



# THE CIC INSURANCE GROUP PLC

Sustainability Report 2023

*Securing Futures,  
Building a Sustainable Africa*





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## ABBREVIATIONS

<b>GWP:</b>	Gross Written Premiums
<b>GRI:</b>	Global Reporting Initiative
<b>SDGs:</b>	Sustainable Development Goals
<b>OSH:</b>	Occupational Health and Safety
<b>DEI:</b>	Diversity, Equity and Inclusion
<b>UNGCN:</b>	United Nations Global Compact Network
<b>NDSI:</b>	Nairobi Declaration on Sustainable Insurance
<b>AML:</b>	Anti-Money Laundering
<b>TCF:</b>	Treat Customers Fairly
<b>CIS:</b>	Co-operative Insurance Society Limited





# INTRODUCTION





## ABOUT THE REPORT

**Report publication date: 05/11/2024**

This is the first sustainability report by CIC Insurance Group PLC (referred to as CIC Group throughout the report) and is in accordance to Global Reporting Initiative (GRI) Standards (2021) for the period 01/01/2023 – 31/12/2023.

CIC Group has mapped out its contribution to the Sustainable Development Goals (SDGs) throughout the report. The sustainability report will be issued on an annual basis. The GRI Standards (2021) have been used as a framework for the planning, structuring and presentation of the results.

The results of this report reflect the consolidation of information from CIC General Insurance Limited, CIC Life Assurance Limited, CIC Asset Management Limited, CIC Micro-Insurance Limited, The CIC Africa Insurance (SS) Limited, CIC Africa (Uganda) Limited and CIC Africa Co-operatives Insurance (Malawi) Limited.

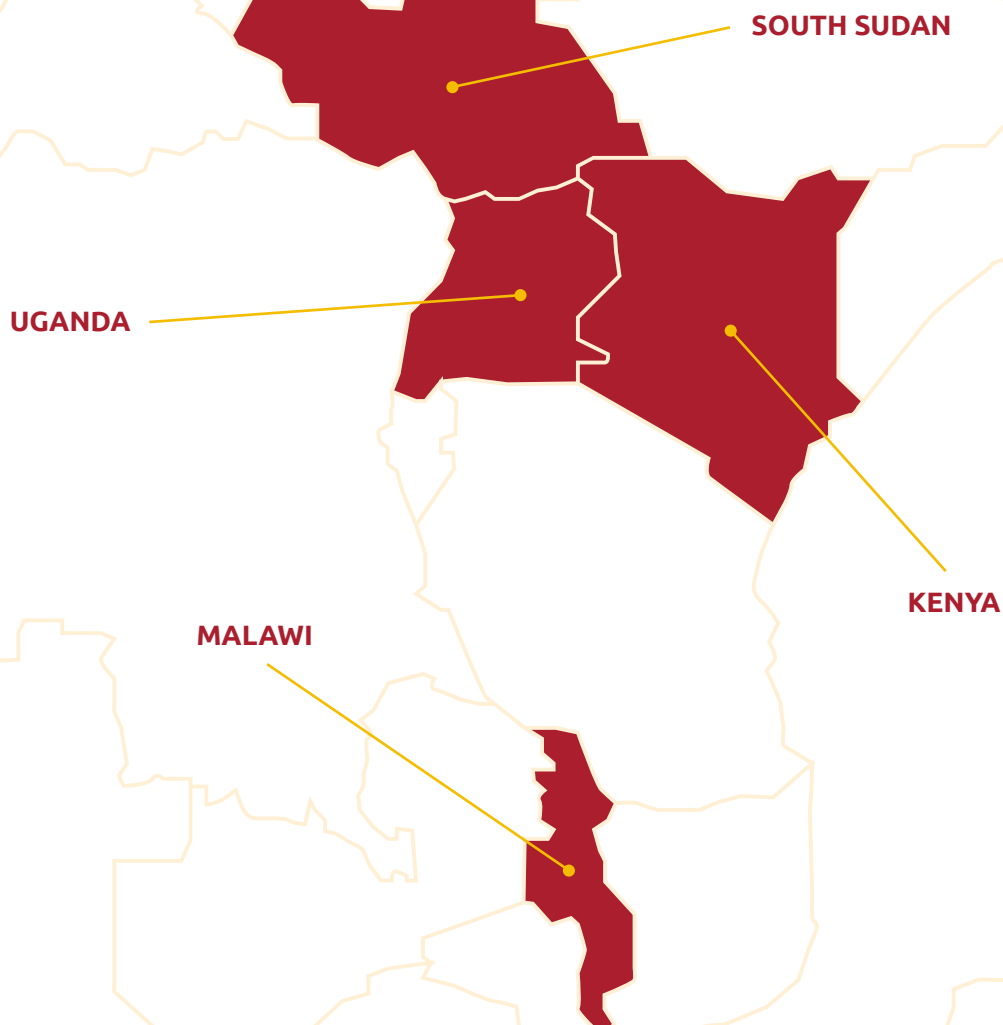
The GRI index on pages 56 presents the distribution of disclosures.

If you have any questions regarding this report, please contact the sustainability team at [investorrelations@cic.co.ke](mailto:investorrelations@cic.co.ke) 0703099149 / 0703099236.



## WHO WE ARE

CIC Insurance Group is a leading Co-operative Insurer in Africa, providing insurance and related financial services in Kenya, Uganda, South Sudan and Malawi.



The Group offers a wide range of products including General Insurance, Life Assurance, Medical Insurance and Asset Management services. We are a pioneer and leader in Micro-insurance. The Group's focus on innovation and excellence in service delivery has differentiated it in the market and earned it National and International recognition.

### General Insurance



### Life Assurance



### Medical Insurance



### Asset Management





# OUR PHILOSOPHIES AND VALUES

## Our Purpose (Mission)

Enable people achieve financial freedom



## Our Vision

To be a world-class provider of insurance and other financial services



## Our Values

### Integrity

Be fair and transparent

### Dynamism

Be passionate and innovative

### Performance

Be efficient and results-driven

### Cooperation

Live the Co-operative spirit



## CIC Tagline/Slogan

### "We keep our word"

We recognize that for our business to grow, we have a role to play in reversing the mistrust partly contributed by our industry players through various malpractices such as mis-selling or failure to honor claims thus undermining the growth we desire. We shall honor our promises to all our stakeholders.



## Value Proposition

"To offer simple, flexible insurance and financial services built around our customers' needs."

Our approach to business growth shall be research-driven. We shall seek to understand our customers and their needs, and innovatively develop appropriate products that address their needs, wants and desires.





# CIC QUICK FACTS

CIC Group Plc

25.4 B

Insurance  
Revenue

50.3 B

Total  
Assets

146 B

Assets Under  
Management

29.5 %

Assets Management  
Unit trust Market share

5.8%

Life Assurance  
Market share

8.4%

General Business  
Market share

## Countries of Operation



Kenya



Uganda



South Sudan



Malawi

## Nature of Ownership and Legal Form

Publicly Listed Company

## CIC QUICK FACTS

### Subsidiaries



CIC General Insurance Limited



CIC Life Assurance Limited



CIC Asset Management Limited



CIC Microinsurance Limited



CIC Africa Insurance (SS) Limited



CIC Africa Uganda Limited



CIC Africa Co-operatives Insurance Ltd (Malawi)

*\*\* Consolidation of a subsidiary begins when the group obtains control over the subsidiary and ceases when the Group loses control of the subsidiary. Assets, liabilities, income and expenses of a subsidiary acquired or disposed of during the year are included/excluded in the consolidated financial statements from the date the group gains control until the date when the group ceases to control the subsidiary.*

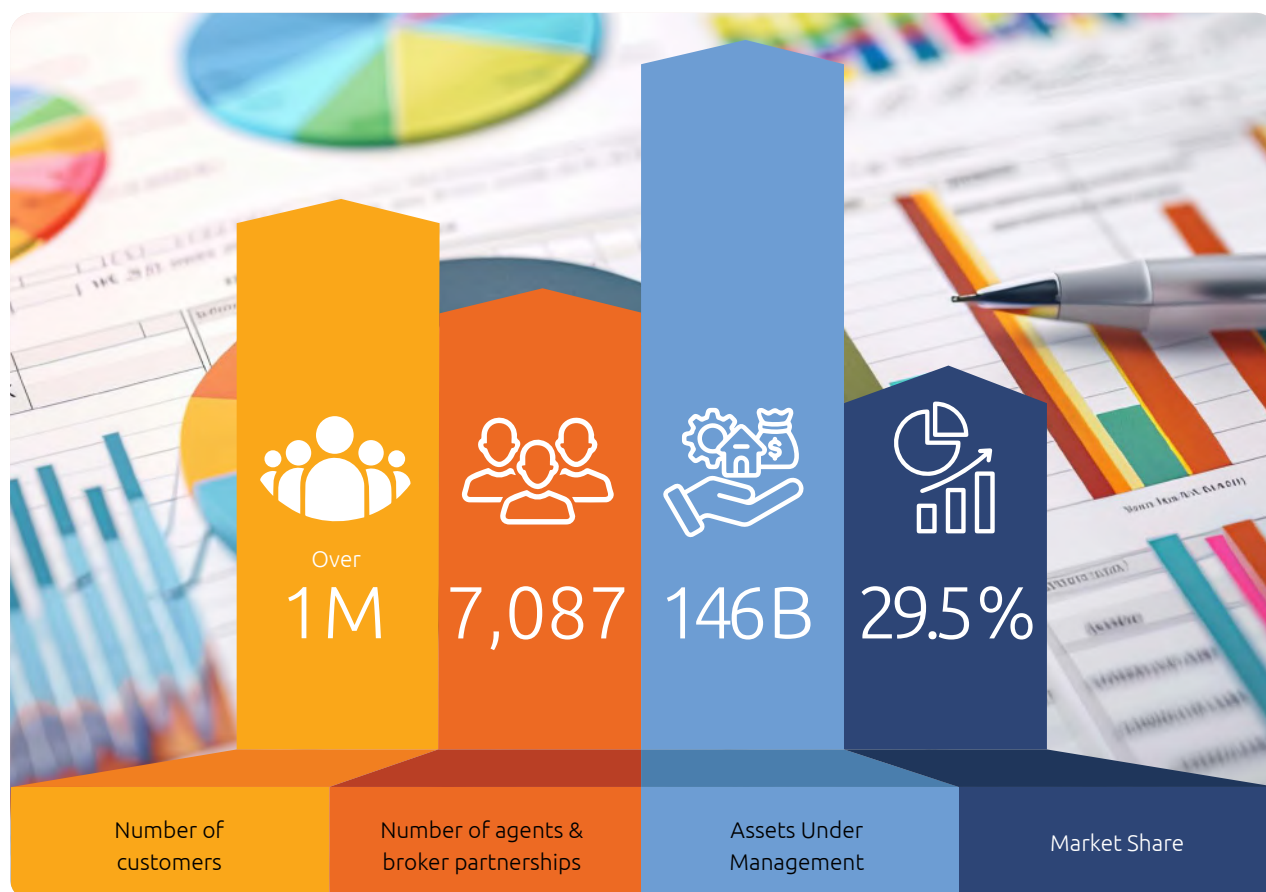
### Services

Insurance and Investment Services

### Branch Distribution

Country	No. of Branches
Kenya	25
Uganda	6
Malawi	3
South Sudan	2
<b>Total</b>	<b>36</b>

	General Business (Kenya)	Life Business (Kenya)
Insurance Revenue	Ksh 15.5 Bn	Ksh 6.7 Bn
Total Assets	Ksh 14.4 Bn	Ksh 24.3 Bn
Market Share	8.4 %	5.8%





# ACTIVITIES

## Products and Services

### i. Products

We offer a comprehensive range of products tailored to meet diverse insurance and investment needs.

- a. Life Assurance:** Term policies (Protection), Endowment (Savings + protection), Whole life (Savings + protection), Unit link (Investments + Protection), Pensions and Annuities, Education policies, Group Life and Group Credit Life for Banks and Co-operatives.
- b. General Insurance:** Engineering, Fire, Liability, Marine, Motor private, Motor commercial, Accident, Theft, Workmen's compensation, Miscellaneous (includes livestock and crop insurance, political violence and terrorism, sportsmen, forestry and aquaculture insurance), medical insurance products covering corporate schemes, individuals, SMEs and Micro.
- c. Asset Management:** Unit trusts with various funds i.e. Money Market, Equity Fund, Balanced Fund, Fixed Income, Wealth Fund, Dollar Fund and pension fund management that include Segregated Schemes, Umbrella Retirement Schemes, Discretionary Wealth Management & Income Drawdown Fund.

Through these diverse products, we demonstrate our commitment to providing comprehensive, flexible, and reliable insurance and investment solutions, catering to a wide range of needs and financial goals.

### ii. Services

The Group provides a comprehensive suite of services designed to meet the diverse needs of its clients, ensuring risk management, seamless customer experience, and proactive engagement. These services underscore our commitment to excellence, innovation, and customer satisfaction.

The key services provided include:

- a)** Risk Assessment and Underwriting
- b)** Claims Processing and Settlement
- c)** Policy Management
- d)** Investment management
- e)** Financial Planning and Retirement Solutions
- f)** Insurance Education and Training Programs
- g)** Loss Prevention
- h)** Fraud Prevention

Customer engagement and communication are key in delivering the above services. Through these comprehensive services, we not only meet the diverse needs of our stakeholders but also foster a culture of trust, transparency, and proactive engagement. Our dedication to risk management, customer service, and education ensures that clients are well-protected, informed, and supported throughout their insurance journey.

### Business Relationships

Our value chain is a structured network of services and partnerships aimed at delivering comprehensive and reliable

insurance and investment solutions to our clients. Our downstream entities, including co-operatives, customers, policyholders, brokers and agents as well as communities, form an essential part of our ecosystem. These entities are crucial to the company's operations and play a pivotal role in driving its mission to enable people achieve financial freedoms. By prioritizing the needs and well-being of our clients, empowering our agents, and actively engaging in community development, we adopt a holistic approach to our business operations. This commitment to excellence and social responsibility bolsters our reputation as a trusted and socially conscious brand, dedicated to positively impacting the lives of its stakeholders.

Our upstream entities include a diverse range of stakeholders who are crucial to our operations and success: investors, shareholders and co-operatives who provide essential capital and financial support; suppliers and service providers who deliver the necessary technology, office supplies, and professional services; employees who drive our daily operations and strategic initiatives, and banks and reinsurers who facilitate our financial stability and risk management, ensuring we can offer reliable and comprehensive insurance products.

Our success is further supported by a network of key business relationships and that extend beyond our immediate operational sphere. This network includes regulators and government institutions. Each of these stakeholders plays a crucial role in the company's growth, governance, and community impact.

These partnerships exemplify our holistic business strategy, prioritizing the interests of all stakeholders and contributing to our overall resilience and sustainability.

### EMPLOYEES

Employees headcount has been consolidated at the end of the reporting, there being no significant fluctuations throughout the reporting period. We are also supported by a group of insurance agents who are not employees. They are a sales workforce whose main objective is to source for business and act as intermediaries between the insurer and the insured, the fund manager and the investor. At the end of the reporting period, the employee count was 793 distributed as per the table below:

Region	Male	Female	TOTAL
Kenya	344	304	648
Uganda	23	25	48
South Sudan	18	13	31
Malawi	36	30	66
<b>TOTAL</b>	<b>421</b>	<b>372</b>	<b>793</b>
	<b>53%</b>	<b>47%</b>	<b>100%</b>



## MESSAGE FROM OUR LEADERSHIP



# MESSAGE FROM THE CHAIRMAN



**Dear Stakeholders,**

I am delighted to present CIC Group's inaugural Sustainability Report. This marks a significant milestone in our journey towards integrating sustainability into our core business practices and operations.

