Reporting Criteria

Aviva plc
Reporting Suite 2023

It all starts with our customers

Make the most out of life, plan for the future. Have the confidence that if things go wrong, we'll be there to help put them right.

It takes Aviva.

Our reporting approach

The content of this document is focused on the requirements of our stakeholders, relevant regulations and sustainability rating and benchmarking providers. It focuses on the concepts and key performance indicators (KPIs) that reflect our most material climate and sustainability-related issues.

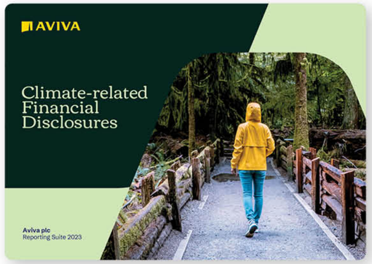
We believe clearly stated ambitions and performance information are essential for enhancing the quality, reliability and comparability of climate and sustainability reporting. We are committed to reporting data to improve our disclosures for internal decision-making and disclosing meaningful data for our external stakeholders. As an investor, we also rely on this type of information from others to inform our investment and underwriting strategies and support our disclosures. As part of this commitment, this document covers material frameworks and methodologies which we consider important in terms of communicating our approach to calculating our KPIs and other metrics.

Climate metrics include current estimates of emissions and climate change and forward looking metrics such as ambitions, targets, climate scenarios and climate projections and forecasts. See the Cautionary statements section for the challenges and limitations related to measurement of emissions to determine the impact of climate change on Aviva.

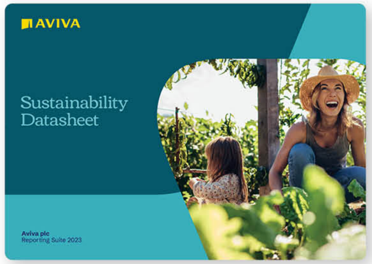
Our reporting suite

This report forms part of our reporting suite.

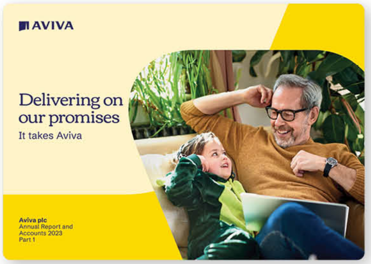
Find out more on www.aviva.com



Climate-related Financial Disclosure 2023
Our report in compliance with the Taskforce for Climate-related Financial Disclosure (TCFD).



Sustainability Datasheet 2023
All sustainability metrics are included in our datasheet.



Annual Report and Accounts 2023
Our report on our Group's strategy, governance and performance in 2023. Including our financial statements.

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Foreword

This sustainability reporting criteria document sets out the principles, definitions, scope and calculation methods used to report the Group's Key Performance Indicators (KPIs) and selected data points subject to assurance by PwC (collectively referred to as 'Sustainability metrics'). These metrics are reported in the Strategic Report within the Annual Report and Accounts, in our Climate-related Financial Disclosure (TCFD Report) and in our supplementary Sustainability Datasheet.

The Group's 2023 Reporting Criteria was approved by the Board on 6 March 2024.

Note on materiality

Our public disclosures, including our climate-related financial disclosures, include a range of topics that we believe are relevant to our businesses and that are of interest to investors and other stakeholders. For the purposes of complying with our annual and half-yearly disclosure obligations in the United Kingdom we apply materiality based on the applicable standards governing public reporting in the United Kingdom, including consideration of our interactions with our stakeholders, society, the economy and the natural environment throughout our value chain.

In our climate-related disclosures and our other non-financial disclosures, we have been guided by the same approach to materiality, to which we have applied additional consideration of short-term, medium-term and longer-term time frames reflecting the time horizon of our climate goals, alongside broader considerations, including but not limited to, the nature of the disclosure, metric and the level of estimation involved.

These timeframes are longer than those time frames customarily used in some of our other disclosures, including our annual and interim financial reports submitted to the London Stock Exchange ("LSE") in the United Kingdom. This approach to materiality means that this document and many of our climate-related financial disclosures, including with respect to climate-related risks and opportunities includes certain information that we have not included in our LSE filings. Statements made in this document and in our climate and other non-financial disclosures use a greater number and level of assumptions and estimates than many of our LSE filings. These assumptions and estimates are subject to change, particularly when projected over the longer time frames used.

In applying materiality we take a holistic view taking into account both quantitative and qualitative factors when determining the information that is important in communicating our sustainability and climate strategic ambitions to stakeholders.

In addition, our Net Zero transition strategy and plan remain under development within an uncertain external environment and the data underlying these and market practice in relation to such disclosures will evolve over time. As a result, we expect that certain disclosures made in this report are likely to be amended, updated, recalculated and re-presented in the future.

Assurance approach

Aviva plc appointed PwC to provide independent assurance over certain sustainability metrics. The assurance engagement was planned and performed 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 assurance report was issued and is included in the Independent Assurance section of this reporting criteria. This report includes further details on the scope, respective responsibilities, work performed, limitations and conclusions.

A glossary explaining key climate-related terms used in this document is available on: **www.aviva.com/climate-goals-glossary**

Reporting criteria for sustainability key performance indicators for the year 2023

Introduction

This sustainability reporting criteria document sets out the principles, definitions, scope and calculation methods used to report the Group's Key Performance Indicators (KPIs) and selected data points subject to assurance by PwC (collectively referred to as 'Sustainability metrics'), in the Strategic Report within the Annual Report and Accounts and in our Climate-related Financial Disclosure (TCFD) and supplementary Sustainability Datasheet.

Any references to Notes within this reporting criteria document relate to our Climate-related Financial Disclosure.

Aviva Group's management is responsible for having appropriate controls and procedures in place to prepare the Group's sustainability reporting in line with, in all material respects, these reporting criteria. The sustainability data reported is aligned with the Group's financial reporting period for the year ended 31 December 2023.

General reporting principles

In preparing these reporting criteria, we have considered the following principles:

- We report data on topics relevant to our sustainability ambition;
- Data is as accurate and complete as practical and feasible;
- Assumptions or estimations are used where actual data is unavailable or unreliable; and
- Consistent boundaries and methodologies are used wherever possible to allow comparison over time and across different businesses.

In order to compare our metrics on a relative, or like for like basis, we consider any change in structure of the business and restate comparative data for material acquisitions or divestment which have occurred during the year where appropriate. Details of specific changes to comparative information in the year are provided in Note 1 of the Climate-related Financial Disclosure Report, or via explanatory footnotes within this document where relating to non-climate metrics.

We will exclude data and where necessary restate or re-present data from previous years when:

- Material inaccuracies are identified in the data provided by external sources;
- There is a material change in data coverage or quality; and
- There is a material change in the definition or scope of a metric.

Frameworks and standards

We report in accordance with the UK Government's streamlined energy and carbon reporting initiative (SECR) requirements. Our reporting table is published in the 'Climate-related Financial Disclosures' section of the Annual Report and Accounts.

We report our greenhouse gas (GHG) emissions with reference to the Greenhouse Gas Protocol.

We report in accordance with the Taskforce on Climate-related Financial Disclosures. Climate-related disclosures are embedded within the Strategic Report of our Annual Report and Accounts, with further granular detail included within our Climate-related Financial Disclosures report. We also report in line with the ClimateWise Principles.

We have considered the Global Reporting Initiative (GRI) framework and the Sustainability Accounting Standards Board (SASB) Standards in the preparation of our Sustainability-related reporting. In June 2023, the climate-related content in the SASB Standards was amended to align with the industry-based guidance accompanying IFRS S2 *Climate-related Disclosures*. As the climate-related updates to the SASB standards which have been incorporated into IFRS S2 remain subject to UK endorsement at the time of reporting, we have continued to map our disclosures to the previous version (2018-10) of the relevant SASB standards within the Sustainability datasheet.

As the landscape evolves, we will continue to enhance our sustainability reporting.

Reporting criteria for sustainability key performance indicators for the year 2023

Organisational boundaries for sustainability reporting

Sustainability reporting covers Aviva plc and its subsidiaries. Our share of joint ventures and associates are treated as investments where Aviva does not have operational control. Unless otherwise stated all figures in our report cover the period from 1 January to 31 December 2023.

Where Sustainability metrics are stated at a point in time, only businesses controlled by the Group at the year end are included for those metrics.

Where material, comparative information is re-presented to reflect changes in the Group's reporting perimeter as a result of acquisitions and disposals of subsidiaries, joint ventures and associates.

We use a baseline year for Aviva's emissions reduction ambitions. Any material impact on the baseline or reported progress against targets as a result of acquisitions or disposals will be clearly presented in a manner which avoids distortion of progress against our ambitions.

Currency

Any currency figures mentioned in our reporting are in pounds sterling (£), unless otherwise stated.

Employees

Unless otherwise stated, for the purposes of this document the term employee includes:

- Permanent full and part time staff; and
- Temporary staff and contractors employed directly by Aviva.

The number of employees used to calculate CO_2e per employee is the total number of employees rather than the full time equivalent (FTE) number quoted in the Annual Report and Accounts. The total employees' figure should be used for any per employee environmental impact intensity calculations made.

Climate Action - Operational emissions

Data sources

The environmental data is collected and aggregated to provide a Group-wide position based on a combination of actual, extrapolated and estimated data, depending on the type of data and the market the data comes from. Data is sourced from invoices, supplier reports and expenses systems. Emissions sources and data sources are as follows:

- Purchased Electricity: invoices, supplier reports, in-market extrapolation and extrapolation over time periods due to invoicing arrangement;
- On-site Renewable Electricity: invoices, supplier reports, in-market extrapolation and extrapolation over time periods due to invoicing arrangement;
- Gas: invoices, supplier reports, in-market extrapolation over time periods due to invoicing arrangement;
- Oil: invoices;
- Fugitive emissions from air-conditioning: based on invoices from the provision of top up gases;
- Municipal heating and cooling: invoices, contracts and landlord declarations;
- Air travel: supplier reports, invoices, extrapolation from expenses systems;
- Rail: supplier reports;
- Grey fleet (employee-owned vehicles used for business purposes): expenses system;
- Company car: expenses system, fuel cards and invoices;
- Hire car: supplier reports;
- Water consumption: invoices, supplier reports, extrapolation over time periods and on an FTE and m^3 basis; and
- Waste: supplier reports, invoices and extrapolation over time periods.

We use third party invoices where possible, to promote data accuracy and consistency and only use proxy data or extrapolate in the absence of invoices.

The availability and quality of data from individual data points varies from country to country. The focus of data collection is primarily from sources generating carbon dioxide emissions or equivalents.

CO_2e emissions

All emissions data from energy, travel, air conditioning, water consumption and treatment and waste to landfill is measured in carbon dioxide equivalent (CO_2e) unless otherwise stated.

Except for overseas electricity, we use the Department for Energy Security and Net Zero (DESNZ) latest factors, that are annually revised, for emissions factors. Further information on conversion factors is available at: **https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2023**

For overseas electricity we used International Energy Agency (IEA) conversion factors from the 2023 publication.

Electricity related CO_2e factors change more frequently than other CO_2e emission factors. However, we will not restate our prior year carbon data due to variations in the electricity carbon conversion factors, unless the impact is assessed as material.

Our priority is to purchase renewable electricity from certified sources, but where this is not possible, we purchase Energy Certificates matching consumption from renewable power generations (i.e. wind, solar, hydro).

Environmental breaches

We report on any breaches in local environmental regulations that occur from Aviva's operations. No environmental breaches have been reported during 2023.

Operational emissions

% reduction in absolute Scope 1 and 2 (market based) emissions from 2019 base year

Definition	Percentage reductions in absolute Scope 1 and 2 (market based) emissions from 2019 base year.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions'.
Units	Percentage.
Calculation and reporting method	$$\text{Reduction in Scope 1 and 2 (market based) operational emissions} = \frac{\text{(Total of Scope 1 and 2 (market based) emissions in the reporting period} - \text{Total of Scope 1 and 2 (market based) emissions in the base year)}}{\text{Total of Scope 1 and 2 (market based emissions) in the base year}}\ \%$$
	Data on Scope 1 and 2 operational emissions are calculated based on the method highlighted in metric description provided in the operational emissions note of this report. Aviva's total annual CO_2e emissions are calculated for the year ended 31 December 2023. The emissions figure is then compared against our 2019 baseline and to our previous year. The difference between the baseline and the annual figure is expressed as a percentage difference.
Source	The Group's operational environmental reporting system.

% reduction in Scope 1 and 2 (market based) operational emissions per annum

Definition	The metric calculates the percentage reduction in operational Scope 1 and 2 (market based) emissions in the current reporting period against the prior year data.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions'.
Units	Percentage.
Calculation and reporting method	$$\text{Reduction in Scope 1 and 2 (market based) operational emissions} = \frac{\text{(Total of Scope 1 and 2 (market based) emissions in the reporting period} - \text{Total of Scope 1 and 2 (market based) emissions in the previous year)}}{\text{Total of Scope 1 and 2 (market based) emissions in the previous year}}\ \%$$
	Data on Scope 1 and 2 (market based) operational emissions are calculated based on the method highlighted in the metric description provided in the operational emissions note of this report. The previous year's data is as reported in the prior year unless otherwise stated.
Source	The Group's operational environmental reporting system.

