

Our sustainability ambition

Aviva aims to be a sustainability leader. The three elements of our strategic sustainability framework are closely connected.



As the Direct Line integration continues in 2026, we will consider the impacts for our sustainability strategy.

Find our regularly updated sustainability news at:

- www.aviva.com/sustainability/sustainability-news
- [2025 Sustainability Datasheet](#)

If you have any suggestions or queries about Aviva's sustainability programme or policies, please e-mail us at:

- crteam@aviva.com

SOCIAL ACTION

Help build stronger, inclusive communities at a local level

£44m

Provided in community investment in 2025

£13.7bn

Invested in UK infrastructure and real estate since 2020

CLIMATE ACTION

Mitigate and adapt to climate change and reverse nature loss

56% xDL

Reduction in absolute Scope 1 & 2 emissions of our operations from 2019 baseline

59% xDL

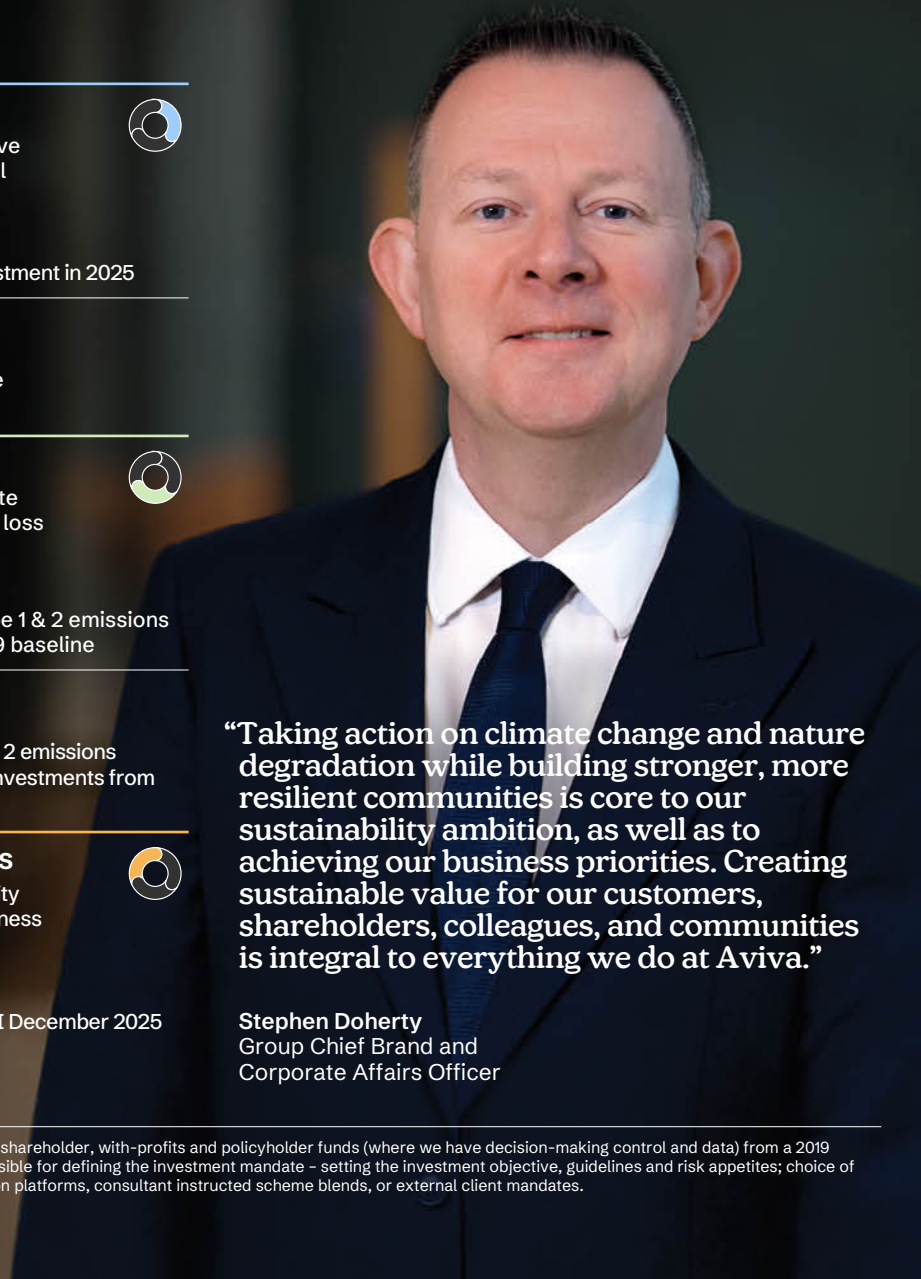
Reduction in the Scope 1 and 2 emissions intensity in a portion of our investments from 2019 baseline¹

SUSTAINABLE BUSINESS

We act to embed sustainability into the way we run our business

AAA

ESG rating provided by MSCI December 2025



“Taking action on climate change and nature degradation while building stronger, more resilient communities is core to our sustainability ambition, as well as to achieving our business priorities. Creating sustainable value for our customers, shareholders, colleagues, and communities is integral to everything we do at Aviva.”

Stephen Doherty
Group Chief Brand and
Corporate Affairs Officer

1. Reduction in the Scope 1 and 2 economic carbon intensity of equity, corporate bonds and loans, infrastructure and real estate assets held in shareholder, with-profits and policyholder funds (where we have decision-making control and data) from a 2019 baseline, against an ambition of 60% by year-end 2029. Aviva is deemed to have investment decision-making control when they are responsible for defining the investment mandate - setting the investment objective, guidelines and risk appetites; choice of benchmark to meet customer and shareholder outcomes; and manager selection. This does not include external fund links made available on platforms, consultant instructed scheme blends, or external client mandates.