We believe that sustainability is not just a responsibility but a catalyst for long-term growth and resilience. This inaugural report showcases our commitment to creating shared value for all stakeholders while upholding the highest standards of economic resilience, environmental stewardship, social responsibility, and corporate governance.

Our sustainability strategy is rooted in our Co-operative values and commitment to ethical leadership. As a leading Co-operatives insurer, we have a unique strength in leveraging our Co-operative model to drive sustainability initiatives. Being in the Co-operative movement enables us to foster strong community ties, trust, and collaboration. This inherent advantage translates into an opportunity to advance our sustainability goals, as we engage with a wide network of Co-operative members who are equally committed to sustainable development. Our Co-operative principles of mutual support and collective action empower us to implement impactful sustainability initiatives that resonate with our stakeholders and contribute to broader societal goals.

We are proud to outline our initiatives that will help us achieve our sustainability vision of being an impact and growth catalyst for sustainable insurance and investments in Africa by integrating sustainability into business operations to drive decisions. Our ambitious targets reflect our proactive approach to addressing global challenges and positioning ourselves as leaders in sustainable insurance and investment solutions.

Throughout this report, you will see our initiatives aligned to our four sustainability pillars: Economic, Environment, Social and Responsible Governance. These initiatives not only enrich the lives of our stakeholders but also contribute to the sustainable development of the communities we serve across Africa.

I extend my heartfelt appreciation to the Board of Directors, management team, the sustainability steering committee, sustainability workstream, employees, and partners for their dedication and unwavering support in advancing our sustainability agenda. Together, we are committed to building a sustainable future that drives meaningful impact.

Sincerely,

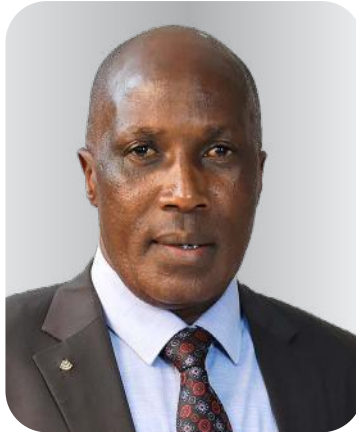
**Dr. Nelson Kuria, OGW, MBS**

**Chairman CIC Group**

## BOARD OF DIRECTORS



**Dr. Nelson Kuria, OGW, MBS, F. IoDK**  
Group Chairman



**Mr. James Njue**  
Group Vice Chairman



**Mr. Patrick Nyaga**  
Group Managing Director &  
Chief Executive Officer



**Mr. Gordon Owuor**  
Director



**Mr. Michael Ondinya Wambia**  
Director



**Dr. Rogers Kinoti**  
Director



**CS Commissioner Sharon Kisire**  
Director



**FCPA - Julius Mwatu**  
Director



**Ms. Ludia Rono**  
Director



# MESSAGE FROM THE GROUP MANAGING DIRECTOR AND CHIEF EXECUTIVE OFFICER



**Dear Stakeholders,**

At CIC Group Plc, our commitment is steadfast: to serve our customers with integrity, to foster sustainable growth, and to contribute positively to the communities we serve across Africa. We are dedicated to being a catalyst for change, addressing societal challenges, and shaping a future where prosperity is shared and sustainability is paramount.

As a Co-operative insurer, we draw strength from our values of mutual aid, democratic governance, and community focus. This Co-operative foundation empowers us to engage meaningfully with our members and stakeholders, fostering a shared commitment to sustainable development. Our co-operative model enhances our ability to implement impactful sustainability initiatives and ensures that the benefits of our actions are widely distributed. It is this strong foundation that has given us the strength to expand our services to become an all-inclusive insurance Group with a growing footprint across Africa.

The transformative journey for CIC Group began with an essential step of sustainability capacity building for our senior management and the board directors. This ensured that we had alignment and capacity to drive sustainability agenda across the Group. We then appointed and operationalized the sustainability steering Committee comprising of senior members of the management. Through the Steering Committee we developed the sustainability Integration roadmap to provide a clear path toward the seamless integration of sustainability principles into our business strategy.

We also operationalized a Sustainability Workstream consisting of the Sustainability Champions across the Group and the Secretariat. Acknowledging that our commitment extends beyond our organizational boundaries, we made commitments to Global Sustainability Initiatives by becoming signatories to the United Nations Global Compact (UNGC) Network Kenya and the Nairobi Declaration on Sustainable Insurance (NDSI).

We have to this end, identified our sustainability material topics through an extensive stakeholder engagement. The material topics identified are physical and transition climate risk, Water, Impact on communities, Workforce health and safety, Pollution, Working conditions and Sustainable products and services.

We have developed a six-year comprehensive sustainability strategy and policy to enable us to implement and monitor our sustainability goals and targets.

## **Our goals focus on six broad areas:**

1. Encouraging community development through CIC Foundation
2. Supporting local entrepreneurship
3. Fostering Sustainable Practices
4. Promoting diversity, equality and inclusion (DEI)
5. Improving employee engagement Index
6. Improving customer engagement Index

We have developed specific targets and initiatives to help us achieve these goals.

Our inaugural Sustainability Report reflects our achievements for 2023 and our commitments going forward. It highlights how we are making a meaningful impact on our stakeholders' lives and the broader society.

As we move forward, we acknowledge there is still much to accomplish. As a leading insurance provider in Africa, we embrace our role in shaping a sustainable future. Together with our stakeholders, we are poised to achieve significant milestones for the benefit of society and our planet.

I extend my sincere gratitude to our team members, partners, and stakeholders who have contributed to our journey towards sustainability. Your collaboration and support are instrumental as we continue to navigate challenges, seize opportunities, and build a future where sustainability and prosperity go hand in hand.

Thank you for your trust and partnership.

**Patrick Nyaga**

**Group Managing Director & Chief Executive Officer**

## BOARD OF MANAGEMENT



**Patrick Nyaga**  
Group MD & CEO



**Philip Kimani**  
Group Chief Finance Officer



**Humphrey Gathungu**  
Managing Director,  
CIC Asset Management Limited



**Meshack Miyogo**  
Managing Director,  
CIC Life Assurance Limited



**Fred Ruoro**  
Managing Director,  
CIC General Insurance Limited



**Julius Ndugire**  
Managing Director,  
CIC Africa Insurance (SS) Limited



**Zachary Wambugu**  
Managing Director,  
CIC Africa Co-operatives Insurance Limited



**Eric Obila**  
Managing Director,  
CIC Africa (Uganda) Limited



**Gail Odongo**  
Director, Legal and Group Company Secretary



**Muyesu Luvai**  
Director, Internal Audit



**Susan Robi**  
Director, Risk and Compliance



**Henry Malmqvist**  
Group Head of ICT



**Richard Nyakenogo**  
Director,  
Co-operatives



**Salome Wambui**  
Group Actuary



**Michael Mugo**  
Director,  
Branch and Distribution



**Joyce Mwashigadi**  
Director,  
People & Culture



**Dr. Lydia Kiburu**  
Group Director,  
Business Excellence





## WITH THE CHAIRPERSON, SUSTAINABILITY STEERING COMMITTEE

**What is the vision behind CIC Group's commitment to sustainability?**

Our vision is to be an impact and growth catalyst for sustainable insurance and investment in Africa by integrating sustainability into business operations to drive decisions. With Our Foundational strength from the Co-operative business model, we have a unique opportunity to mitigate risks and drive positive change and resilience in the communities we serve. We are committed to continuously integrating sustainability into the core of our business strategy, ensuring that we achieve both financial success and sustainable social impact on society and the environment. We recognize and are committed to ethical and sustainable business practices which are key drivers of long-term success and resilience.

**How have you approached environmental sustainability?**

Environmental sustainability is a critical focus for us. We are committed to fostering sustainable practices through reducing our carbon footprint, managing our water and waste efficiently, climate-related risk and opportunity analysis of our policies as well as sustainability rating of our business relations.

**What are the key social initiatives that The Group aims to pursue?**

Our social initiatives are centred around creating positive impacts to our employees, customers, communities and stakeholders. We have set targets on promoting diversity, equity and inclusion, improving the employee engagement index, improving the customer satisfaction index and strengthening stakeholder engagement.

**What are the key economic activities that you have committed to?**

Encouraging community development through CIC Foundation, capacity building to Co-operatives and supporting local entrepreneurship are the backbone of our economic pillar in the sustainability strategy.

Through various initiatives, we have committed to increasing the proportion of our revenue spent on social investment and increasing micro-business proportion in terms of number of policies.

**How have you integrated SDGs into your sustainability strategy?**

We have conducted a comprehensive materiality assessment to identify and prioritize the sustainability issues that are most relevant to our business and stakeholders. This process is aligned with the GRI Standards, ensuring that we focus on the most significant impacts. Each material topic is then mapped to the corresponding SDGs, allowing us to align our initiatives with global sustainability objectives. For instance, our efforts in fostering sustainable practices directly support SDG 9 (Industry, Innovation & Infrastructure, SDG 12 (Responsible Consumption and Production) and SDG 13 (Climate Action). By linking our material topics to the SDGs, we have ensured that our sustainability strategy not only addresses our specific business needs but also contributes to broader global goals.

**Can you elaborate on the role of the sustainability steering committee at CIC Group?**

The Sustainability Steering Committee is crucial in steering our sustainability efforts. We set strategic priorities, oversee the implementation of sustainability initiatives, and ensure these efforts are integrated into all our operations and decision-making processes. We regularly review our progress, identify areas for improvement, and address any emerging challenges. By providing leadership and direction, the committee ensures that our goals are met and continuously advanced.



**What does the future look like for The Group regarding sustainability?**

The future of sustainability will be driven by the effective implementation of our strategy. We are focused on embedding sustainability into all aspects of our operations and the entire value chain. We have set ambitious environmental targets, such as reducing our carbon footprint and promoting green insurance solutions, expanding social initiatives that support local entrepreneurship and community development, and strengthening our governance frameworks to ensure transparency and accountability. By integrating sustainability into our core business practices, we aim to exceed our targets and position CIC Group as a leader in sustainable insurance and investment in Africa. Furthermore, we subscribe to the Principles of Sustainable Insurance by being a signatory to the Nairobi Declaration on Sustainable Insurance.

**This being the first sustainability report, what has your experience of the process been like?**

Working on our sustainability integration process and first sustainability report has been a challenging but also enlightening and rewarding experience. It has allowed us to take a holistic view of our impact and understand the importance of integrating sustainability considerations into every aspect of our business. Compiling the report involved extensive collaboration across all departments, showcasing the collective effort required to achieve our sustainability goals. This report is a testament to our commitment to transparency and continuous improvement. It has also provided us with a solid foundation to build upon for future sustainability efforts, ensuring that we remain accountable to our stakeholders and aligned with global best practices.





# GOVERNANCE



## Governance Structure and Composition

The Governance framework sets out the strategic direction of the Group while entrusting the day-to-day running of the organization to the executive management led by the Group Managing Director & Chief Executive Officer. The Board of Directors is supported by its four (4) Committees and other ad-hoc committees that the Board may deem necessary to constitute. The Board oversees the execution of strategy by the Management team under the leadership of the Group Managing Director & Chief Executive Officer and the Board of Management. The four Board Committees are the Governance & Nomination Committee, Human Resource Committee, Audit & Risk Committee and Finance & Investment Committee. Reporting for assurance will be undertaken to the Board Audit & Risk Committee while reporting for strategy is undertaken to the Board Finance and Investments Committee.

The Board has a diverse representation of stakeholders/ It is composed of nine non-executive directors and one executive director, of whom 20% (twenty percent) are female. Five board members at the Group level also serve on the boards of the subsidiaries. Board members have received various trainings on sustainability to enhance their expertise in this area.

All Directors are expected to maintain the skills required to assist on their oversight role. Continuous capacity building ensures that the Board is kept up to date with developments

in the industry both locally and globally. It includes sessions with experts in the areas of corporate governance and in the fields relevant to the Group's operations.

The Board is led by an independent non-executive chairman responsible for ensuring accurate and timely information, maintaining effective communication with stakeholders, promoting corporate governance, safeguarding the Group's reputation, and aligning business strategies with long-term sustainability goals. The Chairman oversees performance and ensures the incorporation of relevant sustainability matters into governance, strategy, and reporting.

Directors retire every three years and, if eligible can, seek re-election. The Group communicates to the shareholders of their right to nominate a candidate for election as a director by a notice convening the shareholders meeting in the event any director election or re-election is to occur at a shareholder meeting.

## Management of Sustainability Impacts

The Board has delegated the responsibility to manage sustainability impacts to the Board of Management and the Sustainability Committee. The Sustainability Committee has a duty to develop and periodically review the Company's sustainability strategies and policies including setting the goals, targets and performance metrics and aligning them with industry best practices. The stakeholders' outcomes are



*L-R: Executive Director UN Global Network Kenya Ms. Judy Njino and GMD & CEO Mr. Patrick Nyaga during the announcement of CIC joining the UN Global Compact Network.*





considered in determining the focus material topics. These are then reviewed and approved by the Board of Directors as per the governance structure

The Board of Directors also reviews and approves the material topics, including the goals and targets as well as the sustainability report. The Board has empowered the Finance and Investment Committee to oversee the organization's strategic sustainability initiatives, while the Audit and Risk Committee will be responsible for assurance

We have also established a Sustainability Workstream comprising the sustainability Secretariat and the sustainability departmental and subsidiary champions who meet quarterly for workshops to progressively improve sustainability performance.

### Strategy, Policies and Practices

Our commitment to sustainable development as outlined in our strategy is underpinned by our alignment with authoritative intergovernmental instruments and global standards, as well as our rigorous internal policies and frameworks. This alignment ensures that we operate responsibly, ethically, and with a focus on long-term sustainability.

All the policies are approved by the Board of Directors. The policies apply to employees and guide our activities and relationships with all our stakeholders. All employees are trained and are aware of the policies. The policies are available on the intranet and those that apply to external stakeholders are available on the company's website.

### Commitments to Intergovernmental Instruments

We have demonstrated a strong commitment to global sustainable development initiatives by being a signatory to the UN Global Compact Network through the Kenyan Local Network and the Nairobi Declaration on Sustainable Insurance (NDSI). These commitments reflect our dedication to aligning our operations with internationally recognized principles and guidelines that promote sustainability and responsible business practices.

### Due Diligence Requirements

Conducting due diligence is a key aspect of CIC Group's sustainable development commitments. This helps us in identifying all types of risks across all stakeholder groups.

The ten principles of the UNGCN, to which CIC Group subscribes, explicitly stipulate the necessity of conducting due diligence to prevent human rights violations, labour abuses, and other adverse impacts associated with business operations.

This is further reinforced by the various policies outlined in the Enterprise Risk Management Framework and the Human Resources Manual, which are designed to mitigate risks related to human rights and ensure that all business practices adhere to the highest ethical standards. Our dedication to due diligence ensures that potential risks are identified and addressed proactively, safeguarding both the company and its stakeholders.

## Precautionary Principle Application

CIC Group applies the precautionary principle in its operations, reflecting its commitment to proactive risk management and sustainability. This principle is integral to the organization's strategy for identifying and managing environmental, social, and governance impacts. Our adherence to the precautionary principle is supported by the determination of sustainability material topics and impacts, and the development of corresponding strategies and policies to manage these impacts effectively. The application of the precautionary principle is also mandated by the principles of the UNGCN, which CIC Group actively follows. This approach ensures that we anticipate and mitigate potential negative impacts before they occur, promoting a sustainable and resilient business model.

