Reporting Criteria

Customer, Climate
and Sustainability metrics

Aviva plc
Reporting Suite
2024

Making it click for our customers

Make the most out of life, and plan for your future.
Have the confidence that if things go wrong,
we'll be there to help put them right.

It takes Aviva.

Our reporting approach

The content of this document is focused on the requirements of our stakeholders, relevant regulations and sustainability rating and benchmarking providers. It focuses on the concepts and key performance indicators (KPIs) that reflect our most material climate and sustainability-related issues and opportunities.

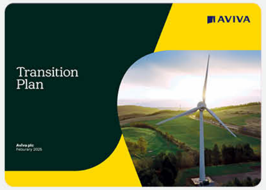
We believe clearly stated ambitions and performance information are essential for enhancing the quality, reliability, and comparability of climate and sustainability reporting. We are committed to reporting data to improve our disclosures for internal decision-making and disclosing meaningful data for our external stakeholders.

As an investor, we also rely on this type of information from others to inform our investment and underwriting strategies and support our disclosures. As part of this commitment, this document covers material frameworks and methodologies which we consider important in terms of communicating our approach to calculating our KPIs and other metrics.

Climate metrics include current estimates of emissions and climate change and forward looking metrics such as ambitions, targets, climate scenarios, and climate projections and forecasts. See the Cautionary statements section for the challenges and limitations related to measurement of emissions to determine the impact of climate change on Aviva.

Our Transition Plan

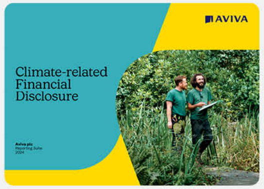
Aviva's ambition is to be a Net Zero company by 2040. The second iteration of our Transition Plan details the strategy and approach to achieving this ambition across our business and the progress we have made to date as well as actions we will continue to take towards our Net Zero ambitions.



Transition Plan

This report forms part of our 2024 reporting suite.

See our full reporting suite on www.aviva.com/investors



Climate-related Financial Disclosure 2024

Our report in compliance with the Taskforce on Climate-related Financial Disclosure (TCFD).

Sustainability Datasheet 2024

All sustainability metrics are included in our Datasheet.

Annual Report and Accounts 2024

Our report on our Group's strategy, governance and performance in 2024 including our financial statements and sustainability reporting.

Contents

Foreword

This sustainability reporting criteria document sets out the principles, definitions, scope and calculation methods used to report the Group's Key Performance Indicators (KPIs) and selected data points (collectively referred to as 'Sustainability metrics') alongside all other metrics subject to assurance by Ernst & Young (EY). These metrics are reported in the Strategic Report within the Annual Report and Accounts, in our Climate-related Financial Disclosure (TCFD Report) and in our supplementary Sustainability Datasheet.

The Group's 2024 Reporting Criteria was approved by the Board on 26 February 2025.

Materiality

Our public disclosures, including our climate-related financial disclosures, include a range of topics that we believe are relevant to our businesses and that are of interest to investors and other stakeholders.

For the purposes of complying with our annual and half-yearly disclosure obligations in the United Kingdom we apply materiality based on the applicable standards governing public reporting in the United Kingdom, including consideration of our interactions with our stakeholders, society, the economy and the natural environment throughout our value chain.

In our climate-related disclosures and our other non-financial disclosures, we have been guided by the same approach to materiality, to which we have applied additional consideration of short-term, medium-term, and longer-term time frames reflecting the time horizon of our climate ambitions, alongside broader considerations, including but not limited to, the nature of the disclosure, metric and the level of estimation involved.

These timeframes are longer than those time frames customarily used in some of our other disclosures, including our annual and interim financial reports submitted to the London Stock Exchange ("LSE") in the United Kingdom. This approach to materiality means that this document and many of our climate-related financial disclosures, including with respect to climate-related risks and opportunities includes certain information that we have not included in our LSE filings. Statements made in this document and in our climate and other non-financial disclosures use a greater number and level of assumptions and estimates than many of our LSE filings. These assumptions and estimates are subject to change, particularly when projected over the longer time frames used.

In applying materiality when reporting on the quantitative metrics outlined in this Reporting Criteria we take a holistic view by taking into account both quantitative and qualitative factors when determining the information that is important in communicating our sustainability and climate strategic ambitions to stakeholders.

The uncertain external environment and the limitations in the availability of data underlying sustainability-related reporting means that disclosures will evolve over time. As a result, we expect that certain disclosures made in this report are likely to be amended, updated, recalculated and re-presented in the future.

Assurance approach

Aviva plc appointed EY to provide independent assurance over certain sustainability metrics. The assurance engagement was planned and performed in accordance with International Standard on Assurance Engagements 3000 (Revised) 'Assurance Engagements other than Audits or Reviews of Historical Financial Information'.

The assurance report was issued and is included in the Independent Assurance section of this reporting criteria. This report includes further details on the scope, respective responsibilities, work performed, limitations and conclusions.

A glossary explaining key climate-related terms used in this document is available on: www.aviva.com/sustainability/climate-goals-glossary/

Reporting criteria for sustainability key performance indicators for the year 2024

Introduction

Any references to Notes within this reporting criteria document relate to our Climate-related Financial Disclosure.

Aviva Group's management is responsible for having appropriate controls and procedures in place to prepare the Group's sustainability reporting in line with, in all material respects, these reporting criteria. The sustainability data reported is aligned with the Group's financial reporting period for the year ended 31 December 2024.

General reporting principles

In preparing these reporting criteria, we have considered the following principles:

- We report data on topics relevant to our sustainability ambition;
- Data is as accurate and complete as practical and feasible;
- Assumptions or estimations are used where actual data is unavailable or unreliable; and
- Consistent boundaries and methodologies are used wherever possible to allow comparison over time and across different businesses.

Details of specific changes to comparative information in the year are provided in note 1 of the Climate-related Financial Disclosure Report, or via explanatory footnotes within this document where relating to non-climate metrics.

We will exclude data and where necessary, restate or re-present data from previous years when:

- Material inaccuracies are identified in the data provided by external sources;
- There is a material change in data coverage or quality; and
- There is a material change in the definition or scope of a metric.

Frameworks and standards

We report in accordance with the UK Government's streamlined energy and carbon reporting initiative (SECR) requirements. Our reporting table is published in the 'Climate-related Financial Disclosures' section of the Annual Report and Accounts.

We report our greenhouse gas (GHG) emissions with reference to the Greenhouse Gas Protocol.

We report in accordance with the Taskforce on Climate-related Financial Disclosures. Climate-related disclosures are embedded within the Strategic Report of our Annual Report and Accounts, with further granular detail included within our Climate-related Financial Disclosures report. We also report in line with the ClimateWise Principles.

We have considered the Sustainability Accounting Standards Board (SASB) Standards in the preparation of our Sustainability-related reporting. In June 2023, the climate-related content in the SASB Standards was amended to align with the industry-based guidance accompanying IFRS S2 Climate-related Disclosures.

As the climate-related updates to the SASB standards which have been incorporated into IFRS S2 remain subject to UK endorsement at the time of reporting, we have continued to map our disclosures to the previous version (2018-10) of the relevant SASB standards within the Sustainability Datasheet.

As the landscape evolves, we will continue to expand our sustainability reporting.

Organisational boundaries for sustainability reporting

Sustainability reporting covers Aviva plc and its subsidiaries. Our share of joint ventures and associates are treated as investments where Aviva does not have operational control. Unless otherwise stated all figures in our reports cover the period from 1 January to 31 December 2024.

Where Sustainability metrics are stated at a point in time, only businesses controlled by the Group at the year end are included for those metrics.

Changes in the Group's reporting perimeter as a result of acquisitions and disposals of subsidiaries, joint ventures, and associates have been recognised on a prospective basis where data is available.

We use a baseline year for Aviva's emissions reduction ambitions. Any material impact on the baseline or reported progress against ambitions as a result of acquisitions or disposals will be clearly presented in a manner which avoids distortion of progress against our ambitions.

Currency

Any currency figures mentioned in our reporting are in pounds sterling (£), unless otherwise stated.

Employees

Unless otherwise stated, for the purposes of this document the term employee includes:

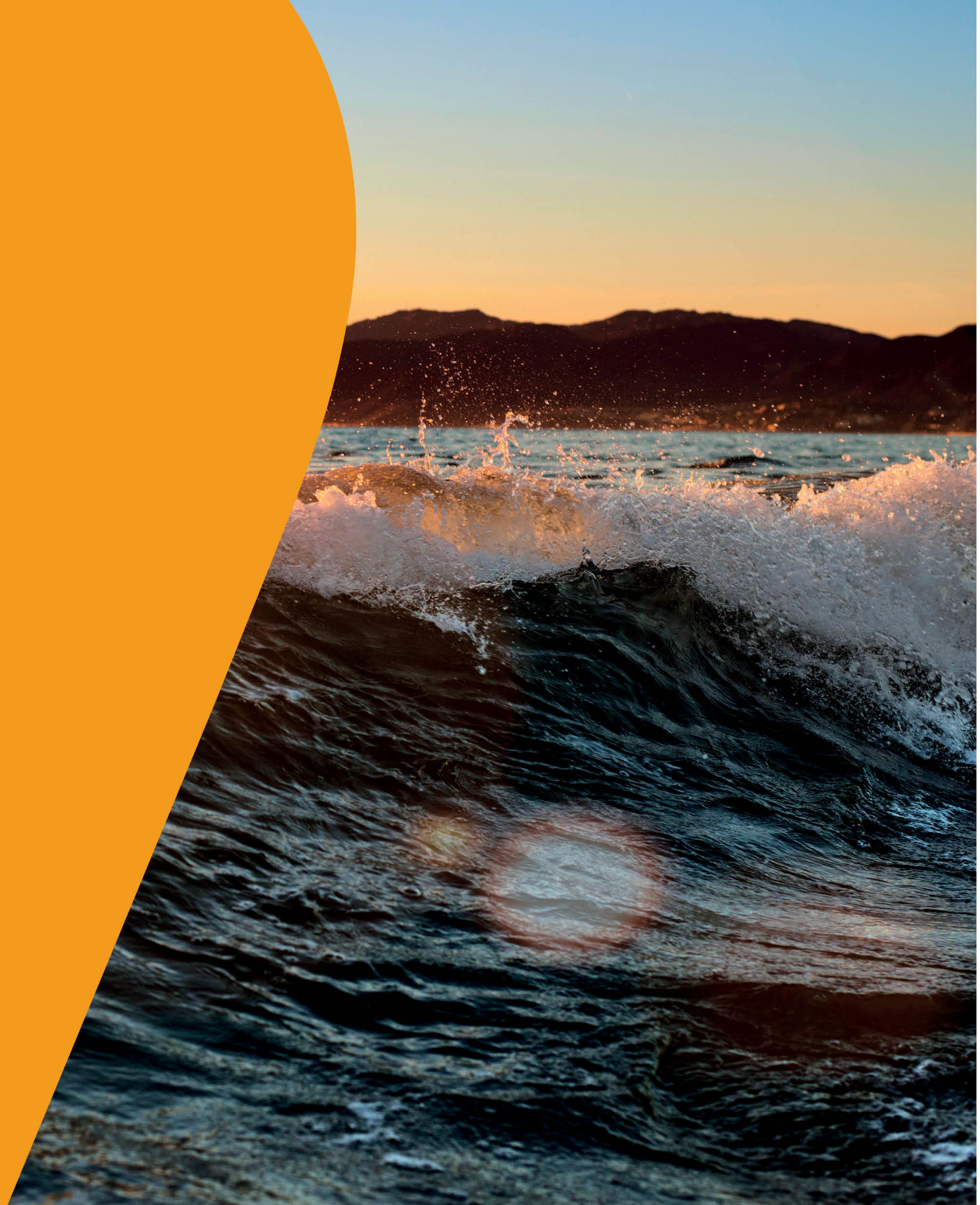
- Permanent full and part-time staff; and
- Temporary staff and contractors employed directly by Aviva.

The number of employees used to calculate CO_2e per employee is the total number of employees at 31 December 2024 rather than the full time equivalent (FTE) number quoted in the Annual Report and Accounts. The total employees' figure should be used for any per employee environmental impact intensity calculations made.

Environmental breaches

We report on any breaches in local environmental regulations that occur from Aviva's operations. No such breaches have been reported during 2024.

Climate action



Climate action - Operational emissions

Data sources

The environmental data is collected and aggregated to provide a Group-wide position based on a combination of actual, extrapolated, and estimated data, depending on the type of data and the market the data comes from. Data is sourced from invoices, supplier reports and expenses systems. Emissions sources and data sources are as follows:

- Purchased Electricity: invoices, supplier reports, in-market extrapolation and extrapolation over time periods due to invoicing arrangement;
- On-site Renewable Electricity: invoices, supplier reports, in-market extrapolation and extrapolation over time periods due to invoicing arrangement;
- Gas: invoices, supplier reports, in-market extrapolation over time periods due to invoicing arrangement;
- Oil: invoices;
- Fugitive emissions from air-conditioning: based on invoices from the provision of top-up gases;
- Municipal heating and cooling: invoices, contracts and landlord declarations;
- Air travel: supplier reports, invoices, extrapolation from expenses systems;
- Rail: supplier reports;
- Grey fleet (employee-owned vehicles used for business purposes): expenses system;
- Company car: expenses system, fuel cards and invoices;
- Hire car: supplier reports;
- Water consumption: invoices, supplier reports, extrapolation over time periods and on an FTE and m^3 basis; and
- Waste: supplier reports, invoices and extrapolation over time periods.

We use third party invoices where possible, to promote data accuracy and consistency and only use proxy data or extrapolate in the absence of invoices.

The availability and quality of data from individual data points varies from country to country. The focus of data collection is primarily from sources generating carbon dioxide emissions or equivalents.

CO_2e emissions

All emissions data from energy, travel, air conditioning, water consumption and treatment and waste to landfill is measured in carbon dioxide equivalent (CO_2e) unless otherwise stated.

Except for overseas electricity, we use the Department for Energy Security and Net Zero (DESNZ) latest factors, ons factors. Further information on conversion factors is available at: www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2022

For overseas electricity we used International Energy Agency (IEA) conversion factors from the 2024 publication.

Electricity-related CO_2e factors change more frequently than other CO_2e emission factors. However, we will not restate our prior year carbon data due to variations in the electricity carbon conversion factors, unless the impact is assessed as material.

Our priority is to purchase renewable electricity from certified sources, but where this is not possible, we purchase Energy Certificates matching consumption from renewable power generations (i.e. wind, solar, hydro).

Operational emissions

Aviva's absolute Scope 1 and Scope 2 operational emissions reduction	
Definition	Percentage reductions in absolute Scope 1 and 2 (market-based) operational emissions from 2019 base year.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in ‘note 4 Operational emissions’.
Units	Percentage
Calculation and reporting method	Reduction in Scope 1 and 2 (market-based) operational emissions = $\frac{\text{(Total of Scope 1 and 2 (market-based) emissions in the reporting period – Total of Scope 1 and 2 (market-based) emissions in the base year)}}{\text{Total of Scope 1 and 2 (market-based emissions) in the base year}}$ %
	Data on Scope 1 and 2 operational emissions are calculated based on the method highlighted in the metric description provided in the operational emissions note of this report. Aviva’s total annual CO_2e emissions are calculated for the year. The emissions figure is then compared against our 2019 baseline and to our previous year. The difference between the baseline and the annual figure is expressed as a percentage difference.
Source	The Group’s operational environmental reporting process.

