



**UN Global Compact
COMMUNICATION
ON PROGRESS
2021**

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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:

- [Sustainability Report 2021](#)
- [Annual Report and Accounts 2021](#) (Pages 1.18-1.23)
- [Embedding Sustainability](#)
- [Aviva's Sustainability Ambition](#)
- [Responsible Investment](#)
- [Sustainable Finance](#)

[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](#)
- [Sustainability 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:

- [Human Rights and our Modern Slavery Act Statement](#)
- [Annual Report and Accounts 2021](#) (Pages 1.22-1.23)
- [Sustainability Report 2021](#) (Pages 24, 47 and 51)
- [Customer, Conduct and Reputation Committee](#)

[Our Reports and Policies](#)

See specifically:

- [Human Rights Policy](#)
- [The Aviva Business Ethics Code](#)
- [Speak Up Charter](#)
- [Sustainability 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:

- [Human Rights and our Modern Slavery Act Statement](#)
- [Smart Working](#)
- [Aviva Becomes 'Living Hours' Employer](#)
- [Our people - Aviva plc](#)
- [Our memberships and accreditations - Aviva plc](#)
- [Sustainability Report 2021](#) (Page 51)
- [Investors should care about human rights. Here is why - Aviva Investors](#)
- [How to reform the gig economy - Aviva Investors](#)

[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](#)
- [Sustainability Business Standard](#)

We also offer a range of training on our learning platform:



Essential Learning 2021 (UK)

Last updated 06/10/2021 Duration 2 hours, 35 minutes ★★★★★ 84

Contents

9 training courses

ONLINE COURSE Business Ethics 2021 (UK)

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:

- [Sustainability Report 2021](#)
- [Climate-Related Financial Disclosure 2021](#)
- [Climate Transition Plan](#)
- [Annual Report and Accounts 2021](#) (Pages 1.18-1.19)
- [Responsible Investment Annual Review 2021](#)
- [Acting on Climate Change](#)
- [Taking Climate Action- Net Zero by 2040](#)
- [Our purposeful products and services - Aviva plc](#)
- [Aviva Investors Stewardship and Responsible Investment Policy](#)
- [Aviva Investors Enhanced Baseline Exclusions Policy](#)

[Our Reports and Policies](#)

See specifically:

- [Sustainability Business Standard](#)
- [Aviva Biodiversity Policy](#)
- [Aviva ESG Baseline Underwriting Statement](#)
- [Aviva's Third-Party Business Code of Behaviour](#)

We also offer a range of training on our learning platform:



Essential Learning 2021 (UK)

Last updated 06/10/2021 Duration 2 hours, 35 minutes ★★★★★ 84

ONLINE COURSE

Climate Change 2021 (UK)

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 2021](#) (Page 1.22)

[Our Reports and Policies](#)

See specifically:

- [Prevention of Bribery and Corruption Statement](#)
- [The Aviva Business Ethics Code](#)
- [Sustainability 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:

- [Sustainability Report 2021](#)
- [Sustainable Finance and the SDGs](#)
- [Our memberships and accreditations - Aviva plc](#)
- [Aviva Foundation](#)
- [Aviva Community Fund](#)
- [Annual Report and Accounts 2021](#) (Pages 1.20)
- [Responsible Investment Annual Review 2021](#) (Pages 80-100)
- [Aviva Investors expands sustainable transition range with launch of Social Transition and Natural Capital Transition funds - Aviva Investors](#)
- [Major peatland restoration, carbon capture & woodland creation scheme announced following acquisition of Glen Dye Moor](#)
- [Acting on Climate Change](#)
- [Aviva and WWF](#)
- [Diversity and Inclusion](#)
- [Black Lives Matter Action Plan](#)
- [Sustainable Development Goals - Aviva plc](#)
- [The World Benchmarking Alliance](#)
- [The Corporate Human Rights Benchmark \(CHRB\)](#)
- [Why Domestic Abuse is Everyone's Business](#)
- [If money talks, what does your spending say about you?](#)

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:

- [Sustainability Report 2021](#) (Pages 5, 30-32 and 34)
- [Taking Climate Action- Net Zero by 2040](#)
- [Delivering Sustainable Finance](#)
- [Annual Report and Accounts 2021](#) (Pages 1.23, 1.68-1.69, 2.10-2.12 and 2.28)
- [Customer, Conduct and Reputation Committee ToRs](#)
- [Climate-Related Financial Disclosure 2021](#) (Pages 14-19)
- [Climate Transition Plan](#) (Pages 34 and 36)
- [Responsible Investment Annual Review 2021](#) (Pages 80-100)

[Our Reports and Policies](#)

See specifically:

- [Human Rights Policy](#) (Page 7)
- [The Aviva Business Ethics Code](#) (Pages 3-4)
- [Prevention of Bribery and Corruption Statement](#)
- [Sustainability Business Standard](#)

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:

- [Pay Gap Report 2021](#)
- [Annual Report and Accounts 2021](#) (Pages 1.47-1.48, 2.07-2.90)
- [Sustainability Report 2021](#) (Pages 9, 14, 47 and 52)
- [Women in Finance Charter - Aviva plc](#)
- [Women in Finance - Aviva plc](#)
- [COP26 – women excluded in fight against climate change - Aviva plc](#)
- [Gender divisions in work life beyond the 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](#)
- [Return to work programme | Our culture - Aviva Investors](#)
- [Women of the Future Award](#)
- [30 years to reach gender equality in senior management - Aviva plc](#)

In 2021, 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. We are committed to continue progression in this space.

“We've got to work quicker and harder, for the sake of women, for the sake of society and because a more diverse business is a more productive and innovative one.” - Amanda Blanc, Group Chief Executive Officer of Aviva, and Women in Finance Champion