

Aviva plc – SASB alignment disclosure 2021

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Introduction

We are the UK's leading Savings, Retirement, Investments and Insurance business, helping 18.5 million customers make the most out of life, plan for the future, and have confidence that if things go wrong, we will be with them to put it right. We operate through businesses in our Core markets of the UK, Ireland and Canada and through our other International businesses, which are managed for long-term shareholder value.

We have been publishing our non-financial disclosures in stand-alone documents since 1999 and in integrated sections in our Annual Report & Accounts since 2005. We have been responding to the Global Compact and CDP since their inception in 2001. More recently, we have been publishing further disclosures in respect of climate risk; publishing our first response to the FSB's Taskforce for Climate-related Financial Disclosure (TCFD) recommendations in 2017.

Under sections 414CA and 414CB of the Companies Act 2006, Aviva is required to include, in its Strategic report, a non-financial information statement. The information required by these regulations is included in the Business model, Key performance indicators, Risk management, People and Sustainability sections of our Annual Report & Accounts.

As the landscape evolves, we will continue to enhance our sustainability reporting. Last year for the first time we considered how our existing reporting aligns to the SASB framework – using the Sustainability Accounting Standard for Insurance. This document signposts the publicly available information which aligns to the SASB metrics and notes where we are currently not, or only partially aligned in our disclosure.

Relevant metrics from the Sustainability Accounting Standard for Asset Management & Custody Activities have also been included where topics are not otherwise covered by the Insurance Standard.

Whilst SASB only recommends we report under the Insurance standard, we are keen to explore and integrate other SASB standards that are relevant to our business. We plan to expand this approach in next year's reporting cycle.

Additionally, this year we joined the SASB Alliance to collaborate with SASB and other organisations to further align, improve and integrate our non financial reporting in the future.



Key

ARA	Annual Report & Accounts 2021
CFD	Climate-related Financial Disclosure 2021
SR	Sustainability Report 2021
ARC	Aviva Reporting Criteria 2021
PGR	UK Pay Gap Report 2021
CEBS	Customer Experience Business Standard
BEC	Business Ethics Code
CDC	UK Customer Data Charter
IGC	Aviva Independent Governance Committee report Independent Governance Committees (IGC) were established by workplace pension providers in April 2015, following the introduction of new rules from the UK Financial Conduct Authority (FCA). Their purpose is to ensure that customers' pensions with Aviva provides value for money. The IGC 2021 will be published in H2 2022.

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SASB Standards	Indicator	Disclosures
Transparent Information & Fair Advice for Customers		
FN-IN-270a.1.	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers	ARA – Aviva does not disclose this specific metric. However, in the course of conducting insurance and investment business, various Group companies receive liability claims, and become involved in actual or threatened related litigation. In the opinion of the directors, adequate provisions have been established for such claims and no material loss will arise in this respect. – page 3.112
FN-IN-270a.2.	Complaints-to-claims ratio	<p>SR – Number of customer complaints per 1,000 policies in force (UK) Life/GI/Health, % of complaints resolved within eight weeks (UK) Life/GI/Health – page 52</p> <p>IGC – ‘While there is little to be concerned about in this area, we do want to see Aviva maintain their upward trend in customer feedback and their downward trend in complaints.’ – page 15</p> <p>CEBS – Complaints Management Framework – page 5</p> <p>Note, we do not use the complaints-to-claims ratio and instead use complaints per policies in force to align with The Financial Conduct Authority (FCA) requirements.</p>
FN-IN-270a.3.	Customer retention rate	<p>SR – Number of businesses that are at or above market average NPS® – page 48</p> <p>ARA – RNPS and TNPS including targets – page 2.45</p> <p>Note, due to the changes in our business structure over the past year, we have not reported on customer retention rates in 2021. We will explore the feasibility of reporting this in the future.</p>
FN-IN-270a.4.	Description of approach to informing customers about products	<p>CEBS – whole document</p> <p>CDC – whole document</p> <p>IGC – Product design and suitability – page 18</p> <p>Our products - latest information - Aviva plc</p> <p>IGC – Independent evidence of Aviva’s products being clear, transparent, fair and reviewed regularly – page 18</p>
Incorporation of Environmental, Social, and Governance Factors in Investment Management		
FN-IN-410a.1.	Total invested assets, by industry and asset class	<p>ARA – Aviva Investors assets under management (AUM) – page 1.44</p> <p>ARA – Aviva’s AUM – page 4.08</p>
FN-IN-410a.2.	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies	<p>CFD – pages 5-11</p> <p>Responsible investment - Aviva plc</p> <p>Policies and documents - Aviva Investors</p>

