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# LPI Sustainability Survey Results

28 October

2022

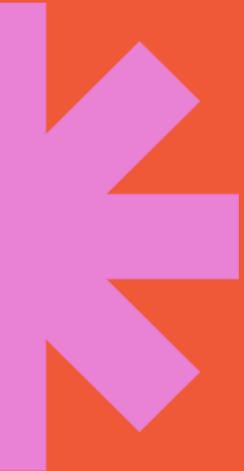
#LPICongress2022 #AccessToJustice #2030IsInOurHands #SDG16

The Hague,  
Netherlands



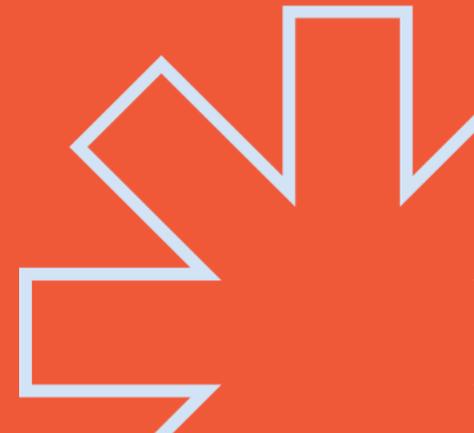


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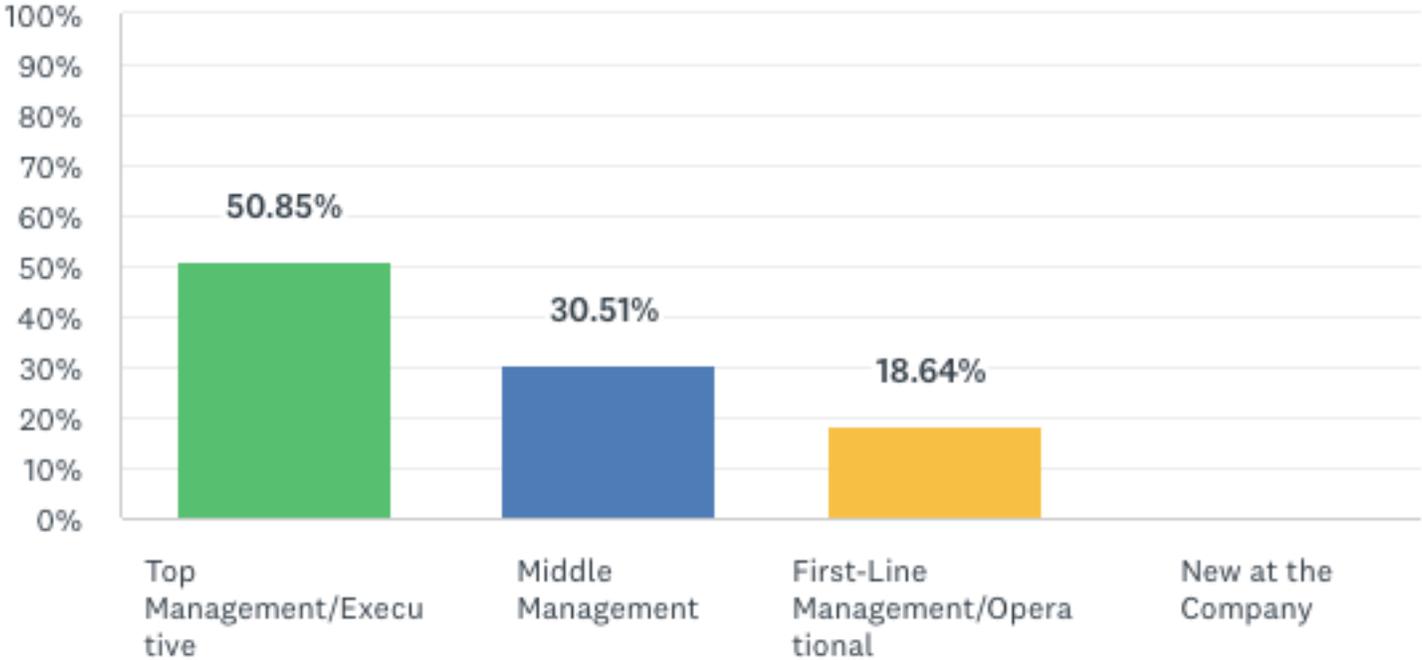


