



**UN Global Compact
COMMUNICATION
ON PROGRESS
2020**

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COMMUNICATION
ON PROGRESS



This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

CEO Statement

I am pleased to confirm that Aviva continues to support The Ten Principles of the United Nations Global Compact across the areas of human rights, labour, environment and anti-corruption. As a member of the UN Global Compact since 2001, we support and respect the requirements for participation including committing to submit the annual Communication on Progress (COP). In our latest Communication on Progress, we outline how our initiatives and policies align with the principles and guide us in driving progressive change. We remain committed to making the UN Global Compact and its principles part of the strategy, culture and day-to-day operations of our company.

We submit this information not only to meet the UN Global Compact requirements, but because we are committed to doing the right thing for our people, our customers, our communities and our planet. We believe that contributing meaningfully to wider sustainability challenges in collaboration with trusted partners, is the only way to ensure our long-term success and fulfil Aviva's purpose.

Amanda Blanc, Group CEO

A. Blanc



Implementing the Ten Principles into Strategies & Operations

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

Criterion 2: The COP describes value chain implementation

Please visit the following for information about our actions in these areas along with our measurements of outcomes:

- [Annual Report and Accounts 2020](#) (Pages 56-59)
- [Embedding Sustainability](#)
- [Aviva's Sustainability Ambition](#)
- [Aviva's Sustainability Summary 2020](#)
- [Responsible Investment](#)
- [Sustainable Finance](#)
- [The Aviva Modern Slavery Act Transparency Statement](#)

[Our Reports and Policies](#)

See specifically:

- [The Aviva Business Ethics Code](#)
- [Aviva's Third-Party Business Code of Behaviour](#)
- [The Procurement and Outsourcing Business Standard](#)
- [CR Climate Change and Environment Business Standard](#)

Robust Human Rights Management Policies & Procedures

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

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

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

Please visit the following for information about our actions in these areas along with our measurements of outcomes:

- [Annual Report and Accounts 2020](#) (Pages 58-59)
- [Aviva's Sustainability Summary 2020](#)
- [Customer, Conduct and Reputation Committee](#)
- [The Aviva Modern Slavery Act Transparency Statement 2020](#)

[Our Reports and Policies](#)

See specifically:

- [Human Rights Policy](#)
- [The Aviva Business Ethics Code](#)
- [People Business Standard](#)
- [CR Climate Change and Environment Business Standard](#)

As well as Speak Up, our confidential and independent reporting service, employees have free access to The Employee Assistance Programme by Care First. Care First provide a free and confidential service, offering professional, independent and impartial information, support and counselling. This includes online advice and support with issues, in and out of work as well as emotional support by phone 24/7.

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 crteam@aviva.com.

Robust Labour Management Policies & Procedures

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

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

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

Please visit the following for information about our actions in these areas along with our measurements of outcomes:

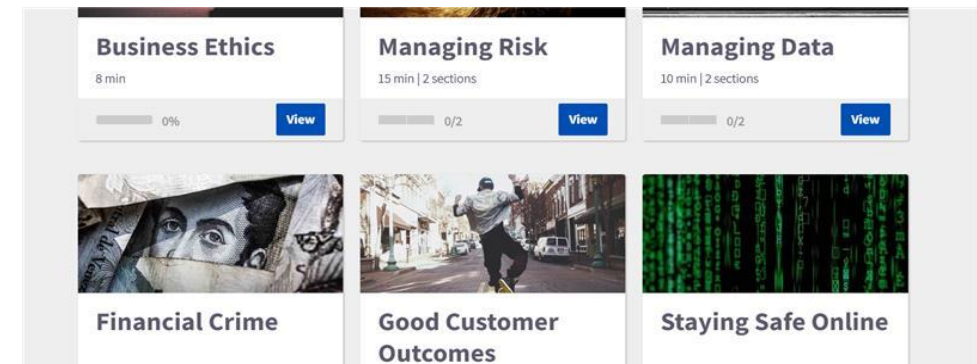
- [Annual Report and Accounts 2020](#) (Pages 56-59)
- [Smart Working](#)
- [A Balance That Works For Everyone](#)
- [Careers - Aviva plc](#)
- [The Aviva Modern Slavery Act Transparency Statement 2020](#)
- [About Us- Roles](#)
- [Customer, Conduct and Reputation Committee](#)
- [Aviva Extends Living Wage commitment](#)
- [Aviva Becomes 'Living Hours' Employer](#)
- [Aviva's Sustainability Summary 2020](#)

[Our Reports and Policies](#)

See specifically:

- [Human Rights Policy](#)
- [The Aviva Business Ethics Code](#)
- [Working with Governments](#)
- [Aviva's Third Party Business Code of Behaviour](#)

We also cover labour rights and principles through different channels including essential learning (see screenshot below)



