

WILLIS LIMITED

Registered Number 00181116

ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021

Directors

Executive Directors

Edward A Castles (Appointed 24 June 2022)

Richard R Goff

Neil G Kerr (Appointed 28 March 2022)

Dipesh M P R Shah

Alastair J P Swift

Richard J Vanner

Tom F Webb (Appointed 28 March 2022)

Non-executive Directors

Rosemary Hilary (Independent)

Dr Brendan R O'Neill

Peter A Shaw (Independent)

Stuart W Sinclair (Chairman)

Sarah J Turvill (Independent)

Company Secretary

Valerie S Andre

Registered Office

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London

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Auditor

Deloitte LLP

Statutory Auditor

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WILLIS LIMITED

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WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021

Company Activities and Review of Developments

Willis Limited (the ‘Company’) is a subsidiary of Willis Towers Watson plc. Willis Towers Watson plc, together with its subsidiaries (‘WTW’), is a leading global advisory, broking and solutions company that provides data-driven, insight-led solutions in the areas of people, risk and capital.

WTW offers its clients a broad range of services and solutions to help them to identify and control their risks, and to enhance business performance by improving their ability to attract, retain and engage a talented workforce. Our risk control services range from strategic risk consulting (including providing actuarial analysis), to a variety of due diligence services, to the provision of practical on-site risk control services (such as health and safety or property loss control consulting), as well as analytical and advisory services (such as hazard modelling and climate risk quantification). We assist clients in planning how to manage incidents or crises when they occur. These services include contingency planning, security audits and product tampering plans. We help our clients enhance their business performance by delivering consulting services, technology and solutions that help them anticipate, identify and capitalise on emerging opportunities in human capital management, as well as offer investment advice to help them develop disciplined and efficient strategies to meet their investment goals.

Our colleagues serve a diverse base of clients ranging in size from large, major multinational corporations to middle-market companies in a variety of industries, public institutions and individual clients. Many of our client relationships span decades.

As an insurance broker, we act as an intermediary between our clients and insurance carriers by advising our clients on their risk management requirements, helping them to determine the best means of managing risk and negotiating and placing insurance with insurance carriers through our global distribution network. We are not an insurance company and therefore we do not underwrite insurable risks for our own account.

The Company is regulated by the Financial Conduct Authority (‘FCA’) and is domiciled and incorporated in the UK.

Developments During the Year

Termination of Proposed Combination with Aon plc

On 9 March 2020, Aon plc (‘Aon’) and Willis Towers Watson plc (‘WTW’) announced a definitive agreement (the ‘BCA’) to combine in an all-stock transaction pursuant to which Aon would acquire WTW (the ‘Acquisition’). The BCA contained certain assurances, obligations, and commitments in relation to the implementation of the Acquisition and imposed a number of restrictions on the business operations of WTW and its subsidiaries (‘WTW Subsidiaries’) from the date of execution of the BCA. On 26 July 2021, WTW and Aon announced they had terminated the BCA and that Aon had agreed to pay WTW \$1 billion in connection with such termination (the ‘Termination Fee’), which was received by WTW on 27 July 2021 (the ‘Termination’ or the ‘Termination Agreement’). In accordance with the Termination Agreement, WTW received the Termination fee on behalf of itself and the WTW Subsidiaries and an allocation exercise was completed. The final allocation determined an arm’s length allocation of \$139 million to Willis Limited. Under the Termination Agreement, Aon agreed to pay WTW the Termination Fee as though a ‘Specified Termination’ under the BCA had occurred (regulatory and antitrust clearances preventing the acquisition) and WTW and Aon on behalf of themselves and certain other related and affiliated parties, each agreed to release the other from all claims and actions arising out of or related to the business combination agreement and the transactions contemplated thereby, subject to certain exceptions.

Under the Termination Agreement, Willis Towers Watson plc received payment of the Termination Fee from Aon on behalf of itself and the WTW subsidiaries of which \$139 million has been received by the Company.

Willis Re Disposal

As part of the potential combination with Aon, WTW entered into an agreement with Arthur J. Gallagher & Co. (‘Gallagher’), a leading global provider of insurance, risk management and consulting services, to sell its treaty-reinsurance business (‘Willis Re’) and certain of WTW’s corporate risk and broking and health and benefit businesses. Upon termination of the Aon combination, the definitive agreement with Gallagher automatically terminated in accordance with its terms. On 13 August 2021, WTW entered into a new definitive agreement to sell Willis Re to Gallagher for total upfront cash consideration of \$3.25 billion plus an earnout payable in 2025 of up to \$750 million in cash, subject to certain adjustments. The principal closing date of the deal occurred on 1 December 2021 although certain elements of the deal are subject to deferred closing dates in 2022. For further details and the financial impact of this disposal, see note 13 to the Financial Statements below.

There have been no other significant changes in the Company’s principal activities in 2021. The Directors are not aware, at the date of this report, of any likely major changes in the Company’s activities in the next year.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Company Activities and Review of Developments (continued)

The Company's Business Model

With effect from 1 January 2022, the Group provides a comprehensive offering of services and solutions to clients across two business segments: Health, Wealth and Career ('HWC'), and Risk and Broking ('RB'). Further information on this is provided in 'Future Developments' below. During 2021, the activities of the business segments for WTW and the Company were as follows:

Corporate Risk and Broking

The WTW Corporate Risk and Broking ('CRB') segment provides a broad range of risk advice, insurance brokerage and consulting services to clients worldwide ranging from small businesses to multinational corporations. The segment delivers integrated global solutions tailored to client needs and underpinned by data and analytics through a balanced matrix of global lines of business across all of the Company's regions. The global lines of business as of 31 December 2021 included:

Property and Casualty — Property and Casualty provides property and liability insurance brokerage services across a wide range of industries and segments including real estate, healthcare and retail.

Aerospace — Aerospace provides specialist expertise to the aerospace and space industries. Our aerospace business provides insurance broking, risk management services, contractual and technical advisory expertise to aerospace clients worldwide, including the world's leading airlines, aircraft manufacturers, air cargo handlers and other airport and general aviation companies. The specialist InSpace team is also prominent in providing insurance and risk management services to the space industry.

Construction — Our Construction business provides services that include insurance broking, claims, loss control and specialised risk advice for a wide range of construction projects and activities. Clients include contractors, project owners, public entities, project managers, consultants and financiers, among others.

Facultative — Facultative capabilities exist for each of CRB's offerings to serve as a broker or intermediary for insurance companies seeking to arrange reinsurance solutions across various classes of risk for their clients, some of which may also be broking clients of WTW.

Financial, Executive and Professional Risks ('FINEX') — FINEX encompasses all financial and executive risks, delivering client solutions that range from management and professional liability, employment practices liability, crime, cyber and M&A-related insurances to risk consulting and advisory services. Specialist teams provide risk consulting and risk transfer solutions to a broad spectrum of clients across a multitude of industries, as well as the financial and professional service sectors.

Financial Solutions — Financial Solutions provides insurance broking services and specialised risk advice related to credit, surety, terrorism and political risk to clients that range from corporate to professional services firms and financial institutions including, but not limited to, banks, export credit agencies, multilaterals/development finance institutions, private equity funds and special purpose vehicles.

Marine — Marine provides specialist expertise to the maritime and logistics industries. Our Marine business provides insurance broking services related to hull and machinery, cargo, protection and indemnity, fine art and general marine liabilities, among others. Our Marine clients include, but are not limited to, ship owners and operators, shipbuilders, logistics operations, port authorities, traders, shippers, exhibitors and secure transport companies.

Natural Resources — Our Natural Resources practice encompasses the oil, gas and chemicals, mining and metals, power and utilities and renewable energy sectors. It provides sector-specific risk transfer solutions and insights, which include insurance broking, risk engineering, contractual reviews, wording analysis and claims management.

Investment, Risk and Reinsurance

The Willis Towers Watson Investment, Risk and Reinsurance ('IRR') segment used a sophisticated approach to risk which helped clients free up capital and manage investment complexity. The segment worked closely with investors, reinsurers and insurers to manage the equation between risk and return. Blending advanced analytics with deep institutional knowledge, IRR identified new opportunities to maximise performance. This segment provided investment consulting and discretionary management services and insurance specific services and solutions through reserves opinions, software, rate-making, risk underwriting, and reinsurance broking. The Company's results include part of the reinsurance business within the IRR segment. This reinsurance business was sold during the year and will not form part of the Company's activities going forward.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Company Activities and Review of Developments (continued)

Business Strategy

The Company's strategy is aligned to the WTW strategy, which is based on the belief that a unified approach to people, risk and capital can be a path to growth for our organizations around the world. In that spirit, we bring the collective power of our colleagues together – as 'One WTW' – to serve and support our clients.

We operate in attractive markets – both growing and mature – with a diversified platform across geographies, industries, segments and lines of business.

Our vision is to be the best advisory, broking and solutions company for the benefit of all our stakeholders – creating a competitive advantage and delivering sustainable, profitable growth.

We believe we can achieve this through executing on our three strategic priorities – grow, simplify and transform.

- Grow at or above market in priority areas: Focus on core opportunities with the highest growth and return; innovate and accelerate our offerings through a dynamic, yet disciplined, approach; bring targeted solutions to clients reflecting more connected offerings; and increase scale to fill gaps in capabilities through inorganic expansion.
- Simplify the business to increase agility and effectiveness: Implement the Group's streamlined structure of two business segments (Health, Wealth and Career and Risk and Broking; see 'Segment Reorganisation' within this strategic report for further information) and three geographies (Europe, International and North America); develop a globally consistent client management model and enhance operations to improve sales and retention outcomes; manage our portfolio of businesses intentionally to drive optimal value; and increase speed of execution through agile decision-making processes.
- Transform operations to drive savings while enhancing our client and colleague experiences: Maximise global platforms to be as common as possible and as distinct as necessary; right-shore operations to capitalise on our scale; rationalise real estate and build new ways of working; and modernise technology to enhance the digital experience.

We care as much about how we work as we do about the impact that we make. This means commitment to a shared purpose and values, a framework that guides how we run our business and serve clients.

Through these strategies WTW aims to accelerate revenue, margin improvement, cash flow, earnings before interest, taxes, depreciation and amortization ('EBITDA'), and earnings growth, and to generate compelling returns for investors, by delivering tangible growth in revenue.

Key Financial Highlights and Key Performance Indicators

The Company's key financial and other performance indicators during the year were as follows:

	2021	2020	Movement	% Change
	\$m	\$m	\$m	
Turnover (i)	605	615	(10)	(2)%
Operating expenses - excluding foreign exchange loss (i)	(535)	(546)	11	2 %
Profit before taxation (i)	210	287	(77)	(27)%
Shareholders' equity (ii)	1,436	1,391	45	3 %
Current Assets as % of Current Liabilities	140 %	129 %		
Average number of employees	3,174	3,272		

(i) Derived from continuing operations.

(ii) Derived from total operations.

WTW manages its operations on a business segment basis. For this reason, the Company's Directors believe that key performance indicators for the Company are not meaningful for an understanding of the development, performance or position of the business. The performance of WTW, which includes the Company, is discussed in WTW's financial statements which do not form part of this report.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Company Activities and Review of Developments (continued)

Financial Results for the Year Ended 31 December 2021

In 2021, the Company's turnover was \$605 million, a \$10 million, or 2 percent, decrease on 2020 turnover of \$615 million. This decrease was driven by:

- \$7 million underlying reduction in our primary segment of Corporate Risk and Broking, with the disposal of the European client book in October 2020 impacting revenue growth on prior year in CRB by approximately \$57 million across the majority of lines of business. In addition, lost business in Facultative was offset by higher International earnings in Natural Resources and increased Construction revenues;
- \$6 million lower investment income earned on fiduciary cash balances held as a result of reduced interest rate yields, and
- \$1 million lower other income from a prior-year book of business disposal,

partly offset by:

- \$3 million underlying increase from other segments including our Corporate operations, and
- \$1 million underlying higher revenue within the residual activities of IRR segment.

Operating expenses were \$535 million in 2021, a \$11 million, or 2 percent, decrease on 2020 operating expenses of \$546 million. This decrease was driven by:

- \$72 million other operating expense decrease, with expenses previously incurred in support of the European client book now incurred by the UK Branch of WTW SANV (a fellow group undertaking) from October 2020. Underlying business expenses in our primary segment of CRB continued to reflect the lower discretionary spend in prior year linked to lower travel and premises costs associated with the ongoing impact of the COVID-19 pandemic;

offset by:

- \$61 million Salary and benefits costs increase, with growth in underlying salary and benefit charges in our primary segment of CRB as well as higher incentive charges in the year.

Operating profit was additionally impacted by:

- \$139 million income relating to a fee received on the termination of the business combination with Aon,

more than offset by;

- \$170 million reduction to profit resulting from the prior year gain on disposal of the European book of business, and
- \$40 million adverse impact from foreign exchange with a loss of \$8 million in 2021 versus a \$32 million gain in 2020.

Total operating profit of \$201 million in 2021 was \$70 million, or 26 percent, lower than 2020 operating profit of \$271 million.

Profit before taxation of \$210 million in 2021 was \$77 million, or 27 percent, lower than 2020 profit before tax of \$287 million. The decrease was driven by:

- \$170 million reduction to profit resulting from the prior year disposal of the European book of business as noted above;
- \$40 million adverse impact from foreign exchange;
- \$10 million decrease in turnover; and
- \$7 million decrease on the net of interest receivable and interest payable,

partly offset by:

- \$139 million income relating to a fee received on the termination of the business combination with Aon as noted above;
- \$11 million decrease in operating expenses.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Company Activities and Review of Developments (continued)

Financial Results for the Year Ended 31 December 2021 (continued)

Profit for the year from continuing operations of \$93 million in 2021 was \$143 million, or 61 percent, lower than 2020 profit for the year from continuing operations of \$236 million. This was a result of the \$77 million decrease in profit before tax, discussed above, in addition to a \$66 million increase in the tax charge on profit.

Profit for the year of \$1,138 million in 2021 was \$775 million, or 222 percent, higher than 2020 profit for the year of \$349 million. This was a result of the \$932 million increase in profit for the year from discontinued operations as a result of:

- \$991 million profit on disposal of the Reinsurance business to Willis Re Limited (a then subsidiary of Willis Limited) in November 2021 prior to the transfer of 100% of the shares in this entity to Arthur J Gallagher in December 2021; and
- \$14 million reduced tax charge on profits on discontinued operations,

partly offset by:

- \$66 million reduction in turnover from discontinued operations with revenues from the European book of Reinsurance business recorded in another Group entity from October 2020 and lower investment income from fiduciary cash balances; and
- \$7 million increase in operating expenses, resulting from increased in salary, benefits and incentive costs in Reinsurance on prior year.

Shareholder's Equity and Other Resources

Shareholder's equity of \$1,436 million in 2021 rose by \$45 million from \$1,391 million in 2020, reflecting increases from:

- \$1,138 million profit for the year as described above;
- \$44 million deferred tax decrease to equity attributed primarily to other comprehensive income movements on the pension scheme net asset;
- \$3 million of equity-settled share-based payments; and
- \$1 million unrealised gain and reclassification of prior period gains and losses, attributed to the fair value of derivative instruments (forward currency sales) following movements in the value of the pound sterling, Euro and Japanese Yen to the US dollar during the year,

partly offset by:

- \$1,089 million dividend payments, with \$170 million paid on 9 November 2021 and \$919 million paid on 9 December 2021; and
- \$52 million actuarial loss related to the defined benefit pension scheme net asset, consisting of a \$154 million decrease in scheme assets following higher asset returns and actuarial experience losses of \$6 million arising on scheme liabilities partly offset by a \$108 million decrease in scheme liabilities primarily attributable to a change in actuarial financial and demographic assumptions in the year.

The Directors review the adequacy of the Company's capital relative to the risks it faces on a regular basis.

The Company maintains a \$20 million revolving credit facility which is renewed annually and is secured against the Company's real estate assets. It was not drawn upon during 2021 or 2020.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Company Activities and Review of Developments (continued)

Balance Sheet

The balance sheet on page 39 of the financial statements shows the Company's financial position at the year end. Net assets, including pension plan surplus, of \$1,436 million in 2021 have increased by \$45 million on 2020 net assets, including pension plan surplus, of \$1,391 million. The increase was driven by:

- \$229 million increase in net amounts receivable from group undertakings;
- \$81 million decrease in fiduciary creditors;
- \$11 million decrease in net VAT payable; and
- \$6 million decrease in provisions,

partly offset by:

- \$93 million decrease in the net defined benefit pension asset;
- \$68 million decrease in trade debtors, of which \$57 million of the decrease is on amounts falling due within one year in addition to an \$11 million decrease on amounts falling due after more than one year;
- \$40 million decrease in deposits and cash held in bank, comprising \$81 million decrease in cash held in a fiduciary capacity offset by a \$41 million increase in own cash held;
- \$32 million decrease in goodwill and other intangibles;
- \$28 million decrease in prepayments, accrued income and other debtors;
- \$9 million increase in accrued expenses, deferred income and other creditors;
- \$4 million decrease in retention awards which amortise over the period of retention;
- \$3 million increase in trade creditors;
- \$3 million decrease in tangible fixed assets; and
- \$2 million increase in income tax and social security payable.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Company Activities and Review of Developments (continued)

Future Developments

Ukraine Conflict

During the first quarter of 2022, WTW announced its intentions to withdraw from its Russian businesses as a result of the conflict with Ukraine. Brokers primarily in our Natural Resources and Construction lines of business historically placed certain Russian insurance contracts in the London market. Most of these were under multi-year terms resulting in both current and non-current accounts receivables. These balances were rendered irrecoverable as a result of sanctions and prohibitions on business and activity with Russia. Consequently, the Company recorded an impairment charge of \$65 million during the three months ended 31 March 2022 against these positions. Further information on this is also provided in 'Events after the balance sheet date' in the Directors Report.

Segment Reorganisation

With effect from 1 January 2022, the Group provides a comprehensive offering of services and solutions to clients across two business segments: Health, Wealth and Career ('HWC'), and Risk and Broking ('RB'). These changes were made in conjunction with changes in the WTW leadership team, including the appointment of a new chief executive officer who succeeded the prior CEO as the chief operating decision maker on that date. Prior to 1 January 2022, the Group operated across four segments: Human Capital and Benefits; Corporate Risk and Broking; Investment, Risk and Reinsurance; and Benefits Delivery and Administration. The HWC segment will include businesses currently aligned under the Human Capital and Benefits segment, the Benefits Delivery and Administration segment, and the Investment business, currently under the Investment, Risk and Reinsurance segment. The RB segment will include businesses currently aligned under the Corporate Risk and Broking segment, as well as the Insurance Consulting and Technology business, currently under the Investment, Risk and Reinsurance segment. Following the disposal of Willis Re, the primary segment of the Company will be RB.

Defined Benefit Scheme

Following the conclusion of the tri-annual valuation during 2020, the Company agreed a revised schedule of contributions towards the ongoing accrual of benefits. Additional funding to address a projected deficit was not considered necessary beyond 2020. Based on the revised agreement, on-going contributions will total approximately £9 million (\$12 million) in 2022.

