

# Advancing Sustainability in Malaysia

What is Zurich doing globally and in Malaysia?

23 June 2021

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Zurich General Insurance Malaysia Berhad





## AGENDA

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1. Zurich's Journey on Sustainability
2. Our Role in Climate Change & Sustainability
3. Our ESG Roadmap of Sustainable Products & Services
4. Our Impact To Date





## AGENDA

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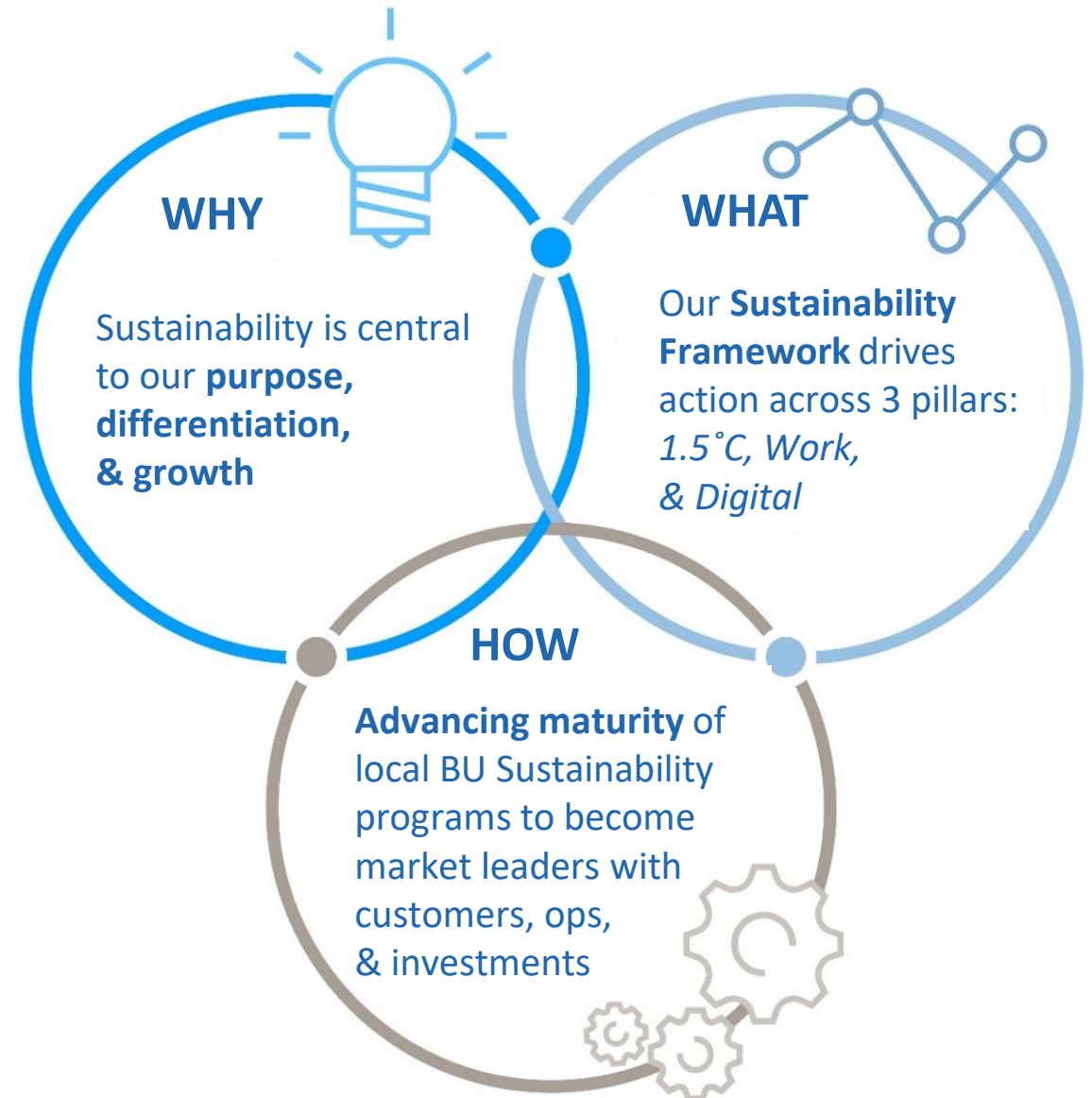
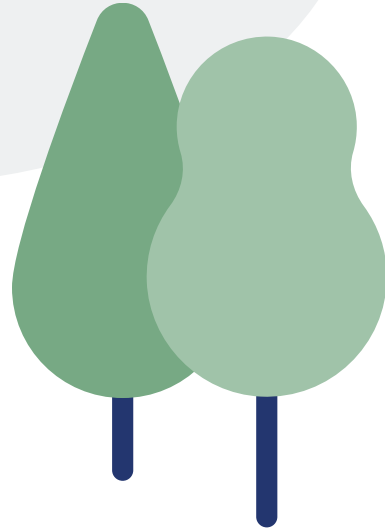
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# Defining Sustainability within Zurich

Our ambition is to become one of the world's most impactful and responsible companies.

## Zurich's commitment to sustainability

"Sustainability is about doing business today in a way that safeguards the future of our company and our society"



# Why?

Sustainability is central to our purpose, differentiation and growth.



## Sustainability = Creating a Brighter Future Together

*Zurich's sustainability ambition is to be one of the world's most impactful companies*

*Our company purpose embodies this ambition to generate positive progress and impact for Zurich and beyond*

*Our purpose unites our people and customers towards a shared vision we all want to realize, pulling us all towards an inspiring optimistic future*



## Sustainability is a winning source of market differentiation

*Zurich's Sustainability efforts enable a credible Customer Value Proposition and Brand Promise*

*88% of consumers expect brands to help them be more sustainable in their daily life, but only 28% think brands actually help*

*No clear customer-focused sustainability front-runners in insurance, thus allowing Zurich to claim this leadership position*



## Investors and regulators expect us to lead

- Since insurance is inherently a long-term oriented business, investors and regulators expect insurers to integrate sustainability risks and opportunities into their core business management and governance*
- Investor analysts recognize that how an insurer leverages sustainability to win over customers will be a key success factor for outperformance*
- Regulations related to sustainability for insurers continue to increase, therefore we can either be reactive or proactively leverage this change as a business advantage*



## Supporting customers' sustainability is about growth & innovation

*Consumer products marketed as sustainable grew 5.6 times faster than those not*

*73% of Gen Z would pay more for sustainable items, with the majority willing to pay a 10% price premium*

*Leading companies aiming for 'sustainable growth' are focusing on generating business value by combining sustainability and innovation capabilities to work together hand in hand*

# What?

Zurich's Sustainability Framework drives actions across 3 Key Pillars aligned to our Vision & Purpose.