Operational emissions

Operational Scope 1 emissions

Definition	The total quantity of direct GHG emissions from Aviva's operations (Scope 1). Scope 1 covers operational emissions from owned sources. This includes natural gas, oil (diesel oil), company car mileage and fugitive emissions from air-conditioning.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions'.
Units	Tonnes CO_2e (tCO_2e)
Calculation and reporting method	**Combustion of fuel** Natural gas and oil (diesel oil) are the two primary fuels which are used in Aviva's operations. Natural gas is used for heating and cooling our offices and oil (diesel oil) is primarily used in back-up generators. In the UK and Ireland, natural gas consumption data is provided directly from the supplier, except for a few small offices where data is provided by the landlord via a service charge. For other markets, including Canada, data is provided by landlords, including municipal heating and cooling. Where actual data is not available, usually for December measurements due to timing of reporting, data is extrapolated based upon historical consumption figures. Data on oil (diesel oil) usage in the UK, Ireland and India are provided by our service partners who undertake regular checks and provide consumption reports. **Company owned vehicles** Company car (yellow fleet) business mileage is calculated from the expenses system, fuel cards and invoices. The data received is then multiplied with the Department for Energy Security and Net Zero (DESNZ) or International Energy Agency (IEA) emission factors to estimate carbon emissions from company owned vehicles. **Fugitive emissions** Fugitive emission data in the UK and Ireland are provided from supplier reports by our service partners, who undertake regular checks of the air-conditioning units and measure for any leaks. In other markets, where available, this is provided by landlords.
Source	The Group's operational environmental reporting system.

Operational emissions

Operational Scope 2 emissions

Definition	The total quantity of indirect GHG emissions from purchased energy (Scope 2). Scope 2 emissions cover emissions generated from the electricity used in all the buildings the Group operates, as calculated by the location-based and market-based methodology. **Location based** Operational emissions from non-owned sources (e.g. power plants) using an average emissions intensity for the grids on which energy consumption occurs. This includes purchased electricity, municipal heating and cooling. **Market based** Operational emissions where we have contractual arrangements for renewable electricity, e.g. through Aviva's own on-site generation, certified renewable electricity through a supplier tariff or the separate purchase of renewable energy guarantees of origin (REGOs) or market equivalent, or consumed renewable heat or transport certified through a Government scheme.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions'.
Units	Tonnes CO_2e (tCO_2e)
Calculation and reporting method	In the UK and Ireland, electricity purchased data is provided directly from the supplier, except for a few small offices where data is provided by the landlord via a service charge. For other businesses, including Canada, data is provided by landlords. In India, a small number of office electricity consumption is extrapolated based upon the unit price of a kWh. Where actual data is not available, usually for December measurements due to timing of reporting, data is extrapolated based upon historical consumption figures. **Location based reporting** As per Scope 2 guidance of GHG protocol, the total electricity purchased data is multiplied by the average grid factor from respective country's government database of electricity generation for the reporting period. **Market based reporting** Purchased electricity that we have purposely chosen which is classed as zero carbon, including on-site generation, green tariffs that can be matched to 100% renewable generation, or through purchasing of energy certificates (e.g. renewables obligation certificates (ROC)/REGOs/renewable energy certificates (REC) etc.) is excluded from total electricity. The remainder is multiplied by the average grid factor from respective country's government database of electricity generation for the reporting period.
Source	The Group's operational environmental reporting system.

Operational emissions

Operational Scope 3 emissions

Definition	The total quantity of indirect operational emissions (not included in Scope 1 and Scope 2) that occur in the value chain including both upstream and downstream emissions (Scope 3). Operational Scope 3 emissions cover operational emissions from business travel (air, rail, grey fleet and rental cars), water, waste, electricity transmission and distribution and homeworking.
Scope	This is reported for the period 1 January – 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions', except for homeworking. Scope 3 home working emissions are calculated for the Group's businesses only (UK, Ireland and Canada).
Units	Tonnes CO_2e (tCO_2e)
Calculation and reporting method	**Business travel** For business travel made via air, rail and hired cars the total distance travelled data is procured from corporate travel management providers on a quarterly basis. The distance travelled for business travel in privately owned vehicles is calculated from the Group's expense systems which reimburse colleagues on a cost per kilometres (km) travelled basis. Travel is measured or converted into km. Air travel is calculated based upon class of service (first, business, economy) and appropriate emission factors are applied to each class. **Water and waste** The data on water consumption in the UK and Ireland is provided directly from our suppliers. In other businesses, data is provided by the landlords. The data on waste generation is provided by our service partners in the UK and Ireland and by landlords in other locations. Water is measured in m^3 and waste is measured in metric tonnes. Emissions factors published by the Department for Energy Security and Net Zero (DESNZ) are applied to total water and waste to estimate CO_2e emissions. **Electricity transmission and distribution** Electricity transmission and distribution (T&D) is the energy it takes to transfer electricity from generator to end-user, measured in kWh and converted to CO_2e. **Homeworking** Emissions from homeworking are calculated using government published emissions factors (DESNZ) multiplied by headcount and office non-occupancy rates. Homeworking emissions are not currently within the scope of external assurance and are not reported within our Streamline Energy and Carbon Reporting table (SECR), but we count in our emissions totals for which we purchase carbon credits to offset.
Source	The Group's operational environmental reporting system.

Operational emissions

% of CO_2e emissions from Aviva's operations offset annually/carbon offsets (tonnes - CO_2e)

Definition	Operational CO_2e emissions offset from Aviva's operations through the purchase of Gold Standard, Voluntary Carbon Scheme and Carbon Emission Reduction carbon credits from energy efficiency, clean water provision and renewable energy generation projects from the voluntary carbon market.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions'.
Units	Percentage / Tonnes CO_2e (tCO_2e)
Calculation and reporting method	We purchase voluntary emission reductions certified to the Gold Standard, Verified Carbon Standard and Certified Emission Reduction Standard. The carbon credits are delivered from community-based energy efficiency, clean water provision and renewable energy generation projects in developing countries via the voluntary carbon market. Once issued and purchased, the credits are retired to the respective carbon registry, so they cannot be used or sold again. Aviva sources carbon credits from International Carbon Reduction and Offset Alliance (ICROA) accredited companies. In our reporting, there is an estimation in the volume of credits required in the final period of the year. Therefore, our reporting of this metric may include offsets that have been purchased and that Aviva has committed to retire at the reporting date, by communication to the broker. $$\text{Percentage of carbon offset achieved} = \frac{\text{Total number of credits purchased}}{\text{Total quantity of operational Scope 1, Scope 2 and Scope 3 emissions}} \%$$
Source	The Group's operational environmental reporting system.

Scope 1 and Scope 2 - location-based emissions (tCO_2e)/ £m Total income[1]

Definition	GHG intensity calculated as total quantity of Scope 1 and Scope 2 (location-based) emissions per £m Total income. Total income represents the sum of *Insurance revenue* and *Fee and commission income* as per the Consolidated Income Statement, as disclosed in Aviva plc Annual Report and Accounts.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions'.
Units	Tonnes CO_2e (tCO_2e) / £ million Total income
Calculation and reporting method	This GHG intensity is calculated as: total quantity of Scope 1 and Scope 2 (location-based) emissions divided by £m Total income. A location-based method reflects the average emissions intensity of grids on which energy consumption occurs. Data on Scope 1 and Scope 2 (location-based) operational emissions are calculated based on the method highlighted in the external Reporting Criteria provided for Scope 1 and Scope 2 operational emissions.
Source	Emission data is sourced from the Group's operational environmental reporting system. *Insurance revenue* and *Fee and commission income* are financial measures disclosed in the Group's Annual Report and Accounts.

1. Following adoption of IFRS 17 Insurance Contracts, the denominator of this metric has been updated to "Total Income" from "GWP" during the year. Total Income captures the sum of Insurance revenue and Fee & commission income on the IFRS Income statement.

Operational emissions

Total location-based emissions (tCO_2e)/ employee

Definition	GHG intensity calculated as total quantity of emissions from Scope 1, Scope 2 (location-based) and Scope 3 operational GHG emissions per employee.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions'.
Units	Tonnes CO_2e (tCO_2e) / employees
Calculation and reporting method	This GHG intensity is calculated as: total quantity of Scope 1, Scope 2 (location-based) and Scope 3 operational emissions is divided by total number of employees. A location-based method reflects the average emissions intensity of grids on which energy consumption occurs. The number of employees is based on headcount as at 31 December of the reporting year as provided by our Group HR team. Scope 1, Scope 2 and Scope 3 operational emissions are calculated based on the method highlighted in the external reporting criteria provided for Scope 1, Scope 2 and Scope 3 operational emissions.
Source	The Group's operational environmental reporting system.

Scope 1 and Scope 2 market-based emissions (tCO_2e)/ £m Total income[1]

Definition	GHG intensity calculated as total quantity of Scope 1 and Scope 2 (market based) emissions per £m Total income. Total income represents the sum of *Insurance revenue* and *Fee and commission income* as per the Consolidated Income Statement, as disclosed in the Aviva plc Annual Report and Accounts.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions'.
Units	Tonnes CO_2e (tCO_2e) / £ million Total income
Calculation and reporting method	This GHG intensity is calculated as: total quantity of Scope 1 and Scope 2 (market based) emissions divided by £m Total income. Data on Scope 1 and Scope 2 (market based) operational emissions are calculated based on the method highlighted in the external Reporting Criteria provided for Scope 1 and Scope 2 operational emissions.
Source	The Group's operational environmental reporting system. *Insurance revenue* and *Fee and commission income* are financial measures disclosed in the Group's Annual Report and Accounts.

Total market-based emissions (tCO_2e)/ £m Total income[1]

Definition	GHG intensity calculated as total quantity of Scope 1, Scope 2 (market based) and operational Scope 3 emissions per £m Total income. Total income represents the sum of *Insurance revenue* and *Fee and commission income* as per the Consolidated Income Statement, as disclosed in the Aviva plc Annual Report and Accounts.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions'.
Units	Tonnes CO_2e (tCO_2e) / £ million Total income
Calculation and reporting method	This GHG intensity is calculated as: total quantity of Scope 1, Scope 2 (market based) and operational Scope 3 emissions is divided by £m Total income. Data on Scope 1, Scope 2 (market-based) and Scope 3 operational emissions are calculated based on the method highlighted in the external Reporting Criteria provided for Scope 1, Scope 2 and 3 operational emissions.
Source	The Group's operational environmental reporting system (Scope 1, Scope 2 and operational Scope 3 emissions). *Insurance revenue* and *Fee and commission income* are financial measures disclosed in the Group's Annual Report and Accounts.

1. Following adoption of IFRS 17 Insurance Contracts, the denominator of this metric has been updated to "Total Income" from "GWP" during the year. Total Income captures the sum of Insurance revenue and Fee & commission income on the IFRS Income statement.

Operational emissions

Total market-based emissions (tCO_2e)/ employee

Definition	GHG intensity calculated as total quantity of emissions from Scope 1, Scope 2 (market based) and Scope 3 operational GHG emissions per employee.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions'.
Units	Tonnes CO_2e (tCO_2e) / employees
Calculation and reporting method	This GHG intensity is calculated as: total quantity of Scope 1, Scope 2 (market based) and Scope 3 operational emissions is divided by total number of employees. A market-based method reflects the average emissions intensity of grids on which energy consumption occurs. Employees number is based on headcount as at 31 December of the reporting year as provided by our Group HR team. Scope 1, Scope 2 and Scope 3 operational emissions are calculated based on the method highlighted in the external reporting criteria provided for Scope 1, Scope 2 and Scope 3 operational emissions.
Source	The Group's operational environmental reporting system.

Operational carbon emissions – absolute

Definition	Absolute CO_2e data includes emissions from our buildings, business travel, water and waste to landfill as generated during the year.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions'.
Units	Tonnes CO_2e (tCO_2e)
Calculation and reporting method	Data on Scope 1, Scope 2 and Scope 3 operational emissions are calculated based on the method highlighted in the metric description provided in 'Note 4 Operational emissions'.
Source	The Group's operational environmental reporting system.

Operational emissions

Water consumption

Definition	The total amount of water supplied or consumed in all the buildings of Aviva's operations.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions'.
Units	Cubic metre (m^3)
Calculation and reporting method	Water is measured or converted into m^3. Where actual data from meter readings and invoices is not available, but we are able to estimate or extrapolate data with a high level of confidence, we will do so. This extrapolation will be done on a per m^2 floor space basis. This extrapolation may occur within a market where partial data is available, or where there is no data available from a market with similar characteristics to the one in question.
Source	The Group's operational environmental reporting system.

Waste generated (tonnes)

Definition	Total amount of operational waste generated from Aviva's operations.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions'. Waste from Solus accident repair centres is not included in this data.
Units	Tonnes
Calculation and reporting method	Waste data is collected from 10 different office-based waste streams. We report data where it is reported to Aviva Group by businesses. We measure waste to the nearest rounded up tonne. Most of our waste figures are extrapolated from available invoices or estimated from data within the business.
Source	The Group's operational environmental reporting system.

Waste to landfill (tonnes)

Definition	Total amount of waste sent to landfill for waste disposal and which is not recycled or incinerated for energy.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions'. Waste from Solus accident repair centres is not included in this data as we cannot accurately report due to our suppliers not segregating our waste from other companies' waste.
Units	Tonnes
Calculation and reporting method	The data on Waste to landfill is provided by our service partners in the UK and Ireland and by landlords in other locations.
Source	The Group's operational environmental reporting system.