## Respect for Human Rights

Respecting human rights is a cornerstone of our corporate ethos. The Human Resources and Procedures Manual includes a comprehensive array of policies dedicated to upholding human rights, including the Code of Conduct Policy, Employee Wellness Policy, Health, Safety and Security Policy, Staff Welfare Policy, Leave Management Policy, Sexual Harassment Policy, Whistleblower Policy, and Grievance Handling Policy. These policies are designed to protect employees from human rights violations and create a safe, supportive, and fair working environment. By embedding respect for human rights into our operational policies, we ensure that all employees are treated with dignity and respect, fostering a culture of integrity and ethical behaviour.

Our policies are aligned with the principles of the UNGCN to which we are a signatory. The UNGCN principles advocate for the protection of internationally proclaimed human rights, urging businesses to ensure they are not complicit in human rights abuses. By adhering to these principles, CIC Group commits to supporting and respecting the full spectrum of human rights as outlined in global frameworks such as the Universal Declaration of Human Rights and the International Labour Organization's standards.

The Group's commitment to human rights extends to all its stakeholders, including employees, regulators, customers, service providers, the community, and strategic partners. The community at large benefits from The Group's CSR initiatives,

which aim to support societal well-being and development. By fostering an inclusive and supportive environment, we aim to safeguard the rights of those who might otherwise be vulnerable to rights violations.

## Embedding policy commitments

We are committed to 100% compliance with company policies. We systematically embed our policy commitments for responsible business conduct across all levels of the organization and throughout our business relationships, ensuring comprehensive adherence and integration into everyday operations. This is done through integration into KPIs that are measured every quarter.

The Group allocates responsibility for implementing its commitments across various levels within the organization through a structured approach. Each staff member, upon joining the company, is trained on the Code of Ethics before signing off a declaration acknowledging and committing to adhere to the code of conduct and ethics. On an annual basis, staff are required to declare a conflict of interest. This declaration ensures that every employee, from entry-level to executive management, is aware of their responsibilities regarding ethical conduct. A fit and proper assessment for senior management is undertaken annually. We also undertake an annual AML risk assessment for all staff to measure our exposure to AML from a staff-based angle. Moreover, specific roles such as compliance officers, HR managers, and departmental heads are tasked with overseeing the implementation and adherence to these policies within their respective areas, ensuring accountability and consistency across the organization.

CIC Group integrates its policy commitments into organizational strategies, operational policies, and procedures by aligning its goals, values, and practices with the stated policies. The company's strategic planning processes incorporate considerations of ethical conduct, human rights, and sustainability, ensuring that these commitments are reflected in long-term goals and daily operations. Operational policies and procedures are designed to operationalize these commitments, providing clear guidelines and frameworks for employees to follow. For instance, the Code of Conduct and Ethics Policy is woven into everyday business practices, guiding decision-making processes and employee behaviour.





CIC Group implements its commitments with and through its business relationships by clearly communicating relevant policies to stakeholders, including service providers, partners, and clients. This communication ensures that all parties involved understand our expectations and standards regarding responsible business conduct. Contracts and agreements with service providers and partners include clauses that require adherence to our policies on anti-corruption and ethical practices. Through regular engagement and monitoring, CIC Group ensures that its business relationships align with its commitments, fostering a culture of responsibility and integrity across its value chain.

To ensure that employees are well-versed in implementing the company's commitments, The Group conducts various sensitization forums and training programs. These sessions are designed to educate staff on the importance of the policies, how to adhere to them, and the role each employee plays in upholding these standards. Regular training on specific topics is provided to reinforce the company's commitments. Continuous monitoring and improvement initiatives are also in place, allowing the company to adapt and enhance its policies and practices based on feedback and evolving best practices.

### Processes to remediate negative impacts

The Group demonstrates a commitment to addressing and remediating negative impacts caused by its operations, particularly concerning environmental and social issues. We acknowledge our responsibility to address any negative impacts identified as stemming from our operations. For example, if our activities inadvertently lead to environmental degradation or contribute to social inequality in local communities, we commit to taking immediate corrective actions. This proactive stance includes implementing measures to rectify the issues and prevent recurrence.

We have established structured grievance mechanisms to address concerns from various stakeholders, including clients and other external parties. The company's Complaint Handling Procedure, accessible on the website, outlines the process for lodging complaints and the steps taken for resolution. Moreover, for grievances involving unlawful conduct, we have a whistle-blower policy in place to ensure the issues are addressed swiftly and appropriately.

To effectively address identified negative impacts, we will employ monitoring systems to continuously assess its Environmental, Social, and Governance (ESG) performance. This monitoring helps the company track its progress in mitigating impacts and improving operational practices. Additionally, The Group engages with industry stakeholders and peers to leverage collective expertise in tackling broader issues and driving positive change.

We actively involve stakeholders who are the intended users of our grievance mechanisms in the design, review, operation, and improvement of these processes. This inclusive approach ensures that the mechanisms are effective and responsive

to stakeholder needs and expectations. Stakeholders can provide feedback through open channels such as dedicated tabs on the company website and accessible phone numbers. The effectiveness of our grievance mechanisms and other remediation processes is regularly monitored and assessed. Our Dispute Management Policy outlines the principles and procedures to be followed when there is a dispute. In addition, the compliance team reviews complaints received to ensure they are addressed promptly and satisfactorily. Our HR Manual and the contracts also cover dispute resolution. The Group reports on its sustainability performance transparently through annual integrated reports, enabling stakeholders to evaluate the company's progress and hold it accountable for its commitments.

### Seeking Advice and raising concerns

We have established clear mechanisms for individuals to seek advice on implementing the organization's policies and practices for responsible business conduct, as well as for raising concerns about the organization's business conduct. Individuals within The Group who need guidance on implementing the organization's policies and practices for responsible business conduct can approach the first line of defence. In organizational terms, the first line of defence typically refers to operational management and staff directly involved in executing business activities. These individuals are responsible for understanding and applying the organization's policies in their day-to-day operations.

The first line of defence is tasked with ensuring that policies are implemented effectively and that employees have the necessary guidance and resources to adhere to these policies. This includes providing advice on best practices, clarifying policy requirements, and supporting employees in making decisions aligned with responsible business conduct.

Additionally, the second and third lines of defence play oversight roles in the implementation process. The second line of defence includes compliance and risk management functions, which monitor and assess whether policies are being followed correctly and effectively. The third line of defence involves internal audit, which provides independent assurance on the effectiveness of governance, risk management, and control processes.

Individuals who wish to raise concerns about CIC Group's business conduct, particularly related to unethical behaviour, are guided by the organization's whistleblower policy. This policy ensures that any grievances concerning unethical practices, misconduct, or violations of policies are handled appropriately and confidentially.

The whistleblower policy outlines procedures for reporting concerns, protecting whistleblowers from retaliation, and ensuring thorough investigation and resolution of reported issues. It emphasizes the importance of ethical behaviour and accountability within the organization, fostering a culture where employees feel empowered to speak up about wrongdoing without fear of adverse consequences.

Grievances received through the whistleblower policy are escalated to the appropriate channels within the Group, such as compliance, legal, or an independent committee designated to handle such matters. This ensures that reported concerns are addressed promptly, thoroughly investigated, and resolved in accordance with established procedures and legal requirements.

We also have customer service charters that set clear standards and expectations for the level of service customers can expect. In addition, we adhere to the TCF guidelines that are intended to ensure fair treatment of policyholders and clients.

## Membership Associations

CIC Group is a member of various associations as listed below:



**a. The Association of Kenya Insurers (AKI)** plays a significant role in the insurance industry in Kenya. It serves as a platform for collaboration and information-sharing among insurance companies in the country. AKI is involved in setting industry standards, advocating for regulatory changes, and promoting consumer awareness about insurance products and services.



**e. The UN Global Compact Network Kenya (UNGCK)** is part of the larger UN Global Compact initiative, which aims to promote sustainable and socially responsible business practices. By participating in the UNGCK, we demonstrate our commitment to corporate sustainability, ethical business conduct, and environmental stewardship.



**b. The International Co-operative and Mutual Insurance Federation (ICMIF)** is a global association that aims to support and promote the Co-operative and mutual insurance sector. By becoming a member of ICMIF, CIC Group demonstrates its dedication to mutual values, Co-operative principles, and the promotion of socially responsible and sustainable insurance practices. This membership underscores the Group's commitment to ethical business conduct, community development, and financial inclusion.



**f. The Nairobi Declaration on Sustainable Insurance (NDSI)** is a commitment by insurance industry stakeholders to promote sustainable development through insurance practices. By endorsing the NDSI, AKI shows its dedication to integrating sustainability principles into its operations, risk management, and product offerings.



**c. The International Co-operative Alliance (ICA)** which represents Co-operatives worldwide and promotes Co-operative principles and values. Our membership in ICA underscores its alignment with the global Co-operative movement, emphasizing cooperation, mutual aid, and sustainable development.



**g. The African Confederation of Cooperative Savings and Credit Associations (ACOSCA)** is an organization dedicated to advancing Co-operative savings and credit unions in Africa. The Group's involvement in ACOSCA demonstrates its commitment to the Co-operative principles of financial inclusion, community development, and empowerment through access to savings and credit facilities.



**d. The Co-operative Alliance of Kenya (CAK)** which advocates for the interests of Co-operative societies in Kenya. Our membership in CAK reflects its strong ties to the Co-operative movement and its focus on community development and financial inclusion.

*More information on the general aspects of corporate governance can be obtained from Pg 17 – 73 of our 2023 Integrated Report at <https://www.cicinsurancegroup.com/wp-content/uploads/2024/06/The-CIC-Insurance-Group-Integrated-Report-and-Financial-Statements-2023.pdf>*





## **OUR APPROACH TO SUSTAINABILITY**

CIC Group provides insurance and financial services for individuals, businesses and Co-operatives. We have over 1 million customers in Africa. We have regional offices in Kenya, Uganda, South Sudan and Malawi. We have integrated sustainability into our operations, guiding our decisions and actions. Our ambition is to make insurance and financial services accessible for all, to protect the economy, environment and society. We provide social and economic security to customers, and society at large, through promoting the growth of local entrepreneurship in Africa. We believe that we have a unique opportunity to mitigate risks while also to driving positive change and resilience in the

communities we serve. As an insurance and financial services provider in Africa, we are committed to setting an example that others will follow. We are integrating sustainability into our operations, to drive our decisions and progressively improve our performance.

Our sustainability strategy framework consists of four strategic foundations: Environmental Stewardship, Social Responsibility, Economic Resilience and Responsible Governance. The strategic foundation of sustainability is based on the materiality assessment (see Materiality assessment, page 29) and is built on five commitments.

## OUR SUSTAINABILITY JOURNEY

### 2022

November - Appointment of the Sustainability Steering Committee

### 2023

Introductory sustainability training for the Board of Directors and all staff

Appointment of a sustainability lead

Development of sustainability integration roadmap

Development of sustainability governance tools and frameworks

Nomination of sustainability champions

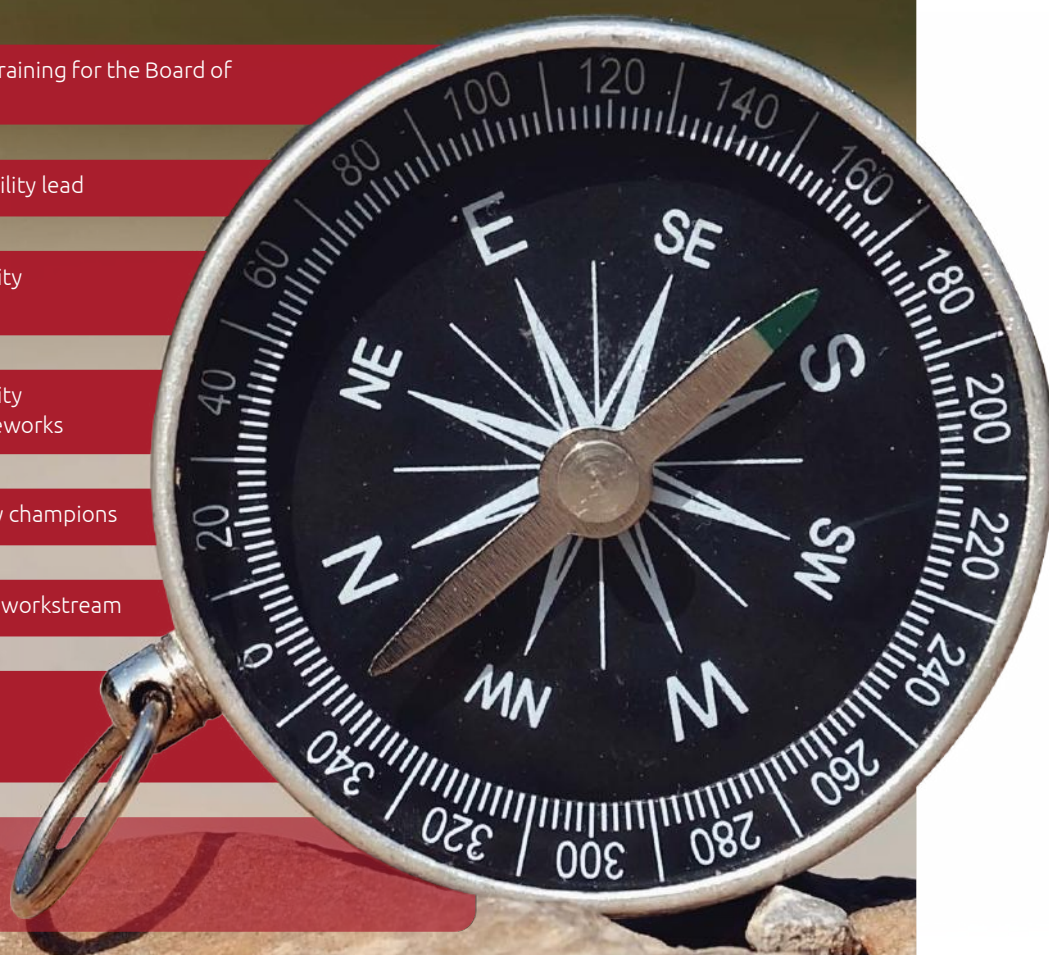
Launch of the sustainability workstream

Signed up as a member of the United Nations Global Compact (UNGCN)

Signed up to the Nairobi Declaration on Sustainable Insurance (NDSI)

Stakeholder engagement

Prioritization of our material topics and linking them to SDGs

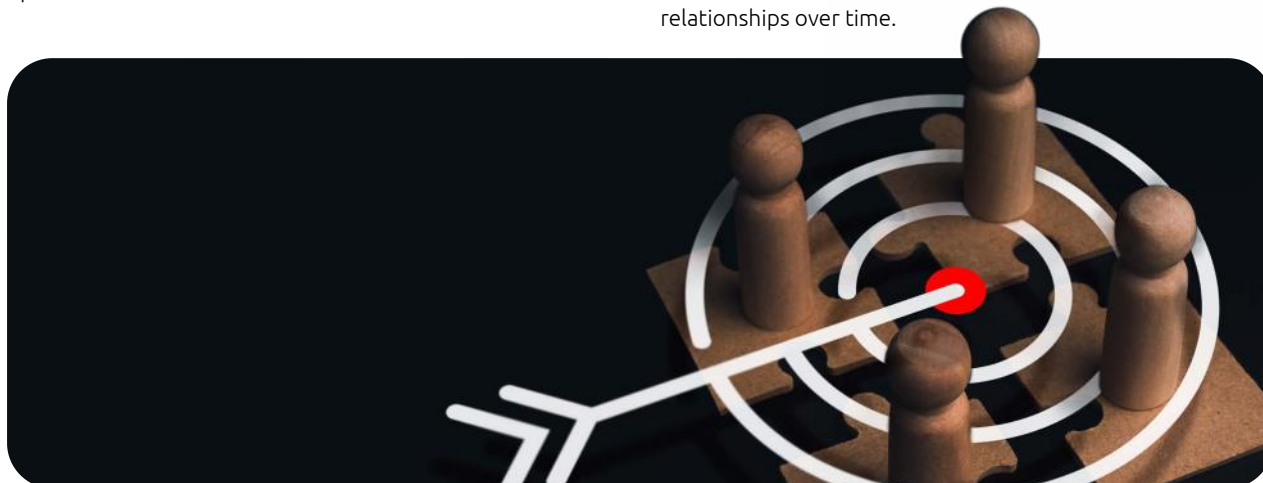




## LISTENING TO OUR STAKEHOLDERS

The Group adopts a comprehensive approach to engaging with its diverse stakeholders, recognizing the critical importance of fostering strong relationships across various categories. These stakeholders encompass customers, regulators, shareholders/investors, employees, suppliers/service providers, and the community. Each group plays a distinct role in influencing or being influenced by our operations and decisions.