Social action


Aviva aims to help in building stronger, inclusive communities at a local level.

Thriving communities help the businesses serving them flourish. With a longstanding presence throughout the UK, we're well placed to help enhance people's financial resilience and employability prospects, while investing in housing and infrastructure. Increasingly, we are taking a place-based approach, working with cross-sector leaders on priority local challenges and opportunities to help regenerate the places where we live and work.

In 2025, we contributed £43.8 million, representing 2% of our Group adjusted operating profit, to support community organisations, projects or causes with social impact. We estimate that 718,469 people have benefitted from our community investment programmes across the UK, Ireland, and Canada.

Social action in 2025 reflects Aviva excluding Direct Line.

Find out more about our place-based action:

 www.aviva.com/sustainability/our-ambition/taking-place-based-action/



FOCUSING ON PLACE

We operate a place-based approach that aligns our business resources with local needs to help regenerate the places where we live and work. We aim to improve employability, social mobility, strengthen financial and climate resilience.

Taking action with Business in the Community (BITC)¹


Aviva is BITC's first National Place Partner, helping bring together key stakeholders on programmes in support of BITC's ambition to be working within 50 places across the UK by 2032.

In May 2025, BITC and Aviva hosted the inaugural Pride of Place Summit. Delegates gathered at Aviva Studios in Manchester to hear from Mayor Andy Burnham, Lord Blunkett, and inspiring community leaders from around the UK, focusing on the potential of place-based action.

Taking action through Aviva Foundation²

In 2025, the Foundation granted over £3 million in the UK. The money went to projects helping people with various aspects of their financial wellbeing, including building savings, helping people navigate challenging times, and improving financial planning for the future.


One example is Autistica's Everyday Tips Hub, which offers evidence-based and user-generated advice to help autistic people build financial resilience. Aviva Foundation support also helped the Living Wage Foundation's campaigning in the North-East to build the financial resilience of workers, helping them towards gaining a wage that meets living costs.

 **Find out more about Aviva Foundation supported initiatives across the UK at www.aviva.com/sustainability/aviva-foundation/#our-impact**

Aviva Community Fund supporting projects to strengthen communities

In 2025 we celebrated the 10th anniversary of the Aviva Community Fund. In the decade since its inception, it has supported over 9,000 UK projects with over £20 million.

In 2025, the Fund helped 395 community projects across the UK raise £5.7 million. This was made up of match-funding donations of £2.8 million from Aviva, in addition to partner donations and crowdfunding.

 **Discover some of the causes supported across hundreds of places on our interactive map at www.aviva.com/sustainability/taking-social-action/aviva-community-fund-map/**

In 2026, we'll strengthen support for charities by launching a new funding programme, making it easier for charities to access support from us. This platform will sit under the Aviva Foundation and include two funds: the Communities Fund (formerly the Aviva Community Fund) and the Financial Futures Fund.

Taking action through volunteering

By June 2025 we had recorded over 300,000 colleague volunteering hours since 2020, achieving our end 2025 ambition six months early.

In 2025, our people from across the UK, Ireland and Canada had volunteered for 124,991 hours in total, up from 107,810 in 2024.

1. Business in the Community (BITC) is a UK business network dedicated to helping businesses lead responsibly and create positive social and environmental impact
2. The Aviva Foundation is administered by Charities Trust under charity registration number 327489



STRENGTHENING FINANCIAL RESILIENCE

Financial resilience is about being able to manage money confidently and recover from unexpected events - without lasting negative impact. For more than 325 years, Aviva has helped customers prepare for life's uncertainties by providing products that aim to build financial resilience. We also work with principal partners to help families and businesses strengthen financial resilience.

Taking action with Citizens Advice

By partnering with Citizens Advice, we aim to help vulnerable customers facing financial difficulty. During 2025, our partnership with Citizens Advice has:

- Supported over 86,000 people with free advice, with 1,860 of these being Aviva customers referred through our referral partnership
- Delivered support to 20 Citizens Advice offices through £2.7 million funding and 2,855 hours of skilled volunteering

Supporting service transformation

In 2025, we launched a three-year project to support Citizens Advice to transform their service delivery through improving the webchat platform, aimed at improving efficiency and expanding the number of customers the charity can serve. We've provided £1.9 million of funding plus resources, via skilled volunteering and best practice sharing.

In 2025, we hosted workshops on data analytics and conversational design. The next phase will focus on process innovation and GenAI integration from 2026 onwards.

Referral partnership

In 2025, we launched a customer referral scheme into Citizens Advice. This initiative enables our customer services colleagues to refer customers directly for support. Our staff are trained to identify signs of personal and financial vulnerability, with Citizens Advice contacting referred customers within 48 working hours via the dedicated team that we fund.

External recognition of impact

Aviva was named Business of the Year at the Business Charity Awards 2025, also gaining awards for Mid-term Partnership and Best Response to Cost-of-Living Crisis. Aviva was additionally given the Customer Champion of the Year Award 2025 by Insurance Times. All awards were in recognition of Aviva and Citizens Advice working together in helping communities through challenging times.

Taking action with Money Advice Trust

By partnering with the Money Advice Trust, we aim to help financially vulnerable businesses. In 2025, we continued supporting their Building Up Business project. Our funding enabled the creation and pilot of online learning modules.

During 2025 we confirmed a further two-year partnership with Money Advice Trust, which will include:

- New funding for core business debtline service delivery
- Phase 2 of Building Up Business, and
- Support for service systems technology modernisation and multi service channel delivery

IMPROVING EMPLOYABILITY PROSPECTS

We have deepened our place-based approach to improving employability, targeting support where it is needed most across 2025.

