

# Environmental, Social and Governance Data

| Retirement | Investments | Insurance | Health |



At Aviva we are committed to creating a bright and sustainable future and communicating this to our stakeholders.

As a demonstration of this, within the following pages you will find a summary of environmental, social and governance data from across Aviva's global operations. This brings together key metrics that can be found across our reporting suite, to give our investors the information that matters to them. The content supports information supplied on [www.aviva.com/social-purpose](http://www.aviva.com/social-purpose), including our Corporate Responsibility (CR) Summary and our 2017 CR KPIs, Assurance Statement and Reporting Criteria, as well as Aviva's 2017 Strategic Report, which can be found at [www.aviva.com/2017ar](http://www.aviva.com/2017ar)

## Our business is aligned with the United Nations Sustainable Development Goals (SDGs) agenda.

Elements of our work impact each of the SDGs, but we also focus our efforts on those which we believe align most closely with our strategic priorities. Within this document, we have also indicated where we believe specific SDGs align with the data supplied, although this is not exhaustive.



**READ MORE ABOUT SDGs ONLINE**

## 2017 highlights

Benefits and claims paid to customers

**£34.6bn**

Total community investment

**£11.9m**

Percentage reduction of CO<sub>2</sub>e emissions relative to our 2010 baseline

**53%**

## How we create value for society – overview

Metrics		2017	2016	2015
Operating profit <sup>1,†</sup>	AF	£3,068m	£3,010m	£2,688m
Total dividend per share	AF	27.4p	23.3p	20.8p
Tax paid	AF	£620m	£647m	£442m
Number of employees	AF	30,000	29,500	29,600
Number of customers		33m	33m	33m
Paid in benefits and claims to customers		£34.6bn	£34.4bn	£30.7bn
Total community investment	AS	£11.9m	£11.3m	£10.8m
Total beneficiaries of CR programmes		792,000	939,000	587,200
Low carbon investment (£ new investment signed in wind, solar, biomass and energy efficiency)		£528m	£450m	£347m
Percentage reduction of CO <sub>2</sub> e emissions relative to our 2010 baseline	AS	53%	46%	39%

2017 data marked with a **AS** has been subject to independent assurance. PwC's assurance statement can be found at [www.aviva.com/crkiandassurance2017](http://www.aviva.com/crkiandassurance2017). Aviva's CR reporting criteria can also be found in this document.

2017 data marked **AF** has been taken from the audited financial statements of Aviva plc. These statements and the audit report can be found from page 86 to page 228 of the Aviva Annual Report and Accounts 2017.

Unless otherwise stated, 2015 data includes Friends Life from the date of acquisition. Environmental KPIs include Friends Life data for the whole of 2015.

<sup>†</sup> This is an Alternative Performance Measure (APM) which provides useful information to enhance the understanding of financial performance. For further information please refer to the glossary on the Aviva website. All APMs are referenced using <sup>†</sup>.

<sup>1</sup> Group adjusted operating profit is a non-GAAP Alternative Performance Measure (APM) which is not bound by the requirements of IFRS.

## Financial

Metrics		2017	2016	2015
Operating profit <sup>†1</sup>	AF	£3,068m	£3,010m	£2,688m
Cash remittances <sup>‡</sup>		£2,398m	£1,805m	£1,507m
Value of new business: Adjusted SII basis <sup>‡</sup>		£1,243m	£992m	n/a
Combined operating ratio <sup>‡</sup>		96.6%	100.1%	95.0%
Operating expenses <sup>‡</sup>		£3,778m	£3,408m	£3,030m
Operating expense ratio <sup>‡</sup>		52.7%	50.5%	49.8%
Net asset value per share <sup>‡</sup>		423p	414p	390p
Operating earnings per share <sup>‡2</sup>		54.8p	51.1p	49.7p
Total staff costs	AF	£1,942m	£1,764m	£1,628m
Tax paid	AF	£620m	£647m	£442m
Total dividend per share	AF	27.4p	23.3p	20.8p

† This is an Alternative Performance Measure (APM) which provides useful information to enhance the understanding of financial performance. For further information please refer to the glossary on the Aviva website. All APMs are referenced using †.

