

Aviva's Sustainability KPIs and Limited Assurance Statement 2020

This document outlines Aviva's sustainability KPIs to provide investors and stakeholders with a clear overview of Aviva's position and activity across sustainability issues. More detailed information on specific subjects and further data can be found in related documents. For example:

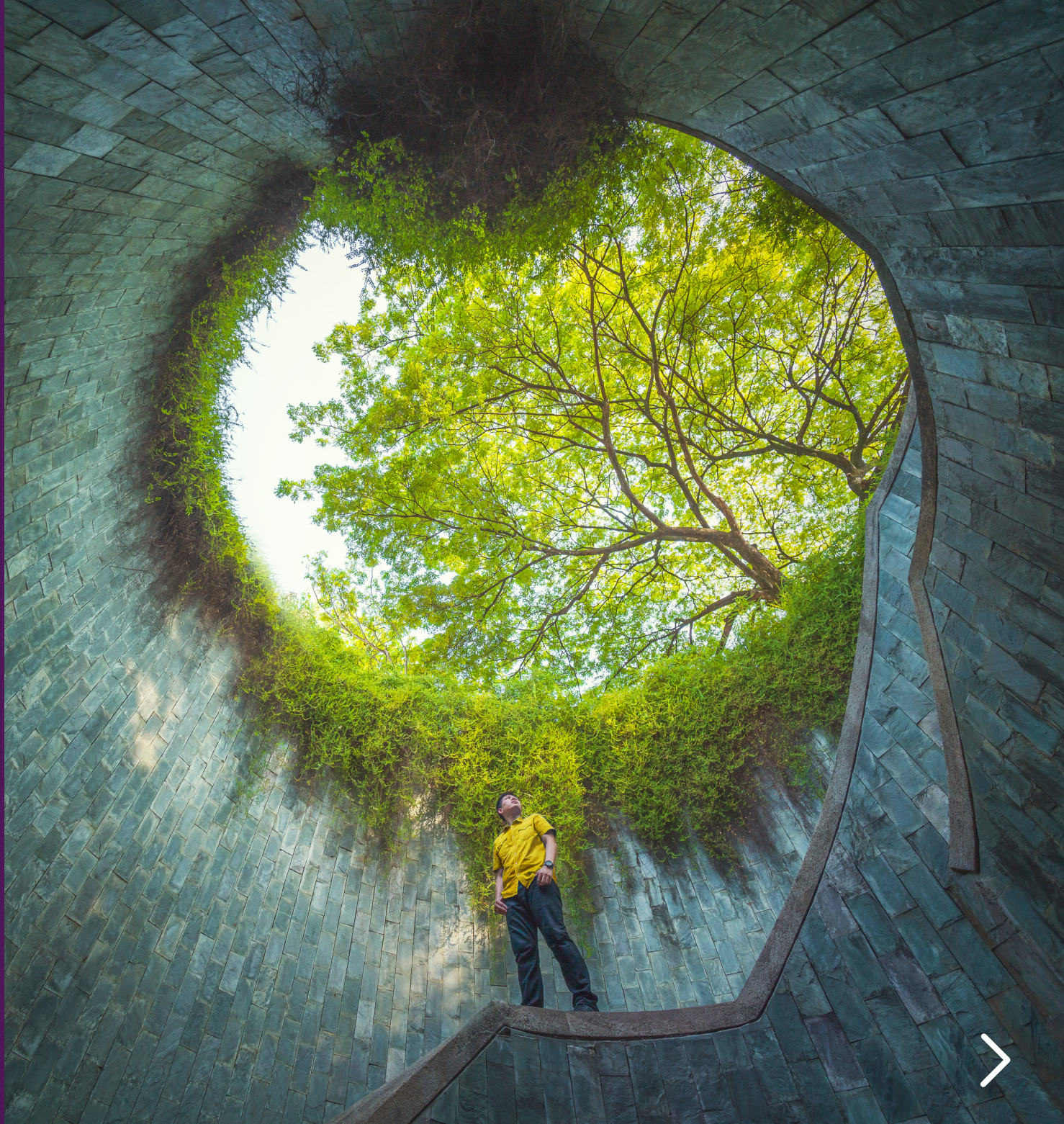
For a summary of our sustainability approach and further indicators, please read our Sustainability Summary [here](#)

For a broader and more detailed look at Aviva's corporate strategy, see our Annual Report and Accounts 2020 at www.aviva.com/reports

For our full list of climate disclosures strategy, see our Climate-related Financial Disclosure at www.aviva.com/TCFD

For more detail about our sustainability activity, see our website at www.aviva.com/sustainability

At the end of this document is PwC's limited assurance statement and our reporting criteria can be found at www.aviva.com/sustainabilityreportingcriteria2020



Data: Climate action

Key



Data marked has been subject to independent assurance. PwC's assurance statement can be found on pages 5-7 of this document. Aviva's reporting criteria can also be found [here](#)