The contributions paid by the Company for 2021 (excluding salary sacrifice contributions) amounted to £14 million (\$19 million), comprised solely of regular contributions. The contributions paid by the Company for 2020 (excluding salary sacrifice contributions) amounted to £32 million (\$44 million), comprising £13 million (\$18 million) regular contributions and £19 million (\$26 million) towards funding the deficit.

Capital Management Policy

As an insurance intermediary regulated by the Financial Conduct Authority ('FCA'), the Company's capital requirements are set out in both the Threshold Conditions and MIPRU requirements within the FCA Handbook. The Company's policy is to review its capital requirements on a regular basis and to maintain capital resources of at least twice that requirement.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Principal Risks and Uncertainties

The Company has an Enterprise Risk Management Committee that meets at least quarterly. This Committee is a Committee of the Board and advises the Board on risk matters including overseeing the Risk Management Framework and, the assessment and monitoring of risk against the Company risk appetite. The principal risks and uncertainties facing the Company are:

COVID-19

The COVID-19 pandemic ('COVID-19') has had an adverse impact on global commercial activity, including the global supply chain, and at times has contributed to strain in financial markets, including, among other effects, significant volatility in equity markets, changes in interest rates and reduced liquidity on a global basis. It has also resulted in increased travel restrictions and extended shutdowns of businesses in various industries including, among others, travel, trade, tourism, health systems and food supply, and significantly reduced overall economic output. As such, there is a risk that COVID-19 and its variants could have a substantial negative impact on client demand and cash flow in certain or all of WTW's business.

COVID-19 risks could magnify other risks. For example, the effectiveness of external parties, including governmental and non-governmental organisations, in combating the spread and severity of COVID-19 and its variants could have a material impact on demand for WTW's business. The rapid development and fluidity of COVID-19, including the continued development, availability, distribution and acceptance of effective vaccines and the emergence of vaccine-resistant variants, precludes any prediction as to the duration of COVID-19 and the ultimate adverse impact of COVID-19 on WTW's business. Nevertheless, COVID-19 continues to present significant uncertainty with respect to demand for WTW's products and services.

In addition, COVID-19 has disrupted certain aspects of WTW's business and could continue to disrupt the Company's own business operations. As an increasing percentage of WTW's colleagues continue to work remotely, WTW faces resiliency risks, such as the risk that its information technology platform could potentially be inadequate to support increasing demand, as well as the risk that unusual working arrangements could impact the effectiveness of its operations or controls. Economic disruption caused by COVID-19 or other factors may impact the pace at which WTW makes information technology-based investments, and WTW may continue to make fewer information technology-based investments than previously anticipated, which could potentially create business operational risk. In addition, WTW depends on third-party platforms and other infrastructure to provide certain of its products and services, and such third-party infrastructures face similar resiliency risks. These factors have exposed WTW to increased phishing and other cybersecurity attacks as cybercriminals try to exploit the uncertainty surrounding the COVID-19 pandemic, as well as an increase in the number of points of potential attack, such as laptops and mobile devices (both of which are now being used in increased numbers as many of WTW's employees work remotely), to be secured. A failure to effectively manage these risks, including to promptly identify and appropriately respond to any cyberattacks, may adversely affect WTW's business.

Also, a potential COVID-19 infection of any key WTW colleagues could substantially and negatively impact its operations. Further, it is possible that COVID-19 impacts processes of third-party vendors on whom WTW relies, which could also materially impact its operations. Resultant changes in financial markets could also have a material impact on WTW's financial transactions.

Supply and labour market disruptions caused by COVID-19 as well as other factors, such as accommodative monetary and fiscal policy, have contributed to significant inflation in many of the markets in which WTW operates. This impacts not only the costs to attract and retain employees but also other costs to run and invest in WTW's business. If WTW's costs grow significantly in excess of its ability to raise revenues, WTW's margins and results of operations may be materially and adversely impacted and WTW may not be able to achieve its strategic and financial objectives.

All of the foregoing events or potential outcomes could cause a substantial negative effect on the Company's own results of operations in any period and, depending on their severity, could also substantially and negatively affect its financial condition. Furthermore, such potential substantial adverse effects may lag behind the developments related to the COVID-19 pandemic. Such events and outcomes also could potentially impact WTW's reputation with clients and regulators, among others.

The Company has well established and tested business interruption plans in place both in the UK and in our overseas supporting operations which have enabled the vast majority of colleagues to work remotely and continue to service and support clients, thus mitigating the risks to business interruption. We continue to engage with clients, carriers and the wider market as well as the regulator during this period of disruption.

Further details on risks relating to COVID-19 are discussed in WTW's consolidated financial statements which do not form part of this report.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Principal Risks and Uncertainties (continued)

Ukraine Conflict

During the first quarter of 2022, WTW announced its intentions to withdraw from its Russian businesses as a result of the conflict with Ukraine as discussed in ‘The Company’s business model’ above. Whilst we continue to monitor the situation, the impact on our future operations is highly unpredictable because it is largely dependent on how the crisis unfolds over the forthcoming days, weeks and months. Additional sanctions and penalties on Russia have been proposed and/or threatened, and the response and resulting sanctions could adversely affect the global economy and financial markets and lead to instability and lack of liquidity in capital markets. The ramifications of the hostilities and sanctions, however, may not be limited to Russia and Russian companies but may spill over to and negatively impact other regional and global economic markets (including Europe and the United States), companies in other countries (particularly those that have done business with Russia) and various sectors, industries and markets for securities and commodities globally, such as oil and natural gas. Accordingly, the actions discussed above and the potential for a wider conflict could increase financial market volatility, cause severe negative effects on regional and global economic markets, industries, and companies as well as macro-economic factors such as price inflation including higher domestic energy prices. In addition, Russia may take retaliatory actions and other countermeasures, including cyberattacks and espionage against other countries and companies around the world, which may negatively impact such countries and companies. The extent and duration of the Russian actions or future escalation of such hostilities, the extent and impact of existing and future sanctions, market disruptions and volatility, macro-economic inflationary pressures and the result of any diplomatic negotiations cannot be predicted. Any of the above-mentioned factors could adversely affect our business, prospects, financial condition and operating results. The extent and duration of the crisis, sanctions and resulting market disruptions are impossible to predict, but could be substantial.

The Board of Directors currently does not consider that these uncertainties cast significant doubt upon the Company’s ability to continue as a going concern.

Change Risk

WTW and the Company are typically subject to on-going business and organisational changes as well as multi-year operational improvement programmes. There are also a number of other initiatives planned or ongoing to transform our systems and processes and gain efficiencies. Effectively managing these organisational changes is critical to retaining talent, servicing clients and our business success overall. The failure to effectively manage such risks could adversely impact our resources or business or financial results. The Company manages this risk through robust change governance processes, mechanisms to retain key colleagues, delivery of the planned operational improvement programme benefits and through ongoing monitoring of key performance indicators designed to provide early notice of declining performance. The Company has a robust approach to change management and the relevant governance forums are utilised to consolidate activity and monitor and adjust that activity to reflect the resource and change capability available from time to time.

The sale of Willis Re to Gallagher, including transitional arrangements and pending transactions, creates incremental business, operational, regulatory and reputational risks. The completion of the agreed-upon transaction to sell our Willis Re business to Gallagher, entails important risks, including, among others:

- the risk that the post-closing transition arrangements may impose costs or liabilities or may give rise to errors in execution, be distracting to our management, or cause disruption to our business or our relationships with clients, employees, suppliers, regulators and other third parties;
- the risk that the triggers for the potential earnout payment may not be met;
- the potential impact of the consummation of the transaction and transition arrangements on relationships, including with employees, suppliers, regulators, clients, competitors and other third parties;
- the risk that management’s attention is diverted from other matters during the post-closing period;
- the risk that litigation associated with the Gallagher transaction or with contingent liabilities we have retained, if any, arises; and
- the risk of disruptions from the completion of the Gallagher transaction and transition arrangements that impact our business, including current plans and operations, including the risk of exacerbating existing disruptions or challenges we face; and other risks in these Financial Statements.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Principal Risks and Uncertainties (continued)

Exposure to WTW

The Company is a wholly-owned subsidiary of WTW. WTW is a leading global advisory, broking and solutions company, is listed on the NASDAQ and has total assets at 31 December 2021 of US\$35.0 billion. The Company is dependent upon its ultimate parent company and WTW for ongoing support in a wide range of areas, including the provision of operational and technology services and delivery of a number of key projects and initiatives. The Company also deposits surplus funds with WTW.

WTW is dependent upon the Company for its access to the London Insurance Market and related expertise. The Directors expect the support from WTW to continue for the foreseeable future. The Company is exposed to additional risks by virtue of being part of the wider group. These risks have been discussed in WTW's financial statements which do not form part of this report.

The Board considers the Company's exposure to WTW when setting the Company's capital requirement and risk appetite. The Company maintains and regularly refreshes a detailed response plan to provide a framework to enable the timely notification, invocation and management of the initial response to a Parental Failure scenario through documented processes.

Economic Environment and Competition

The markets for our principal services are highly competitive. Competition for business is intense in all of our business lines and in every insurance market, and some competitors have greater market share in certain lines of business than we do. Some of our competitors have greater financial, technical and marketing resources than us, which could enhance their ability to finance acquisitions, fund internal growth and respond more quickly to market and technological changes. New competitors, as well as increasing and evolving consolidation or alliances among existing competitors, have created and could create additional competition and could significantly reduce our market share, resulting in a loss of business for us and a corresponding decline in revenue and profit margin. In order to respond to increased competition and pricing pressure, we may have to lower our prices, which would also have an adverse effect on our revenue and profit margin.

In addition, existing and new competitors (whether traditional competitors or non-traditional competitors, such as technology companies) could develop competing technologies or product or service offerings that disrupt our industries. Any new technology or product or service offering (including insurance companies selling their products directly to consumers or other insureds) that reduces or eliminates the need for intermediaries in insurance or reinsurance sales transactions could have a material adverse effect on our business and results of operations. Further, the increasing willingness of clients to either self-insure or maintain a captive insurance company, and the development of capital markets-based solutions and other alternative capital sources for traditional insurance and reinsurance needs, could also materially adversely affect us and our results of operations.

We expect that the challenging economic circumstances and resulting competition will remain for the foreseeable future, with additional disruption expected as a result of continuing COVID-19 pandemic market impact. Whilst overall we observe a modest but definite improvement with pricing in the market, fluctuations are expected resulting from COVID-19 and additionally a weaker worldwide economy will lead to a reduction in overall premiums placed and a consequent challenge to our revenues. We mitigate the risk through our focus on service, product quality and pricing. The Company continues to monitor both regulatory and market developments, and adapt its model to both threats and new opportunities accordingly. Economic conditions also continue to provide challenges relating to the security of carriers; the Company mitigates the risk of the failure of a major (re)insurer through its Market Security monitoring, policies and procedures, and through using a large number of carriers.

Acceptance of Market Derived Income

Willis Limited, in common with the wider insurance intermediary market, has traditionally been remunerated by base commissions paid by insurance carriers in respect of placements we make for clients, or by fees paid by clients. We also obtain other revenue from insurance carriers. This revenue, when derived from carriers in their capacity as insurance markets (as opposed to as corporate clients of the intermediaries where they may be purchasing insurance or reinsurance or other non-market related services), is commonly known as market derived income or 'MDI'. MDI is an area in which allegations of conflicts of interest may arise, where the Company or any of its employees has or may have an interest in a transaction or engagement that is inconsistent with our clients' interests. MDI takes a variety of forms, including volume- or profit-based contingent commissions, facilities administration charges, business development agreements, and fees for providing certain data to carriers. Willis Limited has a duty to act in the best interests of their clients and the Company has processes, procedures and controls in place intended to mitigate potential conflicts overseen by the Market Derived Income Committee.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Principal Risks and Uncertainties (continued)

Pension Risks

The Company's defined benefit pension scheme was closed to new members in January 2006 but continues to accrue future benefits for existing members. Under Financial Report Standard 101 - Reduced Disclosure Framework ('FRS 101'), the net asset recorded within the financial statements in respect of the pension scheme fund for 2021 is \$560 million (net of tax) (2020: \$653 million). The liabilities of the pension scheme, and a large proportion of the assets of the scheme, are denominated in pounds sterling, which gives exposure to currency risks. The scheme valuation is subject to assumptions and other factors, including equity and bond market returns, inflation rates, mortality assumptions, potential regulatory and legal changes and counterparty exposure in investments.

The last actuarial funding valuation of the scheme performed as at 31 December 2019, showed a deficit of £77 million (\$105 million). Pension risks are mitigated through a balanced approach to investments held and a proactive relationship with the Scheme Trustee, including an agreed funding strategy.

Regulatory, Legal and Conduct Risk

The Company is subject to regulation from the FCA in relation to its insurance mediation activities. The FCA has prescribed principles for business and rules by which the Company's insurance and reinsurance operations are to conduct business, including the rules governing how the Company holds client assets.

The FCA has three operational objectives:

- Promoting effective competition in the interests of consumers;
- Securing an appropriate degree of protection for consumers; and
- Protecting and enhancing the integrity of the UK financial system.

Central to the regulator's agenda is their commitments to reduce and prevent serious harm; set and test higher standards and promote competition and positive change. Any failure by the Company, or its employees, to satisfy the FCA that it is in compliance with their requirements or the legal requirements governing its activities, could result in disciplinary actions, fines, reputational damage and financial harm. In addition, the Senior Managers and Certification Regime ('SMCR') became effective in December 2019. The SMCR is designed to drive improvements in culture and governance within financial services firms and to deter misconduct by increasing individuals' accountability. We continue to focus on reducing potential consumer harm through the review of appropriate metrics and taking appropriate action as necessary.

The Company is also subject to rules and legislation governing money laundering, bribery and corruption, sanctions and competition. The Company has established procedures to ensure that it is in compliance with these rules. However, should the Company fail to comply with the requirements, this failure may result in disciplinary actions, fines, reputational damage and financial harm. These rules and legislation impact the Company's global operations. From time to time the rules and legislation are subject to change which may impact the Company's operations.

To mitigate these risks the Company's Legal, Risk and Compliance departments have established a framework to ensure compliance with all applicable regulatory requirements, which include detailed guidance on the standards to which colleagues must adhere. Reviews and audits of compliance with this guidance are carried out on a regular basis by both the Compliance and Internal Audit departments.

Errors and Omissions Exposures

As a consequence of the business sector the Company operates in, claims alleging professional negligence may be made against the Company. Some of these claims may have a material adverse impact on the Company's profitability, cash and capital position. The Company mitigates this risk through the use of the Client Excellence Model, which is designed to provide a consistent high level of service and quality to the Company's clients. In addition, the Company has taken out its own programme of insurance cover in respect of these risks.

Liquidity Risk

Liquidity risk is the risk that the Company may not have sufficient cash available to meet its obligations as they fall due. The Company assesses the potential scenarios in which this might take place and maintains significant cash and liquid funds to mitigate the risk. In the ordinary course of business the Company can also rely on WTW's liquidity. In addition, the Company has access to a \$20 million credit facility.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Principal Risks and Uncertainties (continued)

Currency Risk (Fx)

The Company conducts its business in multiple currencies, primarily US dollars, pounds sterling, Euro and Japanese Yen, and is therefore exposed to currency risk in relation to revenue and the value of its assets and liabilities. The Company has intercompany balances with fellow group undertakings in currencies other than US dollars, the primary functional currency of the Company, and is therefore exposed to movements in exchange rates. The Board has established and monitors a policy with clear limits and processes to be followed to manage this risk. In addition, WTW's treasury function takes out contracts to manage this risk at a group level.

Credit Risk

Credit risk is the risk that counterparties may not be able to repay amounts in full when due. This risk arises in respect of amounts due from clients and insurers in respect of brokerage not yet received, funded claims and funded premiums. It also arises in respect of its cash and investment holdings. The Company is also potentially exposed to credit risk from its investments in its subsidiary undertakings. An impairment allowance would be made if there were to be an identified loss event which would evidence a potential reduction in the recoverability of the cash flows. No such event has been identified.

Brokerage not yet received is monitored closely to minimise the time taken to collect. The risk of funded claims and premiums is mitigated by the Company's policy of only funding claims and premiums in exceptional circumstances and then through active collection of the debts created.

The failure of one or more banks may have an adverse impact on the Company. The Company holds its own and fiduciary cash in bank accounts and deposits and money-market funds. These accounts and deposits are spread across a number of banks. The Company does not place any funds in banks with a short-term credit rating below Standard and Poor's of A1 or Moody's rating of P1. Banks with which the Company has a credit exposure are monitored monthly. In the event of a bank failure, the FCA's Client Asset Sourcebook ('CASS') rules set out the mechanism by which any loss of client money should be administered. The Company has reviewed its processes for complying with these rules and continues to implement changes to further strengthen them. The Company mitigates its exposure to credit risk through the diversification of funds between approved banks and through a programme of reduction of fiduciary balances where possible.

The Board has established and monitors a policy with clear limits and processes to be followed to manage these risks.

Interest Rate Risk

The Company's investment portfolio is held over a variable maturity profile and therefore exposes the Company to interest rate risk. The Company mitigates this risk through active investment portfolio management.

Business & Technology Interruption Risk

The Company conducts its business in multiple locations across the world. The most significant of these are in London and Ipswich (United Kingdom), and Delhi and Mumbai (India) and in addition the Company relies on significant Group operations in Manila (Philippines). These locations may be subject to natural and man-made catastrophes which may disrupt the Company's operations. The Company mitigates this risk through the documentation and testing of business interruption plans, which include establishment of backup operational sites (including remote working) and procedures for re-establishment of operations. The Company maintains appropriate insurance cover for business interruption events. The Company has established a control framework around the provision of IT services which aims to address these risks. These controls are subject to ongoing review and testing.

Outsourcing Risk

As part of providing services to clients and managing our business, we rely on a number of third-party service providers. Our ability to perform effectively depends in part on the ability of these service providers to meet their obligations, as well as on our effective oversight of their performance. The quality of our services could suffer or we could be required to incur unanticipated costs if our third-party service providers do not perform as expected or their services are disrupted. This could have a material adverse effect on our business operations. The Company manages this risk through processes of supplier and partner selection, onboarding and an ongoing programme of monitoring and review to ensure that our outsource partners remain appropriate.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Principal Risks and Uncertainties (continued)

Data Security Risk

We depend on information technology networks and systems to process, transmit and store electronic information and to communicate among our locations around the world and with our alliance partners, insurance carriers, insurance markets, clients and third-party vendors. One of our significant responsibilities is to maintain the security and privacy of our clients' confidential and proprietary information and the personal data of their customers and/or employees. Our information systems, and those of our third-party service providers and vendors, are vulnerable to an increasing threat of continually evolving cybersecurity risks. We are the target of computer viruses, hackers, distributed denial of service attacks, malware infections, ransomware attacks, phishing and spear-phishing campaigns and other external hazards, as well as improper or inadvertent workforce behaviour which, could expose confidential company and personal data systems and information to security breaches.