1 Group adjusted operating profit is a non-GAAP Alternative Performance Measure (APM) which is not bound by the requirements of IFRS.

2 Net of tax, non-controlling interests, preference dividends, coupon payments in respect of the direct capital instrument (DCI) and tier 1 notes (net of tax). The calculation of earnings per share uses a weighted average of 4,041 million (2016: 4,051 million, 2015: 3,741 million) ordinary shares in issue, after deducting treasury shares.

## Suppliers



Metrics		2017	2016	2015
Percentage of managed supply that has agreed to the supplier Code of Behaviour	AS	81% <sup>1</sup>	57%	43%*
Percentage of managed supply that has been engaged on Corporate Responsibility during the term of their contract with Aviva	AS	88%	84%	99%*
Signatory of prompt payment code (UK)		Yes	Yes	Yes
Percentage of invoices paid within 30 days of submission (UK only)		89% <sup>2</sup>	73%	New indicator

\* Excludes Friends Life data.

1 For 2017, we included within our definition of agreed to 'abide by the Code of Behaviour' those suppliers that did not sign up to our Code but were able to evidence that they have at least an equivalent code of behaviour of their own.

2 2017 data calculated based on the latest guidelines of the Prompt Payment Code.

## Responsible investment

Metrics		2017	2016	2015
 Low carbon investment (£ new investment signed in wind, solar, biomass and energy efficiency)		£528m	£450m	£347m
Percentage of company meetings (AGMs and EGMs) at which Aviva Investors voted <sup>1</sup>		91.5%	91.8%	90.1%
 Number of stewardship engagements on strategic, environmental, social and/or governance (ESG) issues <sup>2</sup>		989	1,240	1,094

1 As a percentage of those companies we invest in with whom we have voting rights. When exercising our right to vote in company meetings, we are interested in the principles of good governance and how these are achieved in practice to promote the best long-term prospects for the companies in which we invest. Our approach is set out in detail in our UK Corporate Governance and Corporate Responsibility voting policy, which can be found at [www.avivainvestors.com/en-gb/institutional/about-us/responsible-investment.html](http://www.avivainvestors.com/en-gb/institutional/about-us/responsible-investment.html)

2 This includes a range of engagement activity undertaken by our Global Responsible Investment (GRI) team, fund managers and collaboratively with other investors. Engagement intensity ranges from a single letter to multiple meetings. Please contact [gri@avivainvestors.com](mailto:gri@avivainvestors.com) for further engagement details.

## Corporate governance

Metrics		2017	2016	2015
Percentage of employees who have read, understood and accepted the business ethics code	AS	99%	98%	98%
Malpractice issues reported through 'Right Call'		41	25	25
Number of malpractice cases prosecuted		0	0	New indicator

Aviva is a long-standing member of the FTSE4Good Index and the Dow Jones Sustainability Index (run in partnership with RobecoSAM).



FTSE4Good

### Performance indicators

88%





of managed supply has been engaged on CR during the term of their contract with Aviva

### Performance indicators

£528m

Low carbon investment (£ new investment signed in wind, solar, biomass and energy efficiency)

## Customers

Metrics	2017	2016	2015
Number of customers	33m	33m	33m
Paid in benefits and claims to customers	£34.6bn	£34.4bn	£30.7bn
Number of businesses that are at or above market average (Net Promoter Score <sup>1</sup> )	7 out of 10 <sup>1</sup>	9 out of 10	8 out of 10
Number of customer complaints per 1,000 policies (UK) Life/GI/Health	3.07 <sup>3</sup>	2.61 <sup>4</sup>	New indicator
Percentage of complaints resolved within eight weeks (UK) Life/GI/Health	93% <sup>3,5</sup>	92% <sup>4,5</sup>	89% <sup>6</sup>
 Number of propositions that include social inclusion considerations <sup>2</sup>	32	17	New indicator
 Percentage of markets offering socially inclusive propositions	64%	56%	New indicator
 Number of green or reduced carbon footprint propositions	20	16	New indicator
 Percentage of markets offering green or reduced carbon footprint propositions	66%	66%	New indicator