KPIs		2020	2019	2018	Change between '19 and '20	2020 target	Met target	2021 target	Notes
£ investment in green assets		£11.7bn	£6.0bn	New KPI	N/A	N/A	N/A	N/A	
Annual percentage reduction rate in carbon intensity of Aviva's shareholder investment portfolio (equity and credit)		-9%	-12%	-12%	-9%	N/A	N/A		By 2025, we will cut the carbon intensity of our investments by 25% and by 2030, we will cut carbon intensity by 60%, using a 2019 baseline
% reduction of CO ₂ e relative to our 2010 baseline	AS	76%	66%	60%	10pp	70% reduction by 2030	Y	5pp reduction in 2021 and Net Zero by 2030	
CO ₂ e emissions (tonnes) – absolute	AS	34,664	50,175	58,949	-31%	Reduce by 5%	Y	5pp reduction in 2021 and Net Zero by 2030	
CO ₂ e emissions (tonnes) – relative	AS	34,664	50,175	58,949	-31%	Reduce by 5%	Y	5pp reduction in 2021 and Net Zero by 2030	
% of CO ₂ e emissions from our operations offset annually	AS	100%	100%	100%	–	100%	Y	100%	
Scope 1 GHG emissions globally (tonnes)	AS	11,749	14,207	16,198	-17%	N/A	N/A	Net Zero by 2030	
Scope 2 GHG emissions globally (tonnes)	AS	17,834	21,340	25,012	-16%	N/A	N/A	Net Zero by 2030	
Scope 3 GHG emissions globally (tonnes)	AS	5,081	14,628	17,739	-65%	N/A	N/A	Scope 3 operational emissions Net Zero by 2030*	
% of markets offering green or reduced carbon propositions		100%	N/A	N/A	N/A	N/A	N/A	100%	

Notes:

Scope 1: natural gas, fugitive emissions (leakage of gases from air conditioning and refrigeration systems), oil, and company-owned cars

Scope 2: electricity

Scope 3: business travel and grey fleet (private cars used for business), waste and water

*Remaining Scope 3 emissions Net Zero by 2040 – please see www.aviva.com/climate-goals for more details.

Data: Stronger communities

Key



Data marked has been subject to independent assurance. PwC's assurance statement can be found on pages 5-7 of this document. Aviva's reporting criteria can also be found [here](#)

KPIs		2020	2019	2018	Change between '19 & '20	2020 target	Met target	2021 target	Notes
Amount of community investment (£) – including value of skills	AS	£54.5m	£16.0m	£17.6m	241%	Maintain and improve	Y	Average of 2% of pre-tax profits of core markets between 2021 and 2025	
Number of employee hours spent volunteering		29,200	68,200	57,500	-57%	Maintain and improve	N	Double the average hours of volunteering used per person by 2025	
% of employees volunteering		11%	33%	19%	(22pp)	Maintain and improve	N		
Number of beneficiaries of CR programmes		5.1m	1.2m	1.5m	76%	–	–	–	
Number of people made more resilient		3.4m	New KPI	New KPI	N/A	N/A	N/A	10 million people made more resilient, cumulative between 2020-2025	
% of markets offering propositions with social inclusion considerations		100%	N/A	N/A	N/A	N/A	N/A	100%	

Data: Acting sustainably

Key



Data marked has been subject to independent assurance. PwC's assurance statement can be found on pages 5-7 of this document. Aviva's reporting criteria can also be found [here](#)

KPIs		2020	2019	2018	Change between '19 & '20	2020 target	Met target	2021 target	Notes
% of employees who have read, understood and accepted the business ethics code	AS	99%	99%	99%	–	100%	N	100%	
% of women in senior management		32%	31%	31%	1pp	30% by 2030	Y	Maintain or improve	
% of customers covered by Aviva Data Governance, Data Privacy and Business Protection Standard		100%	New KPI	New KPI	N/A	N/A	N/A	100%	
% of registered suppliers that have agreed to the Supplier Codes of Behaviour		99%	98%	N/A	1pp	Maintain current performance	Y	Maintain current performance	
% of markets which have completed a human rights due diligence review		100%	New KPI	New KPI	N/A	N/A	N/A	Maintain current performance	
% of Board members who have had training on ESG issues		100%	New KPI	New KPI	N/A	N/A	N/A	100%	
Number of businesses that are at or above market average NPS®		7/7	7/9	8/9	Static number of businesses at or above market average	N/A	N/A	Maintain and improve	



Independent Limited Assurance Report to the Directors of Aviva plc

The Board of Directors of Aviva plc (“Aviva”) engaged us to provide limited assurance on the information described below and set out in the Sustainability Summary Report and Annual Report and Accounts for the year ended 31 December 2020.


Our conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Information for the year ended 31 December 2020 has not been prepared, in all material respects, in accordance with the Reporting Criteria.

This conclusion is to be read in the context of what we say in the remainder of our report.