## A. Sustainability & LPI Organisations

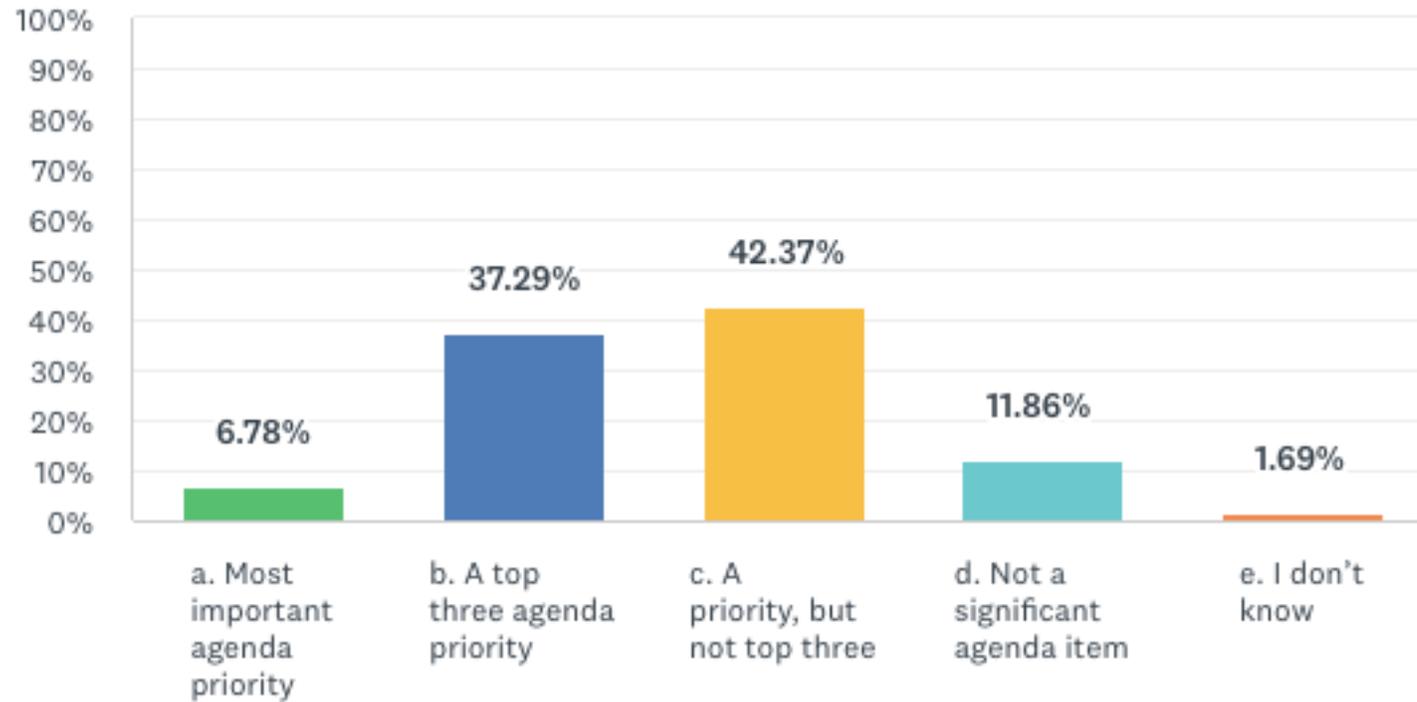
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Result 1: Most survey participants work in Top & Middle Management



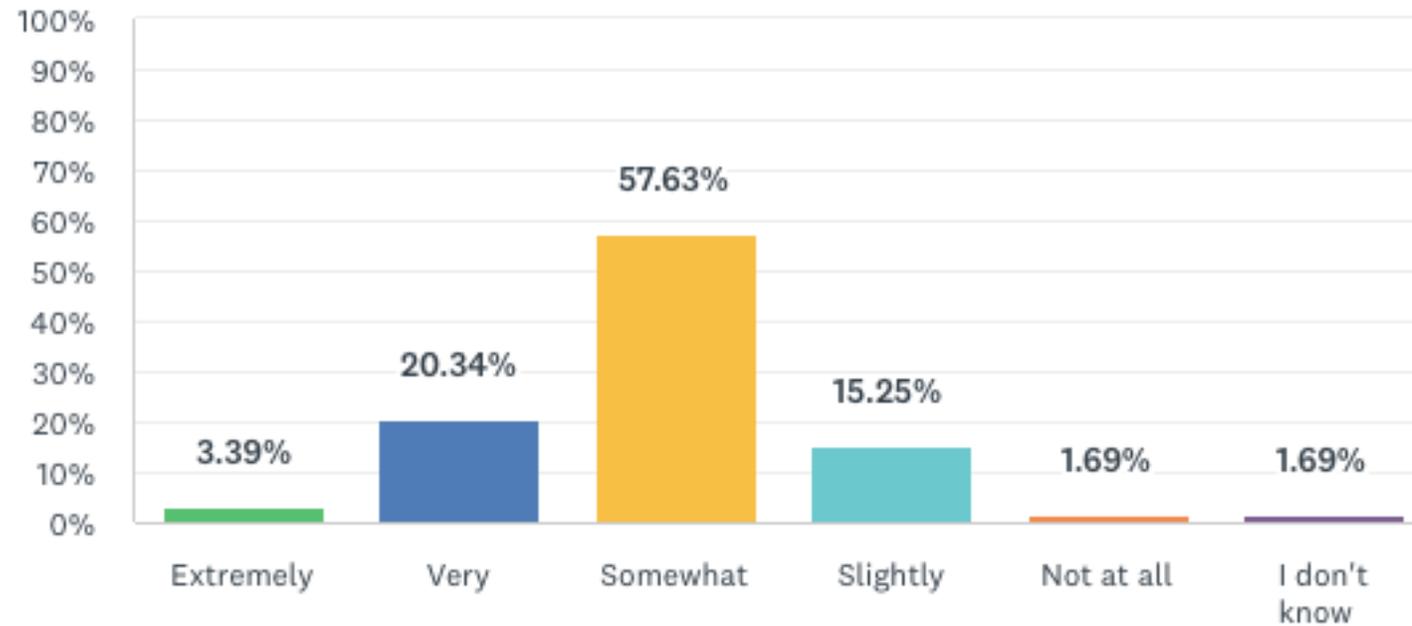
Result 2: Sustainability is considered, but not a high enough priority for LPIs



