

# Aviva's Communication on Progress to the UNGC-2017

## Company profile and context of operations:

[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf)

## Implementing the Ten Principles into Strategies & Operations

### Criterion 1: The COP describes mainstreaming into corporate functions and business units

- Place responsibility for execution of sustainability strategy in relevant corporate functions (procurement, government affairs, human resources, legal, etc.) ensuring no function conflicts with company's sustainability commitments and objectives

<http://www.aviva.com/corporate-responsibility/our-approach/>

<https://www.aviva.com/responsible-sustainable-business/our-sustainable-business-strategy/>

- Assign responsibility for corporate sustainability implementation to an individual or group within each business unit and subsidiary

<http://www.aviva.com/corporate-responsibility/our-approach/>

<https://www.aviva.com/social-purpose/policies/>

### Criterion 2: The COP describes value chain implementation

- Communicate policies and expectations to suppliers and other relevant business partners <https://www.aviva.com/social-purpose/policies/> (See: Business Ethics Code, Supplier Code of behaviour; Procurement and Outsourcing Business Standard)

- Undertake awareness-raising, training and other types of capacity building with suppliers, investors and other business partners

<http://www.aviva.com/responsible-sustainable-business/responsible-investment/>

<https://www.aviva.com/social-purpose/sustainable-finance/>

<http://www.aviva.com/corporate-responsibility/our-approach/stakeholder-engagement/>

- Other established or emerging best practices

In 2017, we conducted a survey on all our UK managed suppliers<sup>1</sup>. The survey included questions relevant to assessing the risks of Modern Slavery.

[https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/Modern-Slavery-Statements-2017\\_2016-for-website-with-signatures1.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/Modern-Slavery-Statements-2017_2016-for-website-with-signatures1.pdf)

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<sup>1</sup> Managed supply is defined as the populations of supply that by its nature is sufficiently important to the business that it requires active management of supply risk.

## Robust Human Rights Management Policies & Procedures

### Criterion 3: The COP describes robust *commitments, strategies or policies* in the area of human rights

- Commitment to comply with all applicable laws and respect internationally recognized human rights, wherever the company operates (e.g., the Universal Declaration of Human Rights, Guiding Principles on Human Rights)  
[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf) (Page 30)  
<https://www.aviva.com/social-purpose/policies/> (See Human rights policy)
- Integrated or stand-alone statement of policy expressing commitment to respect and support human rights approved at the most senior level of the company  
<https://www.aviva.com/social-purpose/policies/> (See Human rights policy)
- Statement of policy stipulating human rights expectations of personnel, business partners and other parties directly linked to operations, products or services  
<https://www.aviva.com/social-purpose/policies/> (See Human rights policy; Cluster munitions policy; Corporate responsibility business standard; People standard)
- Statement of policy publicly available and communicated internally and externally to all personnel, business partners and other relevant parties  
<https://www.aviva.com/social-purpose/policies/> (See Human rights policy; Cluster munitions policy; Corporate responsibility business standard; People standard)

### Criterion 4: The COP describes effective *management systems* to integrate the human rights principles

- Process to ensure that internationally recognized human rights are respected  
<https://www.aviva.com/social-purpose/policies/> (See Human rights policy; CR business standard page 3)  
[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf) (See: pages 4, 13, and 34)
- Operational-level grievance mechanisms for those potentially impacted by the company's activities  
<https://www.aviva.com/social-purpose/policies/> (See Business ethics code pages 5 and 6 for details on Speak Up, our reporting channel; Human rights policy-grievance mechanisms section)

As well as Speak Up, our independent malpractice reporting service, we provide employees with free access to Your Call. This is a totally confidential personal support service, available 24 hours a day, every day of the year. It helps employees tackle a range of issues from work-related matters, to personal life issues.

As stated in our Human rights policy, customers or the public can contact Aviva with queries about our CR Programme (which includes our approach to Human Rights) at [cr.team@aviva.com](mailto:cr.team@aviva.com).