Taking action in Sheffield

Aviva's inclusive recruitment pilot with Sheffield College was a success, enabling young people from deprived backgrounds to join Aviva. Aviva has taken learnings from this pilot into the recruitment practices across the organisation.

Partnerships with Firvale Community Hub, Shirecliffe Community Centre and Ecofit are strengthening employability pathways and financial resilience, via Aviva funding.

Taking action in York

In York, Aviva in collaboration with The Place successfully piloted the employability programme, leading to two further employment skills workshops that engaged over 200 students. The programme will grow with two workshops planned each academic term.

Aviva established two further employability partnerships in the city, one with the Community Furniture Stores' IT ReUse project tackling digital exclusion and e-waste, while supporting young people and those facing barriers to work to gain skills and experience. The other with the Volunteer It Yourself (VIY) programme supporting marginalised youth to gain vocational qualifications through hands-on community projects.

Taking action in Perth

In Perth, Aviva is partnering with YMCA to deliver "Learn2Earn", a three-year programme for young people at risk of becoming NEET (Not in Education, Employment, or Training), providing mentoring, employability training, digital and STEM skills, and wellbeing support. The initiative aims for 75% of participants to achieve SAQ Level 4 employability awards and progress to positive destinations (education, training, or work), creating a scalable model for early intervention.

Taking action in Norwich

In Norwich, Aviva has committed funding and volunteering for the next three years to IntoUniversity's Academic Support programme for 7-18 year olds, to raise attainment, develop core social and emotional skills and support students' pastoral needs, with delivery through community centres in deprived communities.

Taking action across the UK

Across key locations, Aviva is providing office visits, skills workshops, and targeted employability support through partnerships with Business in the Community to grow employer interactions with schools and colleges for young people at risk of becoming NEET.

All programmes are underpinned by impact measurement to ensure progress towards reducing disadvantage and improving prospects for the next generation.

- Find out more at www.aviva.com/sustainability/sustainability-news



INVESTING IN INFRASTRUCTURE

Aviva invests to generate income for customers, while also contributing to the development of communities¹.

This is not only on behalf of the 4 in 10 of the UK adult population who are Aviva customers, but for the wider community we have a responsibility to serve.

Real estate and infrastructure

Aviva Investors has invested £13.7 billion in UK real estate and infrastructure since 2020. These investments, on behalf of savers and investors, have for example supported communities across the UK; helped to fund new education facilities and financed projects from renewable energy to life science startups, through to energy efficient offices and family housing.

Across 2025, we've increased investment in some innovative areas.

College campus developments in Wales

In April 2025, Aviva IWR business provided investment to finance two new campuses in South Wales, supporting 3,000 students annually with facilities including advanced manufacturing and robotics.

City centre development in East England

In July 2025, Aviva Capital Partners partnered with Norwich City Council and others on a £350 million redevelopment of Anglia Square, one of England's most deprived areas. The project aims to deliver 1,100 new homes, retail, and leisure spaces, and create over 3,500 jobs, injecting up to £36 million annually into the local economy.

Regeneration in the Midlands

In July 2025, Aviva Capital Partners and Moda secured a £200 million deal with public and private partners to unlock a

1,000-home rental community in Digbeth, Birmingham, including top-tier sustainability standards and 20% affordable housing in the first phase.

Water supply to North-West England

In August 2025, Aviva's IWR business committed £200 million to the Haweswater Aqueduct Resilience Programme, a major project upgrading the pipeline delivering water to 2.5 million people across the North West.

City centre development in the South

In December 2025, Aviva Capital Partners, Southampton City Council, and the University of Southampton formed a joint venture company. The partnership acquired a former Toys 'R' Us retail site to be redeveloped as a mixed-use neighbourhood focused on innovation, enterprise, and education, as well as offices and residential. The redevelopment aims to deliver benefits for residents, creating new jobs, and homes for the people of Southampton.

Recognising social value

In November 2025, Aviva Investors launched its Social Value Label, a certification scheme which applies a rating to the quality of practice by contractors in the construction supply chain in delivering good employment, skills and training outcomes for people and communities near its real estate development projects.

➤ Find out more at www.aviva.com/sustainability/sustainability-news



FOCUSING ACTION FOR IMPACT

Having met our 2021-2025 public target to invest an average of 2% of group adjusted operating profit in our communities we have refreshed our social action aims. These aims focus on strengthening financial resilience and reflect the meaningful difference we want to make in communities. They are guided by a clear set of principles to ensure lasting impact:

- To focus more on outcomes (the difference we make)
- To use consistent measures across our programmes
- To adopt a proportionate approach to measurement that is practical for our partners

Our aims from start 2026 to end 2030 are:

- 600,000 volunteering hours
- 2,000 charities, social enterprises and community partners with increased capacity to serve the community
- 100,000 people with improved financial resilience (inclusion, capability, or wellbeing)

We estimate that our work could benefit up to five million people from the start of 2026 to the end of 2030. However, reach does not equate to attributable impact. Our focus is on delivering tangible outcomes that we can substantiate through our reporting.

We aim to announce further ambitions within our 2026 Annual Report and Accounts. These will focus on our other key outcome areas: improving employability prospects and investing in housing and infrastructure.



1. While we integrate environmental, social, and governance (ESG) factors into our investment processes, this is not binding on the investment manager, beyond any specific ESG criteria which is in a Fund prospectus or Investment Management Agreement does not mean every investment has a specific sustainability objective



Climate action

As an insurer, and long-term investor, we have an important role in helping our customers manage the risks associated with climate change so they can approach the future with confidence. We are focused on decarbonising our business, insuring and investing in the energy transition, protecting and restoring nature, and supporting climate adaptation.

