



# UN Global Compact

RSA Communication on Progress 2021



**RSA is a leading international general insurer. We are committed to developing trusted consumer and commercial brands that deliver great service and relevant products. We are here to help people, businesses and society prosper in good times and be resilient in bad times. In a world where our people, customers and communities are facing new challenges, we are committed to meeting their evolving needs, managing our business operations sustainably and having a positive social impact.**

RSA has been a participant in the UN Global Compact since 2007. We are proud to be part of a global business community committed to concrete actions to help society and implementing an effective framework to help business achieve high standards in responsible business conduct. The principles are manifest in policies that are embedded in the RSA business and paired with our Values, particularly those policies designed to ensure environmental performance, demonstrate our fundamental commitment to human rights, and ensure that strong business ethics is the foundation of every decision we make

Our support for the UN Global Compact has enabled a broader conversation about the role of the UN Sustainable Development Goals (SDGs) as a tool to catalyse ambition and innovation within RSA. In recent years, where relevant, we have referred to the UN SDGs to contextualise our approach to social impact and environmental, social, governance (ESG) issues within the SDGs ambitious framework for global development.

On 1 June 2021 RSA was acquired by the leading Canadian P&C insurer Intact Financial Corporation. 2022 is a foundational year as we work to integrate the legacy RSA business with our new parent company, which includes fostering a new and more ambitious approach to social impact and ESG that benefits from the experience and resources of the combined businesses.

Given the changed corporate structure and geographical perimeter of the now RSA subsidiary business, we have elected not to produce a Corporate Responsibility report as with previous years. Through 2022 and into 2023 we will continue to advance the social impact and ESG agenda across the global Intact business and report our strategies and performance on ESG in group wide disclosures. In April 2022 we published the Intact Social Impact Report, which for the first time brings together evidence of our commitment to social impact and ESG across the whole business, including RSA.

We have prepared this Communication on Progress document to draw out those activities that demonstrate RSA's continued commitment to the ten principals of the UN Global Compact and how our programme aligns with the UN SDGs. Stakeholders wishing to find out further information about our ambition to build resilient communities are invited to read the Intact Social Impact Report.

**Ken Norgrove, CEO  
RSA, UK & International**

10 August 2022



The following documents provide reference material for how RSA is implementing the ten principles

- [RSA Annual Report and Accounts](#)
- [Intact Social Impact Report](#)
- [Intact Climate Change Transition Plan](#)
- [RSA Supplier Code of Conduct](#)
- [RSA Modern Slavery and Human Trafficking Statement](#)
- [RSA Women in Finance Charter Statement](#)
- [RSA Gender Pay Gap Report](#)
- [RSA Climate Change and Low Carbon Policy](#)
- [RSA Environmental Policy](#)
- [RSA Human Rights Policy](#)
- [RSA Community Investments Policy](#)

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and Principle 2: make sure that they are not complicit in human rights abuses.

Our **Human Rights Policy** operationalises the Universal Declaration of Human Rights, the International Labour Organization’s Declaration on Fundamental Principles and Rights at Work, and the UN Guiding Principles on Business and Human Rights. It sets the standard we expect for our employment practices, the actions of our supply chain, and principles we apply to our investment and underwriting portfolios.

In 2021, we continued a programme of due diligence that **monitors the approach of our supply chain to human rights**, tracks performance, and engages with suppliers to improve transparency where necessary.

**Supplier Relationship Managers have completed our e-learning module**, which addresses the potential risks of modern slavery and human trafficking in the supply chain, raises awareness of this issue among our people and the circumstances under which they should seek specialist advice.

Our procurement team considers human rights when reviewing supplier tenders, as well as existing supplier contracts. Our aim is to raise awareness of issues, ensure that procedures are in place to prevent breaches, and conduct appropriate due diligence.

We are subscribers to **the Financial Services Qualification System (FSQS)** operated by Hellios – a community of financial institutions collaborating to agree a single standard for managing supplier compliance, including with ESG policy areas such as modern slavery and environmental impact.

