounges, sleep 'n fly, and Ambaar Club, Airport Dimensions provides award-winning hospitality and experiences for over 50 airport and airline partners. We have made sustainability fundamental to our ethos and are focusing on reducing our environmental impact and supporting our partners and wider communities.

We incorporate sustainability in all stages of our lounge development, including design, construction, and operations. This year we took a major step in our sustainability journey by developing our first LEED Gold certified lounge - The Club SFO - in the Harvey Milk Terminal at San Francisco International Airport. Our design incorporates materials with recycled content such as reclaimed redwood, dimmable LED light fixtures, and low flow taps to reduce water consumption, among many other sustainability initiatives.

In our operations, our wholly owned lounges have reduced waste by removing all single-use plastic cutlery and tableware, replacing these with washable chinaware. Plastic straws have been replaced by biodegradable materials including bamboo and paper, while printed materials, such as newspapers and magazines, have also been removed from lounges and we have transitioned to digital distribution models. Reducing food waste is a key aspect of sustainable lounge operations, and we currently use production and waste logs to track and identify opportunities for reduction. Our kitchens use just-in-time cooking and cross-utilisation of ingredients to ensure efficiency in our menus.

In March 2023, our No1 Lounge participated in the Food Action Week hosted by Gatwick Airport. The two-week trial resulted in a 54% general waste reduction while 46% of food waste diverted to anaerobic digestion.

In wider collaboration efforts, we partnered with Imperial College London to host a specialist master's student internship project focused on sustainability across our airport lounges. By collaborating with academic institutions, we gain new perspectives on our activities whilst also granting our intern valuable work experience with the support and guidance of our senior sustainability professionals. The outcome of the internship will help guide our sustainability strategy going forwards and provide insight and recommendations, based on best practice and latest research within the travel and hospitality industry.





## Sustainable Membership Materials

Within our Travel Experiences division, we operate leading global airport lounge and experience networks programmes, including Priority Pass and LoungeKey. With a network of over 1,400 airport lounges and travel experiences in over 650 airports in 148 countries, our reach is extensive.

A programme to digitise our membership materials where possible was implemented, to reduce the printed and distributed physical content. In FY23 we engaged with our value chain to plan to remove printed lounge directories and brochures. These will be completely removed for all members during FY24.

We have also continued our programme to transition our physical membership cards from virgin PVC to more sustainable materials. Since May 2022 all new Priority Pass membership cards distributed within the EU have been produced from at least 70% PET G recycled and recyclable materials.

Driving digital adoption remains a key focus, and we are partnering with our key clients to accelerate this transition as soon as possible.

In FY24 we aim to ensure all new Priority Pass cards issued globally are produced using at least 40% recycled materials.

## Head Office Relocation (UK)

During FY23 we sourced a new corporate head office in the UK, situated within the iconic More London Estate. This new office is powered by 100% renewable electricity delivered by SSE's wind and hydro assets and certified by EcoAct. It also benefits from modern, upgraded LED lighting and various efficiency monitoring and action systems. The fit out was delivered with sustainability embedded by design. Double monitors were removed to halve the related energy consumption, and most of the furniture, fixtures and fittings upcycled and re-used from our old offices.

The reduced impact of the new office will be counted within our FY24 ESG Report and broader disclosures.

## Electric Vehicle Scheme (UK)

In the UK we introduced a salary sacrifice car leasing scheme in partnership with Tusker. This programme has been intentionally limited to electric vehicles. Through this scheme, we seek to provide a cost-effective mechanism for our employees to transition to electric vehicles, and to reduce our GHG emissions associated with employee commuting and business travel.



## Partnership with Raiffeisen Bank

We were pleased to support a key Loyalty client, Raiffeisen Bank of Romania, to launch the first loyalty application with a sustainability component.

Raiffeisen Smart Market is a mobile loyalty programme application powered by Collinson Realtime-XLS processing engine, offering users preferred, personalised, timely and relevant rewards based on their payment transactions and interactions with the Bank.

This year, we helped Raiffeisen Bank to bring their customers' carbon footprint calculation generated by their monthly expenses into Raiffeisen Smart Market, bringing greater awareness of, and the ability to manage, their environmental impacts.

