



AIA ESG REPORT 2024

SUSTAINING HEALTHIER, LONGER, BETTER LIVES

HEALTHIER PLANET, HEALTHIER COMMUNITIES



CONTENTS

HEALTHIER PLANET, HEALTHIER COMMUNITIES

AIA’s Purpose is to help people live Healthier, Longer, Better Lives. It underpins everything we do.

We are guided by this Purpose as we focus on delivering value for our stakeholders through our efforts across our five Environmental, Social and Governance (ESG) strategic pillars.

As the largest pan-Asian life and health insurer, and a significant asset owner and investor, we recognise our potential to lead positive transformation in the region. Our ESG Report 2024 showcases the actions we are taking to create a healthier, sustainable future for AIA, our communities and Asia.

OUR ESG STRATEGIC PILLARS



Health
& Wellness



Sustainable
Investment



Sustainable
Operations



People
& Culture



Effective
Governance



INTRODUCTION	3
2024 ESG Highlights	3
About AIA Group	5
Chairman’s Statement	6
Statement from the Group Chief Executive and President	7
Advancing ESG across Our Business and Stakeholders	8



OUR APPROACH	11
ESG Governance	11
ESG Strategy	13
Engaging Our Stakeholders	14
Internal Engagement and External Advocacy	16
Materiality	22



OUR PROGRESS	24
Our Overall Progress	24
Summary of Priorities and Progress	27
Climate Action	31



OTHER INFORMATION	32
Independent Practitioner’s Limited Assurance Report on AIA Group Limited’s Identified Sustainability Information	32
Regulatory and Mandatory Disclosures	34
ESG Data Book Supplement	47
About this Report	58

2024 ESG HIGHLIGHTS



HEALTH & WELLNESS

Delivering better health outcomes, championing financial inclusion and expanding access to quality care.

US\$21 billion paid in total benefits and claims

AIA serves the holders of more than **43 million** individual policies and **16 million** participating members of group insurance schemes

496 million people engaged through AIA One Billion to live Healthier, Longer, Better Lives by the end of 2024



SUSTAINABLE INVESTMENT

Creating long-term value through sustainable investments, future focus, and active engagement for net-zero goals.

Maintained **100% coverage** of internally developed ESG Rating Scorecard across directly managed assets in the general account investment portfolio

Continued mandate for in-scope research analysts and portfolio managers to complete the CFA Institute's Certificate in ESG Investing

Engaged over **50 investee companies** on energy transition and power generation



SUSTAINABLE OPERATIONS

Improving the environmental performance of our operations and incorporating ESG into sourcing considerations.

Scope 1 and Scope 2 emissions have been **reduced by 25%** compared to our 2019 emissions baseline

Launched Group-wide **digital environment data collection** and **analytics platform** to streamline tracking and reporting progress towards emissions targets

99% of buy submissions and **95%** of buy, service and claims transactions were submitted digitally



PEOPLE & CULTURE

Fostering a learning environment, equitable processes and a diverse, inclusive culture.

Recognised with the **Gallup Exceptional Workplace Award** for the third consecutive year

92nd percentile for employee engagement in Gallup's global finance and insurance industry benchmark

Over **5,000 employees** across **17 markets** have participated in the Me@AIA mental resilience programme since its launch in mid-2023



EFFECTIVE GOVERNANCE

Continuing to operate to the highest standards of business practices.

Recognised as **ESG Industry and Regional Top Rated** organisation by Sustainalytics

All AIA Group Limited Board members are **Independent Non-Executive Directors** (INEDs) aside from Group Chief Executive and President

MSCI ESG Rating of AA for three consecutive years

LOCAL AWARDS AND RECOGNITION

1

AIA CHINA

- Model Enterprise of ESG Award at the 2024 China International Trade in Services Fair – China International Economic Management Technology Forum
- Best Sustainability Reporting Award at China Sustainability Tribune Awards
- Best Corporate Social Responsibility Award at the China Business Network Awards
- Best ESG Employers Award and Best Diversity, Equity and Inclusion Award at AON Awards 2024
- Sustainable Development Award at the Sourcing China: Indirect Procurement Summit

2

AIA HONG KONG

- Recognised as a Best Company to Work For in Asia by HR Asia
- Diversity, Equity and Inclusion Award, Most Caring Company Award, and Sustainable Workplace Award at HR Asia Best Companies to Work For in Asia Awards 2024
- Excellent Awards of ESG and Sustainability Development Company at HK01 Gold Medal Awards
- Outstanding Sustainable Enterprise Awards at the ESG Green Development and Carbon Neutrality Awards 2023 from AM730 Media

3

AIA THAILAND

- Life Insurance Company with the Outstanding Sustainable Practice of the Year 2023 Award at the Prime Minister's Insurance Awards 2024
- Benefactor Award 2024 from the Ministry of Education
- Best Health Promotion Award for AIA One Billion Trail at the Asia Responsible Enterprise Awards 2024
- Corporate Social Impact Award, Platinum status, at 2023 AMCHAM Awards
- Recognition award for Weaving Thai Hearts for Southern Thai Residents project

4

AIA SINGAPORE

- Silver Award for Health and Wellbeing category at the Women Leading Change Awards

Local awards and recognition

5

AIA MALAYSIA

- Good Health and Wellbeing Award and Talent Management Award at The Star ESG Positive Impact Awards 2024
- Top 10 Employer of Choice and Best in Insurance Sector at the GradMalaysia M100 Awards
- Top 1% Choice of Employers in 2025 and 2025 Graduates' Choice of Employers to Work For #1 in Insurance Sector at Graduates' Choice Award 2024/2025
- Silver Award for Corporate Wellness at the HR Excellence Awards 2024

6

AIA INDONESIA

- Fortune Indonesia's Change the World 2023 Award for AIA Vitality
- Asia Most Influential Company Award at the MORS Corporate Excellence and Sustainability Awards 2024
- Best ESG Campaign Programme, Best Creative Corporation Reputation Award and Best Internal PR at the Indonesia Public Relations of the Year 2024 Awards
- High Recovery Rate Award from Waste4Change at the Award4Change ceremony

7

AIA SRI LANKA

- Wellness Champion at Sri Lanka Great Place to Work Awards

8

AIA SOUTH KOREA

- Best ESG Finance Company Award at the National Sustainable ESG Awards

9

AIA TAIWAN

- Recognised for exemplary human resource practices at the HR Asia Best Companies to Work For in Asia Awards 2024

10

AIA AUSTRALIA

- Top 40 GoodCompany Award at the 2024 GoodCompany Awards

11

AIA NEW ZEALAND

- Excellence in Sustainability Practices Award at the 2024 Financial Services Council New Zealand Awards

Key ESG memberships and supporting commitments

AIA Group Limited ESG Report 2024

ABOUT AIA GROUP

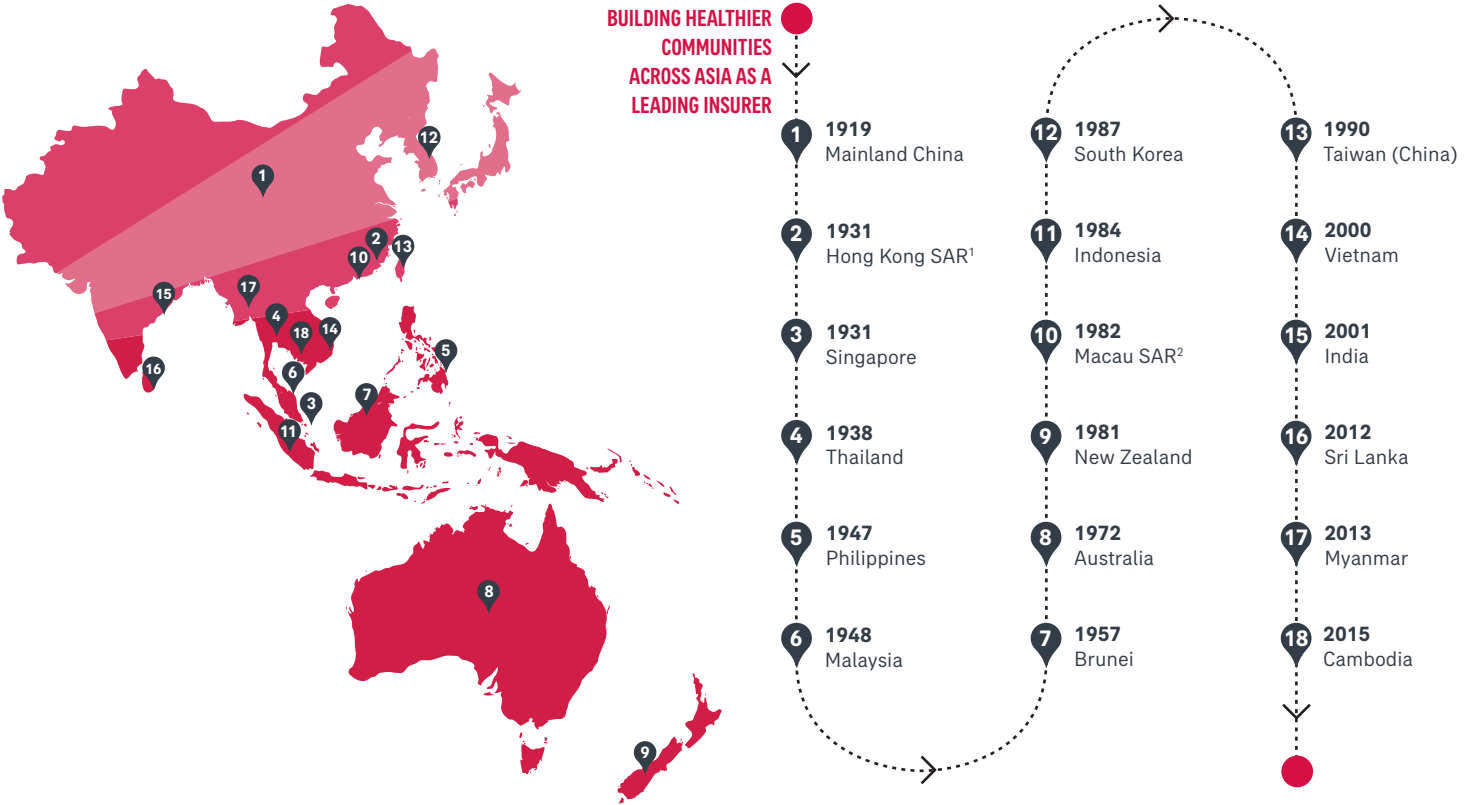
AIA Group Limited and its subsidiaries (collectively 'AIA' or the 'Group') comprise the largest independent publicly listed pan-Asian life insurance group.

We have a presence in 18 markets across Asia. This includes wholly-owned branches and subsidiaries in Mainland China, Hong Kong SAR,¹ Thailand, Singapore, Malaysia, Australia, Cambodia, Indonesia, Myanmar, New Zealand, the Philippines, South Korea, Sri Lanka, Taiwan (China), Vietnam, Brunei, Macau SAR,² and a 49% joint venture in India. AIA also has a 24.99% shareholding in China Post Life Insurance Co., Ltd. (China Post Life).

The business that became AIA Group Limited was established in Shanghai in 1919. Today, we are a market leader in Asia (ex-Japan) based on life insurance premiums and hold leading positions across the majority of our markets. Our total assets were US\$305 billion as of 31 December 2024.

AIA meets the long-term savings and protection needs of individuals by offering a range of products and services including life insurance, accident and health insurance and savings plans. The Group also provides employee benefits, credit life and pension services to corporate clients. Through an extensive network of agents, partners and employees across Asia, AIA serves the holders of more than 43 million individual policies and over 16 million participating members of group insurance schemes.

AIA Group Limited is listed on the Main Board of The Stock Exchange of Hong Kong Limited under the stock codes '1299' for HKD counter and '81299' for RMB counter with American Depositary Receipts (Level 1) traded on the over-the-counter market under the ticker symbol 'AAGIY'.



¹ Hong Kong SAR refers to the Hong Kong Special Administrative Region.
² Macau SAR refers to the Macau Special Administrative Region.



First Pan-Asian Life and Health Insurer
to get SBTi validation



AA Rated by MSCI
since 2022



Member of UNEP and UNGC

CHAIRMAN'S STATEMENT

We have continued to build momentum over the past year in our efforts to integrate ESG into every aspect of our business.

This strategy is an integral part of how we intend to continue to grow, operate and create value for all our stakeholders. As we navigate an evolving global landscape, we remain focused on doing the right things, in the right way with the right people - embedding sustainability into our business, while ensuring that we continue to contribute positively to both economic and societal resilience.

As a leading life and health insurer, our role extends beyond providing financial protection; it is about enabling long-term stability and well-being for individuals, businesses and communities.

We recognise that sustainability and responsible business practices are fundamental to maintaining trust, fostering growth and safeguarding our future. Through our operating philosophy, embedded in our ESG strategy, we seek to strengthen our impact by addressing environmental risks, promoting social well-being and upholding high standards of governance.

Addressing ESG challenges requires collective action. By actively engaging in policy discussions, supporting regulatory advancements, and contributing to public health initiatives, we ensure that our efforts align with broader sustainability goals. The strength of collaboration lies in its ability to drive meaningful change.

We have worked closely with regulators to enhance climate-related disclosures and improve transparency in ESG reporting. Furthermore, we have expanded outreach efforts for the AIA One Billion campaign, reinforcing our commitment to building healthier, more resilient communities. Through these efforts we have promoted well-being and enhanced financial security while playing a role in strengthening health outcomes where we operate. Our community-driven initiatives continue to foster financial inclusion, health education, and environmental stewardship, further amplifying our long-term positive impact.

Our governance framework ensures that ESG commitments are embedded into our decision-making processes, reinforcing our ability to manage risks, drive innovation and create value.

The board holds ultimate responsibility for ESG-related matters and is supported by various internal governance bodies and dedicated business functions. We receive regular updates from the relevant committees, including regular reports on material issues, such as ESG, climate risks and opportunities, as well as progress on AIA's climate commitments. Our Board and leadership team provide robust oversight, ensuring accountability and alignment with our long-term goals.

While much has been achieved, we recognise there is still more to do. As we move forward, we will further enhance our ESG integration, expand our collaboration and strengthen our impact through new initiatives. We remain steadfast in our mission to build a more resilient, inclusive, and sustainable future.

Our report including our ESG-related progress was reviewed and approved by the Company's Board on 13th March 2025.



EDMUND SZE-WING TSE
INDEPENDENT
NON-EXECUTIVE CHAIRMAN

“As a leader in sustainability for the Asia-Pacific region, AIA is paving the way for a better industry and a better future.”



STATEMENT FROM THE GROUP CHIEF EXECUTIVE AND PRESIDENT

The insurance industry plays a fundamental role in safeguarding individuals and communities, reinforcing long-term resilience and sustainability.

As we navigate an increasingly complex global landscape, we recognise several key trends shaping our industry—climate and environmental challenges, longevity, health and well-being, and social and financial inclusion, all accelerated by rapid technological advancements. Addressing these interconnected challenges requires a collective effort from insurers, governments, businesses, and individuals. By working together, we can implement strategies that mitigate risk, foster security, and drive lasting positive impact.

Beyond serving as a safety net for our customers, AIA actively contributes to economic growth, social stability, and financial inclusion. Since launching our five-pillar ESG strategy in 2021, we have embedded ESG considerations into our operations, championed healthier living, advocated for decisive climate action, and strengthened governance across our business.

These commitments not only reflect our responsibility to the communities we serve but also reinforce our ability

to navigate evolving challenges. I am confident that through collaboration and our purpose to help people live healthier, longer better lives, we can continue to drive meaningful change and contribute to a more secure and sustainable future.

Measurable progress across our five pillars

Health & Wellness

Our Integrated Healthcare Strategy is transforming how individuals, corporates, payers, and providers experience and manage health insurance and healthcare delivery. By the end of 2024, we engaged over 496 million people as part of our AIA One Billion goal through health and wellness initiatives, signature engagement programmes, and local activities.

Sustainable Investments

We remain focused on investee engagement and operational enhancements to align with our Climate Transition Plan. In 2024, we expanded partnerships for blended finance and reinforced our external advocacy efforts, further strengthening our role as a responsible investor.

Sustainable Operations

Enhancing our environmental performance remains a key priority.

Our Scope 1 and Scope 2 emissions have been reduced by 25% compared to our 2019 emissions baseline. We have leveraged digital transformation, reduced carbon emissions, and encouraged vendors to adopt strong ESG practices.

People & Culture

Our people are the driving force behind AIA's success. In 2024, we received multiple recognitions for our commitment to employee engagement and workplace excellence, including being named a Gallup Exceptional Workplace for the third consecutive year. Additionally, we were recognised as one of Newsweek's Top 100 Global Most Loved Workplaces in partnership with Best Practice Institute.

Effective Governance

Maintaining the highest standards of governance, risk management, and stakeholder engagement is at the core of our operations. Our commitment to transparency and accountability was reflected in an overall Governance Quality Score of 1 by ISS, placing AIA among the top decile of peers in the Asia-Pacific region. For the third consecutive year, we were ranked ESG Industry Top Rated and ESG Regional Top Rated by Sustainalytics, a global leader in ESG and corporate governance research and ratings.

“Beyond serving as a safety net for our customers, AIA actively contributes to economic growth, social stability, and financial inclusion.”

Looking ahead

I am proud to share our progress in this report, demonstrating how our resilience, resources, and regional expertise position us to support our stakeholders in an ever-changing world. Together, we are making tangible strides toward a more sustainable and prosperous future.



LEE YUAN SIONG
GROUP CHIEF EXECUTIVE
AND PRESIDENT



ADVANCING ESG ACROSS OUR BUSINESS AND STAKEHOLDERS

ESG reflects our commitment to ethical practices, environmental responsibility and social impact. We prioritise actions that align with our values and stakeholder expectations while creating lasting positive outcomes. By embedding sustainability into our approach, we strengthen our business, build trust and drive long-term value for all.

“Our commitment to superior governance drives our strategic decisions, holds us accountable and provides us with the framework to create long-term value for our stakeholders.”

MITCH NEW
GROUP GENERAL COUNSEL
AND CHAIRMAN OF THE
ESG COMMITTEE



“Sustainability is integral to AIA's long-term success.”

By taking meaningful action on climate change, promoting better health for our communities, integrating sustainability risks and opportunities into our investments and operations, fostering an inclusive culture of learning, and ensuring strong governance, we are creating lasting value for our stakeholders and future-proofing our business in an ever-evolving world.



AMITA CHAUDHURY
GROUP HEAD OF SUSTAINABILITY

AUSTRALIA

I am excited about the active participation of our people in helping us determine what our areas of ESG focus should be, as well as the small steps that every member of the AIA family can take to make a difference.

We are gearing up in Australia to publish our first ESG and climate report at the end of 2025, which will help local companies learn from each other and lift standards collectively.



DAMIEN MU
CEO AIA AUSTRALIA

CAMBODIA

Our ESG advancements in 2024 include our energy-efficient headquarters and comprehensive plastic reduction programme.

We made significant strides in community development, including planting nearly 1,000 mangrove trees, supporting 1,860 underprivileged children through the AIA-ISF Youth League, and partnering with the Ministry of Women's Affairs to promote gender equality, health and financial literacy.

Our AIA Fit for Hope campaign provided breast cancer check-ups to over 5,300 women and engaged 4,000 participants in the AIA Pink Run.



JANE TAY
CEO AIA CAMBODIA

CHINA

In 2024, we launched a series of activities to raise ESG awareness and engagement among our employees. We have also incorporated ESG principles into our agent and customer events to foster meaningful changes in their behaviour.

Looking forward, social impact and community engagement are becoming increasingly important, inspiring us to elevate the ‘S’ in ESG.

We will proactively participate in corporate social responsibility programmes, support women caring initiatives, and promote financial inclusion propositions.



FISHER ZHANG
CEO AIA CHINA

HONG KONG

AIA Hong Kong endeavours to contribute to the sustainable development of our community in creative ways.

One of the iconic examples is the AIA Carnival. Since its debut in 2014, this mega event in Hong Kong has brought joy to over 5.8 million locals and tourists, donated over 100,000 tickets for charitable initiatives, connected families and friends, and inspired people to Rethink Healthy.

AIA Carnival has contributed an estimated HKD 1.8 billion to the Hong Kong economy over the past decade.

Looking ahead, we will continue this legacy of supporting the mega-event economy and creating memorable experiences for all, empowering everyone to live Healthier, Longer, Better Lives.



ALGER FUNG
CEO AIA HONG KONG

INDONESIA

We believe that sustainable growth goes hand in hand with our commitment to ESG principles.

By embedding ESG at the heart of our business, we strive to create long-term value for our customers, communities and the planet, while fostering a culture of accountability and positive impact for future generations.

Every business and operational decision that AIA takes always ensures elements of sustainability that protect nature, the social environment, and implement good governance.



HARSYA PRASETYO
PRESIDENT DIRECTOR AIA INDONESIA

KOREA

AIA Korea has continued to focus on implementing the Group's ESG strategy and achieved a market-leading position for ESG within the Korean financial services industry.

In 2024, we enhanced the sustainability of our self-owned headquarters building and maintained the WELL Health-Safety Rating for two consecutive years. We also strengthened our support for diversity and inclusion through family-friendly policies and the launch of the Gender Network, and continued to uphold the highest standards of corporate governance with robust and transparent internal controls and a diverse board that is comprised primarily of independent Directors.

Our relentless ESG efforts received strong recognition from external stakeholders in Korea, including Best ESG Finance Company as presented by the Financial Supervisory Commission at the National Sustainable ESG Awards and a designation as a Family-Friendly Company by the Ministry of Gender Equality and Family.



NATHAN CHUANG
CEO AIA KOREA

MALAYSIA

Our unwavering commitment to sustainability has earned us prestigious industry recognition for our ESG leadership in health and wellbeing, as well as talent management. In health and wellbeing, we remain dedicated to driving Malaysians to take sustainable, meaningful steps toward better health. In talent management, we continue to push forth comprehensive initiatives that nurture our people, equipping them not only to drive business strategies with excellence but also contribute to sustainable growth.

We are also proud to play an active role as members of Malaysia's Joint Committee on Climate Change set up by Bank Negara Malaysia and Securities Commission, collaborating closely with regulators and industry peers. Through these efforts, we remain steadfast in our mission to create a lasting, positive impact and to build a resilient, sustainable future for generations to come.



BENJAMIN NG
CEO AIA MALAYSIA

NEW ZEALAND

At AIA NZ we're committed to building a sustainable future for the communities we serve, creating long-term value for all our stakeholders, future proofing our business and delivering on our Purpose of helping people live Healthier, Longer, Better Lives.

In 2024, we were proud to publish AIA NZ's first mandatory Climate Statements under the New Zealand Climate Standards. These disclosures support Aotearoa New Zealand's target of net-zero carbon by 2050 by improving transparency and access to climate-related information within financial markets.

The process of preparing these climate statements for the first time was challenging but also valuable. It helped us to explore the possible ways physical climate change and a transition to a low-carbon economy might impact our organisation, allowing us to consider the resilience of our business model and strategy under these conditions.



NICHOLAS STANHOPE
CEO AIA NEW ZEALAND

PHILIPPINES

ESG guides our decision-making and shapes our culture. As we protect more Filipino families through insurance, we also strive to build a better future together through sustainability.

Last year, we achieved 52% greenhouse gas reduction ahead of the 2030 Groupwide target of 46.2% and received WELL Health-Safety Rating certifications for seven AIA buildings. We expanded Hope for the Breast and AIA Healthiest Schools to reach women and children in our communities.

We are pleased with the progress we have made across the ESG pillars, protecting our planet, empowering our people, and leading with integrity, while driving sustainable business growth.



MELITA TEO
CEO AIA PHILIPPINES

SINGAPORE

2024 marks a pivotal year in AIA Singapore's journey toward creating a healthier, more sustainable future. We reduced our carbon footprint, received Green Building Awards for our AIA-managed buildings, introduced an edible hydroponic green wall to enhance employee wellbeing and collaboration, and embedded sustainability into every facet of our business operations.

We continue to address critical protection gaps with AIA Diabetes Care, offering inclusive and affordable insurance to individuals managing diabetes – a key health challenge in Singapore. By empowering these underserved communities, we are advancing financial inclusion and improving lives.

In 2024, we also began sharing our office energy consumption as part of our alignment with the Singapore Green Plan 2030's Energy Reset goal. By encouraging our employees to actively reduce energy usage, we are fostering a collective commitment to meaningful change.



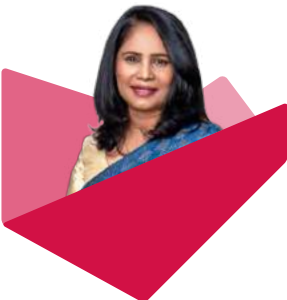
WONG SZE-KEED
CEO AIA SINGAPORE

SRI LANKA

For the second consecutive year, we were awarded the globally acclaimed ISO 14064-1: 2018 greenhouse gas emission verification certification. AIA is proud to be the first in Sri Lanka's insurance industry to achieve this milestone consecutively, setting a strong example locally.

Throughout 2024, we were honoured with the 'Great Place to Work' award for the 12th consecutive year, the 'Great Place to Work award for Women' for the seventh consecutive year, and the inaugural award for 'GPTW Wellness Champion' – making us the first and only insurer to win this. These prestigious accolades reflect our continuous drive to cultivate an environment of diversity, excellence and inclusivity through our people and culture.

In 2025, we are focusing on aligning our efforts with our climate transition journey and implementing key initiatives towards achieving our net-zero goals in 2050.



CHATHURI MUNAWEER
EXECUTIVE DIRECTOR AND CEO
AIA SRI LANKA

TAIWAN

Our efforts to continuously enhance our workplace and culture were recognised by four awards in 2024: Best Company to work for in Asia, Sustainable Workplace Award by HR Asia, DEI Friendly Generation Employer Award, and Best Employer Award by 104 Corporation.

For carbon emission reduction, we selected a new green building to accommodate all Taipei employees that we expect to be certified with LEED and WELL. It will use energy more efficiently and build sustainable behaviours under the eco-office programme.

Our continuous efforts to build a diverse, inclusive and supportive culture with an eco-friendly workplace show that ESG is already deeply embedded in our strategy, empowering AIA Taiwan to move together to sustain Healthier, Longer, Better lives.



VINCENT HOU
CEO AIA TAIWAN

THAILAND

Sustainability remains at the core of our business strategy. In 2024, we continued to drive progress by enhancing customer experiences through paperless, faster and more environmentally conscious journeys.

As part of our deep commitment to promoting health equity, we launched a campaign providing seasonal flu vaccinations to underserved communities across Thailand. For the third consecutive year, our successful AIA Healthiest Schools initiative supplied educational resources and vital sports equipment to schools.

Our dedication to sustainability and impactful community engagement earned us the Prime Minister's Award for Life Insurance Company with Outstanding Sustainability Development in Insurance Business for the fourth consecutive year – a testament to our unwavering commitment to making a positive difference. Together, we will continue to build a sustainable future that enriches the lives of our customers, employees and the broader community.



NIKHIL ADVANI
CEO AIA THAILAND

VIETNAM

AIA Vietnam is committed to health, education and environmental sustainability through impactful corporate social responsibility initiatives.

The Hanh Trinh Cuoc Song – AIA Journey programme has provided more than 13,000 bicycles to underprivileged children, improving access to education. The Sac Hong Thang 10 – Pink Month campaign promotes breast cancer awareness, while 10 hectares of mangrove forests in Can Gio support climate action. We also provided Yagi storm relief and inspired more than 20,000 teachers and students through the Healthiest Schools programme.

These efforts reflect our mission to help people live Healthier, Longer, Better lives while contributing to a sustainable future.



ANDREW LOH
CEO AIA VIETNAM

ESG GOVERNANCE

Robust governance is essential for holding us to a high standard, delivering positive social and environmental outcomes, generating sustainable financial performance, and ensuring we are efficient and effective in making decisions.

Our ESG governance framework

Within our overall corporate governance structure, our ESG governance leverages cross-functional expertise, senior management and Group Board oversight. Our accountable and robust structure also ensures that our strategy is delivered in an integrated and coordinated way across our operations.

The Board

Our Board has the ultimate responsibility for all matters related to ESG and is supported by various governance bodies and dedicated business functions. Our Board oversee AIA's risk-management activities, including ESG and climate-related risks and opportunities and monitors overall progress of AIA's climate commitments. Our Board receives updates from respective committees with bi-annual updates on material issues.

ESG Committee

The ESG Committee acts as AIA's overarching body for ESG-related matters, including climate-related matters; monitors and reviews the Group's ESG and climate performance against ambitions and targets; sets ESG policies and objectives; and endorses targets and key performance indicators.

The Committee consists of two of the Group's Independent Non-Executive Directors (INEDs) as well as the following executives:

- Group General Counsel (Chairperson)
- Group Chief Financial Officer
- Group Chief Risk Officer
- Group Chief Investment Officer
- Group Chief Human Resources Officer
- Group Chief Marketing Officer
- Group Head of Sustainability.

The Group Head of Sustainability leads integration of our ESG strategy across AIA's strategy, operations and culture to drive the organisation's overall sustainability efforts. The Group ESG team, under the direction of the Group Head of Sustainability, is responsible for operationalising AIA's ESG strategy across the business.

Group ESG function

Led by the Group Head of Sustainability, our Group ESG function, in collaboration with other Group functions, is responsible for:

- Supporting the development of ESG initiatives aligned with the Group's commercial ambitions,
- Coordinating the various cross-functional programmes required to carry out our ESG strategy,
- Providing effective disclosures to key stakeholders,
- Building capability and understanding of ESG issues in the leadership team and the broader organisation.
- Maintaining regular engagement with business unit ESG representatives to ensure alignment of best practice activities and coordinate ESG initiatives.
- Integrating the ESG strategy and lead AIA's sustainability efforts.

Business unit ESG representation

Each local business unit has ESG representatives responsible for driving the execution of the ESG strategy in their respective markets. The majority of business units have also established local ESG committees, with the remainder expanding the mandate of existing committees to support the delivery of AIA's ESG strategy.