1 NPS<sup>®</sup> is our measure of customer advocacy and we use it to measure the likelihood of a customer recommending Aviva in ten of our markets. Our relationship NPS<sup>®</sup> survey shows three years of sustained high levels of customer advocacy, but this year's scores have marked a decline. We are working hard to boost customers loyalty by making things simple for customers and putting them in control, for example with the launch of our simplified home insurance proposition.

2 For a definition of this and a number of our other indicators, please see [www.aviva.com/CRreportingcriteria2017](http://www.aviva.com/CRreportingcriteria2017).

3 Taken from an average of H1 and H2 data.

4 Based on H2 data, reflecting changes in FCA reporting criteria.

5 Based on closed/decided complaints data.

6 Excludes Friends Life data.

### Percentage of claims paid to UK customers – 2016

# 96%

of UK claims paid out to our customers across motor, home, travel, protection and health insurance policies

99.8% – Personal motor

93.2% – Home

87.8% – Travel

98.9% – Life and terminal illness

92.3% – Critical illness

92.6% – Income protection







94% – Individual private medical insurance and group private medical insurance

95.4% – Group protection

Reasons for the 4% not paid include fraud, misunderstanding of the nature of the policy, and failure to disclose important information when taking the policy out.

For more details regarding this data, please see: [www.aviva.com/newsroom/news-releases/2017/12/aviva-uk-accepted-96-percent-of-claims-in-2016/](http://www.aviva.com/newsroom/news-releases/2017/12/aviva-uk-accepted-96-percent-of-claims-in-2016/)

## Our people

Metrics	2017	2016	2015
Number of employees 	30,000	29,500	29,600
Percentage of employees who rate Aviva favourably on engagement index	75%	74%	70%
Percentage of employees who believe Aviva is a good corporate citizen	88%	84%	80%
Percentage of employees who feel Aviva is a place where people from diverse background can succeed	84%	87%	76%
 Percentage of women on the Aviva board	25%	23%	16% <sup>2</sup>
 Percentage of women in senior management (including subsidiary boards) 	24%	22%	22%
Percentage of women on the Aviva Group Executive team	30%	New indicator	New indicator
 Percentage female employees at Aviva	51%	52%	52%
Mean/Median Gender Pay Gap (UK) <sup>1</sup>	28.5%/27.6%	New indicator	New indicator
Mean/Median Gender Bonus Gap (UK) <sup>1</sup>	57.2%/40.5%	New indicator	New indicator
Voluntary employee turnover	8.20%	9.2%	New indicator
Average employee tenure	10.2 years	10.8 years	New indicator
Inclusion in the UK Stonewall Top 100 Employers Index	Yes	Yes	Yes
Formal training days per FTE (UK&I)	2.8	2.8	2 <sup>3</sup>
 Accredited UK Living Wage employer	Yes	Yes	Yes

1 You can read our full gender pay report 2017 here: [www.aviva.com/about-us/uk-gender-pay-gap-report-2017/](http://www.aviva.com/about-us/uk-gender-pay-gap-report-2017/)