Many of the software applications that we use in our business are licensed from, and supported, upgraded and maintained by, third-party vendors. Our third-party applications include, but are not limited to, enterprise cloud storage and cloud computing application services provided and maintained by third-party vendors. These third-party applications store or may afford access to confidential and proprietary data of the Company, our employees and our clients. We have processes designed to require third-party vendors that supply IT outsourcing, off-site storage and other services to agree to maintain certain standards with respect to the storage, protection and transfer of confidential, personal and proprietary information. However, this data is at risk of compromise or unauthorised access or use in the event of a breakdown of a vendor's data protection processes, a data breach due to the intentional or unintentional non-compliance by a vendor's employee or agent, or as a result of a cyber-attack on the product, software or information systems of a vendor in our software supply chain. Further, the potential impact of a data breach of our third-party vendors' systems increases as we move more of our data and our clients' data into our vendors' cloud storage, we engage in IT outsourcing or we consolidate the group of third-party vendors that provide cloud storage or other IT services for the Company.

We maintain policies, procedures and technological safeguards (such as, where in place, multi-factor authentication and encryption of data in transit and at rest) designed to protect the security and privacy of data in our custody and control. However, we cannot entirely eliminate the risk of data security breaches, improper access to, takeover of or disclosure of confidential company or personally identifiable information. Our technology may fail to adequately secure the private information we hold and protect it from theft, computer viruses, hackers or inadvertent loss. In such circumstances, we could be held liable to our clients, which could result in legal liability or impairment to our reputation, resulting in increased costs and/or loss of revenue.

We have implemented and regularly review and update processes and procedures to protect against fraud or unauthorised access to or use of secured data and to prevent data loss. The ever-evolving threats mean that we and our third-party service providers and vendors must continually evaluate, adapt, enhance and otherwise improve our respective systems and processes, especially as we grow our mobile, cloud and other internet-based services. There is no guarantee that such efforts will be adequate to safeguard against all fraud, data security breaches, unauthorised access, operational impacts or misuses of data. For example, our policies, employee training (including phishing prevention training), procedures and technical safeguards may be insufficient to prevent or detect improper access to confidential, personal or proprietary information by employees, vendors or other third parties with otherwise legitimate access to our systems. Any future significant compromise or breach of our data security or fraud, whether external or internal, or misuse of client, colleague, supplier or company data, could result in additional significant costs, lost revenue opportunities, disruption to operations and service, fines, lawsuits, and damage to our reputation with our clients and in the broader market.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Environment

The Company recognises the importance of its environmental responsibilities and through WTW monitors its impact on the environment on a location by location basis, and designs and implements policies to reduce any damage that might be caused by its activities. We participate in The Clean City Awards, a programme developed and run by the City of London to promote and reward best practices in waste management for London businesses.

The below illustrates some notable activities that are further helping reduce our environmental impact across WTW:

- Reduced paper use and increased recycling have been a focus for several years throughout the Group. This has included a focus on reducing print volumes, and therefore paper and equipment usage, by implementing print on demand technology and scanning capabilities and by offering fewer printers in office space. We have also increased the availability (and use) of online meeting and records management tools that reduce their overall reliance on paper-based materials. This has resulted in our ability to reduce paper consumption while also recycling several million pounds of paper each year;
- We encourage our colleagues to participate in office-based recycling programmes and paperless recordkeeping, our offices to replace personal printers with networked multi-function devices and procure recycled supplies, and our IT programmes to ensure proper disposal and recycling of obsolete computer equipment;
- We raise awareness for and provide information about environmental sustainability and corporate social responsibility to our colleagues through internal news stories, communications and a forum; and
- We support our suppliers', subcontractors' and service providers' commitment to environmental sustainability. We encourage this commitment through increasing our demand for and use of goods that are developed in a sustainable way and contribute to a reduced carbon footprint. Since our direct impact on the environment largely comes from office-based operations, our priority is procuring sustainable choices by negotiating a wide variety of office product options that focus on reducing our carbon footprint. Recycled office supplies, paper, toner, kitchen and pantry products, and cleaning products are available as part of our main corporate agreements with our suppliers.

The Company does not measure performance against specific environmental key performance indicators at this time, but will align with Group measures as they develop. The Company's focus on the broader Environmental & Social Governance (ESG) is outlined within the next sections in terms of its Employees (including Inclusion and Diversity, Gender pay gap), Corporate & Social responsibility, and Environment and Community. Energy & Carbon reporting is also included within the Directors report.

Employees

COVID-19 Response

In 2021, we continued to support the health and safety of colleagues by:

Monitoring and adapting both in-office operations and return-to-office approaches for colleagues across our more than 140 countries, prioritising colleague health and safety as well as client service continuity while complying with all applicable local regulations.

- Offering remote working solutions that address wellbeing, potential travel, at-home office equipment provisioning, collaboration tools and manager resources while also facilitating flexible work-life arrangements and support for home care requirements.
- Monitoring colleague feedback on our response to the pandemic. Our November 2021 all-colleague pulse survey showed strong support for our efforts with over 90% of respondents feeling connected to their teams in an inclusive environment and able to effectively work in a hybrid work model.
- Rethinking how colleagues work (both independently and collaboratively, now and in the future), focusing on the evolving role our offices play. The outcome of this work has been the development of a new work styles model that supports colleagues who are office-based, home-based or a hybrid of the two. For our hybrid colleagues, we are extending a greater level of autonomy over where and how they do their work. Our belief is that colleagues know their work and the people, tools and environment they need to be successful. Therefore, to the extent that role, geography and/or any regulations allow, how and where a colleague works will be determined by the work itself, not arbitrary rules to simply be in the office.

The failure to successfully attract and retain qualified personnel could materially adversely affect our results of operations and prospects.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Employees (continued)

Employee Matters

Details of the number of employees and related costs can be found in note 6 to the financial statements on page 50.

Communication with colleagues concerning the objectives and performance of WTW is conducted through staff briefings and regular meetings, complemented by colleague publications and video presentations. Feedback is continually sought from staff on a variety of business, management and human resources issues. These communication tools provide colleagues with the opportunity to contribute to the everyday running of the business, to support the achievement of WTW's vision and business strategy and to facilitate their personal development.

During the year WTW commissioned an all-colleague engagement survey to gauge colleague satisfaction and feedback across a range of topics ranging from business focus through to colleague wellbeing and inclusion. The results of the survey allowed the executive leadership to identify key themes with priorities for action, and specific outcomes were communicated to colleagues.

We are committed to demonstrating to our stakeholders and communities that we are a responsible and ethical business partner and good corporate citizen by conducting our business based on our global Code of Conduct, Respect at Work and Anti-Harassment Policy, and our Company values, which emphasise managing our relationships, inside the Company and out, with fairness, decency and good citizenship. Our policy is that adherence is compulsory and enforced, with reported violations investigated promptly, and demonstration of values formally assessed during annual performance reviews and incorporated into a colleague's overall performance rating. Colleagues may raise concerns anonymously or confidentially through our Whistleblowing hotline, online or by phone. Mandatory training on our Code of Conduct is delivered to all colleagues annually and completion rates are monitored.

We partner with our clients and communities to help address their social and economic challenges. For example, we participate in the Insurance Development Forum, a public/private partnership led by the insurance industry and international organizations (such as the United Nations and the World Bank) that aims to optimise and extend the use of insurance and its related risk management capabilities to build greater resilience and protection for people, communities, businesses and public institutions that are vulnerable to disasters and their associated economic shocks.

Additionally, as a professional services company, WTW endeavours to enable our colleagues to reach their full potential by fostering a culture of mutual respect, an inclusive and diverse work environment, professional development opportunities, safe working conditions and fair hiring and labour standards. Each year, our leaders cascade inclusion and diversity focused objectives throughout the organization, and we continue to look for ways to provide for an objective and fair process that mitigates human biases in our talent programs and processes.

While we believe the nature of our business as a professional services provider to predominantly corporate clients means that we are not directly exposed to a high risk of modern slavery and human trafficking, we are nonetheless aware that the possibility does exist within our global supply chains. We do not have a formal global human rights policy; however our approach to modern slavery reflects our overall approach to human rights. Willis Limited has produced a Modern Slavery Act Transparency Statement, most recently for the financial year ending 31 December 2021. We work with other WTW entities to combat modern slavery and human trafficking in the business structure and have a cross-functional modern slavery working group that continues to coordinate a Company-wide approach. As part of WTW, the Company is committed to maintaining and improving practices to combat the human rights violations of slavery and human trafficking. The UK Modern Slavery Working Group has continued investigations into our supply chain to advance a standardised approach to assessing the risk of modern slavery and human trafficking.

To ensure a high level understanding of the risks of modern slavery and human trafficking amongst those of our colleagues engaged in our large enterprise-wide supplier arrangements, we have continued to train across key departments so that relevant employees are aware of the risks and warning signs. We continue to standardise Company-wide modern slavery and human trafficking requirements for our large enterprise-wide supplier arrangements to provide for a coordinated approach.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Employees (continued)

Inclusion and Diversity

We believe that when our individual talents are combined, we unlock our collective potential. We further believe that we are better together because each of us is different. WTW aims to ensure that our values and I&D commitments are reflected in every interaction.

To support this, we're focusing on three key areas:

- Attract and hire to grow our talent pipeline of colleagues from underrepresented communities;
- Develop and promote to increase the overall diversity in business leadership; and
- Promote an inclusive culture that respects each other's differences and celebrates what's unique about each of us.

A key underlying theme of these priorities is a sharpened focus on our female talent and an aspirational goal to increase gender balance in leadership levels across the Company. This focus directly supports the statement WTW made when we joined the Paradigm for Parity® ('P4P') coalition in 2016. P4P is committed to reaching gender parity in leadership by 2030.

WTW's executive officers have I&D objectives as part of their individual performance component, comprising a portion of their short-term incentive awards. Each year our leaders cascade I&D objectives throughout the organization, and we continue to reinforce objective and fair processes that mitigate bias in all of our talent programs and processes. Our global I&D council, sponsored by our CEO and by our CHRO, sets the standard for our I&D initiatives globally. It is driven by regional councils that provide local perspectives and help to translate our global priorities into actions within each region.

Our inclusion networks are designed to engage our talent and better connect us to each other, our clients and the communities in which we work and live. Current inclusion networks include:

Gender Equity

Our Gender Equity network supports specific needs of our female talent, including an emphasis on developing more women leaders, mentoring and connecting with clients and work-life balance.

LGBT+

Our LGBT+ network promotes a supportive, respectful and inclusive working environment for colleagues across the diverse spectrum of sexual orientation and gender identity. We seek to engage LGBT+ colleagues, strengthen their affiliation with the company and facilitate the development of relationships with LGBT+ members of the communities in which we work and live.

Multicultural

Our Multicultural network focuses on the particular needs of colleagues from a range of backgrounds and encourages acceptance through learning about and celebrating the diverse races, ethnicities, religions, languages and cultures that make up our organization. By leveraging the differences among our diverse cultural groups within the company, we are better able to serve the clients and communities in which these same groups are represented.

Workability

Our workability network welcomes all colleagues with an interest in disability, wellbeing and health-related matters at work. We are committed to challenging attitudes and increasing understanding related to disability, removing employment barriers for disabled people and those with long-term health conditions and ensuring that disabled people have the opportunities to fulfil their potential.

Young Professionals

Our Young Professionals network aims to create a community of connected, engaged, well informed and career-confident young professionals who can help drive the future success of Willis Towers Watson. The group provides training, networking and development opportunities and also a platform for young professionals to share their ideas and have their voices heard.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Employees (continued)

Gender Pay Gap Reporting

WTW is committed to giving everyone - people of all genders and backgrounds - equal opportunity to participate, unlock their full potential and succeed. This inclusion and diversity strengthens our business and benefits both our clients and our colleagues. To encourage companies across all industries to do more to progress women in the workplace, the UK Government requires employers with 250 or more employees to report their gender pay gap annually. Willis Limited has provided this disclosure based on April 2021 data which can be obtained from <https://www.wtco.com/en-gb/notices/gender-pay-gap-report>. Consistent with many of our competitors and our sector, we continue to record a gender pay gap that is higher than we would like and not reflective of the company that we aspire to be. In Willis Limited, there is a 1.4% increase over last year on the mean gender pay gap, and the overall gender pay gap remains high at 39.8%.

We provide men and women with equal pay for equal roles. The reason for our gender pay gap is the size and shape of our workforce. We have a higher number of men than women in senior roles, and therefore in higher paid positions. We also have more women than men in junior roles, which has a further effect. The combination of these result in average male pay being higher than average female pay overall, resulting in a gender pay gap. Both hourly pay and bonus gaps reflect this.

We know that closing the gender pay gap will require time. Men outnumber women after the first step up into a managerial role, and therefore there are fewer women available internally for progression to senior management roles. Even as our hiring and promotion rates improve, to close our gender pay gap, we need gender parity across our population. This will take time, determination and commitment from across the Company to close the gender pay gap as quickly as possible.

Making progress requires commitments from many different angles. Over the last five years, we have implemented several changes and initiatives and talked about our gender pay gap with our company board of directors, leadership team, and colleagues to raise awareness and seek their input. We are striving to accelerate this rate of improvement in the coming years, and we all have a part to play in achieving this as we work towards our Paradigm for Parity commitment to achieve gender parity in senior leadership by 2030.

While the focus of this report is on pay differences between males and females, our commitment to inclusion and diversity extends beyond gender. We want every colleague at Willis Towers Watson to be able to bring their best selves to work every day from many different backgrounds. To do that, we continue to focus on building a culture of inclusivity and embedding inclusion and diversity into everything we do.

Anti-Bribery and Anti-Corruption

The Company is subject to global anti-bribery and anti-corruption policies and procedures which apply to all colleagues in entities owned and/or controlled by WTW, suppliers to WTW and third parties performing services on behalf of WTW (unless the suppliers or third parties have comparable anti-bribery and anti-corruption policies of their own). The Anti-Bribery & Corruption Policy states that WTW is committed to conducting business with honesty, integrity and fairness and without the use of bribery and corrupt practices, and prohibits the offering, promising, giving, requesting, agreeing to receive or accepting of any bribe or other illegal or corrupt payment or inducement to or from any person at any time anywhere in the world.

Bribery and corruption risks include those through third parties and gifts, entertainment and hospitality. The Company mitigates these risks by global procedures which apply to all employees in entities owned and/or controlled by WTW. The Anti-Bribery & Corruption-Gifts, Entertainment & Hospitality Procedures require Compliance approval of gifts, entertainment and hospitality (whether given or received by WTW) that meet bribery risk criteria explained in the procedures. The Anti-Bribery & Corruption-Third Party Approval Procedures require due diligence be conducted on, and approval be obtained for, all third parties performing services on behalf of WTW. For all but the very lowest risk third parties, the approval procedures must be refreshed and repeated annually. Very low risk third parties require re-approval under the procedures every two years.

The policies, procedures and supporting forms and information are available to colleagues on WTW's intranet site and are translated into 26 languages to support their global application and understanding. Online training is delivered annually in these languages on a risk-based approach to WTW employees regarding Anti-Bribery & Corruption; Gifts Entertainment & Hospitality; and Third Party Bribery Risk, including a comprehension test on the module content. All WTW employees are also required to comply with the Code of Conduct, which among other things sets out the Company's expectations regarding anti-bribery and anti-corruption matters. All employees are required annually to complete Code of Conduct training (provided in multiple languages) and to complete a comprehension test on the module content and certify their understanding and compliance with the Code of Conduct.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Corporate and Social Responsibility

We recognise that a big part of being a good corporate citizen is caring about our communities and taking steps to help reinvest in and strengthen them now and for the future. Our philanthropy outlets include:

- **Business and office giving:** Our local business leaders are empowered to support charities.
- **Matching gifts:** We match the donations of individual colleagues up to \$2,500 cumulatively per year to charitable causes.
- **Volunteer day:** We support colleagues who donate their time and talent by offering one paid day per calendar year for volunteering with an organization that supports and enhances our communities.

Whistleblowing

Pursuant to the Code of Conduct, WTW conducts its business responsibly and in compliance with all applicable laws, regulations, internal accounting standards, accounting controls and audit findings. It is expected that colleagues will act with the highest possible standards of honesty, ethical conduct and integrity in all that they do. Should colleagues have a genuinely held concern that these high standards are not being maintained, they are invited to raise any concerns via several different confidential reporting routes. WTW takes all reports of misconduct seriously and investigates them thoroughly. Reprisal or retaliation against anyone who has in good faith reported potential breaches of our values, the Code of Conduct or the law is not tolerated.

Section 172 ('S172') Companies Act 2006

This report is a demonstration of the purpose, culture and values that the Board of Directors has established, and how these factors guide the Board's decision-making. It sets out the way in which proposals and activities that are presented to the Board impact the Company's stakeholders in the long term.

The Board of Directors considers its material stakeholders to be its employees, customers, suppliers, regulators and its shareholder, in addition to the environment and communities in which they work and live. This is encapsulated by the Company adopting the following core values, also being WTW's core values: client focus, teamwork, integrity, respect and excellence.

Employees

The Company is committed to providing a supportive and inclusive workplace for all, premised on decency, openness and good citizenship. Driven by its core values and strong culture of diversity, WTW aims to be a workplace where everyone can flourish and belong. This has been recognised by WTW's accolades (including The Job Crowd Award for Top Employer in the UK for Graduates and Apprentices in 2020/2021).

WTW considers a diverse work environment as central to its business. It allows the Company to leverage the best of its thinking and efforts as well as ensure that employees remain engaged and inspired. In line with this, several initiatives have been implemented designed to enhance the employee experience. These efforts have been recognised by organisations such as Stonewall, Time-to-change and LGBT Insurance Network.

Some examples include:

- Global and regional inclusion and diversity councils consisting of employees from across the Company.
- Employee networks engaging with underrepresented groups to create safe spaces and enhance recruitment strategies.
- Inclusion and diversity objectives set annually by the leadership teams.
- Respect at Work initiative to encourage and promote an inclusive culture at work. This initiative has been buttressed by a selection of around twenty Guardians whose role it is to provide someone who will listen, talk and engage on any respect at work matter in an informal context.
- Competitive compensation packages which support employees' professional development and career growth and recognise their hard work.
- Acknowledging the gender pay gap and committing to its improvement through inclusive recruitment and data tracking.
- Annual participation and sponsorship of the 'Dive in' festival.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Section 172 ('S172') Companies Act 2006 (continued)

Employees (continued)

The Company prioritised the safety and wellbeing of employees at the forefront of all office closures and return to office decisions during the COVID-19 pandemic. In order to keep abreast of the issues facing employees during 2021, WTW carried out an all-employee survey, as well as smaller, periodic surveys, which allowed the Company to pinpoint areas that required intervention. Executive Directors used new ways of seeking feedback, maintaining a focus on morale and mental health as well as keeping in touch with employees such as virtual coffee mornings and other events.

The Culture and Conduct Committee continues to be embedded as a committee of the Board. The purpose of the Culture and Conduct Committee is to ensure that the Company continues to maintain and enhance its culture and values by monitoring and addressing poor conduct and providing appropriate sanctions.