## Creating a brighter future together

Becoming one of the world's most responsible & impactful businesses

### Our 1.5°C Future



Providing insight, resilience and transparency to support the transition to a **climate neutral** future by:

-  Setting science-based CO2 reduction targets
-  Innovating for sustainable solutions
-  Assessing and integrating climate risks

### Work Sustainability



Supporting our people and business in navigating the **changing world of work** and responding to evolving customer needs:

- ☐ Upskilling & reskilling to stay relevant and fit for the future
- ☐ Offering career opportunities in line with individual aspirations and business needs
- ☐ Building a sustainable and diverse future workforce
- ☐ Establishing feeling of shared ownership and caring, in line with wellbeing focus

### Confidence in a Digital Society



Making people and organizations more resilient by **enabling and inspiring confidence** in a digital society:

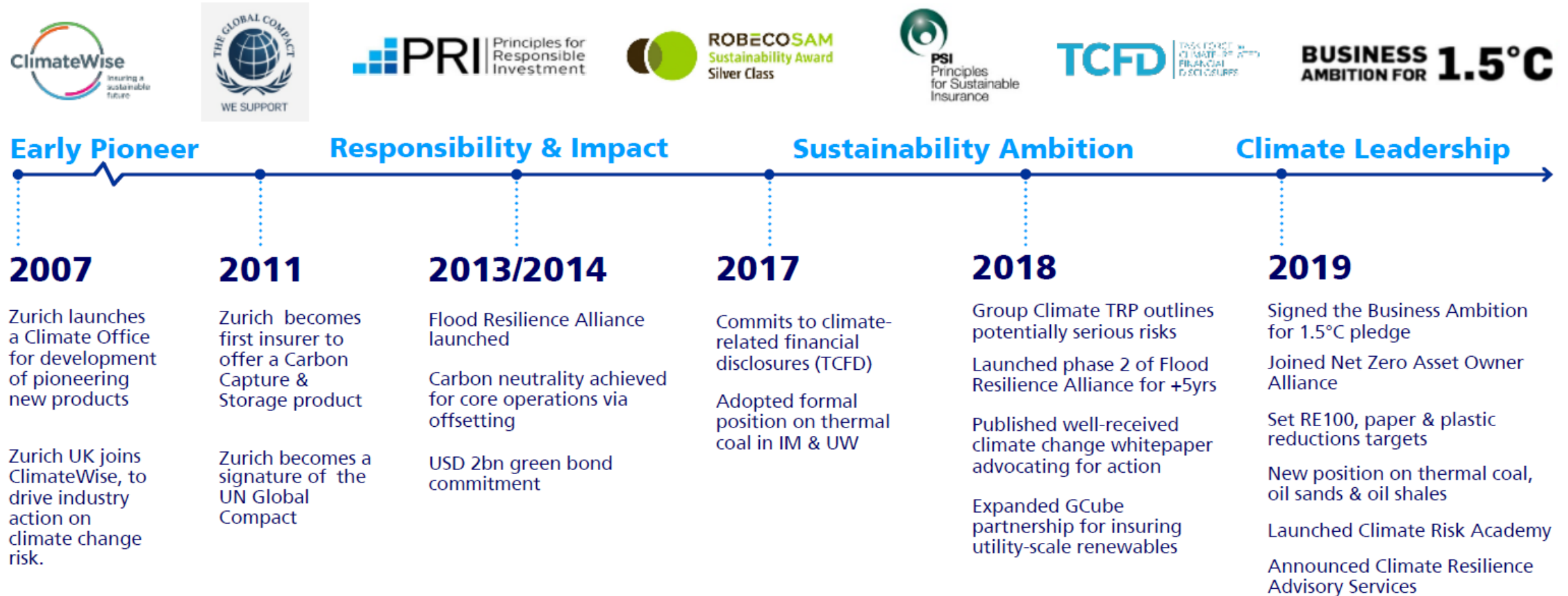
- # Be stewards of customer data
- # Manage risks associated with digitalization
- # Ethical boundaries of data analytics

**Governance, Accountability, & Performance Management**



# Our Journey






Continuous commitment and actions in becoming a market-differentiated global leader in sustainability.



# Sustainability Recognition

Delivery against our ambition is widely recognised by external assessors.

## Our ratings<sup>1</sup>

	'AA' rating <sup>1</sup>
	#1 in insurance group <sup>2</sup>
	#3 amongst industry peers <sup>3</sup>
	Absolute Score of 4.4 (out of 5.0) <sup>4</sup>
	'A-' Management Level <sup>5</sup>

<sup>1</sup> MSCI ESG Rating Report July 2020

<sup>2</sup> S&P Global ESG Score 2020 (previously RobecoSAM), 100% percentile

<sup>3</sup> As defined and reported by Sustainalytics ESG Risk Report, December 3, 2020

<sup>4</sup> FTSE Industry Classification Benchmark ( ICB ), Dec 2019

<sup>5</sup> CDP Climate Change 2020 score.

## Our long-term commitment



**PSI**  
Principles  
for Sustainable  
Insurance



Principles for  
Responsible  
Investment



**BUSINESS  
AMBITION FOR 1.5°C**

## Our engagement partners

- Lead author of the World Economic Forum Global Risk Report
- Founding member of the Net Zero Asset Owner Alliance
- Member of Coalition for Climate Resilient Investment
- Member of Insurance Development Forum





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# Why does Sustainability matter?

Sustainability delivers value across the value chain – it is simply the right thing to do!