Operational emissions

Electricity used from renewable sources (%)

Definition	Measures energy used from renewable sources.
Scope	This is reported for the period 1 January – 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions'. Renewable energy is energy that is collected from renewable resources, which are naturally replenished on a human timescale, such as sunlight, wind, tides, waves and geothermal heat. Our priority is to purchase renewable electricity from certified sources, but where this is not possible, we purchase energy certificates matching consumption from renewable generations (i.e. wind, solar, hydro) which are in scope for the purpose of this calculation.
Units	Percentage
Calculation and reporting method	Percentage of electricity consumed from renewable sources with respect to the entire electricity demand. Total renewable and solar used energy is divided by total electricity (kWh) used within Aviva's operations i.e. offices.
Source	The Group's operational environmental reporting system.

Amount of renewable energy generated MWh

Definition	The total amount of energy generated on-site through renewable energy sources.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions'.
Units	MWh
Calculation and reporting method	Solar energy is the primary source of renewable energy generation in Aviva's operations. Data on renewable electricity generation is sourced by the Group Property team from the solar generation portal that receives data directly from the installed panels.
Source	The Group's operational environmental reporting system.

Total energy consumption

Definition	The total amount of energy consumed in Aviva's operations through renewable and non-renewable energy sources.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'Note 4 Operational emissions'.
Units	MWh
Calculation and reporting method	Energy consumption is the total of: • Renewable electricity consumption; • Grid average electricity consumption; • On-site renewable electricity production e.g. solar PV; and • Natural gas consumption; municipal cooling; municipal steam-heating. Total electricity consumption is calculated as sum of total quantity of electricity generated/consumed from renewable and non-renewable sources.
Source	The Group's operational environmental reporting system.

Operational emissions

% of suppliers by spend covering purchased goods and services that have validated science-based targets

Definition	The percentage of Aviva's total suppliers (by spend, on a cash paid basis) who have validated Science Based Targets (or equivalent). Science Based Targets are defined by the Science Based Targets initiative (SBTi) as emission reductions targets adopted by companies to reduce GHG emissions in line with the level of decarbonisation required to keep global temperature increase below 2°C compared to pre-industrial temperatures, as described by the Intergovernmental Panel on Climate Change (IPCC). The metric primarily captures suppliers who have validated targets with SBTi, however, an *SBTi equivalence criteria* assessment may be used in some circumstances where a supplier has set equivalent science based targets and may therefore be included within the metric.
Scope	This is reported for the period 1 January – 31 December. Spend represents cash paid in the period, irrespective of when the claim or expense was incurred for accounting purposes. Cash payments made directly to policyholders to settle insurance claims are excluded from the scope of the metric. Instances where cash is paid to a third party where Aviva does not have discretion over the final supplier used to settle a claim are also excluded from the scope of the metric.
Units	Percentage
Calculation and reporting method	Data on cash spend disaggregated by supplier is sourced from the Group's financial systems. Data from the SBTi portal is used to identify suppliers with validated science-based targets. Data on suppliers with science-based targets which are deemed to be equivalent to having been validated by SBTi is maintained internally. Metric calculated as: (Spend with validated Science Based Targets / Total spend) x 100
Source	Data is sourced from the Group Procurement system, SBTi portal and Finance Data systems.

Climate-related financial disclosures

Financed emissions

Definition	Financed emissions metrics cover the greenhouse gas (GHG) emissions which Aviva finance through its investments under Scope 3 Category 15 of the GHG Protocol. Financed emissions disclosures encompass a number of different metrics: • Absolute GHG emissions attributed to an investment; • Economic carbon intensity (ECI), representing the intensity of GHG emissions attributed to investments per £m invested; • Weighted average carbon intensity (WACI) by revenue, representing the weighted average investee carbon intensity by revenue, whereby each investee's carbon intensity by revenue are its GHG emissions relative to its revenue generated and the weight is the weight of the investment in the portfolio; and • Real estate (Direct Real Estate & Commercial Mortgages) carbon intensity, representing the total GHG emissions attributed to real estate investments per metre square of attributed floor space.
Scope	Only Scope 1 and 2 emissions of the investee companies are currently measured. The emissions are based on the latest available reported data or estimated data (where reported data is unavailable) in respect of Aviva plc and its subsidiaries, associates and joint ventures based on the Group's holding. Emissions are the portion of investees' emissions attributed to Aviva based on its share of investment or level of funding. We do not include Scope 3 investee emissions, due to concerns about double counting, data quality and level of estimation as discussed in Note 7 of the Aviva plc Climate-related Financial Disclosure 2023 report. Sovereign emissions currently cover only production emissions (for domestic consumption and export). Consumption emissions (domestically produced and imports) are not currently measured. Financed emissions for our shareholder, with-profits and policyholder funds are calculated currently for the following asset classes: • Corporate bonds; • Listed equities; • Real estate (including Direct Real Estate and Commercial Mortgages); • Equity release mortgages; and • Infrastructure debt (excluding Private Finance Initiative (PFI) investments).
Units	Absolute attributed greenhouse gas emissions: metric tonnes CO_2 equivalent (tCO_2e) Economic carbon intensity: tCO_2e per £m invested[1] Weighted average carbon intensity by revenue: tCO_2e per \$m investee revenue Real estate carbon intensity: kilograms CO_2 equivalent ($kgCO_2e$) per square metre (m^2)

1. The reference currency of this metric has been updated from \$m to £m. Please refer to note 1 - changes to metrics and comparative amounts for further details.

Climate-related financial disclosures

Financed emissions continued

Calculation and reporting method	The methods used to calculate financed emissions are based on the Second Edition of *The Global GHG Accounting and Reporting Standard Part A: Financed Emissions* published by the Partnership for Carbon Accounting Financials (PCAF) on 19 December 2022. Absolute emissions are calculated by attributing a portion of the investee's total emissions to Aviva's relative level of investment. Absolute financed emissions associated with debt and equity investments are attributed by taking the outstanding amount (market value for listed debt[1] and equity, or loaned amount in all other cases) in the investee entity as a portion of the total value of the entity or asset. In the case of listed companies this is the Enterprise Value Including Cash (EVIC), otherwise total debt and equity of the investee is used. For real estate investments, absolute emissions are attributed based on the loan amount outstanding relative to the property value at origination or, in the case of direct real estate investments, the percentage ownership of the property. Economic carbon intensity is calculated by dividing the total attributed absolute emissions by the investment amount (based on current market value). Weighted average carbon intensity by revenue is derived by first calculating the individual company-level absolute emissions per \$m of revenue (tCO_2e divided by \$m revenue) and then calculating a weighted average for the relevant portfolio with a weighting based on investment value. Real estate carbon intensity is calculated by dividing the portfolio level attributed absolute emissions by the total square meter floorspace of the portfolio ($kgCO_2e$ divided by m^2). Sovereign emissions metrics are shown separately from company emissions metrics and should not be aggregated, given the inherent double counting of the same underlying emissions across the two metric categories (as the country-wide sovereign GHG emissions would include company emissions). Financed emissions only covers asset classes for which external calculation methodologies exist and where emissions data is available and meets our required quality thresholds. Our approach to measuring emissions is to use the highest quality data in line with the PCAF standard. As part of the disclosure a breakdown of the PCAF data quality score is provided.
Source	Financed emissions metrics are based on both asset data which is collected from internal Aviva financial reporting systems and emissions data which is collected from various sources and are outlined in more detail below. Reported emission data is sourced as follows: • MSCI[2] for Credit and Equities. MSCI base the data on corporate sources (such as Annual reports, Corporate Social Responsibility reports and company websites), CDP (formerly Carbon Disclosure Project) as well as government databases (when data is not available through direct corporate disclosures). • The Carbon Trust Group (CT) and Aviva Investors for debt provided to infrastructure project finance companies. CT base the data on corporate sources (such as Annual Reports, Corporate Social Responsibility Reports and company websites). • Accenture for direct real estate. Accenture use physical meter readings and invoicing to provide the reported real estate emissions. Estimated emissions data is sourced as follows: • MSCI estimates for credit and equities. Estimates are based on an industry segment-specific intensity model, which uses current and/or historical emissions to estimate the carbon intensity of a given industry segment and applies this estimated intensity to the revenue of the company. • CT provided estimates for infrastructure debt and commercial real estate mortgages. Infrastructure debt emissions are estimated using actual electricity generation and IPCC electricity GHG emissions factors where possible and otherwise are based on the PCAF GHG emission factor database (updated in September 2023) sensitised by asset type and country. For commercial real estate mortgage estimates are based on Department for Energy Security and Net Zero (DESNZ) and PCAF conversion factors and Chartered Institution of Building Services Engineers (CIBSE) (2021) energy intensity factors which use floor area and property type. • Accenture provide estimates for direct real estate where reported data is not available. This is based on Department for Energy Security and Net Zero (DESNZ) conversion factors and Chartered Institution of Building Services Engineers (CIBSE) (2021) energy intensity factors which use floor area and property type. • Energy Performance Certificates (EPCs) for equity release mortgages. This data is provided on the UK Government database for Levelling Up, Housing & Communities for England and Wales and the Scottish Government.

1. Under the PCAF Financed Emissions standard, it is suggested that the outstanding amount for listed debt should represent the book value of the instrument, whereas for data & modelling reasons the current market value is used. The use of market value does not have a material impact on the reported Absolute Emissions.
2. Certain information ©2024. MSCI ESG Research LLC. Reproduced by permission.

Climate-related financial disclosures

Monitoring of sovereign holdings

Definition	This metric covers our sovereign or government exposures and determines the ND-GAIN country index (physical risk), sovereign absolute emissions and sovereign emission intensity scores for those sovereigns (transition risk).
Scope	This metric covers sovereign loans within shareholder, with-profits and policyholder funds and is limited to sovereign production emissions (excluding land use, land use change and forestry emissions).
Units	ND-GAIN country index: measured on an index between 0 and 100, with 0 being the lowest score and 100 being the highest score. Sovereign Production Emissions: measured in metric tonnes CO_2 equivalent (tCO_2e). Sovereign Production Emissions Intensity: At asset level, greenhouse gas emissions (tCO_2e) divided by purchasing power parity (PPP) adjusted gross domestic product (GDP) in £ millions[1]. At sovereign portfolio level, weighted average of sovereign production emissions intensity, equivalent to the attributed sovereign production emissions per £m invested (attributed tCO_2e/£m invested amount).
Calculation and reporting method	The sovereign emission intensity is based on the sovereign bond methodology published by Partnership for Carbon Accounting Financials, December 2022. See the financed emissions section above for further details. The University of Notre Dame's Adaptation Initiative (ND-GAIN) country index measures a country's vulnerability and readiness to climate change. Our sovereign holdings with an ND-GAIN country index score below 50 are also measured - these are countries that are highly or moderately vulnerable to climate change. We plot the sovereign intensity and ND-GAIN country index for our most significant sovereign exposures. An overall sovereign absolute emission and intensity metric is also provided for the entire sovereign portfolio.
Source	The metric is based on both sovereign exposure data which is collected from internal Aviva systems and the following external sources: • University of Notre Dame (ND-GAIN country index measure)[2]; • World Bank (PPP Adjusted GDP)[3]; and • PRIMAP-hist (Production GHG emissions)[4].

1. Purchasing power parity adjusted gross domestic product has been updated from \$m to £m
2. Copyright © 2023 University of Notre Dame. This index measure is using 2021 data.
3. World Bank data is provided under Creative Common By 4.0 DEED. International Comparison Program, World Bank | World Development Indicators database, World Bank | Eurostat-OECD PPP Programme. © 2024 The World Bank Group, All Rights Reserved. https://datacatalog.worldbank.org/public-licenses#cc-by
4. PRIMAP historical emissions dataset (PRIMAP-hist), is a dataset which combines UNFCCC inventory data with several other published datasets to create a comprehensive set of greenhouse gas emission pathways (Based on "Version 2.5" of PRIMAMP-hist)

Climate-related financial disclosures

Investment in sustainable assets

Definition	Our investment in sustainable assets is made up of four sub-categories: green assets, sustainability assets, social bonds and transition and climate-related funds. See the following table for more detail on the sustainable asset definition.
Scope	The investment in sustainable assets covers shareholder, with-profits and policyholder funds. The scope does not include assets in external mandates which are managed by Aviva Investors.
Units	Pounds sterling (£) in billions
Calculation and reporting method	The investment in sustainable assets is presented at the end of the reporting period and presents assets which are recognised on the IFRS consolidated statement of financial position which meet the sustainable asset definition. The main categories of assets include infrastructure and real estate assets (both direct and debt) as well as listed bonds and loans. In addition, the underlying assets under management (AUM) of funds which fall within the definition are also included. The investment amount is based on the origination value of investments recognised as at 31 December 2023. Where origination value is not available, market values are used. To the extent market values are used they will include any movement in the market value in the period and as well as the impact of disposals/drawdowns. All sustainable assets excluding bonds and real estate are valued on an origination basis. Bonds are valued on a market value basis.
Source	The metric is based on asset data collected from internal Aviva systems. In respect of bonds, data from the Climate Bonds Initiative (CBI) is used to determine whether the bonds are green, social or sustainability (including sustainability-linked) assets. In respect of real assets (direct and debt), the respective CBI methodologies for green bond screening and sustainability bond screening will be used to determine if the assets are green or sustainability assets.