Smart Market application includes a new "care for environment" section, through which customers benefit from offers on products and services that help them manage their carbon footprint, such as urban mobility solutions or sustainable financial banking products.

Raiffeisen Bank also encourages their customers to convert points into support of reforestation in Romania and will double the number of trees donated by users.



# GHG Disclosures

Since 2019, we have been disclosing our Scope 1 and 2 GHG emissions for our UK offices in line with the Greenhouse Gas Protocol's standards and the UK Government's policy on Streamlined Energy and Carbon Reporting (SECR), which requires organisations to report energy and carbon emissions in their annual report.

**Table 1: GHG Protocol's Reporting Standards - Classification of Emissions**

Metric	Description
<b>Scope 1 emissions</b>	Direct emissions associated with Collinson's direct operations. Our scope one data includes emissions from fuel consumption in vehicles where Collinson is responsible for the purchasing the fuel.
<b>Scope 2 emissions</b>	Indirect emissions from electricity consumption. This includes electricity consumption in our offices and proprietary airport lounges.
<b>Scope 3 emissions</b>	Indirect emissions from sources outside our direct control. Examples of Scope 3 emissions include purchased goods and services, business travel, employee commuting, and waste.

In our FY22 SECR reporting, we expanded to cover some Scope 3 categories for the UK including waste and business travel. Through the course of FY23, we expanded our reporting capability to include water within Scope 3 and backdated this for FY22 as well.

**Table 2: FY22 & FY23 SECR Report - GHG Emissions for the UK only**

	Year ended 30 April 2023 tonne CO <sub>2</sub>	Year ended 30 April 2022 tonne CO <sub>2</sub>
<b>Scope 1</b>		
Emissions from fuel consumption in utilities and vehicles where Collinson is responsible for the purchasing the fuel	4.401	1.704
<b>Scope 2</b>		
Emissions from electricity purchased for offices	124.322	130.698
<b>Scope 3 (UK only)</b>		
Waste generated in offices	3.379	3.057
Business travel	201.336	123.540
Water	0.457	0.392
<b>Total gross CO<sub>2</sub>e based on above</b>	<b>333.895</b>	<b>259.390</b>
<b>Intensity ratio (tonne CO<sub>2</sub>e/per full-time UK employee)</b>	<b>0.443</b>	<b>0.324</b>





**Table 3: FY22 & FY23 Global Emissions (Scope 1 & Scope 2) and UK Emissions (partial Scope 3)**

	<b>Year ended 30 April 2023</b> tonne CO <sub>2</sub>	<b>Year ended 30 April 2022</b> tonne CO <sub>2</sub>
<b>Scope 1</b>		
Emissions from fuel consumption in utilities and vehicles where Collinson is responsible for the purchasing the fuel	14.324	8.076
<b>Scope 2</b>		
Emissions from electricity purchased for offices and proprietary airport lounges	749.592	769.354
<b>Scope 3 (UK only)</b>		
Waste generated in offices	3.379	3.057
Business travel	201.336	123.54
Water	1.446	0.392
<b>Total gross CO<sub>2</sub>e based on Global Scope 1 &amp; 2 and Scope 3 UK Only</b>	<b>970.077</b>	<b>904.420</b>

The disclosures above present an increase in our GHG emissions in FY23, compared with FY22. This is mainly attributed to our business recovery post the COVID-19 pandemic. Although we are still operating in a hybrid working model, we saw an increase in waste generated in offices, water consumption and business travel. During FY23, as restrictions were eased, this led to an increase in employee travel between offices and to client sites. While we firmly believe in the value of in-person meetings, we also understand the environmental impact these can impose. We are therefore updating our travel policy and implementing a new travel management system, and in doing so are encouraging employees to choose lower emission routes when booking air travel, and to plan all business travel with a sustainable mindset.

We have also implemented an electric vehicle scheme for our UK-based employees, which allows for more sustainable business and personal travel, and are educating on best practice in terms of waste avoidance and disposal throughout our offices.