The Group ESG function maintains regular engagement with business unit ESG representatives and local business unit stakeholders to ensure alignment on the application of ESG best practices, the launch of new initiatives, capacity building and localisation of the Group ESG strategy.

Read more in our
[Effective Governance Subsection Report.](#)



ESG and executive compensation

In line with AIA's strategic objectives, employees and executives are rewarded both for what they achieve and how they deliver those results. This supports the integration of our ESG strategy and priorities as the Group continues to deliver its key performance metrics. Reward outcomes reflect results achieved and behaviours demonstrated, balancing the financial and non-financial aspects.

This approach balances the achievement of strategic objectives, taking into consideration the Group's capital position and long-term performance, while ensuring that financial outcomes are delivered in a manner that is sustainable, with an eye to the long-term interests of customers, shareholders and our communities.

Our remuneration policy supports these objectives through appropriate governance, design, implementation and monitoring of AIA's remuneration and risk management framework.

The framework applies across the Group and is implemented consistently across our business units, subject to local rules and regulations, as deemed necessary and appropriate for the Group.

Read more on AIA's remuneration framework in our [Annual Report 2024](#), to be published in April 2025.






ESG STRATEGY




Our ESG strategy serves as the foundation of our ambition to create long-term value for our stakeholders. ESG is deeply embedded in our business strategy, operations and decision making, ensuring that it drives meaningful impact. With this approach, we aim to unlock new opportunities and foster a sustainable ecosystem in an ever-evolving global landscape. Our strategy is built on a framework of robust governance and accountability, with strong leadership oversight, transparent reporting and a commitment to ethical business practices. ESG is integrated across our organisation through five key pillars: Health & Wellness, Sustainable Investment, Sustainable Operations, People & Culture and Effective Governance. The table below provides an overview of these core pillars that define our ESG strategy and priorities that clearly articulate and underpin our progress.



ENGAGING OUR STAKEHOLDERS

Effective engagement with our stakeholders enhances our ability to address sustainability challenges and opportunities while enabling positive change in the region. In 2024, we worked closely with our stakeholders to identify opportunities for growth and innovation, as well as deepening our understanding of how they are impacted by different material ESG topics.

STAKEHOLDER GROUP	WHY WE ENGAGE	HOW WE ENGAGE	TOPICS OF DISCUSSION
<div><div>Customers</div></div>	<p>Listening to our customers is crucial because they provide feedback to facilitate the ongoing improvement of our products, services and operations.</p>	<ul style="list-style-type: none">Regular customer contact points and feedback channels:<ul style="list-style-type: none">Customer Relationship SurveyReal-Time Customer SurveyConsumer sentiment research that employs research instruments including macro and consumer trends research, ethnographic in-depth interviews and quantitative online surveys	<ul style="list-style-type: none">Customer journeyCustomer experienceHolistic health and wellnessFinancial wellnessHealthcare needsRetirement life and aspirationsAttitude on ESG topics
<div><div>Employees</div></div>	<p>Our people are fundamental to our performance and sustainable growth. We regularly solicit feedback from our employees to identify the right actions to cultivate an engaging and inclusive workplace.</p>	<ul style="list-style-type: none">Employee engagement surveysTownhalls and other forums led by senior leadersEmployee networks, focus groups and other discussion forumsConferences, training and talent development programmes for employeesPerformance appraisal and employee coaching	<ul style="list-style-type: none">AIA culture, employee engagement and the employee experienceEmployee wellbeingDiversity and inclusionEmployee training, career development and professional growth
<div><div>Agents</div></div>	<p>Engaging and developing our large network of agents helps them to provide high quality advice to customers across Asia. AIA supports agents to build their businesses so they can connect with more customers and communities.</p>	<ul style="list-style-type: none">Product education sessionsSales technique presentationsAgency development programmeFinancial advisor programmeWorkshops and seminarsIn-person and online personal development sessionsAnnual agency conventionFocus groups	<ul style="list-style-type: none">New products and product developmentMarketing strategiesCustomer needs and expectationsGoal setting and progressDevelopment and growth opportunitiesAlignment with AIA strategies

STAKEHOLDER GROUP	WHY WE ENGAGE	HOW WE ENGAGE	TOPICS OF DISCUSSION
<div><div>Governments and Regulators</div></div>	<p>We work closely with government agencies and regulators in the markets where we operate to elevate sustainable business practices and drive change through advocacy and partnerships.</p>	<ul style="list-style-type: none">• Periodic discussions with regulators, governments and agencies• Advising agencies, sharing insights and providing thought leadership in support of their respective efforts within our communities• Active participation in local, regional and international industry forums• Memberships of advisory boards of various standards	<ul style="list-style-type: none">• Regulatory developments towards a low-carbon economy• Advocating ESG integration into financial reporting• Compliance with relevant laws and regulations
<div><div>Investors</div></div>	<p>We focus on strengthening investor trust and regularly engage with investors to communicate our ESG strategy and progress. This two-way communication allows analysts to make informed decisions about AIA.</p>	<ul style="list-style-type: none">• Annual general meeting• Earnings results and analyst briefings• Investor roadshows• Ratings and inclusions in indices including Institutional Shareholder Services, CSA, MSCI, Sustainalytics and CDP• Investor conferences, meetings, calls and correspondence• Voice of distribution survey	<ul style="list-style-type: none">• Climate change• Sustainable investment• Metrics and targets• Strategy• Risk management• Corporate governance• Diversity and inclusion• Agent journey experience• Agent training, communication, recruitment and retention support
<div><div>Communities</div></div>	<p>Given the breadth and impact of our businesses across Asia, we regularly seek interactions with the public in our collective pursuit to contribute to positive change.</p>	<ul style="list-style-type: none">• Engagement initiatives as part of AIA One Billion, such as the AIA Healthiest Schools Programme, Voices and local initiatives• Corporate website and other correspondence• In-person interactions at corporate locations and hosted events• Industry body conferences and other forums• Ongoing social media interaction	<ul style="list-style-type: none">• Physical health• Mental health• Environmental health and financial inclusion

INTERNAL ENGAGEMENT AND EXTERNAL ADVOCACY

We use our influence to create opportunities and advocate for change.

Engaging our employees

We continue to engage our employees in our ESG strategy and foster a culture that encourages sustainability awareness and action.

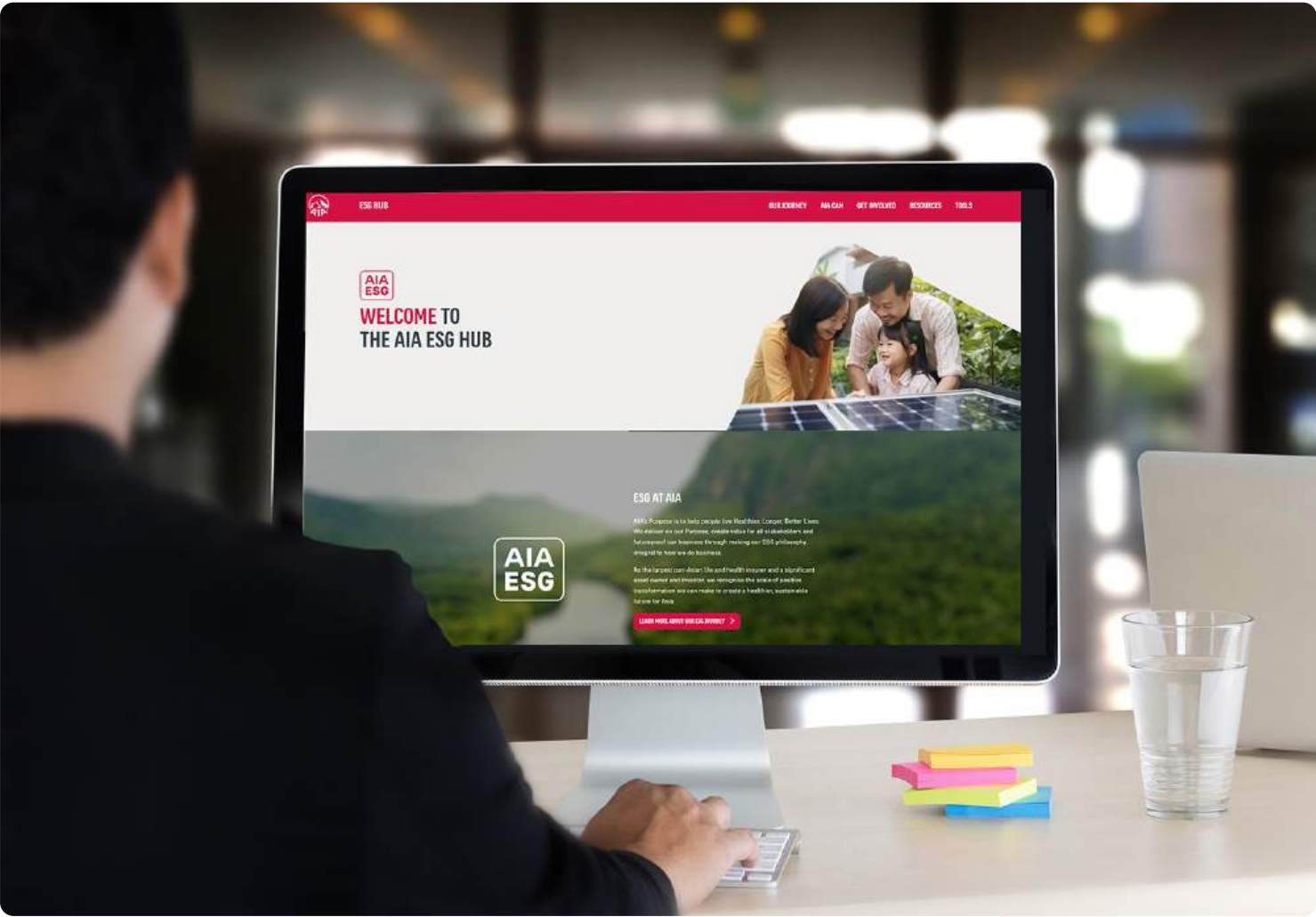
In 2024, we launched the ESG Hub, a centralised platform designed to empower employees with valuable insights and tools to support our ESG initiatives. The ESG Hub includes learning resources, videos, training and ESG marketing communications collateral, enabling everyone to access sustainability-related content easily.

Our annual ESG Pulse Survey revealed that our ESG engagement efforts continue to fuel deeper engagement and company pride at AIA:

- **98%** of respondents feel that it is important that AIA is committed to ESG
- **81%** of respondents felt that participating in ESG efforts enhanced their job satisfaction
- **97%** of respondents are familiar with AIA's ESG strategy
- **9 in 10** respondents are aware of the actions needed to contribute to a more sustainable workplace.

Our monthly ESG newsletter continues to be a valuable resource for employees, sharing ESG practices and initiatives from the Group Office and local markets, building awareness and inspiring sustainable behaviours.

This year, our newsletters focused on driving employee participation with monthly eco-challenges, such as 'Cycle to Work Day' and 'Reduce Plastic Waste'. Newsletters featured employee-submitted photos demonstrating how they are making positive changes for the environment, inspiring others to do the same.



AIA CAN

In 2024, we launched AIA CAN, a Group-wide, multi-year eco-office movement aimed at raising the awareness of sustainability practices within the office, inspiring employees and driving behavioural change across six areas:

- waste management
- energy usage
- water usage
- travel and transportation
- sustainable procurement
- environmental wellness.

Our AIA CAN guidebook and checklist help business units run sustainability-related employee programmes in their markets. A purpose-built digital dashboard tracks and measures the progress of each business unit.

Throughout 2024, ESG representatives across the Group actively completed eco-office initiatives in the AIA CAN checklist, such as replacing personal bins with communal recycling bins, using energy-efficient LED lighting, and promoting the use of reusable items within the office.

Business units also organised sustainability events such as beach clean-ups, recycling workshops and more, aimed at engaging employees in creating a more sustainable workplace and fostering their sense of environmental responsibility.

Initiatives involving the exchange of books and other items were organised in Hong Kong, Singapore, Vietnam and Malaysia, promoting a culture of responsible consumption. Tree planting drives held in multiple markets including Korea, India, New Zealand and the Philippines enabled employees to actively participate in efforts to restore nature and enhance biodiversity.

AIA China launched a campaign to encourage employees to travel sustainably by using public or shared transportation and increased AIA CAN engagement with agents and customers with the ‘AIA CAN – One Planet’ paperless campaign. As part of the campaign, for every customer that chooses electronic mail, AIA will donate funds in their name to the Yangtze River Environmental Protection Project, in collaboration with Amity Foundation.

A gamified virtual launch

We launched AIA CAN via a virtual conference featuring Group Chief Executive and President Lee Yuan Siong, Executive Committee members, business unit CEOs and sustainability changemakers, who discussed the urgent need for climate action. The conference attracted more than 3,000 live viewers and engaged close to 900 employees at local in-person watch parties.

The conference was presented on a gamified platform where employees could participate in interactive activities, games and quizzes to learn tips on taking sustainable action.

Participation in the activities also earned employee points that were converted to monetary contributions for social and environmental impact projects in Asia.



Example of the gamified virtual platform

Bottom left: AIA CAN Watch Party, Thailand

Bottom right: AIA CAN Watch Party, Hong Kong



Engagement efforts for a 1.5-degree future

In 2024, AIA participated in strategic programmes and advocacy opportunities to encourage collective effort to advance the climate agenda and keep global warming to below 1.5 degrees Celsius compared to pre-industrial levels.¹

During the year we also engaged with governments in our local markets to build a strong understanding of climate-related challenges and opportunities.

2024 key initiatives and achievements

- **United Nations Environment Programme Finance Initiative Principles for Sustainable Insurance (PSI):** Amita Chaudhury, AIA Group Head of Sustainability, was elected to the Board, which serves as a global framework for the insurance industry to address ESG risks and opportunities.
- **Asia Investor Group on Climate Change (AIGCC):** We increased our representation in several AIGCC working groups, where members collaborate and share learnings on a specific theme.
- **Cathay Pacific Sustainable Aviation Fuel (SAF) programme:** AIA continues to participate in this programme, advocating for cross-sectoral investment in climate change adaptation measures. This initiative will lead the transition to renewable energy in aviation in Hong Kong and beyond.

- **Singapore Sustainable Finance Association (SSFA):** AIA is a convening member of this industry body that launched in January 2024. It is the first cross-sectoral industry body to support the development of Singapore as a leading global centre for sustainable finance.
- **The Hong Kong Federation of Insurers Climate Charter:** AIA Hong Kong and Macau was among 33 companies to sign the first-ever insurance industry climate charter in Hong Kong. The charter is a commitment of the insurance industry to build a more sustainable future and demonstrate the concerted efforts in helping address climate change.

Engaging with our customers and value chains

We engage with our customers and value chain partners to drive our ESG agenda by fostering collaboration and shared responsibility. Through continuous dialogue, strategic partnerships and capacity-building initiatives, we align our efforts to promote responsible business practices, reduce environmental impact and enhance social wellbeing.

AIA Malaysia has been working closely with the financial industry and regulator on various programmes and initiatives, including the Joint Committee of Climate Change's Subcommittees on Climate Risk Management (SC1) and Bridging Data Gaps (SC5).

AIA Malaysia is also an active member of the industry working groups on Sustainability with the Malaysian Takaful Association, the Life Insurer's Association of Malaysia and PIAM – The General Insurers Association.

To facilitate the implementation of the Climate Risk Stress Test and build capacity for the industry, AIA Malaysia is also curating workshops with case studies by industry experts.



“With new regulations in climate risk, these working groups and AIA’s leadership in the area help establish alignment and direction amongst financial institutions in operationalising the requirements.”

JUNAID IQBAL
DIRECTOR OF SUSTAINABILITY
AIA MALAYSIA

XRB, New Zealand’s accounting standards board, held a consultation on extending the timeline for adoption provisions for the New Zealand Climate Standards.

AIA New Zealand submitted a response supporting an extension of timeframes, as did the Financial Services Council of New Zealand and many climate reporting entities. As a result, the XRB extended the timeline on three out of the four adoption provisions.



“It’s really important to engage in these consultations so that there is a balanced view presented in the decision-making process, and to ensure that those setting and enforcing the standards understand the impact of their decisions on climate reporting entities.”

JACKIE WADDAMS
GENERAL COUNSEL AND COMPANY
SECRETARY AIA NEW ZEALAND

1 United Nations, The Paris Agreement, <https://www.un.org/en/climatechange/paris-agreement>.

ESG is a key differentiator and reason to believe for our brand in the country – it defines how we show up for Filipinos, beyond the benefits they expect to receive through their AIA, BPI AIA and MediCard policies.

It's also one of the ways we bring both our Purpose and employee value proposition to life – we believe in better, so we enable Healthier, Longer, Better Lives through ESG initiatives that promote health, financial inclusion, diversity, equity and inclusion, and sustainability.

As we intensify our focus on customers, and endeavor to enable customer delight, it is important that we meet not just our customers' functional needs through our propositions and service delivery, but also their emotional and social values.

To enable opportunities to engage with the communities we operate in, we expanded our Hope for the Breast programme, through the Hope Mobi Clinic, which offers free breast cancer screenings and comprehensive treatment support to Filipino women.



“Customers trust companies that align with their values. ESG is thus critical to AIA meeting the needs of and building a strong connection with our customers.”

MELISSA HENSON
CHIEF MARKETING OFFICER
AIA PHILIPPINES

AIA ensures that top-performing agents receive the visibility and appreciation they deserve.

Additionally, we create opportunities for agents from different markets to share their experiences, learn from best practices, and exchange valuable insights. Beyond recognition, our platform facilitates discussions on marketing strategies, emerging industry trends, and product innovations, equipping agents with the knowledge needed to stay competitive. Moreover, these initiatives foster networking opportunities, allowing agents to connect with peers, build relationships, and explore potential collaborations. By combining recognition, knowledge sharing, and networking, we help agents enhance their skills, grow their business, and drive success in their respective markets.



“Engagement opportunities like the annual agency convention and small focus groups allow agents to share their experiences and discuss new products, marketing strategies and how to adapt to changing customer needs.”

KITTIKHUN SIWASUNKUL
AGENT AIA THAILAND

Supporting research, initiatives and thought leadership

In 2024, we continued to support a range of ESG research, initiatives and thought leadership to advance sustainable development across Asia:

- Contribution to The Geneva Association report, 'Climate Change: What does the future hold for health and life insurers?'. This presented a framework for understanding the impact of climate change on people's health and recommends how health and life insurers can address climate change and health risks.
- Contribution to Global Compact Network Singapore's (GCNS) climate action guide 'Putting Words into (Climate) Action: Ushering in Corporate Transition Plans'. This offered actionable insights to aid companies in crafting robust transition plans.
- Published an article on Eco-Business, 'Adoption rates for climate transition plans still low in Asia despite increased awareness and demand'. This article examined the need for credible climate transition plans to ensure climate commitments turn into real action.

ESG Leads Conference

In October 2024, we held our third ESG Leads Conference in Hong Kong. The two-day conference gathered more than 30 ESG leads from 18 markets across AIA Group, where they connected and shared best practices on ESG.

The conference was opened by Group General Counsel, Mitch New, and was attended by several Group Executives:

- Group Chief Executive and President, Lee Yuan Siong
- Group Chief Financial Officer, Garth Jones
- Regional Chief Executive and Group Chief Distribution Officer, Jacky Chan
- Regional Chief Executive, Tan Hak Leh
- Regional Chief Executive and Group Chief Strategy Officer, Leo Grepin
- Group Chief Investment Officer, Dr Mark Konyin
- Group Chief Marketing Officer, Stuart A. Spencer
- Group Chief Healthcare Officer, Dr Kelvin Loh.

The theme of the conference was Clarity, Community and Collective Action. The conference was an opportunity for ESG leads to collaborate and share best practices, align on strategic priorities and reaffirm commitment to their roles as they deliver AIA's ESG strategy in their respective markets.



Engagement and advocacy

➤

Members from Group ESG and Group Investment participated at COP29 in Baku, Azerbaijan.



➤

Mark Kony, AIA Group Chief Investment Officer, spoke on the panel 'Climate Investing: Strategies for a Low-Carbon World' at the MSCI Capital for Climate Action APAC Conference.



⬆️

Duncan Lee, Director of Investment Environmental, Social & Governance participated in a panel discussion at MUFG NOW – Net Zero World.

⬅️

Amita Chaudhury, AIA Group Head of Sustainability, spoke on the panel 'Building a low-carbon resilient future for Asia' at Reuters NEXT APAC 2024.

MATERIALITY



Our materiality assessment identifies ESG impacts, risks and opportunities, which we use to shape our ESG strategy.

As part of our commitment to sustainable business practices, AIA conducts a comprehensive materiality assessment every two years, leveraging extensive stakeholder engagement to ensure alignment with evolving sustainability priorities. The insights gathered from this assessment inform our ESG strategy, guiding the development of targeted action plans for each identified material topic.

In 2024, we conducted our latest double materiality assessment in collaboration with a third-party consultant. This process involved a diverse group of stakeholders, capturing their perspectives on key ESG topics and aligning them with our five-pillar strategic framework. We adhere to global best practices and regulatory frameworks, applying a double materiality lens consistent with the Global Reporting Initiative (GRI) and the International Sustainability Standards Board (ISSB). Recognising the increasing financial materiality of ESG issues and the dynamic regulatory landscape, we refined our materiality assessment methodology, incorporating an enhanced approach to identifying the material areas for focus.

Our materiality approach

Our assessment was structured around two key dimensions:

- **Impact materiality:** Evaluates the significance of each ESG topic based on its potential impact on the economy, environment and society.
- **Financial materiality:** Assesses the extent to which each ESG topic presents financial risks and opportunities that could materially affect the organisation.

From an impact materiality perspective, we analysed the likelihood and scale of our influence on economic, environmental and social factors. Meanwhile, our financial materiality assessment measured the probability and magnitude of financial effects stemming from ESG-related risks and opportunities. This rigorous evaluation ensures a holistic understanding of ESG impacts and enables strategic decision making that maximises enterprise value creation.

The 2024 double materiality assessment identified 13 material ESG topics, reinforcing the continued relevance of key focus areas. Consistent with our previous findings, the top priorities are Health, Wellbeing and Financial Inclusivity, Human Capital,

Sustainable Investment, and Environmental Responsibility and Climate Change.

Materiality assessment process

Our 2024 assessment followed a structured, four-stage process:

1. Research:

- Conducted a comprehensive review of emerging sustainability trends, industry benchmarks, peer assessments, and global sustainability reporting frameworks.
- Identified a broad set of ESG topics relevant to our business and value chain, refining them into a focused shortlist of 13 priority topics.

2. Stakeholder engagement and data collection:

- Evaluated shortlisted topics through a robust stakeholder engagement process, incorporating internal and external perspectives across multiple markets.
- Collected stakeholder feedback via online surveys, assessing the severity and likelihood of environmental and social impacts for each topic.
- Conducted in-depth interviews with senior management to assess the magnitude and probability of financial risks and opportunities.

3. Analysis and prioritisation:

- Aggregated and analysed stakeholder insights using a double materiality approach, ranking topics based on their impact, associated risks and potential business opportunities.
- Leveraged third-party expertise to ensure objectivity and methodological rigour.

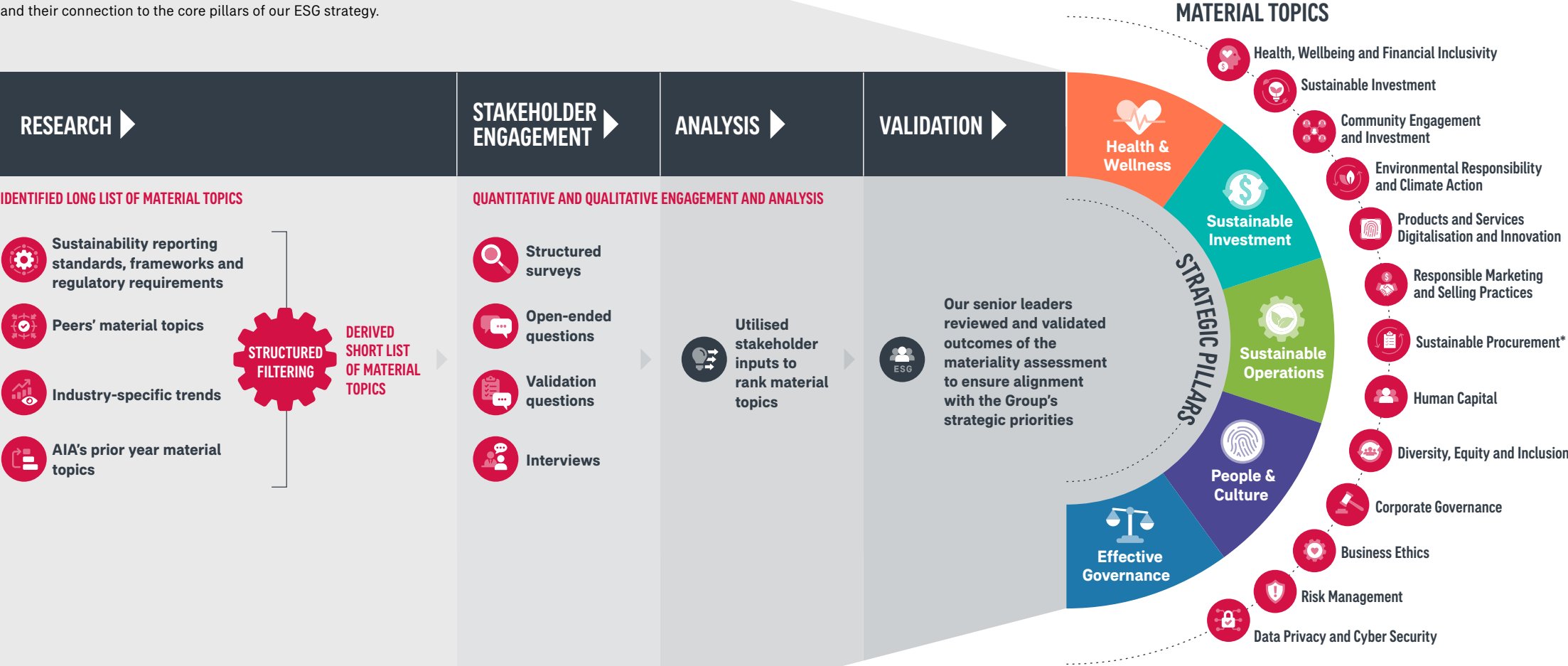
4. Validation and strategic alignment:

- Engaged senior leadership to review and validate the final list of material ESG topics, ensuring alignment with our strategic priorities and long-term business objectives.

As we continue to refine our strategy, we remain committed to enhancing our materiality assessment process, integrating evolving regulatory requirements, stakeholder expectations and financial risk considerations. This proactive approach ensures that we remain at the forefront of sustainable business practices, fostering long-term value creation for our stakeholders and society.

Material topics

Our material topics serve as the foundation for shaping ESG priorities, setting measurable goals, and ensuring alignment with global sustainability frameworks. Below are the key material topics and their connection to the core pillars of our ESG strategy.



*Sustainable Procurement was added as a new topic in 2024.

OUR OVERALL PROGRESS

Health & Wellness

This pillar directs AIA's resources to engaging, inspiring and delivering better health outcomes, championing financial inclusion and expanding access to quality care, producing a wider, fairer impact on society.

In 2024, we advanced our mission to engage one billion people to live Healthier, Longer, Better Lives by 2030. By 31 December 2024, we have engaged 496 million people and continued to strengthen our external assurance process. Across all of our 18 markets we have strengthened our purpose-driven brand ecosystem. Our AIA Healthiest Schools Programme and global partnership with Tottenham Hotspur Football Club continued to drive meaningful engagement and impact. Through AIA Voices, we collaborated with experts, brand ambassadors and influencers to inspire healthier living. We launched the Rethink Healthy brand platform, promoting a holistic and sustainable approach to wellbeing. Additionally, we reinforced our financial inclusion initiatives, introducing insurance products for low-income customers and enhancing financial literacy through education.

In 2024, we expanded our health offerings across Asia, further strengthening our Integrated Healthcare strategy to provide customers with more accessible, affordable and effective healthcare solutions. Our efforts focused on addressing coverage gaps, personalising health plans to meet individual needs, managing the impact of medical inflation, and improving access to life-changing healthcare services. Our Vitality programme, a science-backed health and wellbeing initiative, experienced an 8% increase in new participants, reflecting growing engagement in proactive health management. We remained committed to customer-centric innovation, prioritising health initiatives that enhance the overall healthcare experience. Throughout the year, we leveraged data-driven insights and analytics to improve healthcare delivery, equipping providers with valuable intelligence to optimise patient care and outcomes. By continuously refining our approach, we are shaping a more efficient, inclusive and sustainable healthcare ecosystem for the future.

“Healthy is more than we think it is. It's more accessible, more achievable and more diverse. We need to change the way we see health to make it a bigger part of our everyday.”

STUART A. SPENCER
GROUP CHIEF
MARKETING OFFICER



“We continue to transform our role as an insurer, going beyond being a payer to a provider of health solutions, and ultimately a shaper of Asia's healthcare systems.”

DR KELVIN LOH
GROUP CHIEF
HEALTHCARE OFFICER



Sustainable Investment

This pillar delivers long-term value by seeking sustainable investment outcomes, investing for the future and engaging with our investee companies to achieve our near-term investment targets and net-zero commitment.

In 2024, we made progress towards our validated near-term Science Based Targets initiative (SBTi) targets established in 2023. We deepened our engagement with investee companies, focusing on energy transition and power generation, to encourage decarbonization efforts aligned with our SBTi targets.

To strengthen our ESG integration, we enhanced our ESG Rating Scorecard framework to better consider climate-related risks, while maintaining 100% coverage across in-scope directly managed general account investment portfolio assets. We also implemented a new platform to improve tracking of investee engagement and alignment with our net-zero objectives and SBTi targets across in-scope asset classes. Separately, enhanced internal reporting dashboards provide management with improved oversight of ESG metrics.