Identification of stakeholders involves a comprehensive mapping process. This entails categorizing stakeholders based on their significance, influence, and potential impact on the company's objectives and reputation. Through this mapping exercise, we gain a nuanced understanding of each group's unique needs, expectations, and concerns. This structured approach ensures that the company can tailor its engagement strategies effectively to address specific stakeholder requirements and maintain proactive management of these relationships over time.



### Categories of stakeholders

External upstream stakeholders			
Stakeholders	Key Expectations	Communication Channel	Frequency
Shareholders/Investors	Financial returns	Bi-annual reports	Bi-annually
Regulators	Regulatory compliance Business compliance Business continuity	Regulatory filings	Continuously
Industry associations	Socio-economic contributions	Update reports	Annually
Suppliers and service providers	Business continuity Long term partnerships	Supplier evaluations	Continuously
Co-operatives	Financial returns	Branch networks	Continuously
Banks	Financial returns	Financial reports	Continuously
Reinsurers	Business continuity	Financial statements	Continuously
Internal stakeholders			
Stakeholders	Key Expectations	Communication Channel	Frequency
Board of Directors	Financial stewardship Fiduciary responsibility Responsible investment	Board reports	Quarterly
Board of management	Fiduciary responsibility Business continuity Human rights	Management reports	Monthly
Sustainability Steering Committee	Fiduciary responsibility Business Continuity	ESG Progress Report	Quarterly
Heads of departments	Business continuity	Management reports	Continuously
Sustainability Champions	Business continuity	Sustainability reports	Continuously
Staff/Employees	Career progression Fair remuneration Human rights Engagement	Intranet Staff meetings	Continuously

External downstream stakeholders			
Stakeholders	Key Expectations	Communication Channel	Frequency
Exclusive agents	Fair value for goods and services Business continuity Long term partnerships	Call centres, Branch networks, Websites, Media	Continuously
Private and institutional clients	Fair value for goods and services Business continuity Long term partnerships	Surveys, Call centres, Branch networks, Media	Continuously
Insurance intermediaries	Fair value for goods and services Business continuity Long term partnerships	Relationships	Continuously
Competitors	Fair competition	Industry Association meetings	Continuously
Banks	Fair value for goods and services Business continuity Long term partnerships	Call centres Branch networks Media	Continuously
Co-operatives	Fair value for goods and services Business continuity Long term partnerships	Call centres Branch networks Media	Continuously
Media	Engagement Responsible business Accountability	Media briefings social media Website	Continuously
Civil societies and communities	Human rights Ethical conduct Environmental protection	Social media Website	Continuously

The primary purpose of stakeholder engagement at CIC Group is multifaceted. First, it serves as a crucial element of risk management, allowing the company to identify potential risks arising from stakeholder dissatisfaction or regulatory non-compliance early on. By engaging with stakeholders regularly and transparently, we aim to mitigate these risks and enhance operational resilience.

Furthermore, stakeholder engagement is pivotal in enhancing customer satisfaction and retention. By actively listening to customer feedback and addressing concerns promptly, we shall continue to strengthen customer relationships, improve service delivery, increase brand awareness and foster loyalty in a competitive market.

Aligning with regulatory expectations is another key objective of our stakeholder engagement efforts. By maintaining open communication with regulatory bodies and staying informed about evolving requirements, the company ensures compliance and avoids regulatory pitfalls that could impact its operations and reputation negatively.

More information on how we engage our stakeholders can be found in our Integrated Report at <https://www.cicinsurancegroup.com/wp-content/uploads/2024/06/The-CIC-Insurance-Group-Integrated-Report-and-Financial-Statements-2023.pdf>

## SOCIAL AND ENVIRONMENTAL IMPACT ASSESSMENTS

Through CIC Foundation, we conduct Social Impact Assessments to ensure equitable support through initiatives like our Scholarship Programs. These assessments involve participatory community processes to identify and assist deserving students.

The Foundation supports students from Co-operative backgrounds with scholarships covering their entire high school education, maintaining a balanced 50% male and 50% female composition.

Our commitment to Environmental Impact Assessments is further reflected in our partnerships with like-minded organizations on environmental conservation programs.

The Group ensures transparency and accountability by publicly disclosing the outcomes of these impact assessments during Quarterly Delegates Meetings. Represented by CIS Directors in each region, these meetings foster transparency and accountability to stakeholders and the public alike.



## MATERIALITY ASSESSMENT

### Our Approach

CIC Group employs a thorough process of materiality assessment through extensive stakeholder engagement to identify and prioritize its impacts on various stakeholders and the environment. This assessment begins with mapping out the diverse range of stakeholders. By actively seeking input and feedback from these stakeholders, we gain valuable insights into our concerns, expectations, and the significant impacts the company's operations may have on them.

Once stakeholders' concerns and priorities are identified, we align these impacts with the relevant Global Reporting Initiative (GRI) topics. The GRI framework provides a comprehensive set of indicators that help categorize and assess the company's sustainability impacts. This mapping process ensures that we address a broad spectrum of material issues relevant to both stakeholders and the company's long-term sustainability strategy.

As part of its commitment to responsible business practices, the Group identifies negative impacts that require remediation or mitigation measures. This proactive approach involves assessing potential risks and adverse effects associated with its operations, products, and services. By pinpointing these negative impacts early on, we can develop targeted strategies to address them effectively, thereby minimizing harm and optimizing its overall sustainability performance.

Stakeholder engagement plays a pivotal role in prioritizing these material topics. CIC Group actively engages with stakeholders to prioritize issues based on their significance, urgency, and level of impact on stakeholders and the company itself. This collaborative approach ensures that the company's sustainability efforts are aligned with stakeholder expectations and address the most pressing concerns identified through the materiality assessment process.

Furthermore, CIC Group engages sustainability champions within the organization to drive sustainability initiatives forward. The champions advocate for sustainability integration across departments, promote best practices, and spearhead initiatives that contribute to positive social and environmental outcomes. Their involvement ensures that sustainability

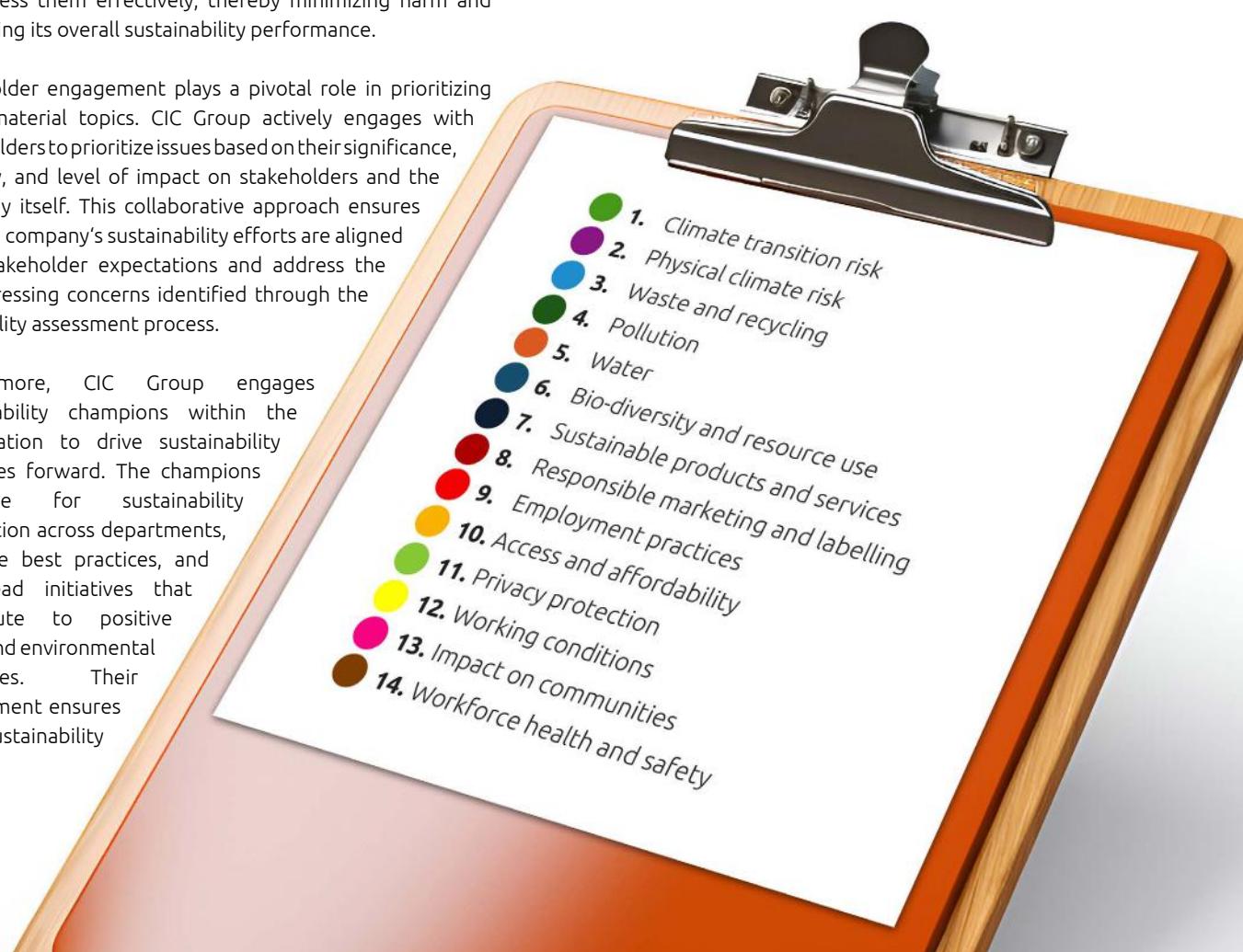
considerations are embedded into decision-making processes at all levels of the organization.

Ultimately, the approval of the sustainability committee, the Board of Management and the Board of Directors solidify our commitment to sustainability principles and responsible corporate citizenship. The sustainability committee oversees the implementation of sustainability strategies, monitors progress towards goals, and ensures accountability across the organization. Board approval underscores the importance of sustainability as a strategic priority for CIC Group, guiding long-term decision-making and fostering transparency with stakeholders.

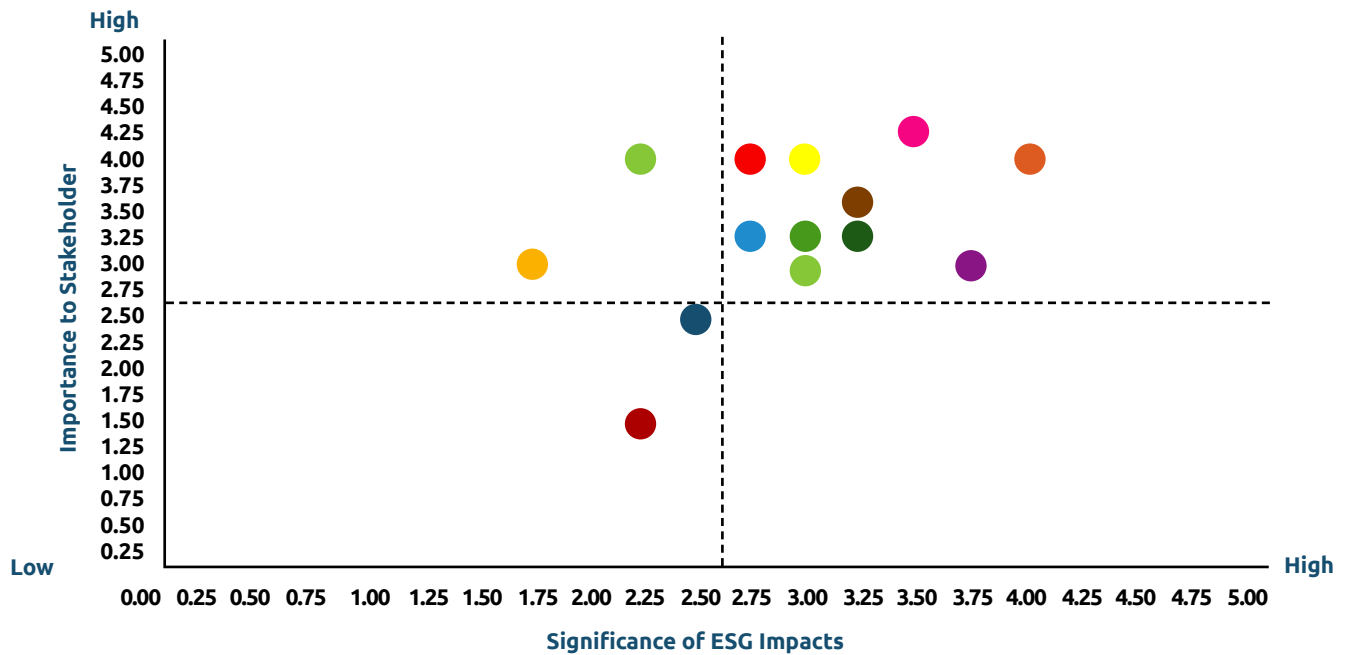
Our approach to materiality assessment and stakeholder engagement is comprehensive and systematic. By integrating stakeholder insights, mapping impacts with GRI topics, addressing negative impacts, prioritizing material topics through stakeholder consultation, engaging sustainability champions, and obtaining oversight and approval from the sustainability committee and board, CIC Group demonstrates its commitment to sustainable business practices and enhancing stakeholder value.

### Identified Sustainability Impacts

We identified fourteen potential sustainability impacts as listed below.