Aviva's Scope 1 and Scope 2 operational emissions reduction per annum	
Definition	The metric calculates the percentage reduction in Scope 1 and 2 (market-based) operational emissions in the current reporting period against the prior year data.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in ‘note 4 Operational emissions’.
Units	Percentage
Calculation and reporting method	Reduction in Scope 1 and 2 (market-based) operational emissions = $\frac{\text{(Total of Scope 1 and 2 (market-based) emissions in the reporting period – Total of Scope 1 and 2 (market-based) emissions in the previous year)}}{\text{Total of Scope 1 and 2 (market-based) emissions in the previous year}}$ %
	Data on Scope 1 and 2 (market-based) operational emissions are calculated based on the method highlighted in the metric description provided in the operational emissions note of this report. The previous year’s data is as reported in the prior year unless otherwise stated.
Source	The Group’s operational environmental reporting process.

Operational Scope 1 emissions	
Definition	The total quantity of direct GHG emissions from Aviva's operations (Scope 1). Scope 1 covers operational emissions from owned sources. This includes natural gas, oil (diesel oil), company car mileage, and fugitive emissions from air-conditioning.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'note 4 Operational emissions'.
Units	Tonnes CO_2e (tCO_2e)
Calculation and reporting method	**Combustion of fuel** Natural gas and oil (diesel oil) are the two primary fuels which are used in Aviva's operations. Natural gas is used for heating and cooling our offices, and oil (diesel oil) is primarily used in back-up generators. In the UK and Ireland, natural gas consumption data is provided directly from the supplier, except for a few small offices where data is provided by the landlord via a service charge. Data on oil (diesel oil) usage in the UK, Ireland and India are provided by our service partners who undertake regular checks and provide consumption reports. **Company owned vehicles** Company car (yellow fleet) business mileage is calculated from the expenses system, fuel cards, and invoices. The data received is then multiplied with the Department for Energy Security and Net Zero (DESNZ) or International Energy Agency (IEA) emission factors to estimate carbon emissions from company-owned vehicles. **Fugitive emissions** Fugitive emission data in the UK and Ireland are provided from supplier reports by our service partners, who undertake regular checks of the air-conditioning units and measure for any leaks. In other locations, where available, this is provided by landlords.
Source	The Group's operational environmental reporting process.

Operational Scope 2 emissions	
Definition	The total quantity of indirect GHG emissions from purchased energy (Scope 2). Scope 2 emissions cover emissions generated from the electricity used in all the buildings the Group operates, as calculated by the location-based and market-based methodology. **Location based** Operational emissions from non-owned sources (e.g. power plants) using an average emissions intensity for the grids on which energy consumption occurs. This includes purchased electricity, municipal heating, and cooling. **Market based** Operational emissions where we have contractual arrangements for renewable electricity, e.g. through Aviva's own on-site generation, certified renewable electricity through a supplier tariff or the separate purchase of renewable energy guarantees of origin (REGOs) or market equivalent, or consumed renewable heat or transport certified through a Government scheme.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'note 4 Operational emissions'.
Units	Tonnes CO_2e (tCO_2e)
Calculation and reporting method	In the UK and Ireland, electricity purchased data is provided directly from the supplier, except for a few small offices where data is provided by the landlord via a service charge. For other businesses, including Canada, data is provided by landlords, including municipal heating and cooling. Where actual data is not available, usually for December measurements due to timing of reporting, data is extrapolated based upon historical consumption figures. In India, a small number of office electricity consumption is extrapolated based upon the unit price of a kWh. Where actual data is not available, usually for December measurements due to the timing of reporting, data is extrapolated based upon historical consumption figures. **Location based reporting** As per Scope 2 guidance of the GHG protocol, the total electricity purchased data is multiplied by the average grid factor from respective country's government database of electricity generation for the reporting period. **Market based reporting** Purchased electricity that we have purposely chosen which is classed as zero carbon, including on-site generation, green tariffs that can be matched to 100% renewable generation, or through purchasing of energy certificates (e.g. renewables obligation certificates (ROC)/REGOs/renewable energy certificates (REC) etc.) is excluded from total electricity. The remainder is multiplied by the average grid factor from respective country's government database of electricity generation for the reporting period.
Source	The Group's operational environmental reporting process.

Operational Scope 3 emissions	
Definition	The total quantity of indirect operational emissions (not included in Scope 1 and Scope 2) that occur in the value chain, including both upstream and downstream emissions (Scope 3). Operational Scope 3 emissions cover operational emissions from business travel (air, rail, grey fleet and rental cars), water, waste, electricity transmission, and distribution and homeworking; the categories of Scope 3 included can be found in note 3 of the Climate Related Financial Disclosure.
Scope	This is reported for the period 1 January – 31 December. We include emissions from Group entities over which we have operational control as outlined in 'note 4 Operational emissions', except for homeworking. Scope 3 home working emissions are calculated for the Group's businesses only (UK, Ireland and Canada).
Units	Tonnes CO_2e (tCO_2e)
Calculation and reporting method	**Business travel** For business travel made via air, rail, and hired cars the total distance travelled data is procured from corporate travel management providers on a quarterly basis. The distance travelled for business travel in privately owned vehicles is calculated from the Group's expense systems which reimburse colleagues on a cost per kilometres (km) travelled basis. Travel is measured or converted into km. Air travel is calculated based upon class of service (first, business, economy) and appropriate emission factors are applied to each class. **Water and waste** The data on water consumption in the UK and Ireland is provided directly from our suppliers. In other businesses, data is provided by the landlords. The data on waste generation is provided by our service partners in the UK and Ireland and by landlords in other locations. Water is measured in m^3 and waste is measured in metric tonnes. Emissions factors published by the Department for Energy Security and Net Zero (DESNZ) are applied to total water and waste to estimate CO_2e emissions. **Electricity transmission and distribution** Electricity transmission and distribution (T&D) is the energy it takes to transfer electricity from generator to end-user, measured in kWh and converted to CO_2e. **Homeworking** Emissions from homeworking are calculated using government published emissions factors (DESNZ) multiplied by headcount and office non-occupancy rates. Homeworking emissions are not currently within the scope of external assurance and are not reported within our Streamline Energy and Carbon Reporting table (SECR), but we count in our emissions totals for which we purchase carbon credits to offset.
Source	The Group's operational environmental reporting process.

% of CO_2e emissions from Aviva's operations offset annually/carbon offsets (tonnes - CO_2e)	
Definition	Operational CO_2e emissions offset from Aviva's operations through the purchase of Gold Standard, Voluntary Carbon Scheme, and Carbon Emission Reduction carbon credits. These credits are sourced from energy efficiency, clean water provision, and renewable energy generation projects from the voluntary carbon market.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'note 4 Operational emissions'.
Units	Percentage / Tonnes CO_2e (tCO_2e)
Calculation and reporting method	We purchase voluntary emission reductions certified to the Gold Standard, Verified Carbon Standard, and Certified Emission Reduction Standard. The carbon credits are delivered from community-based energy efficiency, clean water provision and renewable energy generation projects in developing countries via the voluntary carbon market. Once issued and purchased, the credits are retired to the respective carbon registry, so they cannot be used or sold again. Aviva sources carbon credits from International Carbon Reduction and Offset Alliance (ICROA) accredited companies. In our reporting, there is an estimation in the volume of credits required in the final period of the year. Therefore, our reporting of this metric may include offsets that have been purchased and that Aviva has committed to retire at the reporting date, by communication to the broker. Percentage of carbon offset achieved = $\frac{\text{Total number of credits purchased}}{\text{Total quantity of operational Scope 1, Scope 2 and Scope 3 emissions}}$ %
Source	The Group's operational environmental reporting process.

Scope 1 and Scope 2 - location-based emissions (tCO_2e)/ £m Total income	
Definition	Greenhouse gas (GHG) intensity calculated as total quantity of Scope 1 and Scope 2 (location-based) emissions per £m total income. Total income represents the sum of insurance revenue and fee and commission income, as per the Consolidated Income Statement, as disclosed in Aviva plc Annual Report and Accounts.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'note 4 Operational emissions'.
Units	Tonnes CO_2e (tCO_2e) / £ million Total income
Calculation and reporting method	This GHG intensity is calculated as: total quantity of Scope 1 and Scope 2 (location-based) emissions divided by £m Total income for those locations. A location-based method reflects the average emissions intensity of grids on which energy consumption occurs. Data on Scope 1 and Scope 2 (location-based) operational emissions are calculated based on the method highlighted in the external Reporting Criteria provided for Scope 1 and Scope 2 operational emissions.
Source	Emission data is sourced from the Group's operational environmental reporting process. Insurance revenue and Fee and commission income are financial measures disclosed in the Group's Annual Report and Accounts.

Operational emissions

Total location-based emissions (tCO_2e)/ employee	
Definition	GHG intensity calculated as total quantity of emissions from Scope 1, Scope 2 (location-based), and Scope 3 operational GHG emissions per employee.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'note 4 Operational emissions'.
Units	Tonnes CO_2e (tCO_2e) / employees
Calculation and reporting method	This GHG intensity is calculated as: total quantity of Scope 1, Scope 2 (location-based), and Scope 3 operational emissions is divided by total number of employees. A location-based method reflects the average emissions intensity of grids on which energy consumption occurs. The number of employees is based on headcount as at 31 December of the reporting year as provided by our Group HR team. Scope 1, Scope 2, and Scope 3 operational emissions are calculated based on the method highlighted in the external reporting criteria provided for Scope 1, Scope 2 and Scope 3 operational emissions.
Source	The Group's operational environmental reporting process.

Scope 1 and Scope 2 market-based emissions (tCO_2e)/ £m Total income	
Definition	GHG intensity is calculated as total quantity of Scope 1 and Scope 2 (market-based) emissions per £m total income. Total income represents the sum of insurance revenue and fee and commission income as per the Consolidated Income Statement, as disclosed in the Aviva plc Annual Report and Accounts.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'note 4 Operational emissions'.
Units	Tonnes CO_2e (tCO_2e) / £ million Total income
Calculation and reporting method	This GHG intensity is calculated as: total quantity of Scope 1 and Scope 2 (market-based) emissions divided by £m total income for those locations. Data on Scope 1 and Scope 2 (market based) operational emissions are calculated based on the method highlighted in the external Reporting Criteria provided for Scope 1 and Scope 2 operational emissions.
Source	The Group's operational environmental reporting process. Insurance revenue and fee and commission income are financial measures disclosed in the Group's Annual Report and Accounts.

Total market-based emissions (tCO_2e)/ £m Total income	
Definition	GHG intensity calculated as total quantity of Scope 1, Scope 2 (market based), and operational Scope 3 emissions per £m total income. Total income represents the sum of insurance revenue and fee and commission income as per the Consolidated Income Statement, as disclosed in the Aviva plc Annual Report and Accounts.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'note 4 Operational emissions'.
Units	Tonnes CO_2e (tCO_2e) / £ million Total income
Calculation and reporting method	This GHG intensity is calculated as: total quantity of Scope 1, Scope 2 (market based), and operational Scope 3 emissions is divided by £m total income. Data on Scope 1, Scope 2 (market-based), and Scope 3 operational emissions are calculated based on the method highlighted in the external Reporting Criteria provided for Scope 1, Scope 2, and 3 operational emissions.
Source	The Group's operational environmental reporting process (Scope 1, Scope 2, and operational Scope 3 emissions). Insurance revenue and fee and commission income are financial measures disclosed in the Group's Annual Report and Accounts.

Operational emissions

Total market-based emissions (tCO_2e)/ employee	
Definition	GHG intensity calculated as total quantity of emissions from Scope 1, Scope 2 (market based), and Scope 3 operational GHG emissions per employee.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'note 4 Operational emissions'.
Units	Tonnes CO_2e (tCO_2e) / employees
Calculation and reporting method	This GHG intensity is calculated as: total quantity of Scope 1, Scope 2 (market based), and Scope 3 operational emissions is divided by total number of employees. A market-based method reflects the average emissions intensity of grids on which energy consumption occurs. Employees number is based on headcount as at 31 December of the reporting year as provided by our Group HR team. Scope 1, Scope 2, and Scope 3 operational emissions are calculated based on the method highlighted in the external reporting criteria provided for Scope 1, Scope 2, and Scope 3 operational emissions.
Source	The Group's operational environmental reporting process.

Operational emissions - absolute	
Definition	Absolute CO_2e data includes emissions from our buildings, business travel, water, and waste to landfill as generated during the year.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'note 4 Operational emissions'.
Units	Tonnes CO_2e (tCO_2e)
Calculation and reporting method	Data on Scope 1, Scope 2, and Scope 3 operational emissions are calculated based on the method highlighted in the metric description provided in 'note 4 Operational emissions'.
Source	The Group's operational environmental reporting process.

Water consumption	
Definition	The total amount of water supplied or consumed in all the buildings of Aviva's operations.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'note 4 Operational emissions'.
Units	Cubic metre (m^3)
Calculation and reporting method	Water is measured or converted into m^3. Where actual data from meter readings and invoices is not available, but we are able to estimate or extrapolate data with a high level of confidence, we will do so. This extrapolation will be done on a per m2 floor space basis. This extrapolation may occur within a market where partial data is available, or where there is no data available from a market with similar characteristics to the one in question.
Source	The Group's operational environmental reporting process.

Waste generated (tonnes)	
Definition	Total amount of operational waste generated from Aviva's operations.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'note 4 Operational emissions'. Waste from Solus accident repair centres is not included in this data.
Units	Tonnes
Calculation and reporting method	Waste data is collected from 10 different office-based waste streams. We report data where it is reported to Aviva Group by businesses. We measure waste to the nearest rounded up tonne. Most of our waste figures are extrapolated from available invoices or estimated from data within the business.
Source	The Group's operational environmental reporting process.

Waste to landfill (tonnes)	
Definition	Total amount of waste sent to landfill for waste disposal and which is not recycled or incinerated for energy.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'note 4 Operational emissions'. Waste from Solus accident repair centres is not included in this data as we cannot accurately report due to our suppliers not segregating our waste from other companies' waste.
Units	Tonnes
Calculation and reporting method	The data on Waste to landfill is provided by our service partners in the UK and Ireland and by landlords in other locations.
Source	The Group's operational environmental reporting process.