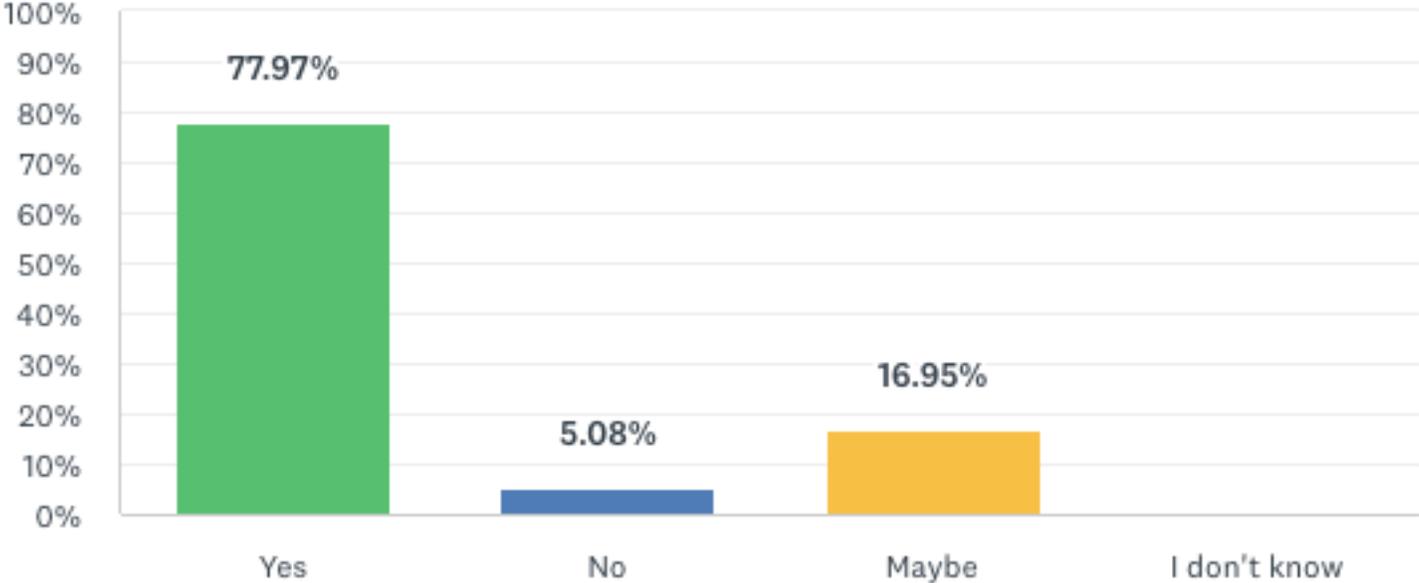
Result 3: Sustainability has been integrated predominantly into mission statements, values and culture, but lacks in strategic planning and operations

ANSWER CHOICES	RESPONSES
▼ Mission & Values	71.19%
▼ Corporate Culture	66.10%
▼ Employee Engagement	42.37%
▼ Internal Communications	40.68%
▼ Investment Strategy	38.98%
▼ Strategic Planning	35.59%
▼ Operations	35.59%
▼ External Communications	27.12%
▼ Marketing	23.73%
▼ Asset Management	23.73%
▼ Budgeting	22.03%
▼ Supply Chain Management	8.47%
▼ None of the Above	6.78%
▼ I Don't Know.	3.39%

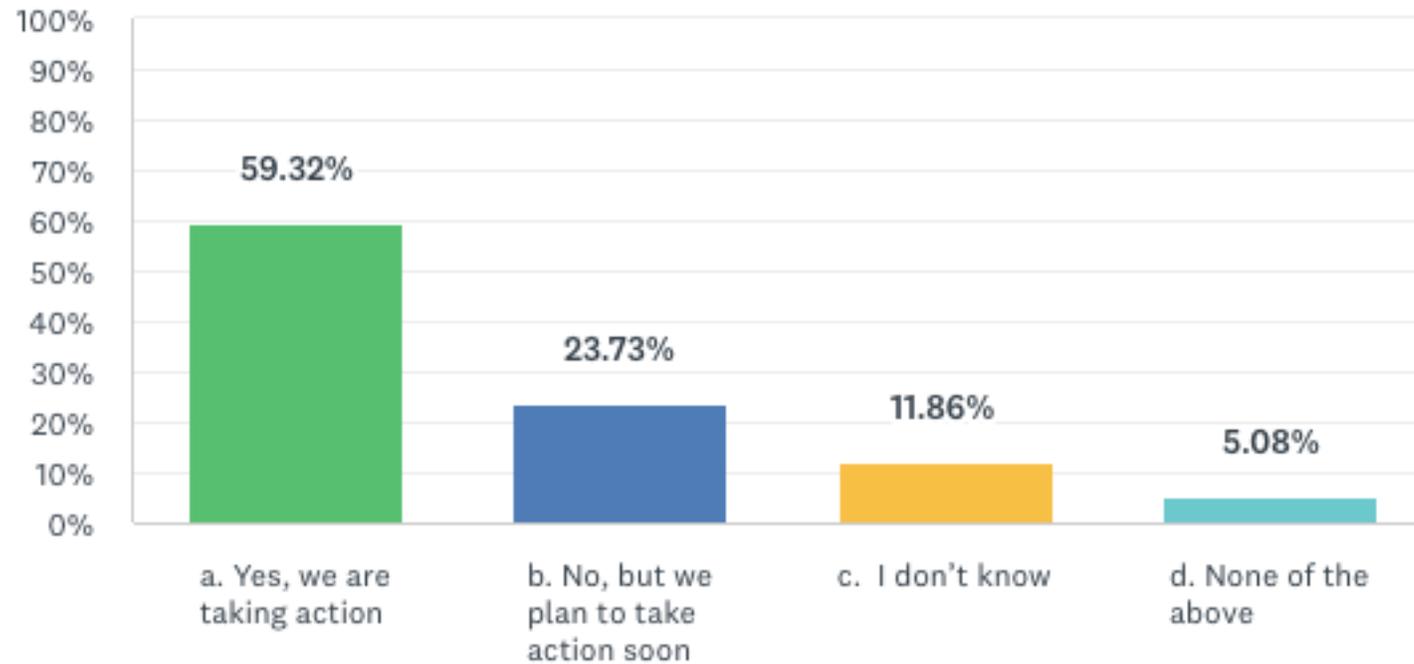
Result 4: Most LPIs are only somewhat effective at managing sustainability



