Somerset Bridge Limited
Statement 172

Section 172(1) Statement

Somerset Bridge Limited is a Claims Handler which depends on the trust and confidence of its stakeholders to operate sustainably in the long-term. The Company seeks to put its customers' interests first, invests in its employees, works closely with its suppliers and partners, supports the communities in which it operates and strives to generate sustainable profits for shareholders.

The Directors of the Company have acted in accordance with their duties codified in law, which include their duty to act in the way in which they consider, in good faith, would be most likely to promote the success of the Company for the benefit of its members as a whole, having regard to the stakeholders and matters set out in section 172 (1) of the Companies Act 2006. Section 172 considerations are embedded in decision making at Board and Board Committee level and throughout the Company and Group. Issues, factors and stakeholders which the Directors have considered when discharging their duty under section 172(1) are detailed throughout this Strategic Report. Our mission, objectives and values are set out below. The Directors have engaged and have had regard to our stakeholders and the effect of doing so on principal decisions taken by the Company during the financial year. A summary of stakeholder matters is laid out within this Strategic Report.

The Group draws on its five core values in all aspects of its strategy and operations. The Group recognises the value of its people and culture in achieving the mission and purpose. The core values are:

Real People	We treat colleagues and customers fairly, respectfully, and as more than numbers.
One Team	We collaborate as one team so we can achieve more together.
Own It	We own what we do and ensure we have what we need to do it.
Be Brave	We stay ahead by moving faster, taking calculated risks and always improving.
Stay Hungry	We have a restless desire to win in the market and find an edge wherever we can.

Strategic Matters:

The Group's strategy, endorsed by the Board, aims to deliver long term sustainability for all of our stakeholders. In taking decisions, the Directors carefully consider the balance of interests of the stakeholders who might be affected and any impact on the environment and the Group's reputation.

Customers:

The Group puts customers at the centre of everything it does. The Board believes that the Group's long-term sustainability is driven by understanding customers' needs and acting in their best interests. The Board monitors customer engagement through ongoing monitoring of customer feedback through its social media platforms, review websites and by actively seeking customer scoring post sale. The Group also benchmarks its performance against industry best practice and standards as well as against regulatory benchmarks.

The Group undertakes quality assurance on any complaints and customer interactions and seeks to identify any emerging patterns through a rigorous root cause analysis process, with outcomes reported in a monthly report to Senior Managers. The Risk and Compliance Committee receives data on complaints and provides challenge to management on any trends identified.

Employees:

The Board encourages a culture that seeks to empower our people and embraces diversity, inclusion and wellbeing. The Directors believe in encouraging employees to become fully informed of the Group's activities and performance and to be more closely involved in the business. We encourage talented people to join us and help them realise their potential by giving them great opportunities to develop personally, professionally, and technically supported by a broad training provision. The 2025 Employee Engagement Survey achieved a 79% participation rate and an overall engagement score of 80%, representing a 1% increase on 2024 and continuing to perform above industry benchmarks across 24 of the 36 measures.

The Board is committed to the Group's Diversity, Equality and Inclusivity policy (DEI) and, during the year focused on strengthening and formalising the Group's approach in this area. Key areas of focus during the year included improving the visibility of DEI activity across the employee lifecycle, strengthening data collection and reporting to support diversity insights, and embedding governance and oversight through regular updates to the Board.

Partners and Suppliers:

The Group aims to maintain highest possible standards of integrity in business relationships partnerships with suppliers. The Group relies on certain key strategic suppliers and many other suppliers to conduct its business and performs ongoing due diligence of suppliers, with developments and renewals of arrangements reviewed and approved at Board level where applicable. Our aim is to pay suppliers promptly in line with agreed terms and we were recognised as a winner of the 2025 Good Payer Award.

Regulators:

We have transparent communication with our regulators which is facilitated through our compliance team. The business teams have ongoing engagement with our regulators on an ad hoc basis, including when requested to discuss specific matters. Any significant regulatory engagements are reported to the board.

Shareholders:

The Company believes that engagement with its shareholders is critical to its success. The board engages with shareholders and associated company Directors to communicate on strategy, performance and to receive feedback. Regular Board reporting is provided to the Company board of directors covering all key stakeholder matters which generates ongoing dialogue between the shareholders and the Company/Group.

Community and Environment:

The Group is conscious of its role in society and the importance of supporting the local community. The Group through its employee forum supports local and national charities and encourages and enables our people to contribute and engage with the communities in which the Company operates. The Group has a chosen charity every year for each of its locations and these partners are supported with both financial donations and by granting our employees time to support the chosen charity.

The Group is teaming up with Dynamo North East to support their new Digital Inclusion Fund. As part of this, the Group is donating the laptops previously used by colleagues across the organisation which are passed on to people in our local communities who need them most. By repurposing the laptops, we are reducing waste, supporting our ESG goals, and making sure valuable tech does not go to landfill.

Climate Change:

The Group is conscious of the risks and opportunities of climate change including the impact of the business on the environment and potential risks to the business from climate change. The Board takes due consideration and care for the environment and works across the business to reduce waste, limit non-essential travel and support green initiatives to reduce carbon footprint, including a Green Travel Scheme for staff.

Our Vavista insurance trading style used by Somerset Bridge Insurance Services Ltd, partners with Eden: People + Planet who plant a tree for every new customer acquisition. This initiative not only helps offset carbon emissions, but it also supports local communities who are employed to plant and protect the trees planted. During the year, 37,406 trees were planted, bringing the total trees planted to 412,873 by the end of 2025.

Streamlined Energy and Carbon Report:

The Board presents the SECR annual statement for the year ended 31 December 2025.

The energy consumption used by the Group is in line with the average business consumption in UK. The energy consumption increased in 2025, as a result of higher average number of employees. The Group has a Hybrid working policy and the increased number of employees resulted in our offices being used at full capacity every day of the week. In 2025 the total number of kWh used by the Company was 493k (2024:543k). Most of the energy was consumed by the office buildings. The Group is not responsible to pay for the fuel of employee-owned vehicles.

	2025	**2024**
Scope 1 (mains gas, kWh)	335, 770	257, 836
Scope 2 (electricity, kWh)	124, 910	255, 778
Scope 3 (transport fuels, kWh)	32,871	29,735
Gross Annual Total	**493,550**	**543,349**
Kg CO2 equivalent 115,066 126,676	115, 066	126, 676
Emissions intensity (kg CO2e/no. employees)	277	350

Governance Framework:

The stakeholder matters described above are managed by the Board of directors. The Board's risk management system separates risk management into three lines of defence incorporating the responsibilities of the Board and executive team, risk management and internal audit functions. The Board approves the high-level system of governance, the risk appetite statements and Company's policies where appropriate. Group policies reflect the minimum standards and requirements which are implemented throughout the Group.