Our overarching approach to ensuring we are respecting and helping to fulfil human rights is found in our **Human Rights Policy**. Further information on our approach to addressing modern slavery can be found in our **Modern Slavery and Human Trafficking Statement** on [www.rsagroup.com](http://www.rsagroup.com)



Photo: Timon Studler on Unsplash

- Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- Principle 4: the elimination of all forms of forced and compulsory labour;
- Principle 5: the effective abolition of child labour; and
- Principle 6: the elimination of discrimination in respect of employment and occupation.

All relevant policies are reviewed on an annual basis, including our **Modern Slavery and Human Trafficking Statement**, which was published in April 2022 and is linked to a number of policies that provide confidence we are helping to raise awareness of modern slavery among our people and suppliers.

This includes policy standards outlining how we recruit, manage and support our people in a working environment that promotes diversity, respect, integrity, safety and wellbeing; our **Third Party Contracts & Outsourcing policy** which exists to ensure that appropriate assessments of risks associated with services are undertaken to meet our human rights commitments; and our **Speaking-up & Whistleblowing Policy**, which encourages our people to raise concerns, without fear of retaliation, about how we do business or operate as an employer.

Our people have always been central to achieving our core purpose, and our culture of support for personal well-being, diversity and equal opportunity to excel is important to us. This is underpinned by Company-wide HR policies and our People Principles of: **Building High Performance, Sustaining Diverse Capabilities and Working Together Effectively**.

Having experienced the benefits of diverse opinions and perspectives, **we continue to promote inclusivity**, including ensuring there is no less favourable treatment on the grounds of sex, sexual orientation, gender re-assignment, marital or civil partnership status, race (including colour, nationality, ethnic or national origin), disability, religion or belief, age, and pregnancy and maternity, and that reasonable adjustments are provided for people with disabilities who are applying to or already working with us.

An executive-led Diversity & Inclusion Council oversees our diversity strategy which aligns to our commitments as signatories to the **Women in Finance Charter, Race at Work Charter, the 10,000 Black Interns Programme and the Valuable 500**. Our **network of Employee Resource Groups**, mental health first-aiders and membership of the UK Business Disability Forum contribute to how we can best support colleagues. These groups are incredibly well-received in the business and participation is strong.

For example, we enhanced UK support for parents and carers, and 'listening groups' with our UK Black, Asian and other ethnic minority colleagues and contributed to training on Inclusive Language & Communications, Understanding Race Bias and focused Anti-racism & Allyship sessions with leaders.

**Company-wide Employment Practices and Speaking-up & Whistleblowing policies** set out the standards for local people policies and practices and are reviewed annually via our risk governance which is reviewed at Board level.

We trust our people to deliver good outcomes for our customers and our business, regardless of where they work; we have learned that we can collaborate and solve problems wherever we are. As always, **protecting the health, safety and well-being of colleagues is a priority and this will continue to be at the top of our agenda** by listening to our people, understanding what they need to be effective at work and providing resources for practical and emotional support.



Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

We engage with the rapidly evolving approach to climate change by business and government through both our own direct action and our active **engagement with sector groups such as ClimateWise, the United Nations Principles for Sustainable Insurance, and the Climate Financial Risk Forum**. Alongside our peers, these groups provide RSA with the opportunity to develop and share best practice on reporting, new ways to integrate ESG concerns with our strategic decision-making, and to innovate new products that will better serve the community.

The **RSA Climate Change Action Plan** is a central component in our approach to embedding climate change in our risk framework. As a result of the plan we have put in place measures to manage climate-related financial risks, with a number of actions now forming part of our BAU activity or being integrated with **Intact's new climate change transition plan, which was launched in April 2022**.

Globally, the **five-part Intact climate change transition plan** includes:

- a commitment to **achieve net zero by 2050 in line with the Paris Agreement and an interim goal to halve emissions from its operations by 2030** using 2019 data as a baseline;
- doubling down on **helping people adapt to the extreme weather** impacts of climate change in Canada, the U.S. and the U.K.;
- shaping **climate-friendly behaviour among customers by incentivizing green behaviour**, creating and scaling green products, and providing information and education;
- **enabling the transformation of businesses and industries key to the transition** and supporting new industries that will be created to build a sustainable future; and
- **collaborating with governments and industry to accelerate climate action**.