Electricity used from renewable sources (%)	
Definition	Measures energy consumed in the period from renewable sources as defined by RE100. RE100 is a global corporate renewable energy initiative bringing together hundreds of large and ambitious businesses committed to 100% renewable electricity.
Scope	This is reported for the period 1 January – 31 December. We include emissions from Group entities over which we have operational control as outlined in 'note 4 Operational emissions'. Renewable energy is energy that is collected from renewable resources, which are naturally replenished on a human timescale, such as sunlight, wind, tides, waves, and geothermal heat. Our priority is to purchase renewable electricity from certified sources, but where this is not possible, we purchase energy certificates matching consumption from renewable generations (i.e. wind, solar, hydro) which are in scope for the purpose of this calculation. This includes certificates we have committed to purchase after the end of the reporting period and retire prior to 31 March 2025 to match energy consumed in the period.
Units	Percentage
Calculation and reporting method	Percentage of electricity consumed from renewable sources with respect to the entire electricity demand. Total purchased renewable and self generated solar used energy is divided by total electricity (kWh) used within Aviva's operations i.e. offices.
Source	The Group's operational environmental reporting process.

Amount of renewable energy generated MWh	
Definition	The total amount of energy generated on-site through renewable energy sources.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'note 4 Operational emissions'.
Units	MWh
Calculation and reporting method	Solar energy is the primary source of renewable energy generation in Aviva's operations. Data on renewable electricity generation is sourced by the Group Property team from the solar generation portal that receives data directly from the installed panels.
Source	The Group's operational environmental reporting process.

Total energy consumption	
Definition	The total amount of energy consumed in Aviva's operations through renewable and non-renewable energy sources.
Scope	This is reported for the period 1 January to 31 December. We include emissions from Group entities over which we have operational control as outlined in 'note 4 Operational emissions'.
Units	MWh
Calculation and reporting method	Energy consumption is the total of: • Renewable electricity consumption; • Grid average electricity consumption; • On-site renewable electricity production e.g. solar PV; and • Natural gas consumption; municipal cooling; municipal steam-heating. Total electricity consumption is calculated as sum of total quantity of electricity generated/consumed from renewable and non-renewable sources.
Source	The Group's operational environmental reporting process.

% of suppliers by spend covering purchased goods and services that have validated science-based targets	
Definition	The percentage of Aviva's total suppliers (by spend, on a cash paid basis) who have validated Science Based Targets (or equivalent). Science Based Targets are defined by the Science Based Targets initiative (SBTi) as emission reductions targets adopted by companies to reduce GHG emissions in line with the level of decarbonisation required to keep global temperature increase below 2°C compared to pre-industrial temperatures, as described by the Intergovernmental Panel on Climate Change (IPCC). The metric primarily captures suppliers who have validated targets with SBTi, however, an SBTi equivalence criteria assessment may be used in some circumstances where a supplier has set equivalent science based targets and may therefore be included within the metric.
Scope	This is reported for the period 1 January to 31 December. Spend represents cash paid in the period, irrespective of when the claim or expense was incurred for accounting purposes. Cash payments made directly to policyholders to settle insurance claims are excluded from the scope of the metric. Instances where cash is paid to a third party where Aviva does not have discretion over the final supplier used to settle a claim are also excluded from the scope of the metric.
Units	Percentage
Calculation and reporting method	Data on cash spend disaggregated by supplier is sourced from the Group's financial systems. Data from the SBTi portal is used to identify suppliers with validated science-based targets. Data on suppliers with science-based targets which are deemed to be equivalent to having been validated by SBTi is maintained internally. Metric calculated as: (Spend with validated Science Based Targets / Total in-scope spend) x 100
Source	Data is sourced from the Group Procurement system, SBTi portal, and finance systems.

Climate-related financial disclosures

Financed emissions	
Definition	Financed emissions metrics cover the greenhouse gas (GHG) emissions which Aviva finance through its investments under Scope 3 category 15 of the GHG Protocol. Financed emissions disclosures encompass a number of different metrics: • Absolute GHG emissions attributed to an investment; • Economic carbon intensity (ECI), representing the intensity of GHG emissions attributed to investments per £m invested, The amount invested is on a nominal value basis for both the purposes of articulating progress against the Group's 2030 ambitions and for disclosure of reporting intensity within note 7. ECI calculated using amount invested on a market value basis is also monitored by the Group; • Weighted average carbon intensity (WACI) by revenue, representing the weighted average investee carbon intensity by revenue, whereby each investee's carbon intensity by revenue is its GHG emissions relative to its revenue generated, and the weight is the weight of the investment in the portfolio; and • Real estate (Direct Real Estate & Commercial Mortgages) carbon intensity, representing the total GHG emissions attributed to real estate investments per square metre of attributed floor space.
Scope	Scope 1 and 2 emissions of the investee companies are measured. The emissions are based on the latest available reported data or estimated data (where reported data is unavailable) in respect of Aviva plc and its subsidiaries, associates and joint ventures based on the Group's holding. Emissions are the portion of investees' emissions attributed to Aviva based on its share of investment or level of funding. We do not include Scope 3 investee emissions, due to concerns about double counting, data quality and level of estimation as discussed in note 7 of the Aviva plc Climate-related Financial Disclosure 2024 report. Financed emissions for our shareholder, with-profits and policyholder funds are calculated for the following asset classes: • Corporate bonds; • Listed equities; • Real estate (including Direct Real Estate and Commercial Mortgages); • Equity release mortgages; and • Infrastructure debt (excluding Private Finance Initiative (PFI) investments).
Units	Absolute attributed greenhouse gas emissions: million metric tonnes CO_2 equivalent (million tCO_2e) Economic carbon intensity: tCO_2e per £m invested Weighted average carbon intensity by revenue: tCO_2e per $m investee revenue Real estate carbon intensity: kilograms CO_2 equivalent ($kgCO_2e$) per square metre (m^2)

Financed emissions continued	
Calculation and reporting method	The methods used to calculate financed emissions are based on the Second Edition of The Global GHG Accounting and Reporting Standard Part A: Financed Emissions published by the Partnership for Carbon Accounting Financials (PCAF) on 19 December 2022. Absolute emissions are calculated by attributing a portion of the investee's total emissions to Aviva's relative level of investment. Absolute financed emissions associated with debt and equity investments are attributed by taking the outstanding amount (nominal value for listed debt, market value for equity and loaned amount in all other cases) in the investee entity as a portion of the total value of the entity or asset. In the case of listed companies this is the Enterprise Value Including Cash (EVIC), otherwise total debt and equity of the investee is used. For real estate investments, absolute emissions are attributed based either on the loan amount outstanding relative to the property value at either origination or the earliest subsequent valuation available (commercial real estate mortgages), the loan amount outstanding relative to the current property market value (equity release mortgages) or the percentage ownership of the property (direct real estate investments). Economic carbon intensity is calculated by dividing the total attributed absolute emissions by the investment amount based on nominal value for the purposes of both reporting intensity within note 7 and articulating progress against the Group's 2030 ambitions. Economic carbon intensity calculated using investment amount based on current market value is also monitored by the Group. Weighted average carbon intensity by revenue is derived by first calculating the individual company-level absolute emissions per $m of revenue ($tCO_2e$ divided by $m revenue) and then calculating a weighted average for the relevant portfolio with a weighting based on current investment value. Real estate carbon intensity is calculated by dividing the portfolio level attributed absolute emissions by the total square meter floorspace of the portfolio ($kgCO_2e$ divided by m^2). Sovereign emissions metrics are shown separately from company emissions metrics and should not be aggregated, given the inherent double counting of the same underlying emissions across the two metric categories (as the country-wide sovereign GHG emissions would include company emissions). Financed emissions covers asset classes for which external calculation methodologies exist and where emissions data is available and meets our required quality thresholds. Our approach to measuring emissions is to use the highest quality data in line with the PCAF standard. As part of the disclosure a breakdown of the PCAF data quality score is provided. Our 'Emissions data coverage %' is included in note 7.

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Financed emissions continued	
Source	Financed emissions metrics are based on both asset data which is collected from internal Aviva financial reporting systems and emissions data which is collected from various sources and are outlined in more detail below. Reported financial and emissions data is sourced as follows: • MSCI[1] for Credit and Equities. MSCI base the data on corporate sources (such as Annual reports, Corporate Social Responsibility reports and company websites), CDP (formerly Carbon Disclosure Project) as well as government databases (when data is not available through direct corporate disclosures). • The Carbon Trust Group (CT) for debt provided to infrastructure companies. CT base the data on corporate sources (such as Annual Reports, Corporate Social Responsibility Reports and company websites). • Deepki for direct real estate. Deepki use physical meter readings and invoicing to provide the reported real estate emissions. Estimated emissions data is sourced as follows: • MSCI estimates for credit and equities. If available , estimates are based on company-specific historic revenue data. More generally, estimates are based on an industry segment-specific intensity model, which uses current and/or historical emissions to estimate the carbon intensity of a given industry segment and applies this estimated intensity to the revenue of the company. • CT provided estimates for infrastructure debt and commercial real estate mortgages. Infrastructure debt emissions relating to renewable electricity generation project finance are estimated using actual electricity generation and IPCC electricity GHG emissions factors where possible. Otherwise, estimations are based on the PCAF GHG emission factor database (updated in September 2024) sensitised by asset type and country and using available revenue figures. For commercial real estate mortgages estimates are calculated using the EPC ratings by building type based on PCAF's EPC pre-August 2023 emissions factor database. For properties where EPC data is not available emissions are based on Department for Energy Security and Net Zero (DESNZ) and PCAF conversion factors and Chartered Institution of Building Services Engineers (CIBSE) (2021) energy intensity factors which use floor area and property type. • Deepki provides estimates for direct real estate where reported data is not available. This is based on Department for Energy Security and Net Zero (DESNZ) conversion factors and regionally specific energy intensity factors based on consumption data from across Deepki's wider database of buildings, which use floor area and property type. • Energy Performance Certificates (EPCs) for equity release mortgages. This data is provided on the UK Government database for Levelling Up, Housing & Communities for England and Wales, and the Scottish Government. Where direct data is not available, the EPC is estimated using an average of the EPC data for the properties around the same postcode.

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Monitoring of sovereign holdings	
Definition	This metric covers our sovereign or government exposures and determines the ND-GAIN country index (physical risk), sovereign absolute emissions and sovereign emission intensity scores for those sovereigns (transition risk).
Scope	This metric covers sovereign debt within shareholder, with-profits and policyholder funds and is limited to sovereign production emissions (excluding land use, land use change and forestry emissions due to limitations on data availability and quality). Consumption emissions (domestically produced and imports) are not currently measured. Sub-sovereign and supranational debt is excluded from the scope of reporting.
Units	ND-GAIN country index: measured on an index between 0 and 100, with 0 being the lowest score and 100 being the highest score. Sovereign Production absolute attributed emissions: measured in million metric tonnes CO_2 equivalent (million tCO_2e). Sovereign Production Emissions Intensity: measured in attributed million tCO_2e/£m invested amount.
Calculation and reporting method	Sovereign absolute attributed emissions and sovereign emission intensity is based on the sovereign bond methodology published by Partnership for Carbon Accounting Financials, December 2022. Sovereign emissions are attributed by dividing the current exposure (on a market value basis) by the PPP adjusted GDP of the sovereign issuer. Sovereign intensity at the portfolio level is calculated as the attributed sovereign production emissions per £m invested. As part of the disclosure a breakdown of the PCAF data quality score is provided. The University of Notre Dame's Adaptation Initiative (ND-GAIN) country index[1] measures a country's vulnerability and readiness to climate change. Our sovereign holdings with an ND-GAIN country index score below 50 are also measured - these are countries that are highly or moderately vulnerable to climate change. We plot the sovereign intensity and ND-GAIN country index for our most significant sovereign exposures. An overall sovereign absolute emission and intensity metric is also provided for the entire sovereign portfolio.
Source	The metric is based on both sovereign exposure data which is collected from internal Aviva systems and the following external sources: • University of Notre Dame (ND-GAIN country index measure)[1]; • World Bank (PPP Adjusted GDP)[2]; and • PRIMAP-hist (Production GHG emissions)[3].

1. Copyright © 2024 University of Notre Dame. This index measure is using 2022 data.
2. World Bank data is provided under Creative Common By 4.0 DEED. International Comparison Program, World Bank | World Development Indicators database, World Bank | Eurostat-OECD PPP Programme. © 2024 The World Bank Group, All Rights Reserved.
3. PRIMAP historical emissions dataset (PRIMAP-hist), is a dataset which combines UNFCCC inventory data with several other published datasets to create a comprehensive set of greenhouse gas emission pathways (Based on "Version 2.5" of PRIMAMP-hist)

Investment in sustainable assets	
Definition	Our investment in sustainable assets is made up of four sub-categories: green assets, sustainability assets, social bonds and transition and climate-related funds. See the following table for more detail on the sustainable asset definition.
Scope	The investment in sustainable assets covers shareholder, with-profits and policyholder funds. The scope does not include assets in external mandates which are managed by Aviva Investors.
Units	Pounds sterling (£) in billions
Calculation and reporting method	The investment in sustainable assets is presented at the end of the reporting period and presents assets which are recognised on the IFRS consolidated statement of financial position which meet the sustainable asset definition. The main categories of assets include infrastructure and real estate assets (both direct and debt) as well as listed bonds and loans. In addition, the underlying assets under management (AUM) of funds which fall within the definition are also included. The investment amount is based on the origination value of investments recognised as at the reporting date. Where origination value is not available, market values are used. To the extent market values are used they will include any movement in the market value in the period and as well as the impact of disposals/drawdowns. All sustainable assets excluding bonds and real estate are valued on an origination basis. Bonds and real estate are valued on a market value basis.
Source	The metric is based on asset data collected from internal Aviva systems. In respect of bonds, data from the Climate Bonds Initiative (CBI) is used to determine whether the bonds are green, social or sustainability (including sustainability-linked) assets. In respect of real assets (direct and debt), the respective CBI methodologies for green bond screening and sustainability bond screening will be used to determine if the assets are green or sustainability assets. In respect of transition and climate-related funds, eligibility is assessed on a fund-by-fund basis including: • Taking into account whether the fund is an Article 8 or 9 fund under the EU Sustainable Finance Disclosure Regulation (SFDR); and • For other funds, a qualitative assessment of the extent to which a key objective of the fund is to promote sustainable, environmental or social characteristics (or any combination of these characteristics), or whether a key objective is to achieve a reduction in emissions. Of the non-EU funds currently within the definitions, the Aviva Investors Climate Transition Real Assets funds require at least 70% of the fund to be invested in alternative investment funds which aim to accelerate transition to a low carbon economy while the Canada - Core Plus Climate Transition Fund only considers companies eligible for core investment (90% portfolio market value) if they meet the definition of 'Solutions' (issuers whose services provide solutions for climate change mitigation and adaptation) or 'Transition' (issuers positively aligned to be resilient in a warmer climate and low carbon economy) outcomes as assessed by proprietary tools.