- 
1. Climate transition risk
  2. Physical climate risk
  3. Waste and recycling
  4. Pollution
  5. Water
  6. Bio-diversity and resource use
  7. Sustainable products and services
  8. Responsible marketing and labelling
  9. Employment practices
  10. Access and affordability
  11. Privacy protection
  12. Working conditions
  13. Impact on communities
  14. Workforce health and safety

## Materiality assessment grid



## Prioritized material topics

An analysis of the stakeholder feedback on the identified potential material topics yielded the prioritized topics below:

Impact	GRI Code	Material Topic	SDG
Water	303	Water and Effluents	
Sustainable products and services	417	Marketing and Labelling	
Impact on communities	413	Local Communities	
Physical climate risk Climate transition risk	201	Economic Performance	 
Workforce health and safety	403	Occupational Health and Safety	
Working conditions	403	Occupational Health and Safety	
Pollution	305	Emissions	



## CIC's sustainability strategic framework

The sustainability strategic framework is represented below:



Goal	Target
<b>Our six commitments</b> <ol style="list-style-type: none"> <li>1. Encourage community development through CIC Foundation</li> <li>2. Support local entrepreneurship</li> <li>3. Foster sustainable practices</li> <li>4. Promote diversity, equality and inclusion</li> <li>5. Improve employee engagement Index</li> <li>6. Enhance customer engagement</li> </ol>	<ol style="list-style-type: none"> <li>ii. Increase the proportion of revenue spent on Social Investment</li> </ol> <hr/> <ol style="list-style-type: none"> <li>i. Increase microbusiness proportion at CIC</li> </ol> <hr/> <ol style="list-style-type: none"> <li>i. Climate-related risk and opportunity analysis of our policies.</li> <li>ii. ESG rating of our business relations.</li> <li>iii. Reduce waste diverted to landfill</li> <li>iv. Recycle water at CIC facilities</li> <li>v. Reduce Scope 1 and 2 GHG emissions.</li> </ol> <hr/> <ol style="list-style-type: none"> <li>i. Achieve gender balance across the workforce.</li> <li>ii. Increase the representation of PWD at CIC.</li> </ol> <hr/> <ol style="list-style-type: none"> <li>i. Improve employee engagement Index</li> </ol> <hr/> <ol style="list-style-type: none"> <li>i. Improve customer satisfaction index</li> </ol>

## 1) Encourage community development through CIC Foundation

By harnessing the collective power of philanthropy, advocacy, and strategic partnerships, the Foundation is a potent catalyst for positive change, addressing multifaceted challenges ranging from poverty alleviation and education to healthcare access and environmental sustainability. One of the most compelling reasons for us to champion community development through the CIC Foundation lies in our capacity to foster sustainable growth and resilience within the communities we serve.

By investing in initiatives that prioritize long-term impact and grassroots empowerment, the Foundation will nurture the seeds of self-reliance, innovation, and social cohesion, laying the groundwork for sustainable development pathways. Whether through entrepreneurship support programs, vocational training initiatives, or microbusiness, the Foundation equips individuals with the tools, resources, and opportunities they need to chart their own destinies and break the cycle of intergenerational poverty.

## 2) Support local entrepreneurship

Microbusinesses are critical drivers of economic growth and contribute substantially towards poverty reduction, employment, and income generation. They are vital to economic development. The International Labour Organization (ILO) (2015) confirms that microbusinesses are “a major job creation engine”, accounting for two-thirds of all jobs and creating most new jobs.

We have made an intentional decision through our sustainability strategy to support co-operatives and the micro-business sector. Supporting Co-operatives that bring together local entrepreneurs of microbusinesses is a strategic way for us to engage with the community and foster economic growth. By developing insurance micro products tailored to the needs of Co-operatives and their member businesses, we will provide coverage options that address the specific risks faced by microbusinesses, such as property damage, liability, cyber threats, and business interruption.

## 3) Foster sustainable practices

Sustainable practices help mitigate risks associated with climate change and environmental degradation. By encouraging sustainable behaviours among their business relations, the Group will potentially reduce the frequency and severity of claims related to natural disasters, such as floods, hurricanes, and wildfires, which are becoming more common due to climate change. Sustainable practices can lead to cost savings. Similarly, implementing digital solutions to streamline processes can optimise resource usage and administrative costs.

## 4) Promote diversity, equality and inclusion

Gender diversity contributes to the creation of inclusive workplaces where employees feel valued, respected, and empowered to contribute their full potential. Embracing gender diversity helps attract a diverse pool of talent and

retain top performers. By prioritizing gender equality, CIC Group will appeal to a broad range of candidates, including women who seek opportunities for career advancement and professional development in supportive environments.

In addition, diverse teams bring together a variety of perspectives, experiences, and ideas, which fosters creativity, innovation, and effective problem-solving. Furthermore, insurance is a customer-centric industry that serves a diverse client base. By promoting gender diversity, we will better understand and meet the unique needs and preferences of our customers, including women who may have distinct risk profiles, purchasing behaviors, and financial goals.

## 5) Improve employee engagement Index

At the core of every sustainable enterprise is its human capital—the driving force behind innovation, productivity, and long-term growth. We recognize that our success is intricately intertwined with the well-being and engagement of its workforce. Investing in employee engagement fosters a culture of empowerment and inclusivity, where individuals feel valued, respected, and heard.

By nurturing a supportive work environment we will cultivate a sense of belonging that transcends hierarchical boundaries. Improving employee satisfaction at CIC Group goes beyond the workplace, extending to the wellness of employees' families and the communities they come from. By prioritizing holistic well-being, we ensure our team members are not only productive and engaged but also lead balanced, healthy lives. This comprehensive approach fosters a sense of fulfilment that employees carry into their homes, positively impacting their families.

Empowered employees are more likely to exhibit heightened levels of commitment, loyalty, and discretionary effort, thereby bolstering organizational resilience in the face of adversity. Moreover, enhancing the employee engagement index serves as a potent antidote to the pervasive scourge of talent attrition—a phenomenon that exacts a heavy toll on organizational continuity and competitiveness. By proactively addressing the underlying drivers of dissatisfaction, we will stem the tide of talent haemorrhage, safeguard its intellectual capital and nurture the growth and wellness of the broader community contributing to sustainability and social investment.

## 6) Enhance customer engagement

Customer engagement is crucial for long-term business success as it builds trust, loyalty and satisfaction. Customer centricity centers on putting CIC Groups' customers first and at the core of the business to provide a positive seamless experience and build long-term relationships. Engaged customers are more likely to adopt new products and provide valuable feedback thereby contributing to a positive impact. Through active customer engagement, CIC Group will create a collaborative environment where customers feel valued and empowered to contribute to a more sustainable and socially responsible future.





# ENVIRONMENTAL IMPACTS





## **WATER AND EFFLUENTS**

### **Our Approach**

CIC Group recognizes the importance of managing water and effluent impacts as part of its sustainability efforts.

One potential positive impact the Group focuses on is mitigating water-related risks such as floods and property damage. We provide insurance that covers both agriculture and property for large to small businesses and household to ensure we build community resilience and minimize potential disruptions caused by water-related hazards. We include proper ratings and ensure affordability in all our regions.

Moving forward, we recognize the need to gather more comprehensive data on our water usage and effluent management practices. This data will enable the company to better understand its environmental footprint, identify areas for improvement, and set measurable targets to enhance water efficiency and minimize environmental impacts associated with its operations.

Conversely, there are potential negative impacts associated with water and effluents that CIC Group seeks to address. These include concerns such as untreated effluent discharge and the indirect impact through suppliers involved in manufacturing processes that may discharge pollutants into water bodies. While the company currently lacks specific policies and commitments addressing these issues, it acknowledges the importance of monitoring and managing such risks to prevent environmental harm and comply with regulatory requirements.

By taking proactive steps to manage water and effluent impacts, we not only aim to mitigate risks and ensure regulatory compliance but also demonstrate our commitment to responsible corporate citizenship and sustainability leadership within the insurance sector. This approach aligns with broader efforts to integrate environmental considerations into business operations and uphold stakeholder expectations for sustainable business practices.

### **Interactions with water as a shared resource**

CIC Group's interaction with water predominantly revolves around indirect impacts rather than direct usage or discharge.

The company sources its water supply from boreholes and the City Councils, ensuring a reliable and sustainable water supply for its operations. This water is primarily utilized for office purposes within its facilities, such as cleaning, toilet facilities, and kitchen usage.

In managing its water footprint, the Group aims to ensure efficient and sustainable use of water resources while complying with regulatory standards and fulfilling its commitment to environmental stewardship. We have taken initial steps towards sustainability by replacing normal taps with time-delay taps. This small but meaningful action aims to reduce water consumption within our facilities, promoting efficient use of resources and demonstrating a commitment to environmental stewardship.

By focusing on indirect impacts and promoting water conservation practices, CIC Group aligns its operations with principles of corporate responsibility and sustainability, contributing to broader efforts to preserve water quality and availability in its operational areas.

Given its status as a service provider rather than an industrial entity with heavy water demands, the Group's direct water consumption is relatively minimal. However, the company remains mindful of potential indirect impacts associated with water use across its operations and supply chain. This includes considering water efficiency measures within its facilities and encouraging responsible water management practices among its employees.

### **Management of water discharge-related impacts**

CIC Group manages its water discharge-related impacts by adhering to the standards for the quality of effluent discharge, ensuring compliance with environmental regulations and promoting responsible environmental practices. The company primarily discharges effluent through the main urban sewer line, which serves as a conduit for waste disposal in compliance with local regulatory requirements.

While specific sector-specific standards are not explicitly defined, we adhere to overarching environmental principles that guide our operations toward sustainability. This includes considering the profile of the receiving water body where effluent is discharged. Understanding the characteristics and sensitivity of these environments helps us to mitigate potential impacts and align discharge practices with local environmental conditions.

Our approach to managing water discharge-related impacts reflects our commitment to environmental stewardship and regulatory compliance. By considering local environmental factors, the company aims to minimize its ecological footprint and contribute positively to the communities and ecosystems where it operates.

**Water Consumption for FY 2023: 22.51 mega litres (€1,000 mg/L of dissolved solids)**



## EMISSIONS

### Our Approach

While CIC Group acknowledges the negative environmental impacts of its operations such as GHG emissions as a result of energy consumption by office buildings and vehicles, it is steadfast in its efforts to mitigate these through comprehensive sustainability initiatives. By investing in low-carbon technologies, engaging in community and CSR activities, innovating sustainable products, and maintaining transparent and accountable practices, CIC Group demonstrates its commitment to a sustainable future.

We have committed to reducing our carbon footprint by:

- Channelling investments towards projects and companies that prioritize sustainability. This will include funding renewable energy projects, supporting green infrastructure, and backing businesses that adhere to environmental, social, and governance (ESG) criteria.
- Innovating insurance products that encourage sustainability. This will include offering policies that incentivize eco-friendly practices among clients, such as reduced premiums for electric vehicle owners or businesses that demonstrate significant efforts in reducing their carbon footprints.
- Corporate Social Responsibility (CSR) initiatives aimed at environmental conservation. Tree planting activities, environmental awareness campaigns, and supporting local sustainability projects.
- Establishing KPIs related to sustainability to help us track our progress towards emission reduction goals. Metrics such as reduction in energy use and decrease in scope 1, 2 and 3 carbon emissions will be crucial for evaluating the effectiveness of our sustainability initiatives.

## GREEN HOUSE GAS (GHG) EMISSIONS

At CIC Group, we prioritize environmental sustainability and are dedicated to transparent reporting of our greenhouse gas emissions. In line with this commitment, we utilize the Greenhouse Gas (GHG) Protocol, an internationally recognized standard, to accurately calculate and report our Scope 1 and Scope 2 emissions.

## Direct (Scope 1) GHG emissions

Our Scope 1 emissions encompass all direct greenhouse gas emissions from sources that we own or control. This includes emissions from our corporate vehicle fleet, on-site fuel combustion in our buildings, and other direct emissions sources. By tracking fuel usage and other relevant activities, we ensure that our Scope 1 emissions data is precise and comprehensive.

## Energy indirect (Scope 2) GHG emissions

Scope 2 emissions account for indirect greenhouse gas emissions from the consumption of purchased electricity, heat, and cooling. These emissions arise from the energy consumed in our office buildings and other facilities. We calculate these emissions by collecting data on our electricity usage and applying appropriate emission factors, ensuring accuracy in our reporting.

## Other indirect (scope 3) GHG emissions

Currently, Scope 3 emissions, which include all other indirect emissions that occur in our value chain are excluded from our reporting. We recognize the importance of these emissions and are committed to developing methodologies and systems to measure and manage Scope 3 emissions in the future.

## GHG Intensity

CIC Group's specific denominator for GHG intensity was the number of insurance policies held in the reporting period, which was 197,374.

The total GHG intensity, Scope 1 and Scope 2 is **2.37 Kgs of CO<sub>2</sub>e/Policy**

Therefore, the GHG Emissions for reporting period is **469 metric tonnes**

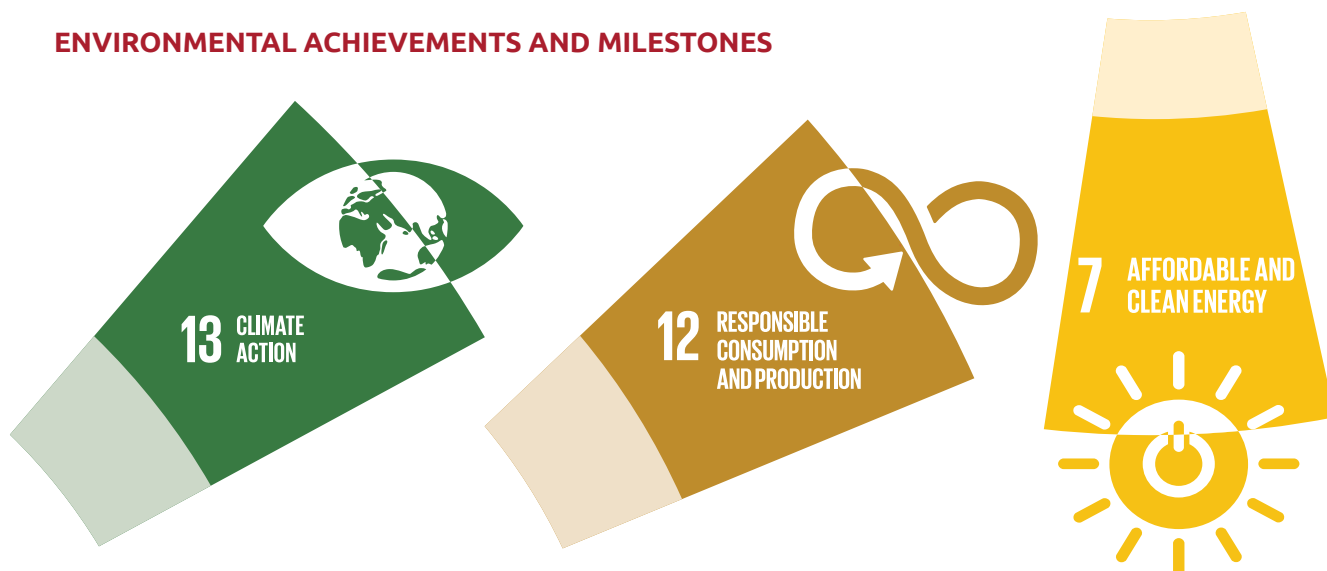
The emissions Base Year is 2023, as the first year that the calculations were completed are 469 metric tonnes.