## Brand & reputation

- Sustainable business practices align well, and support, the Zurich brand promise while safeguarding our reputation

## Business opportunity

- Sustainability issues represent opportunities for innovative solutions that meet a market demand while addressing a societal context

## Purpose & engagement

- Connecting work to a positive contribution to society in a tangible way increases the sense of purpose, creates engagement, and helps attract and retain talent

## Risk & return

- Sustainability issues are risk drivers across business and investment decisions and managing those risks well will lead to better risk-adjusted results

# Focus on the role of insurers in Sustainability

All parties expect us to take a proactive role.

## Customers

The next generation of customers expects our products and service to contribute to society:

- Consumer products marketed as sustainable grew 5.6 times faster than those not\*
- 61% willing to pay more for sustainable products\*
- The median saver would prefer a sustainable fund even if it means having to sacrifice up to 2.5% of annual returns\*\*

## Regulators

From Bermuda to Malaysia, supervisory requests are increasing and focusing on:

- Sustainable finance regulations including investments, non-financial reporting and disclosures
- Climate risk and the disclosure according to recommended frameworks like TCFD
- Supply chains, including human rights

## Investors

What was a couple of years ago “nice to have” is now a “must have” for most large investors & rating agencies:

- Funds and stocks with high ESG (Environmental, Social and Governance) scores outperform the broader market and trades at higher valuations\*\*\*
- Pressure around voting practices is rising steadily, especially around climate change

## NGOs

Multinational, civil society and not-for-profit organizations are important stakeholders that we interact with on a regular basis, in particular UN-led organizations such as the Principles for Sustainable Insurance and the Net Zero Asset Owners Alliance.

We are also seeing increased interest from campaigners such as WWF and Greenpeace around our climate strategy and approach.

\* NYU Stern's Center for Sustainable Business, \*\* - University of Cambridge Investment Leaders Group, \*\*\*Bloomberg Green 24/09/2020





# Our 1.5°C Future Plan



As the first insurer to sign the UN Business Ambition for 1.5°C pledge in June 2019, we aim to align our entire business in line with climate science in order to create a brighter future together with our customers and communities.



## Science-based CO2 reduction targets (SBTs)

- Reduce emissions from our operations by **50% by 2025**, and by **70% by 2029**
- Adopt **100% renewable electricity** to power Zurich's operations by end 2022
- Continue maintaining our **carbon neutrality** for our operations
- **Electrify 100% of our car fleet** by end 2029
- Steer our **internal carbon fund** via a realistic internal price on emissions
- 2025 targets for **reducing emissions of investment portfolio** in line with net-zero ambition & **transition engagements targets** with investee companies



## Innovation for sustainable solutions

- Rollout of the **new customer value proposition** centered on offering sustainable solutions
- **Develop products and services** that are Planet Promise-aligned through local co-creation processes **across our value chain**
- Supporting & enabling **sustainable behaviors & resilience** in our customers



## Deeply understand & integrate climate risk

- Implement a global **risk assessment framework** to understand, quantify, and manage our climate risks in line with the recommendations of the **Taskforce for Climate-related Financial Disclosures (TCFD)**
- **Mitigate Zurich's exposure to climate risk** in our long term strategy from NatCat impact and customer's transition risk on our portfolios
- Engage with carbon intense industries to **support speeding up transition**

## Goals for Our 1.5°C Future Plan:

- Contribute to a brighter future and live our purpose everyday
- Deliver a "Sustainable Life at Work" to our employees through enabling climate-friendly offices, travel, food, and commuting practices
- Catalyze customer resilience and transition by supporting customers through innovation
- Develop climate risk-optimized portfolios which improve our financial performance & volatility



# Confidence in a digital society



Making people and organisations more resilient by enabling and inspiring confidence in a digital society.



## Ethical Use of Customer Data

*Honor trust customers place on us*

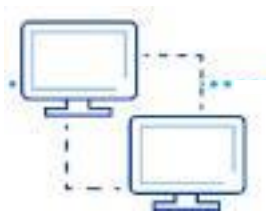
- **Deliver Data Commitment** & underpinning principles:
  - Trust, Transparency, Fairness, Benefit
- **AI Assurance Framework** to ensure ethical use of Data & AI



## Data Protection & Cyber Security

*Continually strengthen cyber security capabilities*

- **'Privacy by design'** and robust cyber & info security capabilities
- Integrated Information Security Baseline (**IISB**)
- **Data KRIs** & Cyber Threat Intelligence
- **Cyber risk coverage, service ecosystem, & education** to protect and enable customers



## Business Resilience & Digitalization

*#ZurichNeverStops operations*

- **Integrated Business Resilience Framework**
- Shift to 'modern' & **cloud-based** applications
- **Continuity & recovery** of critical services
- Transformation into data-driven, customer-focused, **digital enterprise**
- Product **simplification & ecosystem** offerings

## Our Data Commitment announced in September 2019:

Honoring our customers' long-standing trust in sharing their data with us, we promise to:

- Keep customer data secure
- Never sell customer personal data
- Not share customer personal data without being transparent about it
- Put customer data to work so we can better protect them, and so they can get the most out of life.



# Work Sustainability

Creating a sustainable workforce which is fit for the future.



Work Sustainability is about how we are future-proofing our people and organization, supporting them in sustainably navigating the changing world of work and responding to evolving customer needs.

## To bring this commitment to life, we aim to:

**We committed to four Work Sustainability principles in November 2019**, responding to accelerating technological change and increased uncertainty about the Future of Work:

- Developing existing employees for new job opportunities rather than hiring externally
- Prioritizing our in-house local skills over outsourcing solutions
- Offering career choices that match our employees' talents and ambitions and meet the market needs of today and tomorrow
- Rejecting unsustainable behavior, including seeking cheaper employment merely for financial gain



Establish a feeling of **security and shared ownership** between our people and Zurich so they can be **relevant, fit for the future and feel cared for**, including our wellbeing focus



**Understand current and future jobs and skills** and how they may evolve



Create a **learning organization**, with a workforce that understands the need to **build new skills** and is energized and empowered to do so



Offer **career opportunities** in line with our Transformation agenda and the strategic capabilities needed to put the customer at the heart of all we do



Set the foundation for a **sustainable, competitive and diverse future workforce which reflects our customer base**, emphasizing youth employment



**Scale our impact**, supporting a sustainable Future of Work in our communities via targeted external partnerships



# Creating long-term value within Zurich

Managing climate exposure by mitigating risks and maximizing opportunities.