The highest proportion of electricity consumption is seen in our airport lounges. This is due to long opening hours and high traffic in the airports. Operating in an airport environment is very restricted and we are limited in our ability to influence the source of electricity for our lounges. We do however install energy efficient solutions, such as LED and automatic lighting in new and refurbished lounges and will commence engagement with the relevant airports to influence the sourcing of renewable energy wherever possible.

Further office locations are undergoing rightsizing, to align with our hybrid working model. We're also assessing the options for transitioning to renewable electricity sources across our offices globally, to align with our new London headquarters.

We aim to expand our GHG reporting to further Scope 3 categories in FY24.





# Social Impact

## OVERVIEW

As a family-owned and operated business, Collinson firmly believes in the importance of family, and we strive to make our company a great place to work, supporting our colleagues when times are good and when things get tough.

**We are committed to fostering an inclusive environment for all our people and to ensuring that we maintain a diverse workforce. We consider our partners and suppliers as our extended family, and seek to build strong, trusting relationships. We are passionate about enhancing the communities in which we operate, and we seek to give back and make a difference.**

In our FY22 Report we expressed an intent to baseline our internal and supplier-related diversity metrics. This has proven harder than expected, and we do not have a data set that is robust enough to share and to use in setting targets. We will continue to develop this in FY24.

Despite this, FY23 saw the introduction of a range of initiatives that we are delighted to be able to share. Furthermore, we contributed over 1.5% of our profits to charitable causes and built significant momentum in our community engagement programmes.





## OUR PEOPLE



### Family Matters

This year we launched our Family Matters programme – our way to support colleagues wherever they are on life’s journey and to foster an inclusive family culture. This saw the launch of a suite of new policies covering key areas, including fertility support, parental leave, pregnancy and baby loss, bereavement of a child, compassionate leave, mental health and wellbeing, sabbatical leave and armed forces reservist leave.

We also introduced a Parenthood Buddy programme and our global flexible Hybrid Working policy, including our Work from Anywhere policy for up to eight weeks per year.

Supporting our Family Matters programme, we launched a series of powerful videos where our colleagues share their moving stories and the support they received from Collinson. You can access this content on our YouTube channel here:

[Collinson | YouTube.](#)



### From Babies with Love

As part of the broader Family Matters programme, we partnered with From Babies with Love, to help welcome brand-new additions into the Collinson family.

When a colleague goes on parental leave – be that maternity, paternity, shared parental or adoption – they receive a beautiful Collinson gift bundle for their new arrival via From Babies with Love.

From Babies with Love is a social enterprise with a vision that every child grows up safe, loved, and learning. Gifts are ethically sourced and every penny of From Babies with Love profit goes to orphaned and abandoned children around the world, via the From Babies with Love Foundation, which so far, has given over £405,000. We feel honoured to play a small part in their success through this partnership.

You can learn more about the amazing work of From Babies with Love here:

[Organic Baby Clothes | From Babies with Love](#)







## Differing Minds

We began partnering with Differing Minds, an organisation which focuses on how companies can support neurodiversity in the workplace. This partnership is primarily aimed at increasing awareness and education across the business and is in line with our commitment to fostering diverse and inclusive teams.

Over the last year we have run and attended various workshops including: “How people managers can support neurodivergent people in their teams”, “Vision Awareness”, “Exploring Fairness through a Neurodiversity Lens”, “Race, Neurodiversity and Allyship”, “Neuroinclusive Hiring”, “Pregnancy and Baby Loss”, and “Embracing Neurodiversity”.

You can learn more about Differing Minds here: [Differing Minds | Embracing neurodiversity in the workplace.](#)



## Everywoman

Collinson is committed to nurturing and empowering our female colleagues at all levels and have partnered with everywoman to offer our employees the opportunity to participate in both the everywoman Immersive Women in Leadership programme and everywoman Power90 workshops. everywoman connects women, businesses, and organisations all over the world, using a powerful combination of inspiring, informative and educational content.

The everywoman Power90 workshops are CPD certified and can be accessed by anyone, anywhere. The sessions are delivered with global time zones in mind and available to all our colleagues. These 90-minute workshops include sessions focusing on a range of topics from; presence and impact, courage and confidence, resilience, building credibility and inclusive leadership.