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SASB Standards	Indicator	Disclosures
Policies Designed to Incentivize Responsible Behaviour		
FN-IN-410b.1.	Net premiums written related to energy efficiency and low carbon technology	CFD – page 46 SR – £ investment in green assets, % of new policyholder business invested into sustainable impact funds (UK Life S&R), Number of green or reduced carbon footprint propositions- pages 37-39 Aviva powers up renewable energy insurance as it taps into net zero commitments
FN-IN-410b.2.	Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviours	CFD – pages 41-46 and 50-51 ARC – pages 6 and 9 Our purposeful products and services - Aviva plc
Environmental Risk Exposure		
FN-IN-450a.1.	Probable Maximum Loss (PML) of insured products from weather related natural catastrophes	ARA – total Group potential retained loss from its most concentrated catastrophe exposure peril (Northern Europe Windstorm) page 3.127 CFD – Actual weather-related losses versus expected weather losses by year and business unit – page 61 Note we do not currently report PML specifically, however, will explore the feasibility of doing so in the future.
FN-IN-450a.2.	Total amount of monetary losses attributable to insurance payouts from (1) modelled natural catastrophes and (2) non-modelled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance)	CFD – Weather impact on Aviva's Combined Operating Ratio (COR) (net of reinsurance) – page 61 Note our reporting does not fully align to this metric, we will explore how we can further develop our approach in the future.
FN-IN-450a.3.	Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of firm-level risks and capital adequacy	CFD – full document
Systemic Risk Management		
FN-IN-550a.1.	Exposure to derivative instruments by category: (1) total potential exposure to non-centrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivatives	ARA – Derivative financial instruments and hedging- pages 3.130-3.132 and 3.22 ARA – Derivatives risk- page 3.123 ARA – Embedded derivatives- pages 3.19 and 3.126

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FN-IN-550a.2.	Total fair value of securities lending collateral assets	ARA – pages 3.63-3.70
FN-IN-550a.3.	Description of approach to managing capital- and liquidity-related risks associated with systemic non-insurance activities	ARA – pages 1.61-1.62 and 3.123
Activity Metric		
FN-IN-000.A	Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance	<p>ARA – 18.5 million customers across Core markets (UK, Ireland and Canada) – page 1.14</p> <p>ARA – Aviva is the UK's largest life insurer with a 25% share of the UK market, and over 11 million customers – page 1.35</p> <p>ARA – We are the UK's largest bundled workplace provider with over 23,000 corporate clients and four million members – 1.36</p> <p>ARA – Aviva is a leading insurer in both the UK and Ireland general insurance markets, providing insurance solutions to 6 million customers – page 1.38</p> <p>ARA – Canada represents the eighth largest Property & Casualty market globally with estimated gross written premium of \$CAD69 billion. Aviva Canada holds the number three position with an 8% market share – page 1.41</p> <p>Note we do not currently report policies in force specifically, however, will explore the feasibility of doing so next year.</p>
Additional Metrics from Asset Management & Custody Activities		
FN-AC-330a.1	Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees	<p>SR – % of women on the Aviva Executive Committee, % of ethnically diverse employees in senior leadership roles in the UK, % completion of internal diversity data, % of employees who believe they can be themselves at work without fear of discrimination, % of female employees at Aviva, % gender on the Aviva plc board, % ethnicity on the Aviva plc board- pages 52-53</p> <p>PGR – Gender split by level – page 4</p> <p>PGR – Ethnicity split by level – page 10</p>
FN-AC-510a.2	Description of whistle-blower policies and procedures	<p>SR – Malpractice issues reported through 'Speak up' – page 50</p> <p>BEC – How to report – pages 8-9</p>
FN-AC-000.A	(1) Total registered and (2) total unregistered assets under management (AUM)	ARA – Aviva's AUM – page 4.08
FN-AC-000.B	Total assets under custody and supervision	ARA – Aviva's Assets Under Administration (AUA) – page 4.08