In 2021, the Board regularly received people updates from the Human Resources Director which included updates in respect of inclusion and diversity and non-financial misconduct. The presence of the Human Resources Director, the Chief Compliance Officer and the Chief Risk Officer on the Board ensures that the interests of the employees, the Financial Conduct Authority (FCA) and the second line functions are actively considered during Board deliberations. The Company continues to actively engage with the Company's Pension Trustees to provide full transparently and support.

Regulators

The Board seeks to preserve a cooperative relationship with Regulators and the FCA. The appointment of the Chief Compliance Officer to the Board is key to ensuring that the FCA's perspective is actively considered during Board deliberations and to ensure that the Board is fully informed of regulatory developments.

Certain Directors attend engagement meetings with the FCA and maintain an open and proactive relationship with the FCA by engaging in frequent, two-way dialogue. The Board also engages with the FCA on an ad-hoc basis as issues arise. The Board of Directors considers the feedback from the FCA very carefully and has developed a culture of proactive compliance based on its ongoing channels of communication.

Shareholder

The ultimate parent of the Company is Willis Towers Watson plc. In the course of 2019, the Company entered into a Memorandum of Understanding with the ultimate parent company, which established the principle that while the parties each recognised that the Company was part of a global enterprise, the Company itself is a UK regulated entity and as such was sufficiently empowered and had the authority and mandate to undertake the activities necessary to ensure that its implementation of WTW's global aims and strategy and its business model, prudential arrangements and the conduct of its business were consistent with FCA regulation and applicable law. In addition, the Board fosters communication with the Board of Willis Towers Watson plc through the appointment of a common Non-Executive Director, who is a member of both Boards.

Customers

The Company is driven to help its customers succeed. In every interaction and with every solution, employees are encouraged to act in the customers' best interests, striving to understand their needs, respecting their perspectives and exceeding their expectations. For instance, the Board carefully considered the customers' best interests prior to approving the Brexit preparedness solution.

The Board received updates on customer interaction and feedback via business reports, which are presented regularly to every scheduled Board meeting. During 2021, the Company continued the embedding of a New Products and Propositions Framework, continuing the Company's commitment to ensure appropriate products and solutions for its customers.

Third Party Suppliers

The Company's culture of diversity also applies to its suppliers. The Board is committed to working with diverse suppliers who can provide fresh perspectives and viewpoints, in addition to maximising the benefits and support they can provide to employees and customers. The due diligence and on-boarding in relation to the Company's supply-chain emphasises compliance with the core values and includes additional requirements relating to the risk of modern slavery. The company continuously monitors its supply chain and ensures oversight over its key supplier arrangements. The Company has a Chief Financial Officer, who is also a member of the Board and the WTW Group's Chief Procurement Officer, who oversees the Company's key suppliers and maintains appropriate relationships. The Chief Financial Officer presents a report to every scheduled Board meeting and escalates all material items of feedback as necessary to the Board on a regular basis. For further details, see the Modern Slavery Statement for Willis Limited, available on the WTW website, www.wtwco.com.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Section 172 ('S172') Companies Act 2006 (continued)

Environment and Community

The Company strives to conduct business with integrity, in an environmentally and socially responsible manner. To ensure that a healthy environment is sustained, the Board and the Company, aligned with WTW, seek new opportunities to improve and implement community and environmentally focussed activities.

Environment

The Company recognises the importance of its environmental responsibilities and uses internal and external methods to measure its environmental and social governance progress. Internally, WTW has a taskforce that ensures focus on the areas of most importance to its stakeholders and that activities are aligned with WTW's strategic priorities and comprises representatives from across the business segments and corporate functions. Externally, WTW is focused on improving its performance ratings in public indices. Through WTW, the Company monitors its environmental impact and designs, and implements policies to reduce any damage that might be caused by its activities. Some examples of how the Company is committed to reducing its environmental impact include:

- Improving energy efficiency throughout its operations.
- Reducing the need for business travel by leveraging the use of technology.
- Promoting recycling and minimising waste sent to landfill.
- Using environmentally responsible office supplies.

Initiatives that WTW is involved in include being part of the 1-in-100 initiative, sponsoring the University of Cambridge's Centre for Risk Studies Risk Index, being a member of the global ClimateWise network, participating in the Global Adaption and Resilience Investment Working Group, sponsoring the Global Assessment Report, launching the Global Ecosystem Resilience Facility to develop resilience for vulnerable ecosystems, and being a leading member of the Insurance Development Forum. WTW also has a seat on the leadership group of the Global Innovation Lab for Climate Finance. The WTW Climate and Resilience Hub builds on existing expertise across WTW's business, geographies and corporate functions to help clients manage their climate risks and seize the opportunities of an orderly transition to a low carbon, resilient economy. In 2020, WTW expanded its scope to help clients address the challenges of climate and related Environmental, Social and Governance (ESG) issues across physical, transition and legal liability risks by acquiring the businesses, teams and methodology of Acclimatise and Climate Policy Initiative, both market leaders in climate change adaptation advisory and analytics services.

Community

Examples of programmes include:

- Partnering with customers and communities to help address social and economic challenges.
- Matching employees' charitable donations.
- Volunteer day programmes which provide employees with paid opportunities to volunteer.

Governance of Section 172 of the Companies Act

During the year, the Board complied with Section 172 (a to e) of the Companies Act 2006 ('S172') by having regard to the following in all its principal decision making:

- (a) the long-term consequences of any of its decisions;
- (b) the interests of its employees (see Employees section above);
- (c) the Company's business relationships with its suppliers, customers and others;
- (d) community and environment; and
- (e) reputation and business conduct.

Section 172(f) does not apply to the Company as it is a wholly-owned subsidiary of Willis Towers Watson plc ('WTW').

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Section 172 ('S172') Companies Act 2006 (continued)

Governance of Section 172 of the Companies Act (continued)

The Board made a number of decisions in the course of the year including, approving the 2020 Annual Report and Accounts of the Company, the payment of an interim dividend to its shareholder, the signing and ratification of transaction documents related to the divestiture of Willis Re and various remote working initiatives and emergency measures proposed by management during the COVID-19 pandemic.

In each case, the Board carefully considered the long-term consequences of each decision by discussing with, and challenging management, on the consequences of any decisions on its key stakeholders, discussed below and in the Director's Report, the Company's reputation, and the impact on its culture and conduct.

The Board has a well-established Audit Committee and an Enterprise Risk Management Committee, both of which review all the Board's principal decisions based on their internal control assessments and risk assessments.

The key responsibility of the Enterprise Risk Management Committee is to satisfy itself and report its conclusions to the Board on the solvency of the Company and its subsidiaries on a realistic stressed basis for the foreseeable future. The Enterprise Risk Management Committee reviews, and reports to the Board, whether:

- there is effective leadership on risk issues;
- the risk culture across the organisation is appropriate;
- the remuneration strategy disincentivises excessive risk taking;
- all material risks have been identified and accurately assessed;
- any risks that are outside the Company's risk appetite are identified and escalated and are being actively managed to bring the risk back within appetite;
- mitigation action is timely and appropriate;
- material risks are being controlled through an effective, efficient and comprehensive control environment;
- WTW policies and initiatives are appropriate and adhered to; and
- the businesses are meeting their regulatory responsibilities.

The purpose of the Audit Committee is to provide assurance to the Board that, based on available evidence, the system of internal control established by management is:

- appropriately designed for a business of the size and nature of the Company;
- operating effectively;
- likely to continue to operate for the foreseeable future; and
- the Internal Audit function has appropriate resources to fulfil its function effectively.

This is conducted through review and challenge of Internal Audit Reports by the Audit Committee and receipt of reports from control functions.

The Audit Committee ensures all reporting disclosures on the system of internal control are appropriate, and satisfies itself that:

- the financial statements of the Company present a true and fair view and are in accordance with the agreed accounting policies;
- key judgements and disclosures are appropriate;
- it continues to be appropriate to prepare the financial statements on a going concern basis;
- risk and control issues are adequately reflected in the financial statements; and
- appropriate Client Money Controls are in place.

The Audit Committee has representation from the Independent External Auditors and receives regular reporting on external reporting matters including key risk areas, audit and control observations, emerging accounting issues and any unadjusted misstatements. The Audit Committee will make recommendations to the Board in respect of the appointment of external auditors.

WILLIS LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Section 172 ('S172') Companies Act 2006 (continued)

Governance of Section 172 of the Companies Act (continued)

During the year the Audit Committee requested, and received, confirmation that the Internal Audit resources were adequate to fulfil the Internal Audit Plan.

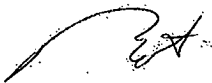
All management's key recommendations to the Board were, in the course of the year, put through a rigorous review and challenge process through the Controls Committee, whose prime responsibility is to ensure the effective design and operation of controls within the Company, including monitoring key controls and overseeing improvements to key controls. The Committee facilitates dialogue and co-operation between the Risk, Compliance, Internal Audit, IT, Information Security, Legal and Finance functions and the business operations of the Company to ensure an appropriate control environment exists across the Company.

In the course of the year, the Board of Directors regularly reviewed and monitored management information in respect of the Company's day-to-day activities by way of reports from the Chief Executive Officer, Chief Finance Officer, Chief Operating Officer, the Heads of the Lines of Business (CRB and IRR) and the Human Resources, Legal, Risk, Finance, Compliance and Audit functions. The Board also enhanced its engagement with employees and other stakeholders in various ways, details of which are included above.

During the course of the year, the Directors received training on a variety of subjects including: New Corporate Governance Requirements; Climate Change Reporting; Non-Financial misconduct; and from different business areas within the Company.

Board packs for the Company were streamlined and were issued to the Directors a few days in advance of the Board meetings in order to provide adequate time for review. While Board papers have in practice covered various S172 factors in their content, in practice, presenters have begun to actively highlight any S172 factors for consideration if the Board is requested to make any decisions.

This strategic report was approved by the Board of Directors and authorised for issue on 1 July 2022 and signed on its behalf by:



Alastair J P Swift

Director

51 Lime Street

London

EC3M 7DQ

WILLIS LIMITED

DIRECTORS' REPORT FOR THE YEAR ENDED 31 DECEMBER 2021

The Directors present their annual report, together with the audited financial statements, for the year ended 31 December 2021.

Strategic Report

The Directors have approved the content of the Company's strategic report prepared in accordance with Section 414C of the Companies Act 2006. The strategic report provides an overview of the Company's activities and an analysis of its performance for the year ended 31 December 2021, along with the principal risks faced in achieving its future objectives, future developments, information on financial risk management and information about employees.

Going Concern

The Directors evaluate at each annual period whether there are conditions or events, considered in the aggregate, that raise a material uncertainty about the Company's ability to continue as a going concern within one year after the date that the financial statements are issued. The Directors' evaluation is based on relevant conditions and events that are known and reasonably knowable at the date that the financial statements are issued.

COVID-19 has had an adverse impact on global commercial activity, including the global supply chain, and at times has contributed to strain in financial markets, including, among other effects, significant volatility in equity markets, changes in interest rates and reduced liquidity on a global basis. It has also resulted in increased travel restrictions and extended shutdowns of businesses in various industries including, among others, travel, trade, tourism, health systems and food supply, and significantly reduced overall economic output.

As discussed within the Strategic Review, WTW's established business recovery plans, including the ability for colleagues to work remotely, have enabled us to continue to service and support clients and minimise the risks to business interruption from COVID-19.

The withdrawal by WTW from its Russian business in the first quarter of 2022 in response to the conflict in Ukraine impacted the Company in respect of an impairment charge against both current and non-current receivables positions. The Directors have considered this impairment and associated future trading impact within their assessment of the Company's going concern.

As noted in the Capital Management Policy note within the Strategic Review, the Company is required to maintain capital and cash balances in accordance with the FCA's Threshold Conditions and MIPRU requirements. The Directors have considered stress testing against these capital requirements to ensure the Company would continue to maintain capital resources of at least twice that requirement for the foreseeable future.

Having assessed the responses to their enquiries, including those related to COVID-19 and the emerging events in relation to Ukraine conflict, the Directors have no reason to believe that a material uncertainty exists that may cast significant doubt upon the ability of the Company to continue as a going concern or its ability to repay loans due from time to time. This ascertain is reinforced by the Company's strong financial position at the reporting date and financial performance throughout 2021, as summarised by the key performance indicators presented in the Strategic Review. After considering responses to enquiries and quantitative factors, the Directors have a reasonable expectation that the Company has appropriate resources to continue in operational existence for a period of at least twelve months from the date of approval of the financial statements. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in note 1 to the financial statements on page 41.

Branches

As at 31 December 2021, the Company has a branch in the Dubai International Financial Centre located in the United Arab Emirates.

Dividends

An interim dividend of \$170 million was paid on 9 November 2021 (2020: \$217 million paid on 15 October 2020) and a second interim dividend of \$919 million on 9 December 2021 (2020: \$139 million paid on 30 November 2020). The Directors do not recommend the payment of a final dividend (2020: \$nil).

Employees

It is the Company's and WTW's policy, in keeping with the legislation in the countries in which it operates, to provide a working environment free from all forms of harassment and discrimination, including discrimination against disabled colleagues, with respect to employment continuity, training, career development and other employment practices.

WILLIS LIMITED

DIRECTORS' REPORT FOR THE YEAR ENDED 31 DECEMBER 2021

Events After the Balance Sheet Date

Ukraine Conflict

During the first quarter of 2022, WTW announced its intentions to withdraw from its Russian businesses as a result of the conflict with Ukraine. The majority of the businesses were included in WTW's Risk and Broking segment lines of business. Due to the sanctions and prohibitions on certain types of business and activities, WTW deconsolidated its Russian entities on 14 March 2022 pending completion of the transfer of its broking business to the local owners.

Although the deconsolidation and pending business transfer does not directly impact the Company, brokers primarily in our Natural Resources and Construction lines of business historically placed certain Russian insurance contracts in the London market. Most of these were under multi-year terms resulting in both current and non-current accounts receivables. These balances were rendered irrecoverable as a result of these sanctions. Consequently, the Company recorded an impairment charge of \$65 million during the three months ended 31 March 2022 against these positions. It is the intention that resources in GB geography of the CRB segment that previously services Russian client portfolios will be redeployed to grow and service the non-Russian client book going forward. There is no impact on the segmental reporting structure of the Company following the withdrawal from the Russian market.

Directors

The current Directors of the Company are shown on page 1, which forms part of this report. Nicolas Aubert, James E Kent, Catherine Roy and Claire E Turner resigned from the Board on 1 October 2021, 1 December 2021, 31 January 2022 and 28 March 2022 respectively. Neil G Kerr, Tom F Webb and Edward A Castles joined the Board on 28 March 2022, 28 March 2022 and 24 June 2022 respectively. There were no other changes in Directors during the year or after the year end.

The activities of the Directors are covered by a WTW-wide Directors and Officers Insurance policy.

Statement of Corporate Governance Arrangements

The Board of Directors adopted the Wates Principles of Corporate Governance for Large Private Companies as the Company's primary corporate governance code. The Board also operates within a wider corporate governance framework (the Subsidiary Governance Guidelines) for the subsidiaries of its ultimate parent company, Willis Towers Watson plc.

The Company applied the six Wates Principles in the following ways:

Principle 1: Purpose and Leadership

WTW's purpose is the reason that the Company exists. WTW creates clarity and confidence today for a more sustainable tomorrow. The Company is a leading global advisory, broking and solutions company that helps its customers around the world turn risk into a path for growth. The Company's values, outlined above, are more than words. The Company believes that living its values every day drives its success. The values frame the Company's approaches and ways of working and embed the behaviours that drive its performance, as demonstrated throughout the Strategic Report. The Company's values are communicated consistently across all employee and customer messaging, on the Company's website, and are embedded in all employee engagement, including performance management tools.

The Company has a strong culture aligned to its values. The Company's culture is constantly monitored through company-wide staff engagement surveys carried out every two years, exit interviews, one to one engagement, Board site visits, town hall events carried out by senior management and regular reports to the Board.

For further details on the Company's strategy, see the Strategic Report above.

WILLIS LIMITED

DIRECTORS' REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Statement of Corporate Governance Arrangements (continued)

Principle 2: Board Composition

On 31 December 2021, the Board comprised eleven Directors. Using the definition contained in the UK Corporate Governance Code, the Chair was independent upon appointment. In addition, the Board has four Non-Executive Directors, three of whom are independent and are the chair the Enterprise Risk Management and Audit Committees. The Board has six Executive Directors who include the Chief Executive Officer, the Chief Finance Officer, the Chief Operating Officer, Chief Compliance Officer, HR Director and Chief Risk Officer.

The Board members are shown on page 1.

The Board considers its size and the diversity of its composition in respect of gender, experience and ethnicity to be appropriate for the size of the Company. The Company has a strong culture of inclusion and diversity and considers it to be critical to its business. It is how the Company hires and promotes, how it works with customers and how its teams function. The Board is committed to creating an inclusive work environment where everyone is heard, respected and valued for who they are. The Board has a good balance of knowledge and experience across all its Executive and Non-Executive Directors, whose details are shown on page 1.

The Board periodically carries out external Board effectiveness reviews. The Board considers the output and ensures that the recommendations are implemented.

Principle 3: Director Responsibilities

At WTW, corporate governance is defined by the system of rules, practices and processes by which companies are directed and controlled and the aim of which is to enable the best decisions to be made by those companies.

The Company ensures adherence to a set of WTW-wide internal subsidiary governance guidance that applies across the segments, geographies and legal entities at WTW. These set out minimum standards for areas such as Board composition, changes to Boards, director training, database guidelines and document retention. In addition, the Board has also adopted the Wates Principles of Corporate Governance for Large Private Companies. Also, the Company has reviewed and adopted the appropriate governance standards in order to comply with the FCA's SM&CR.

The Board organises its work by delegating specific matters to the following Board Committees:

- the Enterprise Risk Management Committee;
- the Audit Committee;
- the Nominations Committee; and
- the Culture and Conduct Committee.

The Board and its Committees receive regular reports and management information from the businesses in order to assist them to discharge their responsibilities under the individual constitutional documents and terms of reference, as well as their individual responsibilities under the FCA's SM&CR.

Principle 4: Opportunity and Risk

The WTW Enterprise Risk Management team is a global team which works with businesses and corporate functions to ensure a proactive and integrated approach to risk management, and with employees to help them effectively and efficiently deliver quality and manage risk. The Board's Enterprise Risk Management Committee meets at least quarterly. This Committee advises the Board on risk matters including the assessment of risk appetite and monitoring of risk against that appetite.

The Board reviews its risk appetite and internal control framework regularly and uses Board meetings and other arrangements to ensure that it has continuous market insights in the context of the Company's businesses.

The Company's strategy is aligned to the WTW strategy, which is based on the belief that a unified approach to people and risk yields growth for our customers. The Company's integrated teams bring together the Company's understanding of risk strategies and market analytics. This helps customers around the world to achieve their objectives.

The Chief Executive regularly provides the Board with a market overview which includes opportunities for tangible and intangible value creation. The Board also regularly reviews strategy execution by management.

WILLIS LIMITED

DIRECTORS' REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Statement of Corporate Governance Arrangements (continued)

Principle 5: Remuneration

At WTW, employees are paid for performance, so compensation programmes are designed to support both short- and long-term goals, as well as both individual and team successes. Base salary is determined by an employee's role, proficiency in the role and location. As a leader in compensation surveys, WTW uses market data to ensure its offerings are competitive.