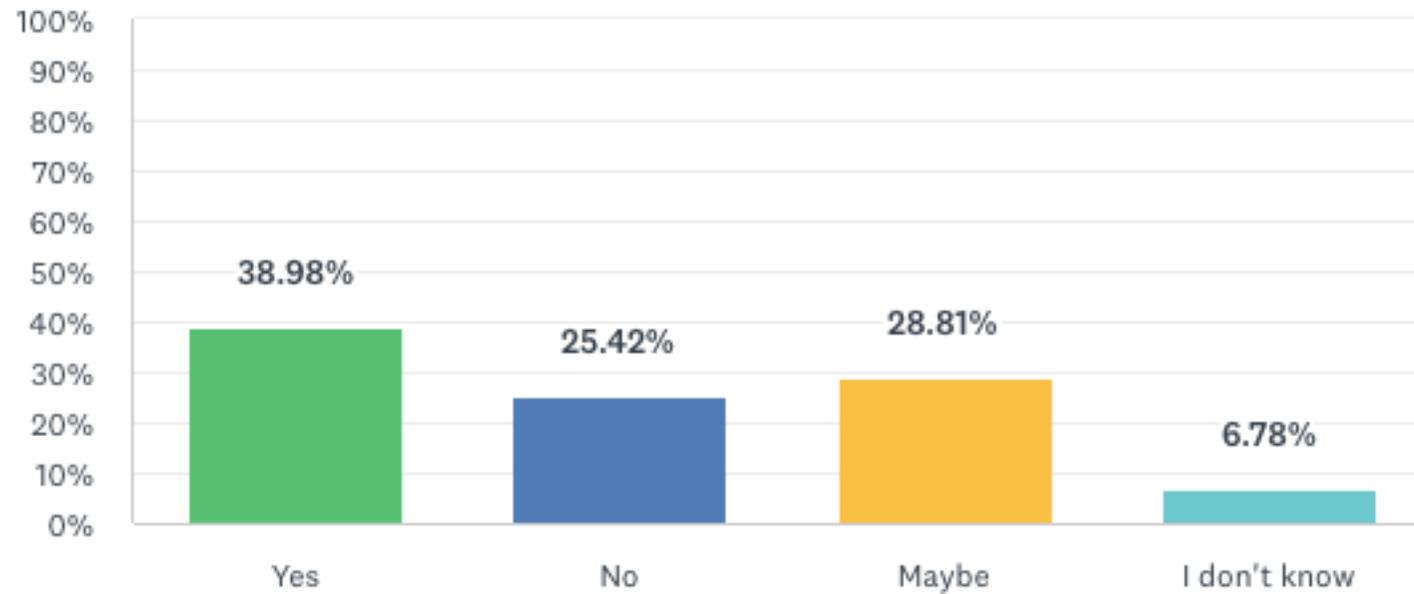
Result 5: LPIs see sustainability as a competitive advantage



## Result 6: Most LPs support a culture of sustainability amongst employees

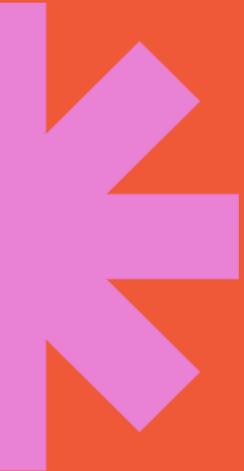


Result 7: A number of LPIs have seen increased employee retention/motivation due to their commitment to sustainability, but there is still great uncertainty.