**GHG protocol Global Warming Potential (GWP)** rates were applied [https://ghgprotocol.org/sites/default/files/ghgp/Global-Warming-Potential-Values%20%28Feb%2016%202016%29\\_1.pdf](https://ghgprotocol.org/sites/default/files/ghgp/Global-Warming-Potential-Values%20%28Feb%2016%202016%29_1.pdf)

**GHG Protocol Methodology** was used to calculate the emissions.

Scope	Activity Type	2023			
		Carbon equivalent (CO <sub>2</sub> e) metric tonnes	Carbon Dioxide (CO <sub>2</sub> ) metric tonnes	Methane (CH <sub>4</sub> ) metric tonnes	Nitrogen Oxide (N <sub>2</sub> O) metric tonnes
Scope 1	Stationary Combustion	16	16	0.0021	0.0000
	Mobile Combustion	229	229	0.0000	0.0000
	<b>Scope 1 – Total</b>	<b>245</b>	<b>16</b>	<b>0.0021</b>	<b>0.0000</b>
Scope 2	Purchased electricity – location based	224	224		
	<b>Scope 2 - Total</b>	<b>224</b>	<b>224</b>		

## ENVIRONMENTAL ACHIEVEMENTS AND MILESTONES



### 1. Comprehensive Agricultural Insurance

Recognizing the critical role agriculture plays in our economy and the challenges farmers face due to climate change, we have developed comprehensive insurance products tailored to protect farmers against financial losses caused by the adverse impacts of weather-related events. Our coverage ensures that farmers can continue their vital work with peace of mind, knowing they are safeguarded against a range of perils

Our Multi-Peril Crop Insurance covers yield shortfalls due to drought, floods, pests, and other perils. Livestock Insurance protects against mortality and loss from fire, diseases, and accidents, while Poultry Insurance indemnifies against the death of birds due to various natural causes. Our Aquaculture Insurance protects fish farmers against pollution, theft, and environmental hazards. These policies provide robust protection, ensuring farmers can operate with confidence and stability.

In Malawi, we had 182,100 farmers covered by the end of 2023. In Kenya, we collected a total of 154.7M in agricultural

premiums and paid 62M in claims in 2023. Through these initiatives, we have supported many farmers in maintaining their livelihoods, contributing to food security and fostering sustainable agricultural development in the countries in which we operate.

### 2. Promoting Water Conservation

We are keen on water usage as a finite resource. Drinking water provided to employees and stakeholders undergoes treatment and purification processes that we have built internally to meet health and safety standards. By purifying drinking water on-site, we significantly reduce plastic waste and emissions by eliminating the need for transportation. This also ensures resource conservation and improved health and safety as a result of having control over our water quality.

Additionally, we conduct biochemical analyses on the ground-extracted water as required by the Water Resources Authority to assess the fitness of water for consumption. These analyses are comprehensive and the reports from these analyses are regularly compiled and shared internally, demonstrating transparency and accountability in environmental management practices





### 3. Investment in Low-Carbon Technologies

We have shown a strong commitment to sustainability by investing in low-carbon technologies. This involves adopting energy-efficient systems and supporting technological innovations that reduce carbon footprints. For instance, we have:

- a. Incorporated motion sensors in lighting systems leading to energy savings.
- b. Solely powered our Ushirika gardens project by solar PV installation, size 4000 VA/4000Watts complete with 1 No. inverter and 14 Nos solar panels to power the office sockets and lighting
- c. Acquired a solar powered pump to pump water from our borehole to the reservoir tanks at Ushirika Gardens.
- d. Replaced dirty or clogged filters for the air conditioners, water dispensers, pump impellers, and genset filters with a clean one that lowers the energy consumption by 5% to 15% since the equipment functions at its peak efficiency, prolonging the life of the equipment and reducing the emissions.
- e. Purchase of laptops as opposed to desktop computers, and the use of energy-efficient bulbs to reduce energy consumption.

### 4. Sustainable Business Practices

We have integrated sustainable practices into our core operations. This includes reducing paper usage through

digitalization and implementing waste reduction programs. We have started to encourage recycling, composting, and eliminating single-use plastics within office premises to foster a culture of environmental responsibility.

### 5. Partnerships to promote Environmental Conservation

We are committed to collaborating with organizations that share our vision for environmental sustainability. Through these partnerships, we aim to support initiatives that promote resource conservation, biodiversity, and community resilience. In the FY 2023 we had various activities:

- a. **Kereita Forest Challenge:** We sponsored the Kereita Forest Challenge, an initiative by the East African Wildlife Society and Kenya Forest Service. The annual event aims to mobilize resources for the restoration of key water catchment areas in Kenya, to improve the livelihoods and resilience to climate change among forest-adjacent communities, as well as enhance the survival of wildlife. Owing to our support, 750 seedlings were planted and nurtured by the Kenya Forest Service.
- b. **Building a better world as Co-operatives:** We take pride in being a Co-operative organization. Co-operatives remain a major contributor to the country's economy with a membership of over 14 million Kenyans. Playing our role of making the world better, our staff participated in a tree planting exercise at the ASK grounds in Nairobi during the Ushirika environmental day.



CIC Staff during the Kereita Forest Challenge





**SOCIAL IMPACTS**



## MARKETING AND LABELLING

### Our approach

We are committed to maintaining high standards in marketing and labelling to foster trust and loyalty among our consumers. Our policies and practices are designed to ensure transparency, accuracy, and compliance with legal standards, while also promoting consumer education and well-being.

We prioritize educating our consumers about our products and services, helping them make informed decisions. Our marketing materials provide clear and comprehensive information about insurance policies, benefits, and terms.

By consistently delivering honest and reliable information, we build and maintain trust with our clients. This trust translates into strong brand loyalty, as customers feel confident in our commitment to their needs.

Our marketing efforts often highlight the importance of health and well-being, encouraging consumers to adopt practices that enhance their quality of life. We promote products that support financial security and peace of mind.

We adhere to all relevant laws and regulations, including the various data privacy regulations in the countries in which we operate ensuring that our marketing practices protect consumer rights and privacy. Our compliance with these regulations underscores our dedication to ethical conduct.

We are however aware of the potential negative impacts and have put in place measures to mitigate them as highlighted below:

- a. Potential for misleading advertising. To prevent this, we have established rigorous internal review processes to ensure all marketing materials are accurate and truthful.

- b. We avoid greenwashing by ensuring that any claims about our environmental initiatives are substantiated and reflect genuine efforts. Transparency in our sustainability practices is paramount.

- c. We recognize the risks associated with the invasion of personal data. Our compliance with data protection laws and our stringent data privacy policies safeguard consumer information against misuse.

### Policies and Compliance Measures

We have a clear policy on branded merchandise and marketing/ PR service level agreements (SLA) to ensure consistency and compliance in all promotional activities. We comply fully with the Data Protection Act, ensuring all consumer data is handled with the utmost care and confidentiality.

Comprehensive training is provided to our staff and intermediaries to ensure they are knowledgeable about our products and can communicate effectively and accurately with consumers.

All marketing collateral undergoes an internal review to ensure it meets our high standards for accuracy and compliance.

### Requirements for product and service information and labelling

Our procedures for product and service information and labelling are designed to provide our customers with clear, accurate, and comprehensive information. Through rigorous assessment procedures, continuous monitoring, and a complaint management system, we ensure that our customers receive the highest standards of transparency and safety. This commitment not only aligns with our regulatory obligations but also strengthens customer trust and satisfaction in our offerings.

Requirement	How this is addressed at CIC
Sourcing of components of the Products and Services	Before launching any product or service, CIC Group follows a stringent pre-product launch requirement pack. This pack assesses customer needs, target market, features, operational requirements, relevant laws, awareness, and regulatory and compliance requirements. Understanding the sourcing of components helps us ensure that our products meet high-quality standards and are ethically sourced.
Content, particularly with regard to substances that might produce an environmental or social impact	Our pre-product launch process includes detailed information on how the product operates and how customers realize its benefits. This evaluation ensures that any environmental or social impacts are considered and addressed. By highlighting these aspects, we provide transparency about the potential effects of our products on society and the environment.
Safe use of the product or service	Ensuring the safe use of our products and services is a top priority. Our labelling and information procedures include clear instructions and guidelines on the safe use of our offerings. This helps customers use our products correctly and safely, minimizing risks and enhancing user experience.
Disposal of the product and environmental or social impacts	This requirement is not applicable to our services, as insurance products do not have a physical component that necessitates disposal. However, we remain committed to promoting environmentally friendly practices within our operational procedures

Requirement	How this is addressed at CIC
Compliance and coverage	We have a dedicated customer complaint registry managed by our Customer Service and Compliance department. This system ensures that any complaints regarding marketing and labelling are promptly addressed. A recent review of our complaint registry revealed no cases related to marketing and labelling, indicating our compliance and effectiveness in these areas.
Assessment and continuous improvement	Every significant product or service category is assessed for compliance with our stringent pre-product launch requirements. This thorough evaluation ensures that all aspects of product sourcing, content impact, safe use, and regulatory compliance are covered before a product reaches the market.

## LOCAL COMMUNITIES

### Our approach

At CIC Insurance, we are deeply committed to positively influencing local communities while recognizing and mitigating any negative impacts arising from our activities and business relationships. Our comprehensive approach focuses on several key areas, including risk mitigation, economic stability, community investment, job creation, addressing affordability issues, and reducing coverage disparities.

Besides the positive impacts, we are cognizant of the potential negative impacts and have addressed them below:

Impact	How we are addressing them
<b>Affordability:</b> Premium affordability can be a barrier for some community members	<ul style="list-style-type: none"> <li>We have developed micro-insurance products that offer essential coverage at lower costs, making insurance accessible to a broader population.</li> <li>We will explore partnerships and subsidies to further reduce the cost of insurance for low-income individuals and families</li> </ul>
Coverage Disparities	<ul style="list-style-type: none"> <li>We continuously review and update our product offerings to ensure they meet the diverse needs of all community members, especially those in underserved and vulnerable groups.</li> <li>Conducting regular market research helps us identify and address gaps in coverage, ensuring equitable access to our insurance products.</li> </ul>

## OCCUPATIONAL SAFETY AND HEALTH

### Our approach

CIC Group places a strong emphasis on managing impacts concerning occupation safety and health (OSH). Our approach is comprehensive, addressing both positive and negative impacts through proactive policies, training programs, and ongoing engagement with stakeholders.

We have identified the potential negative impacts related to this topic and have put in place measures to mitigate them. For instance; employees' exposure to long working hours and a sedentary lifestyle can lead to lifestyle-related health issues and diseases. These conditions are detrimental to employee well-being and productivity. We are aware of the potential negative impacts on employees and thus promote a healthy work-life balance through wellness programs and encouraging regular physical activity. For example, we promote sports activities that has seen our staff participate and compete at an industry level.

A key component of our approach is the establishment of an Occupational Health and Safety Committee, mandated by the Factories and Other Places of Work (Safety and Health Committee) Rules, 2004. This committee oversees OSH matters, monitors the effectiveness of our safety initiatives, and ensures continuous improvement. To foster a safe

reporting environment, we have implemented non-retaliation policies and confidential reporting mechanisms, enabling employees to report hazards without fear of reprisal.

Our Occupation Safety and Health (OSH) management system encompasses a wide range of workers, activities, and workplaces to ensure comprehensive protection and adherence to safety standards. All employees of CIC Group, including administrative staff, customer service representatives, IT professionals, and field agents, are covered under the OSH management system. All physical workplaces operated by CIC Group, including office locations, branch offices, and regional offices, are covered by the OSH management process.

Facilities operated by third parties, such as leased office spaces or shared facilities, may have their own safety protocols and management systems in place. We collaborate with these parties to ensure alignment with safety standards but may not directly manage all aspects of their OSH practices.

We are keen on implementing comprehensive staff safety and health protocols. We adhere to the Occupational Safety and Health Act 2007 and associated legal notices and rules, including those concerning medical examinations (Legal Notice No. 24 of 2005) and first aid (First Aid Rules, 1977).



Our OSH management system is based on recognized risk management and management system standards and guidelines, including:

- › Occupational Safety and Health Act 2007
- › Factories and Other Places of Work (Safety and Health Committee) Rules, 2004
- › Factories and Other Places of Work (Fire Risk Reduction) Rules, Legal Notice No. 59 of 2007
- › Factories and Other Places of Work (Medical Examination) Rules, Legal Notice No. 24 of 2005
- › Factories and Other Places of Work (First Aid) Rules, 1977

### Identifying Work-Related Hazards

CIC Group prioritizes a safe and healthy work environment through robust processes aimed at identifying, assessing, and

mitigating work-related hazards. We adhere to a systematic hierarchy of controls to ensure effective risk management. Clear and accessible reporting channels, including suggestion boxes, hotlines, and direct communication with supervisors or safety representatives, are established to encourage prompt reporting of hazards.

Employees undergo training on hazard recognition and reporting procedures, emphasizing the importance of timely reporting and their rights and responsibilities. This is covered by the incidence reporting criteria as covered by the Directorate of Occupational Safety and Health Services (DOSH). We have the incidence reporting registers issued by DOSH in our offices and undertake annual audits using DOSH-licensed auditors. Upon receiving hazard reports, investigations are conducted to identify root causes. Corrective actions are implemented to reduce risks and prevent recurrence, ensuring a proactive approach to workplace safety.

There were no work-related injuries or ill health during the reporting period.

## OUR SOCIAL ACHIEVEMENTS AND MILESTONES





L-R: CIC Group MD & CEO and the Managing Director General Business during the launch of CoopCare.

## 1. Innovative products tailored towards our customers' needs

We are committed to promoting good health and well-being through innovative products and services tailored to meet the diverse needs of our clients, especially those at the bottom of the pyramid. These products include:

### a) Coop Care Product

Our Coop Care health insurance solution is specifically designed for Co-operative members and affiliates. This product offers a comprehensive group cover at fair and affordable terms.

Affordability is central to this product, achieved through a network of carefully selected low-cost providers, including mission hospitals and low-cost private hospitals. This approach ensures that high-quality medical services remain accessible to all members.

The Coop Care product allows members to take up a family package covering up to six dependents, or as an individual member. For families with more than six dependents, a minimal additional premium is applied to cover the extra members. This inclusivity ensures that larger families can also benefit from comprehensive healthcare coverage. In FY 2023, we paid claims worth KES 635,734 on the Coop Care product.



By providing affordable, flexible, and comprehensive health insurance, Coop Care significantly contributes to the social well-being of Co-operative members and their families. It reduces the financial burden of medical expenses, ensures access to essential healthcare services, and promotes health equity within communities. This, in turn, enhances the overall quality of life, productivity, and stability of Co-operative members, fostering a healthier and more resilient society.



## b) Seniors Mediplan

Seniors Mediplan is a specialized health insurance product designed to cater to the unique needs of senior citizens aged 60 to 80 years, with no age limit once joined.

This product addresses the vulnerability of senior citizens to illnesses and medical conditions, offering them financial protection against medical expenses and providing comfort in their old age. As at the end of FY 2023, we had 412 seniors lives covered. We paid out Ksh 17,647,159 in claims in the same period.

This product demonstrates our commitment to social sustainability by focusing on the well-being of a demographic that is often overlooked in traditional insurance offerings. By providing comprehensive medical coverage tailored to the elderly, we are enhancing their quality of life, reducing financial strain, and promoting health equity within the community.



*L-R: Managing Director CIC General Business and General Manager, Medical during the launch of CIC Seniors Mediplan.*

## c) Abwenzi health insurance in Malawi

The Abwenzi product is designed to provide health insurance to women and their families in rural areas of Malawi, where access to healthcare is challenging. The primary beneficiaries are residents of these underserved rural communities, with a target to cover 100,000 household members through 50,000 policies.

This innovative product leverages mobile phone technology to enhance accessibility for rural populations. It is unique in bundling multiple risks under one cover, allowing premiums to be paid in installments, and utilizing locally formed Co-operatives and savings groups for delivery. Additionally, the product's ability to settle claims within 24 hours makes it a standout offering.

Abwenzi addresses the critical healthcare needs of rural communities in Malawi, particularly focusing on women and their families. By providing accessible and affordable health insurance, the product significantly improves healthcare access for underserved populations. The remarkable growth of over 500% in the total number of lives covered in FY 2023 underscores its impact, demonstrating a substantial enhancement in healthcare accessibility and financial protection for these communities.