Salary increases are generally made through the annual year-end review process. Increases are based on employee performance and competency development during the prior year, and may be made in conjunction with a role change or level change, or, in some cases, to ensure external competitiveness.

Short term incentives are discretionary awards paid annually that reflect the performance of the business and enable the company to recognize employee contributions to its success for that given year. There is a robust governance framework in place to monitor these awards.

Senior management remuneration is also based on performance over the course of the year and demonstration of the WTW values in a similar way to that of all other employees. WTW has a long-term incentive programme which is an annual discretionary programme designed for the most senior employees who make strategic contributions to the success of the business over time.

Discretionary awards for all employees including senior managers align with performance, behaviours, and achievement of the Company's purpose, values, and strategy.

For further details on compensation, see note 7 to the Financial Statements below.

Principle 6: Stakeholder Relationships and Engagement

The Company's material stakeholders are its customers, employees, Regulators, its parent company, its environment and its third-party suppliers. The Board of Directors is committed to engaging appropriately with its material stakeholders and to consider any feedback received in making any principal decisions. The Board of Directors has adopted a stakeholder dashboard which identifies its material stakeholders as:

- Employees
- Regulators
- Shareholder
- Customers
- Third Party Suppliers
- Environment and Community

WILLIS LIMITED

DIRECTORS' REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Streamlined Energy and Carbon Report

Climate change and its growing impact on society represents a significant global challenge. As one of the world's leading risk advisors and experts in assessing and mitigating climate risk, WTW is committed to supporting measures aimed at helping to tackle climate change. The Company will fall in scope of new requirements for climate reporting as a high turnover company under regulations which take effect for periods commencing on or after 6 April 2022. These will be included in a future version of this report for the year ended 31 December 2023.

Scope of this Report

The data in this report is for the period 1 January 2021 to 31 December 2021, unless specified.

Systems

WTW recognises its environmental responsibilities and the need to minimise its impact on the environment.

Focus Areas

WTW has set a commitment to achieve net zero greenhouse gas emissions by 2050 and 50% reduction by 2030 using science-based indicators. WTW has also established an environmental baseline in 2019, which gave WTW a good sense of major drivers of its carbon footprint. WTW is currently updating that baseline to help develop a more comprehensive action plan supporting its climate commitments. In addition to that work, WTW will be developing a complementary environmental management system, all of which will help track and report its emissions and carbon footprint. WTW helps reduce its environmental impact and carbon emissions through improvements to energy efficiency in its operations, reducing the need for business travel through the use of virtual meeting technologies, promoting recycling and reducing the waste sent to landfill.

The social distancing guidelines imposed by COVID-19 pandemic reduced the capacity of UK offices during 2021, which in turn helped in reduction of the overall potential carbon footprint. During the course of 2021, UK offices occupancy data did not change significantly and remained more or less the same as the financial year ended 31 December 2020. Only 10% of the offices were occupied during the period between January 2021 to July 2021 and improved to 25% between August 2021 to November 2021 and again reduced to 10% for the month of December 2021. Therefore, the data for greenhouse gas emissions is reflective of the COVID-19 situation and it continued to be low for the financial year ended 31 December 2021.

Colleagues

WTW engages its 44,000 colleagues globally through the promotion of WTW-wide and local initiatives. WTW colleagues are encouraged to adopt environmentally responsible habits, like paper-less record-keeping and recycling, and to learn information about new sustainability initiatives through internal communications and promotional campaigns.

Customers

WTW partners with its customers and communities to help address their social and economic challenges. WTW accomplishes this through a combination of its business services and corporate programmes.

For further information, see Principle 6 of the Wates Principles included within the Directors Report.

Suppliers

WTW is committed to improving its suppliers' environmental impacts by increasing its demand for and use of goods that are developed in a sustainable way and contribute to a reduced carbon footprint, including Environmental, Social and Governance (ESG) questions and evaluation criteria within its procurement processes, and by having in place a form of supplier contract that stipulates, where the form is in place, that all operations must be conducted in full compliance with all applicable laws in connection with the contract.

For further information, see Principle 6 of the Wates Principles included within the Directors Report.

Compliance

WTW's policy is to comply with all applicable environmental laws and regulations where it operates.

Corporate/Business Oversight

Internally, WTW has an ESG Taskforce that provides central governance and focuses on aligning its ESG commitments with its strategic priorities.

For more information, see ESG section of [wtwco.com](https://www.wtwco.com)

WILLIS LIMITED

DIRECTORS' REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Streamlined Energy and Carbon Report (continued)

Total Emission Scope Summary

Emission Type	2020		2021	
	Total Volume (kWh)	Calculated Emissions (Tonnes of CO ₂ e)	Total Volume (kWh)	Calculated Emissions (Tonnes of CO ₂ e)
Scope 1 (direct)	2,880,096	535	2,576,559	478
Scope 2 (indirect)	7,264,579	1,694	6,815,868	1,447
Scope 3 (indirect)	214,463	53	132,474	33
Total	10,359,138	2,282	9,524,901	1,958

Scope 1 Emissions (Direct)

Emissions from activities owned or controlled by the Company that release emissions into the atmosphere. Examples of Scope 1 emissions include emissions from combustion in owned or controlled boilers, furnaces, vehicles; emissions from chemical production in owned or controlled process equipment.

Energy Type	Definition	2020		2021	
		Total Volume (kWh)	Calculated Emissions (Tonnes of CO ₂ e)	Total Volume (kWh)	Calculated Emissions (Tonnes of CO ₂ e)
Gas	Emissions from combustion of gas	2,795,308	514	2,492,780	457
	Emissions from combustion of fuel				
Transport	for transport purposes	84,788	21	83,779	21
Total		2,880,096	535	2,576,559	478

Scope 2 Emissions (Indirect)

Emissions released into the atmosphere associated with the Company's consumption of purchased electricity, heat, steam and cooling. These are indirect emissions that are a consequence of the Company's activities, but which occur at sources the Company does not own or control.

Energy Type	Definition	2020		2021	
		Total Volume (kWh)	Calculated Emissions (Tonnes of CO ₂ e)	Total Volume (kWh)	Calculated Emissions (Tonnes of CO ₂ e)
Electricity	Emissions from purchased electricity	7,264,579	1,694	6,815,868	1,447
Total		7,264,579	1,694	6,815,868	1,447

Scope 3 Emissions (Indirect)

Emissions that are a consequence of the Company's actions, which occur at sources which the Company does not own or control and which are not classed as Scope 2 emissions. Examples of Scope 3 emissions are business travel by means not owned or controlled by the Company. Under SECR it is not mandatory to report rail or air travel.

Energy Type	Definition	2020		2021	
		Total Volume (kWh)	Calculated Emissions (Tonnes of CO ₂ e)	Total Volume (kWh)	Calculated Emissions (Tonnes of CO ₂ e)
	Emissions from business travel in employee-owned vehicles where the company is responsible for purchasing the fuel (mandatory)	214,463	53	132,474	33
Employee Owned Cars					
Total		214,463	53	132,474	33

WILLIS LIMITED

DIRECTORS' REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Streamlined Energy and Carbon Report (continued)

Out of Scope

In addition to the emissions reported above, fuels with biogenic content are not required to be reported within the Company's emissions total and are outside of scope. For completeness, these are noted below.

Energy Type	2020		2021	
	Total Volume (kWh)	Calculated Emissions (Tonnes of CO ₂)	Total Volume (kWh)	Calculated Emissions (Tonnes of CO ₂)
Transport (e.g. cars)	—	3	—	3
Total	—	3	—	3

Total Emissions History

Below is a comparison to emissions and energy use from previous year's reports. This allows the Company to track its emissions and to encourage monitoring performance.

Emission	Year 1 2020	Year 2 2021
Tonnes of CO ₂ e	2,282	1,957
kWh	10,359,138	9,524,901
Intensity Ratio	2.46	1.98

Intensity ratios

Intensity ratios compare emissions data with an appropriate business metric or financial indicator. The Company has chosen to use tonnes of CO₂e per \$m turnover (including revenue from discontinuing operations) for its Intensity Ratio.

Intensity Measurement	2020		2021	
	Turnover (\$m)	Intensity Ratio (tCO ₂ e / Turnover \$m)	Turnover (\$m)	Intensity Ratio (tCO ₂ e / Turnover \$m)
Tonnes of CO₂e per total \$m Turnover	927	2.46	990	1.98

Quantification and Reporting Methodology

WTW has taken guidance from the UK Government Environmental Reporting Guidelines (March 2019), the GHG Reporting Protocol - Corporate Standard, and from the UK Government GHG Conversion Factors for Company Reporting document for calculating carbon emissions. Energy usage information (gas and electricity) has been obtained directly from our energy suppliers and half-hourly (HH) data, where applicable, for the HH supplies (there was no estimation profiling required). Landlord data was unavailable at the time of producing the report, therefore the organisation took the 'benchmark' approach to complete the missing usage-based upon similarly sized sites. Estimation approaches are documented in the 'data file' and retained in the Evidence Pack. Transport mileage data was obtained from expense claims submitted for our company cars and grey fleet. CO₂e emissions were calculated using the appropriate emission factors from the UK Government GHG conversion information.

WILLIS LIMITED

DIRECTORS' REPORT FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

Directors' Responsibilities Statement

The Directors are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Directors to prepare financial statements for each financial year. Under that law the Directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law), including Financial Reporting Standard 101 - Reduced Disclosure Framework ('FRS 101'). Under company law the Directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of the profit or loss of the Company for that period. In preparing these financial statements, the Directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The Directors are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Disclosure of Information to the Auditor

Each of the persons who is a Director at the date of approval of this report confirms that:

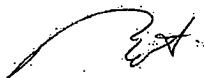
- so far as the Director is aware, there is no relevant audit information of which the Company's auditor is unaware; and
- the Director has taken all the steps that he/she ought to have taken as a Director in order to make himself/herself aware of any relevant audit information and to establish that the Company's auditor is aware of that information.

This confirmation is given and should be interpreted in accordance with the provisions of Section 418 of the Companies Act 2006.

Auditor

Deloitte LLP have indicated their willingness to be reappointed for another term and appropriate arrangements have been put in place for them to be deemed reappointed as auditor in the absence of an Annual General Meeting.

This Directors' report was approved by the Board of Directors and authorised for issue on 1 July 2022 and signed on its behalf by:



Alastair J P Swift
Director
51 Lime Street
London
EC3M 7DQ

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WILLIS LIMITED

Report on the audit of the financial statements

Opinion

In our opinion the financial statements of Willis Limited (the 'Company'):

- give a true and fair view of the state of the Company's affairs as at 31 December 2021 and of its profit for the year then ended;
- have been properly prepared in accordance with international accounting standards in conformity with the requirements of the Companies Act 2006 and International Financial Reporting Standards ('IFRSs') as issued by the International Accounting Standards Board ('IASB'); and
- have been prepared in accordance with the requirements of the Companies Act 2006.

We have audited the financial statements which comprise:

- the income statement;
- the statement of comprehensive income;
- the balance sheet;
- the statement of changes in equity; and
- the related notes 1 to 29.

The financial reporting framework that has been applied in their preparation is international accounting standards in conformity with the requirements of the Companies Act 2006 and IFRSs as issued by the IASB.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) ('ISAs (UK)') and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report.

We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the Financial Reporting Council's (the 'FRC's') Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Our evaluation of the directors' assessment of the company's ability to continue to adopt the going concern basis of accounting included:

- current year results and financial position
- assumptions used in forecasts
- accuracy of historical forecasts
- first quarter results relative to forecasts
- principal risks and uncertainties and how these have been mitigated

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WILLIS LIMITED (continued)

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Responsibilities of directors

As explained more fully in the directors' responsibilities statement, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the FRC's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WILLIS LIMITED (continued)

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

We considered the nature of the company's industry and its control environment, and reviewed the company's documentation of their policies and procedures relating to fraud and compliance with laws and regulations. We also enquired of management and internal audit about their own identification and assessment of the risks of irregularities.

We obtained an understanding of the legal and regulatory frameworks that the company operates in, and identified the key laws and regulations that:

- had a direct effect on the determination of material amounts and disclosures in the financial statements. These included UK Companies Act and tax legislation; and
- do not have a direct effect on the financial statements but compliance with which may be fundamental to the company's ability to operate or to avoid a material penalty. These included the company's operating licence, FCA client money rules, regulatory solvency requirements and environmental regulations.

We discussed among the audit engagement team including relevant internal specialists such as tax, financial instruments, pensions and IT regarding the opportunities and incentives that may exist within the organisation for fraud and how and where fraud might occur in the financial statements. As a result of performing the above, we identified the greatest potential for fraud in multi-annual policies greater than \$250 thousand, and our specific procedures performed to address it are described below:

- We performed testing of the design, implementation and operating effectiveness of the relevant internal controls over revenue processes;
- We performed specific sample testing of multi-annual policies greater than \$250 thousand to address the risk of cut-off;
- For a sample of the largest multi-annual policies greater than \$250 thousand, we performed incremental audit procedures by reviewing the nature and terms of the contract with the broker and insurance carrier to ensure consistent interpretation and understanding of the contract from a revenue recognition perspective; and
- We reviewed any material contracts that do not meet the criteria of a multi-annual policy, including:
 - i. assessment of the appropriate point of recognition for non-placement services based upon the terms of the contract;
 - ii. the periods in which such services are provided;
 - iii. and the impact of any potential adjustments to the value of consideration received on Willis Limited's ability to recognise revenue or the appropriate timing for recognition of revenue.

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments; assessed whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluated the business rationale of any significant transactions that are unusual or outside the normal course of business.

In addition to the above, our procedures to respond to the risks identified included the following:

- reviewing financial statement disclosures by testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- enquiring of management, internal audit and legal counsel concerning actual and potential litigation and claims, and instances of non-compliance with laws and regulations; and
- reading minutes of meetings of those charged with governance, reviewing internal audit reports and reviewing correspondence with HMRC.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WILLIS LIMITED (continued)

Report on other legal and regulatory requirements

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the strategic report and the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report have been prepared in accordance with applicable legal requirements.

In the light of the knowledge and understanding of the Company and its environment obtained in the course of the audit, we have not identified any material misstatements in the strategic report or the directors' report.

Matters on which we are required to report by exception

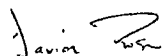
Under the Companies Act 2006 we are required to report in respect of the following matters if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

We have nothing to report in respect of these matters.

Use of our report

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members, as a body, for our audit work, for this report, or for the opinions we have formed.



David Rush FCA (Senior Statutory Auditor)

for and on behalf of Deloitte LLP

Statutory Auditor

London

United Kingdom

04 July 2022

WILLIS LIMITED**INCOME STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2021**

	Notes	2021 \$m	2020 \$m
Brokerage and fees	3	605	608
Other income	4	—	1
Interest and investment income		—	6
Turnover		605	615
Operating expenses		(535)	(546)
Operating (expense)/income – foreign exchange (loss)/gain		(8)	32
Termination fee	8	139	—
Profit on disposal of operations	9	—	170
Operating profit	5	201	271
Interest receivable and similar income	10	11	16
Interest payable and similar costs	11	(2)	—
Profit before taxation		210	287
Tax charge on profit	12	(117)	(51)
Profit for the year from continuing operations		93	236
Discontinued operations			
Profit for the year from discontinued operations	13	1,045	113
Profit for the year		1,138	349

All periods have been restated to separately reflect the income and expenses associated with Willis Re as a discontinued operation.

The notes on pages 41 to 65 form an integral part of these financial statements.

WILLIS LIMITED

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 DECEMBER 2021

	Notes	2021 \$m	2020 \$m
Profit for the year		1,138	349
Other comprehensive (expense)/income			
<i>Items that will not be reclassified to profit or loss:</i>			
Actuarial (loss)/gain relating to the defined benefit pension scheme	24	(52)	22
UK deferred tax attributable to actuarial loss/(gain)	12	13	(4)
UK deferred tax attributable to rate change	12	31	9
		(8)	27
<i>Items that are or may be reclassified subsequently to profit or loss:</i>			
Derivative instruments:			
- Gains/(Losses) on forward contracts (effective element)		7	(6)
- Reclassification adjustments for forward exchange contracts included in income statement		(6)	3
Other comprehensive (expense)/income for the year, net of income tax		(7)	24
Total comprehensive income for the year		1,131	373

The notes on pages 41 to 65 form an integral part of these financial statements.

WILLIS LIMITED

BALANCE SHEET AS AT 31 DECEMBER 2021

	Notes	2021 \$m	2020 \$m
Fixed assets			
Intangible assets	15	166	198
Tangible fixed assets	16	25	28
Investments	17	5	5
		<u>196</u>	<u>231</u>
Current assets			
Debtors:			
Amounts falling due within one year	18	923	789
Amounts falling due after more than one year	18	23	36
		<u>946</u>	<u>825</u>
Deposits and cash: held in fiduciary capacity		1,412	1,493
Deposits and cash		<u>134</u>	<u>93</u>
		<u>2,492</u>	<u>2,411</u>
Current liabilities			
Creditors: amounts falling due within one year	19	(373)	(316)
Fiduciary liabilities: amounts falling due within one year	20	(1,412)	(1,493)
Liabilities directly associated with assets classified as held for sale	13	—	(53)
		<u>(1,785)</u>	<u>(1,862)</u>
Net current assets		<u>707</u>	<u>549</u>
Total assets less current liabilities		<u>903</u>	<u>780</u>
Creditors: amounts falling due after more than one year	21	—	(9)
Provisions for liabilities	22	(27)	(33)
Net assets excluding pension plan surplus		<u>876</u>	<u>738</u>
Defined pension plan surplus	24	<u>560</u>	<u>653</u>
Net assets including pension plan surplus		<u>1,436</u>	<u>1,391</u>
Equity			
Called up share capital	23	153	153
Cash flow hedging reserve		2	1
Retained earnings		<u>1,281</u>	<u>1,237</u>
Shareholder's equity		<u>1,436</u>	<u>1,391</u>

All periods presented have been restated to separately reflect the assets and liabilities of Willis Re as held for sale.

The notes on pages 41 to 65 form an integral part of these financial statements.

The financial statements of Willis Limited, registered company number 00181116, were approved by the Board of Directors and authorised for issue on 1 July 2022 and signed on its behalf by:



Richard R Goff
Director

WILLIS LIMITED
STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 31 DECEMBER 2021

	Notes	Called up share capital \$m	Cash flow hedging reserve \$m	Retained earnings \$m	Total equity \$m
Balance at 1 January 2020		153	4	1,215	1,372
Profit for the year		—	—	349	349
Other comprehensive income/ (expense):					
Actuarial gain on pension scheme	24	—	—	22	22
Reclassification adjustments for forward exchange contracts included in income statement		—	3	—	3
Losses on forward contracts (effective element)		—	(6)	—	(6)
Tax on items relating to components of other comprehensive income		—	—	5	5
Total comprehensive (expense)/ income for the year		—	(3)	376	373
Equity-settled share based payment transactions	28	—	—	2	2
Dividends to shareholders	14	—	—	(356)	(356)
Balance at 31 December 2020		153	1	1,237	1,391
Profit for the year		—	—	1,138	1,138
Other comprehensive income/ (expense):					
Actuarial loss on pension scheme	24	—	—	(52)	(52)
Reclassification adjustments for forward exchange contracts included in income statement		—	(6)	—	(6)
Gains on forward contracts (effective element)		—	7	—	7
Tax on items relating to components of other comprehensive income		—	—	44	44
Total comprehensive income for the year		—	1	1,130	1,131
Equity-settled share based payment transactions	28	—	—	3	3
Dividends to shareholders	14	—	—	(1,089)	(1,089)
Balance at 31 December 2021		153	2	1,281	1,436

The notes on pages 41 to 65 form an integral part of these financial statements.

