

Aviva plc – SASB alignment disclosure 2020

Introduction

We are a leading Savings, Retirement and Insurance business, helping our 31.6 million customers make the most out of life, plan for the future, and have confidence that if things go wrong, we will be with them to put it right. We operate through businesses in our Core markets of the UK, Ireland and Canada and through our other International businesses, which are managed for long-term shareholder value.

We have been publishing our non-financial disclosures in stand-alone documents since 1999 and in integrated sections in our Annual Report & Accounts since 2005. We have been responding to the Global Compact and CDP since their inception in 2001. More recently, we have been publishing further disclosures in respect of climate risk; publishing our first response to the FSB's Taskforce for Climate-related Financial Disclosure recommendations in 2017.

Under sections 414CA and 414CB of the Companies Act 2006, Aviva is required to include, in its Strategic report, a non-financial information statement. The information required by these regulations is included in Our business model, Key performance indicators, Risk and risk management, Our people and Corporate responsibility sections of our Annual Report & Accounts.

We are also intending to publish a Stewardship Statement for the first time in Q2 this year, aligned to the UK Financial Reporting Council's Stewardship Code.

As the landscape evolves, we will continue to enhance our sustainability reporting. This year for the first time we have considered how our existing reporting aligns to the SASB framework – using the Sustainability Accounting Standard for Insurance. We have areas where our current disclosures closely align to SASB requirements, some that partially align – we may publicly report some of the requirements in respect of some areas of our business, and some areas where current disclosures do not align. This document signposts the publicly available information which aligns to the template.

Key

ARA	Annual Report & Accounts 2020
CFD	Climate-related Financial Disclosure 2020
SS	2020 Sustainability Summary
GPGR	UK Gender Pay Gap Report 2020
CEBS	Customer Experience Business Standard
BEC	Business Ethics Code
IGC	Aviva Independent Governance Committee report 2020 – Independent Governance Committees (IGC) were established by workplace pension providers in April 2015, following the introduction of new rules from the UK Financial Conduct Authority (FCA). Their purpose is to ensure that customers' pensions with Aviva provides value for money.



SASB Standards	Indicator	Disclosures
Transparent Information & Fair Advice for Customers		<p>SS – Number of customers – page 24</p> <p>IGC – Independent opinion of Aviva’s charges being fair and transparent – page 14</p> <p>IGC – Independent evidence of Aviva’s products being clear, transparent, fair and reviewed regularly – page 18</p>
FN-IN-270a.1.	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers	ARA – Aviva does not disclose this specific metric. However, in the course of conducting insurance and investment business, various Group companies receive liability claims, and become involved in actual or threatened related litigation. In the opinion of the directors, adequate provisions have been established for such claims and no material loss will arise in this respect – page 228
FN-IN-270a.2.	Complaints-to-claims ratio	<p>SS – Number of customer complaints per 1,000 policies in force (UK) Life/GI/Health – page 26</p> <p>SS – % of complaints resolved within eight weeks (UK) Life/GI/Health – page 26</p> <p>IGC – ‘While there is little to be concerned about in this area, we do want to see Aviva maintain their upward trend in customer feedback and their downward trend in complaints.’ – page 15</p> <p>CEBS – Complaints Management Framework – page 5</p>
FN-IN-270a.3.	Customer retention rate	<p>SS – Number of businesses that are at or above market average NPS® – page 23</p> <p>ARA – In the UK our GI Commercial lines customers hold more than three products with us on average, and our retention rates remain over 80% – page 28</p> <p>ARA – In 2020, retention rates for Aviva France GI increased to 89.5% (+1.2pp). page 34</p>
FN-IN-270a.4.	Description of approach to informing customers about products	<p>CEBS – whole document</p> <p>IGC – Product design and suitability – page 18</p>
Incorporation of Environmental, Social, and Governance Factors in Investment Management		
FN-IN-410a.1.	Total invested assets, by industry and asset class	<p>ARA – Aviva Investors assets under management (AUM) – page 32</p> <p>ARA – Aviva’s AUM page 278</p>
FN-IN-410a.2.	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies	CFD – pages 10 – 16

SASB Standards	Indicator	Disclosures
Policies Designed to Incentivize Responsible Behaviour		
FN-IN-410b.1.	Net premiums written related to energy efficiency and low carbon technology	CFD – page 17 Press release – Aviva launches specialised insurance for renewable energy
FN-IN-410b.2.	Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviours	CFD – pages 10, 25 SS – Sustainable claims – page 14
Environmental Risk Exposure		
FN-IN-450a.1.	Probable Maximum Loss (PML) of insured products from weather related natural catastrophes	ARA – total Group potential retained loss from its most concentrated catastrophe exposure peril (Northern Europe Windstorm) page 241 CFD – Actual weather-related losses versus expected weather losses by year and business unit – page 25
FN-IN-450a.2.	Total amount of monetary losses attributable to insurance payouts from (1) modelled natural catastrophes and (2) non-modelled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance)	CFD – Weather impact on Aviva’s Combined Operating Ratio (COR) (net of reinsurance) – page 25
FN-IN-450a.3.	Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of firm-level risks and capital adequacy	CFD – full document and in particular pages 19-26
Systemic Risk Management		
FN-IN-550a.1.	Exposure to derivative instruments by category: (1) total potential exposure to non-centrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivatives	ARA – Embedded derivatives that meet the definition of an insurance contract or correspond to options to surrender insurance contracts for a set amount are not separately measured. All other embedded derivatives are separated and measured at fair value if they are not considered closely related to the host insurance contract or do not meet the definition of an insurance contract. Fair value reflects own credit risk to the extent the embedded derivative is not fully collateralised. pages 136, 139-140, 179 – 182
FN-IN-550a.2.	Total fair value of securities lending collateral assets	ARA – pages 185-186

SASB Standards	Indicator	Disclosures
Systemic Risk Management (Continued)		
FN-IN-550a.3.	Description of approach to managing capital- and liquidity-related risks associated with systemic non-insurance activities	ARA – pages 44, 238 -239
FN-IN-000.A	Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance	<p>ARA – our 31.6 million customers – page 2</p> <p>ARA – Aviva has 18 million customers across our Core markets – page 6</p> <p>ARA – With over 11 million customers we have one of the largest customer bases in the UK life and savings market. Page 26</p> <p>ARA – Aviva is the number one provider of bundled Workplace pensions in the UK serving 3.8 million customers – page 20</p> <p>ARA – Through our individual annuities in the UK we provide an income to approximately one million customers – page 25</p> <p>ARA – GI Personal lines – Our retail businesses across UK and Ireland now service over 3.3 million customers. More than 50% of Personal lines direct customers hold more than one GI product with us. – page 28</p> <p>ARA – In the UK our GI Commercial lines customers hold more than three products with us on average, and our retention rates remain over 80% – page 28</p> <p>ARA – Aviva Canada holds the number three position with an 8% market share, offering a range of GI products to nearly 2.4 million customers. We are a well-diversified business across our Personal and Commercial portfolios. – page 30</p>
FN-AC-510a.2	Description of whistle-blower policies and procedures	<p>SS – Malpractice reported through ‘Speak up’ – page 25</p> <p>BEC – How to report – pages 8-9</p>
FN-AC-330a.1	Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees	<p>SS – % of women on the Aviva Executive Committee – page 26</p> <p>SS – % of employees who believe they can be themselves at work without fear of discrimination – page 26</p> <p>SS – % completion of internal diversity data – page 26</p> <p>GPGR – Gender split by level – page 4</p>