

ESG Performance Highlights | 2025

GLICO Health Insurance LTD is a forward-thinking, purpose-driven organisation dedicated to redefining the future of business through sustainability. Our corporate strategy guides every decision we make as we advance through our ESG journey.

Environmental Responsibility [E]



- Energy-efficient and renewable energy systems in GLICO Health offices, on-site sickbay, and facilities to reduce carbon footprint.
- Reduction in waste generation through prevention, reduction, recycling, and reuse.
- Partnered with suppliers that prioritise sustainable, eco-friendly materials.
- Use of digital platforms to minimise paper consumption and physical storage needs.
- ISO certification (ISO 14001:2015) Environmental Management Systems standards are strongly adhered to

Social Impact [S]



- Affordable insurance packages for underserved populations and communities
- Expanded digital health services to rural and remote areas to improve access to quality and affordable healthcare.
- Collaborated with clients, service providers, and communities to deliver health education and preventive wellness awareness initiatives
- Diversity and inclusion within the workforce, ensuring gender equality and equitable opportunities.
- Tailored health education programmes for women and girls on sexual and reproductive health, mental health, and general well-being.
- Promoted continuous employee training, career growth, and leadership development, with emphasis on empowering women.

Governance Excellence [G]



- A dedicated Risk and Sustainability Committee at the board level to oversee all ESG-related activities and risk management.
- Anti-corruption policies ensuring that all processes are transparent and ethical.
- Whistleblower policy to encourage employees and stakeholders to report unethical behaviour or corruption without fear of retaliation.
- Strengthened mechanisms for clients to file complaints and seek justice in cases of unfair treatment or service denial.
- Continuous improvement in operations to ensure compliance with the company's data protection and privacy policy, the Data Protection Act, 2012 (Act 843), and the General Data Protection Regulation (GDPR).
- Improved cybersecurity measures as telehealth and digital services expand.

Active Members 39,000+ 	Service Providers Countrywide 850+ 	Staff Strength ~60 	% Female Staff 41% 	% Female in Management 32% 	% Female Board Members 38% 	Board Independence 86% Non-Executive Directors 	Renewable Energy Output 40,325 kWh (Mar - Dec 2025) 
Annual Wellness Campaigns 100+ 	Local Procurement Share 90% 	No. of CSR Initiatives 3 	Average Spend on CSR GHS 120,000 	Numbers reached Weekly for Health Tip 13,600+ 	Avg. Client Satisfaction Score/Month 97% 	Avg. Training per Employee 3 	Processes Digitized 85% 

Our goals for a better world



We remain steadfast in embedding sustainability into every aspect of our operations—aligning our employees, stakeholders, clients, and partners around a shared vision of resilience, responsible growth, and a healthier, more sustainable future for generations to come.