Find out more in our

- ▶ [Climate-related Financial Disclosure](#)
- ▶ [Transition Plan](#)

PROGRESS AGAINST THE ACTIONS SET OUT IN OUR 2025 TRANSITION PLAN

Group-wide

- Assessed our nature-related dependencies, impacts, risks, and opportunities
- Delivered deep-dive Board training on nature
- Delivered training on the Just Transition¹ to our investment and insurance teams

Investments

- Continued investment in Sustainable Assets
- Continued embedding sustainability into our core default pensions propositions: My Future and My Future Focus
- Continued embedding climate into investment decision-making frameworks

Insurance

- Expanded our UK offshore wind proposition by doubling our underwriting capacity to £150 million
- Progressed in understanding the emissions from our Private Medical Insurance claims supply chain

Aviva's operations

- Launched a project which aims to remove fossil fuels from our UK offices
- Updated our Group-wide travel policy to encourage use of lower carbon modes of transport
- Held Net Zero supplier conferences in the UK and Canada

PROGRESS AGAINST OUR KEY MEDIUM-TERM AMBITIONS 2025-2030

INVESTMENTS

% reduction in Aviva's own Scope 1 and Scope 2 economic carbon intensity of equity, bonds and loans, corporate infrastructure and real estate assets held in shareholding, with-profits and policyholder funds (where we have decision-making control and data)² from a 2019 baseline xDL

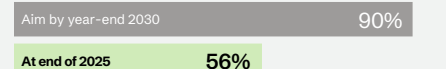


INSURANCE

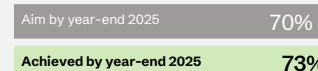
Support for our customers' transition to EV ownership through proposition development is ongoing

AVIVA'S OPERATIONS

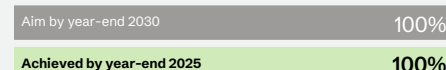
% reduction in Aviva's own operational Scope 1 and 2 GHG emissions from a 2019 baseline xDL



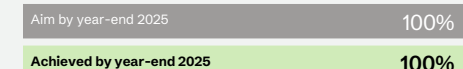
% of suppliers by spend setting validated science-based targets³ xDL



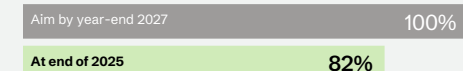
% of electricity from renewable sources



% electrification of our fleet: UK and Ireland xDL



% electrification of our fleet: Rest of World xDL



This is not a complete list of our ambitions. Additional ambitions and more information on the scope of each of our ambitions, including those achieved by year-end 2025 are contained in the relevant sections of our Climate-related Financial Disclosures report. The contents of this page should be read in conjunction with Aviva plc's Reporting Criteria 2025.

1. Just Transition is the process of anticipating, assessing, and addressing the social risks and opportunities of the transition to a low-GHG emissions and climate-resilient development, as well as ensuring meaningful dialogue and participation for impacted groups (including workers, communities, supply chains, and consumers) in transition planning

2. In scope are Scope 1 and 2 economic carbon intensity (ECI) for in-scope equity, corporate bonds and loans, infrastructure, and real estate assets held in shareholding, with-profit and policyholder funds where we have decision-making control and data across UK, Ireland, Canada, and India. Aviva is deemed to have investment decision-making control when they are responsible for defining the investment mandate, setting the investment objective, guidelines and risk appetites; choice of benchmark to meet customer and shareholder outcomes; and manager selection. This does not include external fund links made available on platforms, consultant instructed scheme blends, or external client mandates.

3. The scope of this ambition covers both our general insurance claims supply chain and our non-claims supply chain

DECARBONISING OUR BUSINESS

We announced our ambition to become a Net Zero company in 2021.

The second iteration of our Transition Plan, published in February 2025, represents an evolution of our climate strategy to deliver our ambitions whilst addressing new risks and capturing new opportunities.

We remain committed to our ambition of becoming a Net Zero company by 2040, and to delivering our interim ambitions, which are aligned with the Paris Agreement goals. We will continue to pursue science-based targets in respect of our Net Zero ambition, as set out in our latest Transition Plan. However, we have taken a decision to no longer seek formal Science Based Targets initiative (SBTi) validation, and consequently to also withdraw the validation of the five targets previously provided by the SBTi in 2022.

Our Net Zero strategy will remain iterative, and will evolve reflecting the latest relevant climate science, credible decarbonisation pathways, industry methodologies, and our business model. This approach will ensure we stay focused on supporting the changing needs of our customers, communities, and shareholders. It will also enable us to continue financing and insuring transitioning sectors and companies in ways that support real-economy decarbonisation. We will continue active engagement with our stakeholders as our strategy develops.

In the meantime, we are progressing the actions from our second Transition Plan, published in February 2025, taking meaningful steps to support decarbonisation across our business.

The challenges spanning data quality and availability, evolving methodologies, and

balancing trade-offs between our sustainability and other ambitions persist. For us this relates to our Scope 3, and particularly the Scope 3 of our category 15: investments and underwriting activities, our 'Scope 3 of 3', where GHG data availability is improving, but is still of low quality. Based on what we understand today, and the low degree of control we have over these emissions, we do not currently see a route to Net Zero for these emissions. Nevertheless, we remain committed to using our best endeavours to address them. For these emissions, like much of our Scope 3 across all categories, our focus is on engagement and advocacy to reduce these emissions over time.

As the Direct Line integration into Aviva continues, we will consider impacts to our sustainability strategy.

Investments

During 2025, Aviva continued to embed climate considerations into investment decision-making. We do this to support our ambition of, where possible, simultaneously decarbonising our investments while increasing the alignment of our portfolio to the goals of the Paris Agreement.