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021

1. General Information and Accounting Policies

General Information

The Company is a private company limited by shares incorporated in the United Kingdom under the Companies Act 2006 and is registered in England and Wales. The registered number and address of the Company's registered office is shown on page 1 of this report.

Basis of Preparation

The Company meets the definition of a qualifying entity under Financial Reporting Standard 100 and, consequently, has prepared these financial statements in accordance with Financial Reporting Standard 101 - Reduced Disclosure Framework ('FRS 101').

The financial statements have been prepared on the historical cost basis except for certain financial instruments that are measured at fair value at the end of each reporting period

The principal accounting policies adopted are set out below.

Disclosure Exemptions

The Company has taken advantage of disclosure exemptions permitted under FRS 101 in relation to certain requirements of IAS 1, IAS 36, IFRS 13, IFRS 15 and IFRS 16 and others, primarily: (i) business combinations; (ii) share-based payments; (iii) financial instruments; (iv) presentation of a cash flow statement; (v) related party transactions; and (vi) new International Financial Reporting Standards ('IFRSs') that have been issued but are not yet effective as, where required, equivalent disclosures are given in the group financial statements of Willis Towers Watson plc.

Going Concern

The Company's business activities and the factors likely to affect its future development and position are set out in the Strategic Report. The Company's financial projections indicate that it will generate positive cash flows on its own account for a period of at least twelve months from the date of approval of the financial statements. The Company deposits its excess own cash funds with WTW's centralised treasury function and so shares banking arrangements with its parent and fellow subsidiaries.

In accordance with their duties set out in the Financial Services and Markets Act and the FCA's 'Threshold Condition 2.4 - Appropriate Resources' the Directors have conducted enquiries into the nature and quality of the assets, liabilities and cash that make up the Company's capital. Furthermore, the Directors' enquiries extend to the Company's relationship with WTW and external parties on a financial and non-financial level. Having assessed the responses to their enquiries, the Directors have no reason to believe that a material uncertainty exists that may cast significant doubt upon the ability of WTW to continue as a going concern or its ability to repay loans due to the Company from time to time.

As a consequence of the enquiries the Directors have a reasonable expectation that the Company has appropriate resources to continue in operational existence for a period of at least twelve months from the date of approval of the financial statements. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Parent Undertaking and Controlling Party

The Company's:

- immediate parent company and controlling undertaking is Willis Faber Limited; and
- ultimate parent company is Willis Towers Watson plc, a company incorporated in Ireland, whose registered office is Willis Towers Watson House, Elm Park, Merrion Road, Dublin 4, Ireland.

In accordance with Section 400 of the Companies Act 2006, the Company is exempt from the requirement to produce group financial statements.

The largest and smallest group in which the results of the Company are consolidated is Willis Towers Watson plc, whose financial statements are available to members of the public on WTW's website www.wtwco.com, in the Investor Relations section.

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

1. General Information and Accounting Policies (continued)

Revenue Recognition

Revenue includes insurance commissions, fees for services rendered, certain commissions receivable from insurance carriers and investment income earned on fiduciary balances.

In our broking arrangements, we earn revenue by acting as an intermediary in the placement of effective insurance policies. Generally, we act as an agent and view our client to be the party looking to obtain insurance coverage for various risks, or an employer or sponsoring organisation looking to obtain insurance coverage for its employees or members. Also, we act as an agent in reinsurance broking arrangements where our client is the party looking to cede risks to the reinsurance markets. Our primary performance obligation under the majority of these arrangements is to place an effective insurance or reinsurance policy, but there can also be post-placement obligations in certain contracts. The most common of these is for claims handling, although this is typically considered to be an immaterial performance obligation.

Due to the nature of the majority of our broking arrangements, no single document constitutes the contract for IFRS 15 purposes. Our services may be governed by a mixture of different types of contractual arrangements depending on the jurisdiction or type of coverage, including terms of business agreements, broker-of-record letters, statements of work or local custom and practice. This is then confirmed by the client's acceptance of the underlying insurance contract. Prior to the policy inception date, the client has not accepted nor formally committed to perform under the arrangement (i.e. pay for the insurance coverage in place). Therefore, in the majority of broking arrangements, the contract date is the date the insurance policy incepts.

As noted, our primary performance obligations typically consist of only the placement of an effective insurance policy which precedes the inception date of the policy. Therefore, most of our fulfilment costs are incurred before we can recognise revenue, and are thus deferred during the pre-placement process. Where we have material post-placement services obligations, we estimate the relative fair value of the post-placement services using either the expected cost-plus-margin or the market assessment approach.

Fees for our broking services consist of commissions or fees negotiated in lieu of commissions. At times, we may receive additional income for performing these services from the insurance and reinsurance carriers' markets, which is collectively referred to as 'market derived income'. In situations in which our fees are not fixed but are variable, we must estimate the likely commission per policy, taking into account the likelihood of cancellation before the end of the policy. For proportional treaty reinsurance broking, the commissions to which we will be entitled can vary based on the underlying individual insurance policies that are placed, we base the estimates of transaction prices on supportable evidence from an analysis of past transactions, and only include amounts that are probable of being received or not refunded (referred to as applying 'constraint' under IFRS 15). This is an area requiring significant judgement and results in us estimating a transaction price that may be significantly lower than the ultimate amount of commissions we may collect. The transaction price is then adjusted over time as we receive confirmation of our remuneration through receipt of treaty statements, or as other information becomes available.

We recognise revenue for most broking arrangements as of a point in time at the later of the policy inception date or when the policy placement is complete, because this is viewed as the date when control is transferred to the client.

Revenue is stated net of VAT and other sales-related taxes, where applicable.

Investment income earned on fiduciary balances is recognised on an accruals basis.

Cost to Obtain or Fulfil contracts

Costs to obtain customers include commissions for brokers under specific agreements that would not be incurred without a contract being signed and executed. The Company has elected to apply the IFRS 15 'practical expedient' which allows it to expense these costs as incurred if the amortization period related to the resulting asset would be one year or less. The Company has no significant instances of contracts that would be amortised for a period greater than a year, and therefore has no contract costs capitalised for these arrangements.

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021

(continued)

1. General Information and Accounting Policies (continued)

Cost to Obtain or Fulfil Contracts (continued)

Costs to fulfil include costs incurred by the Company that are expected to be recovered within the expected contract period. The Company must estimate the fulfilment costs incurred during the pre-placement of the broking contracts. These judgements include:

- which activities in the pre-placement process should be eligible for capitalisation;
- the amount of time and effort expended on those pre-placement activities;
- the amount of payroll and related costs eligible for capitalisation; and,
- the monthly timing of underlying insurance and reinsurance policy inception dates.

The Company amortises costs to fulfil over the period it receives the related benefits. For broking pre-placement costs, this is typically less than a year.

Interest Receivable

Interest receivable is recognised as interest accrues using the effective interest method.

Dividend Income

Dividend income is recognised when the right to receive payment is established.

Foreign Currency Translation

These financial statements are presented in US dollars which is the currency of the primary economic environment in which the Company operates ('the functional currency').

Transactions in currencies other than the functional currency are initially recorded at the rate of exchange at the date of the transaction. Monetary assets and liabilities denominated in foreign currencies at the balance sheet date are reported at the rates of exchange ruling at that date. Non-monetary items that are measured in terms of historical cost in a foreign currency are not retranslated.

Exchange differences are recognised in the income statement in the period in which they arise, except for transactions entered into to hedge certain foreign currency risks (see Financial assets and financial liabilities, below).

Intangible Assets - Goodwill

Goodwill represents the excess of the cost of businesses acquired over the fair market value of identifiable net assets at the dates of acquisition. The Large and Medium-sized Companies and Groups (Accounts and Reports) Regulations 2008 require the amortisation of goodwill. However, the Company believes the amortisation of goodwill would not give a true and fair view because:

- not all goodwill declines in value; and
- goodwill that does decline in value rarely does so on a straight-line basis.

Consequently, straight-line amortisation of goodwill over an arbitrary period does not reflect economic reality and thus does not provide useful information to financial statement users. The Company is therefore invoking the 'true and fair view override' described above.

The Company does not amortise goodwill but reviews it for impairment annually and whenever facts or circumstances indicate that the carrying amounts may not be recoverable.

For the purpose of impairment testing, goodwill acquired in a business combination is, from the acquisition date, allocated to each of the Company's cash-generating units (or groups of cash generating units) that are expected to benefit from the combination, irrespective of whether other assets or liabilities of the acquiree are assigned to those units. Each unit or group of units to which goodwill is allocated shall represent the lowest level within the entity at which the goodwill is monitored for internal management purposes and not be larger than an operating segment before aggregation.

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

1. General Information and Accounting Policies (continued)

Intangible Assets - Other

Both acquired and other intangible assets with finite lives are amortised over the useful economic life and assessed for impairment whenever there is an indication that the intangible asset may be impaired.

Amortisation is calculated as follows:

- Acquired client relationships in line with underlying cash flows over 3 to 20 years; and
- Software development costs on a straight line basis over 4 to 7 years.

Development costs have been capitalised in accordance with IAS 38 *Intangible Assets* and are therefore not treated, for dividend purposes, as a realised loss.

Tangible Fixed Assets

Tangible fixed assets are stated at cost, net of depreciation and any provision for impairment. Depreciation is calculated on a straight-line basis to write off the cost of such assets over their estimated useful economic lives as follows:

- Freehold buildings at 2 per cent per annum;
- Freehold land is not depreciated ; and
- Equipment on a straight line basis over 7 years.

Expenditure for improvements is capitalised; repairs and maintenance are charged to the income statement as incurred.

Tangible fixed assets are reviewed for impairment when events or changes in circumstance indicate that the carrying amount may not be recoverable. Any impairment in the value of tangible fixed assets is charged to the income statement in the period in which the impairment occurs.

Fixed Asset Investments

Investments in subsidiaries and associates are carried at cost less provision for impairment.

Insurance Broking Assets and Liabilities

The Company acts as agent in placing the insurable risks of its clients with insurers and, as such, generally is not principal to the contracts under which the right to receive premiums from clients, or reimbursement of insured losses from insurers, arises. Consequently, the Company is generally neither contractually entitled to demand premiums from clients nor liable to insurers for any uncollected amounts arising from such transactions

In recognition of this relationship, uncollected premiums and claims from insurance broking transactions are not included as assets or liabilities of the Company. Other than the receivable for revenue not yet received for fees and commissions earned on a transaction, no recognition of the insurance transactions occurs.

In certain exceptional circumstances, the Company advances premiums, refunds or claims to insurance underwriters or clients prior to collection from fiduciary funds. To the extent that these advances result in increased credit risk this is reflected in the recognition of an expense for bad and doubtful debts and an equal and opposite provision.

Deposits and Cash: held in fiduciary capacity ('fiduciary funds')

Unremitted insurance premiums and claims are recorded within fiduciary funds. Fiduciary funds are required to be kept in certain regulated bank accounts subject to guidelines which emphasise capital preservation and liquidity. Such funds are not available to service the Company's debt or for other corporate purposes. Notwithstanding the legal relationships with clients and insurers, the Company is generally entitled to retain interest and investment income earned on fiduciary funds in accordance with agreements with insureds and insurers and in accordance with industry custom and practice where these agreements are not in place.

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

1. General Information and Accounting Policies (continued)

Pension Costs

The Company has a defined benefit pension scheme and a defined contribution pension scheme. The defined benefit scheme was closed to new entrants in January 2006, and subsequently a salary freeze was enacted on 30 June 2015. New employees are now offered the opportunity to join the defined contribution scheme.

Defined Benefit Scheme

A defined benefit scheme is a pension scheme that defines an amount of pension benefit that an employee will receive on retirement, usually dependent on one or more factors such as age, years of service and compensation.

The cost of providing benefits under the defined benefit plans is determined separately for each plan using the projected unit credit method, which attributes entitlement to benefits to the current period (to determine current service cost) and to the current and prior periods (to determine the present value of the defined benefit obligation) and is based on actuarial advice.

Past service costs are recognised in profit and loss on a straight-line basis over the vesting period or immediately if the benefits have vested. When a settlement (eliminating all obligations for benefits already accrued) or a curtailment (reducing future obligations as a result of a material reduction in the scheme membership or a reduction in future entitlement) occurs, the obligation and related plan assets are remeasured using current actuarial assumptions and the resultant gain or loss recognised in the income statement during the period in which the settlement or curtailment occurs.

Net interest is calculated by applying the discount rate to the net defined benefit liability or asset, both as determined at the start of the annual reporting period, taking account of any changes in the net defined benefit liability during the period as a result of contribution and benefit payments. The net interest is recognised in profit or loss as other finance income or cost.

Remeasurements, comprising actuarial gains and losses, the effect of the asset ceiling and the return on the net assets (excluding amounts included in net interest), are recognised immediately in other comprehensive income in the period in which they occur.

The defined benefit pension asset or liability in the balance sheet comprises the total for each plan of the present value of the defined benefit obligation (using a discount rate based on high quality corporate bonds), less the fair value of plan assets out of which the obligations are to be settled directly. Fair value is based on market price information and in the case of quoted securities is the published bid price. The value of a net pension benefit asset is restricted to the present value of any amount the Company expects to recover by way of refunds from the plan or reductions in the future contributions.

Defined Contribution Scheme

A defined contribution scheme is a pension scheme under which the Company pays fixed contributions into a separate entity. The Company has no legal or constructive obligations to pay further contributions if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current or prior periods.

The costs of the defined contribution scheme in which the Company participates are charged to the income statement as part of employee costs in the period in which they fall due. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet.

Share-based Payments

The Company's ultimate parent company, Willis Towers Watson plc, issues equity-settled and cash-settled share-based payments to certain employees of the Company under which the Company receives services from employees as consideration for these awards. The awards are granted by Willis Towers Watson plc and the Company has no obligation to settle the awards.

The fair value of the employee service received in exchange for the grant of the awards is recognised as an expense. A credit is recognised directly in equity. The equity-settled share-based payments are measured at fair value at the date of grant and are expensed on a straight-line basis over the vesting period, based on WTW's estimate of shares that will eventually vest.

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021

(continued)

1. General Information and Accounting Policies (continued)

Share-based Payments (continued)

Fair value of options is typically measured by use of the Black-Scholes pricing model. The expected life of options granted used in the model has been adjusted, based on management's best estimate, for the effects of non-transferability, exercise restrictions and behavioural considerations. The fair value of each performance-based restricted stock unit is estimated on the grant date using a Monte-Carlo simulation that uses the following assumptions: expected volatility is based on the historical volatility of WTW's shares and the risk-free rate is based on the US Treasury yield curve in effect at the time of the grant.

For the cash-settled share-based compensation, the Company recognises a liability for the fair-value of the awards as of each reporting date. The liability for these awards is included within other non-current liabilities in the balance sheet since these amounts are not payable until at least 2023. Expense is recognised over the service period, and as the liability is remeasured at the end of each reporting period, changes in fair value are recognised within Operating Expenses in the Income statement. The significant assumptions underlying our expense calculations include the estimated achievement of any performance targets and estimated forfeiture rates.

Income Taxes

Current tax is provided at amounts expected to be paid or recovered using the tax rates and laws that have been enacted or substantively enacted by the balance sheet date.

Deferred tax is recognised on all temporary differences arising between the tax bases of assets and liabilities and their carrying amounts in the financial statements although deferred income tax assets are recognised only to the extent that it is probable that taxable profit will be available against which the deductible temporary differences, carried forward tax credits or tax losses can be utilised.

Deferred income tax assets and liabilities are measured on an undiscounted basis at the tax rates that are expected to apply when the related asset is realised or liability is settled, based on tax rates and laws enacted or substantively enacted at the balance sheet date.

The carrying amount of deferred income tax assets is reviewed at each balance sheet date. Deferred income tax assets and liabilities are offset only if a legally enforceable right exists to set off current tax assets against current tax liabilities. The deferred income taxes relate to the same tax authority and that authority permits the Company to make a single net payment.

Income tax is charged or credited to other comprehensive income if it relates to items that are credited or charged to other comprehensive income. Similarly, income tax is charged or credited directly to equity if it relates to items that are credited or charged directly to equity. Otherwise, income tax is recognised in the income statement.

Provisions

Provisions are recognised when: the Company has a present legal or constructive obligation as a result of past events; it is probable that an outflow of resources will be required to settle the obligation; and the amount has been reliably estimated.

Financial Assets and Financial Liabilities

Financial assets and financial liabilities include cash and cash equivalents, trade debtors and other receivables as well as trade creditors and other payables (including amounts owed to/by group undertakings) and derivative financial instruments.

The Company classifies its financial assets as at amortised cost, at fair value through other comprehensive income or at fair value through profit or loss, on the basis of the business model in which a financial asset is managed and its contractual cash flow characteristics. The Company generally classifies its financial liabilities as at amortised cost or at fair value through profit or loss.

Financial assets and financial liabilities at fair value through profit or loss are initially recognised at fair value, and are subsequently measured at fair value. Gains or losses arising from changes in fair value through profit and loss are presented in the income statement, within interest income or expense, in the period in which they arise.

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021

(continued)

1. General Information and Accounting Policies (continued)

Financial Assets and Financial Liabilities (continued)

Financial assets or financial liabilities at amortised cost are initially recognised at fair value, plus or minus transaction costs that are directly attributable to the acquisition or issue of the financial asset or financial liability, except that trade receivables are initially recognised at their transaction price, and are subsequently measured at amortised cost using the effective interest method. Any resulting interest is recognised in interest receivable or interest payable, as appropriate.

At each reporting date, the Company measures the loss allowance for financial assets at amortised cost. Impairment losses on financial assets at amortised cost are recognised in profit or loss on an expected loss basis: lifetime expected losses are recognised for relevant financial assets for which there have been significant increases in credit risk since initial recognition, whereas 12-month expected losses (cash shortfalls over the life of the loan arising from a default in the next 12 months) are recognised if the credit risk on a financial asset has not increased significantly since initial recognition. For trade receivables, lifetime expected losses are recognised, under the simplified approach. There would be a rebuttable presumption that the credit risk on a financial asset had increased significantly if it were more than 30 days past due and a rebuttable presumption that a financial asset to be in default if it were more than 90 days past due. The amount of any impairment loss is recognised in profit or loss.