Sustainable asset definition - split by asset class:

Asset class	Green assets	Sustainability assets	Social bonds	Transition and climate-related funds
Infrastructure assets (direct and debt)	Energy, Transport, Water (including nature-related solutions), Waste, Land Use categories identified as eligible under CBI green bond database methodology (2022) - this includes green energy such as solar electricity, offshore and onshore wind.	Non-electrified passenger rail and ICE-powered urban public transport.		
Real estate (direct and debt)	Categories defined as eligible under CBI green bond database methodology (2022). This category includes properties with EPC ratings of A and above as well as BREEAM of excellent and outstanding.	Properties with EPC ratings of C or B, certified at LEED Silver, BREEAM Very Good or equivalent or upgrades/ renovations that achieve <30% emissions / energy improvement but achieve significant water efficiency improvements.		
Bonds and loans	In CBI green bond database and benefits from an external review[1].	Tagged sustainability in CBI social and sustainability bond database (which includes sustainability and sustainability-linked bonds) and benefits from an external review[1]. Sustainability linked loans which meet the Sustainability-Linked Loan Principles (SLLP) from the Loan Market Association (LMA) and benefits from an external review[1].	Tagged social in CBI social and sustainability bond database and benefits from an external review[1].	
Funds				Climate transition funds[2]. Social transition fund. Natural capital transition fund. Climate/decarbonisation venture capital funds[3]. Eligibility is assessed on a fund-by-fund basis including taking into account whether the fund is an Article 8 or 9 fund under the Sustainable Finance Disclosure Regulation (SFDR).

1. An external review is an assessment carried out by an independent third party and includes third party assurance, second party opinions (SPOs), verification under the Climate Bonds certification and bond ratings by a rating agency. This assessment will consider the green, social or sustainability credentials of the issuance against an internationally recognised framework (such as the Green Bond Principles).
2. Climate transition funds include only Aviva Investor funds; Climate Transition European Equity Fund (CTEF), Canadian Core Plus Climate Transition Pooled Fund, Climate Transition Global Equity Fund (CTGE), Climate Transition Global Credit Fund (CTGC) and Climate Transition Real Assets Fund (CTRA)
3. This includes the Clean Growth Fund (CGF), EIP Deep Decarbonization Frontier Fund LLP and Environmental Technologies Fund (ETF). These funds are not managed by Aviva Investors and hence we only recognise our direct investment.

Weather-related losses	
Definition	Aviva's physical risk is measured through the weather-related loss metric. The impact of weather on our Combined Operating Ratio (COR) as well as the actual weather losses impact versus expected losses is calculated. COR is a financial measure of General Insurance (GI) underwriting profitability calculated as total underwriting costs (including claims) in our GI entities expressed as a percentage of net earned premiums. A COR below 100% indicates profitable underwriting. Weather events in the following business units are classed as catastrophe (CAT) events: • UK: flood, wind and storm surge and freeze; • Ireland: flood, wind and storm surge and freeze; and • Canada: flood, windstorm, hail and wildfire.
Scope	This metric is only applicable to the General Insurance (GI) businesses in UK, Ireland and Canada. Weather-related losses in UK and Ireland include both attritional and CAT weather-related claims, while weather-related losses in Canada only considers CAT claims.
Units	Actual weather-related losses versus expected losses: percentage (%) Weather impact on Aviva's Combined Operating Ratio (COR): percentage (%)
Calculation and reporting method	The expectation for weather-related losses is based on the long-term average (LTA). The LTA takes into account the volume of business written and the reinsurance structure in place during the relevant accident year. Actual weather-related losses are based on paid, reported and incurred but not reported (IBNR) weather-related claims for the relevant accident year. The weather losses, both actual and expected, are presented net of the reinsurance programmes in place.
Source	The metric is based on actual and forecast claims and reinsurance data obtained from the finance systems.

Temperature alignment	
Definition	The temperature alignment metric assesses the alignment of investments with the Paris Agreement target of limiting global warming to well below 2°C, preferably to 1.5°C above pre-industrial levels.
Scope	Temperature alignment is calculated for the following asset classes: • Implied Temperature Rise (ITR): companies (credit, equities and direct real estate); and • Internal analysis: sovereigns.
Units	Degrees Celsius (°C)
Calculation and reporting method	The metric is calculated based on the following inputs: • ITR: This measure is used for our listed equities, listed corporate bonds and loans and direct real estate. ITR takes into account the property or investee companies' current emissions and reported emissions reduction targets, projecting an absolute emissions time series for each company until 2050 for Scopes 1, 2 and 3 emissions. This is based on the methodology published by MSCI[1] in December 2023 for Real Estate and February 2024 for credit and equities. • Internal analysis: The temperature alignment score for our sovereign exposure is based on an analysis of individual governments' actions and how they compare against the Paris Agreement target, taking into account independent analysis conducted by organisations such as Climate Action Tracker.
Source	The metric is based on asset data which is collected from internal Aviva systems as well as ITR data provided by MSCI[1]. In addition, data extracted from the Climate Action Tracker website is used to calculate the temperature alignment score for our sovereign exposure. The market benchmark data is based on MSCI All Country World Index (ACWI) Investable Market Index (IMI).

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Climate Value at Risk (Climate VaR)	
Definition	The Climate VaR metric is a forward-looking estimate of the impact on our portfolio under different climate scenarios.
Scope	Climate-related scenario analysis is performed for the following asset classes: • Listed equities; • Listed corporate bonds; • Sovereigns; • Real estate (direct and commercial real estate mortgages); • Equity release mortgages; and • Infrastructure debt. Climate-related scenario analysis if performed over in-scope asset classes within the Group's shareholder portfolio.
Units	The results of the outputs are only disclosed qualitatively at present given current limitations which include scope and data availability, as well as uncertainty associated with some of the underlying assumptions.
Calculation and reporting method	Quantifying the impacts of climate change is an emerging practice, with inherent uncertainty in the approach taken as a range of scenarios are assessed. Our approach takes into account available methodology and science, and is specific for our business. Due to limitations in the availability of scenario data which can be applied to different financial investment categories our Climate VaR approach differs by asset class as follows: • Equities, corporate bonds and real estate investments are modelled using NGFS Phase III scenarios ('Net Zero 2050', 'Below 2°C', 'Delayed Transition', 'Nationally Determined Contributions' and 'Current Policies'); • Physical risk associated with sovereign debt is modelled using Intergovernmental Panel on Climate Change (IPCC) Representative Concentration Pathways (RCPs) scenarios (RCP 2.6 and RCP 8.5); and • Transition risk associated with infrastructure debt is modelled using Climatewise Transition Risk Framework scenarios (2°C and 2.7°C). We employ numerous judgements in the execution of our methodology. For example, we apply uplifts to VaR impacts to allow for the indirect impacts of physical risk (e.g. lower economic growth, lower productivity and supply chain disruption), as well as the effects of feedback loops, where these uplifts are subject to significant degrees of estimation uncertainty at higher temperatures. It is challenging to obtain consistent emissions data across our entire portfolio. As this becomes accessible, it will improve our ability to more accurately estimate the Climate VaR. The current methodology implicitly assumes that the anticipated costs of climate change are not priced into asset valuations, whereas in reality it is anticipated that the current fair value of assets would have some consideration of climate risk priced in. The methodology also does not allow for the effects of tipping points being breached at higher temperatures. Furthermore, a static balance sheet approach with no management actions has been employed.
Source	The metric is based on asset data which is collected from internal Aviva systems as well as Climate VaR proportional impacts calculated and provided by MSCI[1] for bonds, equities and real estate holdings. Data from the Cambridge Institute of Sustainable Leadership's (CISL) Climate Wise Transition Risk Framework[2] is used to model transition risk exposures for infrastructure assets. Data from the University of Cambridge Bennett Institute for Public Policy[3] is used to model the physical risk exposures for sovereigns.

1. Certain information ©2024. MSCI ESG Research LLC. Reproduced by permission.
2. The ClimateWise Transition Risk Framework helps investors and regulators manage risks and capture emerging opportunities from the low carbon transition. It has been developed through the ClimateWise Insurance Advisory Council, building on the recommendations from the TCFD.
3. www.bennettinstitute.cam.ac.uk/wp-content/uploads/2020/12/Rising_Climate_Falling_Ratings_Working_Paper.pdf

Other climate action

Number of propositions that aim to support greener outcomes	
Definition	Number of propositions products and services developed across Aviva's business (UK, Ireland, Canada) that: • Facilitate a technology, development or market that benefits the environment and/or mitigates Climate Action impacts for our customers; and • Focus on resource protection and environmentally responsible behaviour, reduce environmental risks for clients via managing, addressing and/or advising on, for example climate and regulation risks/opportunities.
Scope	Number of propositions that aim to support greener outcomes for the period 1 January – 31 December. These are products and services across Aviva's business (UK, Ireland, Canada) that have specific features that: • Support the mitigation of Climate Action e.g. reducing an individuals carbon footprint or the transition to a low carbon economy; • Support the reduction of negative environmental impacts (e.g. biodiversity loss) or positive actions to restore environments; • Support adaptation to the impacts of Climate Action to reduce risk; • Promote resource protection and environmentally responsible behaviour; • Support wider green activity/impacts (e.g. supporting new technologies or initiatives that help address environmental issues, increasing the scope of cover or choices in the market for green activity); and • Reduce environmental risks for clients via managing, addressing and/or advising on, for example climate and regulation risks/opportunities.
Units	Number
Calculation and reporting method	Total number of products and services across any business line that have the specific features as outlined in the scope are included within the calculation, subject to meeting the following criteria: • A product must have active customers and/or be on sale to new customers; • A service must be in use by existing customers and/or available to new customers; • A product or service is only counted once within an Aviva business even if available across a number of business lines (e.g. a feature within our sustainable claims approach, if offered as a service across multiple home or motor products, is only to be counted once); and • The product or service feature must make, or be capable of making, a more than incidental contribution to Climate Action and wider environmental risk mitigation, adaptation or restoration where the scope and outcomes are, or could, be measured and disclosed.
Source	The information is provided by product owners in Aviva's businesses based on the number of applicable green propositions from their product suites. Data is sourced from each of the in-scope business units and manually collated.

Social action

Community investment

Amount invested in UK infrastructure and real estate	
Definition	Cumulative amount invested in UK infrastructure and real estate.
Scope	This calculation is based on the cumulative £ amount of UK infrastructure and real estate deals, including the refinancing of deals, completed by Aviva Investors on behalf of Insurance, Wealth & Retirement and external clients via both discretionary and non-discretionary mandates for the period 1 October 2020 (representing the baseline point for a Group ambition to originate £10bn) to the end of each reporting period. Examples of real estate investments include: • UK commercial property invested into by the Aviva Investors real assets (AIRA) real estate equity pooled fund range and joint ventures with external third parties; and • Real estate debt deals (lending collateralised by UK commercial property) completed on behalf of Insurance, Wealth & Retirement and external segregated mandates. Examples of UK infrastructure include: • Equity investments in electric vehicle (EV) charging, renewable energy and fibre through our infrastructure and multi asset funds; • Infrastructure debt deals such as funding for airports, toll roads, schools and rolling stock (i.e. investment in railway) completed on behalf of Insurance, Wealth & Retirement and external segregated mandates; and • Equity investments into natural capital such as forestry by the UK climate transition fund. The scope of this calculation excludes any deals outside the UK and private corporate debt deals.
Units	Pounds sterling (£) in billions
Calculation and reporting method	The cumulative number since 1 October 2020, representing a summation of the deal origination value (total committed investment) of all the individual deals in scope.
Source	Investment management systems alongside deal specific agreements.

Amount of community investment - including value of skills and social innovation	
Definition	The monetary amount from Aviva contributed as community investment (CI), including: • All charitable spend, management costs, value of gifts in kind and the cost of volunteering in alignment with the Business for societal impact (B4SI). B4SI benchmark is a framework used by corporates to calculate their community investment spending; • Voluntary activities, beyond our core business activities and our legal obligations, that contribute to the economic, social and environmental sustainability of our communities; • Social innovation to develop or adapt core business activities for defined social impact; and • Social Procurement spend towards suppliers who create clearly defined and demonstrable social impact.
Scope	This calculation is based on a sum of the gross monetary amount invested to support community organisations, projects or cause in Aviva Group's businesses for the period 1 January – 31 December. The scope includes all charitable spend, management costs, value of gifts in kind, the cost of volunteering and social innovation in alignment with the B4SI global standard for measuring and managing a company's social impact (www.b4si.net/framework/community-investment). **Carbon Sequestration Fund** In 2021 Aviva created a Carbon Sequestration Fund, held within the Charities Trust (Charity Registration No: 327489). Donations to this fund are counted in the year they are made even though the dispersal of funds to carbon sequestration projects will happen over time.
Units	Pounds sterling (£) in millions
Calculation and reporting method	The total community investment number reported is the combined total of the different types of costs detailed below: **Cash donations** • Cash donations are funds Aviva business units have spent agreed budgets on to support the delivery of community programmes and donations to charity. **In-Kind giving** • The training, recruitment resources and premises costs are valued at cost to the company from the services shared or donated, not the market value the beneficiary would have had to pay in the open market. **Colleague time** • To calculate the value of employee volunteering to a monetary value, the average Group colleague hourly rate is multiplied by the number of volunteering hours. **Social innovation** • Funding used to develop or adapt core business activities for defined social impact in alignment with the Business for Societal Impact (B4SI) framework for measuring social impact contribution (b4si.net/framework). **Social procurement** • Procurement spend towards suppliers who create clearly defined and demonstrable social impact in alignment with the Business for Societal Impact (B4SI) framework for measuring social impact contribution (b4si.net/framework). **Management costs** • Management costs are the activities undertaken by colleagues that are required to deliver the programmes and the communications associated to raise awareness and drive participation to increase impact. • Costs are based on the programme resources required for operating programmes, the average annual salary and staff costs including pensions and employer national insurance. • Only the proportion of costs (i.e., salaries, overheads, expenses) relating to the time spent managing the programme, if management of the programme/activity is only part of a person's job, is counted.
Source	Data is sourced from Group and business data collection templates, the global HR system of record, procurement and finance systems.

Community investment

Amount our people gave or fundraised	
Definition	The amount employees in Aviva's businesses (UK, Ireland and Canada) donated as part of fundraising or payroll giving.
Scope	This calculation is based on fundraising donations and payroll giving, that have applied for matching and the Aviva matching amount for the period 1 January to 31 December.
Units	Pounds sterling (£) in millions
Calculation and reporting method	The amount Aviva employees donated as part of fundraising or giving through payroll, as measured by the fundraising reported within our Aviva matching process and payroll giving. This amount of the employee donation included within this metric is limited to the Aviva max match, being £1,000 per year per employee for fundraising and £10 per month per employee for payroll giving.
Source	Information from global HR system of records is provided to our external service providers, who make payments to charities on Aviva's behalf. Data is collected from external service providers (Charities Trust for UK, Aviva Investors and Ireland and Benevity for Canada) which is reviewed and consolidated.

% of Group adjusted operating profit invested in communities	
Definition	% of Group adjusted operating profit invested in communities (average per year 2023 to current reporting year end).
Scope	This calculation is based on Group adjusted operating profit and amount invested in communities in Aviva Group's businesses for the period 1 January 2023 - current reporting period end. Total community investment is as per the definition and scope defined in the metric 'Amount of Community Investment - including value of skills and social innovation activity'.
Units	Percentage
Calculation and reporting method	Total Community Investment (CI) spend is divided by Group adjusted operating profit. The calculation uses on the average Group adjusted operating profit for the years from 2023 to end of current reporting period.
Source	Data is sourced from Group and business data collection templates, the global HR system of record, procurement and finance systems.