- Allocation of responsibilities and accountability for addressing human rights impacts  
<https://www.aviva.com/about-us/governance-committee/> (See terms of reference for further details)

**Criterion 5: The COP describes effective *monitoring and evaluation mechanisms* of human rights integration**

- System to monitor the effectiveness of human rights policies and implementation with quantitative and qualitative metrics, including in the supply chain  
[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf)  
(Right Call -recently rebranded Speak Up, is our whistleblowing channel also for human rights issues. See page 28)

[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Environmental\\_Social\\_and\\_Governance\\_data\\_sheet\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Environmental_Social_and_Governance_data_sheet_2017.pdf)

(See page 4)

## Robust Labour Management Policies & Procedures

**Criterion 6: The COP describes robust *commitments, strategies or policies* in the area of labour**

- Reference to principles of relevant international labour standards (ILO Conventions) and other normative international instruments in company policies  
<https://www.aviva.com/social-purpose/policies/> (See Human rights policy, Supplier code of behaviour).

- Specific commitments and Human Resources policies, in line with national development priorities or decent work priorities in the country of operation.

[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf) (See: pages 4, 13, and 34)

<https://www.aviva.com/newsroom/news-releases/2017/11/Aviva-announces-equal-paid-parental-leave/>

- Written company policy to obey national labour law, respect principles of the relevant international labour standards in company operations worldwide, and engage in dialogue with representative organization of the workers (international, sectoral, national).

<https://www.aviva.com/social-purpose/policies/> (See page 6 of the CR business standard requirement to comply with all local legislation)

- Inclusion of reference to relevant international labour standards in contracts with suppliers and other relevant business partners

[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf) (Page 30)

Our contracts include standard clauses that explicitly refer to compliance with relevant ILO standards.

- Participation and leadership in wider efforts by employers' organizations (international and national levels) to jointly address challenges related to labour standards in the countries of operation, possibly in a tripartite approach (business – trade union – government).  
[https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/Modern-Slavery-Statements-2017\\_2016-for-website-with-signatures1.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/Modern-Slavery-Statements-2017_2016-for-website-with-signatures1.pdf) (See page 3)

<https://www.aviva.com/responsible-sustainable-business/our-stories/living-wage/>

Since 2016, the Aviva Group Property and Facilities Director, has been the Chair of the Living Wage Foundation Advisory Council.

**Criterion 7: The COP describes effective *management systems* to integrate the labour principles**

- Allocation of responsibilities and accountability within the organization  
<https://www.aviva.com/about-us/governance-committee/> (See terms of reference for further details)

[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf) (Page 30)

- Internal awareness-raising and training on the labour principles for management and employees

We cover labour rights and principles through different channel including: essential learning (see screenshot); articles published in our intranet; events organised by our internal networks (e.g. Women's network).

TITLE (CLICK ON ⓘ TO SEE COURSE DESCRIPTION)	TYPE	DUE DATE	EXCUSED	STATUS	OPTIONS	DETAILS
<b>Welcome (Min. required: 1)</b>	Section					None
ⓘ Essential Learning - Welcome 2017	Online Course	None	No	Completed	Launch	ⓘ
Find out why Essential Learning is important. Group Chief Risk Officer Angela Darlington shares her insights.						
<b>People (Min. required: 2)</b>	Section					None
ⓘ People Essentials 2017	URL's (UK)	None	No	Completed	Launch	ⓘ
ⓘ People Essentials 2017 Attestation	Online Course	None	No	Completed	Launch	ⓘ
<b>Prevention (Min. required: 2)</b>	Section					None
ⓘ Financial Crime 2017 (UK&I)	Online Course	None	No	Completed	Launch	ⓘ
ⓘ Operational Risk and Control Management (ORCM) 2017	Online Course	None	No	Completed	Launch	ⓘ
<b>Protection (Min. required: 2)</b>	Section					None
ⓘ Protection 2017	Online Course	None	No	Completed	Launch	ⓘ
ⓘ Acceptable Use Policy 2017	Online Course	None	No	Completed	Launch	ⓘ
<b>Customer (Min. required: 1)</b>	Section					None
ⓘ Good Customer Outcomes & Conduct Risk 2017	Online Course	None	No	Completed	Launch	ⓘ
<b>Business Ethics (Min. required: 2)</b>	Section					None
ⓘ Business Ethics 2017	URL's (UK)	None	No	Completed	Launch	ⓘ
ⓘ Business Ethics 2017 Attestation	Online Course	None	No	Completed	Launch	ⓘ