Climate-related financial disclosures

Sustainable asset definition - split by asset class:

Asset class	Green assets	Sustainability assets	Social bonds	Transition and climate-related funds
Infrastructure assets (direct and debt)	Energy, Transport, Water (including nature-related solutions), Waste, Land Use categories identified as eligible under CBI green bond database methodology (2022) - this includes green energy such as solar electricity, offshore and onshore wind.	Non-electrified passenger rail and ICE-powered urban public transport.		
Real estate (direct and debt)	Categories defined as eligible under CBI green bond database methodology (2022). This category includes properties with EPC ratings of A and above as well as BREEAM of excellent and outstanding.			
Bonds and loans	In CBI green bond database and benefits from an external review[1].	Tagged sustainability in CBI social and sustainability bond database (which includes sustainability and sustainability-linked bonds) and benefits from an external review[1]. Sustainability linked loans which meet the Sustainability-Linked Loan Principles (SLLP) from the Loan Market Association (LMA) and benefits from an external review[1].	Tagged social in CBI social and sustainability bond database and benefits from an external review[1].	
Funds				Climate transition funds[2]. Social transition fund. Natural capital transition fund. Climate/decarbonisation venture capital funds[3].

1. An external review is an assessment carried out by an independent third party and includes third party assurance, second party opinions (SPOs), verification under the Climate Bonds certification and bond ratings by a rating agency. This assessment will consider the green, social or sustainability credentials of the issuance against an internationally recognised framework (such as the Green Bond Principles).
2. Climate transition funds include only Aviva Investor funds; Climate Transition European Equity Fund (CTEF), Canadian Core Plus Climate Transition Pooled Fund, Climate Transition Global Equity Fund (CTGE), Climate Transition Global Credit Fund (CTGC) and Climate Transition Real Assets Fund (CTRA)
3. This includes the Clean Growth Fund (CGF), EIP Deep Decarbonization Frontier Fund LLP and Environmental Technologies Fund (ETF). These funds are not managed by Aviva Investors and hence we only recognise our direct investment.

Climate-related financial disclosures

Weather-related losses

Definition	Aviva's physical risk is measured through the weather-related loss metric. The impact of weather on our Combined Operating Ratio (COR) as well as the actual weather losses impact versus expected losses is calculated. COR is a financial measure of General Insurance (GI) underwriting profitability calculated as total underwriting costs (including claims) in our GI entities expressed as a percentage of net earned premiums. A COR below 100% indicates profitable underwriting. Weather events in the following business units are classed as catastrophe (CAT) events: • UK: flood, wind and storm surge and freeze; • Ireland: flood, wind and storm surge and freeze; and • Canada: flood, windstorm, hail and wildfire.
Scope	This metric is only applicable to the General Insurance (GI) businesses in UK, Ireland and Canada. Weather-related losses in UK and Ireland include both attritional and CAT weather-related claims, while weather-related losses in Canada only considers CAT claims.
Units	Actual weather-related losses versus expected losses: percentage (%) Weather impact on Aviva's Combined Operating Ratio (COR): percentage (%)
Calculation and reporting method	The expectation for weather-related losses is based on the long-term average (LTA). The LTA takes into account the volume of business written and the reinsurance structure in place during the relevant accident year. Actual weather-related losses are based on paid, reported and incurred but not reported (IBNR) weather-related claims for the relevant accident year. The weather losses, both actual and expected, are presented net of the reinsurance programmes in place.
Source	The metric is based on actual and forecast claims and reinsurance data obtained from the financial consolidation system.

Climate-related financial disclosures

Temperature alignment

Definition	The temperature alignment metric assesses Aviva's temperature alignment with the Paris Agreement target of limiting global warming to well below 2°C, preferably to 1.5°C above pre-industrial levels, in respect of our investments. Implied Temperature Rise (ITR) and internal analysis are used to calculate an overall temperature alignment score.
Scope	Temperature alignment is calculated for the following asset classes: • ITR: companies (credit, equities and direct real estate); and • Internal analysis: sovereigns and green infrastructure (only infrastructure debt (or direct investments) classified within the green asset sub-category per the sustainable asset metric).
Units	Degrees Celsius (°C)
Calculation and reporting method	The metric is calculated based on the following inputs: • ITR: This measure is used for our listed equities, listed corporate bonds and loans and direct real estate. ITR takes into account the property or investee companies' current emissions and reported emissions reduction targets, projecting an absolute emissions time series for each company until 2070 for Scopes 1, 2 and 3 emissions. This is based on the methodology published by MSCI[1] in September 2022. • Internal analysis: The temperature alignment score for our sovereign exposure is based on an analysis of individual governments' actions and how they compare against the Paris Agreement target, taking into account independent analysis conducted by organisations such as Climate Action Tracker. A temperature score is applied to green infrastructure based on internal analysis. • All the above inputs are then aggregated based on proportional weighting in the overall portfolio to determine an overall temperature alignment score in degrees Celsius. For the purpose of this aggregation, where an asset class has below 100% data coverage, the weighted score for the assets where data is available is assumed to apply to the entire asset class.
Source	The metric is based on asset data which is collected from internal Aviva systems as well as ITR data provided by MSCI[1]. In addition, data extracted from the Climate Action Tracker website is used to calculate the temperature alignment score for our sovereign exposure. The market benchmark data is based on MSCI All Country World Index (ACWI) Investable Market Index (IMI).

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Climate-related financial disclosures

Climate Value at Risk (Climate VaR)

Definition	The Climate VaR metric is a forward-looking estimate of the impact on our portfolio under different climate scenarios.
Scope	Climate VaR is calculated for the following asset classes: • Listed equities; • Listed corporate bonds; • Sovereigns; • Real estate (direct and commercial real estate mortgages); • Equity release mortgages; • Infrastructure debt; and • Insurance liabilities (both general insurance and life insurance). Climate VaR is calculated for the Group's shareholder portfolio and the shareholders' share of with-profits business.
Units	The results of the outputs are only disclosed qualitatively at present given current limitations which include scope and data availability, as well as uncertainty associated with some of the underlying assumptions.
Calculation and reporting method	The Intergovernmental Panel on Climate Change (IPCC) has identified potential future scenarios with respect to climate change. Each scenario describes a potential trajectory for future levels of greenhouse gases and other air pollutants. From these scenarios, we have considered those that can be mapped to the following temperature rises by 2100 and levels of economy-wide mitigations required: • 1.5°C (aggressive mitigation); • 2°C (strong mitigation); • 3°C (some mitigation); and • 4°C (no further mitigation). We calculate a Climate VaR for these four scenarios to provide a wide range of possible outcomes, reflecting different emission projections and associated temperature rises. Quantifying the impacts of climate change is an emerging practice, with inherent uncertainty in the approach taken as a range of scenarios are assessed. We employ numerous judgements in the execution of our methodology. For example, we apply uplifts to VaR impacts to allow for the indirect impacts of physical risk (e.g. lower economic growth, lower productivity and supply chain disruption), as well as the effects of feedback loops, where these uplifts are subject to significant degrees of estimation uncertainty at higher temperatures. It is challenging to obtain consistent emissions data across our entire portfolio. As this becomes accessible, it will improve our ability to more accurately estimate the Climate VaR. The current methodology implicitly assumes that the anticipated costs of climate change are not priced into asset valuations, whereas in reality it is anticipated that the current fair value of assets would have some consideration of climate risk priced in. The methodology also does not allow for the effects of tipping points being breached at higher temperatures. Furthermore, a static balance sheet approach with no management actions has been employed. An expert panel reviews and challenges the methodology and assumptions made in the selection, development and modelling of the financial impacts across scenarios. As such, there remain uncertainties around the quantification of climate-related risks and opportunities by our Climate VaR methodology.
Source	The metric is based on both asset and insurance liability data which is collected from internal Aviva systems as well as Climate VaR proportional impacts calculated and provided by MSCI[1] for bonds, equities and real estate holdings. Data from the Cambridge Institute of Sustainable Leadership's (CISL) Climate Wise Transition Risk Framework[2] is used to model transition risk exposures for infrastructure assets. Data from the University of Cambridge Bennett Institute for Public Policy[3] is used to model the physical risk exposures for sovereigns. We also leverage our existing catastrophe modelling capability to model the physical risk exposures for general insurance liabilities.

1. Certain information ©2024. MSCI ESG Research LLC. Reproduced by permission.
2. The ClimateWise Transition Risk Framework helps investors and regulators manage risks and capture emerging opportunities from the low carbon transition. It has been developed through the ClimateWise Insurance Advisory Council, building on the recommendations from the TCFD.
3. https://www.bennettinstitute.cam.ac.uk/wp-content/uploads/2020/12/Rising_Climate_Falling_Ratings_Working_Paper.pdf

Influencing

Number of propositions that aim to support greener outcomes

Definition	Number of propositions products and services developed across Aviva's business (UK, Ireland, Canada) that: • Facilitate a technology, development or market that benefits the environment and/or mitigates Climate Action impacts for our customers; and • Focus on resource protection and environmentally responsible behaviour, reduce environmental risks for clients via managing, addressing and/or advising on, for example climate and regulation risks/ opportunities.
Scope	Number of propositions that aim to support greener outcomes for the period 1 January – 31 December. These are products and services across Aviva's business (UK, Ireland, Canada) that have specific features that: • Support the mitigation of Climate Action e.g. reducing an individuals carbon footprint or the transition to a low carbon economy; • Support the reduction of negative environmental impacts (e.g. biodiversity loss) or positive actions to restore environments; • Support adaptation to the impacts of Climate Action to reduce risk; • Promote resource protection and environmentally responsible behaviour; • Support wider green activity/impacts (e.g. supporting new technologies or initiatives that help address environmental issues, increasing the scope of cover or choices in the market for green activity); and • Reduce environmental risks for clients via managing, addressing and/or advising on, for example climate and regulation risks/opportunities.
Units	Number
Calculation and reporting method	Total number of products and services across any business line that have the specific features as outlined in the scope are included within the calculation, subject to meeting the following criteria: • A product must have active customers and/or be on sale to new customers; • A service must be in use by existing customers and/or available to new customers; • A product or service is only counted once within an Aviva business even if available across a number of business lines (e.g. a feature within our sustainable claims approach, if offered as a service across multiple home or motor products, is only to be counted once); and • The product or service feature must make, or be capable of making, a more than incidental contribution to Climate Action and wider environmental risk mitigation, adaptation or restoration where the scope and outcomes are, or could, be measured and disclosed.
Source	The information is provided by product owners in Aviva's businesses based on the number of applicable green propositions from their product suites. Data is sourced from each of the in-scope business units and manually collated.

Community investment

Amount invested in UK infrastructure and real estate

Definition	Cumulative amount invested in UK infrastructure and real estate.
Scope	This calculation is based on the cumulative £ amount of UK infrastructure and real estate deals, including the refinancing of existing deals, completed by Aviva Investors on behalf of Insurance, Wealth & Retirement and external clients via both discretionary and non-discretionary mandates for the period 1 October 2020 (representing the baseline point for a Group ambition to originate £10bn by the end of 2023) to the end of each reporting period. Examples of real estate investments primarily include: • UK commercial property invested into by the Aviva Investors real assets (AIRA) real estate equity pooled fund range and joint ventures with external third parties; and • Real estate debt deals (lending collateralised by UK commercial property) completed on behalf of Insurance, Wealth & Retirement and external segregated mandates. Examples of UK infrastructure primarily include: • Equity investments in electric vehicle (EV) charging, renewable energy and fibre through our infrastructure and multi asset funds; • Infrastructure debt deals such as funding for airports, toll roads, schools and rolling stock (i.e. investment in railway) completed on behalf of Insurance, Wealth & Retirement and external segregated mandates; and • Equity investments into natural capital such as forestry by the UK climate transition fund. The scope of this calculation excludes any deals outside the UK and private corporate debt deals.
Units	Pounds sterling (£) in billions
Calculation and reporting method	The cumulative number since 1 October 2020, representing a summation of the deal origination value (total committed investment) of all the individual deals in scope.
Source	Investment management systems alongside deal specific agreements.

Community investment

Amount of community investment - including value of skills and social innovation

Definition	The monetary amount from Aviva contributed as community investment (CI), including: • All charitable spend, management costs, value of gifts in kind and the cost of volunteering in alignment with the Business for societal impact (B4SI). B4SI benchmark is a framework used by corporates to calculate their community investment spending; • Voluntary activities, beyond our core business activities and our legal obligations, that contribute to the economic, social and environmental sustainability of our communities; and • Social innovation to develop or adapt core business activities for defined social impact.
Scope	This calculation is based on a sum of the gross monetary amount invested to support community organisations, projects or cause in Aviva Group's businesses for the period 1 January – 31 December. The scope includes all charitable spend, management costs, value of gifts in kind, the cost of volunteering and social innovation in alignment with the B4SI global standard for measuring and managing a company's social impact **(https://b4si.net/framework/community-investment).** **Carbon Sequestration Fund** In 2021 Aviva created a Carbon Sequestration Fund, held within the Charities Trust (Charity Registration No: 327489). Donations to this fund are counted in the year they are made even though the dispersal of funds to carbon sequestration projects will happen over time.
Units	Pounds sterling (£) in millions
Calculation and reporting method	The total community investment number reported is the combined market price under the different types of costs detailed below by each market. **Cash donations** • Cash donations are funds Aviva Group's markets have spent agreed budgets on to support the delivery of community programmes and donations to charity. The applicable cash donation data is submitted by markets and collated by Group. **In-Kind Giving** • The training, recruitment resources and premises costs are valued at cost to the company from the services shared or donated, not the market value the beneficiary would have had to pay in the open market. **Colleague time** • To calculate the value of employee volunteering to a monetary value, the average Group colleague hourly rate is multiplied by the number of volunteering hours. **Social Innovation** • Funding used to develop or adapt core business activities for defined social impact in alignment with the Business for Societal Impact (B4SI) framework for measuring social impact contribution **(https://b4si.net/framework).** **Management Costs** • Management costs are the activities undertaken by colleagues that are required to deliver the programmes and the communications associated to raise awareness. • Costs are based on the programme resources required for operating programmes, the average annual salary and staff costs including pensions and employer national insurance. • Only the proportion of costs (i.e., salaries, overheads, expenses) relating to the time spent managing the programme, if management of the programme/activity is only part of a person's job, is counted.
Source	Data is sourced from Group and business data collection templates, the global HR system of record, procurement and finance systems.