The everywoman Immersive Women in Leadership programme is for existing managers and leaders who want to upskill and grow in their careers. The seven-month programme offers workshops, mentoring sessions, coaching, webinars and networking opportunities.

You can learn more about everywoman here: [everywoman | Advancing Women in Business](#)



## Armed Forces Covenant

In FY23 Collinson signed up to the Armed Forces Covenant in the UK.

The Armed Forces Covenant is a promise from the nation that those who serve or have served in the armed forces, and their families, are treated fairly. Businesses that wish to demonstrate their support for the armed forces community can sign the covenant, and in doing so, make a range of written and publicised promises to set out their support.

We pledged our support and intent to offer appropriate targeted products and relevant services, such as our travel insurance products that offer cover for military commitments, and to include the armed forces as an identified focal area within our broader Diversity and Inclusion strategy, driving us to seek ways to attract, recruit, train and retain both veterans and reservists as appropriate.

As part of our Family Matters programme and our policy review, we introduced an Armed Forces policy that sets out how we will support our armed forces community. This includes our commitment to support reservists with both paid (up to 5 days per year) and unpaid leave, to accommodate their ongoing training, and our approach to ensuring we protect reservist roles both during and post mobilisation and/or deployment.







## Shadow Careers

In FY23 we were also pleased to enter a partnership with Shadow Careers in Cape Town, South Africa.

Shadow Careers focus on equipping their “shadows” to deal with the ever-evolving future of customer contact in a more complex, human-centric, digitally enabled environment. This allows them to provide sustainable and relevant jobs to the youth of South Africa.

They place their focus on unemployed school leavers and excluded youth, taking their students through a three-month purpose specific programme that, upon completion, concludes in a career offer.

Collinson employed an initial intake of 20 students to our customer centre operations and will work to develop this partnership over time.

You can learn more about Shadow Careers and their work here: [Shadow Careers prepares and provides you with a cost-free career.](#)



## Stonewall

We continued our partnership with Stonewall, once again taking part in their annual UK Workplace Equality Index. This year, we moved up 153 places, ranking 207th in the index and received a Bronze Award.



## Employee Networks

We have continued to support our employee networks, which comprise:

- **Collinson Under 30 Committee** – giving our future leaders a strong voice;
- **LINK Network** – supporting our LGBTQIA+ community;
- **Women in Collinson** – ensuring we hire the right people and create the right environment for our people to succeed; and
- **Kaleidoscope** – promoting racial and cultural diversity across Collinson.





## OUR SUPPLIERS

Our suppliers continue to be integral to our business, and we seek to develop strong partnerships.

This year, we have continued to progress our diverse supplier programme, ensuring that each member of our Procurement Team is trained on the importance of diverse supply, and is encouraged to include diverse suppliers in all sourcing processes where possible. We have continued to develop key diverse supply partnerships and build our learning in this area. Currently, our limited data points prevent us from presenting key statistics in relation to diverse supply and is an area we are looking to improve.

**We have continued to embed sustainability into our sourcing processes and are working to include sustainability principles into our most significant contracts.**

This year we updated our Expectations for Ethical Supply – the guiding principles that shape our relationships – and we will be asking new and renewal suppliers to sign up to them during FY24.

We acknowledge that much of our impact will exist within our supply chain, and we will continue working to enhance our sourcing, vetting, contracting and supplier management processes in FY24, to ensure that we drive positive change throughout our value chains.





## OUR COMMUNITIES

**Our community programmes mobilise our ecosystem to drive positive change in the communities we live and work in.**

As natural disasters, conflict and the cost-of-living crisis continued to push millions more people into poverty over the last year, we worked with our non-profit partners to support the most vulnerable and those disproportionately affected.

We contributed a total investment that equates to approximately 2% of our pre-tax profits, focussing on the following three key areas:

1. **Driving Social Mobility** – creating opportunities for employment and routes into education for young people;
2. **Responding in Emergencies** – reacting immediately when a disaster strikes, ensuring support reaches those who need it the most; and
3. **Engaging and empowering our people** – mobilising them to support their local community and the causes they care about.