## TCFD ALIGNED CLIMATE RISK MANAGEMENT APPROACH



**BUSINESS  
AMBIITION FOR 1.5°C**

- As a TCFD-aligned insurer, we have set a clear climate strategy called 'Our 1.5°C Future Plan' covering the key priorities for our business
- We are continually investing in understanding and managing our physical and transition risks, while scaling new solutions to capture the business opportunities ahead

## MANAGING CLIMATE IN UNDERWRITING & INVESTMENTS



- Integration of emerging climate science into our NatCat modeling capabilities
- Scaling carbon intensity analysis across our underwriting portfolios
- Integration of physical & transition risk scores into investment portfolio management
- Automatization of thermal coal and oil sands data into underwriting systems

## ENGAGING CUSTOMERS & INVESTEES ON 1.5°C FUTURE



- We have set bold engagement targets for engaging top 65% of investee emitters that have yet to commit to science-based targets<sup>1</sup>
- In 2020, we engaged 268 companies on our thermal coal & oil sands policy, resulting in terminating 36% of relationships, representing <0.5% of our investment and insurance portfolios
- For investment portfolios, we have set 25% reduction target in carbon intensity for equities and corporate bonds, and 30% for real estate by 2025<sup>2</sup>

## RAPIDLY DE-CARBONIZING OUR OPERATIONS



- Recently expanded our scope 3 emissions to include employee commuting & datacenters
- Set bold 70% absolute emissions reduction target by 2030 for operations while continually maintaining carbon neutrality since 2014
- Adopted RE100 target by 2023 & EV100 by 2029
- Established robust internal price on carbon to launch a Carbon Fund to finance further reductions

• <sup>1</sup> Approx. 50 investee companies through bilateral and collaborative engagement (e.g. with Climate Action 100+, Net-zero Asset Owner Alliance, etc.)

• <sup>2</sup> Target set through Net-zero Asset Owner Alliance methodology, with more information available regarding the recent announcement [here](#)

# A Changing Climate

We are a global insurance leader in responsible investments.



## INTEGRATION

- Training
- Information
- Process Integration
- Active Ownership

- ESG risks and opportunities integrated in all relevant asset classes, where we have choice of issuer <sup>2</sup>
- Close to 100% of assets managed by asset managers that are PRI signatories or meet Zurich's requirements for ESG integration (training, data, process, voting and engagement)
- Completed roll out of proxy voting to all in-house managed assets



## IMPACT INVESTING

- Intentionality
- Measurability
- Profitability

- Exceeded our USD 5bn impact portfolio target
- Zurich Malaysia's green investments portfolio ~USD100m
- Focusing future efforts on reaching our impact targets (2.9m tons of CO2 avoided and benefited 4m people per Q3 2020)
- Further improved proprietary framework to measure environmental and social impact
- Awards: 'Impact Asset Owner of the Year 2019 (GSG)' and 'Best Impact Report of the Year (for investors)' at Environmental Finance Bond Awards 2020



## ADVANCING TOGETHER

- Innovation
- Collaboration
- Public advocacy

- Founding signatory to the UN-backed Net Zero Asset Owner Alliance, and strong collaboration with SBTi in our net-zero journey
- Signatories of UN-backed Principles for Responsible Investment (PRI)
- Co-Chair of Green and Social Bond Principles
- Collaborating with 16 industry initiatives and research bodies

- Target of net-zero CO2 portfolio in 2050
- Target to avoid 5m tons of CO2 and benefit 5m people by investing USD 5bn

• <sup>1</sup>Top percentile of sector for MSCI ESG RI rating; selected by PRI be part of "PRI Leaders' Group" due to performance in selecting, appointing and monitoring external managers

• <sup>2</sup>Excluding cash, passive funds, Index tracking, sovereign bonds, hedge funds, asset-backed securities – 49% of AuM as per 31.12.2019



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## OPPORTUNITY

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Sustainability as an underwriting consideration is not only the right thing to do, but can add economic value

The transition to a low carbon society presents opportunity



# Our Thought Process for Design

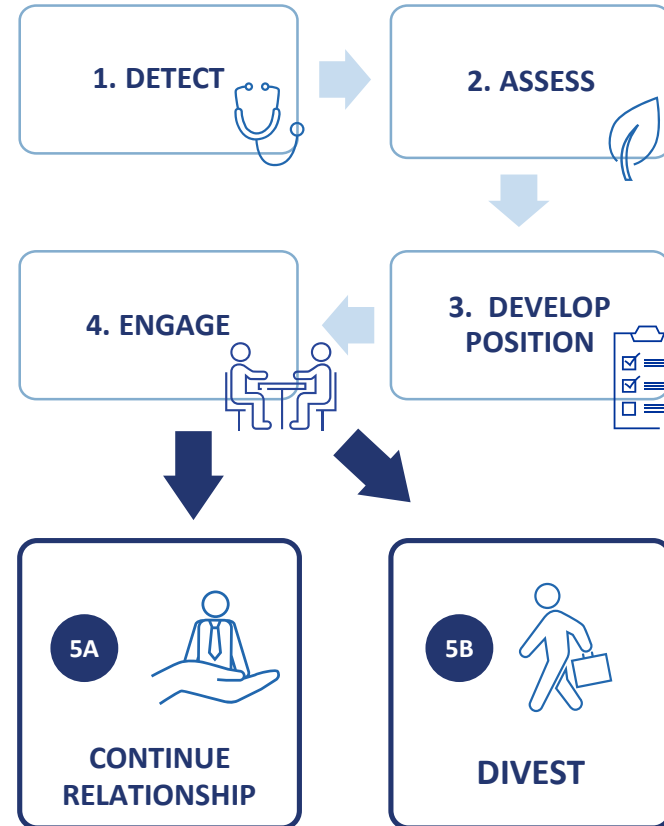
We are applying a risk and engagement-based approach to address sustainability risks in Underwriting.