Community investment

Amount our people gave or fundraised

Definition	The amount employees in Aviva's businesses (UK, Ireland and Canada) donated as part of fundraising or payroll giving.
Scope	This calculation is based on fundraising donations and payroll giving, that have applied for matching and the Aviva matching amount for the period 1 January to 31 December.
Units	Pounds sterling (£) in millions
Calculation and reporting method	The amount Aviva employees donated as part of fundraising or giving through payroll, as measured by the fundraising reported within our Aviva matching process and payroll giving. This amount of the employee donation included within this metric is limited to the Aviva max match, being £1,000 per year per employee for fundraising and £10 per month per employee for payroll giving.
Source	Information from global HR system of records is provided to our external service providers, who make payments to charities on Aviva's behalf. Data is collected from external service providers (Charities Trust for UK, Aviva Investors and Ireland and Benevity for Canada) which is reviewed and consolidated.

% of Group adjusted operating profit invested in communities[1]

Definition	% of Group adjusted operating profit invested in communities (average per year 2023 to reporting end).
Scope	This calculation is based on Group adjusted operating profit and amount invested in communities in Aviva Group's businesses for the period 1 January 2023 - reporting period end. Total community investment is as per the definition and scope defined in the metric 'Amount of Community Investment - including value of skills and social innovation activity'.
Units	Percentage
Calculation and reporting method	Total Community Investment (CI) spend is divided by Group adjusted operating profit. The average percentage is calculated for the number of reporting years from 2023 to end of current reporting period. Due to the transition to IFRS 17 *Insurance Contracts* it is not possible to derive a longer term average and therefore for 2023 this metric will be an average of one year.
Source	Data is sourced from Group and business data collection templates, the global HR system of record, procurement and finance systems.

1. Following adoption of IFRS 17 Insurance Contracts, the average will begin from 2023 onwards, therefore, for 2023 the metric will be representative of one year

Number of employee hours spent volunteering

Definition	Total number of hours employees in Aviva's businesses (UK, Ireland and Canada) have spent volunteering for the period 1 January to 31 December.
Scope	This calculation is based on number of hours employees in Aviva's businesses (UK, Ireland, Canada) spent volunteering for the period 1 January to 31 December. This excludes contractors and employees of International investments (India, China, Singapore). This includes both volunteering in company time as well as outside company time where this has been facilitated by Aviva.
Units	Number (hours)
Calculation and reporting method	The number of actual employee hours spent volunteering.
Source	Data is sourced from Group and business data collection templates and extract(s) from the Global HR system of record.

Community investment

Estimated number of people benefitting from community investment programmes

Definition	Estimated number of people directly or indirectly benefitting from community investment programmes. A community investment programme is a charitable project or partnership, for example projects funded by the Aviva Community Fund (ACF) or Aviva's partnership with WWF. This includes those who have benefited from climate-related programmes, financial programmes and programmes to support health, wellbeing and inclusion. • Climate programmes are defined as 'Helping our customers (including small and medium-sized enterprises (SME) and individuals) and communities protect against the impacts of climate change; • Financial programmes are defined as 'Helping our customers and communities to financially prepare for the future and protect against financial shocks'; and • Health and wellbeing programmes are defined as 'Helping our customers and communities be healthier, more diverse, more inclusive and better placed to bounce back from crisis'.
Scope	The metric captures both 'direct beneficiaries' (people who have directly participated in or benefited from activities associated with community investment programmes) and 'indirect beneficiaries' (people who are not the direct target of activities, but who are indirectly affected and receive benefits from community investment programmes). For ACF projects, the metric is based on the estimated total beneficiaries from projects that have received funding during the reporting period. For all other programmes, the calculation is based on estimated number of people that have received benefits during the reporting period.
Units	Number of people
Calculation and reporting method	People benefitting from community investment programmes are estimated using 'impact reporting' information received direct from charity and community partners. People benefitting from the ACF is estimated using surveys completed by charities that have received grants. The surveys capture the expected impact of the project in relation to both direct and indirect beneficiaries. Projects that receive less than 25% of their funding target are excluded from the metric. The median number of estimated beneficiaries from surveys returned by charities is then extrapolated to the projects where a survey was not returned, with a separate calculation performed for each of Climate programmes, Financial programmes and Health and wellbeing programmes. Due to the estimation inherent in the survey responses provided by charities and the subsequent extrapolation involved in the calculation, the ACF beneficiaries are subject to significant levels of estimation uncertainty.
Source	Information is sourced from our community partners and reflects the benefits provided to the wider community through our partnerships.

Community investment

% of UK adult population saving or retiring with Aviva

Definition	Percentage of UK adult population who have an Insurance, Wealth & Retirement savings policy, investment policy or retirement policy with Aviva.
Scope	This calculation is based on the number of Insurance, Wealth & Retirement customer policies at 31 December. Customers with addresses outside the UK are excluded from this calculation. Products included in the calculation are those that are included in the following business lines: Savings and Investments: • Heritage Customer solutions; • Workplace pensions; • Advisor platform; • Direct platform; • Aviva save; and • Individual pension. Retiring: • Bulk purchase annuities; • Individual annuity; and • Equity release.
Units	Percentage
Calculation and reporting method	Total number of Insurance, Wealth & Retirement (UK only) customers with saving, investment or retirement policies is divided by total number of UK adult population. The number of customers is de-duplicated, i.e. if a customer has a Wealth product and an annuity they are only counted once.
Source	Customer numbers data is sourced from the Group's customer system, consistent with the Group's number of customer metrics. UK adult population data is sourced from Office for National Statistics (ONS) National population projection using the latest available data **(https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationprojections)**

Community investment

Number of propositions with features that support new or continued access to financial services

Definition	Products and services that have specific features that make them more accessible to people on relative low income (below 60% of median national income) or who are experiencing an FCA defined characteristic of vulnerability making them more susceptible to financial harm or exclusion.
Scope	Number of propositions with features that support new or continued access to products for the above groups for the period 1 January to 31 December across Aviva's businesses (UK, Ireland and Canada) and International investments (India and China, excluding Singapore). This includes: • Specific financial products with features that make them more accessible for these audiences e.g. Contents insurance that targets people living in social housing; • Wider activities and tools which make existing products more accessible for these audiences e.g. Sign Live Service – a sign language service that helps customers with additional requirements access Aviva products.
Units	Number
Calculation and reporting method	Total number of products and services across any business line that have the specific features as outlined in the scope are included within the calculation, subject to meeting the following criteria: • A product must have active customers and/or be on sale to new customers. • A service must be in use by existing customers and/or available to new customers. • A product or service is only counted once within an Aviva market even if available across a number of business lines.
Source	Data is sourced from Group and business data collection templates.

Customer

Number of customers

Definition	Total number of Aviva customers in the Group's businesses (UK, Ireland and Canada).
Scope	This calculation is based on Aviva customers data at 31 December. A customer is someone who holds a policyholder role on at least 1 active product. In the case of advice, clients are counted where they have an ongoing paid-for advice relationship with Aviva.
Units	Number (customer count)
Calculation and reporting method	Sum of the total number of Aviva customers with a policyholder role (both main and joint) on at least 1 active product and clients with an on going paid-for advice relationship with Aviva.
Source	Data is sourced from customer/marketing database.

Customer

Multi-product holding customers[1]

Definition	Number of UK customers who hold more than one policy with the Aviva Group (i.e. all brands), including customers holding a single policy meeting multiple separate needs. The metric also captures important strategic growth areas, for example, UK customers who have consolidated multiple pension pots with Aviva.
Scope	This calculation is based on Insurance, Wealth & Retirement (UK only), General Insurance (UK only) and Aviva Investors customer base at 31 December. Multi product holding customers are defined as: • Customers with more than one policy with the Aviva Group (including Advice Clients); • Customers with a single policy which meets multiple separate needs, including: – Customers with Critical Illness Care add-ons to a protection policy – Customers with more than 1 life assured on a policy – Customers with more than 1 adult insured on a Health policy – Customers with more than 1 vehicle insured on a motor policy – Customers multiple retirement needs met within a single policy • Customers with outcomes aligned to important strategic growth priorities: – Customers who have consolidated multiple pension policies with Aviva. This is subject to a minimum transfer threshold of £1,000 and ignores Trustee based bulk transfer transactions. The following categories are out of scope for this calculation: • Customers who have two Life policies for the same product, set up on the same day, are excluded from the count • Wealthify • Group protection • Add ons to insurance policies (e.g. breakdown, home emergency cover) • Corporate clients and one-off advice
Units	Number (customer count)
Calculation and reporting method	Total number of customers within the scope outlined above.
Source	Data is sourced from customer/marketing database.

1. The scope of this metric has been expanded to include pension consolidation, guided retirement and health spouses

Customer

Relationship net promoter score (RNPS)

Definition	Measure of customer advocacy which quantifies the likelihood of a customer recommending Aviva in Aviva's businesses (UK, Ireland and Canada).
Scope	Survey-based and includes a representative sample of our customer base. Fieldwork undertaken at the start of Q3 2023.
Units	Number
Calculation and reporting method	RNPS is the difference between the percentage of customers who are our promoters (i.e. advocates who would recommend Aviva to friends and colleagues) and those who are our detractors (i.e. customers who would not recommend Aviva or would even speak out against Aviva). RNPS is measured on a score from 0-10 with Detractors (0-6), Passive (7-8) and Promoters (9-10). It includes a representative sample of the customer base. Weightings are applied to ensure the score is representative. The survey is conducted by an external research provider, who calculates the outcomes reported externally. The survey is sent to a sample of customers who have a relationship with Aviva through a live policy.
Source	Data is sourced from a RNPS study commissioned with an external provider.

Relationship Net Promoter Score (RNPS) gap to competitor

Definition	Measure of customer advocacy which quantifies the likelihood of a customer recommending Aviva in Aviva's businesses (UK, Ireland and Canada) relative to them recommending one of its competitors.
Scope	Survey-based and includes a representative sample of our customer base. Fieldwork undertaken at the start of Q3 2023.
Units	Number
Calculation and reporting method	RNPS calculated for Aviva and a grouped RNPS score across competitors. Difference between the Aviva RNPS score and competitors is the gap to competitor.
Source	Data is sourced from a RNPS study commissioned with an external provider.

Customer

Transactional net promoter score (TNPS)

Definition	Measure of customer advocacy which quantifies the likelihood of a customer recommending Aviva following a recent transaction/interaction in Aviva's businesses (UK, Ireland and Canada).
Scope	Survey-based and includes a representative sample of our direct customer base following a recent transaction in the period 1 January to 31 December. The survey participants are engaged depending on the type of customer transaction: • General Insurance - survey via email 24 hours following transaction completion; • Life Insurance - via a combination of e-mail, paper and telephone survey completed 2-3 days following transaction completion; and • Ireland Life - interviews are completed by telephone up to 1 week after transaction Commercial customers are not included.
Units	Number
Calculation and reporting method	TNPS is the difference between the percentage of customers who are our promoters (i.e. advocates who would recommend Aviva to friends and colleagues) and those who are our detractors (i.e. customers who would not recommend Aviva or would even speak out against Aviva). NPS is measured on a scale from 0-10, with Detractors (0-6), Passive (7-8) and Promoters (9-10). TNPS is calculated by subtracting detractors (scores 0 – 6) from promoters (scores 9 – 10). It includes a representative sample of the customer base (including direct and intermediated customers). The survey is conducted and analysed by an external research provider, who calculates the outcomes reported externally. The scale used is as for RNPS, above. The survey is sent to a sample of customers across a number of interactions. Weightings are applied to ensure the score is representative.
Source	Data is sourced from a TNPS study commissioned with an external provider.

Customer

Number of customer complaints per 1,000 policies in force (UK) Life/GI/Health

Definition	The number of regulated UK customer complaints per 1,000 policies in force. For motor/home products, policy is defined as the amount of vehicles or dwellings (respectively) in force, as opposed to policies.
Scope	The calculation is based on regulated UK customer complaints that met the Financial Conduct Authority (FCA) complaint definition. For each half year period 1 January to 30 June and 1 July to 31 December a 6 monthly figure is reported to the FCA. This metric takes the average of both these figures to produce a six month equivalent figure using the whole year's experience reported to the FCA covering 1 January – 31 December. Complaint is defined per FCA definition as follows: Any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service, claims management service or a redress determination, which: a. alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience; and b. relates to an activity of that respondent, or of any other respondent with whom that respondent has some connection in marketing or providing financial services or products or claims management services, which comes under the jurisdiction of the Financial Ombudsman Service. Non-regulated dissatisfaction is not reported to the FCA and therefore excluded.
Units	Number
Calculation and reporting method	The total number of regulated customer complaints is divided by the number of policies in force and multiplied by 1,000 to generate the metric.
Source	Data is sourced from Aviva complaints management system and submissions from a number of external providers. The number of policies in force is extracted from policy administration systems.