Training record history

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- Engagement with suppliers to address labour-related challenges  
<https://www.aviva.com/responsible-sustainable-business/our-stories/living-wage/>
- Grievance mechanisms, communication channels and other procedures (e.g., whistleblower mechanisms) available for workers to report concerns, make suggestions or seek advice, designed and operated in agreement with the representative organization of workers  
<https://www.aviva.com/social-purpose/policies/> (See Business ethics code pages 5 and 6 for details on Speak Up, our reporting channel; Human rights policy-grievance mechanisms section)

As well as Speak Up, our independent malpractice reporting service, we provide employees with free access to Your Call. This is a totally confidential personal support service, available 24 hours a day, every day of the year. It helps employees tackle a range of issues from work-related matters, to personal life issues.

Customers or the public can also contact Aviva with queries about our CR Programme (which includes our approach to Human Rights and within it labour rights) at [cr.team@aviva.com](mailto:cr.team@aviva.com).

### **Criterion 8: The COP describes effective monitoring and evaluation mechanisms of labour principles integration**

- System to track and measure performance based on standardized performance metrics  
<http://careers.aviva.co.uk/routes-aviva/experienced/procurement>  
  
[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Aviva\\_CR\\_KPIs\\_assurance\\_statement\\_and\\_reporting\\_criteria\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Aviva_CR_KPIs_assurance_statement_and_reporting_criteria_2017.pdf) (Page 1-Supplier KPIs)
- Audits or other steps to monitor and improve the working conditions of companies in the supply chain, in line with principles of international labour standards  
In 2017, we conducted a survey on all our UK managed suppliers. The survey included questions relevant to assessing the risks of Modern Slavery.  
[https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/Modern-Slavery-Statements-2017\\_2016-for-website-with-signatures1.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/Modern-Slavery-Statements-2017_2016-for-website-with-signatures1.pdf)

## **Robust Environmental Management Policies & Procedures**

### **Criterion 9: The COP describes robust *commitments, strategies or policies* in the area of environmental stewardship**

- Reference to relevant international conventions and other international instruments (e.g. Rio Declaration on Environment and Development)  
[Financial Stability Board's Taskforce on Climate related Financial Disclosure \(TCFD\) 2016](#)  
  
[Aviva's Climate Related Financial Disclosure 2017](#)  
  
[Aviva's ClimateWise response 2016/2017](#)
- Reflection on the relevance of environmental stewardship for the company  
[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf)  
(Page 26, 29, 31, 32)  
  
<https://www.aviva.com/social-purpose/climate-related-financial-disclosure/>  
  
<https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/TCFD-response-expanded-verison-2017.pdf>  
  
<https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/policies->

[responses/Aviva Investors Stewardship and Responsible Investment Policy 2017.pdf](#) (Page 4)

<https://www.aviva.com/social-purpose/thought-leadership/climate-change--value-at-risk-to-investment-and-avivas-strategic/>

- Written company policy on environmental stewardship  
<http://www.aviva.com/responsible-sustainable-business/climate-risks-and-environmental-impacts/>

<https://www.aviva.com/media/upload/Aviva Investors Stewardship and Responsible Investment Policy 2017.pdf>

- Specific commitments and goals for specified years  
[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf) (Page 32)

[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Environmental\\_Social\\_and\\_Governance\\_data\\_sheet\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Environmental_Social_and_Governance_data_sheet_2017.pdf)

[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Aviva CR KPIs assurance statement and reporting criteria 2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Aviva_CR_KPIs_assurance_statement_and_reporting_criteria_2017.pdf)

- Other established or emerging best practices  
We worked closely with ClimateCare to develop a new way to measure and report the impact of offsetting our carbon emissions based on the methodology we use to measure our community investment impact. Our support not only reduces carbon emissions but also has an impact on people's health, resilience and livelihoods. In the past five years we have supported more than 500,000 people through these projects.