“ESG forms an integral part of our investment processes, practices and decision making because we believe that sustainable investment is crucial for our current and future success.”

DR MARK KONYN
GROUP CHIEF
INVESTMENT OFFICER



Read more in our [Health & Wellness Subsection Report](#).



Read more in our [Sustainable Investment Subsection Report](#).



We continued to mandate the CFA Institute's Certificate in ESG Investing for in-scope research analysts and portfolio managers, and fostered continuous learning and knowledge sharing on evolving ESG standards and regulatory developments. We also enhanced our collaborative engagements with and through organisations such as Climate Action 100+ (CA100+) and the Asia Investor Group on Climate Change (AIGCC).

At COP29, we signed a Statement of Intent with Blackrock, the Monetary Authority of Singapore (MAS), and other partners to explore blended finance opportunities for large-scale decarbonization projects in Asia. We are exploring approaches to transition finance to support companies in their decarbonization journeys.

Finally, we upheld our portfolio exclusions on tobacco, cluster munitions, coal mining and coal-fired power generation. Continuing our commitment to transparency, we continue to disclose our total financed emissions and weighted average carbon intensity to track our climate impact.

Sustainable Operations

This pillar aims to improve the environmental performance of AIA's operations and incorporate ESG factors into sourcing considerations.

With our ambition to achieve net-zero emissions by 2050, we continued advancing our sustainability agenda across our operations. In 2024, we explored

opportunities to improve energy efficiencies for buildings via retrofits and energy-saving technologies that will help reduce our operational carbon footprint, and saw a reduction in AIA's energy consumption and in our Scope 1 and Scope 2 CO₂ emissions against our SBTi targets.

To further enhance our environmental performance, we strengthened the integrity of our data systems by launching a new data collection and analytics platform, improving our ability to track, measure and analyse key sustainability metrics in real time. This platform will allow us to make more informed decisions and drive continuous improvement to reduce our environmental impact.

In line with our commitment to digital transformation, we focused on enabling seamless digital journeys for our customers, significantly reducing paper consumption. We introduced new digital insurance products and expanded paperless claims processing, making our services more efficient, accessible and environmentally friendly. We also invested in automation and AI-driven solutions to streamline our operations, minimise waste and enhance the customer experience. Beyond our internal operations, we embedded strong ESG practices within our value chain, working closely with partners to drive sustainable outcomes. We actively advocated for climate action by organising capacity-building programmes for our suppliers on decarbonization and climate change,

"AIA is dedicated to enhancing customer experience and operational efficiency through innovative technologies that build a healthier, sustainable future for Asia."

BISWA MISRA
GROUP CHIEF
TECHNOLOGY AND LIFE
OPERATIONS OFFICER



equipping them with the knowledge and tools to adopt sustainable practices. Additionally, we extended our 'Supplier Code of Conduct', making compliance mandatory for all new suppliers during the onboarding process, reinforcing our commitment to ethical, responsible and climate-conscious business practices.

People & Culture

This pillar empowers our people to succeed through fostering a learning environment, ensuring equitable and fair processes for employment and progression and a diverse, inclusive and supportive culture.

Our people are central to our continued ability to deliver on our Purpose to help millions of people across Asia live Healthier, Longer, Better Lives. Our Purpose, operating philosophy, leadership essentials and operating model of empowerment within a framework unites our people, connects them to our shared Purpose, and forms a foundation that we continuously nurture, promote, and protect.

We are committed to providing opportunities for growth and fostering talent development. More than 60% of our leadership appointments were filled by internal talent, reflecting our commitment to nurturing future leaders. To continue equipping our workforce with critical skills across our core business lines, we introduced new learning programmes and enriched existing ones, including Healthcare 101, a digital learning module designed to deepen employees' understanding of

our Integrated Healthcare Strategy. In 2024, the Group received the Learning Impact for Today and Tomorrow certification from EFMD, a globally recognised accreditation body. We are also preparing our agents. As part of our Premier Agency Strategy, we introduced the Health Academy, offering specialised training delivered by health and wellness experts to equip our agents with valuable industry knowledge.

Our commitment to foster an inclusive and engaging workplace that attracts and retains talented people from a range of backgrounds remains a priority. We recognise that diversity enriches our social fabric and fosters innovation and inclusivity, and we take proactive steps to ensure an equitable and supportive work environment. With over 57% women, over 70 nationalities, and more than 72% Gen Y and Gen Z represented across our workforce, the efforts of our managers in shaping an engaging and empowering workplace for our diverse talent have been recognised with the Group receiving the Gallup Exceptional Workplace Award for the third consecutive year and ranked first on the 'Top Workplaces in APAC 2024' list by Best Places to Work.

"Our culture brings us together, connects our people to our shared Purpose and is something special that we continually nurture, promote and protect."

CARA ANG
GROUP CHIEF HUMAN
RESOURCES OFFICER



[Read more in our Sustainable Operations Subsection Report.](#)



[Read more in our People & Culture Subsection Report.](#)



Effective Governance

This pillar ensures that AIA continues to operate to the highest standards of business practices, both in terms of our engagement with stakeholders and how we manage risks. This provides the necessary management oversight, incentives and organisational accountability, data governance systems and transparent reporting to enable us to succeed.

In 2024, we revised our Code of Conduct. AIA maintains a firm commitment to operating with the highest standards of business practices, both in terms of its engagement with stakeholders, and how we manage risks. To uphold the highest levels of integrity, we provided mandatory training for our workforce on anti-bribery and corruption, fraud prevention, anti-money laundering, and countering the financing of terrorism. Additionally, we proactively identified emerging risks to our business, strengthening our risk management framework to mitigate potential challenges effectively.

Reaffirming our commitment to helping customers live Healthier, Longer, Better Lives, we commissioned Regional Vitality research across key markets, including Hong Kong, Singapore, Malaysia, Thailand and the Philippines. We also continued engaging with our customers through our customer feedback system, leveraging insights to refine our business approach and enhance the customer experience. Ensuring the

highest standards of data privacy, protection and cybersecurity remains a priority. In 2024, we obtained the Service Organization Control (SOC) Type 2 certification for our Group Information Security function, demonstrating our commitment to safeguarding data. We also provided ongoing Security Awareness Refresher training for employees and external contractors, reinforcing best practices in cybersecurity.

We maintained strong performance across various rating indices and took significant strides in enhancing transparency through improved disclosures. To further strengthen data governance, we launched multiple internal training programmes across our markets, ensuring the highest levels of data integrity. Additionally, we enhanced our internal control ecosystem to securely process and manage ESG disclosures related information, developing a more robust framework to support our long-term sustainability objectives.

Read more in our [Effective Governance Subsection Report](#).



“Clarity, transparency and integrity are the defining factors of AIA’s governance approach.”

MITCH NEW
GROUP GENERAL COUNSEL
AND CHAIRMAN OF THE
ESG COMMITTEE



“Strong risk governance is more than just protection – it is about creating sustainable value through informed decision making.”

JAYNE PLUNKETT
GROUP CHIEF RISK OFFICER



SUMMARY OF PRIORITIES AND PROGRESS

PILLAR



Health & Wellness

PRIORITIES

2024 PROGRESS

SDGs



Read more in our [Health & Wellness Subsection Report](#).



1. Engaging Communities Across Asia

Engage communities across Asia to improve their physical, mental and environmental wellness while championing financial inclusion.

- We reached new heights in our goal to engage one billion people by 2030 to live Healthier, Longer, Better Lives.
- 496 million people engaged through AIA One Billion by the end of 2024.

2. Improving Access to Quality Healthcare

Provide greater access to quality care, relevant and timely information, diagnoses, treatment and rehabilitation.

- AIA Vitality and AIA China Wellness
- 12 live markets.
 - 3.5 million AIA Vitality and AIA China Wellness customers.
- Telemedicine
- 8 live markets.
 - 6.7 million telemedicine eligible lives.
 - 23% year-on-year increase in the number of consults.

- Personal Case Management (PCM)
- 11 live markets.
 - 4.7 million eligible lives.
 - 6.42% year-on-year increase in the number of PCM cases.
 - 17.99% diagnosis change.
 - 49.29% refined treatment plans.
 - 94.88% customer satisfaction rate.
- Regional Health Passport
- 11 live markets.
 - Top 100 upper-tier hospitals in Asia.
 - 10,000 providers globally.

3. Building Better Integrated Health and Wellness Outcomes

Build on leading integrated health and wellness solutions and reward customers for behavioral improvements.

- Based on AIA Vitality members who have reported their data:
- 12% year-on-year increase in the number of AIA Vitality customers with either one biometric result from unhealthy to healthy or AIA Vitality Age improvement and Personal Case Management customers with a change in diagnosis or treatment optimised.
 - Members improved their AIA Vitality Age by an average of 0.14 years since joining the programme. A member's AIA Vitality Age is their actual age relative to a variety of health factors.
 - 26% of at-risk AIA Vitality members have moved to a healthy BMI range.
 - 51% of at-risk AIA Vitality members have seen their blood pressure levels improve.
 - 43% of at-risk AIA Vitality members have seen their cholesterol levels decline.
 - 71% of at-risk members have seen their glucose levels reduce.

PILLAR



Sustainable Investment

PRIORITIES

2024 PROGRESS

SDGs

1. Deepening ESG Engagement

Deepen ESG engagement with investee companies.

- Engaged over 50 investee companies on energy transition and power generation.
- Implemented internal dashboard for reporting on ESG metrics for the in-scope general account investment portfolio.
- Maintained 100% coverage of general account investments against in-house ESG Rating Scorecard.
- Joined eight company engagement groups coordinated under CA100+.

2. Augmenting ESG Training and Capacity

Augment knowledge and capacity among our investment analysts through dedicated training initiatives.

- Continued mandate for in-scope research analysts and portfolio managers to complete the CFA Institute's Certificate in ESG Investing.
- Implemented an external platform to track investee engagement and alignment with AIA's net-zero objectives, SBTi targets and other ESG metrics across asset classes.

3. Broadening Portfolio Inclusions

Broaden portfolio inclusions by specific considerations of green bonds, sustainability bonds, renewable and alternative energy and infrastructure, as part of the bottom-up process.

- As a result of **bottom-up integration** of ESG in our general account investment portfolio, US\$6.8 billion was invested in ESG bonds.

4. Enhancing Portfolio Exclusions

Enhance portfolio exclusions in consideration of our objective to secure long-term investment outcomes.

- Reaffirmed our focus on investee engagement as part of our net-zero commitment.
- Exclusions remain on tobacco, cluster munitions, coal mining and coal-fired power generation in our general account investment portfolio.

5. Portfolio and Climate Disclosures

Continue to report annual climate disclosures and develop emission reduction targets for our portfolio aligned to our net-zero commitment.

- For our in-scope general account investment portfolio as at 31 December 2024:
 - Total Financed Emissions (TFE) = 7.4 million tonnes of CO₂e.
 - Weighted Average Carbon Intensity (WACI) for Listed Equity = 228 tonnes of CO₂e per US\$1 million revenue.
- Progressed towards validated SBTi targets for in-scope general account assets:
 1. Increased SBTi portfolio coverage to 30% of in-scope AUM.
 2. Reduced power generation emissions intensity by 46% against our 2019 baseline.
 3. Reduced real estate emissions intensity by 32% against our 2019 baseline.



SDG 7
Affordable and Clean Energy



SDG 12
Responsible Consumption and Production



SDG 13
Climate Action



SDG 16
Peace, Justice and Strong Institutions

Read more in our [Sustainable Investment Subsection Report](#).



PILLAR



Sustainable
Operations

PRIORITIES

2024 PROGRESS

1. Ensuring Greener Buildings

Ensure that all new buildings and redevelopments adhere to industry-recognised green building standards.

- All new buildings and developments to be green certified.*
- 16 buildings are green certified and 21 buildings are WELL health and safety rating accredited.

* As per our Investment Governance Framework

2. Improving our Environmental Performance

Reduce our carbon footprint, while also measuring and managing the amount of waste produced from our operations.

- Scope 1 and Scope 2 emissions have been reduced by 25% compared to our 2019 SBTi baseline.

3. Advancing Digital Transformation

Increase digitalisation and automation to reduce the usage of paper.

- 99% of buy submissions and 95% of buy, service and claims transactions were submitted digitally.
- 87% of our communication with customers was via digital channels.
- Across the Group, we have saved 1,776 tonnes of paper.

4. Encouraging Good ESG Practice

Encourage improvements in ESG performance with vendors.

- 63% of Tier 1 suppliers at Group Office are rated in the top 15% of all companies assessed by a globally recognised ESG supplier ratings provider.



People
& Culture

1. Supporting Development and Career Progression

Foster a learning culture that supports the development of our people.

- 30.2 training hours per employee (target: 24 hours per employee by end 2024).
- 60% of leadership appointments filled by leaders in AIA's leadership pipeline.
- Top quartile in Gallup's global finance and insurance industry benchmark of employee engagement for the eighth consecutive year, with 97% participation.
- Multiple employee engagement and people awards, including the Gallup Exceptional Workplace Award for the third consecutive year.
- Launched AIA Health Academy to enable agents to become trusted health advisors to customers.

2. Accelerating Progress in Diversity and Inclusion

Promote workplace diversity and advance our culture of innovation and inclusion.

- 57.3% women employees in workforce ✓ (target: gender balanced workforce).
- 41.8% women in senior leadership ✓ (target: 40% women in senior leadership).
- >40% women in programmes for leadership development (target: 45% by end 2026).
- >70 nationalities across AIA Group.

SDGs

7

Affordable and Clean Energy

9

Industry, Innovation and Infrastructure

12

Responsible Consumption and Production

13

Climate Action

SDG 7

Affordable and Clean Energy

SDG 9

Industry, Innovation and Infrastructure

SDG 12

Responsible Consumption and Production

SDG 13

Action Climate

Read more in our [Sustainable Operations Subsection Report](#).

4

Quality Education

5

Gender Equality

8

Decent Work and Economic Growth

16

Peace, Justice and Strong Institutions

SDG 4

Quality Education

SDG 5

Gender Equality







SDG 8

Decent Work and Economic Growth

SDG 16

Peace, Justice and Strong Institutions

Read more in our [People & Culture Subsection Report](#).

PILLAR	PRIORITIES	2024 PROGRESS	SDGs
<div> People & Culture</div>	<div><div>3. Strengthening Risk Awareness</div><div>4. Enriching and Rewarding Opportunities for All</div></div>	<div><ul style="list-style-type: none">100% of employees acknowledged compliance with the AIA Group Code of Conduct on an annual basis (target: 100%).</div> <div><ul style="list-style-type: none">Since launch, more than 5,000 employees participated in Me@AIA, a bespoke mental resilience programme.More than 140 employees completed Psychological First Aid certification.Delivered third Group-wide Mental Wellbeing Campaign in October.</div>	<div><div><div>SDG 4</div>Quality Education</div><div><div>SDG 5</div>Gender Equality</div><div><div>SDG 8</div>Decent Work and Economic Growth</div><div><div>SDG 16</div>Peace, Justice and Strong Institutions</div></div>
<div> Effective Governance</div>	<div><div>1. Board Governance</div><div>2. Ensuring Effective Risk Management and Responsible Business Practices</div><div>3. Promoting ESG Best Practices</div><div>4. ESG Ratings and Index Inclusions</div></div>	<div><p>Foster business integrity and sound decision making through a diverse and highly qualified Board.</p></div> <div><ul style="list-style-type: none">All AIA Group Limited Board members are Independent Non-Executive Directors (INEDs) aside from the Group Chief Executive and President.Board membership broadly reflects a cross-section of the jurisdictions in which we operate. Each Board member has broad experience and expertise relevant to the business, operations and development of the Group.All Board committees are chaired by and comprised almost entirely of INEDs. The three most recently appointed INEDs, Ms Mari Elka Pangestu, Mr Ong Chong Tee and Ms Nor Shamsiah Mohd Yunus, were appointed to the Board committees to contribute their deep experience in markets that are important to the Group.</div> <div><p>Effectively manage ESG-related risks and opportunities throughout our business.</p></div> <div><ul style="list-style-type: none">ESG-related risks, similar to other material risks, are managed within the effective risk management framework.</div> <div><p>Promote ESG best practices across the region.</p></div> <div><ul style="list-style-type: none">Participation with partners and alliances to address ESG risks and opportunities, including as a Board member of the United Nations Environment Programme Finance Initiative Principles for Sustainable Insurance (PSI) and a convening member of the Singapore Sustainable Finance Association (SSFA).</div> <div><ul style="list-style-type: none">Recognised as ESG Industry Top Rated and ESG Regional Top Rated by Sustainalytics.Maintained an AA rating from MSCI.Recognised as a top-performing ESG company by the Hang Seng Index with an A+ rating, ranking within the top 10% of 550 companies.Included in the FTSE4Good Index and the STOXX Asia Pacific ESG Leaders 50 Index and the Global STOXX ESG Leaders Index.Named one of the ‘Most Honoured’ companies and ranked within top three ‘Best in ESG’ in Asia Pacific in the 2024 Institutional Investor Research Asia Pacific (Ex-Japan) rankings.</div>	<div><div><div>SDG 16</div>Peace, Justice and Strong Institutions</div><div><div>Read more in our Effective Governance Subsection Report.</div></div></div>

CLIMATE ACTION

After publishing our first Climate Transition Plan in 2023, we embedded our net-zero commitments and targets into our core business in 2024.

Climate change poses significant challenges to Asia, profoundly affecting its environment, economies and populations. The region is experiencing increased frequency and intensity of extreme weather events, such as heatwaves, heavy rainfall and flooding. The 2023 heatwave led to record-breaking temperatures across countries like Thailand and Myanmar, exacerbating health risks and straining infrastructure. Moreover, Asia's extensive coastlines and low-lying areas make it highly susceptible to sea-level rise. Cities face increased flooding risks, leading to displacement and economic losses. Jakarta, for example, is sinking at an alarming rate, prompting plans to relocate Indonesia's capital. The degradation of vital ecosystems, such as peatlands and coral reefs, further compounds these issues. Peatland drainage releases significant carbon dioxide, contributing to global warming, while coral reef loss threatens marine biodiversity. These changes directly impact communities reliant on natural resources, leading to economic hardships and health challenges.

Addressing these multifaceted impacts requires comprehensive mitigation and adaptation strategies to safeguard the wellbeing of Asia's populations.

As the first pan-Asian life and health insurer to have our near-term Science Based Targets initiative (SBTi) targets validated in 2023, our commitment to achieving net-zero emissions by 2050, made in December 2021, continues to guide our decarbonization journey and serves as our north star. Our commitment drives the adoption of innovative methodologies to advance sustainability. Climate transition is an ambitious and challenging journey, but one we are committed to pursuing with integrity and methodical precision. In 2024, we have built on the momentum established in previous years, intensifying our focus on delivering against our SBTi commitments. This has involved translating ambition into tangible results by aligning stakeholders to focus on delivering outcomes.

Recognising the importance of robust governance, we have reinforced our systems and processes to ensure we stay on course to meet these targets.

A cornerstone of this effort has been the establishment of a comprehensive control ecosystem, underpinned by capacity-building initiatives for our colleagues and a clear roadmap of actionable priorities.

Our climate transition strategy is multidimensional and emphasises rigorous planning and execution. In 2024, we developed the framework for operationalising key levers to deliver on our SBTi targets and created robust reporting and disclosure frameworks. We also launched ESGOne, AIA's first ever digital tool for data collection and analysis. ESGOne aggregates AIA's climate footprint and effectively measures our progress against the climate targets across business units and for the Group. The system took over a year to develop in partnership with Group technology. It has the capability to process thousands of data inputs across 18 markets, increase efficiency and reduce manual error in reporting and data extraction. To support the training on this tool, we organised workshops and interactive sessions for employees as well as developing standard operating procedures and guidance documents.

We are further developing a renewable energy sensitivity pathway that will model different scenarios for emissions increase from operations over the next five years, together with varying the estimated emissions reduction from other decarbonization levers to develop our renewable energy roadmap.

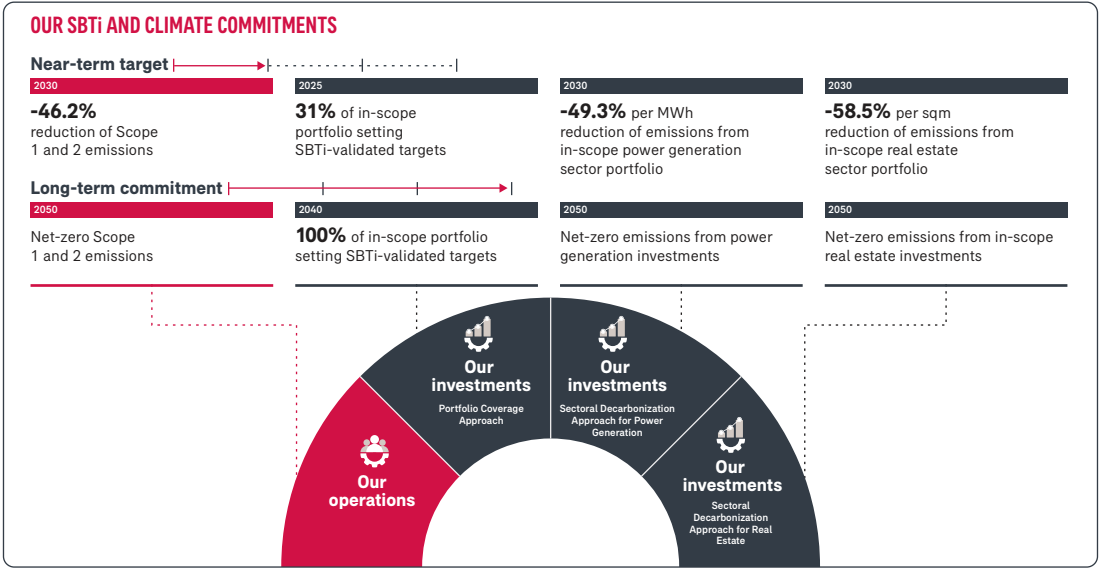
Our systematic approach supports the delivery of our climate targets and ensures we uphold the principles of transparency and accountability, embedding best practices throughout our operations. Collaboration remains at the heart of this journey.

By engaging closely with value chain partners, investors, investee companies, policymakers and regulators, we are weaving a cross-collaborative fabric that amplifies the impact of our efforts.

There is a critical intersection between climate and health. In 2024, we deepened our focus on integrating climate considerations into our healthcare strategy, conducting research to better understand the impacts of climate change on human health.

This aligns with our Purpose of helping communities live Healthier, Longer, Better Lives. As we move forward, we remain dedicated to evolving our practices, leveraging insights and working collaboratively to achieve a sustainable and resilient future for all.

Read more in AIA's 2024 Subsection Report: Climate-Related Disclosures.



INDEPENDENT PRACTITIONER’S LIMITED ASSURANCE REPORT ON AIA GROUP LIMITED’S IDENTIFIED SUSTAINABILITY INFORMATION



To the Board of Directors of AIA Group Limited

Limited assurance conclusion

We have conducted a limited assurance engagement on the identified sustainability information of AIA Group Limited (the “Company”) and its subsidiaries (collectively “the Group” or “AIA”) included in section “ESG Data Book Supplement” of the Environmental Social Governance (“ESG”) Report identified with a ✓ and listed below under the “Identified Sustainability Information” (the “Identified Sustainability Information”) for the period from 1 January 2024 to 31 December 2024.

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that Identified Sustainability Information is not prepared, in all material respects, in accordance with the criteria applied as explained in the ESG Report 2024 under the section “About this Report”.

Identified Sustainability Information

The Identified Sustainability Information for the twelve-month period from 1 January 2024 to 31 December 2024 is summarised below:

- Electricity usage (indirect energy use)
- Energy consumption from use of fossil fuels and gas (direct energy use)
- Total energy consumption
- Scope 1 Greenhouse Gas (“GHG”) emissions¹
- Scope 2 GHG emissions²
- Scope 3 GHG emissions³
- Total GHG emissions (Scope 1, 2, 3)
- Water consumption and intensity
- Number and Percentage of women employee in work force, in senior leadership
- Number of employees – by markets, gender, age group and workforce seniority
- Employee turnover rate – by gender, by age group, by market
- Average training hours – by gender, by workforce seniority, per employee.

The Identified Sustainability Information was provided for AIA’s 17 markets globally for the period from 1 January 2024 to 31 December 2024 and they are Australia, Brunei, Cambodia, Mainland China, Hong Kong SAR, Indonesia, South Korea, Macau SAR, Malaysia, Myanmar, New Zealand, Philippines, Singapore, Sri Lanka, Thailand, Taiwan (China) and Vietnam.

Basis for conclusion

We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), *Assurance engagements other than audits or reviews of historical financial information* (“ISAE 3000 (Revised)”), and, in respect of the greenhouse gas emissions, International Standard on Assurance Engagements 3410, *Assurance engagements on greenhouse gas statements* (“ISAE 3410”), issued by the International Auditing and Assurance Standards Board (the “IAASB”).

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Our responsibilities under these standards are further described

in the Practitioner’s responsibilities section of our report.

Our independence and quality management

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies International Standard on Quality Management 1 issued by the IAASB, which requires the firm to 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.

Responsibilities for the Identified Sustainability Information

Management of the Company is responsible for:

- The preparation of the Identified Sustainability Information in accordance with the criteria applied as explained in the ESG Report 2024 under the section “About this Report”;
- Designing, implementing and maintaining such internal control as management determines is necessary to enable the preparation of the Identified Sustainability Information, in accordance with the criteria applied as explained in the ESG Report 2024 under the section “About this Report”, that is free from material misstatement, whether due to fraud or error; and
- The selection and application of appropriate sustainability reporting methods and making assumptions and estimates that are reasonable in the circumstances.

The management is responsible for overseeing the Company’s sustainability reporting process.

Inherent limitations in preparing the Identified Sustainability Information

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities. In addition, greenhouse gas quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.

Practitioner’s responsibilities

Our responsibility is to plan and perform the assurance engagement to obtain limited assurance about whether the Identified Sustainability Information is free from material misstatement, whether due to fraud or error, and to issue a limited assurance report that includes our conclusion.

We report our conclusion solely to you, as a body, in accordance with our agreed terms of engagement, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

1 Emissions produced directly from the consumption of diesel, petrol, natural gas, liquified petroleum gas and jet fuel.
2 Emissions produced indirectly from the consumption of electricity and Towngas.
3 Emissions produced indirectly from commercial business travel by airplane.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence decisions of users taken on the basis of the Identified Sustainability Information.

As part of a limited assurance engagement in accordance with ISAE 3000 (Revised) and ISAE 3410, we exercise professional judgement and maintain professional scepticism throughout the engagement. We also:

- Determine the suitability in the circumstances of the Company's use of the criteria applied as explained in the ESG Report 2024 under the section "About this Report" as the basis for the preparation of the Identified Sustainability Information.
- Perform risk assessment procedures, including obtaining an understanding of internal control relevant to the engagement, to identify where material misstatements are likely to arise, whether due to fraud or error, but not for the purpose of providing a conclusion on the effectiveness of the Company's internal control.
- Design and perform procedures responsive to where material misstatements are likely to arise in the Identified Sustainability Information. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Summary of the work performed

A limited assurance engagement involves performing procedures to obtain evidence about the Identified Sustainability Information. The procedures in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. 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.

The nature, timing and extent of procedures selected depend on professional judgement, including the identification of where material misstatements are likely to arise in the Identified Sustainability Information, whether due to fraud or error.

In conducting our limited assurance engagement, we:

- Obtained an understanding of the Company's reporting processes relevant to the preparation of its Identified Sustainability Information by:
 - Making inquiries of the persons responsible for the Identified Sustainability Information;
 - Understanding the process for collecting and reporting the Identified Sustainability Information;

- - Our procedures did not include evaluating the suitability of design or operating effectiveness of control activities;
- Evaluated the appropriateness of measurement and evaluation methods, reporting policies used and estimates made by AIA, noting that our procedures did not involve testing the data on which the estimates are based or separately developing our own estimates against which to evaluate AIA's estimates;
- Performed inquiries of relevant personnel and analytical procedures on selected information in the Identified Sustainability Information;
- Performed limited substantive testing on a selective basis of the Identified Sustainability Information, which is aggregated from information submitted by AIA's headquarter in Hong Kong. Testing involved: agreeing arithmetical accuracy and agreeing data points to or from source information to check that the underlying subject matter had been appropriately evaluated or measured, recorded, collated and reported;
- Undertook site visit in AIA's headquarter in Hong Kong to perform substantive testing in relation to the Identified Sustainability Information;

- Considered the disclosure and presentation of the Identified Sustainability Information in AIA's ESG Report.



PRICEWATERHOUSECOOPERS
CERTIFIED PUBLIC ACCOUNTANTS

Hong Kong,
13 March 2025

REGULATORY AND MANDATORY DISCLOSURES

Global Reporting Initiative and Hong Kong Stock Exchange Guide Content Index

In compliance with the Comply or Explain Requirements of the Hong Kong Stock Exchange (HKSE) ESG Guide and GRI Standards Guide, this report cites information for the period 1 January 2024 to 31 December 2024.

The table below maps the GRI Standards, HKSE ESG Guide Content and the UN Global Compact (UNGC) Ten Principles to relevant sections of the report. Additional data and information are highlighted in the content index and commentary table of the **ESG Data Book Supplement**. This includes any changes to the methodology or KPIs not discussed in the main body of this report.

