



Working with Governments Policy

October 2020

Retirement
Investments
Insurance
Health

We believe that some of the issues affecting our customers, our business and wider society can only be solved with the help of governments. That is why we work with policymakers and other stakeholders to help find solutions to some of the challenges we and our customers face.

Business standards

We follow strict guidelines on how we work with governments, which commit us to acting with integrity in all our engagement with policymakers worldwide. We publish information on the [European Union Transparency Register](#) and comply fully with its Code of Conduct.

Aviva's [Business Ethics Code](#) outlines our high ethical standards and ensures we operate responsibly and transparently. We require all our people, at every level, to read and sign-up to our Code every year.

Where we operate in international markets, the Code commits us to work in accordance with all local laws and regulations. If there is a difference between Aviva Group standards and local laws, employees are expected to follow the highest standards in all cases.

As set out in the Business Ethics Code, it is Aviva Group policy not to make any political donation in cash, in-kind or in any other form, or incur any political expenditure on behalf of Aviva, unless explicit permission has been sought and approval granted in advance by the Group Company Secretary.

We share the Code with our business partners and ask them to adhere to its principles or equivalent standards. In addition, we ask our suppliers to adhere to our [Supplier Code of Behaviour](#).

Oversight of these activities and principles is the responsibility of the [Customer, Conduct and Reputation Committee](#) (previously the Governance Committee), which reports to the Aviva plc Board and publishes a summary of its activities in our Annual Report (available [here](#)). Our Company Secretary, Kirsty Cooper, is responsible for oversight of our public policy activities.

If we appoint staff from the public sector, we strictly adhere to the Government's Advisory Committee on Business Appointments guidance.

Key public policy issues

Key areas of our public policy activity include:

- 1) **A better later life.** We want to improve retirement for our customers, encouraging saving and facilitating a better understanding of the financial choices they face. Many countries have insufficient savings rates and ageing populations, so we ask governments to put in place incentives to encourage people to save for later life.
- 2) **Reduced cost to customers.** We want to reduce the cost of living by cutting the cost of insurance, tackling fraudulent claims and increasing financial resilience.
- 3) **Good business.** We work to enhance the role of business in society, by promoting long-term global sustainability and by aiming to be a role model employer. For example, our sustainable finance advocacy work supports reshaping public policies globally to encourage a more sustainable financial system.

4) Good regulation. We promote strong regulation that is effectively targeted, efficiently delivered, and supports sustainable growth and innovation. We work with governments and policymakers to help ensure regulation is appropriate and benefits and protects consumers.

We aim to play a constructive role in policy debates and regularly commission research to help inform the debate. We publish our research on our website.

Our key Group memberships include:

Confederation of British Industry (CBI); Association of British Insurers (ABI); Investment Association (IA); European Financial Services Roundtable (EFR); Pan-European Insurance Forum (PEIF); the Geneva Association (GA); European Fund Managers Association (EFAMA); TheCityUK; International Regulatory Strategy Group (IRSG); Chief Finance Officers Forum (CFO Forum); and the Chief Risk Officers Forum (CRO Forum).

If you have any queries you can e-mail us at public.policy@aviva.com