## WHAT WE DO – SCOPE

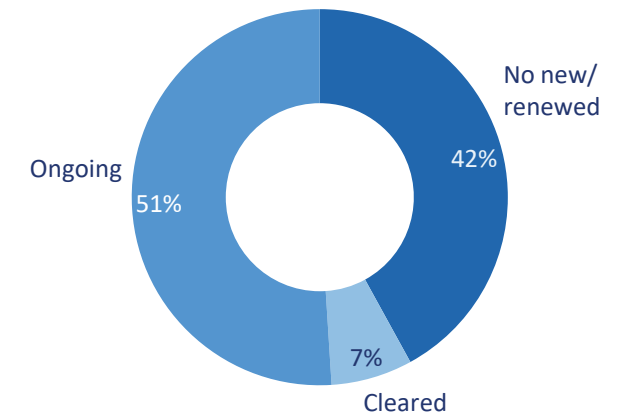


- In 2012, introduced our position on:
  - banned weapons,
  - dam construction,
  - oil / gas / mining in environmentally-sensitive areas, and
  - transactions with human-rights implications
- In 2017 and 2019, expanded the scope to:
  - further restrict thermal coal, and
  - include oil sands, oil shale, and purpose-built infrastructure for oil sands
  - two-year review period from 2019

## PROCESS



## Companies flagged under updated coal/oil sands position<sup>1</sup>



- 51% of flagged parent companies are under ongoing review with the expectation that the majority will be complete by 2021
- Of the 49% that have been reviewed, only 7% have been cleared for a continued relationship

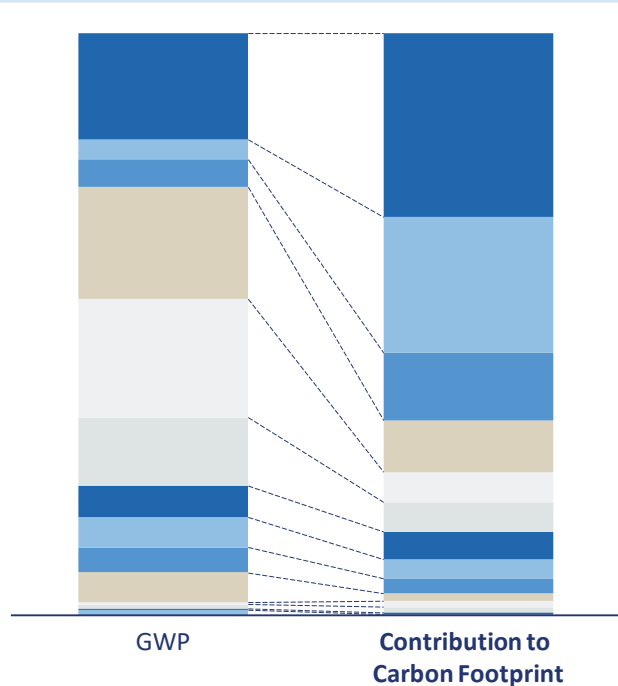
• <sup>1</sup>Progress on customers numbers within UW Portfolio per July 2020

# Our Thought Process for Design

In addition, we are developing a carbon intensity methodology to support the portfolio transition.

## ZURICH'S CARBON INTENSITY MANAGEMENT APPROACH

UNDERSTAND PORTFOLIO FOOTPRINT  
– GWP vs Carbon Footprint



**EDUCATE** internally on multiple aspects of sustainability



**ENGAGE** in open dialogue with customers on operational impact of transition pathways



**ENSURE** fact-based measurement of carbon intensity in UW portfolio



**ENABLE** review, adapt and develop products and services that support transition



# Our Thought Process for Design

Furthermore, we are reviewing and adapting products / services to support the transition and resilience across industries.

## PRODUCT PIPELINE TO SUPPORT TRANSITION

- We are adapting traditional insurance products, in addition to innovating solutions for transition



### CARBON CAPTURE AND SEQUESTRATION (CCS)

- Scaling our existing product offering to meet accelerating global build-out of CCS and emerging green hydrogen economy

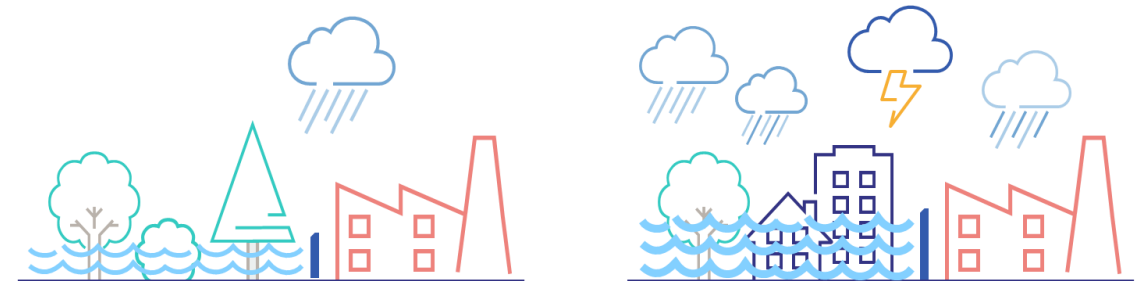


### RENEWABLE ENERGY

- Reviewing our customer solutions in order to address rapidly evolving marketplace and increasing investment by our customers

## LAUNCHED – Climate Change Resilience Services

- We newly launched services that offer a holistic approach to natural hazards and physical climate change risks along the entire value chain.
- Our unique approach
  - Our experts help companies mitigate current risks and track future exposures.
  - Current Risk Assessment identifies, quantifies and assesses the risks associated with current exposure to natural hazards.
  - Climate Change risk assessment is developed using the Current Risk assessment as baseline.