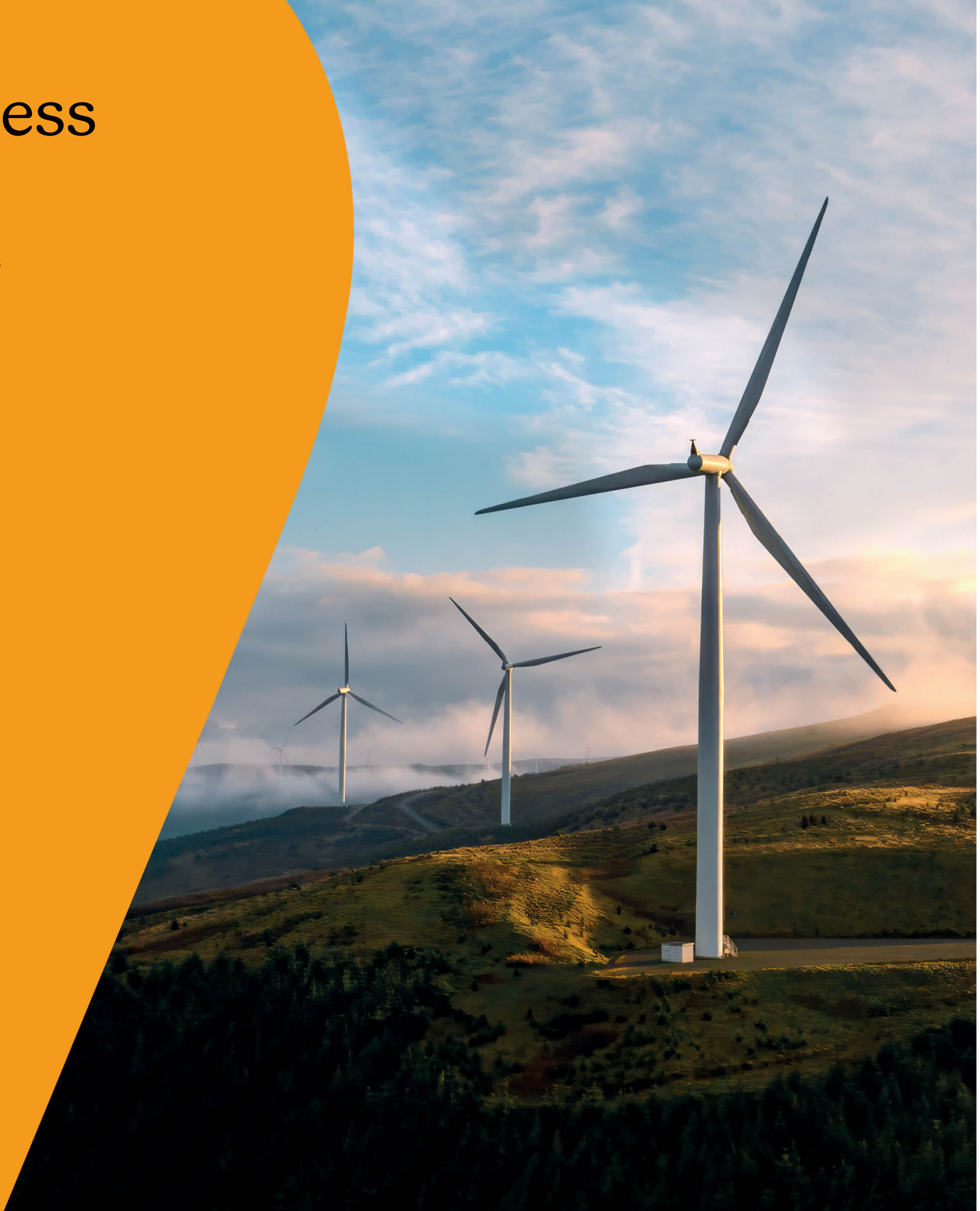
Number of employee hours spent volunteering	
Definition	Total number of hours employees in Aviva's businesses (UK, Ireland and Canada) have spent volunteering for the period 1 January to 31 December.
Scope	This calculation is based on number of hours employees in Aviva's businesses (UK, Ireland, Canada) spent volunteering for the period 1 January to 31 December. This excludes contractors and employees of International investments (India and China). This includes both volunteering in company time as well as outside company time where this has been facilitated by Aviva.
Units	Number (hours)
Calculation and reporting method	The number of actual employee hours spent volunteering.
Source	Data is sourced from Group and business data collection templates and extract(s) from the Global HR system of record.

Estimated number of people benefitting from community investment programmes	
Definition	Estimated number of people directly or indirectly benefitting from community investment programmes. A community investment programme is a charitable project or partnership, for example projects funded by the Aviva Community Fund (ACF) or Aviva's partnership with Citizens Advice. This includes those who have benefited from climate-related programmes, financial programmes and programmes to support health, wellbeing and inclusion. • Climate programmes are defined as 'helping our customers (including small and medium-sized enterprises (SME) and individuals) and communities protect against the impacts of climate change; • Financial programmes are defined as 'helping our customers and communities to financially prepare for the future and protect against financial shocks'; and • Health and wellbeing programmes are defined as 'helping our customers and communities be healthier, more diverse, more inclusive and better placed to bounce back from crisis'.
Scope	The metric captures both 'direct beneficiaries' (people who have directly participated in or benefited from activities associated with community investment programmes) and 'indirect beneficiaries' (people who are not the direct target of activities, but who are indirectly affected and receive benefits from community investment programmes). For ACF projects, the metric is based on the estimated total beneficiaries from projects that have received funding during the reporting period. For all other programmes, the calculation is based on estimated number of people that have received benefits during the reporting period.
Units	Number of people
Calculation and reporting method	People benefitting from community investment programmes are estimated using 'impact reporting' information received direct from charity and community partners. People benefitting from the ACF is estimated using surveys completed by charities that have received grants. The surveys capture the expected impact of the project in relation to both direct and indirect beneficiaries. Projects that receive less than 25% of their funding target are excluded from the metric. The median number of estimated beneficiaries from surveys returned by charities is then extrapolated to the projects where a survey was not returned, with a separate calculation performed for each of Climate programmes, Financial programmes and Health and wellbeing programmes. Due to the estimation inherent in the survey responses provided by charities and the subsequent extrapolation involved in the calculation, the ACF beneficiaries are subject to significant levels of estimation uncertainty.
Source	Information is sourced from our community partners and reflects the benefits provided to the wider community through our partnerships.

% of UK adult population saving or retiring with Aviva	
Definition	Percentage of UK adult population who have an Insurance, Wealth & Retirement savings policy, investment policy or retirement policy with Aviva.
Scope	This calculation is based on the number of Insurance, Wealth & Retirement customer policies at 31 December. Customers with addresses outside the UK are excluded from this calculation. Products included in the calculation are those that are included in the following business lines: Savings and Investments: • Heritage customer solutions; • Workplace pensions; • Advisor platform; • Direct platform; • Aviva save; and • Individual pension. Retiring: • Bulk purchase annuities; • Individual annuity; and • Equity release.
Units	Percentage
Calculation and reporting method	Total number of Insurance, Wealth & Retirement (UK only) customers with saving, investment or retirement policies is divided by total number of UK adult population. The number of customers is de-duplicated, i.e. if a customer has a Wealth product and an annuity they are only counted once.
Source	Customer numbers data is sourced from the Group's customer system, consistent with the Group's number of customer metrics. UK adult population data is sourced from Office for National Statistics (ONS) National population projection using the latest available data (www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationprojections)

Number of propositions with features that support new or continued access to financial services	
Definition	Products and services that have specific features that make them more accessible to people on relative low income (below 60% of median national income) or who are experiencing an FCA defined characteristic of vulnerability making them more susceptible to financial harm or exclusion.
Scope	Number of propositions with features that support new or continued access to products for the above groups for the period 1 January to 31 December across Aviva's businesses (UK, Ireland and Canada) and International investments (India and China). This includes: • Specific financial products with features that make them more accessible for these audiences e.g. Contents insurance that targets people living in social housing; • Wider activities and tools which make existing products more accessible for these audiences e.g. Sign Live Service – a sign language service that helps customers with additional requirements access Aviva products.
Units	Number
Calculation and reporting method	Total number of products and services across any business line that have the specific features as outlined in the scope are included within the calculation, subject to meeting the following criteria: • A product must have active customers and/or be on sale to new customers. • A service must be in use by existing customers and/or available to new customers. • A product or service is only counted once within an Aviva market even if available across a number of business lines.
Source	Data is sourced from Group and business data collection templates.

Sustainable business



Customers

Number of customers	
Definition	Total number of Aviva customers in the Group's businesses (UK, Ireland and Canada).
Scope	This calculation is based on Aviva customers data at 31 December. Customers are included where we can pro-actively count them on an Aviva owned policy administration system. A customer is an individual who holds a policyholder role on at least 1 active product. Customers with multiple policies are only counted once. In the case of advice, clients are counted where they have an ongoing paid-for advice relationship with Aviva.
Units	Number (customer count)
Calculation and reporting method	Sum of the total number of Aviva customers with a policyholder role (both main and joint) on at least 1 active product and clients with an on going paid-for advice relationship with Aviva.
Source	Data is sourced from customer/marketing database and the finance reporting system.

Multi-product holding customers	
Definition	Number of UK customers who hold more than one policy with the Aviva Group (i.e. all brands), including customers holding a single policy meeting multiple separate needs. The metric also captures important strategic growth areas, for example, UK customers who have consolidated multiple pension pots with Aviva.
Scope	This calculation is based on Insurance, Wealth & Retirement (UK only), General Insurance (UK only) and Aviva Investors (UK only) customer base at 31 December. Multi product holding customers are defined as: • Customers with more than one policy with the Aviva Group (including Advice Clients); • Customers with a single policy which meets multiple separate needs, including: – Customers with Critical Illness Care add-ons to a protection policy – Customers with more than 1 life assured on a policy – Customers with more than 1 adult insured on a Health policy – Customers with more than 1 vehicle insured on a Motor policy – Customers multiple retirement needs met within a single policy • Customers with outcomes aligned to important strategic growth priorities: – Customers who have consolidated multiple pension policies with Aviva. This is subject to a minimum transfer threshold of £1,000 and ignores Trustee based bulk transfer transactions. The following categories are out of scope for this calculation: • Customers who have two Insurance, Wealth & Retirement policies for the same product, set up on the same day, are excluded from the count • Wealthify • Group protection • Add ons to insurance policies (e.g. breakdown, home emergency cover) • Corporate clients and one-off advice • Policies are not counted where held outside of an Aviva owned policy administration system
Units	Number (customer count)
Calculation and reporting method	Total number of customers within the scope outlined above.
Source	Data is sourced from customer/marketing database.

Relationship net promoter score (RNPS)	
Definition	Measure of customer advocacy which quantifies the likelihood of a customer recommending Aviva in Aviva's businesses (UK, Ireland and Canada).
Scope	Survey-based and includes a representative sample of our customer base. Fieldwork undertaken at the start of Q3 2024.
Units	Number
Calculation and reporting method	RNPS is the difference between the percentage of customers who are our promoters (i.e. advocates who would recommend Aviva to friends and colleagues) and those who are our detractors (i.e. customers who would not recommend Aviva or would even speak out against Aviva). RNPS is measured on a score from 0-10 with Detractors (0-6), Passive (7-8) and Promoters (9-10). It includes a representative sample of the customer base. Weightings are applied to ensure the score is representative. The survey is conducted by an external research provider, who calculates the outcomes reported externally. The survey is sent to a sample of customers who have a relationship with Aviva through a live policy.
Source	Data is sourced from a RNPS study commissioned with an external provider.

Relationship Net Promoter Score (RNPS) gap to competitor	
Definition	Measure of customer advocacy which quantifies the likelihood of a customer recommending Aviva in Aviva's businesses (UK, Ireland and Canada) relative to the customer of one of its competitors recommending that competitor.
Scope	Survey-based and includes a representative sample of our customer base. Fieldwork undertaken at the start of Q3 2024.
Units	Number
Calculation and reporting method	RNPS calculated for Aviva and a grouped RNPS score across competitors. Difference between the Aviva RNPS score and competitors is the gap to competitor.
Source	Data is sourced from a RNPS study commissioned with an external provider.

Transactional net promoter score (TNPS)	
Definition	Measure of customer advocacy which quantifies the likelihood of a customer recommending Aviva following a recent transaction/interaction in Aviva's businesses (UK, Ireland and Canada).
Scope	Survey-based and includes a relevant sample of our direct customer base following a recent transaction in the period 1 January to 31 December. The survey participants are engaged depending on the type of customer transaction: • General Insurance - survey via email 24 hours following transaction completion; • Insurance, Wealth and Retirement - via a combination of e-mail and telephone survey completed 1-3 days following transaction completion; and • Ireland Life - interviews are completed by telephone up to 1 week after transaction Commercial customers are not included.
Units	Number
Calculation and reporting method	TNPS is the difference between the percentage of customers who are our promoters (i.e. advocates who would recommend Aviva to friends and colleagues) and those who are our detractors (i.e. customers who would not recommend Aviva or would even speak out against Aviva). NPS is measured on a scale from 0-10, with Detractors (0-6), Passive (7-8) and Promoters (9-10). TNPS is calculated by subtracting detractors (scores 0 – 6) from promoters (scores 9 – 10) divided by the total number of surveys, multiplied by 100. Surveys are sent to a sample of customers across a number of interactions. Weightings are applied to ensure fair representation across each survey included. These weightings reflect the key strategic business areas for each business unit. Weightings are also applied between each business unit relative to customer volumes. The survey is conducted and analysed by external research providers, who calculate the outcomes reported.
Source	Data is sourced from a TNPS study commissioned with external providers.

Number of customer complaints per 1,000 policies in force (UK) Life/GI/Health	
Definition	The number of regulated UK customer complaints per 1,000 policies in force. Policies include transacted sales and renewals through UK Digital services in addition to in-force policies.
Scope	The calculation is based on regulated UK customer complaints that met the Financial Conduct Authority (FCA) complaint definition. For each half year period 1 January to 30 June and 1 July to 31 December a 6 monthly figure is reported to the FCA. This metric takes the average of both these figures to produce a six month equivalent figure using the whole year's experience reported to the FCA covering 1 January – 31 December. Complaint is defined per FCA definition as follows: Any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service, claims management service or a redress determination, which: a. alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience; and b. relates to an activity of that respondent, or of any other respondent with whom that respondent has some connection in marketing or providing financial services or products or claims management services, which comes under the jurisdiction of the Financial Ombudsman Service. Non-regulated dissatisfaction is not reported to the FCA and therefore excluded.
Units	Number
Calculation and reporting method	The total number of regulated customer complaints is divided by the number of policies in force and multiplied by 1,000 to generate the metric.
Source	Data is sourced from Aviva complaints management system and submissions from a number of external providers. The number of policies in force is extracted from policy administration systems.