Through our fundraising, donations and volunteering, our people collectively supported more than 70 charities around the world this year equating to just over £340k of support including:

- **£198k raised for global emergency response** through our non-profit partners Save the Children and the World Health Organization Foundation;
- **744 hours of colleague volunteering** – we were proud to see Collinson people using their paid volunteering time with more than three times as many hours volunteered in our communities as in FY22; and
- **£65k donated to charities** through our colleague matched giving programme.





## Engaging and empowering our people as a force for good

Charitable giving and volunteering have always played important roles at Collinson, and we encourage our people to support charities in their local communities. Our people have the autonomy to fundraise and volunteer for the causes they care most about, and we provide the resources and support needed to maximise the impact they have.

### Matched Giving

Our Matched Giving programme gives our people a chance to boost their fundraising efforts as well as increase charitable donations, with Collinson matching the first £250 of funds they raise for, or donate to, registered charities. £65k was donated to charities this year through our colleague matched giving programme.

### Volunteering

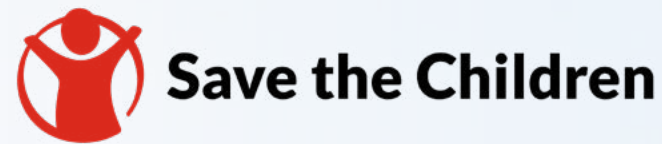
Our Volunteering programme gives each member of Collinson one day of paid leave each year to volunteer for a charity of their choice. This year we encouraged our people to incorporate team building with their volunteering, with groups of employees supporting local charities such as food banks and care homes, as well with our charity partners. In total our people volunteered 744 hours.

### In-Kind Donations

In addition to monetary donations and volunteering time, we work with charities to offer in-kind support. We provided access to meeting spaces at our London and Haywards Heath offices, as well as in-kind donations to local charities such as food parcels for food banks or no-longer-used office equipment and technology.







## Save the Children

Since 2020, we have partnered with Save the Children, working together to make a positive difference in the lives of children and their families around the world. We support Save the Children's Global Emergency Fund, which enables them to respond within hours of a disaster hitting. Donating to this flexible fund supports both immediate and long-term response to crises, helping children and families to take the first steps on the long road to recovery.

This year's funding went towards support for the ongoing Ukraine crisis, floods in Pakistan in September 2022, and the Turkey and Syria earthquakes in February 2023, as well as ongoing emergencies that didn't reach the headlines, such as the hunger crisis in Somalia and the ongoing conflict in the Democratic Republic of Congo (DRC).

In addition, our people donated to several appeals; organised fundraising activities including taking part in the London Marathon, with official Collinson Save the Children runners in both the 2022 and 2023 events; volunteered with Save the Children in China; and engaged our clients through our festive campaign.

### Over the last year we have;

- Donated £176k, including fundraising by our people;
- Helped Save the Children to quickly respond to large scale emergencies including the Ukraine crisis, floods in Pakistan in September 2022, and Turkey and Syria earthquakes in February 2023;
- Supported our marathon runner to fundraise £2,974;
- Volunteered at the Save the Children summer carnival in Hong Kong; and
- Provided an additional £10k towards the Global Emergency Fund at Christmas in lieu of gifts for our clients.

**Save the Children supported over 24.4 million people in 2022 through the Global Emergency Fund, including through anticipatory action and emergency preparedness.**







## WHO Foundation

While the COVID-19 vaccine changed the progress of the pandemic, lower-income countries were unable to vaccinate at the speed of high-income countries.

In response, we partnered with the World Health Organization Foundation (WHO Foundation) in 2021 to help tackle vaccine inequity around the world. We committed 1% of our Airport Testing profits to the Go Give One campaign, which called on everyone, everywhere to play their part in helping to vaccinate the world. The funds went to the Gavi COVAX AMC, which provides COVID-19 vaccines for lower-income countries, helping to protect those who need vaccines the most.

This year, we continued support for the Global Travel Sector Vaccine Coalition with £21,795 donated, equating to the provision of 5,500 vaccines.