The Company uses derivative financial instruments for other than trading purposes to alter the risk profile of an existing underlying exposure. Interest rate swaps are used to manage interest rate exposures. Forward foreign currency exchange contracts are used to manage currency exposures arising from future income and expenses.

Derivative financial instruments are initially recognised at fair value on the date on which a derivative contract is entered into and are subsequently remeasured at fair value. Derivatives are carried as assets when the fair value is positive and as liabilities when the fair value is negative.

For those derivatives designated as hedges and for which hedge accounting is desired, the hedging relationship is formally designated and documented at its inception.

The effective portions of changes in the fair value of derivatives that qualify for hedge accounting as cash flow hedges are recorded in other comprehensive income. Amounts are reclassified from other comprehensive income to earnings when the hedged exposure affects earnings. Changes in fair value of derivatives that do not qualify for hedge accounting, together with any hedge ineffectiveness on those that do qualify, are recorded in operating expenses or interest expense as appropriate.

Recent Accounting Pronouncements Adopted in the Current Period

No amendments to International Financial Reporting Standards ('IFRSs') or International Accounting Standards ('IASs') issued or adopted by the International Accounting Standards Board ('IASB') and endorsed by the UK that became effective for the Company during the financial year had a significant effect on the Company's financial statements.

2. Critical Accounting Judgements and Estimates

The preparation of financial statements in conformity with FRS 101 and in the application of the Company's accounting policies, which are described in note 1, requires management to make judgements, estimates and assumptions that affect the reported amounts of assets and liabilities and disclosures of contingent assets and liabilities as at the dates of the financial statements and the reported amounts of revenues and expenses during the year. Judgements, estimates and assumptions are made about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021

(continued)

2. Critical Accounting Judgements and Estimates (continued)

Critical Judgements in Applying the Company's Accounting Policies

The following are the critical judgements, apart from those involving estimations (which are dealt with separately below), that management has made in the process of applying the Company's accounting policies and that have the most significant effect on the amounts recognised in the financial statements.

Revenue Recognition

Management judgement has been applied in the assessment of the significance of brokerage post placement obligations and hence the amount of revenue deferred and, also, for negotiated fee arrangements covering multiple insurance placements, in the determination of the relative fair value of the services completed and the services yet to be rendered.

Key Sources of Estimation Uncertainty

The key assumptions concerning the future, and other key sources of estimation uncertainty at the balance sheet date, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year, are discussed below.

Valuation of Goodwill

Significant management judgement is required to estimate:

- the future cash flows of the cash generating units, which are sensitive to projected cash flows for the period for which detailed forecasts are available and assumptions regarding the long-term pattern of cash flows thereafter; and
- the rates used to discount cash flows, which are sensitive to the risk-free interest rate in the UK and a premium for the risk of the business being evaluated; these variables are subject to fluctuations beyond management's control.

As part of the annual impairment test, which was performed as at 31 December 2021, management reviewed the current and expected performance of the cash generating units and determined that there was no indication of impairment of the goodwill allocated to them. See note 15 for the carrying amount of goodwill. No impairment of goodwill was identified in 2021 or 2020.

Funded Defined Benefit Pension Scheme

The Company uses the granular approach to calculating service and interest cost. The major assumptions used in the actuarial valuation of the funded defined benefit pension scheme operated by the Company are the rate of increase in salaries, the rate of increase in pensions in payment, the discount rate, RPI and CPI inflation rates, and mortality and longevity rates. Management estimates these factors in determining the net pension obligation in the balance sheet. The assumptions reflect historical experience and current trends. Further details are given in note 24.

3. Brokerage and Fees

All periods presented have been restated to exclude the revenue and balances of Willis Re, which have been reclassified as discontinued operations and assets held for sale, respectively, within the Company's financial statements (see Note 13 – Discontinued Operations).

The table below analyses the Company's brokerage and fees by the registered company address of the client from whom the business is derived. This does not necessarily reflect the original source or location of the business. Brokerage and fees are attributable to continuing operations.

	2021	2020
Brokerage and Fees	\$m	\$m
United Kingdom	242	216
North America	115	113
Rest of the world	248	279
	<u>605</u>	<u>608</u>

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

3. Brokerage and Fees (continued)

Contract Balances

The Company receives payments from customers based on billing schedules or terms as written in its contracts. Those balances denoted as contract assets relate to situations where the Company has completed some or all performance under the contract, however the Company's right to consideration is conditional. Contract assets result most materially in the proportional treaty broking business. Deferred revenue (within Accruals and deferred income) relates to payments received in advance of performance under the contract, and is recognised as revenue as (or when) the Company performs under the contract.

During the year ended 31 December 2021, revenue of approximately \$11 million was recognised that was reflected as deferred revenue at 1 January 2021. The primary driver for the changes in contract assets and liabilities from 1 January 2021 to 31 December 2021 was the collection of cash, which either reduced the contract assets, or added additional deferred revenue.

During the year ended 31 December 2021, the Company recognised no material revenue related to performance obligations satisfied in a prior period.

Performance Obligations

The Company has contracts for which performance obligations have not been satisfied at 31 December 2021 or have been partially satisfied at 31 December 2021 but does not have any revenue that has not been recognised due to this. This does not include contract renewals nor variable consideration, which was excluded from the transaction prices in accordance with the guidance on constraining estimates of variable consideration.

In addition, the Company has elected not to disclose the remaining performance obligations when one or both of the following circumstances apply:

- Performance obligations which are part of a contract that has an original expected duration of less than one year; and
- Performance obligations satisfied in accordance with IFRS 15 paragraph B16 ('right to invoice').

Since most of the Company's contracts are cancellable with less than one year's notice, and have no substantive penalty for cancellation, the majority of the Company's remaining performance obligations as of 31 December 2021 has been excluded for the purpose of this disclosure.

Costs to Obtain or Fulfil a Contract

The Company incurs costs to obtain or fulfil contracts which it would not incur if a contract with a customer was not executed. The following table shows the categories of costs that are capitalised and deferred over the expected life of a contract.

	Costs to fulfil
	\$m
Balance at 1 January 2020	27
New capitalised costs	101
Amortisation	(99)
Balance at 31 December 2020	29
New capitalised costs	101
Amortisation	(108)
Disposal	(8)
Balance at 31 December 2021	14

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

	2021	2020
	\$m	\$m
4. Other Income		
Other income	—	1

On 14 May 2020, the Company disposed of a Bloodstock book of business for consideration of \$1 million, with no corresponding costs in relation to the disposal.

	2021	2020
	\$m	\$m
5. Operating Profit		
Operating profit is stated after charging/(crediting):		
Depreciation of tangible fixed assets (note 16)	3	3
Amortisation of intangible assets (note 15)	13	12
Current service cost of pension schemes:		
- defined benefit scheme (note 24)	21	17
- defined contribution scheme (note 24)	15	12
Defined benefit scheme past service cost (note 24)	11	9
Net foreign currency exchange differences	8	(32)

The foreign exchange loss of \$8 million (2020: gain of \$32 million) shown in the profit and loss account is mainly attributable to the fluctuation in the value of pound sterling and the Euro to the US dollar during the year in relation to intercompany assets and liabilities, the defined benefit pension scheme net asset and the close out of forward currency sale contracts.

	2021	2020
	\$000	\$000
Auditor's Remuneration		
Statutory financial statements audit fee	1,084	1,175
Audit-related assurance services	134	137
	1,218	1,312

Auditor's remuneration of \$1,084,000 (£800,000) (2020: \$1,175,000 (£859,000)) was borne by another group company.

	2021	2020
	\$m	\$m
6. Employee Costs		
Salaries and incentives	557	493
Social security costs	54	47
Pension costs: defined benefit scheme (note 24)	32	26
Pension costs: defined contribution scheme (note 24)	15	12
Gross employee costs	658	578
Amounts borne by fellow subsidiary undertakings	(84)	(89)
Net employee costs	574	489

	2021	2020
	Number	Number
Number of Employees – average for the period		
Client service and insurance broking	1,824	1,853
Support services	1,350	1,419
	3,174	3,272

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

6. Employee Costs (continued)

Pension costs for the defined benefit scheme include only those items included within operating expenses. Further details of those items and those recorded in interest receivable and similar income and the statement of comprehensive income are presented in note 24.

A number of the Company's employees are seconded to other subsidiary undertakings within WTW. The employment costs of those employees, including salaries, social security and pension costs, are borne and accounted for by those subsidiary undertakings. The costs borne by those subsidiary undertakings decreased from \$89 million in 2020 to \$84 million in 2021.

The Company recognised total expenses in 2021 of \$5 million (2020: \$3 million) related to equity-settled share-based payment transactions to employees and \$8 million (2020: \$6 million) related to cash-settled share-based payments (these are included within salaries and incentives above). Further details are presented in note 28.

	2021	2020
	\$000	\$000
7. Directors' Remuneration		
Emoluments (excluding pension contributions, benefits and long-term incentive awards)	7,387	6,439
Amounts receivable under long-term incentive awards	3,706	2,931
Pension contributions	84	114
Benefits	50	38
	<u>11,226</u>	<u>9,522</u>
Highest Paid Director:		
Emoluments (excluding pension contributions, benefits and long-term incentive awards)	2,624	1,341
Amounts receivable under long-term incentive awards	1,297	2,574
Pension contributions	—	13
Benefits	14	4
	<u>3,935</u>	<u>3,932</u>
Exercise of share options during the year	—	—
Shares received during the year	—	2,574
	2021	2020
	Number	Number
Directors exercising share options	—	2
Directors receiving shares under long-term incentive plans	1	1
Directors eligible for defined contribution pension schemes	4	8
The Directors working for the Company are employed by other subsidiary undertakings of Willis Towers Watson plc.		

	2021	2020
	\$m	\$m
8. Termination Fee		
Termination Fee	139	—

On 26 July 2021, Aon plc ('Aon') and WTW entered into an agreement to terminate the Business Combination Agreement (the 'Termination Agreement'). Under the Termination Agreement, Willis Towers Watson plc received payment of the Termination Fee from Aon on behalf of itself and the WTW subsidiaries of which \$139 million has been received by the Company.

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

9. Profit on the Disposal of Operations

All periods presented have been restated to exclude the balances of Willis Re, which have been reclassified as discontinued operations and assets held for sale, respectively, within the Company's financial statements (see Note 13 – Discontinued Operations).

	2021 \$m	2020 \$m
Profit on the disposal of operations	—	170

On 15 October 2020, the Company disposed of its operations relating to EU domiciled client risks to Willis Towers Watson SANV (Belgium), a fellow group undertaking. Consideration paid to the Company was €184.4 million (\$217 million) with associated costs of \$47 million in relation to the impairment of intangible assets, resulting in a profit on disposal of \$170 million.

	2021 \$m	2020 \$m
10. Interest Receivable and Similar Income		
Interest receivable from group undertakings	1	3
Total interest income for financial assets measured at amortised cost	1	3
Return on pension scheme assets (note 24)	50	65
Interest on pension scheme liabilities (note 24)	(40)	(52)
Total other finance income	10	13
Total interest receivable and similar income	11	16

	2021 \$m	2020 \$m
11. Interest Payable and Similar Expenses		
Finance costs on derivatives	(2)	—
Total interest payable and similar expenses	(2)	—

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

12. Tax Charge

All periods presented have been restated to exclude the tax effects of Willis Re, which have been reclassified as discontinued operations and assets held for sale, respectively, within the Company's financial statements (see Note 13 – Discontinued Operations).

	2021 \$m	2020 \$m
(a) Analysis of charge for the year		
Current tax:		
UK corporation tax	42	14
Adjustments in respect of prior periods	(3)	2
	39	16
Foreign tax	—	1
Total current income tax	39	17
Deferred tax:		
Origination and reversal of timing differences	—	5
Impact of changes in tax rates	79	24
Foreign exchange on deferred tax	(1)	5
Total deferred tax (note 12(e))	78	34
Tax expense in the income statement (note 12(c))	117	51
	2021 \$m	2020 \$m
(b) Tax relating to items charged or credited to other comprehensive income		
Deferred tax:		
Actuarial losses/(gains) on defined benefit pension scheme	13	(4)
Change in tax laws and rates	31	9
Total deferred tax	44	5
Tax credit in the statement of other comprehensive income	44	5
	2021 \$m	2020 \$m
(c) Reconciliation of the total tax charge		
The tax assessed for the year is higher than (2020: lower than) the standard rate of corporation tax in the UK of 19% (2020:19%). The differences are explained below:		
Profit before taxation	210	287
Tax calculated at UK standard rate of corporation tax of 19% (2020: 19%)	40	55
Effects of:		
Expenses not deductible for tax purposes	4	—
Non-taxable income - overseas branch profits	—	(2)
Non-taxable income - profit on the disposal of operations (note 8)	—	(33)
Share-based payment relief	(1)	(2)
Changes in deferred tax laws and rates	79	24
Tax under provided in previous years	(3)	2
Other adjustments including the effects of exchange rates and differences in aggregated deferred and current tax rates	(2)	7
Total tax expense in the income statement (note 12(a))	117	51

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

12. Tax Charge (continued)

(d) Change in corporation tax rate

The Finance (No.2) Act 2015, which received royal assent on 18 November 2015, reduced the rate of UK corporation tax to 19% with effect from 1 April 2017. The Finance Act 2016, which received royal assent on 15 September 2016, subsequently reduced the main rate of corporation tax to 17% from 1 April 2020. The Finance Act 2020, which received royal assent on 22 July 2020 repealed the reduction in the rate of UK corporation tax from 19% to 17% from 1 April 2020. The rate of UK corporation tax therefore remains at 19%.

The Finance Act 2021 which received Royal Assent on 10 June 2021, increased the main rate of UK corporation tax (on profits over £250,000) to 25% with effect from 1 April 2023. As the change was substantively enacted prior to 31 December 2021, it is reflected in these financial statements.

	2021	2020
(e) <i>Deferred tax</i>	\$m	\$m
The deferred tax included in the company balance sheet is as follows:		
Deferred tax liability		
Timing difference on pension asset	(187)	(153)
	<u>(187)</u>	<u>(153)</u>
Deferred tax asset		
Timing difference on share-based payments	4	4
Timing difference on general provisions	3	3
Timing difference on fixed assets	(3)	(3)
	<u>4</u>	<u>4</u>
Presented on the balance sheet		
Deferred tax asset (note 18)	4	4
Included in pension asset (note 24)	(187)	(153)
	<u>(183)</u>	<u>(149)</u>

Deferred tax assets have been recognised to the extent they are regarded as more likely than not as being recoverable either against the Company's own future profits or by way of group relief against the future profits of fellow UK WTW companies.

	2021	2020
Deferred tax in the income statement	\$m	\$m
Accelerated capital allowances	(1)	1
Pensions	—	5
Share-based payments	—	(2)
Changes in tax laws and rates	79	24
Accrued expenses not deductible	1	1
Foreign exchange on non-USD assets	(1)	5
Total deferred tax (note 12(a))	<u>78</u>	<u>34</u>

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

13. Discontinued Operations

On 8 November 2021 the Company transferred its Reinsurance business to its wholly owned subsidiary Willis Re Limited for \$1,012 million. On 1 December 2021 the Company transferred its shares in Willis Re limited to Arthur J Gallagher. The associated costs of the disposal were \$21 million resulting in a profit on disposal of \$991 million.

The results of the discontinued operations, which have been included in the profit for the year, were as follows:

	Notes	2021 \$m	2020 \$m
Brokerage and fees	3	245	311
Interest and investment income		1	1
Turnover		246	312
Operating expenses		(180)	(173)
Profit on disposal of operations	9	991	—
Operating profit	5	1,057	139
Profit before taxation		1,057	139
Tax charge on profit	12	(12)	(26)
Profit for the year		1,045	113

The major classes of assets and liabilities comprising the operations classified as held for sale are as follows:

	Notes	2021 \$m	2020 \$m
Current liabilities			
Creditors: amounts falling due within one year	19	—	(53)
Net assets including pension plan surplus		—	(53)

Certain amounts included in the balance sheet have been excluded from the held-for-sale balances disclosed since the assets are not transferring under the terms of the sale agreement, and instead will be settled by the Company. The amounts held for sale at 31 December 2020 have been updated accordingly.

At 31 December 2021, the amounts of significant assets and liabilities related to the Willis Re businesses which were not transferred in the sale and are therefore not classified as held for sale on the balance sheet are \$676 million of both fiduciary cash and fiduciary liabilities, \$61 million of trade debtors, \$50 million of other current liabilities and \$2 million of prepayments and accrued income.

	2021 \$m	2020 \$m
14. Dividends Paid and Proposed		
Equity dividends on ordinary shares:		
Interim paid on 9 November 2021 \$1.62 (15 October 2020: \$2.07)	170	217
Second interim paid on 9 December 2021 \$8.75 (30 November 2020: \$1.32)	919	139
	1,089	356

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

15. Intangible Assets	Acquired customer relationships and introduction arrangements \$m	Software and development costs \$m	Goodwill \$m	Total intangible assets \$m
<i>Cost</i>				
1 January 2021	39	27	168	234
Additions	3	—	—	3
Disposals	(12)	—	(21)	(33)
31 December 2021	<u>30</u>	<u>27</u>	<u>147</u>	<u>204</u>
<i>Amortisation</i>				
1 January 2021	19	17	—	36
Amortisation charge	8	5	—	13
Disposals	(11)	—	—	(11)
31 December 2021	<u>16</u>	<u>22</u>	<u>—</u>	<u>38</u>
<i>Carrying amount 31 December 2021</i>	<u>14</u>	<u>5</u>	<u>147</u>	<u>166</u>
<i>Carrying amount 31 December 2020</i>	<u>20</u>	<u>10</u>	<u>168</u>	<u>198</u>

All intangible fixed assets are considered to have finite lives.

On 1 January 2021, the Company acquired the Acclimatise business from Willis Group Limited, a fellow group undertaking and Climate Policy Initiative, Inc. for proceeds of \$3 million. The company recognised acquired customer relationships and introduction arrangements, goodwill and intellectual property of \$3 million. The intangible assets are being amortised on a reducing balance basis and have a remaining amortisation period of between 3 and 5 years.

On 8 November 2021, as part of the disposal of the Reinsurance business to Willis Re Limited, the Company wrote down its carrying value of two intangible items held on its balance sheet. The Company wrote off costs of \$21 million of unamortised goodwill and a disposal of \$12 million of the cost of acquired customer relationships, netting off with a write back of amortisation of \$11 million, resulting in a reduction in carrying value of \$1 million of acquired customer relationships.

Software and development costs includes internally generated software development costs relating to the development of systems to support our insurance broking activities. At 31 December 2021, the carrying amount was \$5 million (2020: \$10 million). These intangible assets are being amortised on a straight line basis and have a remaining amortisation period of between 1 and 7 years.

At 31 December 2021, accumulated impairment losses were \$7 million (2020: \$7 million). No impairment charge was incurred during 2021.