% of complaints resolved in 8 weeks - UK Life/GI/Health	
Definition	The percentage of UK regulated complaints resolved within 8 calendar weeks.
Scope	The calculation is based on regulated UK customer complaints that met the FCA complaint definition for each half year period: 1 January to 30 June and 1 July to 31 December. An average is taken across both these figures to give a full year (1 January – 31 December) figure. Complaint is defined per FCA definition as follows: Any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service, claims management service or a redress determination, which: a. alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience; and b. relates to an activity of that respondent, or of any other respondent with whom that respondent has some connection in marketing or providing financial services or products or claims management services, which comes under the jurisdiction of the Financial Ombudsman Service. Non-regulated dissatisfaction is not reported to the FCA and therefore excluded.
Units	Percentage
Calculation and reporting method	Total number of complaints resolved within eight calendar weeks from the date of receipt, is divided by the total number of complaints received.
Source	Data is sourced from Aviva complaints management system and submissions from a number of external providers.

Online experience score (OES)	
Definition	Measures customer satisfaction of online journeys across Insurance, Wealth & Retirement (IWR) and General Insurance (GI) both inside and outside of MyAviva.
Scope	This calculation is based on customer responses to surveys completed during the period 1 January – 31 December. It only includes those journeys where there is significant enough volumes to make the surveys statistical credible. This metric applies to the UK business only.
Units	Percentage
Calculation and reporting method	The survey is based on 5 point satisfaction question, with the following survey levels (1 -“Not at all satisfied” to 5 “Extremely Satisfied). OES is calculated as the percentage capturing all 4 and 5 ratings divided by total survey responses. For 2024 reporting purposes, product weightings are currently set as 50/50 for IWR and GI, with Web 55% and App 45%.
Source	Data is sourced from online surveys carried out either at the end of a customer journey, on logout, or after a customer has been using the App for set period of time. An external survey company (Qualtrics) carries out the surveys on our behalf and supplies the results.

Business ethics including whistleblower programmes

% of employees who have read, understood and accepted the business ethics code	
Definition	Percentage of Group's employees who have read, understood and accepted Aviva business ethics code. Aviva business ethics code can be found at: www.aviva.com/sustainability/reporting
Scope	This is reported for the period 1 January to 31 December for Aviva's businesses (UK, Ireland, Canada) excluding other subsidiaries and including International investments (India and China). It also includes certain suppliers that 'work as Aviva' via the Group's key strategic partnerships. All Group employees are required to sign up to the code annually, except for: • Temporary staff and contractors who are due to be working for Aviva for less than three months. Employees on parental leave or long term sick who did not complete Essential learning within the period will be excluded from the figure.
Units	Percentage
Calculation and reporting method	Number of employees who have taken the business ethics learning training and confirmed that they have read and understood the business ethics code is divided by the total number of employees.
Source	Data is based on HR learning records in Group business or local processes where businesses do not use the HR system of record.

Number of whistleblowing reports received	
Definition	The total number of reports made to our Speak up (whistleblowing) team in our businesses (UK, Ireland, Canada) including subsidiaries and International investments (including India, excluding China).
Scope	This is reported for the period 1 January to 31 December.
Units	Number
Calculation and reporting method	The total number of reports made to our Speak up (whistleblowing) team is subcategorised based on: • Number of 'speak up' reports by alleged breach of the Business Code of Ethics (BCoE); • Number of qualifying reports under the definition in the public interest disclosure act (PIDA); and • Number of reports substantiated. The numbers are further broken down into the categories outlined in Aviva's business ethics code available at: www.aviva.co.uk/services/about-our-business/about-us/business-ethics-code
Source	Data is sourced from the Speak Up (whistleblowing) case management tool where all Speak Up reports are recorded.

Sustainability governance

Corporate income tax paid	
Definition	Group's corporate income tax paid for the reported period.
Scope	Group's corporation income tax paid for the period 1 January to 31 December.
Units	Pounds sterling (£) in billions
Calculation and reporting method	Corporate income tax paid as calculated and disclosed within Aviva Group Annual Report and Accounts.
Source	Data is sourced from the finance systems.

Risk balance scorecard	
Definition	The scorecard supports Group's Risk Management Framework and the delivery of Aviva's value in action framework, specifically through taking accountability and ownership of risk and control to drive better outcomes. Risk scorecard metrics objectively assess and report on how effectively first line Aviva employees and senior management manage risks and controls. The Risk scorecard assessment considered risk outcomes, risk behaviours and a second line check and challenge.
Scope	Metrics are reported for the period 1 January to 31 December.
Units	Percentage
Calculation and reporting method	The The calculation is driven by a combination of the following: • Group managed risk within agreed appetites and tolerances. • Good risk behaviours have been evidenced (e.g. timely assessment of risks and controls, no material reopened issues, logging and the remediation of risk events and issues). • Second line view considering maturity of risk management, risk culture, outcomes of internal and external risk reviews and material findings not sufficiently captured elsewhere in the scorecard. The 2024 scorecard consists of 5 underlying metrics of which the outputs will translate into a bonus recommendation. Please refer to the Risk and Control scorecard guidance for more information on the basis of preparation.
Source	Data is sourced from Group functions and business units and business data collection templates.

Employees

CEO to employee pay ratio	
Definition	Ratio at 25th, 50th and 75th percentile of the total remuneration received by the Group CEO compared to the total remuneration received by our UK employees. The percentiles used within this disclosure are prescribed by UK pay transparency legislation.
Scope	This calculation is based on UK payroll data for the reporting period 1 January to 31 December. Total remuneration reflects all remuneration received by an individual in respect of the relevant years and includes salary, benefits, bonus, pension and value received from incentive plans. Where an individual is employed for less than 12 months, the salary is annualised and included. The pension and other benefits are treated based on what they received through payroll.
Units	Ratio and total remuneration and salary of CEO and representative percentiles (25th, 50th and 75th).
Calculation and reporting method	The single total figure of remuneration of each relevant UK employee is calculated and ranked to identify remuneration at relevant percentiles. The ratio is then calculated by dividing CEO remuneration for the year by the total remuneration at the calculated percentiles.
Source	Data is sourced from the Global HR system of record and Payroll system.

Accredited UK real Living Wage employer	
Definition	Aviva has been a UK Living Wage accredited employer since 2014. As an accredited living wage employer all our directly employed colleague salaries are based at or above the current Living Wage agreed rates and have a plan in place to extend that to regular sub-contracted colleagues.
Scope	This calculation is based on UK payroll data for the reporting period 1 January to 31 December.
Units	Yes/No disclosure
Calculation and reporting method	Follows accreditation process outline by the Living Wage Foundation: • Pay the real living wage to all directly employed colleagues; • Have a plan to pay your contractors a living wage; and • Complete the necessary Living Wage Foundation application form.
Source	Data is sourced from the People function which has an automated feed from our HR system/Global Employee Database and Payroll system.

Accredited UK real Living Hours employer	
Definition	Aviva is an accredited UK Living Hours employer. The Living Hours programme sets a new standard for employers seeking to go beyond the Living Wage in their commitment to decent work. As an accredited employer, Aviva have committed to providing at least four weeks' notice for every shift, with guaranteed payment if shifts are cancelled within this notice period. We'll also provide a guaranteed minimum of 16 working hours every week (unless the worker requests otherwise) and a contract that accurately reflects hours worked.
Scope	This calculation is based on UK payroll data for the reporting period 1 January to 31 December.
Units	Yes/No disclosure
Calculation and reporting method	Follows accreditation process outline by the Living Wage Foundation: • Decent notice periods for shifts: of at least 4 weeks' notice, with guaranteed payment if shifts are cancelled within this notice period; • The right to a contract that reflects accurate hours worked; and • A guaranteed minimum of 16 hours a week (unless the worker requests otherwise).
Source	Data is sourced from the People function which has an automated feed from our HR system/Global Employee Database and Payroll system.

'Voice of Aviva' annual employee engagement survey	
Definition	Index measuring how our employees feel and their perceptions of Aviva, based on the percentage of people who responded favourably to the following statements: • Employee engagement (based on 'I would recommend Aviva as a great place to work').
Scope	This calculation is based on employee responses to an internal survey completed at a point in time during the third quarter of the year. The survey is completed by employees in Aviva's businesses (UK, Ireland, Canada). Probitas, AIG, Sesame Bankhall Group, Succession Wealth, Optiom and Solus subsidiaries are not included in the reported figures. Interns are not included in this survey as they are considered employees for a limited time period within the HR management system.
Units	Percentage
Calculation and reporting method	Total number of people who responded favourably (using the Likert Scale) to the statements outlined in the definition is divided by total number of respondents.
Source	Data is sourced from the People function which has an automated feed from our survey, business intelligence and analytics tooling.

Number of employees (FTE)	
Definition	FTE count of employees in all Aviva's businesses (including subsidiaries) and International investments (including India, excluding China).
Scope	This calculation is based on FTE (full-time employee equivalent) as at 31 December (excluding contingent workers). It includes all markets and functions (including subsidiaries) across the Group. Joint ventures are excluded. A value of 1 represents a worker who works full-time contracted hours.
Units	Number
Calculation and reporting method	FTE count of employees at 31 December, as disclosed in the Annual Report and Accounts.
Source	Data is sourced from the global HR system of record and other data collection exercises.

Average number of employees in Group businesses	
Definition	Average number of employees in Aviva's businesses (UK, Ireland and Canada) excluding subsidiaries and International investments (India and China).
Scope	This calculation is based on headcount (including fixed-term contractors) for the reporting period 1 January to 31 December.
Units	Number
Calculation and reporting method	Average employee numbers have been calculated using a monthly average that takes into account recruitment, leavers, acquisitions, transfers and disposals of businesses throughout the year.
Source	Data is sourced from the Global HR system of record.

Diversity, Equity and Inclusion

% women in senior leadership roles in UK, Ireland and Canada	
Definition	Senior leadership roles are defined as those roles at Grades F+; 'Heads of' or 'Director' roles (Management Level at Grade F+) in Aviva's businesses (UK, Ireland and Canada). Senior roles held by women is the total number of female employees at Grades F+.
Scope	This percentage calculation is based on headcount (excluding contingent workers) as at 31 December. Data on employee sex, as defined under the Equalities Act as a protected characteristic, is recorded by the recruitment team using passport details submitted during the hiring process and cannot be edited by employees.
Units	Percentage
Calculation and reporting method	Total number of female employees at F+ grades is divided by total population of employees at F+ grades.
Source	Data is sourced from the Global HR system of record.

% of ethnically diverse employees in senior leadership roles in the UK	
Definition	Senior leadership roles are defined as those roles at Grades F+; 'Heads of' or 'Director' roles (Management Level at Grade F+) in Aviva's businesses (UK, Ireland and Canada). Senior roles held by ethnically diverse employees is the total number of ethnically diverse employees at Grades F+.
Scope	This percentage calculation is based on headcount (excluding contingent workers) as at 31 December. Ethnicity is a data field which is voluntary to complete on the global HR system of record. In order to be classified as ethnically diverse, a colleague must have positively selected a Government ONS Race/Ethnicity value that falls into this classification. The total population excludes those who have responded 'prefer not to say'.
Units	Percentage
Calculation and reporting method	Total number of ethnically diverse employees at F+ grades is divided by total population of employees at F+ grades.
Source	Data is sourced from the Global HR system of record.

% completion of internal diversity data	
Definition	Percentage of Aviva employees who have completed the Race/Ethnicity section within their employee profile, in Aviva's businesses (UK, Ireland and Canada).
Scope	This percentage calculation is based on headcount (excluding contingent workers) as at 31 December.
Units	Percentage
Calculation and reporting method	Total number of Aviva employees who have completed their race/ethnicity data is divided by the total number of Aviva employees on a headcount basis.
Source	Data is sourced from the Global HR system of record.

% of women on Aviva plc Executive Committee	
Definition	Number of female Aviva plc executive committee members as a percentage of the total number of Aviva plc executive committee members.
Scope	This percentage calculation is based on permanent employee headcount as at 31 December. The executive committee is the most senior executive or managerial body management below the Board including the company secretary but excluding administrative and support staff. Roles of the executive committee are: • Group CEO • Group CFO • CEO of IWR • Chief Information Officer • Chief Brand and Corporate Affairs Officer • Chief People Officer • Chief Risk Officer • Group Chief Audit Officer • CEO of UK & Ireland General Insurance (subject to regulatory approval) • Chief Customer and Marketing Officer • CEO of Aviva Investors • CEO of Canada Data on employee sex, as defined under the Equalities Act as a protected characteristic, is recorded by the recruitment team using passport details submitted during the hiring process and cannot be edited by employees.
Units	Percentage
Calculation and reporting method	Number of women on the Aviva plc executive committee is divided by the total number of Aviva plc executive committee members.
Source	Data is sourced from the Global HR system of record.

Aviva plc Board diversity: Sex (% Female)	
Definition	Board roles held by female colleagues: Percentage of Aviva plc female Board members.
Scope	This percentage calculation is based on headcount as at 31 December. Board members sex information is based on their legal sex collected through self declaration.
Units	Percentage
Calculation and reporting method	Total number of Aviva plc female Board members is divided by the total number of Aviva plc Board members.
Source	Data is sourced by the plc CoSec team through Board Diversity, Equity and Inclusion director declarations.

Aviva plc Board diversity: Ethnicity (%)	
Definition	Board roles held by ethnically diverse colleagues: Percentage of Aviva plc Board members who identify as ethnically diverse.
Scope	This percentage calculation is based on headcount as at 31 December.
Units	Percentage
Calculation and reporting method	Total number of Aviva plc Board members who have identified as ethnically diverse divided by the total number of Aviva plc Board members.
Source	Data is sourced by the plc CoSec team through Board Diversity, Equity and Inclusion surveys.

% of female employees at Aviva	
Definition	Percentage of Aviva female employees in the Aviva's businesses (UK, Ireland, Canada).
Scope	This calculation is based on headcount (excluding contingent workers) as at 31 December for Aviva's businesses (UK, Ireland, Canada). Data on employee sex, as defined under the Equalities Act as a protected characteristic, is recorded by the recruitment team using passport details submitted during the hiring process and cannot be edited by employees.
Units	Percentage
Calculation and reporting method	Total number of female employees is divided by the total number of employees.
Source	Data is sourced from the global HR system of record.

Mean/median gender pay gap - salary (UK)	
Definition	We prepare and report our UK gender pay gap disclosures in line with the approach defined by the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017 and Gender pay gap reporting guidance for employers on www.gov.uk A gender pay gap measures the difference between the mean/median hourly pay of male and female employees (irrespective of roles or seniority).
Scope	This is based on figures taken on the 5th of April each year. Employees sex data is defined as the detail keyed in by the recruitment team during the hire process and isn't editable by employees.
Units	Percentage
Calculation and reporting method	We publish our UK gender pay gap as part of our Annual Report and as a standalone report on our website. Our Gender Pay Gap Reporting Methodology document can also be accessed on our website www.aviva.com/about-us/uk-pay-gap-report
Source	Data is sourced from the HR team which has an automated feed from our global HR system of record and payroll system.