HKSE ESG REPORTING GUIDE REFERENCE	GRI STANDARD DISCLOSURE INCLUDING UNGC	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION
	GRI 2-1a	Name of organisation	About AIA Group
	GRI 2-1b	Nature of ownership and legal form	About AIA Group
	GRI 2-1c	Location of headquarters	About AIA Group
	GRI 2-1d	Markets served	About AIA Group
		Scale of the organisation	About AIA Group
			AIA's 2024 Subsection Report: People & Culture – Our Workforce at a Glance Please also refer to the Group's Annual Results for the year ended 31 December 2024 for details on net sales and total capitalisation.
Governance Structure 13	GRI 2-22	Statement from senior decision maker	Statement from the Group Chief Executive and President
Overall Approach Reporting Principles 14	GRI 2-29	List of stakeholders engaged by the organisation	Our Approach – Engaging Our Stakeholders
		Identifying and selecting stakeholders	Our Approach – Engaging Our Stakeholders
		Approach to stakeholder engagement	Our Approach – Engaging Our Stakeholders
			AIA's 2024 Subsection Report: Effective Governance – Ensuring Effective Risk Management and Responsible Business Practices The Group ESG Committee meets four times a year to discuss stakeholder feedback, including determining material issues. Feedback is reported to the Group ESG Committee through existing stakeholder channels and is not limited to the report preparation process.
	–	Report any key topics and concerns raised by stakeholders	Our Approach – Materiality
	GRI 3-2	List of material topics	Our Approach – Materiality

HKSE ESG REPORTING GUIDE REFERENCE	GRI STANDARD DISCLOSURE INCLUDING UNGC	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION
Reporting Principles 15	GRI 2-2	Entities included in the consolidated financial statements	About AIA Group About this Report
	–	Changes in reporting	<p>AIA has aligned the operational emission reporting scope with its Science Based Target initiative (SBTi) baseline and target. The ESG Report also includes progress against three of AIA's SBTi investment targets. For more information on the expanded operational scope, please refer to our Climate Transition Plan.</p> <p>AIA has also aligned our waste scope and water scope to the owned spaces in which AIA employees utilise and have at a minimum one month of data. This is to ensure representation of environment footprint in direct control of AIA.</p>
GRI 2-5	Overall Approach Disclosure	External Assurance	Independent Practitioner's Limited Assurance Report
ENVIRONMENTAL			
Aspect A1: Emissions General Disclosure	GRI 3-3 UNGC 7 UNGC 8 UNGC 9	Policies relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	<p>Please refer to AIA's Environmental Policy.</p> <p>Air emissions such as NOx and SOx are immaterial to AIA as a financial institution.</p>
	GRI 307-1 UNGC 7	Compliance with relevant laws and regulations that have a significant impact on the issuer	ESG Data Book Supplement
KPI A1.1	GRI 305-1 GRI 305-2 GRI 305-3	The types of emissions and respective emissions data	<p>AIA discloses data on Scope 1, Scope 2 and Scope 3 (business travel) emissions. We also disclose our portfolio emissions (TFE and WACI).</p> ESG Data Book Supplement
KPI A1.2	GRI 305-1 GRI 305-2 GRI 305-4	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	ESG Data Book Supplement
KPI A1.3	GRI 306-3(a)	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	ESG Data Book Supplement
KPI A1.4	GRI 306-3(a)	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	ESG Data Book Supplement

HKSE ESG REPORTING GUIDE REFERENCE	GRI STANDARD DISCLOSURE INCLUDING UNGC	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION
KPI A1.5	GRI 305-5	Description of emissions target(s) set and steps taken to achieve them	<u>2024 Milestone: Climate Action</u> Additional information can also be found in <u>AIA's Climate Transition Plan</u> and AIA's 2024 Subsection Report: <u>Climate-Related Disclosures – Metrics and Targets</u> .
KPI A1.6	GRI 3-3 GRI 306-4 GRI 306-5	Description of how hazardous and non-hazardous wastes are handled and a description of reduction target(s) set and steps taken to achieve them	As a financial services provider, hazardous waste is not relevant to AIA. Non-hazardous waste is sorted and recycled at selected business units. AIA has not set reduction targets as we are still setting a baseline for this metric. However, we continue to raise awareness on the importance of waste reduction through signage and internal communications. Please refer to <u>ESG Data Book Supplement</u> .
Aspect A2: Use of Resources General Disclosure	GRI 3-3 UNGC 7 UNGC 8 UNGC 9	Policies on the efficient use of resources, including energy, water and other raw materials	Please refer to <u>AIA's Environmental Policy</u> and <u>AIA's Supplier Code of Conduct</u> . Additional information can also be found in AIA's 2024 Subsection Report: <u>Sustainable Operations</u> .
KPI A2.1	GRI 302-1 GRI 302-3	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility)	<u>ESG Data Book Supplement</u>
KPI A2.2	GRI 303-5	Water consumption in total and intensity (e.g. per unit of production volume, per facility)	<u>ESG Data Book Supplement</u>
KPI A2.3	GRI 302-4	Description of energy use efficiency target(s) set and steps taken to achieve them	No specific targets were set for energy efficiency, as AIA's carbon targets inherently reflect an improvement in energy efficiency. Given our net-zero commitment, energy efficiency is a large driver in the actualisation of our SBTi targets. We have no specific targets for energy efficiency, but we are in the process of developing our energy efficiency programme. Additional information can also be found in <u>AIA's Climate Transition Plan</u> and AIA's 2024 Subsection Report: <u>Climate-Related Disclosure Report – Strategy and Metrics and Targets</u> .
KPI A2.4	GRI 3-3	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them	There is no material issue in sourcing or using water that is fit for purpose. Further, water consumption and efficiency are not material to AIA as a life insurer.
KPI A2.5	GRI 301-1	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	Packaging material is not applicable to the nature of our operations as a life insurer.

HKSE ESG REPORTING GUIDE REFERENCE	GRI STANDARD DISCLOSURE INCLUDING UNGC	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION
Aspect A3: The Environment and Natural Resources General Disclosure	GRI 3-3 UNGC 7 UNGC 8 UNGC 9	Policies on minimising the issuer’s significant impacts on the environment and natural resources	Please refer to <u>AIA’s Environmental Policy</u> and <u>AIA’s Supplier Code of Conduct</u> . Additional information can also be found in AIA’s 2024 Subsection Report: <u>Sustainable Operations</u> .
KPI A3.1		Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	AIA’s 2024 Subsection Report: <u>Sustainable Operations</u> Additional information can also be found in <u>AIA’s Climate Transition Plan</u> and AIA’s 2024 Subsection Report: <u>Climate-Related Disclosure Report – AIA’s Climate Change Strategy</u> .
Aspect A4: Climate Change General Disclosure	GRI 3-3 UNGC 7 UNGC 8 UNGC 9	Discussion of management approach and related policies (Environmental policies)	Please refer to <u>AIA’s Climate Transition Plan</u> and AIA’s 2024 Subsection Report: <u>Climate-Related Disclosure Report – AIA’s Climate Change Strategy</u> .
KPI A4.1	GRI 201-2	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them	Please refer to <u>AIA’s Climate Transition Plan</u> and AIA’s 2024 Subsection Report: <u>Climate-Related Disclosure Report – AIA’s Climate Change Strategy</u> .
SOCIAL			
Aspect B1: Employment General Disclosure	UNGC 6 GRI 3-3	Policies relating to compensation and dismissal, recruitment, and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	<u>ESG Data Book Supplement</u> AIA’s 2024 Subsection Report: <u>People & Culture – Supporting Development and Career Progression</u> AIA’s 2024 Subsection Report: <u>People & Culture – Accelerating Progress in Diversity and Inclusion</u> AIA’s 2024 Subsection Report: <u>People & Culture – Enriching and Rewarding Opportunities for All</u> We currently disclose this information in percentages instead of absolute totals for staff across the Group due to sensitivities. Further, working hours are determined by AIA’s business units, considering any local legislation governing working hours and rest periods in the jurisdictions where we operate. As discussed in AIA’s 2024 Subsection Report: <u>People & Culture</u> , AIA also offers flexible working options at select business units.
		Compliance with relevant human resources related laws and regulations that have a significant impact on the issuer	<u>ESG Data Book Supplement</u>
KPI B1.1	GRI 2-7	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region	<u>ESG Data Book Supplement</u> AIA discloses percentages instead of absolute totals for the staff employed across the Group due to the sensitive nature of information.

HKSE ESG REPORTING GUIDE REFERENCE	GRI STANDARD DISCLOSURE INCLUDING UNGC	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION
KPI B1.2	GRI 401-1	Employee turnover rate by gender, age group and geographical region	<u>ESG Data Book Supplement</u> AIA's 2024 Subsection Report: <u>People & Culture – Supporting Development and Career Progression</u> AIA discloses percentages instead of absolute totals for the staff employed across the Group due to the sensitive nature of information.
Aspect B2: Health and Safety General Disclosure		General Disclosure Information on policies and compliance with relevant laws and regulations relating to providing a safe working environment	<u>AIA's Code of Conduct</u> AIA's 2024 Subsection Report: <u>Sustainable Operations</u>
		Compliance with relevant laws and regulations that have a significant impact on the issuer	<u>ESG Data Book Supplement – Compliance with ESG Regulation</u>
KPI B2.1	GRI 403-9	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year	This disclosure is immaterial to the nature of operations for life and health insurers. Our employees are not typically exposed to high-risk activities that may cause any physical harm on a day-to-day basis. Please refer to AIA's 2024 Subsection Report: <u>Sustainable Operations</u> for details of our initiatives to foster a healthy and safe workplace.
KPI B2.2		Lost days due to work injury	Our employees are not typically exposed to high-risk activities that may cause any physical harm and lost workdays. This is immaterial to the nature of operations at life and health insurers. Please refer to AIA's 2024 Subsection Report: <u>Sustainable Operations</u> for details of our initiatives to foster a healthy and safe workplace.
KPI B2.3	GRI 3-3	Description of occupational health and safety measures adopted, and how they are implemented and monitored	AIA ensures that our buildings are safe and secure environments for our employees. We maintain high levels of workplace safety and conduct fire drills at all our premises. We are increasingly also monitoring air quality in our office spaces to ensure healthy work environments. Please refer to AIA's 2024 Subsection Report: <u>Sustainable Operations – Ensuring Greener Buildings.</u>
Aspect B3: Development and Training General Disclosure	GRI 3-3	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	AIA's 2024 Subsection Report: <u>People & Culture – Supporting Development and Career Progression</u>
KPI B3.1		The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	<u>ESG Data Book Supplement</u>
KPI B3.2	UNGC 6 GRI 404-1	The average training hours completed per employee by gender and employee category	<u>ESG Data Book Supplement</u>

HKSE ESG REPORTING GUIDE REFERENCE	GRI STANDARD DISCLOSURE INCLUDING UNGC	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION
Aspect B4: Labour Standards General Disclosure	UNGC 5	Policies relating to preventing child and forced labour and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	<u>AIA's Code of Conduct</u> and <u>AIA's Supplier Code of Conduct</u> <u>ESG Data Book Supplement</u> Additional information can also be found in AIA's 2024 Subsection Report: <u>Sustainable Operations – Encouraging Good ESG Practice</u> .
KPI B4.1	UNGC 5 GRI 3-3 GRI 408-1(c)	Description of measures to review employment practices to avoid child and forced labour	Child and forced labour are not material to day-to-day operations in the financial services industry, which typically require highly skilled and technical services. This KPI is immaterial to our operations. As a financial services provider, we rely on highly skilled individuals for our day-to-day operations. AIA prohibits the use of child labour within our supply chain, as outlined by <u>AIA's Supplier Code of Conduct</u> . For further details, please refer to <u>AIA's Supplier Code of Conduct</u> . Further, within our investment portfolio, ESG considerations, including human rights, are embedded within our investment process via the IGF.
KPI B4.2	UNGC 4 GRI 409-1(c)	Description of steps taken to eliminate such practices when discovered	Child and forced labour are not material to day-to-day operations in the financial services industry, which typically require highly skilled and technical services. This KPI is immaterial to our operations. As a financial services provider, we rely on highly skilled individuals for our day-to-day operations. AIA prohibits the use of child labour within our supply chain, as outlined by <u>AIA's Supplier Code of Conduct</u> . For further details, please refer to <u>AIA's Supplier Code of Conduct</u> . Further, within our investment portfolio, ESG considerations, including human rights, are embedded within our investment process via the IGF.
Aspect B5: Supply Chain Management General Disclosure		Policies on managing environmental and social risks of the supply chain	<u>AIA's Supplier Code of Conduct</u>
KPI B5.1	GRI 2-6	Number of suppliers by geographical region	We currently do not disclose information about our all suppliers broken by region due to the sensitive nature of this information. However, we disclose the details of our Tier 1 suppliers. Please refer to AIA's 2024 Subsection Report: <u>Sustainable Operations – Encouraging Good ESG Practice</u> which highlights our Tier 1 suppliers.
KPI B5.2		Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored	AIA's business partners, including its agents, distribution partners and suppliers are expected to follow the same responsible practices as our employees. Please refer to <u>AIA's Supplier Code of Conduct</u> . Additional information can also be found in AIA's 2024 Subsection Report: <u>Sustainable Operations – Encouraging Good ESG Practice</u> .
KPI B5.3		Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	AIA requests its suppliers to consider ESG considerations as part of our supplier registration process. AIA also uses a third-party ESG supply chain assessment scorecard for social and environmental performance of suppliers. Additional information can also be found in AIA's 2024 Subsection Report: <u>Sustainable Operations – Encouraging Good ESG Practice</u> .

HKSE ESG REPORTING GUIDE REFERENCE	GRI STANDARD DISCLOSURE INCLUDING UNGC	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION
KPI B5.4		Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	<p>While we encourage suppliers to perform better on ESG-related aspects, we currently do not monitor the promotion of environmentally preferable products and services. The Group's internal Environmental Procedures provide guidance on sustainable sourcing.</p> <p>Under <u>AIA's Supplier Code of Conduct</u>, AIA may choose to enquire about any ESG-related practices or policies during the supplier registration process, and/or embed specific ESG-related provisions within contract terms and conditions.</p> <p>To monitor suppliers' performance, AIA may also conduct its own due diligence, including audits or investigations in relation to possible breaches of law, regulation, or company policy, as it deems appropriate.</p> <p>Further, please refer to AIA's 2024 Subsection Report: <u>Sustainable Operations – Encouraging Good ESG Practice</u> for details on how we encourage suppliers to perform better on ESG-related aspects.</p>
Aspect B6: Product Responsibility General Disclosure	GRI 3-3 GRI 416-2	Policies relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	<p>We offer a wide range of products and services tailored to meet the diverse needs of customers. Transparency and clarity in communication play a pivotal role, ensuring that our policies, products and services – including product suitability, policy coverage and cost structures exclusions – are clearly explained, fostering a genuine understanding for clients. Additionally, we safeguard vulnerable customers by conducting a comprehensive training for our agents and staff involved in the sales process. By intertwining these principles, we not only provide essential coverage but also establish a foundation of trust and protection for all customers.</p> <p>Our products are intangible in nature and therefore not subject to any health & safety related concerns. Among the most important assets of AIA is the trust and confidence placed to properly handle information. Customers and potential customers expect us to maintain their information accurately, protected against manipulation and errors, secure from theft and free from unwarranted disclosure. We protect data security of our customers and potential customers by complying with all the relevant data protection laws and regulations, and ensure compliance by our staff with strict standards of security and confidentiality.</p> <p>Please refer to <u>AIA's Privacy Policy Statement</u> and <u>AIA's Code of Conduct</u>.</p>
		Compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	<u>ESG Data Book Supplement – Compliance with ESG regulation</u>
KPI B6.1	GRI 417-2	Percentage of total products sold or shipped subject to recalls for safety and health reasons	This is not applicable to us as our products are intangible and not subject to any recall procedures.

HKSE ESG REPORTING GUIDE REFERENCE	GRI STANDARD DISCLOSURE INCLUDING UNGC	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION
KPI B6.2	GRI 418-1	Number of products and service related complaints received and how they are dealt with	<p>AIA received 0.0012 number of complaints related to products and services per customer. The number of complaints received is not disclosed due to sensitivity. The total number of complaints received per customer is disclosed instead.</p> <p>Please refer to the AIA's 2024 Subsection Report: <u>Effective Governance – Handling of customer complaints</u> for details.</p>
KPI B6.3		Description of practices relating to observing and protecting intellectual property rights	<p>AIA maintains written agreements with our business partners detailing the ownership rights of our Marks and allowing for specific use by our business partners while those agreements are in effect.</p> <p>Please refer to AIA's 2024 Subsection Report: <u>Effective Governance – Ensuring Effective Risk Management and Responsible Business Practices (Protecting intellectual property rights)</u>.</p>
KPI B6.4		Description of quality assurance process and recall procedures	Recall procedures and quality assurance are not applicable to the nature of our operations.
KPI B6.5		Description of consumer data protection and privacy policies, and how they are implemented and monitored	<p>Please refer to AIA's 2024 Subsection Report: <u>Effective Governance – Ensuring Effective Risk Management and Responsible Business Practices (Effective risk management)</u>.</p> <p>Further, refer to <u>AIA's Privacy Policy Statement</u>.</p>
Aspect B7: Anti-corruption General Disclosure	GRI 3-3	Policies related to relating to bribery, extortion, fraud and money laundering	<p><u>AIA's Code of Conduct</u></p> <p><u>AIA's Supplier Code of Conduct</u></p> <p>Additional information can also be found in AIA's 2024 Subsection Report: <u>Effective Governance – Ensuring Effective Risk Management and Responsible Business Practices</u>.</p>
		Compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering	<u>ESG Data Book Supplement– Compliance with ESG regulation</u>
KPI B7.1	GRI 3-3	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	<u>ESG Data Book Supplement</u>
KPI B7.2	GRI 3-3	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored	Please refer to AIA's 2024 Subsection: <u>Effective Governance – Ensuring Effective Risk Management and Responsible Business Practices</u> .

HKSE ESG REPORTING GUIDE REFERENCE	GRI STANDARD DISCLOSURE INCLUDING UNGC	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION
KPI B7.3	GRI 205-2	Communication and training about anti-corruption policies	<p>Anti-corruption training is compulsory for all employees. Please refer to the AIA's 2024 Subsection Report: Effective Governance – Ensuring effective Risk Management and Responsible Business Practices for further details.</p> <p>Anti-corruption training as part of the onboarding process is provided to new joiners of the Company. The policy relating to anti-corruption is provided to the Directors. Further, refer to AIA's Code of Conduct.</p>
COMMUNITY			
Aspect B8: Community Investment General Disclosure	GRI 3-3	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests	<p><u>Our Approach – Engaging our Stakeholders</u></p> <p>Please also refer to AIA's 2024 Subsection Report: <u>Health & Wellness – Engaging Communities Across Asia</u>.</p>
KPI B8.1	UNGC1 GRI 203-1 (a)	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	<p>AIA's 2024 Subsection Report: <u>Sustainable Operations – Ensuring Greener Buildings</u></p> <p>AIA's 2024 Subsection Report: <u>Sustainable Investment – Broadening Portfolio Inclusions</u></p> <p>AIA's 2024 Subsection Report: <u>Health & Wellness – Engaging Communities Across Asia</u></p> <p>Please also refer to <u>AIA's Responsible Investment Policy</u> and <u>AIA's Environmental Policy</u>.</p>
KPI B8.2	GRI 201-1 (ai)	Resources contributed (e.g. money or time) to the focus area	<u>ESG Data Book Supplement</u>
MANAGEMENT APPROACH			
	GRI 3-3	Explanation of why topics are material and its boundary	<u>Materiality</u>
		The management approach and its components for material topics	<p><u>Chairman's Statement</u></p> <p><u>Statement from the Group Chief Executive and President</u></p> <p><u>Our Approach</u></p>
		Evaluation of the management approach for material topics	<p><u>Chairman's Statement</u></p> <p><u>Statement from the Group Chief Executive and President</u></p> <p><u>Our Approach</u></p>

HKSE ESG REPORTING GUIDE REFERENCE	GRI STANDARD DISCLOSURE INCLUDING UNGC	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION
ECONOMIC PERFORMANCE			
	GRI 3-3	Discussion of management approach and related policies	<u>Our Approach – ESG Governance</u> Please also refer to the further detail on <u>AIA's Leadership Team</u> .
	GRI 201-1	Direct Economic Value generated and distributed	AIA's 2024 Subsection Report: <u>Health & Wellness – Engaging Communities Across Asia; Improving Access to Quality Healthcare; Building Better Integrated Health and Wellness Outcomes</u> AIA's 2024 Subsection Report: <u>Sustainable Investment – Deepening ESG Engagement</u> Please also refer to the Group's Annual Results for the year ended 31 December 2024.
INDIRECT ECONOMIC IMPACTS			
	GRI 3-3 UNGC 7 UNGC 8 UNGC 9	Discussion of management approach and related policies	AIA's 2024 Subsection Report: <u>Climate-Related Disclosures – Oversight of climate-related risks and opportunities</u> AIA's 2024 Subsection Report: <u>Sustainable Investment – Deepening ESG Engagement</u>
	GRI 203-2	Significant indirect economic impacts	AIA's 2024 Subsection Report: <u>Health & Wellness – Engaging Communities Across Asia</u> AIA's 2024 Subsection Report: <u>Sustainable Investment – Our Portfolio and Climate Disclosures</u>
PRODUCT RESPONSIBILITY			
	GRI 3-3	Initiatives to enhance financial literacy by type of beneficiary	AIA's 2024 Subsection Report: <u>Health & Wellness – Engaging Communities Across Asia</u>
	GRI FS10, FS11	Percentage and number of companies held in AIA's portfolio with which AIA has interacted on environmental or social issues. Percentage of assets subject to positive and negative environmental or social screening	AIA's 2024 Subsection Report: <u>Sustainable Investment – Deepening ESG Engagement</u> Please also refer to <u>AIA's Approach to Sustainable Investment</u> .
		Type and number of sustainability certification, rating and labelling schemes for new construction, management, occupation and redevelopment	AIA's 2024 Subsection Report: <u>Sustainable Operations – Ensuring Greener Buildings</u>

HKSE ESG REPORTING GUIDE REFERENCE	GRI STANDARD DISCLOSURE INCLUDING UNGC	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION
OTHER INFORMATION			
	GRI 2-6	Significant changes to the organisation and its supply chain	<u>Our Approach</u> There have been no significant changes to the organisation and its supply chain.
	GRI 2-23 GRI3-3	Report how the Precautionary Principle is applied	AIA's 2024 Subsection Report: <u>Effective Governance – Ensuring Effective Risk Management and Responsible Business Practices</u>
	–	External initiatives	AIA's 2024 Subsection Report: <u>People & Culture – Supporting Development and Career Progression</u> AIA's 2024 Subsection Report: <u>Effective Governance – Promoting ESG Best Practice; ESG Ratings and Index Inclusion</u>
	GRI 2-28	Membership of associations	AIA's 2024 Subsection Report: <u>Effective Governance – Promoting ESG Best Practice; ESG Ratings and Index Inclusion</u>
	GRI 2-23	Values, principles, standards and norms of behaviour	<u>Our Approach</u> AIA's 2024 Subsection Report: <u>Effective Governance – Responsible Business Practices</u> <u>AIA's Code of Conduct</u>
	GRI 2-9	Governance structure of the organisation	<u>Our Approach – ESG Governance</u> AIA's 2024 Subsection Report: <u>Effective Governance – Board Governance</u> Please also refer to the further detail on <u>AIA's Leadership Team</u> .
	GRI 2-30 UNGC 3	Collective bargaining agreements	Labour unions are present across a number of AIA's business units. However, we do not track the percentage of employees covered under these agreements.
	GRI 3-1	Process to determine material topics	
	GRI 2-4	Restatements of information	NA

HKSE ESG REPORTING GUIDE REFERENCE	GRI STANDARD DISCLOSURE INCLUDING UNGC	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION
	GRI 3-2	Changes to the list of material topics compared to previous reporting period	There were no changes to the material topic from prior year.
	GRI 2-3	Reporting period	<u>ESG Data Book Supplement</u>
	–	Date of the most recent Report	AIA's ESG Report 2024 was published on 14 March 2025.
	GRI 2-3	Reporting cycle	AIA's ESG Report is published annually.
	GRI 2-3	Contact point for questions regarding the Report	<p>If you have any questions, comments or feedback please contact our ESG team at esg@aia.com or write to us at the address below:</p> <p>Environmental, Social and Governance (ESG) Team Suites AIA Building, Stubbs Rd, Wan Chai, Hong Kong</p>
	GRI 1	GRI Content Index	<u>ESG Data Book Supplement</u>

ESG DATA BOOK SUPPLEMENT

Disclosures that require further detail or not covered in the above sections of the report are published in the following commentary table. The information provided covers the 12-month period (1 January 2024 to 31 December 2024).

MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES	HKSE ESG REPORTING GUIDE REFERENCE	DISCLOSURE	SUPPLEMENTARY INFORMATION
Emissions			
GRI 302-1 Direct energy consumption	KPI A2.1	Energy consumption within the organisation	
		2024	
		10,052,560 kWh	
Indirect energy consumption		96,413,196 kWh	
Total energy consumption		106,465,755 kWh ✓	
Direct energy consumption for our assured markets		10,052,560 kWh ✓	
Percentage of direct energy consumption assured		100%	
Indirect energy consumption for our assured markets		96,413,196 kWh ✓	
Percentage of indirect energy consumption assured		100%	

MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES	HKSE ESG REPORTING GUIDE REFERENCE	DISCLOSURE	SUPPLEMENTARY INFORMATION
GRI 302-3 Energy intensity per employee	KPI A2.1	Energy intensity per full-time employee	
		2024	
		4,105 kWh/FTE	
GRI 305-1 GRI 305-2 GRI 305-3 GRI 305-4 GRI 305-5 Greenhouse gas (GHG) emissions (Scope 1)	GD A1 KPI A1.1 KPI A1.2 KPI A1.5	Greenhouse gas (GHG) emissions and GHG intensity	
		2024	
		2,566 tonnes of CO ₂ e	
Total Scope 1 emissions for our assured markets		2,566 tonnes of CO ₂ e	✓
Greenhouse gas (GHG) emissions (Scope 2) (Location-Based)		53,138 tonnes of CO ₂	
Greenhouse gas (GHG) emissions (Scope 2) (Market-Based)		53,138 tonnes of CO ₂ e	
Total Scope 2 emissions for our assured markets		53,138 tonnes of CO ₂ e	✓
Total Scope 1 and Scope 2 emissions (for the Group)		55,704 tonnes of CO ₂ e	✓
Other greenhouse gas (GHG) emissions (Scope 3) (business travel)		8,223 tonnes of CO ₂ e	

MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES		HKSE ESG REPORTING GUIDE REFERENCE	DISCLOSURE	SUPPLEMENTARY INFORMATION
Total Scope 3 emissions (business travel) for our assured markets			8,223 tonnes of CO ₂ e ✓	
Total assured emissions for our markets			63,927 tonnes of CO ₂ e ✓	
Greenhouse gas (GHG) emissions intensity (total emissions per employee)			2.46 tonnes of CO ₂ e/FTE	
Environmental Management Initiatives				
GRI 306-3 (a)	KPI A1.3	Total waste generated		
Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)		2023	2024	
		As a life and health insurer, our policies do not require the input of any hazardous materials, nor do we produce any hazardous substances. Therefore, the production of hazardous waste is not applicable to our operations.		
GRI 306-3 (a)	KPI A1.4	Total waste generated		
Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)		2023	2024	
		AIA has been measuring its non-hazardous ‘office waste’ that includes waste generated from our operations. AIA’s total waste generation in 2023 amounted to 710 tonnes. Please see <u>AIA’s 2023 Subsection Report: Sustainable Operations – Improving Our Environmental Performance</u> section for more detail.		
		AIA has been measuring its non-hazardous ‘office waste’ that includes waste generated from our operations. AIA’s total waste generation in 2024 amounted to 558 tonnes. Please see <u>AIA’s 2024 Subsection Report: Sustainable Operations – Improving Our Environmental Performance</u> section for more detail.		
GRI 3-3 GRI 306-4 GRI 306-5	KPI A1.6	Total waste generated		

MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES		HKSE ESG REPORTING GUIDE REFERENCE	DISCLOSURE	SUPPLEMENTARY INFORMATION
Description of how hazardous and non-hazardous wastes are handled, reduction target(s) and results achieved			2023	2024
			Non-hazardous waste is sorted and recycled at selected business units. AIA started measuring its non-hazardous waste from 2022. We continue to raise awareness on the importance of waste reduction through signage and internal communications. As a life insurer, the production of hazardous waste is not applicable to our operations. See A1.3 and A1.4 outlining why AIA does not currently measure hazardous waste. We currently do not have waste-related targets. However, it is the Group's priority to reduce waste and we undertake initiatives to reduce our waste.	Non-hazardous waste is sorted and recycled at selected business units. AIA started measuring its non-hazardous waste from 2022. We continue to raise awareness on the importance of waste reduction through signage and internal communications. As a life insurer, the production of hazardous waste is not applicable to our operations. See A1.3 and A1.4 outlining why AIA does not currently measure hazardous waste. We currently do not have waste-related targets. However, it is the Group's priority to reduce waste and we undertake initiatives to reduce our waste.
GRI 303-5	KPI A2.2	Water consumed		
Total water consumed			2024	
			276,906 m³ ✓	
Water Intensity (per employee)			10.68 m³/FTE ✓	
GRI	KPI A2.3	Energy consumption/energy use efficiency targets		
Reduction of energy consumption			2023	2024
			AIA does not have specific targets to reduce energy consumption. However, AIA is committed to achieving net zero by 2050 and a 46.2% reduction of Scope 1 and 2 emissions by 2030. With energy efficiency in buildings as one of the most material levers to achieving our commitment, our implementation plan in our Climate Transition Plan includes engaging energy service companies (ESCOs) to identify, evaluate and execute a range of opportunities at a building level including retrofits and demand-management initiatives.	AIA does not have specific targets to reduce energy consumption.However, AIA is committed to achieving net-zero by 2050 and a 46.2% reduction of Scope 1 and 2 emissions by 2030. With energy efficiency in buildings as one of the most material levers to achieving our commitment, our implementation plan in our Climate Transition Plan includes engaging energy service companies (ESCOs) to identify, evaluate and execute a range of opportunities at a building level including retrofits and demand-management initiatives.
GRI 3-3 GRI 303-1	KPI A2.4	Water efficiency targets		

MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES		HKSE ESG REPORTING GUIDE REFERENCE	DISCLOSURE	SUPPLEMENTARY INFORMATION
Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them			2023	2024
			There is no material issue in sourcing or using water that is fit for purpose. Further, water consumption and efficiency are not material to AIA as a life insurer.	There is no material issue in sourcing or using water that is fit for purpose. Further, water consumption and efficiency are not material to AIA as a life insurer.
GRI 301-1	KPI A2.5	Packaging material		
Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced			2023	2024
			Packaging material is not applicable to the nature of our operations as a life insurer.	
Compliance with ESG Regulation				
UNGC 2 UNGC 7	GD A1 GD B1 GD B2 GD B4 GD B6 GD B7 KPI B7.1	20232024		
Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations related to the HKSE ESG Subject Areas of Emissions, Employment, Health and Safety, Labour Standards, Product Responsibility and Anti-Corruption			There were no significant fines or non-monetary sanctions for non-compliance with laws and regulations during the reporting period.	There were no significant fines or non-monetary sanctions for non-compliance with laws and regulations during the reporting period.
			There are no newly applicable or developing laws or regulations related to ESG areas that have had a significant impact on our business.	There are no newly applicable or developing laws or regulations related to ESG areas that have had a significant impact on our business.
Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases			There are no concluded legal cases during the reporting period.	There are no concluded legal cases during the reporting period.
Employment				
GRI 3-3	GD B1	Working hours are determined by AIA's business units, taking into account any local legislation governing working hours and rest periods in the jurisdictions where we operate.		
			As discussed in AIA's 2023 Subsection Report: People & Culture, AIA also offers flexible working options at select business units.	As discussed in AIA's 2024 Subsection Report: People & Culture, AIA also offers flexible working options at select business units.

MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES	HKSE ESG REPORTING GUIDE REFERENCE	DISCLOSURE	SUPPLEMENTARY INFORMATION
Labour			
GRI 408 GRI 409 UNGC 5	B4 B4.1 B4.2	Child and forced labour are not material to day-to-day operations in the financial services industry, which typically require highly skilled and technical services. This KPI is immaterial to our operations. As a financial services provider, we rely on highly skilled individuals for our day-to-day operations. AIA prohibits the use of child labour within our supply chain, as outlined by AIA's Supplier Code of Conduct . For further details, please refer to AIA's Supplier Code of Conduct . Further, within our investment portfolio, ESG considerations, including human rights, are embedded within our investment process via the IGF.	Child and forced labour are not material to day-to-day operations in the financial services industry, which typically require highly skilled and technical services. This KPI is immaterial to our operations. As a financial services provider, we rely on highly skilled individuals for our day-to-day operations. AIA prohibits the use of child labour within our supply chain, as outlined by AIA's Supplier Code of Conduct . For further details, please refer to AIA's Supplier Code of Conduct . Further, within our investment portfolio, ESG considerations, including human rights, are embedded within our investment process via the IGF.
Occupational Health & Safety			
GRI 403-9 GRI 403-10	KPI B2.1	Number and rate of work-related fatalities	
		2023	2024
—	KPI B2.2	As a financial services provider, our employees are not typically exposed to high-risk activities that may cause physical harm in our day-to-day operations. Please refer to AIA's 2023 Subsection Report: People & Culture for details of our initiatives to maintain and foster a healthy and safe workplace.	As a financial services provider, our employees are not typically exposed to high-risk activities that may cause physical harm in our day-to-day operations. Please refer to AIA's 2024 Subsection Report: People & Culture for details of our initiatives to maintain and foster a healthy and safe workplace.
		Lost days due to work injury	
Lost days due to work injury		2023	2024
		As a financial services provider, our employees are not typically exposed to high-risk activities that may cause physical harm in our day-to-day operations. Please refer to AIA's 2023 Subsection Report: Sustainable Operations for details of our initiatives to maintain and foster a healthy and safe workplace.	As a financial services provider, our employees are not typically exposed to high-risk activities that may cause physical harm in our day-to-day operations. Please refer to AIA's 2024 Subsection Report: Sustainable Operations for details of our initiatives to maintain and foster a healthy and safe workplace.

MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES	HKSE ESG REPORTING GUIDE REFERENCE	DISCLOSURE	SUPPLEMENTARY INFORMATION
Supply Chain Management			
	KPI B5.1	<div>2023</div> <div>AIA discloses details of our Tier 1 suppliers but does not disclose information about all our suppliers broken down by region due to the sensitive nature of this information.</div> <div>Please refer to <u>AIA's 2023 Subsection Report: Sustainable Operations – Encouraging Good ESG Practice</u> section for details on our Tier 1 suppliers.</div>	<div>2024</div> <div>AIA discloses details of our Tier 1 suppliers but does not disclose information about all our suppliers broken down by region due to the sensitive nature of this information.</div> <div>Please refer to <u>AIA's 2024 Subsection Report: Sustainable Operations – Encouraging Good ESG Practice</u> section for details on our Tier 1 suppliers.</div>
GRI 2-6	KPI B5.2	<div>Please refer to <u>AIA's 2023 Subsection Report: Sustainable Operations – Encouraging Good ESG Practice</u> section for descriptions of AIA's supply chain management and monitoring system.</div> <div>Please also refer to <u>AIA's Supplier Code of Conduct.</u></div>	<div>Please refer to <u>AIA's 2024 Subsection Report: Sustainable Operations – Encouraging Good ESG Practice</u> section for descriptions of AIA's supply chain management and monitoring system.</div> <div>Please also refer to <u>AIA's Supplier Code of Conduct.</u></div>
GRI 2-6	KPI B5.3	<div>AIA requests its suppliers to consider ESG considerations as part of our supplier registration process. AIA also utilises a third-party ESG supply chain assessment scorecard to monitor the social and environmental performance of suppliers.</div> <div>Please refer to <u>AIA's 2023 Subsection Report: Sustainable Operations – Encouraging Good ESG Practice</u> section for further details.</div>	<div>AIA requests its suppliers to consider ESG considerations as part of our supplier registration process. AIA also utilises a third-party ESG supply chain assessment scorecard to monitor the social and environmental performance of suppliers.</div> <div>Please refer to <u>AIA's 2024 Subsection Report: Sustainable Operations – Encouraging Good ESG Practice</u> section for further details.</div>

MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES	HKSE ESG REPORTING GUIDE REFERENCE	DISCLOSURE	SUPPLEMENTARY INFORMATION
GRI 3-3	KPI B5.4	<p>While we encourage suppliers to perform better on ESG-related aspects (as discussed in <u>AIA's 2023 Subsection Report: Sustainable Operations – Encouraging Good ESG Practice</u>) we currently do not monitor the promotion of environmentally preferable products and services.</p> <p>The Group's internal Environmental Procedures provide guidance on sustainable sourcing.</p> <p>Under <u>AIA's Supplier Code of Conduct</u>, AIA may choose to enquire about any ESG-related practices or policies during the supplier registration process, and/or embed specific ESG-related provisions within contract terms and conditions.</p> <p>To monitor suppliers' performance, AIA may also conduct its own due diligence, including audits or investigations in relation to possible breaches of law, regulation or company policy as it deems appropriate.</p>	<p>While we encourage suppliers to perform better on ESG-related aspects (as discussed in <u>AIA's 2024 Subsection Report: Sustainable Operations – Encouraging Good ESG Practice</u>) we currently do not monitor the promotion of environmentally preferable products and services.</p> <p>The Group's internal Environmental Procedures provide guidance on sustainable sourcing.</p> <p>Under <u>AIA's Supplier Code of Conduct</u>, AIA may choose to enquire about any ESG-related practices or policies during the supplier registration process, and/or embed specific ESG-related provisions within contract terms and conditions.</p> <p>To monitor suppliers' performance, AIA may also conduct its own due diligence, including audits or investigations in relation to possible breaches of law, regulation or company policy as it deems appropriate.</p>

MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES	HKSE ESG REPORTING GUIDE REFERENCE	DISCLOSURE	SUPPLEMENTARY INFORMATION
Diversity and Equal Opportunities			
GRI 405	KPI B1.1	Total workforce employment type	
		2023	2024
Full-time		99.1%	99.3%
Part-time		0.9%	0.7%
GRI 401	KPI B1.2		
Employee turnover by geographical region		This is not disclosed due to sensitivity	This is not disclosed due to sensitivity ✓
UNGC 6	KPI B3.1	Percentage of employees trained by gender and employee category	
		2023	2024
Percentage of employees trained by gender and employee category		100% of employees trained	100% of employees trained
UNGC 6 GRI 404-1	KPI B3.2	The average training hours completed per employee by gender and employee category	
		2023	2024
Average training hours		26.5 hrs	30.2 hrs ✓
Average training hours (by gender)		Males – 27.2 hrs Females – 25.9 hrs	Males – 30.6 hrs ✓ Females – 29.9 hrs ✓
Average training hours (by seniority)		Senior leaders – 32.3 hrs Middle management – 28.0 hrs General staff – 25.5 hrs	Senior leaders – 35.6 hrs ✓ Middle management – 31.5 hrs ✓ General staff – 29.2 hrs ✓
Average non-mandatory training hours (by gender)		Males – 22.0 hrs Females – 21.2 hrs	Males – 27.5 hrs Females – 26.6 hrs
Average non-mandatory training hours (by seniority)		Senior leaders – 29.3 hrs Middle management – 23.0 hrs General staff – 20.5 hrs	Senior leaders – 33.1 hrs Middle management – 28.6 hrs General staff – 25.8 hrs

MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES	HKSE ESG REPORTING GUIDE REFERENCE	DISCLOSURE	SUPPLEMENTARY INFORMATION
Local Communities			
GRI 201-1 (a-ii)	KPI B8.2	Resources contributed to the focus area	
Charitable donations		2023	2024
		Over US\$6 million	Over US\$7.5 million
Employees volunteered		Over 7,500 hours	Over 20,000 hours
Product Responsibility			
–	KPI B6.1	This is not applicable as our products are intangible and not subject to any recall procedures.	This is not applicable as our products are intangible and not subject to any recall procedures.
–	KPI B6.4	Recall procedures and quality assurance are not applicable to the nature of our operations.	Recall procedures and quality assurance are not applicable to the nature of our operations.
Health & Wellness			
AIA Vitality and AIA China Wellness	Number of live markets	2023	2024
		13	12
Telemedicine	Number of live markets	10	8
Personal Case Management	Number of live markets	12	11
Regional Health Passport	Number of live markets	10	11
Based on AIA Vitality members who have reported their data, a member's AIA Vitality Age is their actual age relative to a variety of health factors	Members' improved Vitality Age since joining the programme	0.10	0.14
Based on AIA Vitality members who have reported their data, the number of AIA Vitality customers with either one biometric result from unhealthy to healthy or Vitality Age improvement and Personal Case Management customers with a change in diagnosis or treatment optimised	Year-on-year increase	22.0%	12.0%

MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES	HKSE ESG REPORTING GUIDE REFERENCE	DISCLOSURE	SUPPLEMENTARY INFORMATION
AIA One Billion		<div>AIA One Billion additional disclosure</div>	<div><p>The number under Community Programmes and Inspiring and Educational Digital Initiatives, Partnerships and Events before the duplication discount factor (details can be found in the Basis of Preparation document) through AIA One Billion was subject to limited assurance engagements performed by PricewaterhouseCoopers, Hong Kong (PwC) between 2022 and 2024. The period from 1 January 2021 to 31 December 2022 was covered in 2022, while the subsequent periods were covered in the respective years. Of our cumulative total 496 million people engaged through AIA One Billion as at 31 December 2024, the number assured on Community Programmes and Inspiring and Educational Digital Initiatives, Partnerships and Events before the duplication discount factor was 3,331 million representative of 97% of the total number covering the period of 1 January 2021 to 31 December 2024.</p><p>PwC was engaged to conduct a limited assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 Revised, Assurance Engagements Other than Audits or Reviews of Historical Financial Information. PwC has issued its unmodified limited assurance conclusion containing its findings on the numbers engaged for Community Programmes and Inspiring and Educational Digital Initiatives, Partnerships and Events before duplication discount factor as disclosed by the Group.</p></div>

ABOUT THIS REPORT

This report summarises the Group's ESG performance and key sustainability milestones in 2024. Performance improvement for material ESG issues across our operations is provided and underpinned by our purpose-driven five-pillar ESG Strategy.

We are committed to maintaining transparent disclosure of our ESG progress and performance, as well as keeping open dialogue with all our key stakeholders.

Our approach to ESG reporting

AIA has a responsibility to be transparent and accountable to all our stakeholders, which includes reporting on how we make a difference in our communities, address sustainability challenges and make a lasting and meaningful impact within our markets. As noted previously on pages 14 to 15, our key stakeholders include our customers, employees and agents, governments and regulators, investors and communities.

This report follows the framework devised by the Global Reporting Initiative Standards Guide, which was published 30 June 2022.

The contents of this report meet the ESG requirements set out in Appendix C2 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited.

As a signatory to the United Nations Global Compact (UNGC), AIA also reports on our progress toward the UN Global Compact Ten Principles. We also include our report against the Taskforce on Climate-related Financial Disclosures (TCFD).

This report also addresses stakeholder feedback, including the disclosure requirements of key ESG rating agencies and indices.

Moreover, our ESG strategy supports a number of the United Nations Sustainable Development Goals established in 2015 as a 'blueprint for peace and prosperity for people and the planet'.¹ This alignment has been summarised in the tables on pages 27-30.

AIA has a vested interest in achieving these ESG goals, as doing so benefits our clients, employees, shareholders and the communities we serve.

Report content scope

The information provided in this report covers our activities in 2024, both at the Group level and across our diverse operations around the

region. Where possible we have also included historical data to help illustrate our performance over time.

To provide a comprehensive review of our impact and performance, this report includes data from all business units where we maintain majority operational control and excludes data from Tata AIA Life where we own a 49% interest in a joint venture, and our investment in China Post Life where we own a 24.99% equity stake.

For 2024, AIA has aligned the operational emission reporting scope with its Science Based Target initiative (SBTi) baseline and target. The ESG Report also includes progress against three of AIA's SBTi investment targets. For more information on the expanded operational scope, please refer to our Climate Transition Plan.

AIA has also aligned our waste scope and water scope to the owned spaces in which AIA employees utilise and have at a minimum one month of data. This is to ensure representation of environment footprint in direct control of AIA.

For easy reference to our reporting disclosures, the GRI Index, the UNGC and the HKSE ESG content index are provided at the end of this report. AIA makes every effort to

ensure consistency between the English and Chinese versions of this report. However, in the event of any inconsistency, the English version shall prevail.

This report was reviewed and approved by the Company's Board on 13 March 2025.

Additional information relevant to our ESG performance, including financial data and corporate governance matters, can be found in our Annual Report 2024.

Measuring our progress

We have set goals in the key areas under our five-pillar ESG strategy to help guide our actions and measure progress. We have undertaken extensive trend and peer benchmarking to identify remaining gaps and to inform decisions related to where to scale up action and focus. This has helped us identify the pillars and E, S and G areas where we can do more.

As we make progress in these areas, we will reinforce our efforts to improve disclosure and performance and maintain high scores on ESG ratings and indices. On pages 27-30, we have summarised relevant targets and progress made in 2024. In addition to this, we have also expanded on this aspect in

depth within each of the pillar chapters throughout this report and subsection reports to give a holistic view of our progress in 2024.

Reporting in this way enables us to keep in step with regulatory developments in line with our robust effective governance framework. Taking a proactive approach to reporting also provides opportunities to play a role in informing and shaping standards and best practices and contributing to knowledge sharing to accelerate positive change across the industry and the communities we operate in.

Assured data

As we build data and process confidence, selected sustainability information is assured by AIA's external auditor PricewaterhouseCoopers. Data in AIA's 2024 Subsection Report: People & Culture for the KPI's, Employee turnover rate - by gender, by age group (page 6) and percentage of number of employees - by markets, gender, age group and workforce seniority (page 10) is assured as per the Independent Practitioner's Limited Assurance Report on AIA Group Limited's Identified Sustainability Information. Please refer to page 32 for a further breakdown of our operations in scope of this data assurance exercise.

Data calculation methodologies

AIA calculates emissions according to the guidelines provided by the GHG Protocol Corporate Accounting and Reporting Standard, the GHG Protocol Scope 2 Guidance and Environmental Protection Department of the Hong Kong SAR Government. We identify emission factors on Scope 1 GHG emissions and Scope 2 GHG emissions for each operating region via the sustainability reports of utility companies, the Greenhouse Gas Protocol database, and the International Energy Agency (IEA) Emission Factor database 2024. We refer to the emission factor for short-haul flights of Greenhouse gas reporting: conversion factors 2024 provided by the United Kingdom's Department for Environment, Food and Rural Affairs (DEFRA) to calculate business travel emissions data. We calculate emissions from any private air travel according to the recommended practice of the International Air Transport Association (IATA).

AIA also refers to the Sixth Assessment Report from the International Panel on Climate Change, in reference to any Global Warming Potential (GWP) factors used.

1 UN General Assembly (2015).

AIA ESG REPORT 2024

Feedback from our diverse set of stakeholders is crucial for us to continue improving on our ESG performance and disclosure practices.

If you have any questions, comments or feedback please contact our ESG team at esg@aia.com or write us at the address below:

Environmental, Social and Governance (ESG) Team
12/F, AIA Building 1 Stubbs Road, Wan Chai, Hong Kong



HEALTHIER, LONGER,
BETTER LIVES

HEALTH & WELLNESS

AIA ESG REPORT 2024
SUBSECTION REPORT



CONTENTS



HEALTH & WELLNESS	3
Health & Wellness	3



CASE STUDY	16
AIA China: Developing a Health and Retirement Ecosystem to Support Customers throughout Their Life	16



PRIORITIES IN DETAIL	4
Engaging Communities Across Asia	4
Improving Access to Quality Healthcare	9
Building Better Integrated Health & Wellness Outcomes	14

HEALTH & WELLNESS

Health & Wellness is one of AIA's five ESG strategic pillars. The purpose of this pillar is to direct AIA's resources to engaging, inspiring and delivering better health outcomes, championing financial inclusion and expanding access to quality care, producing a wider, fairer impact on society.

Health & Wellness Priorities

- ⊕ Engaging communities across Asia
- ⊕ Improving access to quality healthcare
- ⊕ Building better integrated health and wellness outcomes

“Healthy is more than we think it is. It's more accessible, more achievable and more diverse. We need to change the way we see health to make it a bigger part of our everyday.”

STUART A. SPENCER
GROUP CHIEF
MARKETING OFFICER



“Though medical technology is rapidly advancing, many are increasingly finding healthcare less accessible and affordable. AIA is committed to transforming health insurance and healthcare delivery to meet the needs of millions of healthcare consumers in Asia.”

DR KELVIN LOH
GROUP CHIEF
HEALTHCARE OFFICER



In 2024, we advanced our mission to engage one billion people to live Healthier, Longer, Better Lives by 2030. By 31 December 2024, we have engaged 496 million people. Across all of our 18 markets we have strengthened our purpose-driven brand ecosystem. Our AIA Healthiest Schools Programme and global partnership with Tottenham Hotspur Football Club continued to drive meaningful engagement and impact. Through AIA Voices, we collaborated with experts, brand ambassadors and influencers to inspire healthier living. We launched the Rethink Healthy brand platform, promoting a holistic and sustainable approach to wellbeing. Additionally, we reinforced our financial inclusion initiatives, introducing insurance products for low-income customers and enhancing financial literacy through education.

In 2024, we expanded our health offerings across Asia, further strengthening our Integrated Health Care strategy to provide customers with more accessible, affordable, and effective healthcare solutions. Our efforts focused on addressing coverage gaps, personalising health plans to meet individual needs, managing the impact of medical inflation, and improving access to life-changing healthcare services.

Our Vitality programme, a science-backed health and wellbeing initiative, experienced an 8% increase in new participants, reflecting growing engagement in proactive health management. We remained committed to customer-centric innovation, prioritising health initiatives that enhance the overall healthcare experience. Throughout the year, we leveraged data-driven insights and analytics to improve healthcare delivery, equipping providers with valuable intelligence to optimise patient care and outcomes. By continuously refining our approach, we are shaping a more efficient, inclusive and sustainable healthcare ecosystem for the future.

ENGAGING COMMUNITIES ACROSS ASIA

This priority focuses on engaging communities across Asia to improve their physical, mental and environmental wellness while championing financial inclusion.

In 2024, we delivered and measured a wide range of purpose-led health and wellness initiatives spearheaded by our regional AIA Vitality Health and Wellness programme. This was reinforced with our five signature Groupwide engagement activities and local engagement initiatives focused on improving physical health, mental health, environmental health and financial inclusion.

AIA One Billion

AIA One Billion is a movement that extends far beyond our customer base to encompass individuals and communities across Asia. Through a series of engagement touchpoints, we aim to inspire behavioural change and make a long-lasting social impact. Our AIA One Billion goal is to engage one billion people to help them live Healthier, Longer, Better Lives by 2030.

Our AIA One Billion Theory of Change and Impact Pathway enables us to define our intent, activities and output and measure our impact on society.

To measure the behaviour change impact of our engagements, we focus on the five key determinants of non-communicable diseases (NCDs): physical inactivity, poor nutrition,

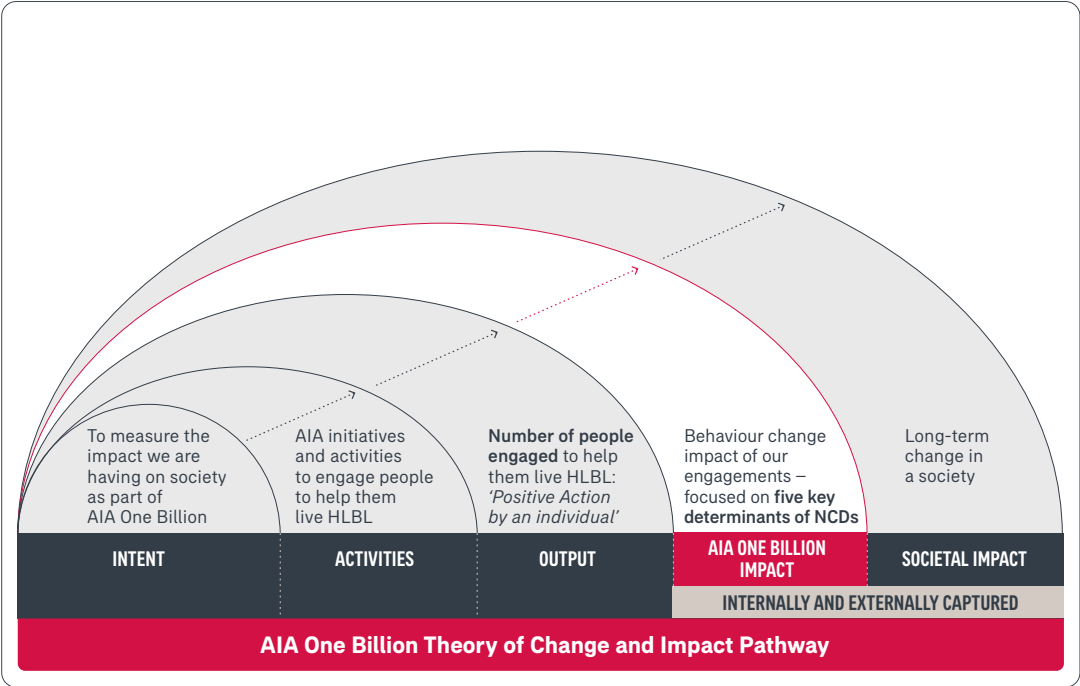
smoking, excess alcohol and our interaction with the environment.

The AIA One Billion Theory of Change and Impact Pathway uses a range of research methodologies to measure the overall impact of our initiatives. This includes our AIA Brand Power Monitor consumer research and in-person initiatives, such as the AIA Vitality Hub in Hong Kong.

Using a variety of research methodologies gives us a strong and reliable overview of our influence over health and wellness perceptions and the extent of behavioural change. As we continue to work towards our AIA One Billion goal, we will continue measuring the impact of our initiatives on people's lives and celebrate individual achievements.

For the period from October 2023 to December 2024, 46% of people we surveyed across Asia said they had been inspired by AIA initiatives to make a healthy living change to improve their current physical, mental, financial or environmental health.¹

¹ AIA Brand Power Monitor consumer research. This survey is conducted by Kantar across 14 of our markets, which covers over 5,000 respondents (general consumers) every quarter. Respondents were asked if they had engaged with our AIA website, met with an AIA agent, or engaged with our campaign and activities. This covers all AIA touchpoints with customers, clients and communities across Asia.

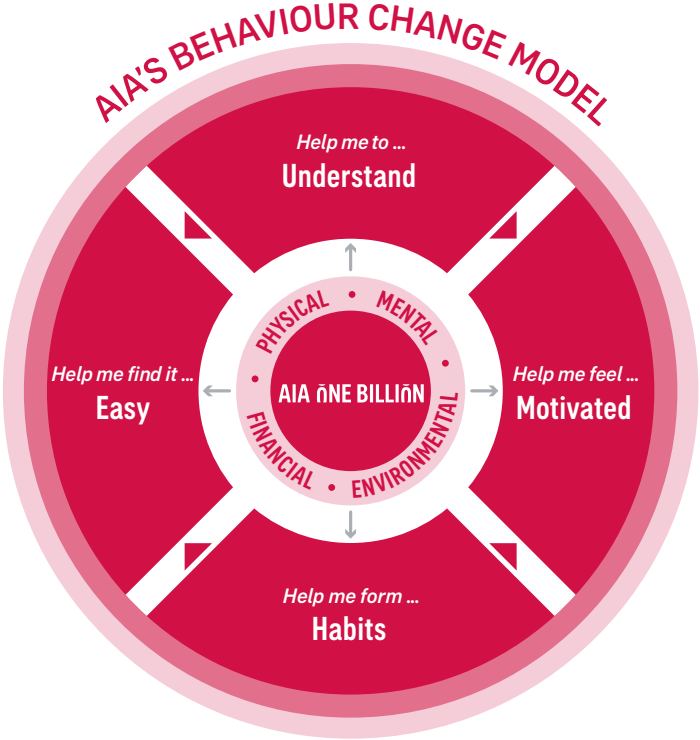


Purpose-led initiatives

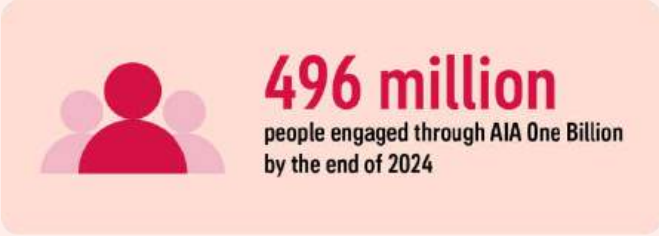
Since launching AIA One Billion in 2022, we have delivered and measured a wide range of purpose-led health and wellness initiatives across all 18 markets. These initiatives aim to engage, educate, inspire and support communities, employees, individuals and business customers, and come in the form of advice, partnerships, events, community programmes and campaigns.

In 2024, we launched a series of AIA One Billion events and activities across the region aimed to impact more people on a personal level. These events included fun runs and trails such as the AIA One Billion Trail in Thailand, JTBC Seoul Marathon in Korea, Score Marathon in Malaysia, AIA One Billion Run in Brunei, AIA Pink Run in Cambodia and Rock ‘n’ Roll Run in the Philippines. There has also been a 10-day spectacular event in Hong Kong with AIA One Billion week held at the AIA Vitality Hub and AIA Carnivals held across China consisting of sports, art, music and health service demonstrations.

All these AIA One Billion events encourage people to Join, Live and Share their Journey to support individuals and communities in their own personal health journey, at whatever stage they are at. This approach aligns with our Behavioural Change Model, which combines insights from existing behaviour models with AIA Vitality programme insights and research. This informs our understanding of people and what motivates them. We use this model to guide our AIA One Billion efforts and help us determine the best way to engage, inform and support people.



PROGRESS TOWARDS OUR GOAL



By 31 December 2024, AIA has engaged **496 million** people towards our AIA One Billion goal.

We measure the cumulative year-on-year number of people engaged¹ and review, evolve and enhance our methodology each year in line with our activities. PricewaterhouseCoopers, Hong Kong (PwC) has undertaken a limited assurance engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 Revised, Assurance Engagements Other than Audits or Reviews of Historical Financial Information in respect of the selected AIA One Billion performance metrics between 2022 and 2024.

The period from 1 January 2021 to 31 December 2022 was covered in 2022, while the subsequent periods were covered in the respective years.

Further information:
The number of people engaged through AIA One Billion has been rounded down to the nearest million. For the basis of preparation please see www.aia.com/aiaonebillion. Read more in the **ESG Data Supplement** of the **ESG Report 2024**.

¹ We define an ‘engagement’ as a positive action by an individual.

Signature programmes

Alongside local activities, we facilitated five signature programmes in 2024 that contributed to engagements across our markets.

1. AIA Healthiest Schools Programme

The AIA Healthiest Schools Programme aims to drive healthier habits among students aged 5 to 16 in the areas of:

- healthy eating
- active lifestyles
- mental wellbeing
- health and sustainability.

At the end of our second year, there were 2,376 registrations for the programme from Australia, Hong Kong, Indonesia, Malaysia, Vietnam and Thailand. We are working closely with the Ministry of Education in Indonesia and Malaysia to raise awareness of the importance of health and wellness education as we continue to grow the engagement and impact of this initiative.

Participating schools can enter the AIA Healthiest Schools Challenge, submitting innovative ideas to make their students and community healthier with a chance to win exclusive health and wellness experiences and prizes.

SK Putrajaya Presint 11(1) school from Putrajaya, Malaysia was crowned regional winner in July 2024 for creating a mental health wellbeing app for their school to help students become more aware of their stress levels and understand their emotions.