The total number of people covered as of Dec 2023 was 587 with a total premium of Ksh 593,158.

This initiative exemplifies our commitment to social sustainability, contributing to the health and well-being of vulnerable populations and promoting equity in healthcare access.





*The Chief Executive Officer of the Insurance Regulatory Authority Uganda Alhaj Kaddunabbi Ibrahim Lubega cuts the ribbon during the official opening of the CIC Insurance Town Office on 14th February 2023. Standing next to him is Mr. Tom Omiti the Chief Executive Officer of CIC Africa Life Assurance*



*The Chief Executive Officer of the Insurance Regulatory Authority Uganda Alhaj Kaddunabbi Ibrahim Lubega speaks to guests during at the official opening of the CIC Insurance Town Office /and CIC Kameeza Product Launch on 14th February 2023.*



*The Chief Executive Officer of CIC Africa Life Assurance Mr. Tom Omiti speaks to guests during at the official opening of the CIC Insurance Town Office and CIC Kameeza Product Launch on 14th February 2023.*

#### **d) Kameeza Policy in Uganda**

The Kameeza product is a low-cost funeral expense cover designed for the policyholder and their immediate family members. It caters to burial expenses and provides monthly family upkeep for three consecutive months following the policyholder's demise. The policy covers the policy owner, their spouse, and up to four children at no additional cost, with the option to include more children for a small fee.

Kameeza addresses the financial burden associated with funeral expenses and the subsequent period of family adjustment by offering affordable coverage. This product

ensures families are supported during difficult times, providing financial stability and reducing stress during bereavement.

As of Dec 2023, we had 928 lives covered under the Kameeza product with a total premium of Ksh. 768,499.

This initiative reflects our commitment to social sustainability by providing accessible and affordable financial solutions that support family resilience and stability, contributing to the well-being of underserved communities.



## 2. Responsible Sales Practices

We have regulatory market conduct regulations that guide our sales practices issued by all the regulators in Kenya, Uganda and Malawi. This is embedded in our customer service charter and our code of conduct. These guide how we engage our customers and ethical conduct in the market.

Additionally, weekly sales meetings and training allow us to discuss marketing performance and gather feedback from our sales teams, ensuring alignment with our marketing objectives thus promoting responsible marketing and labeling. We also conduct callbacks for all our new life business clients to double confirm their details and allow them to ask questions about the policies they take up. This practice enhances our customer service and ensures that clients fully understand their policies, promoting transparency and trust.

## 3. Policy Review

Our policies are regularly reviewed and updated to reflect changes in regulations, market conditions, and consumer expectations.

## 4. Risk Mitigation and Economic Stability

CIC Group integrates proactive measures to manage risks effectively and enhance community resilience through a range of insurance products. These offerings provide financial protection against unforeseen events, bolstering local communities' ability to recover swiftly. We complement these efforts with educational initiatives that raise awareness about risk management and insurance, empowering communities to make informed choices.

Moreover, our comprehensive insurance coverage promotes economic stability by facilitating rapid recovery for individuals and businesses following setbacks. By investing in local businesses and infrastructure projects, we contribute to economic growth and stability. Our asset management services further support this goal, expertly managing investment portfolios to optimize returns and minimize risks through rigorous market analysis and strategic investment selection.

## 5. Supporting the needy in education

The CIC Foundation sponsored 88 students through a program that supports learners to pursue secondary education to completion giving them pathways to a better future. In addition, the foundation ensures the students are mentored to gain life and leadership skills as they prepare to pursue careers that add value to society.

So far, over 90% of the beneficiaries have transitioned to universities and tertiary institutions. This initiative is driven by the Foundation's objective to promote education opportunities for the less privileged. As an equalizer that bridges the gap between the rich and the poor, the Foundation aims to give the underprivileged an opportunity to transform their community.

## 6. Quality education

Enhanced the student personal accident cover for primary school children through a partnership with AAR, adding benefits like ambulance services and on-site emergency treatment.

Improved the personal accident cover for Higher Education students by offering discounted rates when obtained through the institution. We remain committed to conducting thorough market research aimed at producing innovative solutions to the everchanging needs of our stakeholders.

## 7. Run for the Bibless

Literacy levels remain low in remote parts of the country with the lack of proper infrastructure and basic needs worsening the situation, making education elusive for communities living in these areas. The quest to advance literacy skills in remote areas led CIC Group to support Run for the Bibless, an initiative by Bible Translation and Literacy (BTL) that seeks to raise funds to produce bibles in local languages. Our staff participated in the event through the 10km run and 5km walk. The event is held annually to support bible translation, sustainable literacy, and language development among small groups in Kenya and East Africa.



*A section of CIC staff at the Run for the Bibless event*

## 8. Charity Golf Activities

Helping the needy in society often requires partnerships and collaboration with institutions that share common values. As we operate in the market, societal needs become apparent as we work closely with our customers through their journey. During the year, we participated in various charity Golf activities including:

- a. **Women Corporate Directors Golf:** Good leadership enables an organisation to thrive and have an impact in society. Observing gender balance at the helm of the organisation allows companies to benefit from the knowledge, expertise and experience of professionals which provides the best outcome in decision making. We support the need to have gender balance on boards and have partnered with like-minded organisations that embrace this cause to amplify the voice of women in leadership. We sponsored Women Corporate Directors golf tournament in Nairobi which brought together women serving in various boards in Kenya. The event presented an avenue for learning and exchange of ideas with participants benefitting from discussions around best practice in governance.
- b. **Catholic Men Association Charity Golf:** We partnered with Catholic Men Association to raise funds through a golf tournament for the Don Bosco Church in Nairobi. Proceeds from the tournament were to be used to build a rehabilitation center to cater for various needs in the community.
- c. **Cancer Awareness Charity Golf:** While cancer cases in Kenya continue to rise, the need to create awareness about the disease with emphasis on the preventive

measures has been cited by many health practitioners as a positive step towards combating the disease. The fight to end cancer requires a joint approach including participation by business organizations and individuals to make a difference in the face of challenges arising from the illness. To support knowledge and information sharing about cancer, CIC Group sponsored the Kiruthu family and Royal Nairobi charity golf tournament, educating the public about the disease and the preventive measures that promote good health.

## 9. Aging Dignified Kenya sponsorship

Providing financial protection to a wide range of customers gives us exposure to the challenges faced by members of society. This includes the elderly who are often neglected and taken advantage of at a stage in life when they are most vulnerable, in old age. To focus the attention on older persons, CIC Group partnered with Aging Dignified Kenya highlighting the contributions, challenges and needs of senior citizens. This was in commemoration of the International Day of Older Persons which celebrates the role of senior citizens in shaping and building communities for a better world. Aging Dignified Kenya is a nongovernmental and non-profit organization dedicated to advocating for the rights and well-being of older persons in Kenya.

## 10. Building a Better World as Co-operatives

To give back to society, Co-operatives through the annual Ushirika Celebrations held a blood donation exercise in Nairobi. The initiative brought together Co-operative members from different sectors to support raising the amount of blood available for transfusion in Kenyan hospitals, which until now remains a major challenge. Our staff had the opportunity to join their fellow co-operators as donors.



*CIC Staff at the blood donation center in Nairobi*





*CIC Group MD & CEO during a co-operative leaders training in Nairobi.*

## 11. Co-operatives Training

Through the implementation of the Co-operatives strategy, we organized and conducted forty comprehensive training sessions for Co-operatives across various regions in the country. These sessions were designed to enhance the knowledge and skills of Co-operative members, focusing on key areas such as governance and financial management. By providing targeted training, we aimed to empower Co-operatives to operate more efficiently, improve their financial stability, and foster a culture of accountability and innovation. This widespread training initiative not only strengthened individual Co-operatives but also contributed to the overall development and resilience of the Co-operative sector in the country.

We provided 40 trainings to the senior management and board members of various co-operatives on risk management, CIC Coop care, digital lending and emerging trends, financial wellness and cyber security.

## 12. Customer satisfaction

We actively seek feedback from stakeholders to inform our marketing strategies and improve our practices. For instance, we regularly measure customer satisfaction to gauge the effectiveness of our marketing strategies and identify areas for improvement.

Our customer satisfaction index improved to 83% as of Q4 2023 from 80% in the same period. There was a 22% growth in digital customer interactions.

## 13. Safety & Health Policy

We have developed a comprehensive OSH policy approved by the board and communicated to all staff outlining our commitment to maintaining a safe working environment. This policy sets out guidelines and standards to ensure a safe

and healthy work environment for all employees. Employees undergo regular training sessions on occupational health and safety topics.

CIC Group employs rigorous investigation protocols, ensuring immediate response with prompt first aid and scene security. Comprehensive documentation is maintained, detailing incidents, involved parties, witnesses, and event specifics. Investigations are conducted by a team of safety experts, supervisors, and department representatives to ensure thorough examination of incidents.

Our Risk team conducts random audits across all branches to ensure ongoing adherence to safety standards and identify areas for enhancement. Continuous monitoring of workplace hazards allows early risk identification and implementation of necessary controls to prevent occupational illnesses.

To ensure the quality of our occupational health services and facilitate access for all employees, we implement the following measures:

- a. Comprehensive policies and procedures - We have developed comprehensive policies and procedures that guide the delivery of occupational health services. These policies ensure consistency and quality in service delivery across all our locations.
- b. Competency of Personnel -Personnel involved in delivering occupational health services are highly trained and competent. They undergo continuous professional development to stay updated with the latest practices and regulations.
- c. Performance monitoring-We monitor the performance of occupational health services through regular audits, inspections, and reviews. This helps in identifying areas for

improvement and ensuring compliance with established standards.

- d. Accessibility - We strive to make occupational health services accessible to all employees. This includes providing convenient access points, clear communication channels, and promoting awareness of available services.
- e. Feedback mechanisms - Employees are encouraged to provide feedback on occupational health services. This input helps in refining service delivery and addressing any concerns promptly

External auditors are engaged to audit the company's compliance with occupational health and safety regulations. This ensures that we meet regulatory requirements and maintain high standards of safety in the workplace.

## 14. Workplace Conditions

We maintain clean and well-ventilated premises, manage overcrowding, ensure adequate lighting, provide suitable sanitary conveniences, and maintain safe means of access and egress, complying with various safety regulations.

We have revised our safety protocols, and placed adequate facilities for hygienic sanitization in all key touch points. We have provided adequate office facilities that ensure social distancing within the workplace. We have used barriers for customer-facing staff to provide safe social distance for both staff and clients.

## 15. Fire Safety & First Aid

We have trained and certified first aid personnel with annual refresher training for a first response to emergencies. We provide equipped first aid kits to all our departments. Additionally, we have made arrangements with leading health facilities to ensure easy evacuation for staff in case of an emergency.

We have implemented comprehensive fire emergency tools and protocols, conducting regular fire drills and ongoing staff safety training. Fire safety equipment is provided at all workplaces, and trained fire marshals and first responders have been designated across the organization, including in regional offices and branches. Evacuation procedures are established and routinely tested to ensure readiness

## 16. Personal Protective Equipment Provision

We have integrated safety and health into the business continuity plan with comprehensive risk management plan including setting the necessary preventive mechanisms. PPE is provided to exposed employees ensuring their safety in the workplace. We continuously provide sanitizers and appropriate work apparel e.g. dust coats, gloves, and masks, for employees in specific environments.

## 17. Engaged Employer

We recognize that our employees are our greatest asset and their overall well-being is paramount. We have put in

place the initiatives and policies below aimed at promoting a supportive work environment where employees thrive professionally and personally:

- a. The Company has a club subscription to allow staff to access wellness facilities for sports to maintain a healthy lifestyle as well as practice for corporate-themed games.
- b. The Group provides employees with medical insurance that covers mental health, accidents, illnesses, and regular health check-ups. This ensures that employees have access to good medical care, promoting their mental and physical well-being and receive prompt medical care and adequate compensation in case of work-related injuries or illnesses.
- c. During Customer Service Week, the Company organized a free health checkup event. This initiative demonstrates that physical well-being is integral to overall satisfaction and productivity. Additionally, the Company held various wellness and mental health trainings including personality and self-awareness, emotional intelligence and ergonomics
- d. Mandatory training and wellness sessions are conducted regularly within the workplace. These initiatives enhance employees' awareness of occupational health and safety practices, reducing risks and promoting a safer work environment.
- e. As part of our commitment to fostering a supportive and vibrant workplace culture, we enthusiastically participated in the annual AKI Sports events. This participation shows our dedication to nurturing an engaged workforce and promoting physical fitness among our employees.
- f. The Group operates a defined contribution plan. All permanent & pensionable employees are eligible for retirement benefits. The scheme decides a percentage contribution and CIC Group matches. The asset allocation is done as per the various regulations of the schemes. Participation in the retirement benefits is mandatory for all CIC Group's and its subsidiaries' permanent and pensionable employees.

## 18. Training and education

The professional training provided included but not limited to leadership training, customer service, sustainability reporting, Microinsurance, pension, Reinsurance and claims management, fraud detection, prevention and investigation, AML and combating financial crimes, technology, mediation, climate change, security intelligence, arbitration and corporate governance.

In 2023, the company invested Kshs 62 Mn in upskilling employee skills, knowledge and expertise, and on training and development programs. 845 staff and agents were trained during the year. In total, 18,203 online training hours were completed in 2023.





## **ECONOMIC IMPACTS**

## ECONOMIC PERFORMANCE

### Our approach

CIC Group continues to manage its economic performance impacts by focusing on job creation, innovation, tax contributions, and sustainability initiatives. In addition, we recognize the critical importance of addressing both physical climate risks and climate transition risks to ensure long-term sustainability and resilience. By maintaining high standards of corporate responsibility and engaging stakeholders proactively, we aim to foster sustainable economic growth and contribute positively to society and the environment. We are leveraging advanced risk management strategies, embracing sustainable investments, and fostering collaboration with stakeholders, CIC Group is well-positioned to navigate the complexities of the climate risk landscape. As climate-related challenges continue to evolve, We remain committed to enhancing our climate resilience efforts and contributing positively to environmental sustainability and economic stability.

### Actual Positive Impacts

CIC Group positively contributes to the economic growth of the countries in which we operate through:

- Revenue empowerment through employment of staff and agents in Africa. In addition, we indirectly support employment opportunities for contractors, service providers, and suppliers through our operations and support services.
- Tax revenue: We pay substantial taxes contributing to government revenues. These taxes support public services such as education, healthcare, infrastructure development, and social welfare programs, benefiting the broader community.
- Our emphasis on technological innovations enhances productivity and efficiency within the insurance sector. These innovations contribute to economic growth by fostering new opportunities and improving service delivery to customers.

As a potential positive impact, we are exploring investments in renewable energy, energy-efficient technologies, and sustainable practices. These initiatives aim to reduce the company's environmental footprint, promote conservation efforts, and mitigate climate change impacts and operational costs.

Besides the positive impacts, we have identified the potential negative impacts and put in place measures to address them as highlighted in the table below:

Impact	Explanation
Increased claims frequency and severity	CIC Group faces heightened exposure to physical climate risks such as floods, droughts, and storms. These events can lead to increased claims payouts due to property damage and business interruption.
Underwriting challenges	Assessing and pricing risks associated with climate-related events require continuous adaptation of underwriting practices. CIC Group needs to adjust premiums and coverage limits to reflect evolving risk profiles.
Asset risk management	Managing risks related to investment portfolios exposed to climate-sensitive assets becomes crucial to protect financial stability.
Investment Risks	CIC Group faces potential exposure to stranded assets if investments are not aligned with the transition to a low-carbon economy. Regulatory changes and shifts in market preferences towards sustainable investments pose financial risks.
Regulatory Compliance	Adapting to evolving climate regulations requires us to adjust its business models, investment strategies, and reporting practices to remain compliant and competitive.
Market Dynamics	Changes in consumer behaviour towards sustainable products and services impact demand for insurance products. CIC Group needs to innovate and offer products that cater to emerging climate risks.