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

15. Intangible Assets (continued)

As described in note 1, the Company allocates goodwill acquired in a business combination and intangible assets in respect of acquired customer relationships and introduction arrangements to cash generating units (or groups of cash generating units) that are expected to benefit from the combination. Management has determined the recoverable amount for each cash generating unit based on a value in use calculation. Management has performed sensitivity analysis which indicates that any reasonably possible changes to these assumptions, individually or combined, would not cause the recoverable amount of the goodwill relating to either cash generating unit to fall below its carrying value. The carrying values are attributed to cash generating units as follows:

	Acquired customer relationships and introduction arrangements	Goodwill
Cash generating unit	\$m	\$m
Corporate Risk and Broking	14	147
Carrying amount 31 December 2021	14	147
Corporate Risk and Broking	18	147
Investment, Risk and Reinsurance	2	21
Carrying amount 31 December 2020	20	168

	Equipment	Right-of-use asset	Freehold land and buildings	Total tangible fixed assets
	\$m	\$m	\$m	\$m
16. Tangible Fixed Assets				
<i>Cost or valuation</i>				
1 January 2021	2	2	45	49
31 December 2021	2	2	45	49
<i>Depreciation</i>				
1 January 2021	1	—	20	21
Charge for the year	—	1	2	3
31 December 2021	1	1	22	24
Carrying amount 31 December 2021	1	1	23	25
Carrying amount 31 December 2020	1	2	25	28

	Subsidiary undertakings
	\$m
17. Investments held as Fixed Assets	
<i>Cost or fair value</i>	
1 January 2021	5
31 December 2021	5

In the opinion of the Directors, the fair value of the shares in the subsidiary and associate undertakings is not less than the amount shown in the balance sheet. The Company's investment in subsidiary undertakings represents the recoverable amount of its holding in PPH Limited, a holding company owned directly by Willis Limited. Willis Limited holds 100% share capital in PPH Limited which is made up of ordinary class of shares of £1 each. The registered office of PPH Limited is Victoria Place, 5th Floor, 31 Victoria Street, Hamilton, HM10, Bermuda.

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

	2021	2020
	\$m	\$m
18. Debtors		
<i>Amounts falling due within one year:</i>		
Trade debtors	293	350
Amounts owed by group undertakings	556	328
Prepayments and accrued income	52	63
Deferred contract costs	14	29
Retention awards	—	3
Derivative financial instruments	3	10
Deferred tax asset (note 12)	4	4
Other debtors	1	2
	923	789
<i>Amounts falling due after more than one year:</i>		
Trade debtors	21	32
Prepayments and accrued income	2	3
Retention awards	—	1
Total	23	36
	946	825

19. Creditors: amounts falling due within one year

All periods presented have been restated to exclude the balances of Willis Re, which have been reclassified as discontinued operations and assets held for sale, respectively, within the Company's financial statements (see Note 13 – Discontinued Operations).

	2021	2020
	\$m	\$m
Trade creditors	86	83
Amounts owed to group undertakings	13	29
Amounts owed to group undertakings in respect of corporation taxation group relief	55	40
Accruals and deferred income	202	130
Income tax and social security	9	7
VAT payable	2	13
Derivative financial instruments	—	7
Other creditors	6	7
	373	316

	2021	2020
	\$m	\$m
20. Fiduciary liabilities: amounts falling due within one year		
Fiduciary trade creditors	1,412	1,493
	1,412	1,493

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

	2021	2020
21. Creditors: amounts falling due after more than one year	\$m	\$m
Accruals and deferred income	—	9
	—	9

22. Provisions for liabilities	Post placement services \$m	Claims and lawsuits \$m	Total \$m
1 January 2021			
Current	12	3	15
Non-current	9	9	18
	21	12	33
Provision release	(5)	—	(5)
Utilised in the year	—	(1)	(1)
31 December 2021	16	11	27
<i>Analysed as:</i>			
Current	9	2	11
Non-current	7	9	16
	16	11	27

Post placement services provision

The provision comprises an estimate of the future liabilities that arise from the placement of policies in this year and from previous years. The provision is based upon three key assumptions:

- the length of time the Company typically to provide post placement services;
- the number of claims we are likely to process in that time; and
- the average cost per claim.

The Company seeks to limit its exposure to such liabilities through the use of appropriately worded 'Terms of Business Agreements' with clients.

Claims and lawsuits provision (including errors and omissions provisions)

The provision comprises estimates for liabilities that may arise from actual and potential claims and lawsuits for errors and omissions from the Company's insurers. Where some of the potential liability is recoverable under insurance arrangements, the full assessment of the liability is included in the provision with the associated insurance recovery shown within amounts receivable from group undertakings. Insurance recoveries recognised at 31 December 2021 amounted to \$1 million (31 December 2020: \$2 million).

	2021	2020
23. Called up Share Capital	\$m	\$m
Allotted, called up and fully paid		
105,000,000 (2020: 105,000,000) ordinary shares of £1 each	153	153

The Company has one class of ordinary shares, which carry no right to fixed income.

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

24. Pensions

Defined Benefit Scheme

The Company operates a defined benefit pension scheme in the UK on behalf of its employees and employees working for or seconded to other subsidiary companies of Willis Towers Watson plc. This scheme was closed to new entrants in January 2006. A full actuarial valuation was carried out at 31 December 2021 by a qualified independent actuary. The major assumptions used for the actuarial valuation were:

	2021 %	2020 %	2019 %
Rate of increase in pensions in payment (LPI 5%)	3.2	2.8	2.9
Rate of increase in pensions in payment (LPI 2.5%)(i)	2.0	1.8	1.6
Discount rate PBO	1.9	1.5	2.0
Discount rate service cost	1.9	1.6	2.1
Discount rate interest cost on PBO	1.8	1.2	1.8
Discount rate interest rate on service cost	1.8	1.4	1.9
Inflation assumption (RPI)	3.4	3.0	3.0
Inflation assumption (CPI)	2.8	2.4	2.1
	91%/91% S2NA for males/ females, CM1% long- term improvement	91%/91% S2NA for males/ females, CM1% long- term improvement	86%/86% S2NA for males/ females, CM1% long- term improvement
Mortality (ii)			

(i) Based on CPI inflation.

(ii) S2NA and S1NA represent mortality tables; CM1 represents assumed improvement in mortality.

<i>Analysis of the amount charged to operating profit</i>	2021 \$m	2020 \$m
Current service cost	18	15
Administrative expense	3	2
Past service cost	11	9
Total operating charge	32	26

On 20 November 2020, the High Court ruled that individual transfer payments made since 17 May 1990 would need to be equalised for the effects of GMP. This judgment followed on from the previous judgment on 26 October 2018, which has previously been allowed for in accounting disclosures, where the High Court ruled that schemes had a legal obligation to pay benefits allowing for GMP equalisation. The previous judgment had not considered historic transfer values.

<i>Analysis of the amount credited to interest receivable and similar income</i>	2021 \$m	2020 \$m
Interest income on pension scheme assets	(50)	(65)
Interest cost on pension scheme liabilities	40	52
Net interest on the net defined benefit pension scheme asset	(10)	(13)

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

24. Pensions (continued)

Analysis of the amount recognised in other comprehensive income (before deferred tax):

	2021	2020
	\$m	\$m
Return on pension scheme assets (excluding interest income)	(154)	373
Actuarial experience losses and gains arising on the scheme liabilities	(9)	12
Changes in actuarial demographic assumptions underlying the present value of the scheme liabilities	3	(6)
Changes in actuarial financial assumptions underlying the present value of the scheme liabilities	108	(357)
	<u>(52)</u>	<u>22</u>

Analysis of amounts included in the balance sheet:

	2021	2020
	\$m	\$m
Fair value of scheme assets	3,980	4,226
Present value of scheme liabilities	<u>(3,233)</u>	<u>(3,420)</u>
Surplus	747	806
Related deferred tax liability (note 12(e))	<u>(187)</u>	<u>(153)</u>
Net pension asset	<u>560</u>	<u>653</u>

Movements in fair value of scheme assets during the year:

	2021	2020
	\$m	\$m
At 1 January	4,226	3,751
Interest income on assets	50	65
Contributions from the Company	21	43
Contributions from the scheme members	—	1
Benefits paid	(123)	(128)
Administration expenses	(3)	(2)
Return on assets excluding amounts included in net interest	(154)	373
Exchange adjustments	(37)	123
At 31 December	<u>3,980</u>	<u>4,226</u>

Movements in present value of scheme liabilities during the year:

	2021	2020
	\$m	\$m
At 1 January	3,420	3,024
Current service cost	18	15
Interest cost	40	52
Past service cost	11	9
Benefits paid	(123)	(128)
Actuarial (gain)/loss	(102)	351
Exchange adjustments	(31)	97
At 31 December	<u>3,233</u>	<u>3,420</u>

The weighted average duration of the liabilities is 18 years (2020: 19 years).

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

24. Pensions (continued)

Analysis of scheme assets and expected return:

	<u>Fair value of assets</u>	
	2021	2020
	\$m	\$m
Debt instruments	2,417	3,183
Other	1,563	1,043
	<u>3,980</u>	<u>4,226</u>

The actual return on scheme assets for the year ended 31 December 2021 was a loss of \$104 million (2020: gain of \$438 million).

Fair value hierarchy

The fair value hierarchy has three levels based on the reliability of the inputs used to determine fair value:

- Level 1: refers to fair values determined based on quoted market prices in active markets for identical assets;
- Level 2: refers to fair value estimated using observable market based inputs or unobservable inputs that are corroborated by market data; and
- Level 3: includes fair values estimated using unobservable inputs that are not corroborated by market data.

The following table presents, at 31 December 2021, for each of the fair value hierarchy levels, the Company's UK pension plan assets that are measured at fair value on a recurring basis:

	<u>Fair value of plan assets as at 31 December 2021</u>			
	Level 1	Level 2	Level 3	Total
	\$m	\$m	\$m	\$m
Fixed income securities:				
UK Government bonds	2,610	—	—	2,610
UK corporate bonds	504	—	—	504
Derivatives	—	(697)	—	(697)
Real estate	—	—	152	152
Cash and cash equivalents	365	—	—	365
Other investments:				
Hedge funds	—	575	467	1,042
Other	—	4	—	4
	<u>3,479</u>	<u>(118)</u>	<u>619</u>	<u>3,980</u>

Following the conclusion of the tri-annual valuation during 2020, the Company agreed a revised schedule of contributions towards the ongoing accrual of benefits. Additional funding to address a projected deficit was not considered necessary beyond 2020. Based on the revised agreement, on-going contributions will total approximately £9 million (\$12 million) in 2022.

The contributions paid by the Company for 2021 (excluding salary sacrifice contributions) amounted to £14 million (\$19 million), comprised solely of regular contributions. The contributions paid by the Company for 2020 (excluding salary sacrifice contributions) amounted to £32 million (\$44 million), comprising £13 million (\$18 million) regular contributions and £19 million (\$26 million) towards funding the deficit.

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

24. Pensions (continued)

Fair value hierarchy (continued)

With all other assumptions held constant, as at 31 December 2021:

- a 0.25% increase in the discount rate would decrease plan liabilities by approximately £100 million (\$135 million);
- a 0.25% increase in the inflation assumption would increase plan liabilities by approximately £40 million (\$54 million); and
- a 1 year increase in the mortality assumption would increase plan liabilities by approximately £95 million (\$129 million).

As the above sensitivity analysis held all other assumptions constant, the results are not necessarily indicative of those that would occur given the interdependence of assumptions in practice.

Defined Contribution Scheme

The Company has operated a defined contribution scheme for new entrants since 1 January 2006, for which the pension cost charge for the year amounted to £11 million (\$15 million) (2020: £9 million (\$12 million)).

25. Forward Sale of Currency

The Company earns revenue in a number of different currencies, principally US dollars, pounds sterling, Euro and Japanese Yen, but incurs expenses almost entirely in pounds sterling.

The Company hedges the risk as follows:

- To the extent that forecast pound sterling expenses exceed pound sterling revenues, WTW limits its exposure to this exchange rate risk by the use of forward contracts matched by specific, clearly identified cash outflows arising in the ordinary course of business; and
- The UK operations of WTW also earn significant revenues in Euros and Japanese Yen. The exposure to changes in the exchange rate between the US dollar and these currencies is limited by the use of forward contracts matched to a percentage of forecast cash inflows in specific currencies and periods.

The Company participates in WTW's risk management activities in relation to foreign exchange risk. Derivative fair values are estimated using observable market-based inputs or unobservable inputs that are corroborated by market data. Forward contracts for the purchase/sale of foreign currencies are entered into by another subsidiary undertaking. The Company then enters into back-to-back contracts with that subsidiary undertaking. At 31 December 2021 the Company has entered into back-to-back forward contracts for the purchase/sale of foreign currencies in accordance with this policy. The fair value of the forward contract assets were \$3 million and of the liabilities was zero (2020: \$10 million and \$7 million respectively).

These forward contracts are summarised below:

Contracts maturing:	Purchase GBP Million/Rate to USD	Sale EUR Million/Rate to USD	Sale JPY Million/Rate to USD
1 January 2021 to 31 December 2021	50.5 / 1.318	40.0 / 1.155	290.0 / 105.537
1 January 2022 to 31 December 2022	16.5 / 1.348	13.5 / 1.171	125.0 / 110.552

26. Directors' Interests in Contracts

The Company and other insurance broking subsidiary undertakings of Willis Towers Watson plc place risks with syndicates in which the Directors or connected persons (as defined in Section 252 of the Companies Act 2006) participate in the normal course of their broking activities on the same basis as they do with other Lloyd's syndicates.

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 (continued)

27. Related Party Transactions

During the year the Company transacted in the ordinary course of business brokerage with associated undertakings listed below. Amounts owed by and to associated undertakings are disclosed in notes 18 and 19. These amounts all relate to trading.

	2021 \$m	2020 \$m
Willis Towers Watson India Insurance Brokers Private Limited	2	3
Al-Futtaim Willis LLC	2	2
Other parties < \$1 million	1	—
	<u>5</u>	<u>5</u>

FRS101 (paragraph 8(k)) exempts the reporting of transactions between group companies in the financial statements of companies that are wholly owned within WTW. The Company has taken advantage of this exemption. There are no other transactions requiring disclosure.

28. Share-based Payments

Share-based Plans

On 31 December 2021, Willis Towers Watson plc, the ultimate parent company of Willis Limited, had a number of open share-based compensation plans, which provide for the grant of time-based and performance-based options, time-based and performance-based restricted stock units and various other share-based grants to employees of Willis Limited. The objectives of these plans include attracting and retaining the best personnel, motivating management personnel by means of growth-related incentives to achieve long-range goals and providing employees with the opportunity to increase their share ownership in Willis Limited. All of WTW's share-based compensation plans under which any options, restricted stock units or other share-based grants are outstanding as of 31 December 2021 are described below. The Company recognised total expenses in 2021 of \$5 million (2020: \$3 million) related to equity-settled share-based payment transactions to employees.

Phantom RSUs

Willis Towers Watson plc, the ultimate parent company of Willis Limited, granted 204,269 and 268,956 units of phantom stock with a market-performance feature during the years ended 31 December 2019 and 2018, respectively. These are cash-settled awards with final payout based on the performance of the Group's stock. The grant date fair value of the awards was \$105.97 and \$83.57 per share for the 2019 and 2018 awards, respectively. The fair value of each phantom RSU is estimated using a Monte Carlo simulation. The Group's stock price as of the last day of the period is one of the inputs used in the simulation. Expected volatility is based on the historical volatility of the Company's shares. The expected term of each plan is three years, based on the vesting terms of the awards. The risk-free interest rate is based on the U.S. Treasury yield curve in effect at the time of grant. Since the awards are cash-settled, they are considered a liability. Expense is recognised over the service period. The liability is remeasured at the end of each reporting period and changes in fair value are recognised within Operating expenses. The 2018 awards were vested during the year. For the remaining 2019 plan, as of 31 December 2021, the liability recognised is \$5 million (2020: \$13 million). The Company recognised total expenses in 2021 of \$8 million (2020: \$6 million) related to cash-settled share-based payment transactions to employees.

2012 Equity Incentive Plan

This plan, established on 25 April 2012 and amended and restated on 10 June 2016, provides for the granting of incentive stock options, time-based or performance-based non-statutory stock options, share appreciation rights, restricted shares, time-based or performance-based RSUs, performance-based awards and other share-based grants or any combination thereof to employees, officers, non-employee directors and consultants of the Company ('2012 Plan'). The Board of Directors also adopted a sub-plan under the 2012 Plan to provide an employee sharesave scheme in the UK. There were approximately 3 million shares remaining available for grant under this plan as of 31 December 2021. Options are exercisable on a variety of dates, including from the second, third, fourth or fifth anniversary of the grant date. The 2012 Plan shall continue in effect until terminated by the board of directors, except that no incentive stock option may be granted under the 2012 Plan after 21 April 2026.

WILLIS LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2021 **(continued)**

28. Share-based Payments (continued)

Option Valuation Assumptions

The fair value of each option is estimated on the date of grant using the Black-Scholes option pricing model. Expected volatility is based on historical volatility of Willis Towers Watson plc' shares. WTW uses the simplified method set out in the Financial Accounting Standards Board's ('FASB') Accounting Standard Codification ('ASC') 718-Compensation - Stock Compensation to derive the expected term of options granted as it does not have sufficient historical exercise data to provide a reasonable basis upon which to estimate the expected term. The risk-free interest rate for periods within the expected life of the option is based on the US Treasury yield curve in effect at the time of grant.

The weighted average share price at the date of exercise for share options exercised during the year ended 31 December 2021 was \$234.16.

The fair value of each time-based restricted stock unit is based on the grant date fair value. The fair value of each performance-based restricted stock unit is estimated on the grant date using a Monte-Carlo simulation that uses the following assumptions: Expected volatility is based on the historical volatility of WTW's shares. The risk-free rate is based on the US Treasury yield curve in effect at the time of the grant.

Details of the range of exercise prices and the weighted average contractual life of share options outstanding at 31 December 2021 are as follows:

	Options outstanding (thousands)	Weighted average remaining contractual life
Range of exercise prices ⁽¹⁾		
\$106.07 - \$116.68	3	— years
\$116.69 - \$148.58	13	1 year
	<u>16</u>	<u>1 year</u>

⁽¹⁾ Certain options are exercisable in pounds sterling and are converted to dollars using the exchange rate at 31 December 2021.

29. Events after the Balance Sheet Date

During the first quarter of 2022, WTW announced its intentions to withdraw from its Russian businesses as a result of the conflict with Ukraine. The majority of the businesses were included in WTW's Risk and Broking segment lines of business. Due to the sanctions and prohibitions on certain types of business and activities, WTW deconsolidated its Russian entities on 14 March 2022 pending completion of the transfer of its broking business to the local owners.

Although the deconsolidation and pending business transfer does not directly impact the Company, brokers primarily in our Natural Resources and Construction lines of business historically placed certain Russian insurance contracts in the London market. Most of these were under multi-year terms resulting in both current and non-current accounts receivables. These balances were rendered irrecoverable as a result of these sanctions. Consequently, the Company recorded an impairment charge of \$65 million during the three months ended 31 March 2022 against these positions. It is the intention that resources in GB geography of the CRB segment that previously services Russian client portfolios will be redeployed to grow and service the non-Russian client book going forward. There is no impact on the segmental reporting structure of the Company following the withdrawal from the Russian market.