**Criterion 10: The COP describes effective *management systems* to integrate the environmental principles**

- Environmental risk and impact assessments  
<https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/TCFD-response-expanded-verison-2017.pdf>

<https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/TCFD-response-expanded-verison-2017.pdf>

- Assessments of lifecycle impact of products, ensuring environmentally sound management policies  
<http://www.aviva.com/responsible-sustainable-business/climate-risks-and-environmental-impacts/operations/>
- Allocation of responsibilities and accountability within the organization  
<https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/TCFD-response-expanded-verison-2017.pdf>

**Criterion 11: The COP describes effective *monitoring and evaluation mechanisms* for environmental stewardship**

- System to track and measure performance based on standardized performance metrics  
<https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/TCFD-response-expanded-verison-2017.pdf>  
  
[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Aviva\\_CR\\_KPIs\\_assurance\\_statement\\_and\\_reporting\\_criteria\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Aviva_CR_KPIs_assurance_statement_and_reporting_criteria_2017.pdf)
- Leadership review of monitoring and improvement results  
<https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/TCFD-response-expanded-verison-2017.pdf>

## Robust Anti-Corruption Management Policies & Procedures

**Criterion 12: The COP describes robust *commitments, strategies or policies* in the area of anti-corruption**

- Publicly stated formal policy of zero-tolerance of corruption  
[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf) (Page 28)  
  
<https://www.aviva.com/social-purpose/policies/> (Business ethics code)
- Commitment to be in compliance with all relevant anti-corruption laws, including the implementation of procedures to know the law and monitor changes  
<https://www.aviva.com/social-purpose/policies/> (Business ethics code)
- Policy on anti-corruption regarding business partners
- Detailed policies for high-risk areas of corruption  
Our internal standards and procedures cover various areas of financial crime including bribery and corruption, money laundering, fraud and violations of applicable sanctions laws. Each Aviva market are required to designate specific persons responsible for financial crime prevention. Markets must undertake financial crime risk assessments, implement systems and controls to prevent, detect and report, consistent with applicable laws and regulations.

Our standards and procedures also provide for monitoring of transactions, financial crime training, reporting suspicious activity, and management information to be collated and provided to management. We have a robust set of 'know your customer controls' which apply not only to our potential customer, suppliers, employees but also potential business partners.

Political and charitable contributions are addressed in the Business Ethics Code, Legal guidelines on political donations and expenditures, and the CR and Environment Business Standard.

All Aviva businesses are required to understand the scope of local legal and regulatory requirements, allocate clear responsibilities for compliance and monitor this compliance on an ongoing basis.

[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf) (Page 28)

**Criterion 13: The COP describes effective *management systems* to integrate the anti-corruption principle**

- Support by the organization’s leadership for anti-corruption  
<https://www.aviva.com/social-purpose/policies/> (See Business ethics code. Message from the Chairman)

[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf)  
 (Page 28)

- Human Resources procedures supporting the anti-corruption commitment or policy, including communication to and training for all employees  
 All Aviva employees are required to complete essential learning at least once a year. Training includes modules on financial crime (which includes bribery and corruption) and business ethics.