Since launching in 2021, the Gavi COVAX AMC has shipped close to 1.6 billion doses of COVID-19 Vaccines to over 146 countries.







## Coach Core

Collinson is a founding partner of Coach Core, a UK-based employment and education charity, which drives social mobility through sports apprenticeships. Coach Core, works across the UK, targeting 16–24-year-olds who are not in education or employment, delivering impactful coaching apprenticeships that develop the talents of young people and provides them with a range of vital skills for sport, work, and life.

Since our partnership began, we've empowered over 850 young people across the UK, helping them to develop their skills, confidence, and employability. Our efforts have also raised enough to help Coach Core apprentices deliver over 130,000 sports coaching sessions, so more than 11 million participants can get and stay active. This year we have continued to evolve our partnership, with increased skills-based volunteering, employee-led fundraising, participation in events, and use of our office space for meetings.

### This year we:

- Donated over £57k, including ad-hoc fundraising activities from our people;
- Participated in Coach Core events, including a charity sports day, and fundraising activities such as ASICS London 10k and Royal Parks Half Marathon;
- Provided Coach Core with use of our office spaces in both Haywards Health and London, saving Coach Core approximately £4.5k; and
- Delivered skills-based volunteering, including supporting Coach Core apprentices with employability, providing mentoring for Coach Core staff and consultancy on HR reward packages.

This year Coach Core helped 231 young people gain vital skills, qualifications, and employment experience; in turn these apprentices have delivered 162,334 sports coaching sessions to help others boost their confidence, receive mentoring, and improve their life chances.







UNIVERSITY OF  
BIRMINGHAM

## University of Birmingham - Fair access to university

The Pathways to Birmingham (P2B) programme is the University of Birmingham's sector-leading fair access programme which has been successfully running for over 20 years. The first programme of its kind in the UK, it has enabled more than 3,000 young people from underprivileged backgrounds to study at the University.

We're incredibly proud to be part of the programme offering prospective applicants everything they need to thrive in education and life, including financial, professional skills and social capital support.

This year we supported three students as part of the P2B programme.







### Smile Asia

We celebrated the ten-year anniversary of our support to Smile Asia – a global alliance of charities working together to treat facial deformities and offering free surgical care through medical missions and care centres.

Our Loyalty division, working in partnership with a long-term client, created and delivered a programme whereby loyalty points can be redeemed through the rewards catalogue with Smile Asia to fund its work.

We are proud that this partnership, conceptualised by one of our team members over a decade ago, has now contributed over \$125,000 USD to Smile Asia.

More details of the work Smile Asia does can be found here:

[Smile Asia | An Alliance of Global Charities.](#)



### Recite Me

We took a giant leap forward this year, making accessibility a reality for our Insurance customers seeking to submit claims online. By integrating Recite Me, a powerful accessibility tool across all of our digital claims websites, we've opened new doors, empowering individuals with various accessibility needs to interact comfortably with our platform.

This initiative reflects our commitment to inclusivity and ensures a smooth, user-friendly experience for all.

More details on the Recite Me tool can be found here:

[Recite Me | Accessibility Software & Solutions](#)





# Governance

It should be noted that Collinson recently undertook target operating and corporate governance restructures. In the interest of providing the most current and accurate disclosure, the governance structures detailed below are those that are currently in effect. These structures were being developed during, but not in effect for FY23, during which time, Christopher Evans (Joint CEO) and Jon Holmes (CFO) acted as Board sponsors for ESG, with an ESG Steering Team, an ESG Management Team, and a focused TCFD Climate Team, reporting into them. David Evans (Joint CEO) retained Board sponsorship for our charity partnerships and community engagement activities.





### THE COLLINSON GROUP BOARD

(Retains sign off and final approval of the strategy and business plans)

Colin Evans

David Evans

Christopher Evans

Jon Holmes

Lorraine O'Brien

TBD

### THE COLLINSON GROUP STRATEGY TEAM

Sets Corporate Strategy, Capital allocation, ESG, Culture and Behaviours, Brand Guidance, Performance monitoring, leads on M&A

David Evans

Marcus Roach  
Strategy Director

Cadence Willis  
Ind. Advisor -  
Responsible Business

Jon Holmes  
Chief Financial Officer

Bertie Tonks  
Chief People Officer

Simon Feeney  
VP Procurement & ESG

Ikwu Amiaka  
SVP General  
Counsel & Risk

Operating Companies operate with autonomy but within aligned principles, guidance and budgets.

