

PRESS RELEASE

D&G's Decarbonisation Targets Approved by SBTi

London, 14 May 2025: Domestic & General (D&G), the global experts in appliance care protection solutions, has announced that its near-term emissions reduction targets have been officially validated by the Science Based Targets initiative (SBTi), marking a significant milestone in the company's decarbonisation journey.

This SBTi validation affirms D&G's commitment to aligning its climate action with the latest scientific guidance and contributes meaningfully to global efforts to limit warming in line with the Paris Agreement. Domestic & General's approved near-term targets are:

- To reduce absolute scope 1 and 2 greenhouse gas emissions by 42% FY2030 from a FY2024 base year.
- To reduce scope 3 greenhouse gas emissions from purchased goods and services, upstream transportation and distribution, business travel, and employee commuting by 51.6% per million GBP value added (defined as EBITDA plus personnel costs) within the same timeframe.

Domestic & General continues to drive for a cost-smart and sustainable future - where repair is the first choice. These commitments reflect D&G's strategic ambition to be a responsible, sustainable business, as outlined in its FY24 Annual Report under the pillar: *Helping limit climate change*.

D&G is embedding sustainability at the core of its operations, services, and partnerships, while extending its impact by empowering customers and partners to make more sustainable choices. As part of its commitment to driving meaningful environmental change, D&G is reshaping how appliance care supports a greener future. The company's ambition includes enhancing the environmental performance of its office spaces through investments in energy efficiency, clean energy adoption, and the promotion of sustainable workplace practices.

In a further boost to D&G's sustainability efforts, last month the group appointed Kelly Perry as Global Head of Sustainability. Kelly joins with significant experience in developing sustainability strategy and integrating sustainable practices across organisations. She previously held the same position at online trading platform CMC Markets following a period as Head of ESG Client Solutions at Edison Group, bringing extensive experience in developing partnerships and investor relations from her time at London Stock Exchange Group and Investment Banks. Kelly's remit at D&G will focus on developing the business' environmental stewardship and leading on a range of impact-focused initiatives to drive sustainable growth across all areas of the business.

Vikki Kennedy, Chief of Strategy & Corporate Development at Domestic & General, said: "We have made significant progress on our sustainability journey in recent years and this SBTi validation is a major milestone for the business. We are cognisant of the work ahead to meet the requirements that limit our environmental impact and support the global climate agenda. The recent SBTi validation of our emission reduction targets demonstrates our unwavering commitment to decarbonisation through to 2030.

"With around 6.5 million subscription customers and 3,000 employees across 12 markets, we are ensuring sustainability informs our business decisions and responsible practices are embedded into our DNA. The appointment of Kelly Perry as our new global sustainability lead, coming in close step with our SBTi validation, reflects our ongoing focus and commitment."

Kelly Perry, Global Head of Sustainability, added: “This newly created role, together with the validation of our Science Based Targets initiative (SBTi) goals, marks a pivotal moment to establish D&G as a global leader in addressing sustainable innovation within the warranties sector. It’s a strategic opportunity to both futureproof our business and set a new industry benchmark. Throughout my career, I’ve supported organisations in embedding sustainability into the core of their strategic and operational decision-making. At D&G, I’m delighted to begin this journey from a position of strength, underpinned by our now-validated emissions reduction targets. I’m excited by the opportunity to collaborate with the exceptional teams across D&G, and confident in our ability to deliver meaningful impact as we transition both for our business and for the broader environmental agenda.”

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About Domestic & General

Domestic & General, are the trusted appliance care experts, dedicated to protecting, repairing, and replacing millions of household appliances worldwide. With over 100 years of experience, they partner with leading manufacturers and retailers to provide exceptional customer service and reliable repair solutions.

They continue to drive for a cost-smart and sustainable future - where repair is the first choice. For people. For business. And the planet. They protect what matters at the heart of every home. When they repair an appliance, they’re not just fixing what’s broken. They’re helping customers get their lives back on track – with a high quality, hassle-free service. At the same time, helping to avoid unexpected costs, reduce waste and conserve valuable resources.

Operating in 12 markets, across the UK, Europe, and the US, they protect over 22 million appliances and serve over 6.5 million subscription customers. Their team of 3,000 employees are committed to ensuring your home runs smoothly.

Domestic & General’s product range is simple and transparent, designed to protect customers from the cost and inconvenience of appliance breakdowns. Whether it's washing machines, heating systems, TVs, or consumer electronics, they repair over 2.6 million appliances each year.