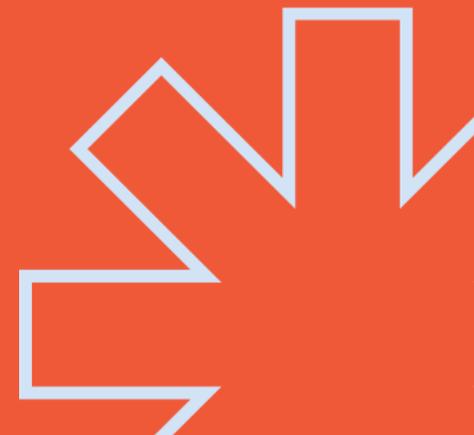


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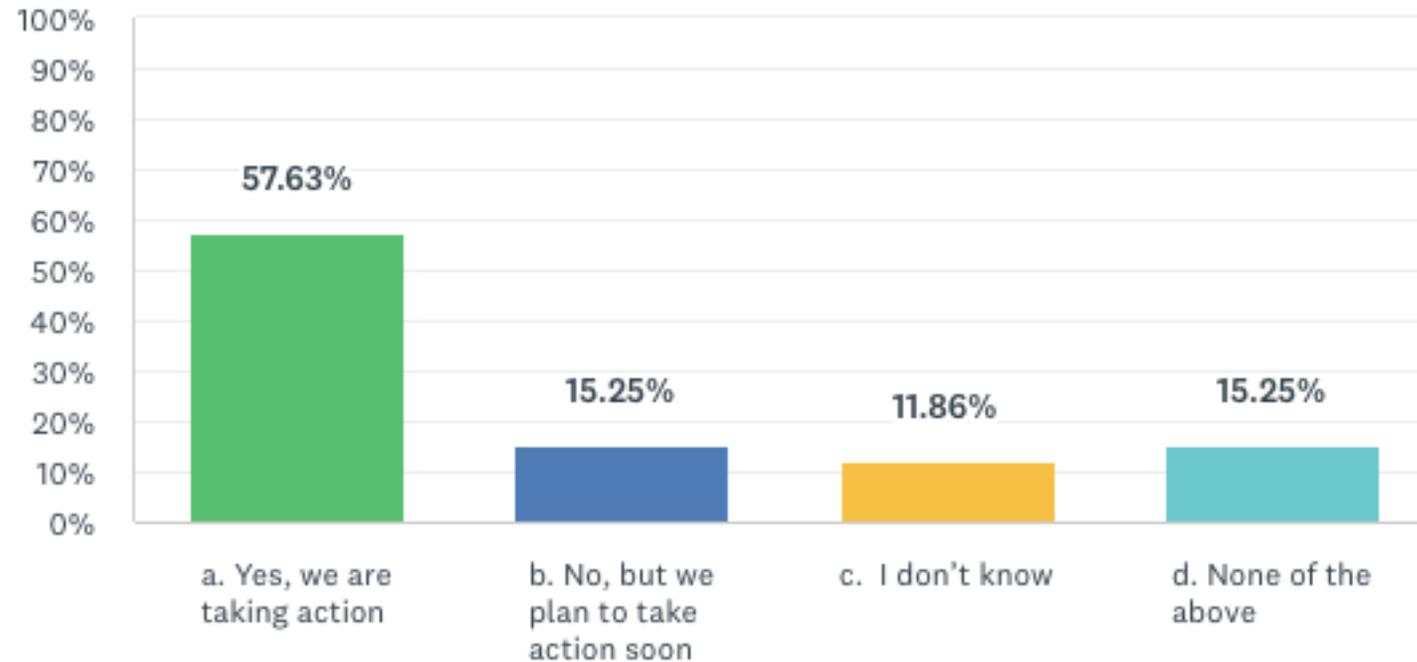


## B. Sustainability As Driver Of Growth

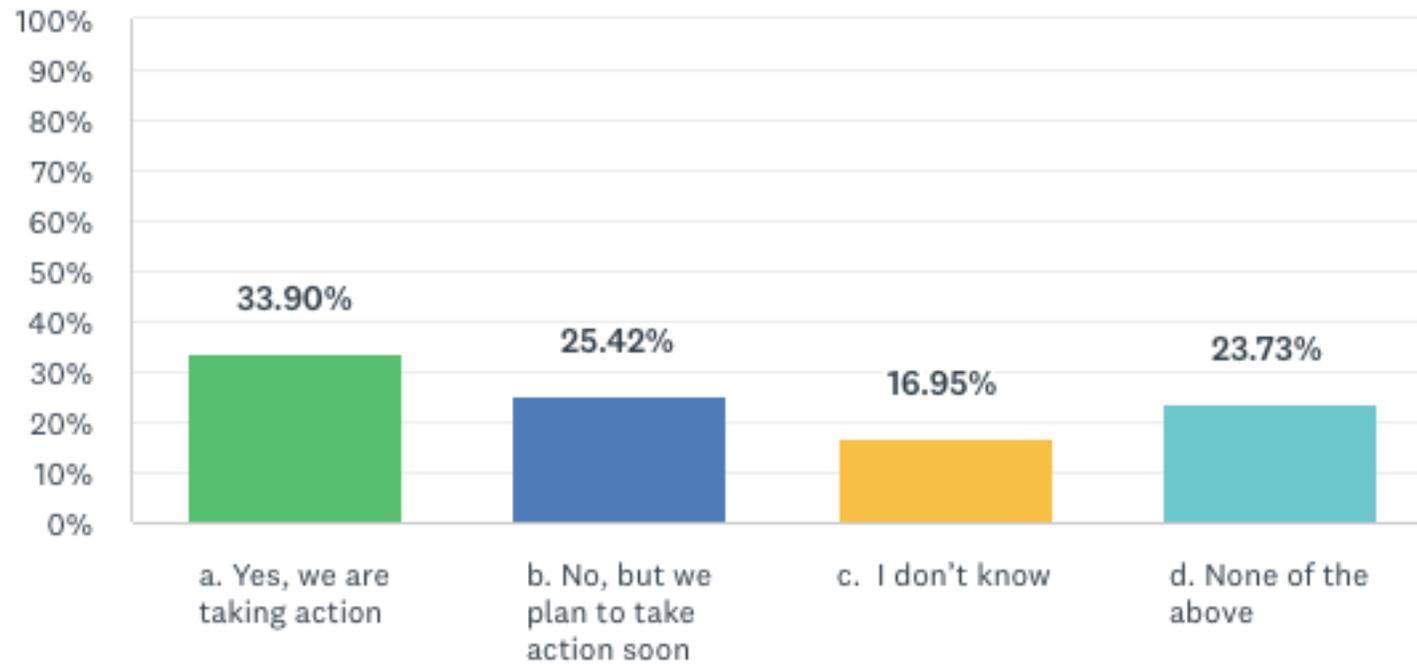
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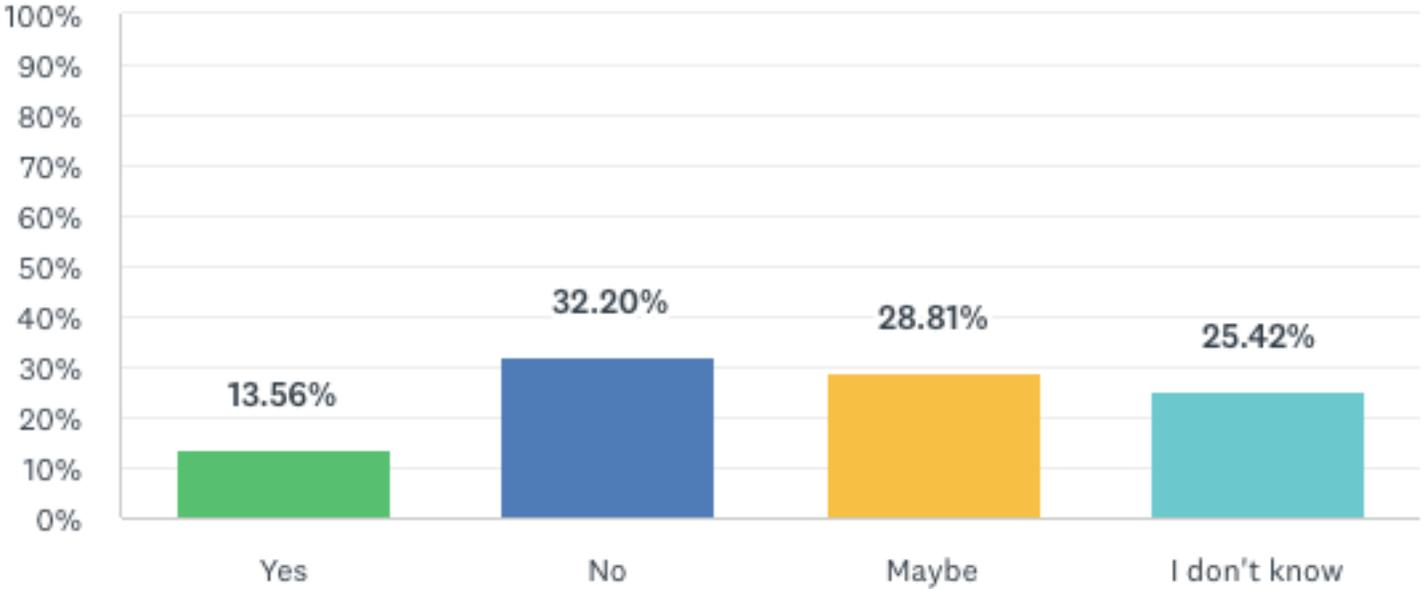
Result 8: LPIs are increasingly committing resources to develop more sustainable products/services