We continue to embed sustainability within our core default pensions investment solutions My Future Focus and My Future. Within these solutions, the developed equity components are designed to deliver an improved ESG score and a lower carbon intensity than their respective benchmarks, subject to meeting investment outcomes.

In 2025, we continued to invest and lend to companies and projects which are contributing towards the decarbonisation of the global economy. Examples are in the 'Investing in the energy transition' section of this report.

Holistic stewardship, by which we mean engagement with stakeholders, plays an

important role in creating the right conditions for change. Our Climate Stewardship 2030 programme, launched in 2024, is central to how we work with companies. Engagement with standard setters is also key to this strategy. During 2025 we actively collaborated with industry peers on the creation of the Net Zero Asset Owners Alliance (NZAOA) Target Setting Protocol v5 and the Partnership for Carbon Accounting Financials (PCAF)¹ updated GHG accounting standards.

Insurance

Industry standards for insurance decarbonisation continue to evolve, which we actively contributed to developing in 2025 through key partnerships, such as UNEP's Forum for Insuring the Transition and PCAF. We also continued to use our voice to advocate for change across our markets more broadly.

While these standards evolve, we take action today that drives real-world decarbonisation. This includes limiting or excluding emissions-intensive fossil fuel activity from our portfolios, as detailed in our ESG baseline underwriting statement.

We are also accelerating growth in climate solutions to support decarbonisation, including electric vehicles (EV) and renewable energy, with an ambition to grow UK renewables Gross Written Premium (GWP) to £73 million by year-end 2027.

Our claims supply chain is also a key focus of our decarbonisation efforts. In 2025, we met our ambition of having 70% of our suppliers by spend setting validated science-based targets by year-end 2025, with 73% now doing so. This ambition includes our general insurance claims supply chain (excluding Direct Line).

Our UK Health team analysed our Private Medical claims supply chain to understand better its emissions, and carried out

customer research on sustainability in healthcare, revealing emissions 'hot spots' and data gaps.

We will use these insights to guide engagement with suppliers and the sector, including through the Association of British Insurers (ABI) and the Independent Healthcare Providers Network's working group.

Aviva's own operations Scope 1 and 2

In 2025, we launched a project which aims to decarbonise our Aviva UK offices by reducing their reliance on fossil fuels, especially natural gas. This multi-year initiative will upgrade heating systems, glazing, and insulation across key sites, starting with Bristol in 2025 before rolling out to Perth, Norwich, and York.

Working with experienced partners, we are aiming to future-proof our buildings to deliver lower emissions, enable greater energy efficiency, and support healthier workplaces.

Scope 3 categories 1-14

In 2025, we continued to engage with our suppliers, including at our fourth annual UK supplier summit, which brought together 100 of our suppliers and provided a platform for education and collaboration. These engagements have supported us to achieve our interim supply chain ambition.

In 2025 we achieved our ambition of zero waste to landfill across UK & Ireland core businesses and subsidiaries (excluding Direct Line), and we continue to pursue this for our businesses in the rest of world.

Additionally, we have released an updated Group travel policy embedding sustainability principles which encourages swapping to lower-carbon modes of transport such as rail over air travel, particularly for short-haul journeys.



1. The Partnership for Carbon Accounting Financials (PCAF) is a group of banks, insurers, and investors that works out a common way to measure the carbon emissions linked to their money.

INSURING AND INVESTING IN THE ENERGY TRANSITION

As a major investor and insurer, we can help to enable the transition to a low-carbon future.

Providing insurance to support the adoption of electric vehicles

Aviva provides motor insurance for EV's, including specific features like providing an emergency roadside boost if you run out of charge and cover for breakdown of your home charging point.

Aviva already provides insurance for a large number of EVs in the UK covering around one in eight privately registered EVs on UK roads as at the end of 2025 (excluding Direct Line).

Providing insurance to support the energy transition

Aviva provides commercial insurance for onshore wind, offshore wind, solar, green hydrogen, EV charging points and battery storage, including the construction and operation of these technologies. We also underwrite operational hydrogen, biomass, geothermal and concentrated solar risks.

This year, we doubled our UK offshore wind underwriting capacity to £150 million.

Providing finance to support the transition

By the end of 2025, Aviva's investment in sustainable assets included approximately £10.1 billion in green assets, £5.3 billion in social assets, £81.0 billion in transitioning assets (investments in companies with an externally validated transition approach) and £8.8 billion in other sustainable assets. (see 2025 Aviva Reporting Criteria for definitions)

Our portfolio includes projects such as renewable energy, environmentally sustainable buildings, and other initiatives that support the energy transition.

- Read more in "Note 9 - Investment in sustainable assets" within [Climate-related Financial Disclosure](#)

European battery storage investment

In September 2025, Aviva Investors committed €75 million to Terra One, a German battery energy storage developer, to help deliver around 500 MW of battery energy storage system assets by 2028. The deal allows for up to a €150 million commitment and includes board representation, supporting grid stability and renewable energy integration across Europe.

Industrial energy transition platform

In October 2025, Aviva Investors partnered with Astatine to launch a European industrial energy transition platform targeting €800 million of investment. The platform will deliver solar, battery storage, industrial heat pumps, EV charging for fleets, and heat recovery systems for hard-to-abate sectors such as data centres and manufacturing.

- Find out more at www.aviva.com/sustainability/sustainability-news

SUPPORTING CLIMATE ADAPTATION

We support climate adaptation initiatives to help our customers and communities become more resilient to the physical impacts of climate change.

Calling for action on flooding for communities across the UK

We believe that advocacy is a key lever at Aviva's disposal with which we can support the transition. An example of this activity work carried out in 2025 is Aviva's Building Future Communities Report which highlights the urgent need for climate adaptation across the UK. By combining the latest data and real-world case studies, the latest 2025 version of this ongoing report demonstrates how iconic landmarks and millions of homes could face increased risks from flooding, subsidence, and extreme heat by 2050.

