

## **Duty to Promote the Success of the Company in accordance with s172(1) Companies Act 2006**

The company is a wholly owned subsidiary entity of Zurich Insurance Group AG and is subject to policies and governance arrangements set by the Zurich Group as well as local statutory and regulatory requirements, which take precedence. In accordance with The Companies (Miscellaneous Reporting) Regulations 2018, the company is required to make disclosures in respect of s.172 of the Companies Act 2006 “Duty to promote the success of the company” and stakeholder engagement.

During the course of the financial year, the Board consider, both individually and together, that they have acted in a way they consider would be most likely to promote the success of the company for the benefit of its shareholder and customers.

### **Long-term decisions**

The Board continually assesses the long-term strategy of the company and the desire to eventually fully integrate into the Zurich business. Regular updates are provided on the progress of strategy and integration.

### **Interests of employees**

The company does not have any direct employees, but a management charge is made to the company from the UK employing entity Zurich UK General Services Limited (“ZUKGS”) in respect of employees who work on behalf of the Oak and have a responsibility for the company (see note 8).

The principal disclosures in respect of these staff, including the approach to employee engagement, appear in the financial statements of Zurich UK General Services Limited, The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire, PO15 7JZ.

## **Stakeholder Relationships and Engagement**

### *Business relationships with suppliers, customers and others*

As an underwriting agent, the Board maintains oversight over broker relationships through regular distribution updates. The Board has visibility of both performing and under-performing brokers. Regular business updates allow the Board to assess performance and strategy.

The Board requests regular reports on customers and acknowledges that delivering the right customer outcomes is central to the company’s proposition. The Board has oversight of what activities are in place to ensure that customer outcomes are achieved. The Board also receives an overview of any customer complaints received and issues are escalated when required. Customer outcomes are assessed by way of a quantitative MI dashboard.

### *Impact of operations on the community and environment*

The UK Corporate Affairs team are responsible for Diversity & Inclusion and social media and provide a weekly update on stakeholder engagement across the UK together with details on governmental consultation and inquiries.

Zurich Group announced in July 2019 its commitment to the UN Climate Change targets to using only renewable energy by 2022. The Zurich Group has also taken a stance on single use plastics, i.e. to eliminate its use and to reduce internal paper usage by 80%. Zurich is part of a project to help financial institutions

align lending and investment portfolios with the Paris Agreement targets. This commitment to climate change is driven down from the top-level board and management through all jurisdictions and this commitment will come through as part of the company's long-term strategy. Papers submitted to the Board indicate that, where appropriate, customer interests and conduct outcomes have been considered and what action has been taken.

## **Business conduct**

The Board regularly considers the performance of the business and how to ensure this in the long term. The Board is informed when any strategy changes are implemented, such as pricing, and how customers have been considered in these decisions.