2 Claudia Arney was appointed to the Board on 8 February 2016.

3 Excludes Friends Life data.

### Performance indicators

# £34.6bn




claims and benefits paid to 33m customers globally

### Performance indicators

# 88%




of our people who believe that Aviva is a good corporate citizen

## Strengthening communities

Metrics	2017	2016	2015
Amount of community investment 	<b>£11.9m</b>	£11.3m	£10.8m
Number of employee hours spent volunteering	<b>48,400</b>	41,700	40,800
Percentage of employees volunteering <sup>1</sup>	<b>13%</b>	13%	9%
 Total number of local community projects supported	<b>2,400</b>	1,600	700
 Total beneficiaries of CR programmes	<b>792,000<sup>2</sup></b>	939,000	587,200
Donations made by employees and customers	<b>£2.0m</b>	£2.3m	£1.8m

















- 1 We have restated figures reported since 2015 to include the total number of employees rather than the full time equivalent (FTE) number quoted in the annual report and accounts.
- 2 Year by year beneficiary numbers fluctuate depending on the different types and phasing of community investment projects. This is why we state a 2020 target of 2.5 million, which we remain on track to beat.

## Human rights

Metrics	2017	2016	2015
 Number of human rights concerns reported through Right Call	<b>0</b>	0	New indicator
 Human rights due diligence assessments completed (Yes or No)	<b>Yes</b>	Yes	New indicator
 Number of engagements where Aviva Investors has raised specific human rights issues <sup>1</sup>	<b>65</b>	34	New indicator

- 1 Human rights engagements cover a multitude of topics including child labour, working conditions, minority rights and indigenous peoples' rights. For the year under review we have engaged primarily with companies in the extractive sector and palm oil producers.

## Environment

Metrics	2017	2016	2015
 Percentage reduction of CO <sub>2</sub> e relative to our 2010 baseline 	<b>53%</b>	46%	39%
 CO <sub>2</sub> e emissions (tonnes) – absolute	<b>68,500</b>	79,410	88,698
 CO <sub>2</sub> e emissions (tonnes) – relative <sup>1</sup>	<b>68,500</b>	74,483	n/a
 Percentage of CO <sub>2</sub> e emissions from our operations offset annually 	<b>100%</b>	100%	100%
 Water consumption (m <sup>3</sup> ) – absolute 	<b>343,621</b>	373,402	449,913
 Waste generated (tonnes) – absolute 	<b>4,575</b>	4,431 <sup>2</sup>	5,821
 Recycling rate	<b>72%</b>	80%	80%
 Waste to landfill (tonnes)	<b>441</b>	635	2,408
 Paper used (tonnes)	<b>4,136</b>	2,674	2,766
 Total energy used (MWh)	<b>159,051</b>	183,263	195,923
 Total electricity used/Carbon Disclosure Project (CPD) electricity use (MWh)	<b>101,247</b>	118,192	124,600
 Electricity from renewable sources	<b>61%</b>	61%	62%
Scope 1 GHG emissions globally (tonnes)	<b>17,915</b>	19,210	19,112
Scope 2 GHG emissions globally (tonnes)	<b>31,280</b>	41,008	49,595
Scope 3 GHG emissions globally (tonnes)	<b>19,305</b>	19,193	19,991
Business mileage (road) (millions kms)	<b>40.56</b>	37.04	37.04
Business mileage (air) (millions kms)	<b>63.92</b>	62.29	56.51
Business mileage (rail) (millions kms)	<b>28.56</b>	32.17	29.64

Environmental data covers 100% of Aviva staff including 100% of joint ventures. In 2017 this was 42,431 employees.

- 1 Changes to annual electricity emission factors is at 6.2% – our reporting criteria states that if this is above 5% we restate for a relative comparison. Absolute figures have not been affected.
- 2 We have restated our 2016 waste figures to account for an overstatement in one market and an understatement in another market. We identified such instances through a further review of the data reported. Before this restatement, the 2016 figure was 4,994.

### Performance indicators

**2,400**

local community projects supported

### Sustainability rankings



Ranked among the top 6% of asset owners in the world in relation to managing climate risk



ClimateWise – We were ranked 3rd, our ClimateWise score for 2017 was 77%

**RE 100**