It sets out clear calls for change, such as scaling up investment in natural flood management and strengthening planning rules—to inspire action from policymakers, businesses, and communities. By raising awareness and advocating for practical solutions, Aviva is helping to shape a more climate-ready UK, encouraging others to join us in building resilience for the future.

- Find out more at www.aviva.com/sustainability/sustainability-news

Collaborating to scale finance to mitigate flooding

In 2025, Aviva became a founding member and Chair of the new Flood Action coalition, convened by The Conduit.

This partnership brings together insurers, investors, landowners, and government to accelerate nature-based flood management and unlock strategic investment zones. The coalition aims to mobilise £1 billion by 2028, using advanced flood data to target areas most at risk - helping protect homes and infrastructure, with up to 8 million homes in England alone facing flood risk by 2050.

- Find out more at www.theconduit.com/floodaction-coalition/

Supporting natural flood management projects with partners

Aviva's £21 million donation to the Wildfowl & Wetlands Trust (WWT), the wetlands charity, is enabling the restoration of saltmarsh habitat at Awre on the Severn Estuary, with work in 2025 focused on design, planning and ecological surveys. This project will help buffer communities against flooding and support research into the climate resilience benefits of saltmarsh.

- Read The WWT and Aviva's Impact Report at www.aviva.com/sustainability/resources-and-reporting-hub/



PROTECTING AND RESTORING NATURE

We recognise that the prosperity of our business, customers, and wider society relies on the health and resilience of nature and its biodiversity.

In 2025 we have continued to work on implementing our updated strategic approach to nature, and support nature-positive outcomes and the implementation of the Kunming-Montreal Global Biodiversity Framework.

Implementing our new Group-wide nature strategic framework

Over 2025, we have been building our understanding of our interface with nature as a business through undertaking a Group-wide nature-related issues assessment to identify and assess nature-related dependencies, impacts, risks, and opportunities in our investments, underwriting, and operations. This assessment drew on the Taskforce on Nature-related Financial Disclosures ‘LEAP’ approach and concluded in December 2025.

We delivered in-depth Board training covering nature in August 2025, and further embedded nature into business planning.

- Read more about progress on our nature-related activities and actions in the [Climate-related Financial Disclosure](#)

Advocating for a public policy framework to scale private investment into nature

In October 2025, we published a report on 'Investing in nature: Mobilising private finance for environmental recovery in the UK'.

This report set out why a comprehensive public policy framework is needed to de-risk and attract private investment at scale in nature restoration in the UK. It set out the challenge yet offers solutions by outlining the key components of such a policy framework.

- Read the report at www.aviva.com/sustainability/resources-and-reporting-hub/



Collaborating to advance action on Nature

We continue to engage with a range of nature-related industry forums to advance methodologies and frameworks.

These include the Finance for Biodiversity Foundation, UK Business & Biodiversity Forum, Net Zero Asset Owner Alliance, Glasgow Financial Alliance for Net Zero, Taskforce on Nature-related Financial Disclosures Forum, and Nature Positive Initiative Forum.

Restoring UK temperate rainforests with The Wildlife Trusts

Our £38.9 million donation to The Wildlife Trusts in 2023 launched a 100-year partnership to help restore and reconnect Britain’s lost temperate rainforests, and this progress continued in 2025. In April, a second site was secured in Pembrokeshire, Coed Pentwd

In May, Aviva funding enabled a new project at Glen Auldyn on the Isle of Man, now the island’s largest restoration site at 458 hectares. Further sites were added during the year, including a new reserve in the heart of the Yorkshire Dales and a major restoration project in Cornwall, strengthening efforts to bring temperate rainforests back to the UK landscape.

Also in May, The Wildlife Trusts and Aviva created the first ever temperate rainforest garden at the RHS Chelsea Flower Show. Although this was The Wildlife Trusts’ first garden at the show, it achieved significant recognition, winning a Silver Gilt award and the People’s Choice Award in the All About Plants category.

- Discover where we're bringing lost rainforests back by viewing our interactive map at wtru.st/temperate-rainforest-map
- Read The Wildlife Trusts and Aviva Impact Report at www.aviva.com/sustainability/resources-and-reporting-hub/



Restoring Canadian grasslands, forests, and tidal marshes

Aviva’s partnership with the Nature Conservancy of Canada aims to advance the protection and restoration of approximately 900 hectares of grasslands, forests, and tidal marshes in Canada.

In 2025, efforts included forest restoration in Manitoba through seed collection and site preparation, grassland restoration in Saskatchewan through invasive species control and the establishment of native seed orchards and the conservation of tidal marshes in Quebec through the securement of five properties, eelgrass transplantation, restoration, and community engagement.

Restoring native woodlands across Ireland

In 2025, Aviva Ireland continued its €5 million partnership with The Nature Trust to accelerate native woodland creation across Ireland. The programme aims to deliver 400 hectares of new native woodlands and around 1.2 million native saplings, supporting biodiversity, improving wildlife habitats, and contributing to national climate commitments.



Sustainable business

Aviva aims to act as a sustainability focused provider within UK, Canada and Ireland. Our actions focus on providing purposeful proposition choice, being the employer of choice, protecting human rights and maintaining good governance.

www.aviva.com/sustainability/resources-and-reporting-hub



PURPOSEFUL PROPOSITIONS

These examples highlight where we're taking steps to embed sustainability within certain propositions.

Providing customers with sustainability related investment options

We help customers invest and save through varied fund options.