Customer

% of complaints resolved in 8 weeks - UK Life/GI/Health

Definition	The percentage of UK regulated complaints resolved within 8 calendar weeks.
Scope	The calculation is based on regulated UK customer complaints that met the FCA complaint definition for each half year period: 1 January to 30 June and 1 July to 31 December. An average is taken across both these figures to give a full year (1 January – 31 December) figure. Complaint is defined per FCA definition as follows: Any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service, claims management service or a redress determination, which: a. alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience; and b. relates to an activity of that respondent, or of any other respondent with whom that respondent has some connection in marketing or providing financial services or products or claims management services, which comes under the jurisdiction of the Financial Ombudsman Service. Non-regulated dissatisfaction is not reported to the FCA and therefore excluded.
Units	Percentage
Calculation and reporting method	Total number of complaints resolved within eight calendar weeks from the date of receipt, is divided by the total number of complaints received.
Source	Data is sourced from Aviva complaints management system and submissions from a number of external providers.

Online experience score (OES)

Definition	Measures customer satisfaction of online journeys across MyAviva, Insurance, Wealth & Retirement and General Insurance.
Scope	This calculation is based on customer responses to surveys completed during the period 1 January – 31 December. It only includes those journeys where there is significant enough volumes to make the surveys statistical credible. This metric applies to the UK business only.
Units	Percentage
Calculation and reporting method	The survey is based on 5 point satisfaction question, with the following survey levels (1 -“Not at all satisfied” to 5 “Extremely Satisfied). OES is calculated as the percentage capturing all 4 and 5 ratings divided by total survey responses. For 2023 reporting purposes, product weightings are currently set as 50/50 for General insurance and Insurance, Wealth & Retirement, with Web 55% and App 45%.
Source	Data is sourced from online surveys carried out either at the end of a customer journey, on logout, or after a customer has been using the App for set period of time. An external survey company (Qualtrics) carries out the surveys on our behalf and supplies the results.

Business ethics including whistleblower programmes

% of employees who have read, understood and accepted the business ethics code

Definition	Percentage of Group's employees who have read, understood and accepted Aviva business ethics code. Aviva business ethics code can be found at: **https://www.aviva.com/sustainability/reporting**
Scope	This is reported for the period 1 January to 31 December for Aviva's businesses (UK, Ireland, Canada) and International investments (India and China, excluding Singapore). All Group employees are required to sign up to the code annually, except for: • Temporary staff and contractors who are due to be working for Aviva for less than three months. Employees on parental leave or long term sick who did not complete Essential learning within the period will be excluded from the figure.
Units	Percentage
Calculation and reporting method	Number of employees who have taken the business ethics learning module and read and understood the business ethics code is divided by the total number of employees.
Source	Data is based on HR learning records in Group business or local processes where businesses do not use the HR system of record.

Number of whistleblowing reports received

Definition	The total number of reports made to our Speak up (whistleblowing) team in our businesses (UK, Ireland, Canada) and India.
Scope	This is reported for the period 1 January to 31 December for Aviva's businesses (UK, Ireland, Canada) and India.
Units	Number
Calculation and reporting method	The total number of reports made to our Speak up (whistleblowing) team is subcategorised based on: • Number of 'speak up' reports by alleged breach of the BCoE; • Number of qualifying reports under the definition in the public interest disclosure act (PIDA); and • Number of reports substantiated. The numbers are further broken down into the categories outlined in Aviva's business ethics code available at: **https://www.aviva.co.uk/services/about-our-business/about-us/business-ethics-code**
Source	Data is sourced from the case management and reporting tool and Aviva's 'speak up' whistleblowing service.

Sustainability governance

Corporate income tax paid

Definition	Group's corporate income tax paid for the reported period.
Scope	Group's corporation income tax paid for the period 1 January to 31 December.
Units	Pounds sterling (£) in billions
Calculation and reporting method	Corporate income tax paid as calculated and disclosed within Aviva Group Annual Report and Accounts.
Source	Data is sourced from the financial consolidation system.

Risks inside tolerance (risk balance scorecard)

Definition	The Scorecard supports Group's Risk Management Framework and the delivery of Aviva's value in action framework, specifically through taking accountability and ownership of risk and control to drive better outcomes. Risk Scorecard metrics objectively assess and report on how effectively 1st line Aviva employees and senior management manage risks and controls. The Risk Scorecard assessment considered risk outcomes, risk behaviours and a second line check and challenge.
Scope	Metrics are reported for the period 1 January to 31 December.
Units	Percentage
Calculation and reporting method	**Risk outcomes:** • The Group managed risk within agreed appetites and tolerances. • Safe delivery of change programmes has been a focus across the Group. Key projects have largely met their expected milestones safely however we have observed instances where slippage has occurred and benefits not realised. **Risk behaviours:** • Good risk behaviours have been evidenced (e.g. timely assessment of risks and controls, no material reopened issues). • Prioritisation of logging and the remediation of risk events and issues in an area for improvement, primarily in the UK. Root cause analysis has been completed with actions agreed for 2023. **Check and challenge:** • 2nd line view considering risk management behaviours/culture and material findings not sufficiently captured elsewhere in the scorecard.
Source	Data is sourced from Group and business data collection templates.

Employees

CEO to employee pay ratio

Definition	Ratio at 25th, 50th and 75th percentile of the total remuneration received by the Group CEO compared to the total remuneration received by our UK employees. The percentiles used within this disclosure are prescribed by UK pay transparency legislation.
Scope	This calculation is based on UK payroll data for the reporting period 1 January to 31 December. Total remuneration reflects all remuneration received by an individual in respect of the relevant years and includes salary, benefits, bonus, pension and value received from incentive plans. Where an individual is employed for less than 12 months, the salary is annualised and included. The pension and other benefits are treated based on what they received through payroll.
Units	Ratio and total remuneration and salary of CEO and representative percentiles (25th, 50th and 75th).
Calculation and reporting method	The single total figure of remuneration of each relevant UK employee is calculated and ranked to identify remuneration at relevant percentiles. The ratio is then calculated by dividing CEO remuneration for the year by the total remuneration at the calculated percentiles.
Source	Data is sourced from the Global HR system of record and Payroll system.

Accredited UK real Living Wage employer

Definition	Aviva has been a UK Living Wage accredited employer since 2014. As an accredited living wage employer all our directly employed colleague salaries are based at or above the current Living Wage agreed rates and have a plan in place to extend that to regular sub-contracted colleagues as well.
Scope	This calculation is based on UK payroll data for the reporting period 1 January to 31 December.
Units	Yes/No disclosure
Calculation and reporting method	Follows accreditation process outline by the Living Wage Foundation: • Pay the real living wage to all directly employed colleagues; • Have a plan to pay your contractors a living wage; and • Complete the necessary Living Wage Foundation application form.
Source	Data is sourced from the HR team which has an automated feed from our HR system/Global Employee Database and Payroll system.

Employees

Accredited UK real Living Hours employer

Definition	Aviva is an accredited UK Living Hours employer. The Living Hours programme sets a new standard for employers seeking to go beyond the Living Wage in their commitment to decent work. As an accredited employer, Aviva have committed to providing at least four weeks' notice for every shift, with guaranteed payment if shifts are cancelled within this notice period. We'll also provide a guaranteed minimum of 16 working hours every week (unless the worker requests otherwise) and a contract that accurately reflects hours worked.
Scope	This calculation is based on UK payroll data for the reporting period 1 January to 31 December.
Units	Yes/No disclosure
Calculation and reporting method	Follows accreditation process outline by the Living Wage Foundation: • Decent notice periods for shifts: of at least 4 weeks' notice, with guaranteed payment if shifts are cancelled within this notice period; • The right to a contract that reflects accurate hours worked; and • A guaranteed minimum of 16 hours a week (unless the worker requests otherwise).
Source	Data is sourced from the HR team which has an automated feed from our HR system/Global Employee Database and Payroll system.

'Voice of Aviva' annual employee engagement survey

Definition	Index measuring how our employees feel and their perceptions of Aviva, based on the percentage of people who responded favourably to the following statements: • Employee engagement (based on 'I would recommend Aviva as a great place to work'); • 'To what extent do you agree that Aviva is a good corporate citizen (for example, our new sustainability goals focused on working with our communities and being environmentally friendly)'; • 'I trust what the Executive Team say'; • 'People in Aviva can be themselves at work without fear of judgement or discrimination'; • 'I feel Aviva values my health and wellbeing'; • 'I have a clear understanding of Aviva's strategy'; and • 'I can see a clear link between my work and Aviva's strategy'.
Scope	This calculation is based on employee responses to an internal survey completed at a point in time during the third quarter of the year. The survey is completed by employees in the Aviva's businesses (UK, Ireland, Canada). Sesame Bankhall Group, Succession Wealth and Solus subsidiaries are not included in the reported figures. Interns are not included in this survey as they are considered employees for a limited time period within the HR management system.
Units	Percentage
Calculation and reporting method	Total number of people who responded favourably (using the Likert Scale) to the statements outlined in the definition is divided by total number of respondents.
Source	Data is sourced from the HR team which has an automated feed from our survey, business intelligence and analytics tooling.

Employees

Number of employees (FTE)

Definition	FTE count of employees in all Aviva's businesses (including subsidiaries) and International investments (India, excluding China and Singapore).
Scope	This calculation is based on FTE (full-time employee equivalent) as at 31 December (excluding contingent workers). It includes all markets and functions (including subsidiaries) across the Group. Joint ventures are excluded. A value of 1 represents a worker who works full-time contracted hours.
Units	Number
Calculation and reporting method	FTE count of employees at Year End (31 December), as disclosed in the Annual Report and Accounts.
Source	Data is sourced from the global HR system of record. For FTE not captured on the global HR system of record data is collected through data collection templates as part of the Annual Report and Accounts Group Finance process.

Average number of employees in Group businesses

Definition	Average number of employees in Aviva's businesses (UK, Ireland and Canada).
Scope	This calculation is based on headcount (including fixed-term contractors) for the reporting period 1 January to 31 December.
Units	Number
Calculation and reporting method	Average employee numbers have been calculated using a monthly average that takes into account recruitment, leavers, acquisitions, transfers and disposals of businesses throughout the year.
Source	Data is sourced from the Global HR system of record.

Diversity, Equity and Inclusion

% women in senior leadership roles in UK, Ireland and Canada

Definition	Senior leadership roles are defined as those roles at Grades F+. Grade F+ are 'Heads of' or 'Director' roles (Management Level at Grade F+) in Aviva's businesses (UK, Ireland and Canada). Senior roles held by women is the total number of females at Grades F+.
Scope	This percentage calculation is based on headcount (excluding contingent workers) as at 31 December. Employees sex data is defined as the detail keyed in by the recruitment team during the hire process and isn't editable by employees.
Units	Percentage
Calculation and reporting method	Total number of females at F+ grades is divided by total population of colleagues at F+ grades.
Source	Data is sourced from the Global HR system of record.

% completion of internal diversity data

Definition	Percentage of Aviva employees who have completed the Race/Ethnicity section within their employee profile, in Aviva's businesses (UK, Ireland and Canada).
Scope	This percentage calculation is based on headcount (excluding contingent workers) as at 31 December.
Units	Percentage
Calculation and reporting method	Total number of Aviva employees who have completed their race/ethnicity data is divided by the total number of Aviva employees on a headcount basis.
Source	Data is sourced from the Global HR system of record.

Diversity, Equity and Inclusion

% women on Aviva plc executive committee

Definition	Number of women on Aviva plc executive committee as a percentage of the total number of Aviva plc executive committee members.
Scope	This percentage calculation is based on permanent employee headcount as at 31 December. The executive committee is the most senior executive or managerial body management below the board including the company secretary but excluding administrative and support staff. Roles of the executive committee are: • Group CEO • Group CFO • CEO of IWR • Chief Information Officer • Chief Brand and Corporate Affairs Officer • Chief People Officer • Chief Risk Officer • Group Chief Audit Officer • CEO of UK & Ireland General Insurance (subject to regulatory approval) • Chief Customer and Marketing Officer • CEO of Aviva Investors • CEO of Canada • Group General Counsel and Company Secretary Employees sex data is defined as the detail keyed in by the recruitment team during the hire process and isn't editable by employees.
Units	Percentage
Calculation and reporting method	Number of women on the Aviva plc executive committee is divided by the total number of Aviva plc executive committee members.
Source	Data is sourced from the Global HR system of record.

Diversity, Equity and Inclusion

% of ethnically diverse employees in senior leadership roles in the UK[1]

Definition	Senior roles held by ethnically diverse employees: The total number of ethnically diverse at Grades F+. Grade F+ are 'Heads of' or 'Director' roles (Management Level at Grade F+) in the UK.
Scope	This percentage calculation is based on headcount (excluding contingent workers) as at 31 December. Ethnicity is a data field which is voluntary to complete on the global HR system of record. In order to be classified as ethnically diverse, a colleague must have positively selected a relevant option (e.g. Black African). The total population excludes those who have responded ‘prefer not to say’.
Units	Percentage
Calculation and reporting method	Total number of ethnically diverse employees at F+ grades is divided by total population of colleagues at F+ grades.
Source	Data is sourced from the Global HR system of record.

1. The denominator of this metric has been updated to exclude those who have responded ‘Prefer not to say’ and those who have not completed their diversity data in the Global HR system of record.