### OPERATING BUSINESSES AND LEADERSHIP



Christopher Evans

Collinson International

Collinson Enabling Functions



Lawrence Watts

Collinson Insurance



Mignon Buckingham

Airport Dimensions



Colin Evans

ValueDynamx



David Evans

Collinson Investment





### Taskforce for Climate Related Financial Disclosures (TCFD)

We produced and published our first TCFD Report for FY23, following the TCFD framework in assessing our Governance, Strategy, Risk and Metrics in relation to climate change. While on a summary level our business remains resilient in the short to medium term, we appreciate the climate challenges the global population faces, and in particular the travel sector, and we shall continue to take steps to reduce our impacts. Our full TCFD Report is available on our website: [Home | Collinson Group](#).

### Streamlined Energy and Carbon Reporting (SECR)

We have continued to comply with the SECR reporting requirements in the UK. Our relevant GHG Disclosures are presented on page 8 of this ESG Report, and within our Annual Report for The Collinson Group Limited as published on Companies House in the UK.





## Gender Pay Gap

We continue to comply with our obligations to report under the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017, and published our Gender Pay Gap Report to cover the period for FY22, with a snapshot taken on 5th April 2022. This report is available on our website: [Gender-Pay-Gap-Report-2022 \(collinsongroup.com\)](https://www.collinsongroup.com/gender-pay-gap-report-2022).

As disclosed within the report, our gender pay gap stands at 28.6%, meaning that women's pay based on the mean is 28.6% lower than men's pay for all UK based colleagues. This is primarily driven by the number of women occupying senior roles, and a reliance on professions that are typically male dominated.

The current gap does not reflect the culture of Collinson, where we are committed to being a diverse and inclusive organisation (as shared in our FY22 ESG Report, where we published our Diversity and Inclusion Commitment alongside our resulting D&I Strategy).