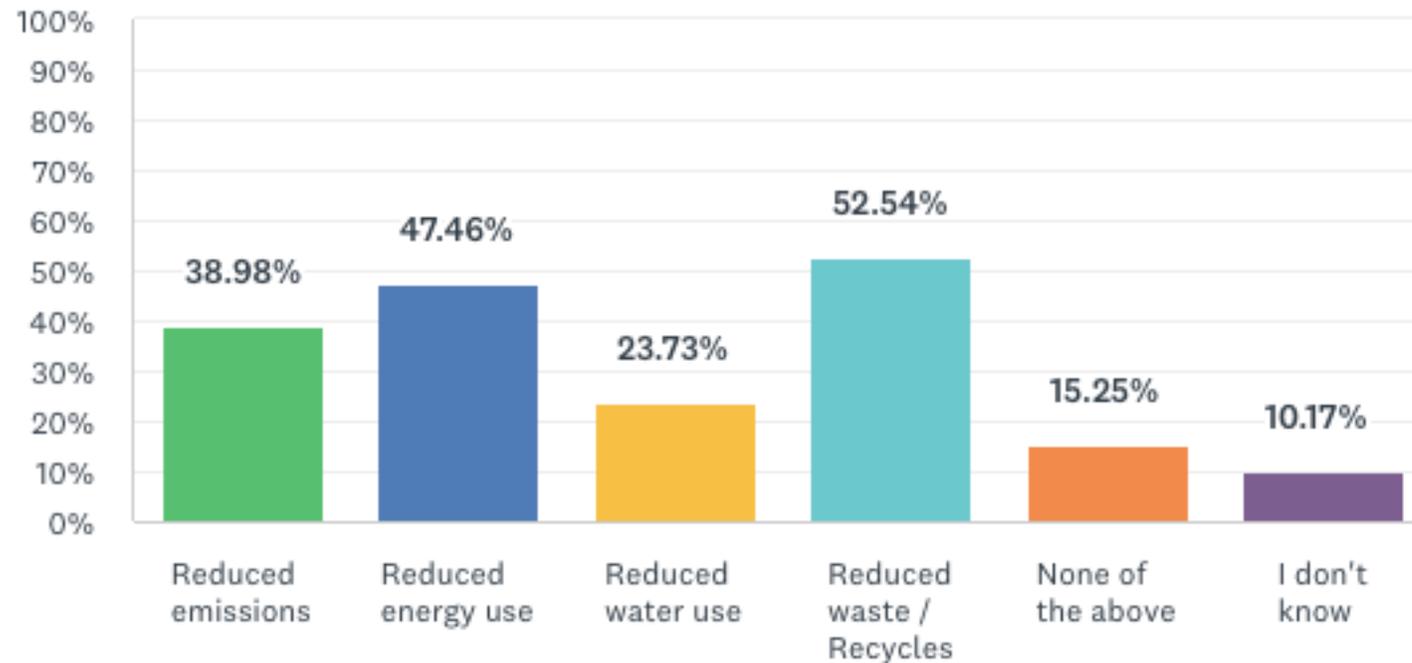
Result 9: LPIs have started to, but most don't use sustainability as a selling point to reach new markets



Result 10: Most LPs are unsure whether sustainability has a positive impact on profit & market share

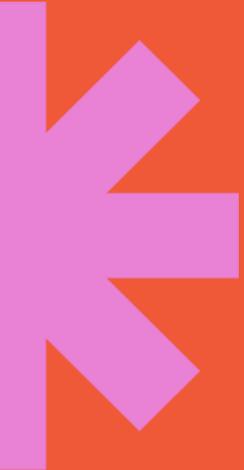


Result 11: LPIs are taking action to minimise their impact on the environment, especially through energy saving and recycling.