Aviva plc board diversity: Gender (% Women)

Definition	Board roles held by female colleagues: Percentage of Aviva plc female Board members.
Scope	This percentage calculation is based on headcount as at 31 December. Board members gender information is based on their own self identification.
Units	Percentage
Calculation and reporting method	Total number of Aviva plc female Board members is divided by the total number of Aviva plc Board members.
Source	Data is sourced by the PLC CoSec team through Board Diversity, Equity and Inclusion surveys.

Aviva plc board diversity: Ethnicity (%)

Definition	Board roles held by ethnically diverse colleagues: Percentage of Aviva plc Board members who identify as ethnically diverse.
Scope	This percentage calculation is based on headcount as at 31 December.
Units	Percentage
Calculation and reporting method	Total number of Aviva plc Board members who have identified as ethnically diverse divided by the total number of Aviva plc Board members.
Source	Data is sourced by the plc CoSec team through Board Diversity, Equity and Inclusion surveys.

Diversity, Equity and Inclusion

% of female employees at Aviva

Definition	Percentage of Aviva female employees in the Aviva's businesses (UK, Ireland, Canada).
Scope	This calculation is based on headcount (excluding contingent workers) as at 31 December for Aviva's businesses (UK, Ireland, Canada). Employees sex data is defined as the detail keyed in by the recruitment team during the hire process and isn't editable by employees.
Units	Percentage
Calculation and reporting method	Total number of women employed by Aviva is divided by the total number of employees.
Source	Data is sourced from the global HR system of record.

Mean/median gender pay gap - salary (UK)

Definition	We prepare and report our UK gender pay gap disclosures in line with the approach defined by the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017 and Gender pay gap reporting guidance for employers on gov.uk. A gender pay gap measures the difference between the mean/median hourly pay of male and female employees (irrespective of roles or seniority).
Scope	This is based on figures taken on the 5th of April each year. Employees sex data is defined as the detail keyed in by the recruitment team during the hire process and isn't editable by employees.
Units	Percentage
Calculation and reporting method	We publish our UK gender pay gap as part of our Annual Report and as a standalone report on our website. Our Gender Pay Gap Reporting Methodology document can also be accessed on our website **https://www.aviva.com/about-us/uk-gender-pay-gap-report**
Source	Data is sourced from the HR team which has an automated feed from our global HR system of record and payroll system.

Mean/median gender pay gap - bonus (UK)

Definition	We prepare and report our UK gender pay gap disclosures in line with the approach defined by the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017 and Gender pay gap reporting guidance for employers on gov.uk. The gender bonus gap measures the difference in mean/median bonus pay of male and female employees (irrespective of roles or seniority).
Scope	This considers bonus pay received in 12 months leading up to the 5th of April each year. Employees sex data is defined as the detail keyed in by the recruitment team during the hire process and isn't editable by employees.
Units	Percentage
Calculation and reporting method	We publish our UK gender pay gap as part of our Annual Report and as a standalone report on our website. Our Gender Pay Gap Reporting Methodology document can also be accessed on our website **https://www.aviva.com/about-us/uk-gender-pay-gap-report**
Source	Data is sourced from the HR team which has an automated feed from our global HR system of record and payroll system.

Independent Assurance Report to the Directors of Aviva plc on selected sustainability metrics

The Board of Directors of Aviva plc ("Aviva") engaged us to perform an assurance engagement in respect of selected sustainability metrics presented in Aviva's Annual Report and Accounts 2023 and Sustainability Datasheet 2023 for the year ended 31 December 2023 (the "Reports"). Specifically, PwC was engaged to obtain:

- reasonable assurance over the information identified in "Appendix - Table A" and marked with the symbol (AR) and
- limited assurance over the information identified in "Appendix - Table B" below and marked with the symbol (AL),

(together, the 'Subject Matter Information'), as set out, together with the Aviva's Reporting Criteria ('Reporting Criteria') in the 'What we were engaged to assure' section below.

Our conclusions

Our reasonable assurance conclusion

In our opinion, the Subject Matter Information marked with the symbol (AR) in Aviva's Reports and set out in "Appendix - Table A", has been prepared, in all material respects, in accordance with Aviva's Reporting Criteria 2023 set out in this document.

Our limited assurance conclusion

Based on the procedures we have performed, as described under "Summary of work performed" and the evidence we have obtained, nothing has come to our attention that causes us to believe that the information marked with the symbol (AL) in Aviva's Reports and set out in "Appendix - Table B", has not been prepared, in all material respects, in accordance with Aviva's Reporting Criteria 2023 set out in this document.

What we were engaged to assure

The Subject Matter Information needs to be read and understood together with the Reporting Criteria which Aviva's Directors are solely responsible for selecting and applying.

The Subject Matter Information and Aviva's Reporting Criteria 2023 are as set out in tables A and B in the Appendix.

The scope of our work did not extend to information in respect of earlier periods or to any other information included in, or linked from, the Reports.

Our work

Professional standards applied

We performed an assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised) 'Assurance Engagements other than Audits or Reviews of Historical Financial Information' issued by the International Auditing and Assurance Standards Board.

Our independence and quality control

We have complied with the Institute of Chartered Accountants in England and Wales 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, that are at least as demanding as the applicable provisions of the International Ethics Standards Board for Accountants International Code of Ethics for Professional Accountants (including International Independence Standards).

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

Independent Assurance Report to the Directors of Aviva plc on selected sustainability metrics

Summary of work performed

We plan and perform our work to assess whether the Subject Matter Information is free from material misstatement, whether due to fraud or error. The procedures performed for limited assurance 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.

With respect to our limited assurance conclusion, the procedures we have performed, which were based on our professional judgement, included:

- considering the suitability in the circumstances of Aviva's use of the Reporting Criteria as the basis for preparing the Subject Matter Information including considering reporting boundaries;
- obtaining an understanding of Aviva's control environment, processes and systems relevant to the preparation of the Subject Matter Information;
- evaluating the appropriateness of measurement and evaluation methods, reporting policies used and estimates made by Aviva;
- comparing year on year movements and obtaining explanations from management for significant differences identified;
- performing limited substantive testing of the Subject Matter Information marked with a symbol AL, which is aggregated from information submitted by business units and functions. Testing involved: agreeing arithmetical accuracy of calculations and agreeing data points to or from source information to check that the underlying Subject Matter Information had been appropriately evaluated or measured, recorded, collated and reported; and
- evaluating the disclosures in and overall presentation of, the Subject Matter Information.

With respect to our reasonable assurance opinion, the procedures we have performed, which were based on our professional judgement, included:

- the procedures as described above with respect to our limited assurance conclusion;
- evaluating the design of the controls relevant to the engagement, determining whether they have been implemented as described and testing the operation of those control activities where necessary;
- performing more extensive substantive testing of the Subject Matter Information marked with a symbol AR, including selecting more items to test; and
- testing the data on which estimates are based and separately developing our own estimates for certain metrics against which to evaluate Aviva's estimates.

Materiality

We set certain quantitative thresholds for materiality. These, together with qualitative considerations, helped us to determine the nature, timing and extent of our procedures in support of our conclusion. We believe that it is important that the intended users of the Subject Matter Information understand the scope and the concept of materiality in order to understand the assurance that our conclusions provide.

Based on our professional judgement, we determined materiality for the Subject Matter Information as follows:

Overall materiality

Materiality may differ depending upon the nature of the Subject Matter Information. We apply professional judgement to consider the most appropriate materiality benchmark for each aspect of the Subject Matter Information.

The benchmark approach for each aspect of the Subject Matter Information is indicated in tables A and B in the Appendix by by one of the following letters:

A This metric is an absolute number. A benchmark materiality of 5% has been applied.

B This metric measures intensity or proportion, which is calculated as a ratio between 2 different numbers. A benchmark of 5% has been applied to both the numerator and denominator used in the calculation.

We also agreed to report to the Directors misstatements ('reportable misstatements') identified during our work at a level below overall materiality, as well as misstatements below that lower level that in our view warranted reporting for qualitative reasons.

The Directors are responsible for deciding whether adjustments should be made to the Subject Matter Information in respect of those items.

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Key Assurance Matters

Key Assurance Matters are those areas of our work that in our professional judgement required particular focus and attention, including those which had the greatest effect on the overall assurance strategy, the allocation of resources and directing the efforts of the engagement team.

We considered the following areas to be Key Assurance Matters and discussed these with Aviva's management.

Judgement in application of complex definition of 'Multi-product Holding Customers'

Nature of the issue	Aviva plc is a large composite insurer offering products across Insurance, Wealth and Retirement to its customers. A key area of growth is increasing the number of customers that hold more than one product with Aviva. Therefore, in line with their strategic objectives, Aviva reports the number of multi-product holding customers. As there is currently no recognised framework or industry guidance for what constitutes a "multi-product holding customer", management has applied judgement and developed its own definition to determine which combination of products qualifies as a "multi-product holding". In determining the basis of the metric, an exercise has been performed to assess different combinations of products and to decide the types and combinations of products to be included. Due to the large volume of Aviva products and the number possible combinations, there is a high degree of complexity and a risk that the definition is not applied appropriately. Definitions are laid out in more detail in the Customer section of the Reporting Criteria.
How our work addressed the key assurance matter	In order to address the issues noted above, we have: • Obtained an understanding of the governance process to review and approve the multi-product holding definition through walkthrough meetings and review of meeting minutes; • Considered the suitability of the reporting criteria in the circumstances and with respect to Aviva's products; • Tested a sample of customers included within the 'Multi-product holding customers (2+ products)' metric to determine that the definition had been applied appropriately; and • Evaluated the disclosures in the Reports.
Element(s) of the Subject Matter Information most significantly impacted	Multi-Product Holdings customers (2+ products)

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Completeness of Customer Data under a complex IT environment

Nature of the issue	The process for obtaining the input data for customer metrics is complex and involves a number of different IT source systems from across the Aviva group. The data used to prepare the relevant metrics is either manually extracted from systems or automatically fed from source systems through an interface established for the consolidation of data. The process requires a series of procedures including data cleansing, data reformatting, deduplication of record, data consolidation through a complex workflow. There is a heightened risk that the extraction and processing of the source data is incomplete and therefore, the resultant metrics are misstated.
How our work addressed the key assurance matter	In order to address the issue described above we have: • Obtained an understanding of the business processes and systems involved in generating the customer data, including the controls designed and implemented over data transmissions; • Performed analytical procedures over the customer data to confirm that the distribution of customer data in each location is consistent with their total insurance revenue; • Assessed the system logic by testing the system coding used to derive the number of customers and multi-product holding customers from the consolidated database within the sustainability reporting system; and • Performed testing over the sample of data feeds to confirm that customer data was being transferred completely into the sustainability reporting system.
Element(s) of the Subject Matter Information most significantly impacted	Number of Customers Multi-product holding customers (2+ products)

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Challenges of non-financial information

The absence of a significant body of established practice upon which to draw to evaluate and measure non-financial information allows for different, but acceptable, evaluation and measurement techniques that can affect comparability between entities and over time.

Non-financial information is subject to more inherent limitations than financial information, given the characteristics of the underlying subject matter and the methods used for measuring or evaluating it. The precision of different measurement techniques may also vary.

Reporting on Other Information

The other information comprises all of the information in the Reports other than the Subject Matter Information and our assurance report. The Directors are responsible for the other information. As explained above, our conclusions do not extend to the other information and, accordingly, we do not express any form of assurance thereon. In connection with our assurance of the Subject Matter Information, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the Subject Matter Information or our knowledge obtained during the assurance engagement, or otherwise appears to contain a material misstatement of fact. If we identify an apparent material inconsistency or material misstatement of fact, we are required to perform procedures to conclude whether there is a material misstatement of the Subject Matter Information or a material misstatement of the other information and to take appropriate actions in the circumstances.

Responsibilities of the Directors

The Directors of Aviva are responsible for:

- determining appropriate reporting topics and selecting or establishing suitable criteria for measuring or evaluating the underlying subject matter;
- ensuring that those criteria are relevant and appropriate to Aviva and the intended users of the Reports;
- the preparation of the Subject Matter Information in accordance with the Reporting Criteria including designing, implementing and maintaining systems, processes and internal controls over the evaluation or measurement of the underlying subject matter to result in Subject Matter Information that is free from material misstatement, whether due to fraud or error;
- documenting and retaining underlying data and records to support the Subject Matter Information;
- producing the Reports that provide a balanced reflection of Aviva's performance in this area and disclose, with supporting rationale, matters relevant to the intended users of the Reports; and
- producing a statement of Director's responsibility.

Our responsibilities

We are responsible for:

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

Use of our report

Our report, including our conclusions, has been prepared solely for the Directors of Aviva in accordance with the agreement between us dated 13 December 2023 (the "agreement"). To the fullest extent permitted by law, we do not accept or assume responsibility or liability to anyone other than the Board of Directors and Aviva for our work or our report except where terms are expressly agreed between us in writing.

PricewaterhouseCoopers LLP
Chartered Accountants
London
6 March 2024

Independent Assurance Report to the Directors of Aviva plc on selected sustainability metrics

Appendix

The Aviva Plc Reporting Criteria 2023 is published in this document.

