

It's a long journey
to sustainability,
**make sure you
plan ahead.**



CASE STUDY
DISCOVERY

CASE STUDY

Discovery



Overview

Discovery is a proudly South African-founded financial services organisation that operates in the healthcare, life insurance, short-term insurance, long-term savings, banking and wellness markets.

Since inception in 1992, Discovery has been guided by a clear core purpose - to make people healthier and to enhance and protect their lives. They have been able to do this by pioneering the Shared-value Insurance model, which delivers better health and value for clients, superior actuarial dynamics for the insurer, and a healthier society.

Discovery supports the Paris Agreement's goals to limit global warming to well below 2°C and to pursue efforts to limit warming to 1.5°C.

They work to align their actions with best practice and, through their industry commitments, advocate and collaborate to enhance our collective climate-related impact.



Locations

Discovery has a footprint across various regions in South Africa, the United Kingdom, and a single office in the United States of America.



Size

Discovery's products are operational in 41 markets across the globe.



Sector

Discovery operates in several sectors, including life insurance, medical scheme administration, short-term insurance, long-term savings, and banking.



Assets

11 in SA (plus 42 small sales offices),
4 in the UK, 1 in US.



Square Meters

180 358 SQM

Challenges

Discovery was seeking to address sustainability challenges that needed effective solutions.

These challenges included:

#1 Data Management Processes.

#2 Planning, implementation and monitoring of science-based (SBT) emissions target.

#3 Accurate reporting and transparency for net zero waste accreditation and target tracking.

Solutions

In response to Discovery's challenges, we at GCX worked in collaboration with the company to provide the following solutions:



Data Management Platform

We used the DASH platform for a centralised approach to data collection and reporting from all Discovery locations.



Stakeholder Engagement

GCX engaged with key stakeholders within Discovery. We conducted a regular monthly meeting to report back on the previous month's emissions result, and to plan and strategise to ensure the target is achieved at the end of the financial year (rolling year-on-year target).



Data Automation

GCX introduced a data automation and account management system that streamlined data collection and reporting, improving data accuracy and efficiency including data automation for Wasteplan service provider where we connect to a shared API plug-in, which updates waste volumes per location each month. This has streamlined data collection and efficiency.



Data Management Target Module

Introduced a module to give visibility to Discovery's ambition to reduce emissions in the short-term, as an immediate measure while it develops a long-term Net Zero target. The module allowed up-to-date visibility, as well as an intelligent end of year target forecast which provided the team with the ability to track its reduction goal and allow time to make changes.

Results

The collaborative efforts of Discovery and GCX have yielded significant results:



Annual Emission Target

Discovery has achieved its annual emissions reduction target every year since inception compared to its base year (FY2019).



Absolute Emissions

Discovery has achieved a 31% reduction on its absolute emissions (FY25), and it continues to plan for further reductions. These reductions are driven by its SBT-aligned target.



Data Snapshot

Granular overview of sustainability data with an immediate snapshot to understand where to allocate resources.



Target Setting

Gained a deep understanding of science-based target setting - what is ambitious and appropriate.



Improved Sustainability Reporting

Data automation and account management significantly improved the accuracy and timeliness of sustainability reporting. Monthly progress towards net zero waste target can be assessed and immediate steps taken where required to keep on track and achieve the target.



TSHEPI MOLEFE
Environmental Sustainability
Specialist | Discovery



Our partnership with GCX has evolved tremendously.

Over time they have enhanced their product offerings and capabilities, becoming an invaluable one-stop-shop for both knowledge and expertise. We now seamlessly tap into their advanced tools and insights, which has streamlined our processes and allowed us to make more informed decisions.