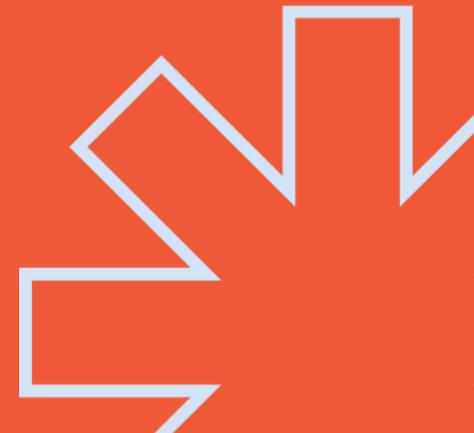


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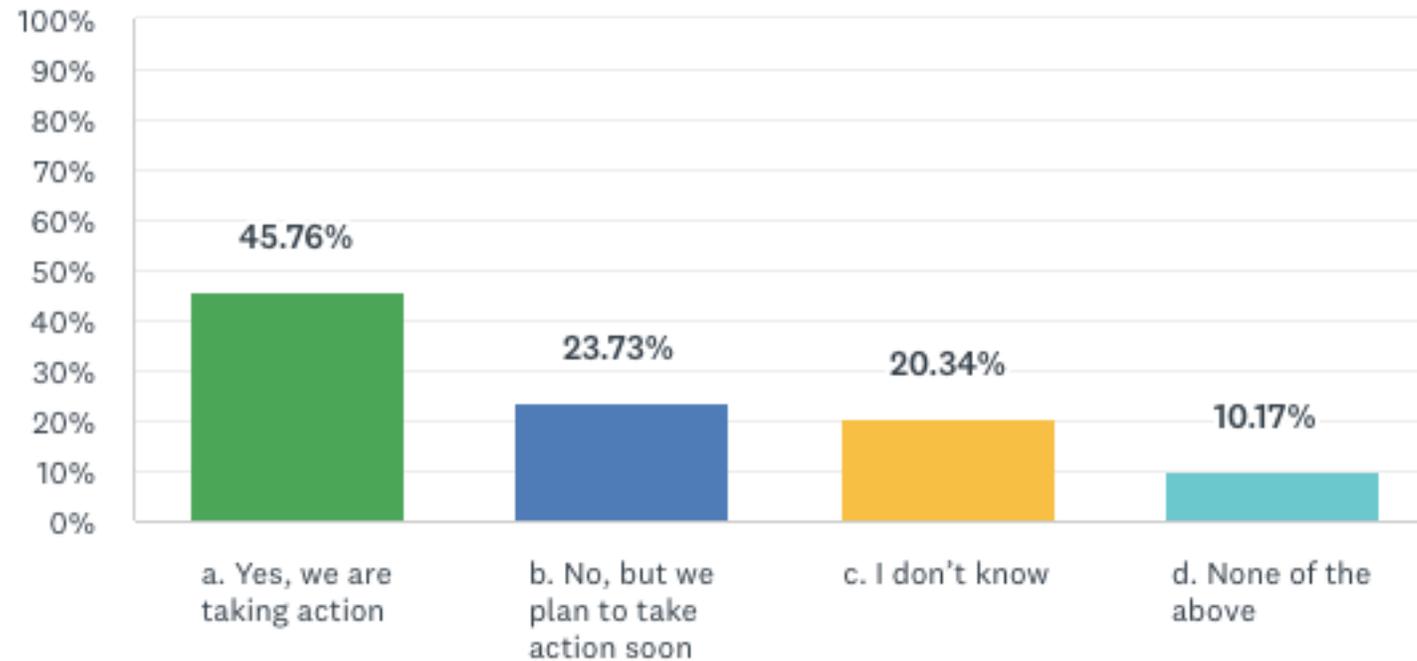


## C. Managing Sustainability Risks

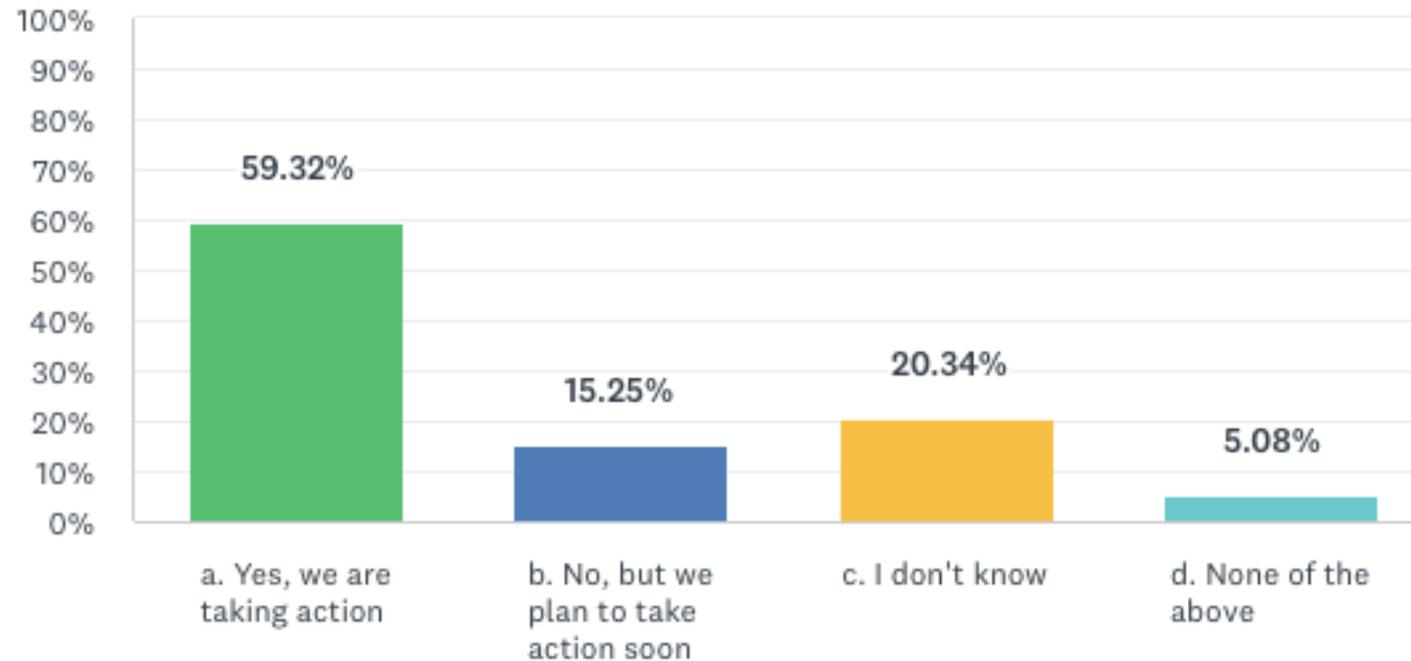
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Result 12: More can be done to monitor & listen to the opinions of stakeholders (employees, shareholders, customers, community etc.)