Aviva Investors have a suite of products that cater to investors seeking specific sustainability outcomes. Each of these funds has an objective to drive positive climate action such as the Climate Transition Real Assets Strategy which provides investors access to an actively managed, diversified portfolio of real assets oriented to the transition to a low-carbon economy.

Climate-related strategies

Aviva Investors' climate-related strategies invest in companies and assets supporting a lower-carbon economy.

Carbon Removal Fund

Our Aviva Investors carbon removal strategy invests in nature-based and engineered carbon removal projects to generate high-integrity carbon credits and biodiversity benefits.

Providing innovative insurance

We launched our Aviva Zero motor product in 2022, offering customers the opportunity to purchase offsets for car emissions. Since then, we had sold over 1.7 million policies.

Providing protection with credit unions

In September 2025, we partnered with CMutual to manage claims, premium collection, and distribution for credit union members, while Aviva provides protection cover. This approach enables us to protect over 550,000 members, many from underserved communities, with agility and scale, minimising operational impact and closing protection gaps.

Building customers' resilience through our risk management solutions

In September 2025, we launched Global Risk Management Solutions (GRMS), a globally connected practice that unites our team of over 230 expert risk consultants across the UK, Ireland, and Canada. This capability combines local expertise with internationally recognised loss prevention standards to deliver tailored risk solutions to our commercial customers.

EMPLOYER OF CHOICE

Diversity Equity and Inclusion (DE&I)

In 2025, Aviva continued to focus on diversity, equity, and inclusion, recognising that it broadens our talent pool and drives better decisions through diverse perspectives.

We have been recognized in The Times Top 50 Employers for Gender Equality for the ninth year running. We are signatories of the Race at Work Charter and have introduced initiatives to support its focus areas. We publish our annual UK Pay Gap Report to show progress and actions improving recruitment, retention, and advancement of women and ethnically diverse employees.

[Read more about Diversity aims: page 29](#)

Living Wage, Pensions and Hours

We pay the UK Living Wage and Pension, and support Living Hours in the UK.

Speak Up

Our malpractice helpline, Speak Up, makes it easy to report any concerns in confidence, with all reports referred to an independent investigation team. In 2025, 341 cases were reported through Speak Up (2024: 208), with 1 related to modern slavery.

PROTECTING HUMAN RIGHTS

In 2025, we conducted a group-wide human rights due diligence process excluding Direct Line, prioritising high-risk areas. The findings will be used to inform stewardship activities to be carried out by Aviva Investors in 2026.

In 2025, we strengthened governance via the Anti-Modern Slavery Working Group and Procurement and partnered with Good Business to design a supplier engagement plan and outcome-based KPIs.

At our November 2025 Supplier Summit, we reinforced priorities and commitment to human rights and responsible business.

Aviva Investors is part of the Investor Initiative on Human Rights Data (II-HRD), a \$9 trillion investor coalition. In September 2025, II-HRD published guidance for data providers on assessing human rights norms breaches, setting 21 principles aligned with United Nations Guiding Principles (UNGP) and OECD Guidelines to improve data quality and consistency.

Our modern slavery statement, as well as our Human Rights Policy, Aviva Business Ethics Code 2025, and Aviva Sustainability Business Standard can all be found on www.aviva.com.



GOOD GOVERNANCE

Our governance frameworks help to improve transparency and accountability in all our dealings.

The high standards of ethical behaviour we expect are outlined in the Aviva Business Ethics Code. We require all our people, at every level, to read and sign-up to our code every year. 99.5% of our employees did so in 2025. Direct Line colleagues attested to a separate conduct code.

We conduct due diligence when recruiting and engaging external partners. At the end of 2025, 100% of our UK, Canada, Ireland, and India (excluding Direct Line) registered suppliers have agreed to abide by our Third-Party Business Code of Behaviour (or provided a satisfactory reason why they didn't do so, for example, because they have their own existing code of behaviour). Our Third-Party Business Code of Behaviour outlines the way in which we commit to behave and includes guidance on financial crime laws and regulations.

Aviva plc is subject to the 2024 UK Corporate Governance Code (the Code), which we comply with. Where appropriate, specific teams and committees exist to drive action on particular material issues, including data protection, climate change and diversity, equity and inclusion, among others. Governance information required in accordance with recommendations of the Taskforce for Climate-related Financial Disclosure (TCFD) can be found in the Climate-related Financial Disclosure.

Sustainability governance

We have a clear and robust governance structure in place. Aviva's Sustainability Ambition (ASA) Executive Committee drives and monitors the delivery of our plan - with delegated authority from the Board Customer & Sustainability Committee.

Our Sustainability function reports to Stephen Doherty, Chief Brand and Corporate Affairs Officer, who chairs the ASA Executive Committee and is the Aviva senior executive responsible for sustainability. The team provides expertise to enable delivery and coordination of local activity across Aviva's businesses.

Crucially, there is clear individual executive accountability for all sustainability KPIs. Sustainability factors are included in senior executive long-term incentive plans. (see remuneration section of this report)

Our progress and key performance metrics are reviewed regularly and overseen by the Customer & Sustainability Committee.

Our overarching Sustainability Business Standard includes how we manage our material operational and core business environmental and climate impacts, and our community impacts.

Data privacy and security

At Aviva, our customers, colleagues, and other stakeholders trust us to process their personal data responsibly and keep it secure. In order to do this, we comply with laws and regulations and key regulators' requirements in the countries and markets in which we operate.

We have a dedicated section on this in our Business Ethics Code as well as a standalone Data Privacy Statement which details our specific commitments and practices.

Baseline Exclusion Policies

We aim to use our influence as a large asset owner, asset manager and insurer to engage with companies to drive positive change. However, there are specific sectors and economic activities that fundamentally misalign with Aviva's purpose, values, and our ambition to be a sustainable business. In these cases, we typically exclude both companies and industries from our investment and underwriting appetites.