### Our Response Strategies



**Sustainable Investments:** We are actively shifting towards sustainable and low-carbon investments to mitigate risks associated with stranded assets and regulatory changes. This includes integrating Environmental, Social, and Governance (ESG) factors into investment decisions.



**Product Innovation:** Developing new insurance products that address emerging climate risks, such as parametric insurance for extreme weather events or green bonds insurance, to meet evolving market demands.



**Stakeholder Engagement:** Collaborating with stakeholders, including policymakers, regulators, and industry associations, to influence climate policies and promote sustainable practices within the insurance sector.





## CLIMATE-RELATED RISKS AND OPPORTUNITY ANALYSIS

We have identified the climate-related risks, opportunities financial implications and determined how to manage this as highlighted below:

### Risks

- i. Increased claims (physical climate risk):** During periods of extreme weather events associated with adverse climatic conditions, we may experience a surge in insurance claims related to property damage, vehicle damage, agricultural loss and other weather-related incidents. Floods and heatwaves can also lead to higher incidences of health issues like respiratory diseases and heat strokes thereby increasing medical insurance claims. Moreover, these climate-induced health problems can disrupt livelihoods, causing a consequential loss in income for our policyholders, which in turn may affect their ability to maintain premium payments.
- ii. Pricing and Underwriting:** We may rapidly increase insurance prices of covers exposed to climate risk, to strengthen is ability to cover claims, which may affect the policyholders ability to purchase insurance as well as reduce their investment portfolio.
- iii. Reinsurance considerations:** CIC Group purchases reinsurance to mitigate their own risk exposure. High payouts during periods of extreme weather affects the cost and availability of reinsurance for insurance companies.

**iv. Loss of Business:** Some policyholders may decide not to renew their insurance policies after experiencing a loss or due to premium increase, which could affect CIC Group's revenue negatively.

- v. Regulatory and Legal changes:** In response to increased climate-related risks, regulators may implement new requirements or guidelines for insurers and asset managers to account for drought and other climate-related factors in their risk assessments and capital adequacy planning.

## Opportunities

- i. New products and services:** We will continue to develop and offer insurance products that specifically address the risks associated with climate change. This may include coverage for extreme weather events, flooding, and other climate-related perils.
- ii. Risk modelling and analytics :** We see an opportunity to invest in risk modelling and analytics tools to better understand and assess climate-related risks. This will lead to more accurate pricing of policies and improved risk management.
- iii. Adaptation and mitigation support:** We have an opportunity to play a role in encouraging policyholders to adopt climate-friendly practices and technologies by offering discounts or incentives for sustainable measures that reduce risk.

**iv. Collaborations and partnerships:** We see an opportunity to work with governments and international organizations on climate resilience initiatives can create new revenue streams for CIC Group. Collaborative efforts can help develop innovative solutions to address climate-related risks.

**v. Education and awareness:** We have the opportunity to invest in educational initiatives to increase awareness about climate change risks and the importance of insurance coverage. This will create a more informed customer base and potentially expand the market.

**vi. Alternative Investments:** We have the opportunity to explore investment opportunities in green and sustainable projects. This not only aligns with climate goals but also diversifies investment portfolios.

**vii. Regulatory Compliance:** Adapting to Regulatory Changes: As governments respond to climate change with new regulations, we have the opportunity to proactively adapt our operations to comply with and even exceed these standards

**viii. Resilience planning:** Consulting and Risk Management Services: We have the opportunity to expand our services to offer consultation and risk management services to businesses and individuals seeking guidance on building resilience against climate-related risks.

**ix. Data technology and investments:** Investing in advanced technologies such as artificial intelligence and big data analytics will enhance the industry's ability to assess and respond to climate risks more effectively.

## Financial Implications

**i. Stranded Assets:** Industries relying heavily on fossil fuels or other high-carbon assets may face the risk of stranded assets as the transition to a low-carbon economy accelerates. This may lead to losses on investments in high-carbon assets and potential write-downs of stranded assets.

**ii. Regulatory:** Stringent climate regulations and policies may impose compliance costs on businesses and industries. This may lead to Increased expenses for emissions reduction, reporting, and compliance efforts.

**iii. Market and reputational:** Consumer preferences are shifting towards sustainable and environmentally responsible businesses. Failure to adapt may lead to reputational damage and loss of market share. This may lead to reduced sales, increased marketing and PR costs, and potential lawsuits.

**iv. Increased operational costs:** Climate-related events, such as extreme weather, can disrupt supply chains and increase operational costs for businesses. This may lead

to increased costs for insurance, maintenance, and supply chain disruptions.

**v. Litigation and Legal:** Companies may face legal action if they are perceived as contributors to climate change or if they fail to disclose climate-related risks adequately. This may lead to legal fees, settlements, and potential damages.

## Management of the Risks & Opportunities

**i. Clear Coverage Terms:** We ensure that the terms and conditions of coverage are well described to avoid payment of uninsured claims. The coverage terms can also be adjusted especially where premium remains the same. The company is reshaping its business models by incorporating climate risks in their product launches and underwriting as pervasive risks require new responses.

**ii. Adequate Reserves:** We maintain sufficient financial reserves to ensure we have adequate reserves to cover potential claims arising from adverse climatic conditions and other climatic changes, this financial preparedness is essential for meeting policyholder needs during such periods.

**iii. Reinsurance:** We collaborate with reinsurance companies to share and spread the risk associated with climate-related events. These partnerships provide additional financial support and risk mitigation capabilities.

**iv. Premium adjustments:** Based on climate-related risk assessments and historical weather data for specific regions where we operate, we will consider adjusting the premiums terms, to ensure that policies accurately reflect the associated risks.

**v. Incentivising adaptation measures:** We are aiming to offer risk mitigation solutions and incentives to policyholders, such as discounts for implementing climate-resilient measures, to encourage responsible behaviour and reduce the frequency of claims.

**vi. Weather forecasting and monitoring:** We are closely testing our exposures to climate risks to rebalance our portfolios. This is done through monitoring weather forecasts, especially during adverse climatic conditions events and extreme weather situations. This real-time tracking helps in proactive response and preparation for potential claims and to adjust accordingly.

**vii. Customer education:** We will be educating policyholders about climate-related risks and the importance of appropriate coverage to help them make informed decisions. We will be offering resources and guidance to customers on mitigating risks and understanding their insurance options as part of the implementation of our sustainability strategy.



## OUR ECONOMIC ACHIEVEMENTS AND MILESTONES



### 1. Economic value generated and distributed (Kshs'000')



Our Total assets stood at Kshs 50.3 Bn, the assets under management were at Kshs 146 Bn with a 29.5% market share. The retained earnings and other reserves as at the close of the reporting period was Kshs 4.9 Bn.

Through our insurance services, we provide a safety net for vulnerable communities shielding them from economic instability. As a business, we acknowledge our role in contributing to economic growth and poverty alleviation through tax payments. We directly contributed Kshs 2.7 Bn in form of tax. Our payment to suppliers contributes to the economic resilience of our supply chain.

We promote inclusive hiring practices thus fostering a culture of diversity and inclusion within the organization as well as reduced inequalities. The total employee benefits in 2023 was Kshs 2.7 Bn.

Capital allocation policies and governance structures have been established to ensure the effective utilization of available capital. Through these practices we have optimized value to our stakeholders. The shareholders' equity was at Kshs 7.6 Bn. The Group declared dividends payable to shareholders of Kshs. 345 Mn for the period ending 31 December 2023. The average return on Assets was 5.4% for 2023.

Our agents and brokers partnerships grew from 5,080 in 2022 to 6,862 in 2023. Claims paid grew from Kshs 12.9 Bn to Kshs 15.2 Bn in the year 2023. Commission paid grew from Kshs 1.9 Bn to 2.4 Bn. Kshs 11 Mn was invested in CSR up from Kshs 10 Mn in 2022.



### 3. Innovation

Revamp of the CIC Asset mobile App to introduce MPESA withdrawals and reinforcement of registration of accounts through online registration links for our investment customers. As of end of the FY 2023, the number of downloads had grown by 71%, withdrawals via the App grew by 215% and top-ups via the mobile App grew by 153% in comparison to previous period.

We also implemented a medical mobile app (Medipal) that helps to track claims and the client and service provider portal for medical that allows the contact person to share membership via the system (addition, deletion and category change). At the end of the reporting period, we had onboarded 1,170 total users and 268 service provider portal users within the 1-year period post launch.

### 4. Partnerships and collaborations

The Group mortgage cover was upgraded to expand its availability as a product for SACCOs and Co-operatives, now including a free cover limit, fire coverage, and domestic package policy.

We have upgraded our Group mortgage cover to expand its availability as a product for SACCOs and Co-operatives, now including a free cover limit, fire coverage, and a domestic package policy.

We have partnered with the International Co-operative and Mutual Insurance Federation (ICMIF) to provide mutual insurance solutions, enhancing the range of products available to our clients. Additionally, our collaboration with various Co-operatives enables us to offer specialized insurance products and services, along with capacity-building initiatives to strengthen these organizations.

Our partnerships extend to schools and churches, where we actively market and exhibit our business, fostering wide-reaching relationships and expanding our client base. We also work closely with banks to provide comprehensive banking and bancassurance services, integrating financial solutions to better serve our clients' needs.

These strategic alliances not only enhance our product offerings but also ensure that we are well-positioned to meet the diverse needs of our clients, promoting sustainable growth and development within the communities we serve.

### 5. Employee benefits

There was a 19% increase in employee benefits compared to the previous year.





## GRI CONTENT INDEX



Statement of use		CIC Insurance Group PLC has reported in accordance with the GRI Standards for the period 01/01/2023 – 31/12/2023			
GRI 1 used		GRI 1: Foundation 2021			
GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
General disclosures					
GRI 2: General Disclosures 2021	2-1 Organizational details	Pg. 7 -11			
	2-2 Entities included in the organization’s sustainability reporting	Pg. 6			
	2-3 Reporting period, frequency and contact point	Pg. 6			
	2-4 Restatements of information		2-4	Not Applicable	This is the first sustainability report by CIC Insurance Group Plc
	2-5 External assurance		2-5	Not Applicable	This report has not been externally assured
	2-6 Activities, value chain and other business relationships	Pg. 11			
	2-7 Employees	Pg. 11			
	2-8 Workers who are not employees		2-8,	Information unavailable/ incomplete	CIC Insurance Group does not track this indicator currently.
	2-9 Governance structure and composition	Pg 52-73 of The CIC Insurance Group Plc Integrated Report 2023			
	2-10 Nomination and selection of the highest governance body	Pg 52-73 of The CIC Insurance Group Plc Integrated Report 2023			
	2-11 Chair of the highest governance body	Pg.13-14			
	2-12 Role of the highest governance body in overseeing the management of impacts	Pg. 20-21			
	2-13 Delegation of responsibility for managing impacts	Pg. 20-21			



GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
	2-14 Role of the highest governance body in sustainability reporting	Pg. 20-21			
	2-15 Conflicts of interest	Pg. 65 of The CIC Insurance Group Plc Integrated Report 2023			
	2-16 Communication of critical concerns	Pg. 23			
	2-17 Collective knowledge of the highest governance body	Pg. 21-23 of The CIC Insurance Group Plc Integrated Report 2023			
	2-18 Evaluation of the performance of the highest governance body	Pg. 66 of The CIC Insurance Group Plc Integrated Report 2023			
	2-19 Remuneration policies	Pg. 66 of The CIC Insurance Group Plc Integrated Report 2023			
	2-20 Process to determine remuneration	Pg. 66 of The CIC Insurance Group Plc Integrated Report 2023			
	2-21 Annual total compensation ratio	Pg.72 and 183 The CIC Insurance Group Plc Integrated Report 2023			
	2-22 Statement on sustainable development strategy	Pg. 31			
	2-23 Policy commitments	Pg. 21			
	2-24 Embedding policy commitments	Pg. 22			

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
	2-25 Processes to remediate negative impacts	Pg. 23			
	2-26 Mechanisms for seeking advice and raising concerns	Pg. 23			
	2-27 Compliance with laws and regulations	Pg. 65 of The CIC Insurance Group Plc Integrated Report 2023			
	2-28 Membership associations	Pg. 24			
	2-29 Approach to stakeholder engagement	Pg. 26-27			
	2-30 Collective bargaining agreements			Not Applicable	CIC Insurance Group Plc does not have unionized workers at the moment
<b>Material topics</b>					
<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics	Pg. 29			
	3-2 List of material topics	Pg. 30			
<b>Economic performance</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Pg. 50			
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	Pg. 53			
	201-2 Financial implications and other risks and opportunities due to climate change	Pg. 52-53			
	201-3 Defined benefit plan obligations and other retirement plans	Pg. 47			
	201-4 Financial assistance received from government			Not Applicable	CIC Insurance Group Plc does not receive any financial assistance from the government
<b>Water and effluents</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Pg. 34			
	303-1 Interactions with water as a shared resource	Pg. 34			



GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 303: Water and Effluents 2018	303-2 Management of water discharge-related impacts	Pg. 34			
	303-3 Water withdrawal	Pg. 34			
	303-4 Water discharge		303-4	Information unavailable/incomplete	The available information on water discharge was not complete. CIC has made arrangements to have this available in 2026
	303-5 Water consumption	Pg. 34			
<b>Emissions</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Pg. 35			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Pg. 35			
	305-2 Energy indirect (Scope 2) GHG emissions	Pg. 35			
	305-3 Other indirect (Scope 3) GHG emissions		305-3	Information unavailable/incomplete	CIC Insurance Group does not track this indicator currently.
	305-4 GHG emissions intensity	Pg. 35			
	305-5 Reduction of GHG emissions		305-5	Information unavailable/incomplete	CIC Insurance Group does not track this indicator currently.
	305-6 Emissions of ozone-depleting substances (ODS)		305-6	Information unavailable/incomplete	Data required to establish this information is currently not available in the market
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions		305-7	Information unavailable/incomplete	Data required to establish this information is currently not available in the market
<b>Occupational health and safety</b>					
GRI 3: Material Topics 2021	3-3 Management of material topics	Pg. 40			
	403-1 Occupational health and safety management system	Pg. 40			

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
<b>GRI 403: Occupational Health and Safety 2018</b>	403-2 Hazard identification, risk assessment, and incident investigation	Pg. 41			
	403-3 Occupational health services	Pg. 47			
	403-4 Worker participation, consultation, and communication on occupational health and safety	Pg. 47			
	403-5 Worker training on occupational health and safety	Pg. 47			
	403-6 Promotion of worker health	Pg. 40			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Pg. 41, 47			
	403-8 Workers covered by an occupational health and safety management system	Pg. 41			
	403-9 Work-related injuries	Pg. 41			
	403-10 Work-related ill health	Pg. 41			
<b>Local communities</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Pg. 40			
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	Pg. 40			
	413-2 Operations with significant actual and potential negative impacts on local communities	Pg. 40			



GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Marketing and labeling					
GRI 3: Material Topics 2021	3-3 Management of material topics	Pg. 39			
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Pg. 39-40			
	417-2 Incidents of non-compliance concerning product and service information and labeling	Pg. 40			
	417-3 Incidents of non-compliance concerning marketing communications	Pg. 40			







**THE CIC INSURANCE GROUP PLC**  
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