Result 13: Most LPs take sustainability considerations into account when investing and managing assets



Result 14: The top barriers to implementing sustainability strategies are profit, lack of incentives, lack of a focused department and accountability

ANSWER CHOICES	RESPONSES
▼ Pressure to make short-term profit undermines long-term nature of sustainability	35.59%
▼ We do not have a focussed Sustainability Department	32.20%
▼ Lack of incentives (tied to performance on sustainability)	30.51%
▼ Too few individuals are accountable for sustainability	30.51%
▼ Insufficient resources (for sustainability initiatives)	25.42%
▼ Not all departments are engaged with implementing sustainability initiatives	25.42%
▼ Lack of, or use of wrong KPI's	23.73%
▼ Leadership sets sustainability at too low a priority	22.03%
▼ Lack of right capability and skills	20.34%
▼ Insufficient data or information to implement initiatives	15.25%
▼ I don't know	11.86%
▼ Current organisational structure doesn't support sustainability activities	8.47%

## Result 15: Challenges for LPI's related to sustainability

1. Awareness resources
2. Customers are not aware of the issues, people need to be compelled to change their behavior and see sustainability not as a “nice to have” or as “other people’s” problem
3. Lack of interest
4. Speed of implementation
5. Change of mindset from being profit-driven vs purpose driven
6. Lack of interest in outcome
7. Systematic approach to sustainability issues
8. Getting everyone on board with an action plan, sticking to that action plan, and not just focus on short-term achievements
9. Not all stakeholders understand or appreciate the benefit of sustainability. Not everyone believes that they can play a role in their individual capacities and its not just the job of executives to action
10. Making sustainability a part of our corporate DNA
11. Mindset of people
12. Lack of information about how to run our businesses in a more sustainable manner

## Result 15: Challenges for LPI's related to sustainability

13. Low priority for Board of Directors
14. Incentives
15. Follow up and implementation of new legal framework
16. Embedding sustainability criteria into the procurement process of services & goods. Often has impact on price and in conflict with the (short term) profit goals - in the core we choose a lot of sustainable options, but reporting and communication stay behind because this requires resources
17. Compatibility, durability and competitiveness
18. Balancing the desire to improve sustainability with the need to continue to provide a profitable business for shareholders and regulators, i.e. the benefits may not be immediate, or even mid-term, but long-term so are difficult to demonstrate
19. Identifying the potential of sustainability
20. The possibilities for sustainable operational activities are limited for legal expenses insurers
21. Getting everyone in the organisation in the right mindset
22. Lack of technology to replace paper based processes
23. Digitalisation
24. The national economical environment negatively affects the civil sector

## Result 16: Opportunities for LPI's related to sustainability

1. Sustainable companies are attractive employers
2. Giving purpose to employees and augmenting retention of employees
3. Differentiate ourselves from competitors
4. Growth opportunities, credibility
5. Positive impact on society and new opportunities for growth and innovation
6. Win over young people and get them involved
7. Sustainable action becomes a question of the survivability of organisations
8. Being a major contributor to solving the issues faced by our clients and their communities.
9. Ensuring that we are continuously working and building something which will benefit future generations and will see the company continue to be relevant
10. Making sustainability a part of our corporate DNA
11. Contribution against climate change
12. Potential enhancement of reputation as a socially responsible organisation
13. Attract new talents - important for young professionals
14. Re-think how we work
15. Market and consumers demands

## Result 16: Opportunities for LPI's related to sustainability

16. Employee engagement - positive external communication messages
17. Collective awareness
18. Still having a viable business in 10 years!
19. Market growth
20. Asset management
21. Facilities: making buildings more energy efficient, electric vehicles, better waste handling, less printing.
22. Investing in technology development on the field of sales activities
23. Digitalisation
24. In the doubtful economical environment, people want to secure legally their benefits, jobs, etc. So this is why they sign a legal expenses insurance contract
25. Using our core business to profile ourselves as a very important player for legal sustainability(access to justice)
26. Bees on the roof to keep everybody aware
27. We can do a lot more in simple solutions
28. Reducing costs
29. Enhance the business model
30. Save the planet. Legal protection for everybody. Happy employees, happy customers



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