Robust Environmental Management Policies & Procedures

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

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

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

Please visit the following for information about our actions in these areas along with our measurements of outcomes:

- [Annual Report and Accounts 2020](#) (Pages 6 and 56-63)
- [Acting on Climate Change](#)
- [Climate-Related Financial Disclosure](#)
- [Aviva Adds Stewardship Funds to Adviser Platform](#)
- [Taking Climate Action- Net Zero by 2040](#)
- [Aviva Investors Stewardship and Responsible Investment Policy](#)
- [Aviva's Sustainability Summary 2020](#)
- [Aviva Opens One of the UK's Largest Solar and Energy Storage Initiatives](#)
- [Aviva's Climate-Related Financial Disclosure 2020](#)
- [CR Climate Change and Environment Business Standard](#)
- [Operations- Environmental Impact](#)

Robust Anti-Corruption Management Policies & Procedures

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

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

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

Please visit the following for information about our actions in these areas along with our measurements of outcomes:

- [Annual Report and Accounts 2020](#) (Page 58)

[Our Reports and Policies](#)

See specifically:

- [The Aviva Business Ethics Code](#)
- [Prevention of Bribery and Corruption Statement](#)
- [CR Climate Change and Environment Business Standard](#)

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. See screenshot below



- 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 is 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 the monitoring of transactions, financial crime training, reporting suspicious activity, and management information to be collated and provided for the oversight of 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.

Taking Action in Support of Broader UN Goals and Issues

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

Criterion 16: The COP describes strategic social investments and philanthropy

Criterion 17: The COP describes advocacy and public engagement

Criterion 18: The COP describes partnerships and collective action

Please visit the following for information about our actions in these areas along with our measurements of outcomes:

- [The Aviva Modern Slavery Act Transparency Statement 2020](#)
- [Sustainable Finance and the SDGs](#)
- [Aviva Foundation](#)
- [Aviva's Sustainability Summary 2020](#)
- [Products and Services](#)
- [Responsible Investment](#)
- [Aviva Opens One of the UK's Largest Solar and Energy Storage Initiatives](#)
- [If money talks, what does your spending say about you?](#)
- [Strengthening Communities Aviva Community Fund](#)
- [Why Domestic Abuse is Everyone's Business](#)
- [Acting on Climate Change](#)
- [Making Global Goals Local Business](#)
- [Aviva Community Fund](#)
- [Aviva and WWF](#)
- [Diversity and Inclusion](#)
- [Black Lives Matter Action Plan](#)
- [Embedding Sustainability](#)
- [The World Benchmarking Alliance](#)
- [The Corporate Human Rights Benchmark \(CHRB\)](#)

Corporate Sustainability Governance and Leadership

Criterion 19: The COP describes CEO commitment and leadership

Criterion 20: The COP describes Board adoption and oversight

Criterion 21: The COP describes stakeholder engagement

Please visit the following for information about our actions in these areas along with our measurements of outcomes:

- [Annual Report and Accounts 2020](#) (Pages 6 and 58-60)
- [Taking Climate Action- Net Zero by 2040](#)
- [Delivering Sustainable Finance](#)
- [Customer, Conduct and Reputation Committee](#)
- [CR-Governance-Structure-2020](#)
- [Aviva's Sustainability Ambition](#)

[Our Reports and Policies](#)

See specifically:

- [Human Rights Policy](#) (Page 3)
- [The Aviva Business Ethics Code](#) (Pages 3-4)
- [Prevention of Bribery and Corruption Statement](#)

Women's Empowerment

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

The COP contains or refers to sex-disaggregated data

Please visit the following for information about our actions in these areas along with our measurements of outcomes:

- [Annual Report and Accounts 2020](#) (Pages 65, 69 and 77)

- [Aviva's Sustainability Summary 2020](#)

- [UK gender pay gap report](#)

- [People Business Standard](#)

- [The Aviva Business Ethics Code 2020](#)

- [Gender divisions in work life beyond the pandemic](#)

- [Flexible working: what workers want](#)

- [Aviva's equal parental leave remains popular during Covid-19 pandemic](#)

- [Too few women in financial services get to the top](#)

- [Aviva makes top 50 employers for women](#)

- [Accelerating Leadership from the Inside Out](#)

- [Aviva Women in Leadership Programme: Accelerating Leadership from the Inside Out](#)

- [Aviva Communities](#)

- [The Diversity Project](#)

- [Women in Finance Charter](#)

- [Women of the Future Award](#)

In 2020, women's empowerment continued to be a key part of our approach to inclusive diversity. We seek to support women to achieve their potential regardless of their career level, market or role. Aviva was the first FTSE 100 company 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. As of the date of our [annual report](#), females represented 35% of the ExCo and 40% of the Board. We are committed to continue progression in this space.