CURRENT CLIMATE RISKS

FUTURE CLIMATE RISKS

# Portfolio of ESG Propositions & Services

## External Drivers of Climate-related Opportunities

**What are the external forces driving product & service opportunities?**

 Green Recovery	 Net-Zero 2050 Policy-making	 Customer expectations	 Regulations	 Reputation Risks
Billions of stimulus is now being allocated to prioritize investment in renewables, hydrogen, & EVs.	More and more countries adopting Net-Zero targets and will likely accelerate with upcoming COP26.	<ul style="list-style-type: none"><li>• Consumers demand a company's purpose</li><li>• Sustainable products deliver higher growth than traditional</li><li>• Many of our large customers are 'all-in' on sustainability</li></ul>	Emerging Climate Risk and Sustainable Regulations aim to 'reward' companies pursuing green opportunities and real transition.	A front-footed response is needed that supports transition, captures new business, and mitigates greenwash.

**All drivers of future growth, customer loyalty, and market differentiation.**

# Portfolio of ESG Propositions & Services



## Zurich's Climate-related Product and Service Landscape

Product Phases	Concepts	In Development	Live in-the-market	Continuous Improvement
	Top Ideas	Proof of Concepts	Existing Product	Enhance & Scale
Next Step Options	Take the lead on transitioning concept from idea to 'proof of concept' phase	Leverage experiences from an existing PoC to scale up solution in local market	Adapt existing product to local market	Take existing local product and enhance its climate benefits and / or amplify scale to reach more customers
RETAIL	<ul style="list-style-type: none"> <li>Offsetting-as-a-Service</li> <li>EV Upgrade Incentives</li> <li>SME Carbon footprinting platform</li> </ul>	<ul style="list-style-type: none"> <li>EV charging station cover</li> <li>Top Zurich Innovation Championship Startups</li> <li>Parametrics</li> </ul>	<ul style="list-style-type: none"> <li>Green Life Insurance</li> <li>Zurich4Power &amp; SolarPlus SME Cover</li> <li>e-Bike Insurance</li> <li>Parametrics</li> </ul>	<ul style="list-style-type: none"> <li>Scale EV proposition</li> <li>Green Telematics</li> <li>Sharing Economy beyond Cars</li> <li>One Tree One Policy</li> </ul>
COMMERCIAL	<ul style="list-style-type: none"> <li>Additional Risk Engineering Advisory Services</li> <li>Parametrics</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable Agro Cover</li> <li>Zurich Climate Change Resilience Services</li> <li>Sustainable Infrastructure Cover</li> </ul>	<ul style="list-style-type: none"> <li>Carbon Capture &amp; Sequestration Insurance</li> <li>Green Construction</li> <li>Environmental Liability</li> <li>ZEER Service</li> </ul>	<ul style="list-style-type: none"> <li>Solar enhancement add-ons to property cover</li> <li>Scale BetterGreen</li> </ul>

# Portfolio of ESG Propositions & Services

Two Examples – each in Commercial and Retail.

## Commercial Insurance Example :

### Sustainable Infrastructure Policy



A Builders Risk policy that provides additional benefits / services to the contractor for infrastructure projects that meet recognized sustainability standards including ENVISION, ASCE, G20/OECD, ISI, GIB and others.

- Requested by some of Zurich's largest clients – Skanska, Turner, Bechtel, etc.
- Additional benefits to include CRAS, Risk Engineering with specialized certifications, carbon offsetting of construction projects and others
- Aligns with current green financing trends which reward projects that are "certified sustainable" with lower borrowing costs
- As projects are considered best in class, a positive claims impact should be realized

#### OPPORTUNITY:

Satisfy market needs for advancing a standard product offering to evolve with the growing demand for sustainable, resilient infrastructure.

## Retail Proposition Example :

### Sustainable Mobility Ecosystem



Development of a global Sustainable Mobility Ecosystem connecting usage-based insurance (UBI), Safety incentives, EV Upsell, EV Services, & CO2 Offsetting platforms --- to serve accelerating change of mobility, new eco-minded customer expectations, and transitioning our book towards increasing safety and lowering CO2.

- Build synergies across emerging and planned motor platforms into a single digital solution --- to accelerate the transition to safer and greener mobility for our customers
- UBI/Telematics to benefit customers who drive less, safer, & greener
- Incentives for customers with green vehicles with safety sensors
- Additional EV Services to make EV ownership easier
- EV Upsell insights app to facilitate quicker adoption of safer & greener EVs
- CO2 Offsetting as value-add service to serve new customer expectations

#### OPPORTUNITY:

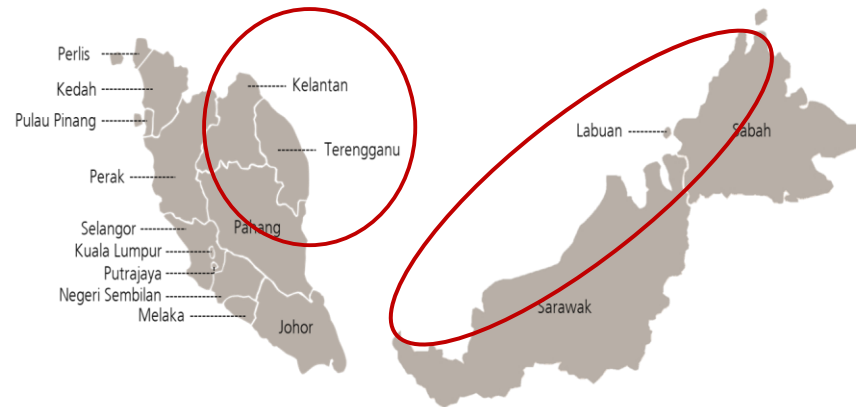
Global approach enables efficiency & scale while new customer centric services address emerging needs in today's market and the future of mobility.



# Portfolio of ESG Propositions & Services

Going beyond products through service offerings to give back to our customers and communities.

## 1. Zurich Malaysia Flood Resilience – “Being there when it matters most” Claims Program



**West Malaysia**

**East Malaysia**

- On the spot claim approvals up to RM30k & prompt processing to 124 policyholders / participants totaling RM1.43 mil
- 24-hour flood claims contact center
- Flood-relief items

# Portfolio of ESG Propositions & Services

Going beyond products through service offerings to give back to our customers and communities.