2. Partnership with Tottenham Hotspur Football Club

AIA is proud to be the Global Principal Partner of the Tottenham Hotspur Football Club. Active participation in sports promotes a healthy lifestyle, with football nurturing values such as teamwork, discipline and sportsmanship.

With the support of the club's accredited coaches, we hold football clinics across AIA markets. As at December 2024, 153,516 participants (mostly children) have taken part in AIA clinics with Spurs coaches across Asia. A digital hub hosts all AIA-Spurs related content and digital campaigns across multiple markets, which is shared on our social media channels to continue the conversation on topics such as healthy cooking and mental health.

3. AIA Voices

AIA Voices, our flagship content-led thought leadership platform, unites experts, brand ambassadors and influencers to share insights across our four ESG health and wellness pillars: physical, mental, financial and environmental. Over the past year, our AIA Voices drove conversation around the impact of climate change, food waste, and the connection between sleep and mental wellbeing. Further, leveraging a network of social media influencers, the platform has been instrumental in amplifying the reach and engagement around AIA's Rethink Healthy campaign,

by challenging stereotypes and helping to reshape views on health and wellness.

4. Hong Kong Observation Wheel and AIA Vitality Park

The Hong Kong Observation Wheel and AIA Vitality Park features a wide range of healthy living and wellness-themed activities to the public for free throughout the year. The site has had nine million visitors since November 2017, with 2.2 million visitors in 2024 alone.

The AIA Vitality Hub is a unique health and wellness venue built to engage the Hong Kong community and its visitors through an array of free classes and events, demonstrating AIA's commitment to give back to the communities in which we operate.

The activities are all designed to educate, motivate and inspire people of all ages and all abilities to enjoy active lifestyles and adopt and maintain healthy living habits. We have delivered more than 1,850 free classes to help the people of Hong Kong improve their health through aerobics and movement, strength training and running, as well as yoga, meditation and therapeutic arts. We collaborate with non-government organisations and local charities to provide specific programming for people with disabilities and special educational needs. 93% of visitors surveyed have been inspired to adopt a healthier lifestyle after attending a class at the Hub.¹



CASE STUDY

5. RETHINK HEALTHY

In June 2024, we launched our new brand campaign platform 'Rethink Healthy'. The campaign seeks to challenge stereotypes and narrow depictions of health in Asia and calls for new definitions of health that will encourage more people to live healthy lives.

Rethink Healthy promotes a more holistic and sustainable approach to wellbeing that is inclusive, relevant and achievable for people in Asia.

The campaign is part of the AIA One Billion ambition to engage one billion people to live Healthier, Longer, Better Lives by 2030. It was formed in response to a regional wellness report commissioned by AIA, which found many consumers in Asia believe that being healthy is too hard and inaccessible.

Through this platform we aim to broaden perspectives to see health as a balance between physical, mental, financial and environmental wellbeing and make clear that every individual can take their own unique steps on their journey towards health and wellness, no matter where they are on that journey today.

We aim to demonstrate our belief that every step counts and that growing confidence will translate into even bigger actions and improvements.

Rethink Healthy launched through an anthem video that questions the role social media plays in our depiction of health. It was supported by community events, employee engagement and locally relevant marketing campaigns across most markets in Asia, with further plans for development and expansion in 2025 and beyond in order to trigger positive actions, encourage conversations and shift perceptions.



“We are on a mission to change attitudes, mindsets, behaviours; and debunk preconceived notions of what ‘healthy’ means for every individual.”

STUART A. SPENCER
GROUP CHIEF MARKETING OFFICER

1 Survey conducted by GEG Asia across Vitality Hub visitors between 29 Jan 2024 – 28th Jan 2025. Base size 155 visitors.



CASE STUDY

AIA VITALITY HUB

Pragati Magaloo is a 29-year-old full-time housewife and student who was looking for accessible and inclusive fitness classes to help improve her health. After enrolling in one class at the AIA Vitality Hub in September 2023, she now attends four classes a week and has seen profound changes in her physical and mental health.

Through her visits to the Hub, she has managed to create a consistent physical routine and as a result she was inspired to improve her nutrition.

Pragati has lost 10kg to date and describes herself as having increased her stamina, flexibility and agility.

Having experienced loneliness and poor mental health when she moved to Hong Kong, she feels her experience at the Hub has helped her anxiety and feelings of isolation.

Pragati loves that there are people of all ages and abilities who come together at the Hub to improve their health. She is inspired by the diversity of people she meets and the sense of community she experiences there.

Health and financial inclusion initiatives

Our Group-wide programmes and local engagement activities contributed to our AIA One Billion goal in 2024 and demonstrated our engagement approach.

Physical health

Our physical health initiatives motivate people to take steps to prevent illness and disease and provide them with access to quality healthcare services to improve their health outcomes.

Water Safety Pledge in Sri Lanka

As an island surrounded by water, Sri Lanka has many hidden dangers. On average, 755 people drown each year and drowning is one of the top three causes of accidental deaths in Sri Lanka. This is why AIA Sri Lanka launched the AIA Water Safety Pledge, which aims to educate people on the importance of water safety and encourages them to take the pledge, emphasising the value of their lives and the impact on their loved ones.

The activity was initiated at the Poson Festival – one of Sri Lanka’s biggest religious festivals which has been running for 29 years. At the event, they ensured the safety of pilgrims in water bodies during the Poson pilgrimage to Anuradhapura. Recognising the need to expand their efforts beyond Anuradhapura, AIA Sri Lanka launched the Water Safety Pledge to create a ripple effect across the island.

During the Poson festival, the campaign saw thousands of individuals taking the Water Safety Pledge with a social media campaign creating broader awareness on water safety and pledges across the nation.

Mental health

Our mental health initiatives raise awareness of the importance of emotional and mental wellbeing. We share tools and techniques to help people develop resilience and normalise seeking support for mental health issues.

The Upside

The Upside from AIA New Zealand is a new TV and podcast series that offers meaningful, revealing, inspiring and hopefully helpful conversations with six well-known New Zealanders who have been through some mentally tough times – and are now back on the up.

Hosted by sports broadcaster and writer Scotty Stevenson, renowned Kiwis – television and radio personality Jason Gunn, Detective Inspector Scott Beard, presenter and comedian Hayley Sproull, legendary All Blacks coach Sir Graham Henry, transgender artist and filmmaker Awa Puna and Olympic great Dame Valerie Adams – share very different but equally inspiring stories about the challenges they have overcome, and the impacts this has had on their mental wellbeing.

Environmental health

Our environmental health initiatives seek to raise awareness of how the state of people’s local environments impacts their health and wellbeing.

We also support people who are affected by environmental changes and seek to improve the environment for future generations.

Han River Clean-Up

AIA Korea hosted a volunteer environmental cleanup activity at the AIA Garden next to the Han River in Seoul. Over 120 employees, including staff and master planners from AIA Life and AIA Premier Partners, participated in the event to clean up the area.

The garden was established by AIA Korea as part of the 2024 Seoul International Garden Expo and has welcomed some 7.8 million visitors since its opening in May 2024. As well as contributing to environmental wellness, the garden has been recognised for its contribution to enhancing people’s mental health. By creating this peaceful garden, AIA Korea aimed to provide a place for citizens to find emotional stability and reflect on the meaning of a healthy life.

Caring for the environment for conservation and connection

Planting trees raises awareness of environmental issues and improves local environments for future generations. In partnership with conservation charity Trees That Count, AIA New Zealand planted trees to honour the memory of life customers who passed away and mark World Environment Day. AIA New Zealand funded 4,240 trees in 2024, with 21,900 trees funded since the partnership began in 2020.

This initiative will help restore native flora and help remove about 4,985 tonnes of carbon dioxide from the atmosphere over the next 50 years.¹

Financial inclusion

Our financial inclusion initiatives engage communities through financial education and scholarships, awareness campaigns and accessible insurance products that support the financial wellbeing of individuals and families. We seek to understand our individual and corporate customers and the diverse communities we serve so we can provide inclusive and innovative products and solutions that support their needs.

To understand the breadth and scale of our financial inclusion initiatives, please review our [Financial Inclusion Subsection Report](#).



1 AIA Vitality, *Trees that Count*, 2024.



CASE STUDY

SUPPORTING OUTSTANDING SCHOLARS IN HONG KONG

In October 2024, AIA Foundation awarded 100 AIA Scholarships to the programme's fourth cohort of outstanding Hong Kong university students. AIA Scholarships provide financial support to help students pursue higher education, broaden their horizons and reach their potential while encouraging them to contribute to Hong Kong's society and economy.

AIA Scholarships is run by AIA Foundation in collaboration with 10 partner universities in Hong Kong. AIA pledged US\$100 million since October 2020 to help 100 undergraduates every year over the next several decades attend Hong Kong universities.

MELODY WU

"The AIA Scholarship alleviated my financial stress, allowing me to care for my grandmother while my mother was unemployed during the pandemic. It enabled me to focus on internships and competitions rather than multiple part-time jobs. I participated in a social enterprise to learn how to empower disadvantaged groups and develop business proposals. I currently work as a social worker in a pre-primary institution, and I plan to pursue a Master's in transcultural studies to deepen my understanding of diverse societies."



2020 AIA SCHOLARSHIP RECIPIENT
SOCIAL WORK GRADUATE, HONG KONG SHUE YAN UNIVERSITY

ISAAC WONG

"I have been able to use the funds from the AIA Scholarship to cover my tutorial fees, as well as some of my medical expenses, so I can concentrate on studying. It has given me access to more opportunities, such as completing a coaching and refereeing course that will help me pave the way towards my goal of becoming a Physical Education teacher."



2024 AIA SCHOLARSHIP RECIPIENT
PHYSICAL EDUCATION STUDENT, EDUCATION UNIVERSITY OF HONG KONG



IMPROVING ACCESS TO QUALITY HEALTHCARE

This priority focuses on providing greater access to quality healthcare, relevant and timely information, diagnoses, treatment and rehabilitation.

AIA's Integrated Healthcare Strategy provides customers with more accessible, affordable and effective healthcare. Our expanding healthcare offerings streamline the services and care our customers receive, with new product offerings increasing the availability and personalisation of health insurance cover. Our technology partnerships help us extend our networks to ensure customers can more easily access healthcare support, services and care.

Expanding our health offerings across Asia

By 2030, Asia Pacific will account for more than 20% of global spending on healthcare.¹ As people take greater ownership of their health, our strategies centre around delivering more personalised health insurance and sophisticated health and wellness solutions.

Addressing coverage gaps

Healthcare journeys can be challenging when people face

complex or unfamiliar medical processes. AIA Hong Kong's Care Concierge is an industry-first in healthcare support. Launched in 2024, this dedicated concierge service offers a suite of healthcare and support services for eligible customers. From diagnosis and treatment through to recovery, professional care is offered at our customers' convenience to give them peace of mind throughout as they navigate their health journey. AIA Hong Kong's Greater Bay Area Health Connect Outpatient Plan was also launched in 2024. It provides customers who study or work in Hong Kong, Macau and designated mainland Greater Bay Area cities with accessible and seamless outpatient protection through a quality medical network of providers, unlimited additional general practitioner online consultation and medication delivery.

Personalising coverage to meet customer needs

In 2023, the Ministry of Health Singapore launched the National Strategy for Palliative Care outlining recommendations to expand and improve palliative care in Singapore. It aims to help people fulfil their aspirations to die with dignity and comfort according to their preferences.

Aligning with this strategy, AIA Singapore launched an extension of their home palliative care benefit in September 2024 for eligible customers diagnosed with terminal illness. This benefit provides customers and their caregivers with services, care and support in their own homes during this difficult period.

Empowering customers to navigate health services

A customer research survey performed by AIA Vietnam suggests that customers found navigating access to healthcare services a great challenge in Vietnam. Some of the key gaps identified in the survey of more than 100 respondents included long waiting times, busy and crowded healthcare facilities, poor public health hospital facilities, inadequate knowledge and expert advice from medical consultants, and lack of optimal facilities for inpatient care.

Taking findings from the survey, AIA Vietnam developed a comprehensive guide that empowers customers to navigate health services more effectively and safely. The 'Wise' handbook helps customers make informed treatment decisions and provides essential practices for rehabilitation at home.

Minimising the cost of medical inflation

Asia Pacific's healthcare benefit cost increases as reported by health insurers across the region remained consistent in 2024.²

To assist customers with their rising medical costs, AIA Malaysia launched the SMART product option for all on-shelf selling products and existing in-force plans in 2024. It offers access to quality healthcare at lower premiums by including primary care in the healthcare journey and a curated, quality hospital network that is also more cost-effective. This SMART product option has a co-payment component and thus is overall designed to mitigate increases in premiums over time. This aligns with the Malaysian government's announcement at the beginning of Q4 2024 of a tax relief that covers medical bill payment under co-payment insurance and takaful products and provides customers with an alternative, affordable and sustainable option.

Individual medical plans in Malaysia do not typically cover outpatient treatment, except for outpatient follow-ups for an inpatient treatment. To minimise the risk of hospital

acquired infections, and avoid applicable out-of-pocket expenses for customers, AIA Malaysia extended outpatient coverage for common illnesses such as influenza, mild bronchitis and pneumonia, acute gastroenteritis and dengue at no extra cost to all individual medical policyholders. This initiative has benefitted around 1,000 customers since its launch in April 2024, allowing customers to recover in the comfort of their homes and avoiding unnecessary hospital admissions.

Improving access to life-changing healthcare

Since AIA's acquisition of MediCard Philippines in 2023, MediCard has worked to introduce customer-centric innovations through prioritised health initiatives. A significant development in 2024 was improving access to the human rabies vaccination. The Philippines has one of the highest incidences of human rabies in Asia with more than 350 reported cases in 2023.³ To steer members away from going to the emergency departments of hospitals and medical centres for the vaccine, MediCard launched an awareness campaign to educate members about the care options available at MediCard free-standing clinics and animal bite centres.

This initiative has streamlined the care process, reduced unnecessary hospital visits, and provided a faster, more cost-effective and more convenient experience for patients. Since the launch of the campaign, MediCard has seen a fivefold increase in the number of members seeking their rabies vaccination injections at their free-standing clinics.

In 2024, MediCard focused on enhancing customer journeys and improving customer engagement. To address the ongoing challenge of non-communicable diseases, which account for 68% of all deaths in the Philippines, MediCard is proactively managing members' health through the Chronic Disease Management Programme and preventive screening programmes with the support of Care Coordinator teams that offer comprehensive support through the members' illness journeys, while the liaison officer guides customers through their treatment plans, admission and discharge support, and ongoing care coordination. To enhance members' understanding about the most appropriate care settings for their conditions, MediCard promotes the use of clinics and outpatient care from top-tier providers to clinics, including the MediCard free-standing clinics.

1 Bain & Company, Asia-Pacific Front Line of Healthcare 2024 Report. Survey was conducted in Q4 2023 with 2,300 consumers across nine Asia-Pacific geographies (Australia, China, Hong Kong, India, Indonesia, Malaysia, the Philippines, Singapore and Vietnam).
2 Wills Tower Watson, 2024 Global Medical Trends Survey, published November 2023.
3 Cases reported to the Public Health Surveillance Division, Epidemiology Bureau, Department of Health, the Philippines, as part of the Epidemic-prone Disease Case Surveillance (EDCS).



CASE STUDY

AIA GROUP: PROVIDING MORE ACCESSIBLE, AFFORDABLE AND EFFECTIVE HEALTHCARE TO AIA CUSTOMERS

Dr Kelvin Loh became AIA's Group Chief Healthcare Officer in 2023. In this role, he is responsible for AIA's health-related businesses and executing the Integrated Healthcare Strategy.

The aim of AIA's Integrated Healthcare Strategy is to be the industry-leading provider of personalised health insurance solutions that deliver more accessible, affordable and effective healthcare to millions of customers across Asia. Dr Kelvin explains that AIA launched the Integrated Healthcare Strategy in 2022 in response to unparalleled demographic changes driving demand for healthcare and the ongoing challenges of medical cost inflation, barriers to access and fragmented care delivery in Asia.

"We know that the demand for healthcare will grow strongly because of demographic growth, but there is also an increasing affordability issue," Dr Kelvin said.

"Medical inflation is running at about two times the GDP growth of most markets in Asia, while overuse or waste in healthcare compounds these trends. Healthcare systems in Asia are already under strain with many operating at near maximum capacity."

Climate change is also impacting Asia's healthcare system by increasing the risk of demand shocks through pandemics. Dr Kelvin notes that there has been a significant increase in demand for medical facilities and medical claims since COVID-19.

"We are seeing this particularly in relation to novel pathogens, vector-borne diseases, heat-related injuries, mental health disorders, and respiratory and cardiovascular diseases," he said. "Often the most impacted people are those who are already having difficulties in accessing and affording healthcare."

AIA is committed to improving Asia's healthcare system through the three pillars of the Integrated Healthcare Strategy: providing more compelling and differentiated health insurance solutions that provide enhanced coverage for customers and access to affordable care; integrating with healthcare providers that can deliver better health outcomes at lower costs through strategic partnerships and owned provision; and delivering simple and effective consumer healthcare experience through the integration of care management through seamless end-to-end health journeys.

In 2024, AIA agreed to acquire New Medical Center Holdings (NMC), a specialist outpatient services company in Hong Kong. NMC is one of the largest clinic-based providers of gastroenterology and general surgery in Hong Kong, offering patients a seamless healthcare journey across specialist consultations, diagnostics, day procedures and admission to partnering hospitals.

This move represents an important step forward in AIA's Integrated Healthcare Strategy in Hong Kong and reinforces AIA's position as the leading health insurer in Asia.

Another highlight from 2024 was the launch of AIA Malaysia's SMART Option. This cost-effective proposition uses sustainable design features to provide customers with comprehensive coverage options and access to a quality provider network at affordable premium levels. The product is the first of its type in Malaysia in a market that has seen significant increases in healthcare insurance premiums in recent years. Since its launch, around 40% of AIA Malaysia customers have chosen the SMART Option.

Healthcare is a data-driven business, and through Amplify Health, an independently operated joint venture between AIA and Discovery SA, Dr Kelvin has championed the deployment of advanced analytics solutions to enhance the ongoing evaluation of the providers across our lead healthcare markets.

Based on deeper claims and behavioural insights, AIA is then able to deepen its strategic partnerships with the most cost-effective healthcare providers. This enhances the network of providers that AIA customers can access, such as the SMART Option panel offered by AIA Malaysia.

Dr Kelvin feels that AIA, as Asia's largest private payor of healthcare, has an exciting opportunity to engage with regulators, insurers and other stakeholders to shape the healthcare industry.

"We are paving the way for other insurers to follow," he said. "All insurers in Asia are trying to address the same challenges as AIA and we all desire for there to be a better healthcare system for customers. By AIA making the first move in launching more sustainable and affordable products, tackling overuse and making healthcare more accessible to customers, it is now much easier for other insurers to follow suit. Collectively, we can create a more resilient healthcare system, so we are better prepared to face both demand- and supply-side shocks."



"We continue to transform our role as an insurer, going beyond being a payer to a provider of health solutions, and ultimately a shaper of Asia's healthcare systems."

DR KELVIN LOH
GROUP CHIEF HEALTHCARE OFFICER

Transforming AIA with world class technology

As data and technology continue to develop, customers are increasingly seeking more personalised products and experiences that meet their needs.

Amplify Health

Amplify Health is guiding AIA's efforts to influence long-term sustainability in the healthcare ecosystem and improve access to quality healthcare through the provision of analytics-driven provider insights. The insights include risk-adjusted benchmarks and outcome-based metrics that guide discussions with providers and help them navigate towards value-based care.

By highlighting both efficiencies and inefficiencies present within provider networks, these insights have not only uncovered areas where new opportunities can be directed, but also demonstrated where targeted improvements should be focused to optimise access to care for AIA's customers. The improved data visibility encourages an outcome-driven network, setting the stage for the roll-out of more innovative insurance initiatives while ensuring sustainable member access over the long term.

Amplify Health helped to improve the lives of AIA policyholders in Malaysia through a guided chronic disease management pilot that was driven by personalised coaching and

behaviour modification tools, channeled through the Amped by Amplify Health application. The completed programme demonstrates quantifiable improvements in health outcomes for engaged users, including reductions in waist circumference, declining HbA1c, and a reduction in triglycerides.¹

Real-time data collection and analytics on the health status of members enables proactive risk management. Looking ahead, this can translate to reduced hospitalisations and lowered long-term risks of complications.

Growing wellness regionally

Through interactive programmes designed to encourage customers to manage their health and wellbeing, AIA is inspiring positive behavioural changes around the globe.

AIA Vitality

AIA Vitality, a science-backed health and wellbeing programme, is now live in 12 AIA markets. New programme joiners have increased 8% over 2024, with total membership of the programme reaching more than two million by the end of 2024.

We also carried out the first ever AIA Vitality proposition research project, interviewing customers across five key AIA Vitality markets.

Our customers confirmed that AIA Vitality makes them feel that AIA cares for their health and the proposition supports AIA's Purpose to help people live Healthier, Longer, Better Lives.

When the AIA Vitality programme first launched in Singapore in 2013, the focus was to help our customers understand their current state of health and take action to maintain or improve their health, mainly through physical activity.

Over time, we have recognised the change in lifestyle risks faced by customers and have expanded the programme into different dimensions of health and wellness. For example, AIA Malaysia and AIA Vietnam promote healthy diet and nutrition management through their recently launched food tracker feature.

This feature allows AIA Vitality members to upload pictures of their meals and receive real-time feedback about whether the meal is a healthy option. This will soon be complemented with a nutrition coaching feature that will help members better understand their eating habits. With over 500,000 uploads already, we're seeing strong engagement with this new feature.

The Australian AIA Vitality programme emphasises mental wellbeing and includes a comprehensive mental wellbeing proposition with learn, act and chat elements. AIA Australia is already seeing evidence of the positive impact this mental wellbeing proposition is having on AIA Vitality members.

The New Zealand AIA Vitality programme enriches the relationship with customers by making AIA NZ a daily partner in life. It directly affects lifestyle changes, stimulates medical screenings, prevention and early detection and provides a mechanism to access health services more affordably. Skin cancer is the most common cancer in New Zealand and AIA New Zealand's 2024 AIA Vitality annual MoleMap campaign has resulted in a 31% increase year-on-year for skin cancer assessments, driving tangible health outcomes for members with 111 malignant (including 10 melanoma) and 254 pre-malignant lesions being identified.

AIA Vitality



For activated members who were at or above the clinical risk threshold for HbA1c

70%

Showed stable or declining HbA1c



For activated members who were at or above the clinical risk threshold for triglycerides

50%

Showed a reduction in triglycerides



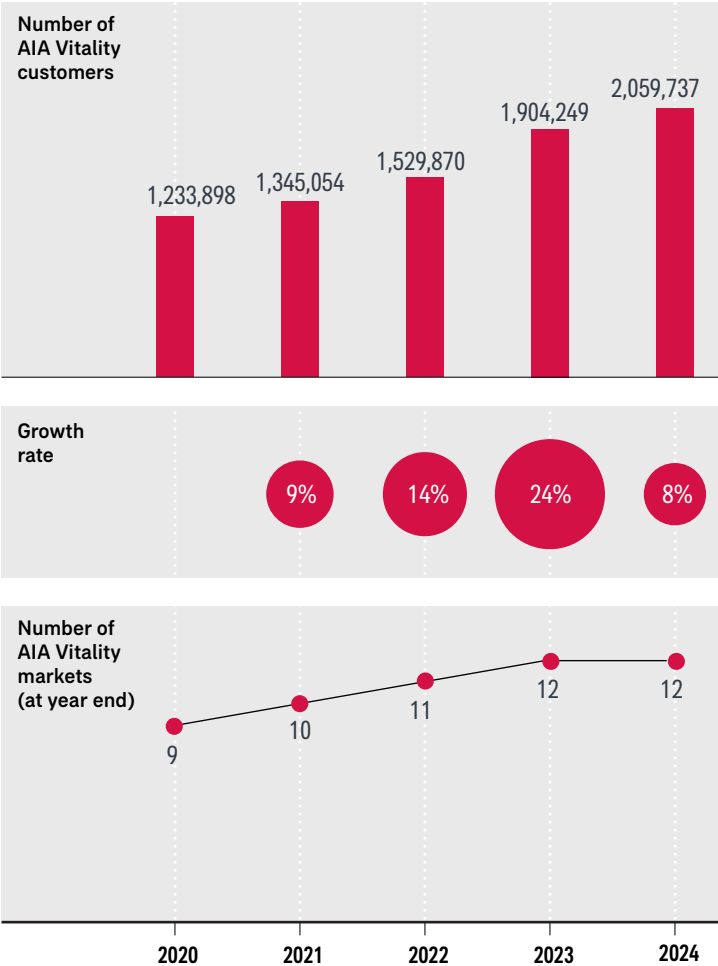
For activated members who submitted waist circumference measurements

83%

Showed a reduction in waist circumference

¹ Improvement is defined as a waist circumference decline of at least 1cm and any decline in HbA1c/triglycerides compared to baseline. HbA1c was only evaluated for patients with starting value at or above pre-diabetes level (≥ 5.7). Triglycerides were only evaluated for patients with starting value at or above borderline level (≥ 1.69 mmol/l).

AIA VITALITY MEMBERSHIP



CASE STUDY

MATCHING GLOBAL EXPERTS WITH CUSTOMERS' NEEDS THROUGH TELADOC HEALTH

Ben Quah, an AIA Malaysia financial advisor, experienced severe back pain after lifting his feet while putting on socks, to the point where he was unable to walk. Back pain has had a serious impact on Ben's career and life. He was anxious, helpless and constantly worried that the pain would worsen.

Ben's doctor diagnosed the condition as a slipped disc herniation based on the results of his MRI scan and recommended two treatment options: laser disc surgery or the use of pain medication and regular physiotherapy. Faced with this dilemma, Ben contacted Teladoc Health and submitted all medical reports and diagnostic imaging to their experts.

After a comprehensive review of Ben's materials, the Teladoc clinical expert recommended conservative or non-surgical treatment as a suitable option for Ben in view of no neurological symptoms. Ben was very grateful for the professional services provided by Teladoc Health, because it meant he was able to avoid surgery. He gained a deeper understanding of his medical condition while being supported with sufficient professional medical information to navigate the challenges of choosing the optimal treatment plan for his condition. Ben regained his confidence and recognised the advantages of virtual care services through his experience with Teladoc Health.

AIA Personal Medical Case Management

To ensure customers receive the best possible support upon diagnosis of a critical medical condition, AIA Malaysia has partnered with Teladoc Health, a global leader in the virtual care industry, to offer a Personal Medical Case Management (PMCM) service. PMCM offers end-to-end case management to empower our customers along their healthcare journeys. When facing major medical decisions, PMCM gives our customers confidence and peace of mind with access to top global medical experts who examine and review each customer's case to provide professional opinions and treatment recommendations in a comprehensive and personalised medical report. Our data shows that 17% of our customers received an adjusted diagnosis after utilising PMCM, while 55% had their treatment plans optimised. Additionally, PMCM helps our customers make critical medical decisions such as surgery and assists our customers to seek a second medical opinion with regards to treatment options availability.

AIA Alta Heaven Wellness

AIA Hong Kong introduced the AIA Alta Heaven Wellness in 2024 as an exclusive service for AIA Club Alta members. The one-stop wellness experience is powered by Humansa and offers a comprehensive range of services to nurture members' mental, physical and nutritional health. They can also benefit from personalised programmes and the guidance of dedicated wellness coaches who will actively support their health goals.





AIA EMBRACE LAUNCHED TWO NEW PROGRAMMES:
MY PSYCHOLOGIST AND CARE & LIVING WITH MERCER (CaLM)

Unprecedented demand for qualified psychological services in Australia has created a shortage, leaving many without the mental health support they need.

Mental health is the second-top claimed condition at AIA Australia. However, of the 3,000 AIA customers who reported a mental health condition in the three years from 2021 to 2023, 50% did not seek treatment.¹ Even for customers who do seek treatment, the current wait time to see a psychologist in Australia is three to six months.

Using the AIA Embrace holistic wellbeing ecosystem, AIA Australia is improving the mental wellbeing of customers with a new service, My Psychologist, delivered through their partner HealthBright. Through this programme, AIA customers and their families can gain access to a professional psychologist for a virtual consultation within seven days, ensuring they get the help they need when they need it.

My Psychologist is supported by Medicare. AIA customers are offered a reduced fee for their consultation with a gap fee payment of only \$60 per session (reduced from an average of \$100 for Medicare-subsidised consultations)² for 10 sessions with a mental health care plan. My Psychologist can also assist with referrals for a mental health care plan by linking people to a telehealth doctor.

AIA Embrace has also partnered with CaLM to support customers and their families with their ageing care and living needs to further extend the reach of the programme.

At any given time, up to 24% of a workforce is impacted by employees needing to take on broader family caring responsibilities.³ This is heavily skewed towards women who represent 70% of primary carers and are twice as likely to retire early to take on a caring role.⁴

CaLM also provides customers with guidance on areas including home care arrangements, retirement living, residential aged care and end-of-life preparations. Care Consultants help customers set up and follow personalised plans for care arrangements. Customers also have the option to access a Care Concierge service that offers a full care needs assessment, a broad range of care options, and assistance with implementing their tailored care plan.



1 AIA Australia claims data analytics of approved Income Protection claims with either a primary or a secondary mental health condition for Group and retail. The years were 2021, 2022 and 2023.

2 Australian Psychological Society media release, *People losing access to psychology services amid cost-of-living crisis, APS member poll reveals*, 15 August 2024.

3 Australian Public Service Data, 2021.

4 Australian Bureau of Statistics, *Disability, Ageing and Carers Australia – Summary of Findings 2022*.

BUILDING BETTER INTEGRATED HEALTH & WELLNESS OUTCOMES

This priority builds on leading integrated health and wellness solutions and rewarding customers for behavioural improvements.

Our health and wellness solutions encourage our customers to nurture their wellbeing and provide our corporate partners with clever tools and intelligent insights to engage their employees.