Mean/median gender pay gap - bonus (UK)	
Definition	We prepare and report our UK gender pay gap disclosures in line with the approach defined by the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017 and Gender pay gap reporting guidance for employers on gov.uk. The gender bonus gap measures the difference in mean/median bonus pay of male and female employees (irrespective of roles or seniority).
Scope	This considers bonus pay received in 12 months leading up to the 5th of April each year. Employees sex data is defined as the detail keyed in by the recruitment team during the hire process and isn't editable by employees.
Units	Percentage
Calculation and reporting method	We publish our UK gender pay gap as part of our Annual Report and as a standalone report on our website. Our Gender Pay Gap Reporting Methodology document can also be accessed on our website www.aviva.com/about-us/uk-pay-gap-report
Source	Data is sourced from the HR team which has an automated feed from our global HR system of record and payroll system.

Independent Assurance

Independent Assurance Report to the Directors of Aviva plc on selected sustainability metrics

What we were engaged to assure

Subject Matter selected by Aviva

Ernst & Young LLP ('EY') was engaged by Aviva plc ('Aviva' or 'the Company') to perform an assurance engagement in accordance with International Standard on Assurance Engagements (UK) 3000 July 2020, to report on selected sustainability metrics (the "Subject Matter") presented in Aviva's Annual Report and Accounts 2024, Climate-related Financial Disclosure 2024, Sustainability Datasheet 2024 and Transition Plan (collectively referred to as the "Reports") for the year ended December 2024. Specifically, EY was engaged to provide:

- Reasonable assurance over the Subject Matter identified in "Appendix A - Table A" and marked with the symbol AR and
- Limited assurance over the Subject Matter identified in "Appendix A- Table B" and marked with the AL symbol and "Appendix B - Qualitative Statements in the Transition Plan"

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the Reports, and accordingly, we do not express an opinion or conclusion on any information, other than the Subject Matter marked with the symbols AR and AL

Reporting Criteria applied by Aviva

In preparing the Subject Matter set out in Appendix A, Aviva applied this Reporting Criteria ('the Reporting Criteria'). The Subject Matter needs to be read and understood together with the Reporting Criteria. Aviva are solely responsible for selecting and applying the Reporting Criteria. In preparing the Subject Matter set out in Appendix B, Aviva have applied supporting evidence underlying the preparation of the Transition Plan.

The Subject Matter and other sustainability information in the Reports were prepared by Aviva. The Reporting Criteria were specifically designed for the preparation of the Reports. As a result the Subject Matter may not be suitable for other purposes.

Conclusions

Our reasonable assurance conclusion

In our opinion, the Subject Matter identified in Appendix A – Table A, for the year ended 31 December 2024, is fairly presented, in all material respects, in accordance with the Reporting Criteria.

Our limited assurance conclusion

Based on the procedures performed and evidence obtained, nothing has come to our attention that causes us to believe that the Subject Matter identified in Appendix A – Table B and Appendix B, is not prepared, in all material respects, in accordance with the Reporting Criteria and supporting evidence respectively.

Basis for our conclusion

We conducted our engagement in accordance with the International Standard for Assurance Engagements (UK) 3000 (July 2020) Assurance engagement other than audits or reviews of historical financial information ("ISAE (UK) 3000 (July 2020)"),

Those standards require that we plan and perform our engagement to i) obtain reasonable assurance about whether, in all material respects, the Subject Matter included in Appendix A – Table A is fairly presented in accordance with the Reporting Criteria, ii) obtain limited assurance in respect of whether the Subject Matter included in Appendix A - Table B has not been prepared in all material respects in accordance with the Reporting Criteria and iii) to issue a report. The nature, timing, and extent of the procedures selected depend on our judgement, including an assessment of the risk of material misstatement, whether due to fraud or error.

In performing this engagement, we have applied International Standard on Quality Management ('ISQM') 1 Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services engagements, which requires that we design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We have maintained our independence and other ethical requirements of the Institute of Chartered Accountants of England and Wales (ICAEW) Code of Ethics (which includes the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants ('IESBA')). We are the independent auditor of the Company and therefore we will also comply with the independence requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard as applied to listed public interest entities.

Responsibilities of Aviva

The Subject Matter needs to be read and understood together with the Reporting Criteria. The directors of Aviva are solely responsible for:

- The selection of the Subject Matter to be assured;
- Selecting suitable Reporting Criteria against which the Subject Matter is to be evaluated and ensuring the Reporting Criteria is relevant and appropriate;
- Preparing and presenting the Subject Matter in accordance with the Reporting Criteria; and
- Designing and implementing internal controls and other processes they determine is necessary, to enable the Subject Matter to be free from material misstatement, whether due to fraud or error.

EY's responsibilities

It is our responsibility to:

For sustainability metrics subject to reasonable assurance

- Plan and perform the engagement to obtain reasonable assurance in respect of whether the Subject Matter is fairly presented in all material respects in accordance with the Reporting Criteria;
- Form an independent conclusion on the basis of the work performed and evidence obtained; and
- Report our conclusion to the directors of the Company.

For sustainability metrics subject to limited assurance

- Plan and perform the engagement to obtain limited assurance in respect of whether the Subject Matter has not been prepared in all material respects in accordance with the Reporting Criteria;
- Form an independent conclusion on the basis of the work performed and evidence obtained; and
- Report our conclusion to the directors of the Company.

Summary of work performed

The nature, timing and extent of the procedures selected depend on our judgement, including an assessment of the risk of material misstatement, whether due to fraud or error.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls.

Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. A limited assurance engagement primarily consists of making enquiries of persons responsible for preparing the Subject Matter and related information and applying analytical and other appropriate procedures. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Because a limited assurance engagement can cover a range of assurance, the detail of the procedures we have performed in respect of the Subject Matter subject to limited assurance is included below, so that our conclusion can be understood in the context of the nature, timing and extent of procedures we performed.

With respect to our limited assurance conclusion, the procedures performed were based on professional judgement and included, but were not limited to:

- Evaluating the appropriateness of the Reporting Criteria used to measure and disclose the Subject Matter against industry standards and market practice.
- Interviewing management and relevant staff to understand how the Reporting Criteria was applied, and relevant information and data gathered for the measurement and reporting of the Subject Matter.
- Obtaining an understanding of the systems and processes for collecting, reporting and consolidating the Subject Matter, including obtaining an understand of internal controls relevant to the measurement and recording of the Subject Matter, but not for the purpose of expressing an opinion on the effectiveness of the Group's internal control framework.
- Performing an analytical review of the data underlying the Subject Matter, including comparison with the previous reporting period and a consideration of trends in the data, and inquiring of management to understand any significant unexplained variances.
- For selected samples, checking the mathematical calculations and formulae applied in the measurement of the Subject Matter.
- Obtaining an understanding of the estimation methodologies used by Aviva and comparing these to industry standards and market practice to check they are reasonable.
- Reviewing the consistency of the Subject Matter presented across the Reports.

Solely in respect of the qualitative statements Subject Matter identified in Appendix B:

- Testing, on a sample basis, underlying source information to check the accuracy of the data.

With respect to our reasonable assurance conclusion the procedures we have performed include:

- The procedures outlined above in respect of our limited assurance conclusion.
- Performing more extensive substantive testing covering key items and representative samples based on a statistical sampling methodology were selected and agreeing to source information and data to check the accuracy and completeness of data. This included an evaluation of the reasonableness of the source information and data.
- Testing the data on which estimates are based and developing our own estimates to allow us to assess the accuracy of the estimates used by Aviva.

We also performed such other procedures as we considered necessary in the circumstances.

Key assurance matters

Key assurance matters are those matters that, in our professional judgement, were of most significance in our assurance of the Subject Matter in the Reports and include the most significant assessed risks of material misstatement (whether or not due to fraud) that we identified. These matters included those which had the greatest effect on: the overall assurance strategy, the allocation of resources in the assurance engagement; and directing the efforts of the engagement team. These matters were addressed in the context of our assurance of the Subject Matter in the Reports as a whole, and in our opinion thereon, and we do not provide a separate opinion on these matters.

We considered the following as a key assurance matter:

Use of third-party estimates and data for calculation of financed emissions

Description of the matter:
Aviva plc owns and manages an investment portfolio covering several asset classes. The financed emissions related to the investment portfolio represent the most material category of emissions to Aviva. As such, a key focus of our assurance has been on the third-party data and estimates used by Aviva to calculate their overall financed emissions. In particular, we have focused on the financed emissions related to the Credit & Equities and Direct Real Estate asset classes for which Aviva use third-party data and estimates from Morgan Stanley Capital International ('MSCI') and Deepki respectively to calculate financed emissions from these asset classes.

Whilst use of such third-party estimates and data is common when reporting this information, there is a requirement for Aviva to assess the accuracy of the estimates provided by the third parties as the estimates are calculated using proprietary estimation models which are not publicly available.

How we addressed the matter:
We performed the following procedures over the third-party data and estimates, which enabled us to obtain sufficient evidence to be able to form our reasonable assurance conclusion over the Subject Matter:

- Obtained an understanding of the estimation methodology adopted by the third-parties, including key assumptions made, and assessed for reasonableness in comparison to industry standards and market practice.
- Across a sample of instruments, we have independently sourced input data and recalculated an estimate to compare to the estimate used by Aviva and calculated by the third-party. This has enabled us to assess the accuracy of the third-party estimates used to calculate the overall financed emissions metrics.
- Reviewed Aviva's disclosures related to the use of third-party estimates and data to ensure the limitations arising from their use are transparently disclosed to the reader.

Elements of the Subject Matter impacted:
- Total absolute financed emissions
- Total economic carbon intensity
- Total weighted average carbon intensity
- Total data quality score

Inherent limitations

Non-financial information is subject to more inherent limitations than financial information, given the characteristics of the underlying subject matter. Because there is not yet a large body of established practice upon which to base measurement and evaluation techniques, the methods used for measuring or evaluating non-financial information, including the precision of different techniques, can differ, yet be equally acceptable. This may affect the comparability between entities, and over time.

Our conclusion is based on historical information and the projection of any information or conclusions in the attached report to any future periods would be inappropriate.

Use of our report

This report is produced in accordance with the terms of our engagement letter dated 30 September 2024, solely for the purpose of reporting to the directors of Aviva plc in connection with the Subject Matter for the year end 31 December 2024. Those terms permit disclosure on Aviva's website, solely for the purpose of Aviva showing that it has obtained an independent assurance report in connection with the Subject Matter. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and the Company's directors as a body, for our work, for this report, or for the conclusions we have formed. This engagement is separate to, and distinct from, our appointment as the auditor of the company.

Ernst & Young LLP
26 February 2025
London

Appendix A

Table A: Subject Matter Information subject to reasonable assurance		Reported Unit	Reported Value
Climate Action - Operational Emissions	Scope 1	tCO_2e	7,437
	Scope 2 - location-based	tCO_2e	7,360
	Scope 2 – market-based	tCO_2e	413
	Scope 3	tCO_2e	10,691
	Carbon offsets for which credits have been purchased and retired during the year	tCO_2e	(18,541)
	Scope 1 and Scope 2 - market-based emissions	tCO_2e / £ million Total income	0.35
	Scope 1 and Scope 2 - location-based emissions	tCO_2e / £ million Total income	0.67
	Total market-based emissions	tCO_2e / £ million Total income	0.84
	Total market-based emissions	tCO_2e / employee	0.64
	Total location-based emissions	tCO_2e / £ million Total income	1.15
	Total location-based emissions	tCO_2e / employee	0.88
	Energy consumption	MWh	66,295
	Electricity used from renewable sources	%	100 %
Climate Action - Climate Related Financial Disclosures	Absolute Financed emissions - Total (SH, WP and PH)	million tCO_2e	7.4
	WACI-R - Credit and equities (SH only) UK, Ireland and Canada	tCO_2e / $m revenue	50
	WACI-R - Credit and equities (SH and WP) UK, Ireland and Canada	tCO_2e / $m revenue	57
	ECI - Total (SH, WP and PH)	tCO_2e / £m invested	42
	PCAF Data Quality Score - Total (SH, WP and PH)	PCAF score	2.5
	PCAF Data Quality Score - Sovereign holdings (SH, WP and PH)	PCAF score	2.3
	Sovereign absolute emissions - (SH, WP and PH)	million tCO_2e	8.1
	Sovereign carbon intensity (SH, WP and PH)	tCO_2e / £m invested	192
	Investment in sustainable assets – Total	£ billion	11.8
	ECI – 2019 Baseline Total (SH, WP & PH)	tCO_2e / £m invested	96
	Reduction in ECI from 2019 base year (cumulative)	%	58 %

Table A: Subject Matter Information subject to reasonable assurance		Reported Unit	Reported Value
Sustainable Business	Employees who have read, understood and accepted the Business Ethics Code	%	99.5 %
	Number of employees	FTE	29,091
	Average number of employees in Group businesses in the UK, Ireland and Canada	Headcount	24,552
	Female employees at Aviva	%	52.3 %
	Females in senior leadership roles in UK, Ireland and Canada	%	40.9 %
	Ethnically diverse employees in senior leadership roles in the UK	%	10.4 %
	Ethnically diverse employees in senior leadership roles in the UK, Ireland and Canada (Excludes prefer not to say)	%	13.0 %
	Completion of internal diversity data	%	92.0 %
	Aviva plc Executive Committee diversity as at 31 December: Sex (Female)	%	41.7 %
	Aviva plc Board diversity as at 31 December: Sex (Female)	%	46.2 %
	Aviva plc Board diversity as at 31 December: Ethnicity	%	7.7 %
	Mean Gender Pay Gap (UK)	%	19.6 %
	Median Gender Pay Gap (UK)	%	20.8 %
	Mean Gender Bonus Gap (UK)	%	42.5 %
	Median Gender Bonus Gap (UK)	%	26.9 %
Social Action	Amount of community investment – including value of skills	£ million	32.9
	Amount invested in UK infrastructure and real estate (cumulative)	£ billion	11.4

Table B: Subject Matter Information subject to limited assurance		Reported Unit	Reported Value
Climate Action - Operational Emissions	Reduction in absolute Scope 1 and 2 (market-based) emissions from 2019 base year (cumulative)	%	51 %
Sustainable Business - Customer	Number of Customers	Million	20.5
Sustainable Business	Multi-product holding customers (2+ products)	Million	5.4
	Transactional Net Promoter Score (TNPS)	Point	47.8
	Complaints resolved in 8 weeks (UK) Life/GI/Health	%	91.8 %
	Number of customer complaints per 1,000 policies in force (UK) Life/GI/Health AL	Number per 1,000 policies in force	2.16
	% of operating profit invested in communities (average starting in 2023)	%	2.0 %
	Employee engagement	%	91.0 %
	UK adult population saving or retiring with Aviva	%	13.8 %