TITLE (CLICK ON TO SEE COURSE DESCRIPTION)	TYPE	DUE DATE	EXCUSED	STATUS	OPTIONS	DETAILS
<b>Welcome (Min. required: 1)</b>	Section					None
Essential Learning - Welcome 2017	Online Course	None	No	Completed	Launch	None
Find out why Essential Learning is important. Group Chief Risk Officer Angela Darlington shares her insights.						
<b>People (Min. required: 2)</b>	Section					None
People Essentials 2017	URL's (UK)	None	No	Completed	Launch	None
People Essentials 2017 Attestation	Online Course	None	No	Completed	Launch	None
<b>Prevention (Min. required: 2)</b>	Section					None
Financial Crime 2017 (UK&I)	Online Course	None	No	Completed	Launch	None
Operational Risk and Control Management (ORCM) 2017	Online Course	None	No	Completed	Launch	None
<b>Protection (Min. required: 2)</b>	Section					None
Protection 2017	Online Course	None	No	Completed	Launch	None
Acceptable Use Policy 2017	Online Course	None	No	Completed	Launch	None
<b>Customer (Min. required: 1)</b>	Section					None
Good Customer Outcomes & Conduct Risk 2017	Online Course	None	No	Completed	Launch	None
<b>Business Ethics (Min. required: 2)</b>	Section					None
Business Ethics 2017	URL's (UK)	None	No	Completed	Launch	None
Business Ethics 2017 Attestation	Online Course	None	No	Completed	Launch	None

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- Management responsibility and accountability for implementation of the anti-corruption commitment or policy  
[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf) (Page 28)
- Communications (whistleblowing) channels and follow-up mechanisms for reporting concerns or seeking advice  
<http://www.aviva.com/responsible-sustainable-business/policies/>  
 (See Internal Controls Standard and Business Ethics Code, which all employees are required to sign up to annually)

[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf)  
 (Page 28)

**Criterion 14: The COP describes effective *monitoring and evaluation mechanisms* for the integration of anti-corruption**

- Leadership review of monitoring and improvement results  
[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf) (Page 28)



- Process to deal with incidents  
<http://www.aviva.com/responsible-sustainable-business/policies/> (See Internal Controls Standard and Business Ethics Code, which all employees are required to sign up to annually)

## Taking Action in Support of Broader UN Goals and Issues

### Criterion 15: The COP describes core business contributions to *UN goals and issues*

- Align core business strategy with one or more relevant UN goals/issues  
<https://www.aviva.com/responsible-sustainable-business/our-stories/supporting-the-un-global-goals-for-sustainable-development/>
- Develop relevant products and services or design business models that contribute to UN goals/issues  
<http://www.aviva.com/responsible-sustainable-business/climate-risks-and-environmental-impacts/products-and-services/>  
<https://www.aviva.com/responsible-sustainable-business/responsible-investment/>
- Other emerging best practice:  
The World Benchmarking Alliance. <https://www.worldbenchmarkingalliance.org/>  
Working in partnership with other organisations, Aviva is supporting the development of a global benchmark on businesses sustainability performance, with a focus on the Sustainable Development Goals.

The purpose of such benchmark is to provide stakeholders with information they can use to inform investment and other economic decisions, increase transparency and facilitate trust between sectors, help track and compare corporate sustainability performance, also identify strategic gaps and market opportunities, and ultimately catalyze action and accelerate SDG delivery.

### Criterion 16: The COP describes strategic social investments and philanthropy

- Pursue social investments and philanthropic contributions that tie in with the core competencies or operating context of the company as an integrated part of its sustainability strategy  
<http://www.aviva.com/responsible-sustainable-business/strengthening-communities/>  
<http://www.aviva.com/responsible-sustainable-business/>
- Coordinate efforts with other organizations and initiatives to amplify—and not negate or unnecessarily duplicate—the efforts of other contributors  
<http://www.aviva.com/corporate-responsibility/our-approach/stakeholder-engagement/>  
<http://www.thecroforum.org/>  
<http://www.aviva.com/responsible-sustainable-business/our-stories/supporting-the-un-global-goals-for-sustainable-development/>  
<https://www.worldbenchmarkingalliance.org/>

### **Criterion 17: The COP describes advocacy and public engagement**

- Publicly advocate the importance of action in relation to one or more UN goals/issues  
<http://www.aviva.com/responsible-sustainable-business/our-stories/supporting-the-un-global-goals-for-sustainable-development/>  
  