In 2021, we **completed detailed scenario analysis to determine the material financial impact of risks to our business from changes in the climate** and submitted this to our regulator, the Prudential Regulation Authority, as part of the Climate Biennial Exploratory Scenario (CBES). The process of completing our CBES submission has also helped us to both validate and update our Climate Change Action Plan to ensure we are taking full account of the risks and acting to mitigate them through an integrated response.

We **maintained our Climate Change and Low Carbon Policy position**, first implemented in 2020, as a key tool to demonstrate our commitment to responsible investment and underwriting. The policy is a framework for assessing the carbon intensity of our Scope 3 emissions and a baseline for long-term ambitions towards our commitment to achieving Net-Zero by 2050.

**Carbon emissions from our operations have reduced this year by 13%**. We have also maintained our leadership position in the Carbon Disclosure Project (CDP) assessment with an A- score. More details on Scope 1, 2 and 3 emissions are available on pages 23 and 24 in the Streamlined Energy and Carbon Reporting (SECR) section of our Annual Report and Accounts.

Across the RSA UK&I region, 55% of electricity for our premises is from renewable sources. In the UK this figure is 66%. Emissions from business travel were once again down compared to pre-pandemic levels, with a 65% reduction in carbon emissions from business travel on the previous year.

We **have installed chargers for electric vehicles at a number of our UK offices** and from March 2022 our Essential Car User policy changed so that all new vehicles supplied by RSA to employees will be low emission (<50g/m) either plug-hybrid or electric vehicle.

## Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery

We do not tolerate bribery and corruption anywhere in our business. **Our Anti-Bribery and Corruption Policy and Conflicts of Interest, Gifts and Hospitality Policy apply across our business.** Directors, people leaders and others with supervisory responsibility must ensure that employees, contractors, business partners and suppliers are aware of these policies and comply with them. The policies establish detailed guidance on facilitation payments, gifts and hospitality and relationships with third parties, as well as the systems and controls to ensure effective implementation.


All **employees, contractors, business partners and suppliers are expected to comply with applicable laws of the UK and countries in which we conduct business**, as well as with our Broker Remuneration Policy and Third-Party Contracts Policy, which set out requirements for payments to brokers and procurement activity.

In 2021, **all colleagues were enrolled in a mandatory e-learning training module covering anti-bribery and corruption.** The training is an annual assignment to all staff and is translated into a number of different languages for our colleagues in different parts of the world.

Employees are encouraged to identify and escalate concerns to management or through our confidential third-party whistleblowing hotline in line with our **Speaking-up & Whistleblowing Policy.** Operating countries complete risk assessments that are reviewed and updated annually, supported by a central team to enable continuous improvement to controls. The Audit Committee periodically reviews Internal Audit findings in relation to our Anti-Bribery and Corruption Policy.



## Our contribution to the UN Sustainable Development Goals



**Goal 3: Good Health and Well-being**  
Relevant targets  
3.4 and 3.6

### Why it matters

Ensuring healthy lives and promoting wellbeing is important to the development of prosperous societies

### Our focus

- Promoting mental health and wellbeing
- Reducing accidents at home, on the road and in the workplace

### How we contribute

- Partnering with the Royal Society for the Prevention of Accidents (RoSPA) to research the impact of accidents and increase awareness of preventative actions
- Promoting mental health among colleagues through our network of people managers, online events, mental health training, and wellbeing hubs
- Provide paid leave for employees that need to take time off to deal with issues relating to domestic abuse
- Provide training for Leaders to help educate and support them so that they can support people who are directly or indirectly experiencing the symptoms of the menopause
- Provide employees with hybrid work options, providing a healthy balance between life and work



**Goal 5: Gender Equality**  
Relevant targets  
5.5 and 5.C

### Why it matters


Gender equality is a fundamental human right and empowering women and girls improves productivity

### Our focus

- Supporting women to progress into leadership positions
- Providing development opportunities for women at all stages of their career

### How we contribute

- Recognize the importance of achieving gender parity. In support of the Women in Finance Charter, we have set out to achieve 34 per cent female representation in our UK management group by 2023.
- Setting action plans to identify future talent and support development through succession planning, development programmes and mentoring schemes



**Goal 7: Affordable and clean energy**  
Relevant targets  
7.2 and 7.A

### Why it matters

Enabling access to affordable and reliable sources of clean energy is essential to low carbon transition and development