Selected Information

Corporate Responsibility KPIs

The scope of our work was limited to assurance over the information marked with the symbol  as found on pages 2, 3 and 4 in this document. in Aviva’s Sustainability Summary Report and as listed below.

The Reporting Criteria against which it was assessed can be found in the Corporate Responsibility section of the Aviva website, together with the Sustainability Summary Report for the year ended 31 December 2020.

1. % of employees who have read, understood, and accepted the Business Ethics Code annually
2. % of CO2e emissions from our operations offset annually
3. % reduction of CO2e relative to our 2010 baseline
4. CO2e emissions (tonnes) – absolute
5. CO2e emissions (tonnes) – relative
6. Amount of community investment, £

Streamlined Energy and Carbon Reporting (SECR)

The scope of our work was limited to assurance over the following items included in the Streamlined Energy and Carbon Reporting (SECR) table on page 56 of the Aviva plc Annual Report and Accounts and on page 13 of the Sustainability Summary Report for the year ended 31 December 2020.

The Reporting Criteria¹ against which it was assessed can be found in the Corporate Responsibility section of the Aviva website.

1. Scope 1 Emissions (tCO2e) – Total and UK
2. Scope 2 location-based emissions (tCO2e) – Total and UK
3. Scope 3 emissions (tCO2e) – Total and UK
4. Carbon offsets (tCO2e) – Total and UK
5. Energy consumption (MWh) – Total and UK
6. Scope 2 market-based emissions (tCO2e) – Total and UK
7. Intensity ratios – Total and UK:
 - a. Scopes 1 & 2 location-based emissions (tCO2e) / £ million Gross Written Premiums (GWP)
 - b. Total location-based emissions (tCO2e) / £ million GWP
 - c. Total location-based emissions (tCO2e) / employee

Professional standards applied and level of assurance

We performed a limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised) 'Assurance Engagements other than Audits or Reviews of Historical Financial Information' and, in respect of the greenhouse gas emissions, in accordance with International Standard on Assurance Engagements 3410 'Assurance engagements on greenhouse gas statements', issued by the International Auditing and Assurance Standards Board. The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Our independence and quality control

We complied with the Institute of Chartered Accountants in England and Wales (ICAEW) Code of Ethics, which includes independence and other requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour, and which is at least as demanding as Parts 1, 3 and 4B of the IESBA Code of Ethics.

We apply International Standard on Quality Control (UK) 1 and accordingly maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our work was carried out by an independent team with experience in sustainability reporting and assurance.

Understanding reporting and measurement methodologies

The Selected Information needs to be read and understood together with the Reporting Criteria, which Aviva is solely responsible for selecting and applying. The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measurement techniques and can affect comparability between entities and over time. The Reporting Criteria used for the reporting of the Selected Information are as at 31 December 2020.

Work done

We are required to plan and perform our work in order to consider the risk of material misstatement of the Selected Information. In doing so, we:

- made enquiries of Aviva's management, including the Corporate Responsibility (CR) team and those with responsibility for sustainability management and group sustainability reporting;
- evaluated the design of the key structures, systems, processes and controls for managing, recording and reporting the Selected Information. This included performing remote walkthroughs in six out of 14 markets, selected on the basis of their inherent risk and materiality to the group, to understand the key processes and controls for reporting site performance data to the Group CR team;
- performed limited substantive testing on a selective basis of the Selected Information at corporate head office to check that data had been appropriately measured, recorded, collated and reported; and
- considered the disclosure and presentation of the Selected Information.

Aviva's responsibilities

The Directors of Aviva are responsible for:

- designing, implementing and maintaining internal controls over information relevant to the preparation of the Selected Information that is free from material misstatement, whether due to fraud or error;
- establishing objective Reporting Criteria for preparing the Selected Information;
- measuring and reporting the Selected Information based on the Reporting Criteria; and
- the content of the Sustainability Summary Report and the Annual Report and Accounts for the year ended 31 December 2020.

Our responsibilities

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the Selected Information is free from material misstatement, whether due to fraud or error;
- forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and
- reporting our conclusion to the Directors of Aviva.

This report, including our conclusions, has been prepared solely for the Board of Directors of Aviva in accordance with the agreement between us dated 4 December 2020, in order to assist the Directors in reporting Aviva's corporate responsibility performance and activities. We permit this report to be disclosed on the Corporate Responsibility section of the Aviva website for the year ended 31 December 2020, to assist the Directors in responding to their governance responsibilities by obtaining an independent assurance report in connection with the Selected Information. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Board of Directors and Aviva for our work or this report except where terms are expressly agreed between us in writing.

PricewaterhouseCoopers LLP, Chartered Accountants, London
3 March 2021

¹The maintenance and integrity of Aviva's website is the responsibility of the Directors; the work carried out by us does not involve consideration of these matters and, accordingly, we accept no responsibility for any changes that may have occurred to the reported Selected Information or Reporting Criteria when presented on Aviva's website.

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Prudential Regulation Authority.