In tables within this appendix, the following acronyms are used: ARA - Aviva plc Annual Report and Accounts 2023, Datasheet - Aviva Sustainability Datasheet 2023

Table A: Subject Matter Information subject to reasonable assurance

Subject Matter Information	Reported Unit	Reported Value	Location of Subject Matter Information
Community investment			
Amount invested in UK infrastructure and real estate[A]	£bn	9.5	ARA - Our strategy - Sustainability, Key performance indicators, Our business review Aviva Investors, Investing in the UK, Our sustainability ambition - at a glance; Datasheet - Social Action
Amount of community investment – including value of skills[A]	£m	32.5	ARA - Our strategy - Sustainability, Social action; Datasheet - Social Action
Business ethics			
% of employees who confirm that they have read, understood and accepted the business ethics code[B]	%	99.4%	ARA - Sustainable business - good governance; Datasheet - Sustainable business
Employees			
Number of employees[A]	FTE	26,382	Datasheet - Sustainable Business
Average number of employees in UK, Ireland and Canada[A]	headcount	22,652	Datasheet - Sustainable Business
Diversity, equity & inclusion			
% women in senior leadership roles in UK, Ireland Canada[B]	%	40.6%	ARA - Our strategy - Sustainability, Our people, Diversity, equity and inclusion, Key performance indicators, Sustainability - at a glance, Annual Report on remuneration; Datasheet - Sustainable business
% completion of internal diversity data[B]	%	90.7%	Datasheet - Sustainable business
% women on Aviva Executive Committee[B]	%	46.0%	ARA - Directors' report; Datasheet - Sustainable business
% of ethnically diverse employees in senior leadership roles in the UK[1,B]	%	10.8%	ARA - Key Performance Indicators, Our People, Sustainability - at a glance, Diversity, equity and inclusion; Datasheet - Sustainable business
% of ethnically diverse employees in senior leadership roles in the UK (including 'prefer not to say' as the population)[2,B]	%	10.0%	ARA - Annual Report on remuneration; Datasheet - Sustainable business
Aviva plc board diversity: Gender (% female)[B]	%	42.0%	ARA -Director's report, nomination and governance, Our People Datasheet - Sustainable business
Aviva plc board diversity: ethnicity (%)[B]	%	8.0%	ARA - Directors' report; Datasheet - Sustainable business
% of female employees at Aviva[B]	%	52.5%	ARA - Our people; Datasheet - Sustainable business
Mean/median gender pay & bonus gap (UK)			
Mean Gender Pay Gap (UK)[B]	%	21.3%	Datasheet - Sustainable Business
Median Gender Pay Gap (UK)[B]	%	22.7%	Datasheet - Sustainable Business
Mean Gender Bonus Gap (UK)[B]	%	41.3%	Datasheet - Sustainable Business
Median Gender Bonus Gap (UK)[B]	%	28.0%	Datasheet - Sustainable Business

1. The denominator of this metric has been updated to exclude those who have responded 'Prefer not to say' and those who have not completed their diversity data in the Global HR system of record.
2. The denominator of this metric includes 'prefer not to say' and those who have not completed their diversity data in the Global HR system of record as the population.

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Table B: Subject matter information subject to limited assurance

Subject Matter Information	Reported Unit	Reported Value	Location of Subject Matter Information
Community investment			
% of operating profit invested in communities (average starting 2023)[B]	%	2%	ARA - Social action; Datasheet - Social Action
Product coverage			
% of UK population saving or retiring with Aviva[B]	%	14%	ARA - Key Performance Indicators, Sustainability at a glance, Social action; Datasheet - Social Action
Customers			
Number of customers[A]	Million	19.2	ARA - Our strategy, Key Performance Indicators, Our stakeholders, Our business model, Our Board's activities; Datasheet - Sustainable Business
Number of customer complaints per 1000 policies in force (UK) Life/GI/Health[B]	Number per 1000 policies in force	2.25	Datasheet - Sustainable Business
% of complaints resolved in 8 weeks (UK) Life/GI/Health[B]	%	91.1%	Datasheet - Sustainable Business
Transactional Net Promoter Score (TNPS)[B]	Point	36.3	ARA - Our strategy, Annual report on remuneration; Datasheet - Sustainable Business
Multi-product holding customers (2+ products)[B]	Million	4.8	ARA - Our strategy, Key Performance Indicators; Datasheet - Sustainable Business
People			
% Employee engagement 'I would recommend Aviva as a great place to work'[B]	%	88%	ARA - Key Performance Indicators, Our business model, Our people, Sustainability at a glance, Annual report on remuneration; Datasheet - Sustainable Business
% score for the statement "I can see a clear link between my work and Aviva's strategy"[B]	%	84%	Datasheet - Sustainable Business
% score for the statement "I have a clear understanding of Aviva's strategy"[B]	%	85%	Datasheet - Sustainable Business
% employees believe Aviva is a good corporate citizen[B]	%	89%	Datasheet - Sustainable Business
% of employees who feel Aviva values their health and wellbeing[B]	%	83%	ARA - Our people; Datasheet - Sustainable Business
% of employees that believe they can be themselves at work without fear of prejudice or discrimination[B]	%	87%	ARA - Our people; Datasheet - Sustainable Business
% score for the statement "I trust what the Executive Team say"[B]	%	76%	Datasheet - Sustainable Business

Cautionary statements

Climate-related cautionary statement

Climate metrics

The climate metrics, projections, forecasts and other forward-looking statements used in this document should be treated with special caution, in particular as they are more uncertain than, for example, historical financial information, and given the wider uncertainty around the evolution and impact of climate change.

Climate metrics include:

- Estimates of historical emissions and historical climate change; and
- Forward-looking climate metrics, such as ambitions, targets, climate scenarios and climate projections and forecasts.

Our understanding of climate change effects, data, metrics and methodologies and its impact continue to evolve. Accordingly, both historical and forward-looking climate metrics are inherently uncertain and, therefore, could be less decision-useful than metrics based on historical financial statements. Below we provide a non-exhaustive list of some of the challenges associated with using climate metrics in more detail.

1. Methodologies for estimating and calculating GHG emissions or emissions intensities and other climate-metrics vary widely

There is a lack of standardisation and comparability with many diverging frameworks and methodologies for calculating climate metrics.

In particular:

- Some methodologies use company-specific historical emissions data while others result in estimation of emissions based on sectoral or geographical data or averages. Of those that incorporate emissions ambitions and targets, there are different criteria for the types of ambitions and targets that can and cannot be used.
- Methodologies vary in their use of Scope 1, Scope 2 and/or Scope 3 GHG emissions. Some use only Scope 1 data, while others use Scope 1 and Scope 2 and yet others take Scope 1, Scope 2, and Scope 3 GHG emissions into account.
- Certain methodologies take cumulative historical GHG emissions into account while others incorporate point-in-time assessments of emissions intensity.

There is a risk that climate metrics may result in over or under estimations.

2. Climate metrics are complex and require making extensive judgements and assumptions

Climate metrics and data are based on underlying assumptions made about climate change policies, technologies and other matters that are uncertain or not yet known.

Any material change in these variables may cause the assumptions, and therefore, the climate metrics and data based on those assumptions, to be incorrect.

In particular:

- Temperature scenarios generally include a set of assumptions that incorporate existing or planned global or regional policies, or business-as-usual sociodemographic projection, and projections for technological progress (including negative emissions and sequestration technologies), none of which may happen as contemplated.
- Some assumptions attempt to compensate for existing data gaps, such as past emissions trends or comparable and reliable company specific ambitions and targets. These assumptions may prove to be incorrect and not accurately represent the actual data.

Design issues specific to financed emissions raise challenges, particularly around allocating emissions to the wide range of invested assets and financed activities.

Financed emissions from owning one percent of a company might include one percent of that company's emissions; a portfolio can rapidly double count if aggregate financed emissions include each underlying company's own Scope 3 upstream and downstream emissions.

The calculation becomes significantly more complex with other activities, such as when a financial institution serves as a counterparty or is one of multiple underwriters of a financing.

There is a risk that the judgement exercised, or the estimates or assumptions used, may subsequently turn out to be incorrect.

3. There is a lack of complete, standardised, accurate, verifiable, reliable, consistent and comparable climate-related data

Climate-related risks and opportunities and their potential impacts and related metrics depend on access to complete, standardised, accurate, verifiable, reliable, consistent and comparable climate-related data. The insurance industry, like other sectors, is grappling with data availability and quality.

Cautionary statements

In particular:

- Climate-related data may not be generally available from counterparties or customers or, if available, it is generally variable in terms of quality and, therefore, may not be complete, standardised, accurate, verifiable, reliable, consistent or comparable.
- Companies may rely on aggregated information based on high-level sector data developed by third parties that may be prepared in an inconsistent way using different methodologies, interpretations or assumptions.
- Data is less readily available for some invested asset types and there may also be data gaps, particularly for private companies, that are filled using "proxy" or other data, such as sectoral average, again developed in different ways.
- There is no single, global, cross-sector data provider that adequately and consistently covers the needed scope for data to analyse emissions and assess physical and transactional risks across operations and investment portfolios.
- While regulators and standard-setters mandate additional disclosure of verified climate-related data by companies across sectors, there are potential gaps between needed and available data.
- The availability of climate, industrial classification, energy use and efficiency data, including information used as a proxy for that data (e.g. EPC rating) depends on a variety of public, private and civic sector sources. Historically, climate data was largely environmental and weather data was produced by government agencies, however, the challenge is finding the relevant sources, if they exist, and then validating, cleaning and standardising the data in an accessible form or format.

Further development of reporting standards, scientific understanding of climate change and global and regional laws could materially impact the metrics, ambitions and targets contained within this report and may mean that subsequent reports do not allow a reader to compare metrics, ambitions and targets on a like for like basis. Certain disclosures are likely to be amended, updated, recalculated and restated in future reports.

There are many uncertainties, assumptions, judgements, opinions, estimates, forecasts and non-historic data surrounding the climate metrics, data, models and scenarios used to create them; and the measurement technologies, analytical methodologies and services that support them remain in an early stage.

Accordingly, the quality and interoperability of these models, technologies and methodologies is also at a relatively early stage.

Significant data gaps in sectors, sub-sectors and across invested asset classes are impeding not only climate risk management, but also the development of mitigation and adoption of strategies, as well as aspects of operations and credit risk and investment analysis that depend on data-informed processes.

In summary, the information in this report is subject to significant uncertainties and risks which may result in the group being unable to achieve the current plans, expectations, estimates, ambitions, targets or projections.

Some of the information in this document has been or may have been obtained from public and other sources and Aviva has not independently verified it. Aviva makes no representation or warranty regarding its completeness, accuracy, fitness for a particular purpose or non-infringement of such information.

Other forward-looking statements

This document should be read in conjunction with the other documents distributed by Aviva through The Regulatory News Service (RNS). This document contains, and we may make, other verbal or written 'forward-looking statements' with respect to certain of Aviva's plans and current goals and expectations relating to its future financial condition, performance, results, strategic initiatives and objectives.

Forward-looking statements include, without limitation, projections, estimates, commitments, plans, approaches, ambitions and targets (including, without limitation, sustainability commitments, ambitions, goals and targets). Statements containing the words 'believes', 'intends', 'expects', 'projects', 'plans', 'will', 'seeks', 'aims', 'may', 'could', 'outlook', 'objective', 'predict', 'likely', 'target', 'goal', 'guidance', 'trends', 'future', 'estimates', 'potential' and 'anticipates', and words of similar meaning, are forward-looking.

By their nature, all forward-looking statements involve risk and uncertainty. Accordingly, there are or will be important factors that could cause actual results to differ materially from those indicated in these statements.

Factors that could cause actual results to differ materially from those described in these statements include (but are not limited to):

- Regulatory measures addressing climate change and broader sustainability-related issues; and
- The development of standards and interpretations, including evolving requirements and practices in sustainability reporting; and the ability of the Group, together with governments and other stakeholders to measure, manage, and mitigate the impacts of climate change and broader sustainability-related issues effectively.

A detailed description of other relevant factors is contained within Aviva's most recent annual report available on its website at https://www.aviva.com/reports.

Cautionary statements

Due to such uncertainties and risks, readers are cautioned not to place undue reliance on such forward-looking statements. Forward-looking statements in this report are current only as of the date on which such statements are made and we do not undertake to update our forward-looking statements except as required by applicable law and do not provide any representation, assurance or guarantee that the occurrence of the events expressed or implied in any forward-looking statements will actually occur.

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Use of Carbon Trust Data

The Carbon Trust Group (CT) supported the calculation of financed emissions metrics for infrastructure debt and commercial real estate mortgages and presented the final data in Aviva's proprietary data model developed prior to the CT's engagement. The calculation of financed emissions is based on Partnership of Carbon Accounting Financial (PCAF) methodologies and dependent on the data available. Carbon Trust has not considered the interest of any other party when supporting with the calculation of the financed emissions. To the fullest extent permitted by law, Carbon Trust accepts no responsibility and denies any liability to any other party for its work in supporting with the calculation of financed emissions.

As the calculations are based on information made available by Aviva and other third parties, Carbon Trust does not warrant that the information presented in the calculations is complete, accurate or up to date.

Carbon Trust is not an auditor and cannot in every instance independently verify or validate the information it receives. Any person who obtains access to Aviva's calculations of financed emissions and chooses to rely on them will do so at its own risk.

Furthermore, the calculations of financed emissions shall in no event be interpreted and construed as an assessment of the economic performance and creditworthiness of Aviva or any of its products or investments.

As explained in our 'Assurance approach' on page 1, the information in this document is unaudited, except for those metrics indicted with an AR or AL symbol, indicating reasonable assurance or limited assurance, respectively. This report has been prepared for, and only for, the members of the Company, as a body, and no other persons. The Company, its directors, employees, agents or advisers do not accept or assume responsibility to any other person to whom this document is shown or into whose hands it may come, and any such responsibility or liability is expressly disclaimed. Aviva plc is a company registered in England No. 2468686.

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