

Corporate Responsibility (CR) and Climate Change Business Standard



Effective: 1 January 2020

Group Standard Owner: William McDonald Title: Group Corporate Responsibility & Public Policy Director

Standard overview

This standard sets out the CR control objectives that businesses must comply with to ensure that Aviva remains a trusted, respected and sustainable insurer, making a real contribution to society.

This standard aims to support a positive and consistent approach to CR at a global level, helping Aviva to responsibly manage its impact in the environment and make a real contribution to the communities where Aviva operates.

This Standard is relevant to all employees.

Expected business outcomes

1. A positive, consistent, and measurable approach to CR at a global level.
2. Responsible management of our impact on the environment and respect for human rights.
3. A real contribution to the communities where Aviva operates, acting in accordance with our values.

Responsibility for implementation

It is the responsibility of business CEOs to ensure that their business operates in line with the objectives and controls set out in this standard. This includes any internally or externally outsourced activities.

Whilst authority may be delegated by the CEO, the CEO remains responsible and will be required to sign an annual declaration that with the exception of identified qualifications/weaknesses, the system of governance and internal control is effective.

Risks from the Common Operational Risk Register (CORR)

Controls or control objectives have been aligned with the CORR risks which they are expected to mitigate. Risk owners are accountable for the assessment of residual risk against tolerance, and therefore determine if further controls are required.

Mandatory Controls and Control objectives

The **orange box** contains an Aviva Global Control Objective. The white boxes contain the Global Controls. Both the control objectives and controls are mandatory. Text in the **blue box** indicates the risk(s) from the Common Operational Risk Register (CORR), with which the control objectives and controls are associated. Text in a **grey box** is advice or explanatory text.

CRE-O-01	Business must ensure that they respect human rights, as defined by the Universal Declaration of Human Rights and international human rights conventions.	
CRE-C-17	An appropriate person in the business must complete human rights due diligence checks at least every two years in Q2 and address any gaps identified.	ELR11
We have a group-wide Human Rights Policy which details the scope, issues, governance, reporting and grievance mechanism that support delivery of our commitment to human rights. https://www.aviva.com/responsible-sustainable-business/policies/		

CRE-O-03	Businesses must actively manage and seek to reduce their operational environmental impacts in line with Group targets and contribute to the Aviva Group remaining operationally carbon neutral.	
CRE-C-03	Business must set annual local targets for their environmental performance that support group targets.	ELR11
CRE-C-05	Businesses must contribute to the cost of purchasing carbon credits to offset unavoidable operational carbon emissions on a proportionate basis to the emissions generated.	ELR11
We have publicly reported Group-level targets, some of which are mandatory. The targets have been agreed at a Board level. These targets are: <ul style="list-style-type: none"> • Reduce operational (buildings and travel related) CO2 emissions by 5% on an annual basis, • Reduce operational CO2 emissions by 50% by 2020, and 70% by 2030 – using our restated 2010 baseline • Reduce water consumption by 4% on an annual basis • Reduce total waste by 4% on an annual basis • Increase proportion of waste recycled by 4% annually to a minimum of 80% of total waste produced. For further guidance on how to set local targets you can arrange a briefing on this subject by contacting Group CR.		

CRE-O-05	Businesses must ensure that appropriate due diligence is carried out and that approvals are obtained for all charitable partnerships and donations.	
CRE-C-07	A CR Manager or individual with responsibility for CR must approve any prospective charitable partnership or donation upon completion of due diligence <ol style="list-style-type: none"> Alignment with the overall CR strategy needs to be verified In the case of charitable partnerships, a draft charitable agreement needs to be drafted and including clear impact reporting requirements. 	ELR11
CRE-C-10	Donations must <ol style="list-style-type: none"> be always be paid directly into a charitable organisation's account. NOT Be made to individuals NOT Benefit a political organisation. NOT Benefit projects that favour or promotes any religious belief or where participants/beneficiaries are required to belong to a particular religion. NOT Be made to projects that do not fit within our CR Strategy. 	ELR11
An exception to this control is £/€plus or equivalent schemes where Aviva matches or tops up employees individual fundraising efforts. These schemes support employee efforts towards causes they care most about, which in some cases may not directly align to the Group CR Strategy.		

CRE-O-06	Businesses must accurately report the data required for Aviva plc's reporting on Corporate Responsibility.	
CRE-C-14	A HoF or above with responsibility for delivery of the CR agenda (or equivalent) must approve CR KPI data before it is reported to Group.	ELR11

CRE-O-07	Business must implement measures to manage risks associated with employee volunteering.	
CRE-C-18	Line managers must check that employees volunteering to work with children during working hours have agreed Aviva's child safeguarding guidance and code of conduct before completing their volunteering assignment.	EPSE01

“At a glance” summary of matters for escalation to Group

Matter for escalation	Escalation point
1. Application for exceptions and Non compliance with a control or control objective in this Standard	• Group CR Director

References to supporting material

The following business standards and documents relate to this Standard:

- Business ethics code.
- Child safeguarding guidance and code of conduct.
- Guidance on CR risk controls.
- Guidance and policy on Political donations.
- Aviva Human Rights Policy

Additional information

Guidance on:

- Scope of Aviva standards
- Non-compliance with a control or control objective in this standard
- Permanent modifications and exceptions
- Non-compliance