### Our focus

- Increasing the share of renewable energy in our global energy underwriting portfolio
- Promoting the role of renewables in low-carbon transition

### How we contribute

- Building on our leading position as a provider of renewable energy insurance for every stage of the project life cycle
- Implementing our Climate Change and Low Carbon Policy position
- Supporting the energy sector as it repositions and invests in the low-carbon transition
- Investments in clean energy systems, such as electric vehicle charging points and LED lighting
- Goal set for 100 per cent renewable electricity usage by 2025



**Goal 8: Decent work and economic growth**  
Relevant targets  
8.5 and 8.8

### Why it matters

Everyone has the right to rewarding work and the opportunity to earn a fair income, this is key to tackling inequality

### Our focus

- Encouraging inclusion and diversity across our business
- Championing education and employability among young people

### How we contribute

- Establishing a Diversity & Inclusion (D&I) Council to promote an inclusive workplace
- Joining the #10000BlackInterns programme to provide career opportunities for young Black people.
- Providing support for colleagues who are parents and carers to balance responsibilities at home and at work
- Taking action to address barriers people from ethnic minorities may face in recruitment and progression, as signatories to the Race at Work Charter
- Provided employee training on race, bias and communication to promote workplace inclusion
- Accelerating DEI objectives with a data-led approach, bringing insights into our programmes



## Our contribution to the UN Sustainable Development Goals



**Goal 10: Reducing inequalities**  
Relevant targets  
10.2

### Why it matters

With crises exacerbating income inequality, providing sound footing for the disadvantaged is a critical step in ensuring equal opportunity

### Our focus

- Providing charitable donations to organisations supporting those who are disadvantaged
- Ensuring employees are trained and able to assist vulnerable customers

### How we contribute

- Created a vulnerable customer tool kit, which targets both customer facing and non-customer facing roles, providing a range of tools and guidance such as how best to develop products that meet their needs
- Our partnership with SkillsBuilder gave employees volunteering opportunities to help students develop essential workplace skills



**Goal 11: Sustainable cities and communities**  
Relevant targets  
11.5

### Why it matters

Ensuring homes and businesses are safe and resilient for the future underpins safety and livelihoods

### Our focus

- Promoting climate change adaptation and resilience building

### How we contribute

- Contributing to Flood Re, a joint initiative between the UK Government and insurers to provide customers in high-risk flood zones with access to affordable insurance
- Equipping customers and brokers with information, insights and tools to help educate them on climate-related risks and help them prepare for the future
- Our UK Climate Change and Risk Education grant program utilized funds from the UK Dividend Forfeiture Scheme to support 48 local charities in 2021



**Goal 12: Responsible consumption and production**  
Relevant targets  
12.2, 12.5 and 12.6

### Why it matters

Addressing the social and environmental impacts of products, services and supply chains is an opportunity for positive change

### Our focus

- Helping suppliers to streamline their practices to improve resource efficiency
- Offering customers sustainable solutions

### How we contribute

- Working alongside our Claims suppliers to encourage a 'repair over replace' philosophy to reduce waste
- Measuring and reporting carbon emissions to track our progress against sustainability goals
- Implementing a new third-party management process to improve supplier engagement on issues including labour standards, health and safety, and environmental management
- Progressing digital transformation projects to reduce use of paper
- Donation of IT equipment to those without means to connect online, thereby reducing inequalities and electronic waste



**Goal 13: Climate action**  
Relevant targets  
13.1 and 13.2

### Why it matters

Climate change threatens lives and livelihoods. Urgent action is needed to reduce carbon emissions and build resilience

### Our focus

- Supporting the transition to a low-carbon economy
- Minimising the environmental impact of our operations
- Promoting climate change adaptation

### How we contribute

- Implementing our Climate Change and Low Carbon Policy, ruling out investments and underwriting in carbon-intensive industries
- Committing to net zero by 2050 and halving corporate emissions by 2030 with our parent company, Intact Financial Corporation
- Working with our suppliers to identify opportunities to improve climate resilience
- Promoting transparency by adopting the Task Force on Climate-related Financial Disclosures (TCFD) recommendations and reporting to external organisations including ClimateWise and the Carbon Disclosure Project