Health and wellbeing trends

Across the globe, more consumers are prioritising their health and wellness compared to previous years. According to the McKinsey Future of Wellness research conducted in August 2023,¹ around three in four consumers consider wellness a top or important priority in their everyday lives.

The research also identified that Millennial and Gen Z consumers are spending more on health and wellness than older consumers, including wearables for biomonitoring. Around 50% of consumers surveyed by McKinsey have purchased a fitness wearable such as a watch, biometric ring or continuous glucose monitor. They also appreciate generative AI personalisation. Approximately 20% of consumers in the United Kingdom and the United States and 30% in

China look for personalised products and services that use biometric data to provide recommendations.

WorkWell with AIA

We developed the WorkWell with AIA app for organisations that are keen to engage more closely with their employees and make a positive difference to their health and wellbeing. The app aims to equip employees with the right knowledge and tools to improve their physical, mental, financial and social wellbeing. The WorkWell with AIA app is cross-regional and can support multinational clients with their footprints in Asia to be on the same wellbeing agenda.

Think Well

A partnership between AIA Singapore and wellness partner Whitecoat provides complementary care, mental wellness treatment and support to all Corporate Solutions (CS) customers in a seamless offering. Think Well aims to provide our CS policyholders with a range of services that includes articles and video content related to mental wellness, PHQ4 assessment, mood tracking, journalling and text-based consultations with psychologists and counsellors.

THINK WELL CUSTOMER ENGAGEMENT BETWEEN JANUARY AND DECEMBER 2024



Data-driven programme design

Using data to structure and drive employee wellness programmes and engagement benefits both employers and employees.

Leveraging AIA Analytica, AIA applies a data-and-outcome-driven approach, starting with assessments and ending with evaluations. AIA Analytica is our proprietary tool for corporate clients to access and evaluate their employees' healthcare status and related medical costs. As of December 2024, there were 413,000 members on AIA Analytica with policies from Hong Kong, mainland China, Singapore, Malaysia, Thailand and the Philippines, with corporate client access for self-service.

AIA also provides value-added services, such as quarterly data and insight consultations, to 70 multinational conglomerates involving around 500 policies and one million claims. These consultations provide employers with actionable recommendations targeted to the needs of their employees, from health benefits to wellness solutions and engagement strategies.

An example of the data provided by AIA Analytica is the topic of consultation recommendations:

- 42% relate to back and neck pain
- 15% relate to hypertension
- 14% relate to migraines and headaches.

AIA customises interventions and solutions for our corporate clients based on this intelligence generated by AIA Analytica. Together, we strive to optimise the physical, mental, financial and social wellbeing of our members and employees.

¹ McKinsey & Company, McKinsey Future of Wellness Survey, August 2023.

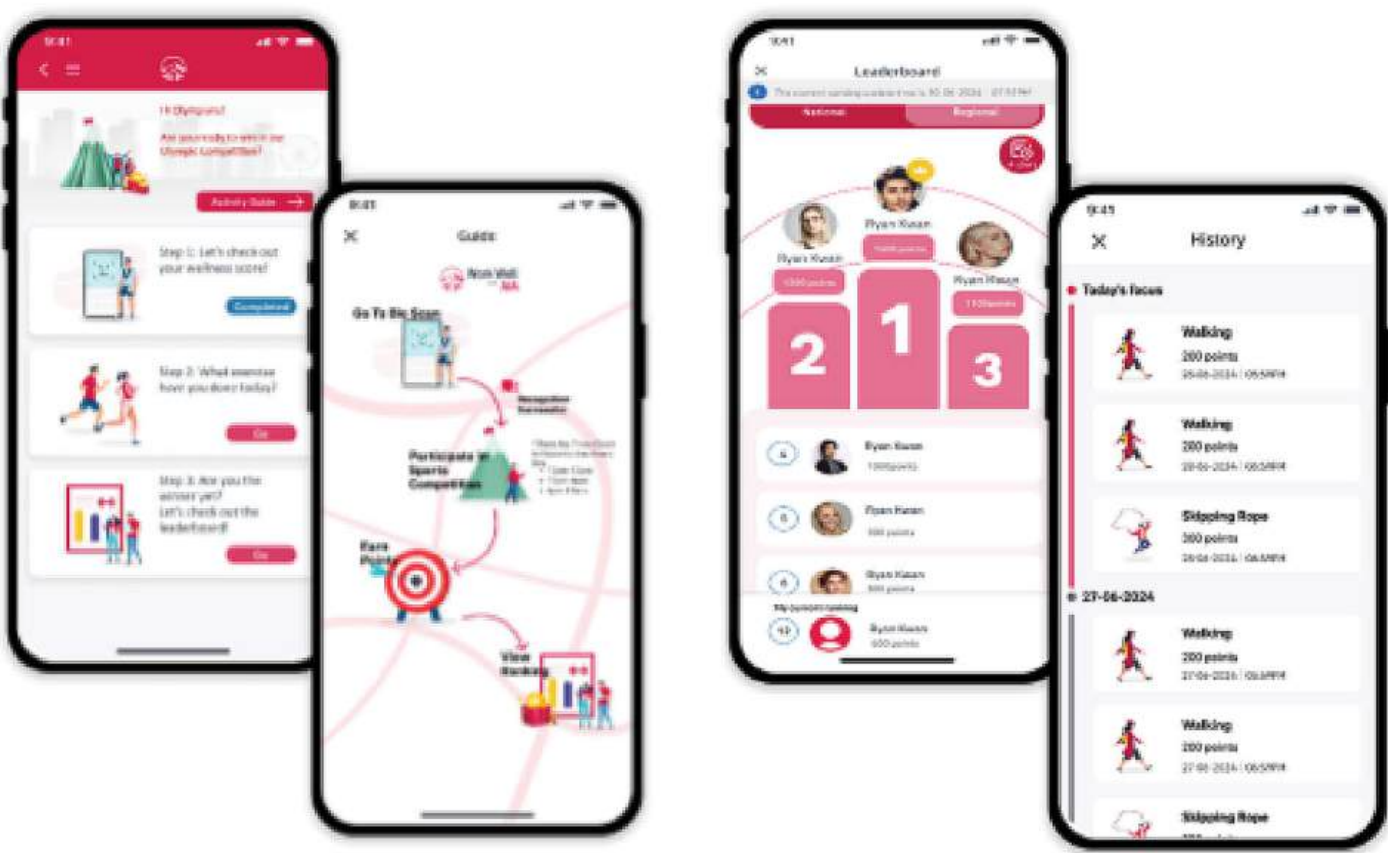
Global Wellbeing Challenge

Using the capabilities of the WorkWell with AIA app, AIA was engaged by a multinational client to support their Chinese branches in their annual Global Wellbeing Challenge. The challenge has been running every year since 2021, however employees located in China were never able to participate because none of the region's global digital wellness vendors were able to support the campaign. The client was thrilled to find out that we could tailor the AIA WorkWell app to offer the challenge to their China-based employees and facilitate the competition using the same measurement standard as other countries.

The goal of the Global Wellbeing Challenge is to increase every employee's activity and sustain their behavioural change through the six-week challenge. Running from 25 July to 7 September 2024, this year's challenge overlapped with the 2024 Summer Olympics. Across APAC and ME, employees from 13 countries participated in the challenge.

Within the WorkWell with AIA app, we designed the challenges according to the client's global requirements and customised the app to allow for launching and tracking by different cities and at national or regional levels. We also enabled automated reporting to provide the client's HR team with weekly participation and leaderboard data.

The challenge was a resounding success. Participation increased by 1,073% this year. Collectively, their employees burned 10.3 trillion joules in energy and 2.5 million calories. They achieved 138 million steps, which is equivalent to 89,724 kilometres or a flight distance equivalent to around 100 hours. China was the runner-up in the APAC and ME region.



AIA CHINA: DEVELOPING A HEALTH AND RETIREMENT ECOSYSTEM TO SUPPORT CUSTOMERS THROUGHOUT THEIR LIFE



CASE STUDY

As the Senior Director for Health and Wellness at AIA China, Naya Chu has been instrumental in addressing common challenges faced by customers in accessing affordable and quality healthcare throughout China.

Many of these challenges stem from the dependence on public hospitals to provide medical services. Naya explains that customers living in remote areas often struggle to access the doctors and hospitals they need.

“The best doctors and hospitals are usually concentrated in China’s tier one cities – Beijing, Shanghai and Guangzhou,” Naya said. “If a customer has a critical illness and they are located outside of those tier one cities, it can be very difficult for them to access quality medical resources. There are long waiting times for appointments and drawn-out treatment processes, which leads to a bad customer experience.”

In addition to access and affordability issues, AIA China identified a lack of integration in China’s healthcare system. The hospitals, pharmacies and digital platforms from which customers can purchase medication all operate independently, with the

burden falling to the customer to coordinate the services they need. Naya and her team saw an opportunity to integrate these services and become a health ecosystem providing everything AIA China customers need to manage their health.

In 2018, AIA China started the process of bringing healthcare services in-house to provide customers with better quality services. Six years later, AIA China now has a medical network that covers 1,300 plus direct billing providers in mainland China and more than 700,000 providers globally. The strong in-house professional team consists of former public hospital doctors, case managers and bilingual concierge services. The team has established strategic partnerships with some of the region’s top tier hospitals, which means customers can enjoy preferred access to clinical experts in public hospitals and preferred rates in private hospitals.

AIA China has a market-leading critical illness case management service, Yu Cong Rong. Instead of only interacting with customers when they purchase their health insurance policy, receive a diagnosis or submit a claim, case managers support customers throughout all stages of their diagnosis and treatment.

“Our critical illness case management service has a lot of additional valuable contact points,” Naya said. “The case manager helps the customer get their diagnosis faster, matches them to the right doctor, helps them make their appointments, accompanies them to their treatment, and then supports them through their rehabilitation.”

AIA China’s health ecosystem also extends to retirement. Recognising the diverse retirement needs of ageing Chinese citizens, AIA China developed an extensive retirement network with diversified service partners with self-service capability.

The network includes more than 400 institutions across 40 plus cities and nine types of retirement institutions, including Continuing Care Retirement Communities, rehabilitation hospitals and dementia care centres. The retirement ecosystem is available to all customers over the age of 45, with services including nutrition guidance, menopause clinic appointments and physical checkups.

“Most retirement services in the market start from the age of 60, which is the legal retirement age in China,” Naya said. “We provide pre-retirement services from the age of 45 because this is the age when people need to start paying more attention to their health with early signs of ageing. We help them stay healthy and active for longer.”

AIA China customers receive one-on-one support from a dedicated in-house retirement concierge to identify their retirement service

needs and help them make informed choices so they can get the care they need as they enter the next phase of their life.

Since launch, AIA China’s combined health and retirement ecosystem has been made available to 3.3 million customers and the Yu Cong Rong case management services have helped 8,000 families through critical illness.

“Our ecosystem is comprehensive, because we are not just managing customers’ illnesses,” Naya said. “We also consider their psychological, emotional and mental wellbeing, because our goal is to help them have a long, healthy and happy life.”



“Our health and retirement ecosystem is completely integrated. It is a single contact point that provides a total solution.”

NAYA CHU
SENIOR DIRECTOR, HEALTH & WELLNESS, AIA CHINA

AIA ESG REPORT 2024

Feedback from our diverse set of stakeholders is crucial for us to continue improving on our ESG performance and disclosure practices.

If you have any questions, comments or feedback please contact our ESG team at esg@aia.com or write us at the address below:

Environmental, Social and Governance (ESG) Team
12/F, AIA Building 1 Stubbs Road, Wan Chai, Hong Kong



HEALTHIER, LONGER,
BETTER LIVES

SUSTAINABLE INVESTMENT

AIA ESG REPORT 2024
SUBSECTION REPORT

CONTENTS



SUSTAINABLE INVESTMENT 3

Sustainable Investment 3



CASE STUDY 13

AIA Singapore: Inspiring Positive Change and Leading by Example 13



OUR PRIORITIES IN DETAIL 4

Deepening ESG Engagement 4

Augmenting ESG Training and Capacity 7

Broadening Portfolio Inclusions 8

Enhancing Portfolio Exclusions 9

Portfolio and Climate Disclosures 10

SUSTAINABLE INVESTMENT

Sustainable Investment is one of AIA's five ESG strategic pillars. This pillar delivers long-term value by seeking sustainable investment outcomes, investing for the future and engaging with our investee companies to achieve our near-term investment targets and long-term net zero commitment.

Sustainable Investment Priorities

- ⊕ **Deepening ESG Engagement**
- ⊕ **Augmenting ESG Training and Capacity**
- ⊕ **Broadening Portfolio Inclusions**
- ⊕ **Enhancing Portfolio Exclusions**
- ⊕ **Portfolio and Climate Disclosures**

“ESG forms an integral part of our investment processes, practices and decision making because we believe that sustainable investment is crucial for our current and future success.”

DR MARK KONYN
GROUP CHIEF
INVESTMENT OFFICER



In 2024, we made progress towards our validated near-term Science Based Targets initiative (SBTi) targets established in 2023. We deepened our engagement with investee companies, focusing on energy transition and power generation, to encourage decarbonization efforts aligned with our SBTi targets.

To strengthen our ESG integration, we enhanced our ESG Rating Scorecard framework to better consider climate-related risks, while maintaining 100% coverage across in-scope directly managed general account investment portfolio assets. We also implemented a new platform to improve tracking of investee engagement and alignment with our net-zero objectives and SBTi targets across in-scope asset classes. Separately, enhanced internal reporting dashboards provide management with improved oversight of ESG metrics.

We continued to mandate the CFA Institute's Certificate in ESG Investing for in-scope research analysts and portfolio managers, and fostered continuous learning and knowledge sharing on evolving ESG standards and regulatory developments. We also enhanced our collaborative engagements with and through organisations such as Climate Action 100+ (CA100+) and the Asia Investor Group on Climate Change (AIGCC).

At COP29, we signed a Statement of Intent with Blackrock, the Monetary Authority of Singapore (MAS), and other partners to explore blended finance opportunities for large-scale decarbonization projects in Asia. We are exploring approaches to transition finance to support companies in their decarbonization journeys.

Finally, we upheld our portfolio exclusions on tobacco, cluster munitions, coal mining, and coal-fired power generation. Continuing our commitment to transparency, we continue to disclose our total financed emissions and weighted average carbon intensity to track our climate impact.

DEEPENING ESG ENGAGEMENT

This priority focuses on deepening ESG engagement with investee companies.

As a notable investor in the Asia-Pacific region, AIA aims to improve awareness of ESG best practice and influence positive behaviours through active engagement with our investee companies. We believe that active engagement with investee companies is one of the most effective ways for AIA to achieve our own climate goals while also influencing ESG progress across Asia.

In 2024, we made improvements to our internal ESG scoring, under our ESG Rating Scorecard, to quantify ESG risks and opportunities for our investee companies and potential investments. We also introduced internal reporting for ESG metrics to measure and track our progress towards our climate goals.

Each year, we focus on specific themes and sectors for our investee company engagement. This allows us to assess maturity quantitatively and derive geographical and sectoral insights. Our thematic engagement activities include preparing investment materials, assessment and/or scoring methodology and briefing research analysts. In 2024, our thematic engagement focus was energy transition and power generation.

Incorporating ESG into investment decision making

Our Investment Governance Framework (IGF) governs all aspects of investment activity at AIA, establishes minimum Group-wide requirements and represents best practice. To ensure that ESG is an integral part of our investment processes and decision making, our IGF now mandates AIA's asset owner legal entities to consider either ESG factors or ESG commitments (dependent on the asset owner's materiality vis-à-vis AIA's ESG commitments) when setting their investment mandates. We have also embedded ESG commitment-linked engagement and thematic engagement into the IGF, along with the defined investment boundary in terms of AIA's asset owner and asset manager legal entities for SBTi and our near-term targets. The investment boundary is approved by the Group Investment Committee and is subject to an annual review.

In 2024, we implemented internal dashboard reporting on our ESG metrics for our investment governance structures at both the Group and local levels:

- Group Investment Committee
- AIA Business Unit Investment Committees
- AIA Asset Management Company Boards.

This reporting provides oversight of our progress towards our validated near-term targets and enables quarterly tracking so we can measure our progress and performance. We commenced reporting in Q3 2024.

In conjunction with their fundamental analysis of investee companies and potential investments, AIA's research analysts use our ESG Rating Scorecard to quantify ESG risks and opportunities. The scorecard was internally developed and has been externally validated. In 2024, AIA maintained 100% coverage of our internally developed ESG Rating Scorecard across our directly managed assets in the general account investment portfolio.

This involves our team assessing thousands of investee companies directly covered by AIA's research analysts in accordance with the ESG Rating Scorecard and assigning an ESG rating to each issuer. These ESG ratings are reviewed at least once every 12 months. The ESG Rating Scorecard was enhanced in 2024, revalidated externally and approved by the Group Chief Investment Officer.

For new discretionary mandates, as well as new investment in third-party managed funds, we conduct a Third-Party Investment Manager ESG Assessment as part of the mandatory due diligence process. This internal scoring methodology involves:

- considering the prospective manager's ESG practices
- reviewing their approach to engagement with investee companies
- understanding how they integrate ESG factors into their investment decisions.

As with our ESG Rating Scorecard, our Third-Party Investment Manager ESG Assessment has been externally validated and implemented through the IGF. After awarding a mandate, we continue to monitor the ESG practices of these external parties throughout the relationship.

Using engagement to achieve our SBTi targets

Investee engagement is our key lever to achieve two of our three validated SBTi near-term targets for investment: our Portfolio Coverage Approach (PCA) target and power generation Sectoral Decarbonization Approach (SDA) target. We aim to increase the percentage of in-scope investee companies with validated SBTi targets for all sectors except power generation based on the PCA methodology, and to reduce power generation investees' emissions intensity based on SDA. This proactive engagement involves supporting and encouraging investee companies to set and validate their SBTi targets.

To track their progress, we have devised an internal categorisation scale across five categories that allows us to monitor their stage of decarbonization.

We implemented a new platform in 2024 to track progress of investee engagement and alignment with our net-zero objectives, SBTi targets and other ESG metrics across in-scope asset classes. The team track progress against near-term PCA and SDA targets.





THEMATIC ENGAGEMENT: ENERGY TRANSITION AND POWER GENERATION

Objective

In 2023, AIA committed to reducing the greenhouse gas (GHG) emissions intensity of its power generation portfolio within its in-scope general account investments to 240kgCO₂e/MWh by 2030, which represents a 49.3% reduction from its 2019 baseline of 474kgCO₂e/MWh.

To support this commitment, AIA conducted a thematic engagement in 2024 with 53 power generation (PowerGen) investee companies globally. These companies are currently held in AIA's internally and externally managed corporate bond and listed equity portfolios or have been identified as potential investment candidates by AIA's research and stewardship analysts.

- This engagement aimed to enhance our understanding of PowerGen companies':
- energy transition plans and GHG emissions reduction strategies
 - capital expenditures (CapEx) allocated toward decarbonization

- vulnerability to physical and transition risks and corresponding risk mitigation efforts
- green revenue streams and future energy mix projections
- ESG governance practices, including executive incentives linked to sustainability goals.

Methodology

The thematic engagement questionnaire was designed by AIA Group's Stewardship team, with inputs from the Group Investment ESG Centre of Excellence and Group Sustainability teams. The questionnaire was structured into four sections, comprising questions in relation to (i) Environmental, (ii) Social, (iii) Governance and (iv) key challenges in energy transition. Throughout this engagement exercise, AIA Group implemented a consistent, internally-designed scoring methodology mapped to grades (from A to E), which is applied to all of AIA Group's thematic engagements.

Engagement performance

Based on the survey responses, PowerGen investee companies emphasised their energy transition plans, commitment to achieving net zero, current and future energy mix, and capital expenditure strategies. Key findings include the following:

- In terms of energy mix, fossil fuel dependency is expected to decline from 47% in 2023 to 16% by 2050, while renewables' share is expected to increase from 37% to 74% in the same period.
- Among respondents to our net-zero question, 88% stated they are committed to net zero, with 73% having a clear decarbonization strategy to achieve their targets. However, only 33% of respondents are open to SBTi validation, with Asia ex-HK/China companies being the most receptive, while US companies were the least receptive.
- In relation to our Green CapEx question, 53% of respondents reported allocating >80% of their reported capital expenditure to renewables and green technologies.

- Top transition risks include regulatory and technology risks, while shifts to low emissions sources and resource efficiency improvements are seen as key opportunities.
- Drought/heavy precipitation, floods and extreme temperatures are the most cited physical risks, with regional variations.
- 63% of respondents to our climate mitigation efforts question are considered proactive by AIA, having implemented significant initiatives to mitigate climate change. Among the companies that responded to our adaptation efforts question, 55% are proactive in adapting to climate change, having implemented significant initiatives to enhance resilience. Overall, companies that are more vulnerable to physical and transition risks tend to be more proactive in climate mitigation and adaptation.

- In relation to our question on board oversight, 80% of respondents stated they have ESG-related KPIs linked to compensation.
- 74% of respondents stated they have a just transition policy. Some investee companies without a firm-wide just transition policy have incorporated just transition principles when decommissioning fossil fuel fired plants.
- Overall, our research analysts rated 38% of the companies 'B' (above expectations) while 62% were rated 'C' (in line with expectations) based on their responses.

The engagement findings indicate incremental progress in energy transition planning, but companies highlighted key challenges such as grid decarbonization limitations, high capital investment requirements for scaling low-carbon solutions, and access to innovative technologies (e.g. carbon capture, green hydrogen).

- AIA remains committed to integrating climate considerations into investment decision making and fostering long-term sustainable outcomes through responsible stewardship. AIA will continue to:
1. Track PowerGen investee companies' progress on energy transition plans.
 2. Engage on material ESG issues, prioritising companies with significant transition risks.
 3. Advocate for enhanced climate disclosures, particularly in markets where transparency remains limited.

After engaging with investee companies' sustainability, investor relations and other relevant teams, analysts input engagement outcomes directly into the centralised platform, facilitating consolidation of data and information for quarterly consistent reporting to the Group Investment Committee, AIA Business Unit Investment Committees and AIA Asset Management Company Boards.

Responsiveness to, and information gained from, engagement may be considered by the covering research analyst in the ESG Rating Scorecard and the analyst's research report for the given issuer.

Proxy voting

Proxy voting provides us with an opportunity to deepen our engagement with investee companies, ensure our strategies are aligned and influence sustainable outcomes. We are guided by our Proxy Voting Standard under the IGF, which sets out our approach to analysing voting decisions and includes mandatory issues we must consider based on principles of good corporate governance, which serve to protect the long-term interests of shareholders. In the review of proxy voting events, portfolio managers must also consider the relevant issuer's responsiveness to ESG commitment-linked engagement.

Collaborative engagement initiatives

In 2024, we sought opportunities to further collaborate with other organisations and increase our ESG influence within the industry. Two notable examples were Climate Action 100+ (CA100+) and the Asia Investor Group on Climate Change (AIGCC).

CA100+ is an investor-led initiative to ensure the world's largest corporate greenhouse gas emitters take appropriate action on climate change to mitigate financial risk and maximise the long-term value of assets. After joining CA100+ in 2019, we enhanced our commitment in 2024 to take a more active role in collaborative investment engagements coordinated under CA100+. As at 31 December 2024, AIA is a member of eight company engagement groups, providing another mechanism to pursue our ESG commitment-linked engagement objectives.

AIGCC is Asia's leading network for institutional investors' response to climate risk. In 2024, AIA increased our representation in several AIGCC working groups, where members collaborate and share learnings on a specific theme. This includes:

- Paris Aligned Investment
- Engagement and Policy
- Energy Transition
- Physical Risk and Resilience
- Just Transition.

AIA is also a member of certain country-specific working groups.



AUGMENTING ESG TRAINING AND CAPACITY

This priority augments knowledge and capacity among our investment analysts through dedicated training initiatives.

We support a mix of structured and unstructured ESG learning opportunities to ensure AIA's highly skilled investment professionals are well equipped to integrate emerging guidance on climate, nature, health and social wellbeing into our investment processes.

AIA's investment analysts are provided with access to a wide range of ESG resources including webinars, industry discussion forums, external research reports, conferences and thought leadership articles. This enables them to keep abreast of sustainability developments and continue to build their capabilities.

The AIA Investment team also participate in industry events and initiatives that align with our sustainability goals, including global sustainability initiatives such as the Science Based Targets initiative (2021), the UN Principles for Responsible Investment (2019) and the Taskforce on Climate-related Financial Disclosures (2018).

Building our ESG investment capability

In 2023, AIA established a new Stewardship team headed by Corrine Png as Head of Stewardship, in addition to her role as Regional Head of Equities Research. Corrine manages a team of stewardship analysts who contribute to the development and implementation of the Group's stewardship objectives, working alongside AIA's credit and listed equities research analysts.

The Stewardship team gained momentum in 2024 by implementing an external platform to track investee engagement and alignment with our net-zero objectives, SBTi targets and other ESG metrics across asset classes, and then conducting internal training on the platform for all AIA investment professionals.

External advocacy activities

In 2024, we expanded on our external advocacy activities by collaborating, at the invitation of SBTi, with Japanese asset managers on achieving SBTi targets, conducting a roundtable for an international investment bank's corporate clients, speaking at industry events, and sharing our ESG approach with university students at:

- The University of Hong Kong
- City University of Hong Kong
- The Hong Kong University of Science and Technology
- The Chinese University of Hong Kong.



CASE STUDY

CFA CERTIFICATE IN ESG INVESTING

AIA has continued its mandate for in-scope research analysts and portfolio managers to complete the CFA Institute's Certificate in ESG Investing. This qualification was chosen because it is internationally recognised and promotes ethics, education and professional excellence. Topics include:

- ESG factors
- Engagement and stewardship
- ESG analysis valuation and integration
- ESG integrated portfolio construction and management
- Investment mandates, analytics and reporting.

As well as upskilling AIA's in-scope investment professionals, the certificate provides an opportunity to share knowledge with other internal AIA students and work together to prioritise sustainability.

AIA was the first company in the world to mandate attaining the CFA Certificate in ESG Investing. We are encouraged to see increased global adoption for this certification as the industry grows a greater appreciation for the importance of ESG-specific qualifications.



BROADENING PORTFOLIO INCLUSIONS

This priority broadens portfolio inclusions by specific considerations of green bonds, sustainability bonds, renewable and alternative energy and infrastructure as part of the bottom-up investment process.

We embed ESG considerations into our bottom-up investment process for our general account investment portfolio so we can deliver investment outcomes that support the long-term needs of our policyholders, as well as the longevity of our business. This ambition is reflected in the ESG ratings given by our research analysts using our ESG Rating Scorecard.

Within the communities in which we operate, we support the development of regional capital markets by participating in sustainable financing. Our mobilisation, aggregation and productive deployment of long-term capital provides access to important investment to fund infrastructure and supports both economic prosperity and sustainable outcomes. Actively engaging with our investees, peers and the public sector gives us the opportunity to share our technical expertise and sustainability perspectives.

This sustainable financing support may result in the continued investment in instruments such as green bonds, sustainability bonds, renewable and alternative energy and infrastructure in AIA's investment portfolio. As at 31 December 2024, AIA general account investment portfolios held US\$6.8 billion in ESG bonds (being the aggregate of green bonds, social bonds and sustainability bonds), US\$5.9 billion in the healthcare sector and US\$1.3 billion in renewable energy.

We continue to report annually on the results of our bottom-up investment process, in relation to our general account investment portfolio. This includes investments in sustainable development and energy transition, and capital deployment in clean energy, transportation, the healthcare sector and green bonds.

Exploring blended finance collaborative infrastructure debt investing

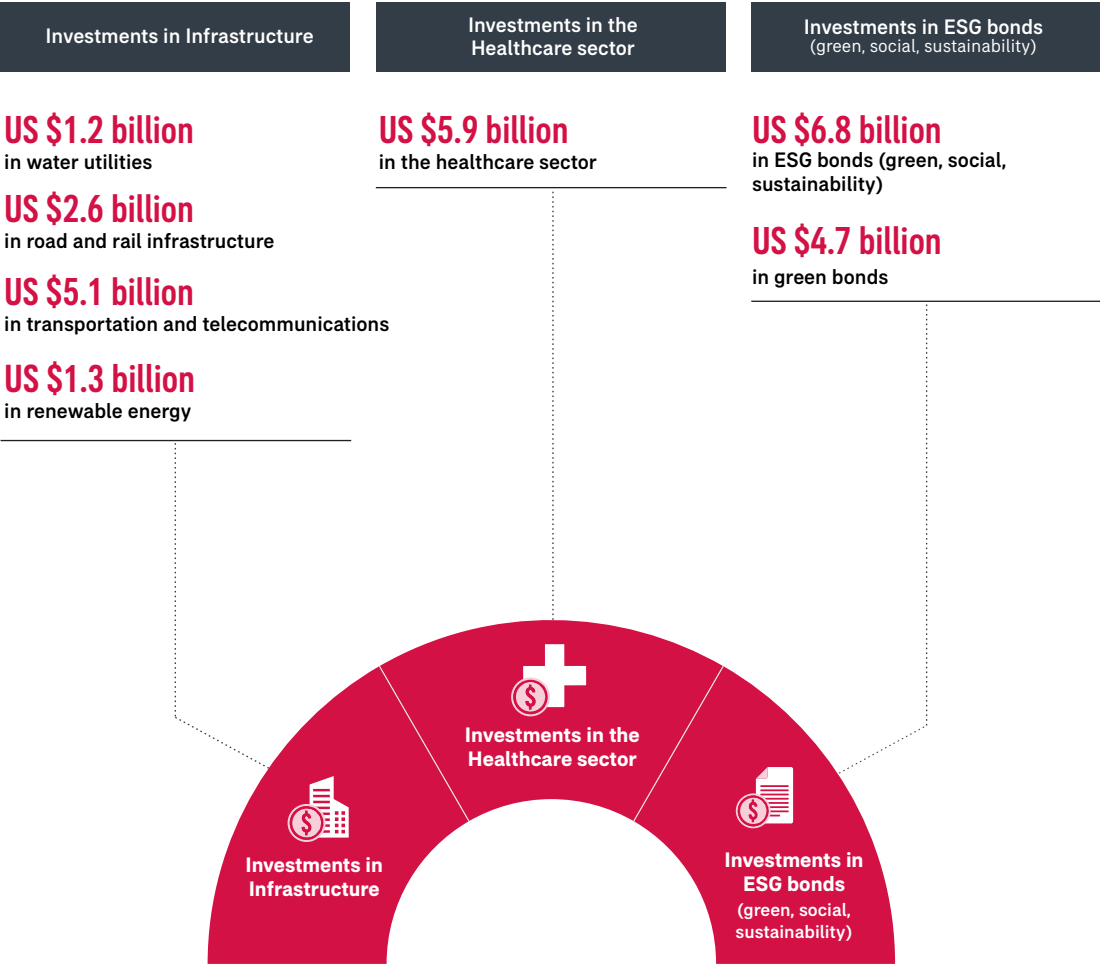
In November 2024 at COP29, AIA Group signed a Statement of Intent (SOI) with BlackRock, the Monetary Authority of Singapore (MAS) and other partners. The SOI signifies participants' intent to explore ways to work together on a blended finance debt initiative for global investors

seeking opportunities to finance corporates' decarbonization projects at scale in Asia with a focus on Southeast Asia.

