

Do I start open or closed?

Aviva Purpose film.

A year on since we launched our Purpose - With you today, for a better tomorrow - our people reflect on an extraordinary year.

So, these guys are one of the projects we've supported through our Aviva Community Fund.

This is what I was talking about – getting to know my team in new ways.

Seeing people's home life, I think, has brought us closer together.

We did the virtual Pride activities and that was amazing.

Based on one of the funds that we've just launched called the Sustainable Income and Growth Fund.

Am I proud of how Aviva has lived up to our purpose in 2020? Absolutely.

I think Aviva's purpose came to life in 2020.

The purpose really brings clarity.

A great example was it took us just two weeks to agree a £10m donation to the British Red Cross to support people who are being impacted by the Covid pandemic.

I've never seen us move that fast and I think the Purpose unlocked that.

We've just funded £400m to help with the construction of the Hornsea 1 offshore wind farm.

Now, that's going to generate electricity for a million people here in the UK.

So, we're clearly investing in something that's going to build a better tomorrow.

But it's also building better outcomes for our clients.

Aviva Stadium is a pillar stone in Irish society. During the pandemic, it transitioned into a COVID-19 testing centre.

We also lit the stadium up in the red and green colours of the Health Service Executive in support of our frontline workers during the pandemic, so I suppose it's seen as a beacon of hope for people in Ireland.

We celebrated Black History Month in October.

We had some fantastic activity; we had some education lessons, so we had an external teacher come in and teach from primary and secondary education – lessons specifically on black history, which we've never done before, and the engagement was fantastic.

The absolute highlight of our achievements this year was the way that our national claims team came together.

They virtually put a pandemic unit overnight to service our Covid claims.

We had 11,000 claims, we had hundreds of employees put up their hand to volunteer to do jobs they've never done before, to work together towards one common goal.

I never feel caught between what should we do for Aviva and what should we do for the customer because that felt like the same thing.

We respond really, really well in a crisis and we've got to bring that agility and pace and just coming together as a team and as a business into our 'business as usual'.

A line sticks out in my head, which is how we finished it, which is "ní neart go cur le cheile" in Irish which means there is no strength without unity. I think that kind of sums up everything, that everybody was going through at the time.

The benefit is clear just by how resilient people have been this year.

I think, because we had a clear purpose and because we had our company behind us, we pulled together.

We've all got a role to play in 2021.

I've been in Aviva for 16 years and I've never felt as positive about the future of the group as I do now.

If we've achieved what we've achieved in 2020, I'm excited for what's to come in 2021

With you today, for a better tomorrow.