Appendix B
Scope: Transition Plan

Qualitative statements subject to limited assurance in the Transition Plan

Page Number	Section in Transition Plan	Qualitative Disclosure
5	Introduction	Within our supply chain (part of our Scope 3), we are working hard to support our suppliers to transition. 51% of our suppliers (by spend) have now set validated science-based targets and we aim to increase this to 70% by the end of 2025.
7	Introduction	We continue to engage key stakeholders, drawing on their strengths and insights to build a supportive environment for the Transition.
18	Foundations	In 2021, we were one of the first insurance firms to publish a Biodiversity Policy covering our investment, insurance, and Aviva's operations.
23	Engagement strategy	We encourage governments around the world to: Push for integration of climate into the international financial architecture from members of the international financial architecture – like the International Monetary Fund.
25	Engagement strategy	We have a multifaceted engagement strategy that is based on our ability to influence outcomes and we apply a decision framework to determine participation in these industry bodies and associations. The framework assesses the extent to which the initiative aligns with and supports Aviva's strategic and advocacy goals, the commitments and actions involved, as well as the potential risks and opportunities associated with our involvement.
32	Implementation strategy (Investments)	By baselining and understanding our carbon footprint across our investments, we can identify management actions to support the delivery of our sustainability ambition.
32	Implementation strategy (Investments)	SBTi/portfolio coverage: at least 33% of corporate equity, bonds, and loans in our portfolio to be invested in companies with SBTi-validated targets by year-end 2025. 39% of AUM of portfolio
33	Implementation strategy (Investments)	Our private assets portfolio already includes significant exposure to low carbon infrastructure such as renewables and passenger rail, and properties with good energy performance ratings.
33	Implementation strategy (Investments)	To date, we have allocated over £60bn to lower-carbon intensity optimised solutions, with a portion invested in newer solutions that are not yet fully reflected in our climate metrics.
34	Implementation strategy (Investments)	Aviva Ventures has invested in three sustainability focused venture capital funds
35	Implementation strategy (Investments)	[Holistic stewardship] informs our advocacy with other investors, regulators, and policymakers; enhances our engagement with companies and enables our investment teams to position our portfolios strategically.
36	Implementation strategy (Investments)	In line with our existing biodiversity policy, we have made investments in afforestation and sustainably managed forests within our funds.
40	Implementation strategy (Insurance)	In the UK we have grown our renewables portfolio over eighteen-fold between year-end 2019 and 2024.
40	Implementation strategy (Insurance)	Aviva already provides insurance for a large number of EVs, currently insuring around 1 in 9 privately registered EVs on UK roads as at Q3 2024.
44	Implementation strategy (Own operations)	92% of electric of hybrid vehicles in our operational fleet (UK & Ireland). 45% of Aviva's remaining fleet
45	Implementation strategy (Own operations)	In combination with our existing solar car ports and rooftop solar, the turbine will fully power the Perth office with 100% self-generated renewable energy for the majority of the year. It is expected to generate 1,700MWh annually, the equivalent to the electricity required to power over 620 homes

Qualitative statements subject to limited assurance in the Transition Plan		
46	Implementation strategy (Own operations)	The transition in our own fleet will progress as existing lease contracts end and Internal Combustion Engine vehicles are replaced with EVs.
47	Implementation strategy (Own operations)	We have also made validated Net Zero targets a condition of business with our new and existing suppliers. For contracts exceeding £750k total contract value (CAD$ 500k in Canada), partners without validated SBTi targets (or an approved equivalent) or a commitment to set them within the next 12 months require exception approval from the Group procurement director. We will increasingly look to challenge suppliers who do not implement a validated target for Net Zero emissions.

Cautionary statements

Cautionary statements

Climate-related cautionary statement

Climate metrics

References to climate metrics in this cautionary statement also equally refer to projections, forecasts and other forward-looking statements in this document, unless the context indicates otherwise. The climate metrics used in this report should be treated with special caution, in particular as they are more uncertain than historical financial information, and given the wider uncertainty around the evolution and impact of climate change.

Climate metrics are summarised on page 34 of the climate-related financial disclosures report and include:

- Estimates of historical emissions and investment in sustainable assets;
- Actual and expected weather-related losses;
- Forward-looking climate metrics, used for setting of our ambitions and targets as well as, climate scenarios, climate projections and forecasts.

Climate metrics are also used to assess climate-related risks and opportunities in funds/investment strategies.

These metrics should be considered alongside and set in the context of the notes which we have included on pages 33 to 71 of the climate-related financial disclosures report. Our understanding of climate change effects, data, metrics and methodologies and its impact and wider sustainability impacts continue to evolve. Accordingly, both historical and forward-looking climate metrics are inherently uncertain and, therefore, could be less decision-useful than metrics based on historical financial statements. Below we provide a non-exhaustive list of some of the challenges associated with using climate metrics in more detail.

1. Methodologies for estimating and calculating GHG emissions or emissions intensities and other climate metrics vary widely

There is a lack of standardisation and comparability with many diverging frameworks and methodologies for calculating climate metrics.

In particular:

- Some methodologies use company-specific historical emissions data while others may only provide estimations of emissions based on sectoral or geographical data or averages.
- Scope 2 emissions can be calculated using both market and location-based methods. Some issuers disclose only market-based, some only location-based, and some use both methods. This variability in disclosure practices reflects the evolving nature of climate metric methodologies and disclosures.
- Methodologies that incorporate emissions ambitions and targets, may rely on different criteria for the types of ambitions and targets that can and cannot be used.
- Methodologies vary in their use of Scope 1, Scope 2 and/or Scope 3 GHG emissions. Some use only Scope 1 data, while others use Scope 1 and Scope 2 and yet others take Scope 1, Scope 2, and Scope 3 GHG emissions into account.
- Certain methodologies take cumulative historical GHG emissions into account while others incorporate point-in-time assessments of emissions intensity.

There is a risk that climate metrics may result in over or under estimations.

2. Calculating climate metrics is a complex exercise and requires making extensive judgements and assumptions

Some climate data, and in particular forward-looking climate scenarios, are based on underlying assumptions made about climate change policies, technologies and other matters that are uncertain or not yet known.

Any material change in these underlying variables may cause the assumptions, and therefore, the climate metrics, analysis, ambitions and targets which have been calculated based on those assumptions, to be incorrect.

In particular:

- Temperature scenarios generally include, and future-looking statements will be based upon, a set of assumptions that incorporate existing or planned global or regional policies, or business-as-usual sociodemographic projection, and projections for technological progress (including negative emissions and sequestration technologies) and regulatory developments, none of which may happen as contemplated.
- Some assumptions attempt to compensate for existing data gaps, such as past emissions trends or comparable and reliable company specific ambitions and targets. These assumptions may prove to be incorrect and not accurately represent the actual data.
- Modelling issues specific to financed emissions raise additional challenges, particularly around allocating emissions to the wide range of invested assets, insured emissions and financed activities.
- For example, when a financial institution holds a diversified investment portfolio across multiple sectors it is inevitable that the value chains of investees will cross over due to the closely interlinked nature of the real economy. As a result, the Scope 1 emissions of Energy providers are captured within the Scope 2 emissions of all companies that purchase this electricity.
- For the Scope 3 emissions of investments this is amplified by upstream and downstream value chains of investees crossing many times over, leading to significant double counting if absolute Scope 3 emissions are aggregated at the portfolio level.

There is a risk that the judgement exercised, or the estimates or assumptions used, may subsequently turn out to be incorrect.

3. There are challenges with obtaining complete, standardised, accurate, verifiable, reliable, consistent and comparable climate-related data

Climate-related risks and opportunities and their potential impacts and related metrics depend on access to complete, standardised, accurate, verifiable, reliable, consistent and comparable climate-related data. The insurance industry, like other sectors, is grappling with data availability and quality.

In particular:

- Climate-related data may not be generally available from counterparties or customers or, if available, it is generally variable in terms of quality and, therefore, may not be complete, standardised, accurate, verifiable, reliable, consistent or comparable.

- Companies may rely on aggregated information based on high-level sector data developed by third parties that may be prepared in an inconsistent way using different methodologies, interpretations, assumptions or reporting periods.
- Data is less readily available for some invested asset types and there may also be data gaps, particularly for private companies, that are filled using "proxy" or other data, such as sectoral average, again developed in different ways.
- There is no single, global, cross-sector data provider that adequately and consistently covers the needed scope for data to analyse emissions and assess physical and transition risks across operations and investment portfolios.
- While some regulators and standard-setters mandate additional disclosure of verified climate-related data by companies, such standards are still developing, and not as widely standardised across sectors and markets as those for financial reporting, and there are potential gaps between needed and available data.

The availability of climate, industrial classification, energy use and efficiency data, including information used as a proxy for that data (e.g. EPC rating) depends on a variety of public, private and civic sector sources. Historically, climate data was largely environmental and weather data was produced by government agencies, however, the challenge is finding the relevant sources, if they exist, and then validating, cleaning and standardising the data in an accessible form or format.

Further development of reporting standards, scientific understanding of climate change and global and regional laws could materially impact the metrics, ambitions and targets contained within this report and may mean that subsequent reports do not allow a reader to compare metrics, ambitions and targets on a like for like basis. Certain disclosures are likely to be amended, updated, recalculated and re-presented in future reports.

There are many uncertainties, assumptions, judgements, opinions, estimates, forecasts and non-historic data surrounding the climate metrics, data, models and scenarios used to create them; and the measurement technologies, analytical methodologies and services that support them remain in an early stage of development.

Accordingly, the quality and interoperability of these models, technologies and methodologies are also at a relatively early stage of development.

Significant data gaps in sectors, sub-sectors and across invested asset classes are impeding not only climate risk management, but also the development of mitigation actions and adoption of strategies, as well as aspects of operations, credit and market risk and investment analysis that depend on data-informed processes.

In summary, the information in this report is subject to significant uncertainties and risks which may result in the Group being unable to achieve the current plans, expectations, estimates, ambitions, targets or projections.

Some of the information in this report has been or may have been obtained from public and other sources, including from third parties and Aviva has not independently verified it. Aviva makes no representation or warranty regarding its completeness, accuracy, fitness for a particular purpose or non-infringement of such information, nor is revision of such information in Aviva's control.

Other forward-looking statements

This report should be read in conjunction with the other documents distributed by Aviva through The Regulatory News Service (RNS). This report contains, and we may make, other verbal or written 'forward-looking statements' with respect to certain of Aviva's plans and current ambitions and expectations relating to its future financial condition, performance, results, strategic initiatives and objectives and other future events and circumstances.

Forward-looking statements include, without limitation, projections, estimates, commitments, plans, approaches, ambitions and targets (including, without limitation, sustainability commitments, ambitions, goals and targets). Statements including those containing the words 'believes', 'intends', 'expects', 'projects', 'plans', 'will', 'seeks', 'aims', 'may', 'might', 'could', 'should', 'outlook', 'objective', 'predict', 'likely', 'target', 'goal', 'guidance', 'trends', 'future', 'estimates', 'potential', 'possible', 'ambition' and 'anticipates', and words of similar meaning, are forward-looking.

By their nature, all forward-looking statements are subject to known and unknown risks and uncertainty. Accordingly, there are or will be important factors that could cause actual results - and Aviva's related plans, expectations and targets - to differ materially from those indicated in these statements. Climate-related forward-looking statements, in particular, can be subject to increased uncertainty due to the challenges in assessing climate-related risks and vulnerabilities, compared to more conventional financial risk assessments.

Factors that could cause actual results to differ materially from those described in these statements include:

- Regulatory measures addressing climate change and broader sustainability-related issues; and
- The development of standards and interpretations, including evolving requirements and practices in climate or sustainability reporting; and the ability of the Group, together with governments and other stakeholders to measure, manage, and mitigate the impacts of climate change and broader sustainability-related issues effectively.

A detailed description of other relevant factors is contained within Aviva's most recent annual report available on its website at www.aviva.com/investors/results-presentations-reports/

Due to such uncertainties and risks, readers are cautioned not to place undue reliance on such forward-looking statements; such statements should be regarded as indicative and illustrative only. Forward-looking statements in this report are current only as of the date on which such statements are made. Notwithstanding any statements of intent or expectation in this report, Aviva does not undertake to update our forward-looking statements except as required by applicable law and does not provide any representation, assurance or guarantee that the occurrence of the events expressed or implied in any forward-looking statements will actually occur.

Use of MSCI data

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Use of Carbon Trust Data

The Carbon Trust Group (CT) supported the calculation of financed emissions metrics for infrastructure debt and commercial real estate mortgages and presented the final data in Aviva’s proprietary data model developed prior to the CT’s engagement. The calculation of financed emissions is based on Partnership of Carbon Accounting Financial (PCAF) methodologies and dependent on the data available. Carbon Trust has not considered the interest of any other party when supporting with the calculation of the financed emissions. To the fullest extent permitted by law, Carbon Trust accepts no responsibility and denies any liability to any other party for its work in supporting with the calculation of financed emissions.

As the calculations are based on information made available by Aviva and other third parties, Carbon Trust does not warrant that the information presented in the calculations is complete, accurate or up to date.

Carbon Trust is not an auditor and cannot in every instance independently verify or validate the information it receives. Any person who obtains access to Aviva’s calculations of financed emissions and chooses to rely on them will do so at its own risk.

Furthermore, the calculations of financed emissions shall in no event be interpreted and construed as an assessment of the economic performance and creditworthiness of Aviva or any of its products or investments.

Use of Deepki Data

Deepki supported the calculations of financed emissions for direct real estate through provision of reported real estate emissions from physical meter readings and invoicing. Where reported data is not available, estimates for direct real estate are provided and are calculated using regionally specific energy intensity factors based on consumption data from across Deepki's wider database of buildings, which use floor area and property type.

Deepki is an ESG data platform covered by an ISAE 3000 type II attestation. Carbon emissions data included within the Deepki platform are assured through ISO 14064 which assures the relevance, completeness, consistency, accuracy and transparency of carbon data calculated and displayed within the platform. However, to the fullest extent permitted by law, Deepki accepts no responsibility for the content, information, data posted online and/or disseminated or published through the platform which enables Aviva to collect ESG data to monitor Aviva Investor’s portfolio. As Deepki have not reviewed or moderated, selected, verified or checked the content, information or data in any way and is acting only as a hosting provider, any person relying on financed emissions metrics for direct real estate does so at their own risk.

The asset and associated ESG data for Aviva Investor’s managed assets is reported “as is”. Deepki makes no warranty as to the accuracy, integrity, completeness, absence of defects, non-infringement of intellectual property rights and/or suitability of the direct real ESG data for any purpose whatsoever.

As explained in our ‘Assurance approach’ on page 1, the information in this document is unaudited, except for those metrics indicated with an AR or AL symbol, indicating reasonable assurance or limited assurance, respectively. This report has been prepared for, and only for, the members of the Company, as a body, and no other persons. The Company, its directors, employees, agents or advisers do not accept or assume responsibility to any other person to whom this document is shown or into whose hands it may come, and any such responsibility or liability is expressly disclaimed. Aviva plc is a company registered in England No. 2468686.

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