## 2. Zurich Malaysia & Z Zurich Foundation in helping Malaysian families and the Orang Asli

### A Eat Right to Play Right



6 year integrated community programme



In partnership with Zurich Foundation



Focus on children malnutrition by instilling healthy eating habits



Leverages on grassroots football as a platform for outreach

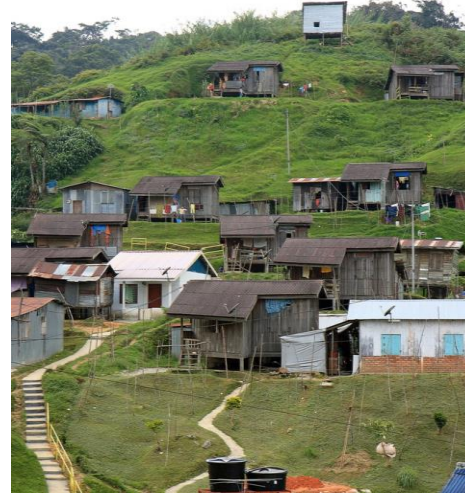


SUPPORTING  
LONG-TERM LOCAL  
PROGRAMS

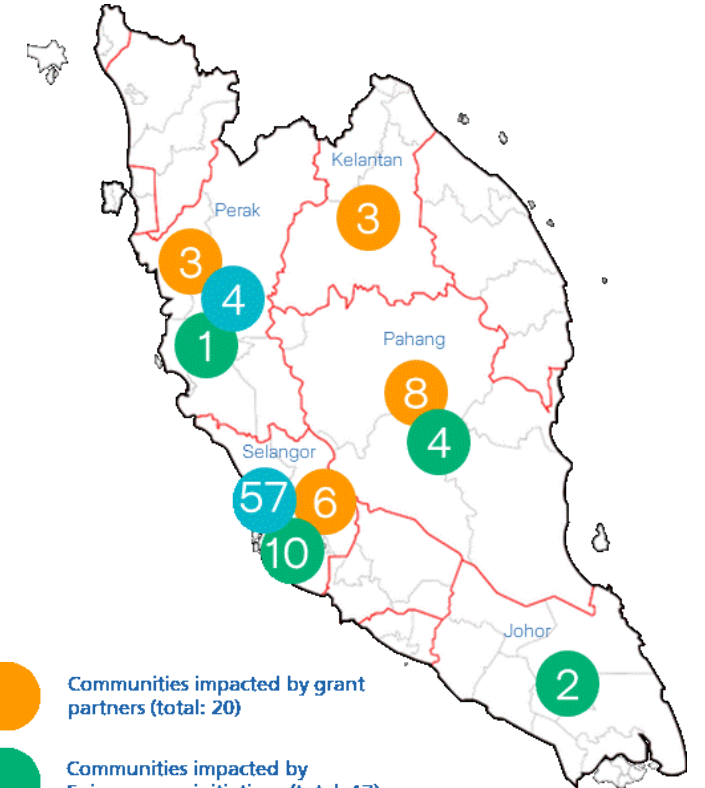
**Total Grant since 2016: RM 13 mil**

**Covid Relief Fund: 375 families**  
receiving monthly aid

### B Home building and Covid-19 Collective for Orang Asli



**82 communities** across **5 states** impacted by grant partners and Epic initiatives across the Impact Areas:



-  Communities impacted by grant partners (total: 20)
-  Communities impacted by Epic recovery initiatives (total: 17)
-  Communities impacted by Epic's relief aid (food & hygiene kits) (total: 61)

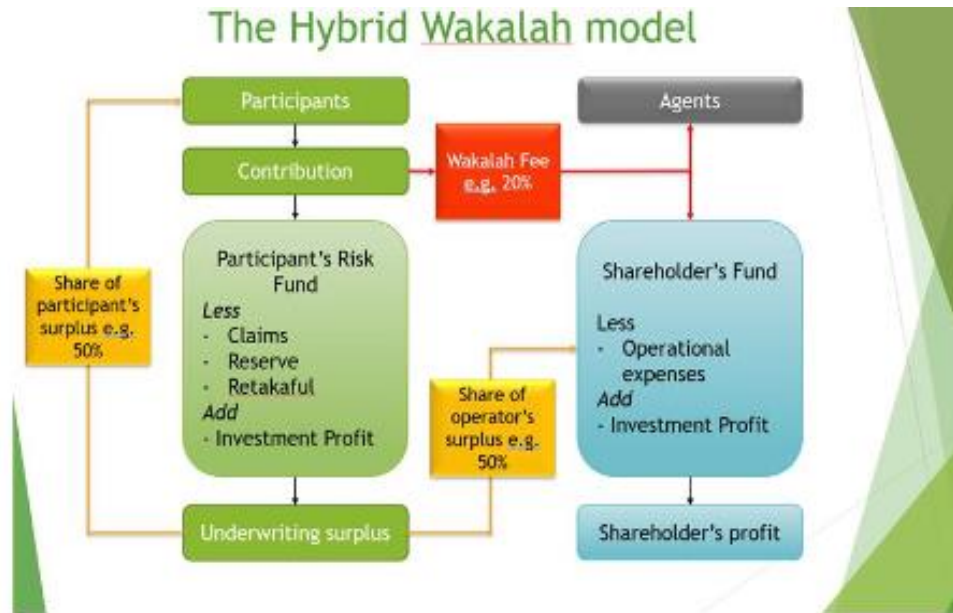
# Portfolio of ESG Propositions & Services

Going beyond products through service offerings to give back to our customers and communities.

## 3. Zurich Malaysia Focus on Sustainability in Takaful

Zurich's hybrid Takaful model is a combination of Mudarabah and Wakalah models --- **Supporting Customers' Sustainability** with Surplus Sharing from the Takaful Fund.

Zurich General Takaful Malaysia declared RM 19 mil as surplus distribution to participants from 2018 to 2020.