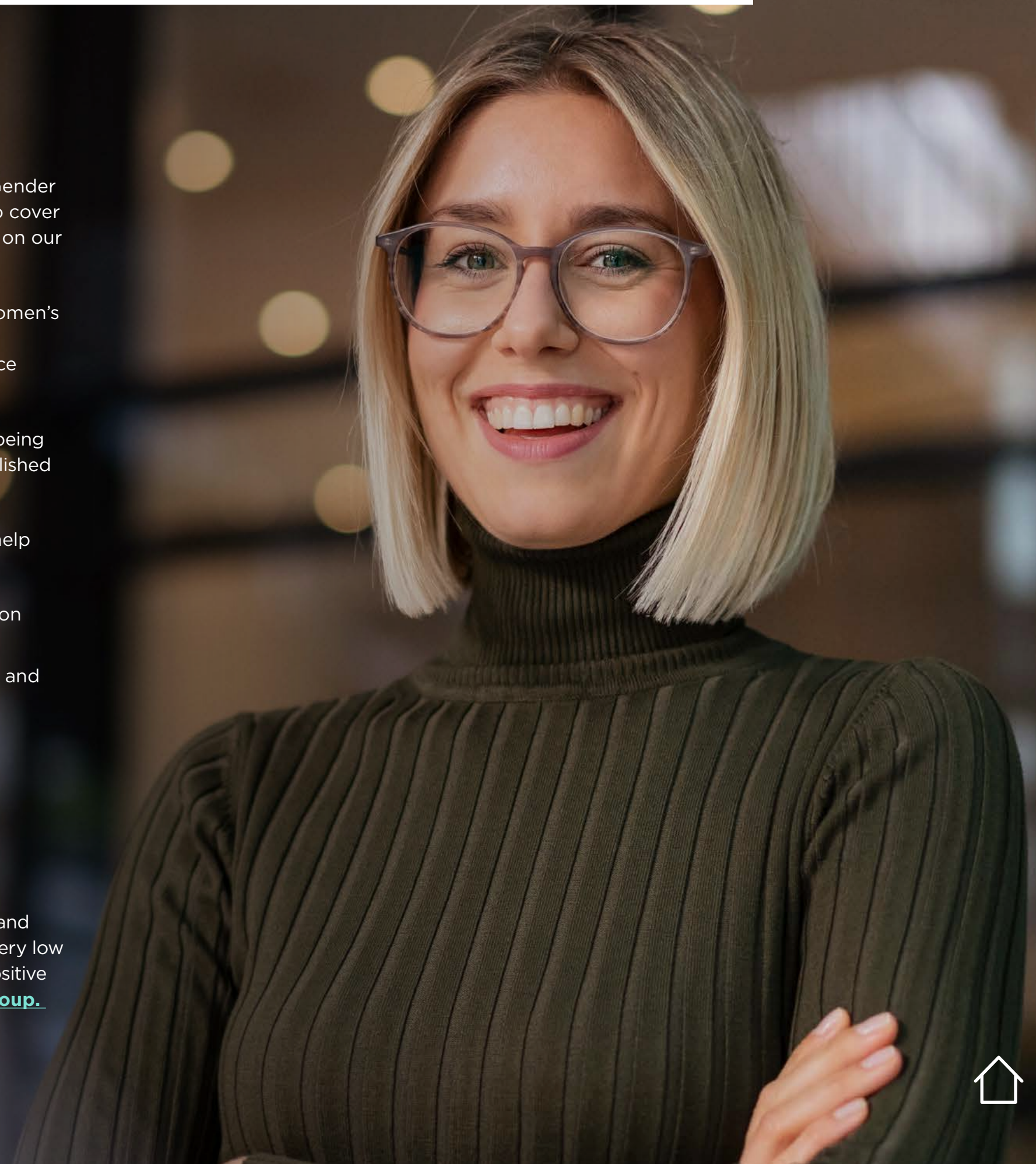
Some of the key actions we have taken to support our broader D&I Strategy and to help reduce our gender pay gap over time include:

- Hiring a new **Vice President of Rewards** to develop a forward-looking remuneration strategy to drive consistency and parity across job families and levels;
- **Developing career pathways and skills maps** to help support career progression; and
- Introducing our **Family Matters policies** to promote an inclusive family culture.

We will publish our FY23 Gender Pay Gap Report in due course.

## HMT Women in Finance Charter

As signatories to the HMT Women in Finance Charter, our Insurance Division teams had targeted 40% of female representation by 30th April 2024. We currently stand at 30% and have now reduced the short-term target to 35%. Our impact has been constrained by very low staff turnover and our actions as stated throughout this report are designed to drive positive progress over time. Our full disclosure is available on our website: [Home | Collinson Group](https://www.collinsongroup.com/home).





## Modern Slavery

We continue to comply with the Modern Slavery Act 2015 and published an Anti-Slavery and Human Trafficking Statement to cover the period for FY23. This is available on our website: [ESG Modern Slavery Statement \(collinsongroup.com\)](#) and on the UK Government's Modern Slavery Register.

In this statement we were once again pleased to have zero reported incidences of modern slavery or human trafficking.

## ESG Ratings Assessments (CDP & EcoVadis)

ESG ratings assessments evaluate the sustainability impacts of an organisation and give us insight on how well we are doing in terms of environmental sustainability, social and labour practices, as well as corporate governance. We have seen an increased expectation from our clients to provide sustainability data, and we fully endorse the importance of end-to-end value-chain collaboration to address sustainability issues.

With that firmly in mind, we completed both the CDP and EcoVadis assessments during FY23.

We did not meet the timeline to receive a CDP score on this occasion, however at the time of this report (during FY24), we have submitted a CDP response within the 2023 assessment cycle and await our score. This will be shared in our FY24 ESG Report.

In our first time completing the EcoVadis assessment, we scored 34/100. This provided a positive learning experience, both in terms of how to complete the assessment and how to improve as we move forward. In FY24, we look to embed these learnings and will re-submit a new EcoVadis response.





