



# Going from strength to strength in 2023

## Our 2023 CSR highlights

We are delighted to announce that our CSR achievements have once again grown in strength this year. At PG Mutual, our aim is to consider the wellbeing of others: our members, employees, partners and suppliers as well as the wider community and environment as a whole.

### Support for our members

#### **PG Mutual telephone support**

PG Mutual continue to offer a direct line service to its members: we are at the end of the phone to answer any questions you may have.

#### **GP 24/7**

We offer members and their families access to GP24, a private GP service that enables consultation by phone, video or message with a qualified, NHS practicing GP. The service is available 24 hours a day, 7 days a week so whenever you need, help is at hand.

#### **Counselling service**

Members have free access to fully trained specialists who can assess and treat a range of mental health conditions as well as offer emotional and behavioural support.

#### **Health assessments**

We continue to offer members access to a free health assessment (Prevention Plus) after 6 months of membership.

### Supporting our community

#### **PHAB – Helping young kids make memories**

PG Mutual is very proud to support PHAB, a local Hertfordshire based charity that arranges activities for disabled children, aged 5 upwards, whilst offering support to their families too.

#### **Guide Dog Association**

In 2022, we donated to the Guide Dog Association 'Name a Puppy' scheme and named a dog as she joined the Guide Dog family. Sandy is now happily settled with her 'Puppy Raiser' and well on her way to becoming a fully trained guide dog!

#### **Other charities we have supported throughout the year**

Pharmacy support.org  
Vetlife.org  
St. Albans Foodbank Centre  
Open Door St Albans  
Herts Young Homeless  
The Ollie Foundation

## Supporting our Staff

### Enhanced benefits

Following a full review of staff benefits in 2022, PG Mutual have introduced an enhanced benefit scheme which includes health and wellbeing services to support a healthy work / life balance.

### Continuing Professional Development

All PG Mutual staff have undertaken Continuing Professional Development (CPD) training through the year to enhance skills and supplement industry knowledge. In addition to this, all teams received specialist team building and coaching skills.

### Wellbeing platform

All staff now have access to an employee benefits, rewards and wellbeing platform. The platform not only provides employees with additional benefits but in turn supports our charity partners and contributes to PG Mutual's Environmental, Social, and Governance strategy.

### Flexible working from home policy

PG Mutual's employees started working from home in March 2020 during the COVID-19 pandemic. Since then, PG Mutual continues to support hybrid flexible working arrangements whereby staff may work at home for up to 3 days per week. This has also saved on carbon emissions.

## Supporting the Environment

### Switch to LED lighting

Another sustainable initiative was to switch to LED lighting, reducing PG Mutual's carbon footprint whilst cutting energy bills. In the last three years, transitioning to LED lighting across the Head Office has made the building 85% more energy efficient. PG Mutual continues to regularly review their choice of energy supplier to ensure they adhere to the highest renewable energy standards.

### 100% recycled paper

All PG Mutual's postal communications use 100% recycled paper. We actively encourage our policyholders to do the same.

### Offset against carbon emissions

PG Mutual's teams continue to support the offset against carbon emissions. So far, we have planted 15 trees, removed 101kg of plastic from the ocean as well as donated 10 meals and 3.7k L of water globally.



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