[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Corporate\\_Responsibility\\_Summary\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Corporate_Responsibility_Summary_2017.pdf)
- Commit company leaders to participate in key summits, conferences, and other important public policy interactions in relation to one or more UN goals/issues  
<http://www.aviva.com/responsible-sustainable-business/our-stories/supporting-the-un-global-goals-for-sustainable-development/>  
  
<http://www.aviva.com/media/thought-leadership/mobilising-finance-support-global-goals-sustainable-development/>  
  
<http://www.aviva.com/media/thought-leadership/climate-change-value-risk-investment-and-avivas-strategic-response/>

### **Criterion 18: The COP describes partnerships and collective action**

- Develop and implement partnership projects with public or private organizations (UN entities, government, NGOs, or other groups) on core business, social investments and/or advocacy
- Join industry peers, UN entities and/or other stakeholders in initiatives contributing to solving common challenges and dilemmas at the global and/or local levels with an emphasis on initiatives extending the company's positive impact on its value chain  
  
<https://www.aviva.com/responsible-sustainable-business/our-stories/>  
  
<https://www.aviva.com/responsible-sustainable-business/our-stories/aviva-community-fund/>  
  
<http://www.aviva.com/responsible-sustainable-business/our-commitments/>  
  
<http://www.aviva.com/media/thought-leadership/climate-change-value-risk-investment-and-avivas-strategic-response/>  
  
[https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/Modern-Slavery-Statements-2017\\_2016-for-website-with-signatures1.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/Modern-Slavery-Statements-2017_2016-for-website-with-signatures1.pdf)

## **Corporate Sustainability Governance and Leadership**

### **Criterion 19: The COP describes CEO commitment and leadership**

- CEO publicly delivers explicit statements and demonstrates personal leadership on sustainability and commitment to the UN SDGs
- CEO promotes initiatives to enhance sustainability of the company's sector and leads development of industry standards  
  
<https://www.aviva.com/responsible-sustainable-business/our-stories/supporting-the-un-global-goals-for-sustainable-development/>

<https://www.aviva.com/social-purpose/thought-leadership/money-talks--how-finance-can-further-the-sustainable-development/>

<https://www.aviva.com/social-purpose/sustainable-finance/>

**Criterion 20: The COP describes Board adoption and oversight**

- Board establishes, where permissible, a committee or assigns an individual board member with responsibility for corporate sustainability.
- The Board oversees development of corporate sustainability strategy, defining goals and overseeing implementation

<http://www.aviva.com/investor-relations/corporate-governance/board-of-directors/board-committees/governance-committee/>

[https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/CR\\_Governance\\_Structure\\_-\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/CR_Governance_Structure_-_2017.pdf)

[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf) (Page 37)

**Criterion 21: The COP describes stakeholder engagement**

- Define sustainability strategies, goals and policies in consultation with key stakeholders
- Establish channels to engage with employees and other stakeholders to hear their ideas and address their concerns, and protect 'whistle-blowers'

<https://www.aviva.com/social-purpose/bright-ideas/> (Stakeholder engagement)

<https://www.aviva.com/social-purpose/policies/> (See Business ethics code pages 5 and 6 for details on Speak Up, our reporting channel; Human rights policy-grievance mechanisms section)

## Women's Empowerment

In 2017, women's empowerment continued to be a key part of our approach to inclusive diversity through our gender parity work.

We seek to support women and men to achieve their potential regardless of their career level, market or role.

Mark Wilson, Group CEO, was the first FTSE 100 CEO to sign up to the Executive Committee commitment outlined by the 30% Club - a commitment for 30% of our Group Executive to be women by 2020.