Our exclusions apply to certain investing and underwriting activities at Aviva. For investments, it applies across portfolios where we have decision-making control. The exclusions related to specific types of weapons, tobacco, Arctic oil, oil sands, and thermal coal where the company activity exceeds set revenue or insured exposure thresholds. It also references the standards of the UN Global Compact. We have some exceptions, such as companies with a credible transition plan that aligns with the goals of the Paris Agreement.

➤ **Read more about our policies at** www.aviva.com/sustainability/resources-and-reporting-hub

Financial crime

We comply with financial crime legislation and regulation, and work proactively to help protect our customers, shareholders, colleagues, and communities from financial crime.

We expect colleagues, business partners, suppliers, agents, and other associated third parties to follow our lead.

Aviva has no appetite for intentional or repeated breaches of law, regulation or policy related to financial crime and will investigate and seek to sanction or discipline agents, colleagues, directors,

or others suspected of engaging in acts of bribery, corruption, or financial crime.

Preventing and tackling bribery and corruption and financial crime is anchored in Aviva's values, with a clear message from senior management around a zero-tolerance approach to financial crime. We cover this in our Business Ethics Code as well as a standalone Prevention of Bribery and Corruption Statement which details our commitments and practices.

The Financial Crime Business Standard, supported by Minimum Compliance Standards, underpins our risk-based approach to managing financial crime. These standards guide our programmes to prevent, detect and report financial crime and compliance with applicable laws and regulations. This includes bribery and corruption, money laundering and terrorist financing, sanctions and proliferation financing, fraud, and the facilitation of tax evasion.

Additional information

The Company's compliance with the Code, as well as the activities of the Customer and Sustainability Committee can be found in the Governance Report section of this document. Our climate risks and impacts can be found in our Climate-related Financial Disclosure.

➤ **Read more about how our directors have performed their statutory duty within our Section 172(1) statement: [page 52](#)**



ENGAGEMENT

As a company with scale to drive meaningful impact, we use engagement, voting and investment decisions to help drive a sustainable future.

Taking action by using our voice

Throughout 2025, we have engaged the three stakeholder groups set out in our Transition Plan.

Governing bodies

We participated in key public policy taskforces, including the City of London's Transition Finance Council and the DESNZ Net Zero Council, supporting the development of guidance that was published for sector transition plans and providing input into the UK's updated Carbon Budget and Growth Delivery Plan. We also responded to key public policy consultations.

Industry participants

We continue to be part of the Net Zero Asset Owner Alliance, PCAF, Glasgow Financial Alliance for Net Zero, Finance for Biodiversity Foundation, UK Business & Biodiversity Forum, Green Alliance Adaptation Taskforce and more.

In addition, we contributed to the Financial Inclusion Committee, helping to shape initiatives that promote equitable access to financial services across the UK. Doug Brown, CEO of Insurance, Wealth & Retirement, represented the insurance sector within this forum, ensuring that industry perspectives informed policy discussions on inclusion and resilience.

Value chain partners - Holistic stewardship

We engage with institutions, agencies, and governments that set market rules and incentives.

Our Holistic Stewardship approach, coordinated across six levels of influence aims to deliver positive investment outcomes and support our customers' sustainability goals. This approach is a key part of our responsibility to help accelerate the energy transition, encourage good corporate practice, and assist nature positive action.

Using our vote

In 2025 as part of our stewardship approach, Aviva:

- Exercised our voting rights at 5,794 AGMs and EGMs
- Voted against 18.0% of company management recommendations that did not align with our sustainable investment strategy

- Conducted 1056 substantive sustainability engagement meetings through Aviva Investors
- Saw progress towards 323 sustainability engagement objectives through Aviva Investors, resulting in changes in investee companies' strategies, actions, or behaviours.

Thought leadership reports

In 2025, we published a series of thought-leadership reports, including a roadmap for low-carbon investment, a policy paper on mobilising finance for nature restoration, and a comprehensive study on building resilience to flood and heat impacts across the UK.

- ▶ See the complete range of reports at www.aviva.com/sustainability/resources-and-reporting-hub/

SUSTAINABILITY RATINGS AND INDICES

Benchmarking companies¹ rate Aviva based on independently gathered Environmental, Social, and Governance (ESG) insight and data.



Indices	MSCI
Rating	AAA

MSCI analysts research and rate companies on a 'AAA' (leader) to 'CCC' (laggard) scale based on their exposure to and management of these risks relative to peers. As of December 2025, Aviva received an MSCI ESG Rating of AAA.



Indices	S&P Global
Rating	93rd percentile

S&P Global ESG Scores provide a depth and breadth of ESG insight, built upon multiple layers of ESG data, and underpinned by a rich bedrock of underlying data intelligence captured by the S&P Global Corporate Sustainability Assessment (CSA). As of December 2025, Aviva scored within the 93rd percentile for the insurance industry, achieving inclusion in the Dow Jones Sustainability Indices.



Indices	Carbon Disclosure Project
Rating	B

CDP runs the global environmental disclosure system. Each year, CDP takes the information supplied in its annual reporting process and awards companies a score, which represents a snapshot of a company's performance on environmental action. Scores for companies range from D/D- to A/A-. For 2025, Aviva received a B score.



Indices	Sustainalytics
Rating	13.7 low risk

Sustainalytics' ESG Risk Ratings measure a company's exposure to industry specific material ESG risks and how well a company is managing those risks. They measure unmanaged ESG risk and distinguish between five levels: negligible, low, medium, high and severe. As of September 2025, Aviva received an ESG Risk Rating of 13.7 = at low risk of experiencing material financial impacts from ESG factors.

1. Aviva discloses performance against the most material ESG ratings