## Zurich Forest



**1.000.000**

Zurich's grant covers the planting of  
1.000.000 trees



**120**

scientifically selected native species



**250**

species of animals from the Atlantic  
Forest

- Zurich is the exclusive sponsor of a reforestation project partnering with Brazilian-based non-profit Instituto Terra.
- Aim is to plant one million native seedlings and reinvigorate the bio-diversity across the forest ecosystem.
- Only 7% of Brazil's original Atlantic Forest remains.
- Zurich's contribution to the reforestation project will put 80 to 120 different species of trees on 700 hectares of land.
- Gradually increasing the forest's biodiversity and capturing carbon from the atmosphere.





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# Making Progress



We delivered strong progress against our priorities, enhancing the resilience of our business, our employees, and communities.



## Insurer

- Established [Group-wide Climate approach](#) to align our business with a 1.5°C future
- Contributed to the development of [carbon footprint methodologies](#) in cooperation with industry bodies
- [Expanded our 2019 thermal coal, oil sands and oil shale policy](#)
- Launched effort to [develop sustainable products and services](#); first results with Climate Change Resilience



## Investor

- Exceeded [USD 5bn of impact investment](#) portfolio; now prioritizing on reaching our impact targets (5m tons of CO2 avoided and benefit to 5m people)
- Zurich Malaysia's green investments : ~USD100 mil
- Collaboration with the Science Based Target initiative and the UN-backed Net-Zero Asset Owner Initiative to [operationalize our net-zero investment journey](#) with aim of setting first 2025 target in Q1 2021



## Employer

- [Prioritized the safety and wellbeing of employees during COVID-19 crisis](#); employees felt highly supported which is reflected in the record eNPS score and highest point increase ever
- [Increased internal talent mobility](#) as a means of filling vacant positions and addressing priority work, aligning internal talent to where it is most needed



## Community

- Z Zurich Foundation [pledge CHF 20m to support vulnerable charities](#) during the COVID-19 crisis
- [Expanded Global Flood Resilience Program](#) to 200 additional communities in order to reach 4m people by 2024

# Our Sustainability Commitments in Action

Moving forward.



## OUR 3 PILLARS



A CHANGING CLIMATE



WORK  
SUSTAINABILITY

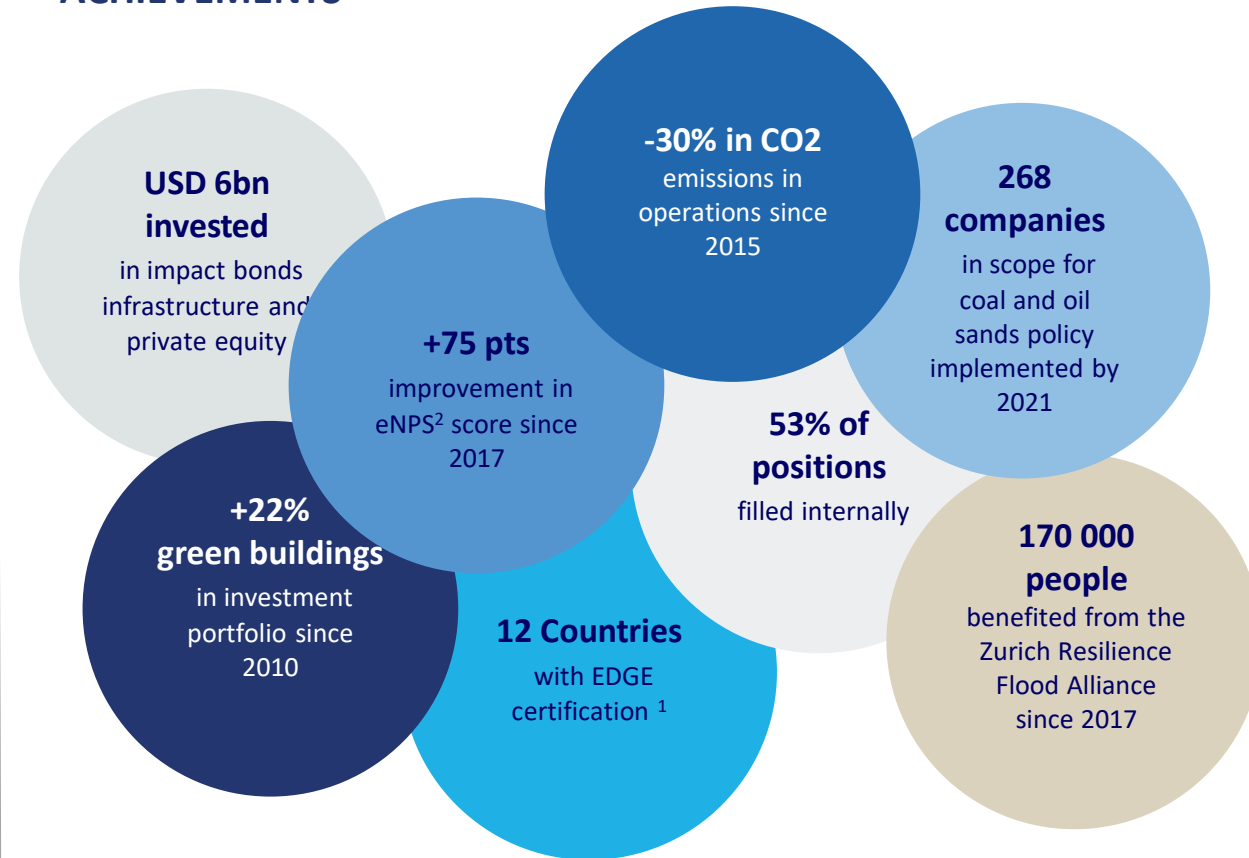


CONFIDENCE IN A  
DIGITAL SOCIETY

## TARGETS

- Group: Align our business to a 1.5°C future
- Operations: Reduce CO2 emissions by 50% by 2025
- Investments: Reduce CO2 emissions in green building investments by 30% and in equity and credit investments by 25% by 2025
- People and community : Help improve the mental wellbeing of 10 million people (2024 target of Zurich Z Foundation)

## ACHIEVEMENTS



<sup>1</sup> EDGE Certification is a leading global assessment methodology and business certification standard for gender equality.

<sup>2</sup> Employee Net Promoter Score (eNPS).

Thank You