**The COP describes policies and practices related to supporting women's empowerment and advancing gender equality in the workplace**

- Achieving and maintaining gender equality in senior management and board positions
- Achieving and maintaining gender equality in middle management positions
- Equal pay for work of equal value
- Flexible work options
- Support for pregnant women and those returning from maternity leave
- Recruitment and retention, including training and development, of female employees

- Creating and maintaining workplace awareness of gender equality and, inclusion and non-discrimination for all workers
- Mentoring and sponsorship opportunities for women employees

[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf) (Pages 13, 30, 34)

<https://www.aviva.com/responsible-sustainable-business/our-people/women-in-finance-charter/>

<https://30percentclub.org/press-releases/view/aviva-commits-to-new-30-club-target>

[https://www.aviva.com/media/upload/People\\_business\\_standard.pdf](https://www.aviva.com/media/upload/People_business_standard.pdf)

<https://www.avivainvestors.com/en-gb/institutional/about-us/the-diversity-project.html>

<http://careers.aviva.co.uk/about-aviva>

<https://www.aviva.com/about-us/uk-gender-pay-gap-report-2017/>

We have guidance, policies and procedures available to all employees through our corporate intranet, which though not exclusively about gender, directly support women's empowerment and advance gender equality in the workplace. Some examples of these include: Fairness and equality at the workplace policy, and guidelines on managing: gender in the workplace, pregnancy and maternity in the workplace, marriage and civil partnership in the workplace.

We also have an employee assistance service that provides support dealing with a wide range of issues and every year employees are required to complete an essential learning course that includes a diversity module.

In 2018, we have established six global employee resource groups, which we're calling "Aviva Communities". Our Communities are one of the ways we're working together to become more diverse and inclusive. They help make sure everyone can have a fair share of voice at Aviva and they are a key feature in representing the diversity of our global workforce. Any of our people can join as many of our Communities as they like. These groups are a safe space for our employees to share their thoughts and experiences. One of these communities, Aviva Balance, focuses on gender parity by seeking to support women and men to achieve their potential regardless of their career level, market or role. This community has three Group Executives as sponsors.

**The COP describes policies and practices related to supporting women's empowerment and advancing gender equality in the marketplace**

- Asking suppliers to sign up to our business code of behaviour which contains requirements on access to equal opportunities

[https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/policies-responses/Aviva Business Code of Behaviour - September 2017 cazqkum.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/socialpurpose/pdfs/policies-responses/Aviva_Business_Code_of_Behaviour_-_September_2017_cazqkum.pdf)

[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2016/Environmental Social and Governance data sheet 2016 CdfcomW.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2016/Environmental_Social_and_Governance_data_sheet_2016_CdfcomW.pdf)

- Promote gender parity through sphere of influence  
<https://www.insurancebusinessmag.com/uk/news/breaking-news/aviva-threatens-to-cut-ties-with-firms-bucking-diversity-60531.aspx>

**The COP describes policies and practices related to supporting women's empowerment and advancing gender equality in the community**

- Designing community stakeholder engagements that are free of gender discrimination/stereotyping and sensitive to gender issues
- Ensuring female beneficiaries of community programmes
- Community initiatives specifically targeted at the empowerment of women and girls
- Strategies to ensure that community investment projects and programmes (including economic, social and environmental) positively impact women and girls  
[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf) (Page 30)

<http://www.rosauk.org/our-partners/>

<http://streetchildren.org/toolkit-on-working-with-street-girls/> (Supported by Aviva)

**The COP contains or refers to sex-disaggregated data**

- Achieving and maintaining gender equality in senior management and board positions
- Achieving and maintaining gender equality in middle management positions  
[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic\\_Report\\_2017.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2017/Strategic_Report_2017.pdf) (Pages 04, 13, 34)

[https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2016/Environmental\\_Social\\_and\\_Governance\\_data\\_sheet\\_2016\\_CdfcomW.pdf](https://www.aviva.com/content/dam/aviva-corporate/documents/investors/pdfs/reports/2016/Environmental_Social_and_Governance_data_sheet_2016_CdfcomW.pdf)

<https://www.aviva.com/about-us/uk-gender-pay-gap-report-2017/>