This initiative establishes a new industrial transformation infrastructure debt programme and is one of the programmes under MAS' Financing Asia's Transition Partnership (FAST-P). A blended finance initiative announced by the Singapore Government at COP28, it aims to mobilise up to US\$5 billion from public, private and philanthropic partners to finance transition opportunities in Southeast Asia.

Dr Mark Konyn, Group Chief Investment Officer at AIA, said: "As a leading pan-Asian asset owner, AIA is pleased to collaborate with BlackRock, MAS and other partners on this decarbonization initiative and to explore the blended finance opportunities this collaboration is expected to create. Our commitment to decarbonization is reinforced through our near-term emissions reductions targets validated by the Science Based Targets initiative (SBTi) and this collaboration demonstrates our wider intent to fund appropriate transition opportunities in addition to achieving our SBTi targets."

SUPPORTING SUSTAINABLE INVESTMENT



ENHANCING PORTFOLIO EXCLUSIONS

This priority enhances portfolio exclusions in consideration of our objective to secure long-term investment outcomes.

To further our net-zero and sustainability goals for our general account investment portfolio, we prioritise proactive investee company engagement ahead of outright exclusion or divestment. When done correctly, we believe that engagement provides investors with greater opportunities to leverage their influence to drive lasting ESG performance improvements across companies and sectors. Prioritising engagement also enables us to critically assess the transition plans and ESG ambitions of companies in harder-to-abate sectors to determine if supporting their efforts is appropriate.

If our attempts to engage with an investee company are unsuccessful, or do not result in progress that aligns with the climate ambitions set out in our Climate Transition Plan, we may consider divestment. We may further influence action by exploring opportunities to reallocate capital to investee companies with a lower emissions profile and/or existing or future plans to set SBTi targets.

Exclusions are not permanent. If an investee company can demonstrate progress, we will reconsider including them in our investment portfolio. For example, we had previously excluded several investee companies given their exposure to coal assets, and we are committed to making no new investments in businesses involved either directly in mining coal or generating electricity from coal. Notwithstanding this, we continued our regular engagements with these companies and tracking their transition progress. In 2024, we welcomed them back into the AIA investment universe, following the divestment of their coal assets, reflecting our support for investee companies that are accelerating efforts to decarbonize and drive change.

While we ensure that our investments meet our objective of delivering long-term sustainable financial outcomes, we also understand that stakeholder value, including investment returns, will eventually be impacted by the declining sustainability of certain sectors and companies.

To address this, we exclude specific sectors from our investment programme both internally and externally. Our current exclusion list is tobacco, cluster munitions, and coal mining and coal-fired power generation. This list is regularly reviewed and carefully maintained. It applies to AIA-managed general account assets and our general account assets managed by external investment managers.

We are committed to monitoring regulatory and thematic developments and regularly reviewing our approach to exclusions to ensure it continues to meet the long-term needs of our investment programme.

Exclusion Snapshot

TOBACCO



We took the significant initiative of excluding tobacco manufacturing from our general account investment portfolio in 2018, divesting US\$500 million in corporate equities and bonds. Our view is that tobacco products are inconsistent with our Purpose, including our wellness initiatives and programmes aimed at encouraging healthier lifestyle choices.

CLUSTER MUNITIONS



The Oslo Convention on Cluster Munitions outlines commitments to prohibit the use and manufacture of cluster munitions. Cluster munitions are a controversial weapon that causes significant civilian casualties, with some of our markets signing treaties to ban their manufacture. We do not invest in such businesses in our general account investment portfolio, and our investment exclusion list reflects this commitment.

COAL MINING AND COAL-FIRED POWER GENERATION



Following our complete divestment from coal in our general account investment portfolio, we remain committed to making no new investments in businesses involved directly in either mining coal or generating electricity from coal, although we retain the ability to invest in green or social bonds issued by such companies if they genuinely constitute green or social bonds and meet our requirements including the use of proceeds and objectives.

Read more in the Climate-Related Disclosure Report.



PORTFOLIO AND CLIMATE DISCLOSURES

This priority focuses on continuing to report annual climate disclosures and develop emission reduction targets for our portfolio aligned to our net-zero commitment.

After setting our validated near-term investment SBTi targets in 2023, we have been making progress towards these targets in 2024. To support our progress, we use a range of levers such as investee engagement. Our use of levers is influenced by the market and industry context.

In 2024, our Group Investment Committee and Business Unit Investment Committees integrated SBTi-related internal reporting metrics into their investment portfolio oversight. The metrics include financed emissions, emissions intensity and engagement efforts. Incorporating the achievement of our SBTi targets into investment portfolios supports strategic, evidence-based investment decisions that align with our sustainability commitments. We also continue to support and encourage our investee companies to set and validate their own SBTi targets.

Read more in our [Climate-Related Disclosure Report](#) and the [Climate Action section](#).

QUANTITATIVE PROGRESS TOWARDS OUR SBTI TARGETS



Power Generation SDA SBTi target

In line with SBTi guidelines, AIA has set an emissions intensity target for its power generation general account portfolio, which includes Listed Equities, Corporate Bonds, and project finance investments in the power generation sector. The GHG emissions intensity of this portfolio has decreased from 474 kgCO₂e/MWh in 2019 to 258 kgCO₂e/MWh as of 31 December 2024, a 46% reduction since our base year.

While this progress was partly driven by our actions — such as our coal exclusion policy, investee engagement, and continued investments into clean energy generation companies — external exogenous factors have also contributed. These include improvements in our investees’ GHG accounting practices, as well as increased availability of third-party financial, operational and emissions data for our issuers (particularly those part of larger corporate groups where the parent’s historical emissions have been attributed to the issuing entities), enabling more accurate attribution of financed emissions and financed generation within our portfolio.

Multiple factors could continue to impact our progress moving forward — including discretionary actions such as transition investments that help accelerate decarbonization of companies, or exogenous factors

such as continued improvements in data quality and new methodologies (such as carbon accounting) to measure and attribute emissions related to our green bond holdings. Therefore, although our Power Generation portfolio has demonstrated significant reduction in emissions intensity since 2019, we anticipate a non-linear trajectory in future progress.

Direct Real Estate SDA SBTi target

In line with SBTi guidelines, AIA has set an emissions intensity target for its Scope 3 Category 15 real estate portfolio (Direct Real Estate), which includes emissions from fuel and electricity consumption in properties owned but not occupied by AIA, including vacant areas. GHG emissions intensity of this portfolio has decreased from 115 kgCO₂e/m² in 2019 to 78 kgCO₂e/m² as of 31 December 2024, a 32% reduction since our base year.

Several factors have enabled AIA to achieve these improvements thus far — including the addition of new energy-efficient buildings to our portfolio such as AIA East Gateway in Thailand and AIA Financial Center Shanghai, and continued efforts to improve operational efficiency and harness energy savings within existing properties. External factors such as improvements in grid emission factors in certain countries where our properties are located have also contributed to our progress.

Moving forward, we expect slight year-on-year fluctuations as our Direct Real Estate portfolio and occupancy across properties continue to evolve. AIA also continues to explore options for sourcing more renewable energy across countries where our properties are located (subject to market conditions such as availability and price), to drive continued improvements in emissions intensity.

PCA SBTi target

All other sectors within our Listed Equities and Corporate Bonds general account portfolio are covered by our portfolio coverage target. As of 31 December 2024, 30% of our portfolio has successfully set and validated SBTi targets, versus our target of 31% by the end of 2025. This 26-percentage-point increase from our 2019 base year was driven by our engagement with investees and integration of issuers’ SBTi alignment status within our investment evaluation process. We will continue to maintain this momentum towards our target by the end of 2025, including tracking those issuers who have committed to SBTi but have not yet validated targets.



Measuring our total financed emissions

Based on the Partnership for Carbon Accounting Financials (PCAF)¹ methodology, we measure and disclose the carbon footprint of our Listed Equity and Corporate Bonds, Direct Real Estate and power generation project finance investments. PCAF is a globally recognised industry initiative created in 2015 to help financial institutions assess and disclose financed emissions attributable to their investing and lending activities. This approach aligns to our investment boundary in relation to our general account investment portfolio for our net-zero commitment and our SBTi targets.

Our total financed emissions as at 31 December 2024 were 7.4 million tCO₂e, decreasing by 11% compared with 31 December 2023 due to asset allocation shifts towards asset classes outside our measurement perimeter, for reasons unrelated to portfolio emissions. While AIA measures and discloses total financed emissions as part of our climate disclosures in line with the HKEX ESG Code and ISSB recommendations, we do not manage our in-scope general investment portfolio towards any stated target with respect to total financed emissions. Such metrics does not relate to our approach towards achieving our net-zero targets.

Our net-zero commitment is reflected in our validated near-term Investment SBTi targets. For example, the percentage of our in-scope general account investment portfolio in companies that have set or validated their own SBTi-validated targets.

AIA continues to refine our approach towards financing the transition journey of companies with credible transition plans, as well as sectors where transition technologies such as natural gas play a crucial role. However, continued growth in total investment assets and such transition investments may lead to short-term increases in our total financed emissions despite being congruent with our strategies to meet our SBTi validated near-term targets, which are the targets we shall actively manage towards.

AIA will continue to measure and report the total financed emissions of our in-scope general account investment portfolio annually going forward as this metric aligns to the investment boundary and SBTi targets as part of our net-zero commitment.

Measuring our Weighted Averaged Carbon Intensity

Weighted Averaged Carbon Intensity (WACI) is a key metric of carbon intensity by revenue that has been endorsed by the Taskforce on Climate-related Financial Disclosures (TCFD).

It is calculated based on the investee companies' emissions (or estimates of these emissions if this information is not publicly available) relative to their sales, with the sales information being based on publicly available sources, weighted by the percentage that each investee company's market capitalisation represents in the market capitalisation of the whole portfolio.

The WACI of our Listed Equity portfolio within our in-scope general account investment portfolio was 228 tonnes of CO₂e per US\$1 million revenue as of 31 December 2024. This represents an increase of 11% compared to the WACI as at 31 December 2023, due to sector rotation within our Listed Equity portfolio driven by our capital markets outlook, similarly for reasons unrelated to portfolio emissions.

Similar to total financed emissions, AIA does not have a target for WACI, nor do we manage our in-scope general account investment portfolio against WACI. Our net-zero commitment is reflected in our validated near-term Investment SBTi targets.

Our external advisor

Boston Consulting Group acted as subject matter experts and provided methodological advisory services to AIA for the calculations of total financed emissions and WACI in this report. The evaluations and/or calculations as set out in this report are dependent on the integrity of the data provided.

Readers are responsible for assessing the relevance and accuracy of the content of this report as well as to seek independent advice on such matters.

Read more in our Climate Action section.



TOTAL FINANCED EMISSIONS AS AT 31 DECEMBER 2024



1 PCAF (2022). The Global GHG Accounting and Reporting Standard Part A: Financed Emissions. Second Edition.

AIA SINGAPORE: INSPIRING POSITIVE CHANGE AND LEADING BY EXAMPLE



CASE STUDY

Chun-Yen Liu became the Chief Investment Officer for AIA Singapore in 2017. In this role, she is responsible for spearheading the success of the Company's investment strategies.

Chun-Yen is also AIA Singapore's Head of Sustainability and inspires positive change in the region through her participation in several ESG-related organisations and Boards.

2024 was a pivotal year for AIA Singapore in terms of implementing the Monetary Authority of Singapore's (MAS) Guidelines for Environmental Risk Management for Insurers. Introduced in December 2020, these guidelines aim to enhance the insurance sector's resilience to and management of environmental risk through setting out sound risk management practices.

During 2024, Chun-Yen led her team to make decisions about the best way to decarbonize AIA Singapore's investment portfolio and put together action plans covering policies and procedures, risk management, monitoring and reporting, and capacity building.

"It is no longer about whether we should do it or what is our direction," said Chun-Yen. "2024 has been about implementation, action plans, capital deployment and transition plans."

As a Board Committee member for the Asia Investor Group on Climate Change (AIGCC),¹ Chun-Yen engages with other member companies in Asia to set sustainability priorities, synchronise regulatory changes and provide guidance for companies that are starting out on their sustainability journeys.

Chun-Yen is also a member of the Sustainability Management Sub-Committee for the Life Insurance Association, as well as being a member and former Chair of the Investment Sub-Committee. As part of the Sustainability Management Sub-Committee, Chun-Yen works with other life insurance companies in Singapore to provide consolidated consultation feedback

for MAS guidelines and regulations. While AIA Singapore also provides feedback independently, Chun-Yen believes that working together amplifies the impact.

"Together, our voice is louder," said Chun-Yen. "That's how we hope to influence the regulation to shape it to be more applicable and more relevant to our business here in Singapore. We decide what is best for us as an industry and look to other regions so we can learn from their experience and understand how to hold ourselves to a high standard."

From 2021 to 2023, Chun-Yen played a critical role in representing Life Insurance Association (LIA) in the Green Finance Industry Taskforce (GFIT). Convened by MAS, the GFIT comprised representatives from financial institutions, corporates, non-governmental organisations and financial industry associations. Its objectives were to establish

Singapore as the premier financial hub for green and sustainable finance in Asia, leverage green and sustainable finance, and identify best practices to develop the green and sustainable finance ecosystem in Singapore. At the end of the two-year programme, GFIT identified four key initiatives:

- 1. Develop a taxonomy
- 2. Improve disclosures
- 3. Foster green finance solutions
- 4. Enhance environmental risk management practices of financial institutions

With these initiatives defined, the focus has now moved on to implementation. In April 2024, Chun-Yen became a member of the Transition Finance workstream, which is led by the Singapore Sustainable Finance Association (SSFA). The objectives of this workstream are to develop a conducive ecosystem to mobilise and scale transition finance towards

Asia's net-zero objective and position Singapore as the regional hub for transition finance. The workstream works across several sectors with a particular focus on finance, investment and real estate.

Chun-Yen feels that her role in these various ESG committees and workstreams is to share best practices, be open and helpful to her peers in Singapore, and encourage companies of all sizes to develop a detailed plan to work towards net zero.

Chun-Yen said, "I believe sharing and transparency are critical because AIA is a leader and by setting the example we make it easier for other companies to have sustainability conversations with their own stakeholders."



"Managing environmental risk is not just about punishment and penalties. If you manage it well, there are plenty of opportunities as well."

CHUN-YEN LIU
CHIEF INVESTMENT OFFICER
AND HEAD OF SUSTAINABILITY,
AIA SINGAPORE

¹ AIGCC's Board Committee: <https://aigcc.net/about/our-board/>

AIA ESG REPORT 2024

Feedback from our diverse set of stakeholders is crucial for us to continue improving on our ESG performance and disclosure practices.

If you have any questions, comments or feedback please contact our ESG team at esg@aia.com or write us at the address below:

Environmental, Social and Governance (ESG) Team
12/F, AIA Building 1 Stubbs Road, Wan Chai, Hong Kong



HEALTHIER, LONGER,
BETTER LIVES

SUSTAINABLE OPERATIONS

AIA ESG REPORT 2024
SUBSECTION REPORT



CONTENTS



SUSTAINABLE OPERATIONS 3

Sustainable Operations 3



CASE STUDY 9

AIA Malaysia:
Digitalisation
Initiatives and Human-
Centred Design 9



PRIORITIES IN DETAIL 4

Ensuring
Greener Buildings 4

Improving Our
Environmental
Performance 6

Advancing
Digital Transformation 7

Encouraging Good
ESG Practice 8

SUSTAINABLE OPERATIONS

Sustainable Operations is one of AIA's five ESG strategic pillars. This pillar aims to improve the environmental performance of AIA's operations and incorporate ESG factors into sourcing considerations.

Sustainable Operations Priorities

- ⊕ Ensuring greener buildings
- ⊕ Improving our environmental performance
- ⊕ Advancing digital transformation
- ⊕ Encouraging good ESG practice

“AIA is dedicated to enhancing customer experience and operational efficiency through innovative technologies that build a healthier, sustainable future for Asia.”

BISWA MISRA
GROUP CHIEF
TECHNOLOGY AND LIFE
OPERATIONS OFFICER



With our ambition to achieve net-zero emissions by 2050, we continued advancing our sustainability agenda across our operations. In 2024, we explored opportunities to improve energy efficiencies for buildings via retrofits and energy-saving technologies that will help to reduce our operational carbon footprint. Our efforts were rewarded with a reduction in our energy consumption and in our Scope 1 and Scope 2 CO₂ emissions against our SBTi targets.

To further enhance our environmental performance, we strengthened the integrity of our data systems by launching a new data collection and analytics platform, improving our ability to track, measure and analyse key sustainability metrics in real time. This platform will allow us to make more informed decisions and drive continuous improvement to reduce our environmental impact.

In line with our commitment to digital transformation, we focused on enabling seamless digital journeys for our customers, significantly reducing paper consumption.

We introduced new digital insurance products and expanded paperless claims processing, making our services more efficient, accessible and environmentally friendly. We also invested in automation and AI-driven solutions to streamline our operations, minimising waste and enhancing customer experience.

Beyond our internal operations, we embedded strong ESG practices within our value chain, working closely with partners to drive sustainable outcomes. We actively advocated for climate action by organising capacity-building programmes for our suppliers on decarbonization and climate change, equipping them with the knowledge and tools to adopt sustainable practices. Additionally, we extended our 'Supplier Code of Conduct', making compliance mandatory for all new suppliers during the onboarding process, reinforcing our commitment to ethical, responsible and climate-conscious business practices.

ENSURING GREENER BUILDINGS

This priority ensures that all AIA newly constructed or acquired commercial properties (office, retail and hotel) adhere to industry-recognised green building standards.

In line with our commitment to achieving net-zero emissions by 2050, our Group-wide guidelines set out clear operational decarbonization targets and our real estate strategy is driven by sustainability of both financial returns and operations.

Our direct real estate investment strategy focuses on:

- design and construction of new properties
- efficient operation and upgrading of existing spaces
- carefully planned demolition at our locations.

Our Investment Governance Framework mandates that newly constructed or acquired commercial properties (office, retail and hotel) must achieve green building certification. These certifications help us to benchmark and improve the environmental footprint of our operations in local markets.

Applying green building practices also ensures that our physical spaces actively contribute to a healthier planet while providing our employees and tenants with safe, productive workspaces. In our office spaces we maintain high levels of workplace safety, conduct regular fire drills and monitor air quality to ensure healthy work environments.



Read more in our [Environmental Policy and AIA's Approach to Sustainable Investment](#).





CASE STUDY

AIA MALAYSIA RETROFITS BUILDINGS WITH SUSTAINABLE FEATURES

Sustainable building operations contribute to the long-term resilience and preservation of real estate assets, ensuring that properties remain valuable, competitive, and aligned with future regulatory and environmental expectations.

The AIA Malaysia Real Estate Investment and Mortgage team integrates sustainability principles into every aspect of asset management for their buildings and demonstrates a strong commitment to maintaining high sustainability standards. The team’s adherence to strong governance practices ensures transparency in reporting on sustainability metrics, compliance with regulatory frameworks, and high ethical standards in all aspects of property management and operations.

Menara AIA Sentral – Kuala Lumpur, Malaysia

Built in 1990 with major refurbishments in 2024, Menara AIA Sentral (aka ‘AIA Sentral’) is one of Malaysia’s best examples of how existing office buildings can be retrofitted with passive design features to improve and champion sustainability.

The building was recognised with the NTL Excellent Achievement Award in 2024. For energy conservation, AIA Sentral is fitted with an energy-efficient LED lighting system in all common areas with motion sensors to ensure optimal light utilisation.

New tenants moving into the building are required to use LED light fittings instead of fluorescent in their premises. There are energy efficient air conditioning units to reduce the building’s carbon footprint, air handling units (AHUs) with variable speed drive motors to maximise energy efficiency, a glass atrium to reduce artificial lighting, mature trees surrounding the building to reduce captured heat, and a heat exchanger (HEX) at the cooling tower to handle increased cooling capacity and ensure it runs efficiently at part load. The rooftop of AIA Sentral is also fitted with solar panels to reduce grid power dependency.

An additional 28 solar panels of 16.38 kWp will be installed in Q1 2025, adding up to a total of 76 panels with 44.46 kWp capacity.

For water conservation, AIA Sentral was fitted with a rainwater harvesting system in Q1 2025.

The aim of this system is to reduce potable water consumption for landscaping by 50%, conserving natural water resources and lowering the building’s operational cost. AIA Sentral was also retrofitted with water efficient fittings for all common area toilets to ensure compliance with green building standards, reducing the total potable water consumption for the building by 40%; and a water filtration system was installed to improve the performance of the air conditioning system.

For waste conservation, AIA Sentral practices waste segregation. Recyclable waste is sorted to send to recycling centres, reducing landfill stress. Fertiliser used for the AIA Sentral landscaping was from the output of AIA’s food decomposition machine at AIA Malaysia’s head office. AIA Sentral also has a small-scale urban farm with hydroponic facilities to grow vegetables and herbs.

AIA Sentral also encourages the use of green vehicles. There are two dedicated charging ports for electric cars to encourage the public to transition to cleaner modes of transportation, and there are plans to add additional charging ports in future.

With the implementation of these sustainability features now complete, the AIA Malaysia team is aiming to receive Malaysia Green Building Index certification in 2025. The team also emphasises carbon reduction initiatives and has pledged to the SBTi target of carbon neutral by 2050.

Aligning not only to the SBTi target, AIA Sentral also adheres to UNSDG’s goal which reflects on Energy Conservation, Water Conservation and Waste Reduction.

Additional energy reduction measures in 2024

In addition to extensive retrofitting for AIA Sentral in 2024, AIA Malaysia also installed solar panels for AIA Klang, and retrofitted LED lighting for AIA Malaysia’s head office and other branches.

All suppliers and vendors must demonstrate their commitment to ESG and meet the requirements on the procurement department’s ESG checklist. All new equipment must be energy efficient and sustainable.

There has also been a strong push across AIA Malaysia for employees to become more aware of their own carbon footprint. They are encouraged to take the stairs instead of elevators for short distances and to use public transport to commute to and from the office. The increase in exercise from these behaviours also promotes a healthier lifestyle.

In 2025, AIA Malaysia will continue to focus on generating renewable energy through rooftop solar panels to reduce dependence on grey energy sources, expand rainwater harvesting projects to save water, improve waste segregation and continue to upgrade air conditioning units to further improve energy efficiency.



IMPROVING OUR ENVIRONMENTAL PERFORMANCE

This priority focuses on reducing our carbon footprint, while also measuring and managing the amount of waste produced from our operations.

AIA is committed to minimising our environmental impact and ensuring sustainable business development. We disclose our environmental targets and metrics to allow stakeholders to better understand our efforts and progress in this area.

Energy and emissions

In 2024, we continued our efforts to reduce our CO₂ emissions and total energy consumption. The Group produced 63,927 tonnes of CO₂e, or 2.46 tonnes of CO₂e per employee. Our operational Scope 1 and Scope 2 carbon emissions compared with our 2019 Science Based Targets initiative (SBTi) baseline have declined by 25%, with reduction in grid emission factors and energy consumption being the major drivers.

Read more on our energy and emissions in our [AIA ESG Report 2024 – Climate Action](#).



Electricity consumption is our largest source of Scope 2 emissions, accounting for 53,132 tonnes of CO₂e.¹

We continue to execute our Climate Transition Plan, which is a comprehensive roadmap towards decarbonization that includes strategies to minimise our environmental footprint. The validation of our near-term net-zero target by the SBTi in November 2023 confirmed that our goals align with the Paris Agreement.

Waste and water management

Our Environmental Policy and Internal Environmental Procedures outline our approach to waste and water management in our workplaces.

Waste generation volumes in 2024 amounted to 558 tonnes², derived from tracked data collected from 61% of the total owned buildings occupied by AIA full-time employees.

An extrapolation³ approach was used by utilising an external technical partner. In addition, we have begun tracking segregated waste data, for which we have segregated percentages from actual waste data is at 61% of our total waste data into different categories.

We have aligned our water consumption and waste generation methodologies. Our water consumption amounted to 276,906 m³ of water, or 10.68 m³ per employee.

We continually improve our waste and water data quality collection and management systems across the Group, with our Group Real Estate and ESG teams working together to implement positive changes as they emerge. These data systems ensure we can complete accurate and reliable reporting on our performance and identify further improvements.

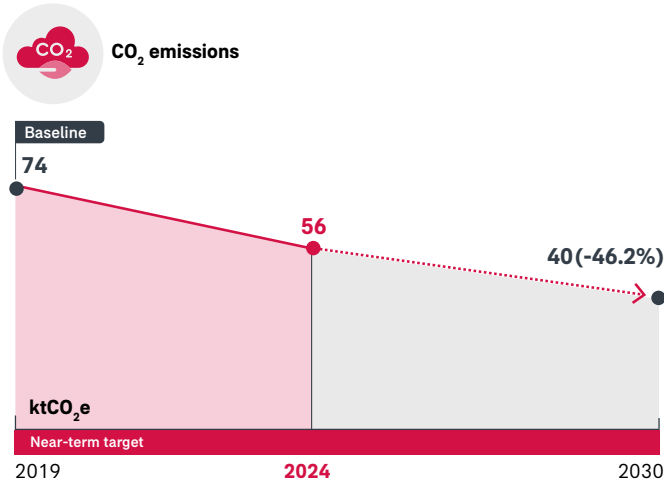
Nature, biodiversity and environmental data insights

Capturing comprehensive and reliable data is critical for tracking our progress towards meeting our environmental commitments. In 2024, we launched a Group-wide digital environment data collection and analytics platform named 'ESGOne'.

The platform captures energy and emissions data to streamline the tracking and reporting progress towards our Science Based Targets. We are committed to continuously enhancing our environmental data collection processes in future years.

AIA instigated a landscape review of nature-related disclosure standards and frameworks, with reference to the policies and practices relevant to the Asia-Pacific financial sector. This will guide our approach to assessing materiality, refining our position and developing actions on nature and biodiversity.

ENVIRONMENTAL METRICS



¹ Note: the figure excludes emission from towngas.
² The boundary of reporting extends to waste that is generated by the organisation only, as defined by GRI, which translates to waste by full-time employees in premises that are owned by AIA and were actively tracking waste generation volumes in 2024 and able to provide tracked data for at least one full month, which covers premises which represent a majority of our business operations.
³ Waste generation volumes were extrapolated for premises that were unable to provide tracked data. Average waste intensity (waste volume over floor area occupied by FTEs) was applied to the FTE occupied floor areas of buildings with an incomplete dataset. For avoidance of doubt, this excludes buildings without at least one full month of data.

ADVANCING DIGITAL TRANSFORMATION

This priority focuses on increasing digitalisation and automation to reduce the usage of paper.

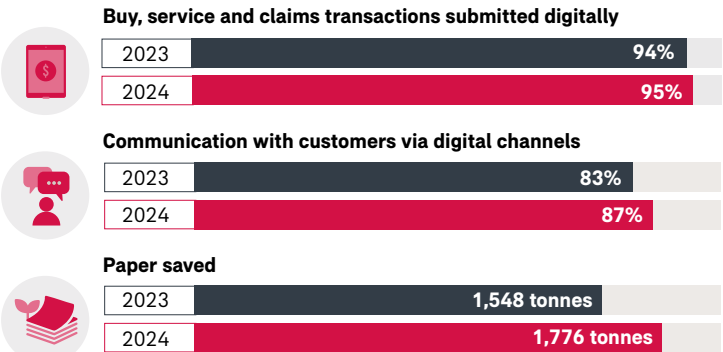
Investing in our technology capabilities enables us to increase the availability and accessibility of our products through digital channels, provide support for online customer interactions, and reduce our operating costs. In 2024, we saw an increase in customers purchasing products through digital channels, including our portals and apps, and submitting claims digitally.

Reducing paper usage and improving the customer experience

Straight-Through Processing (STP) and AI-enabled automated approvals are providing smoother and faster customer experiences while removing unnecessary paperwork. Our digital transformations saved more than 1,776 tonnes of paper in 2024.

While business volumes and digital adoption have increased, we have reduced the average number of pages across our buy, service and claims forms and outputs. In 2024, 99% of buy submissions and 95% of buy, service and claims transactions were submitted digitally and 87% of our output was digital.¹

DIGITAL INTERACTIONS



1 This measurement now shows the adoption of digital communications by customers (previously AIA capabilities).



CASE STUDY

PIONEERING DIGITAL INSURANCE IN MALAYSIA

Over the past few years, AIA Malaysia has been working towards providing customers with a complete end-to-end digital experience. This involves everything from learning about insurance products online to completing transactions and engaging with customer service representatives. Providing customers with a digital option to buy, claim and renew their health insurance policies promotes financial inclusion and a seamless customer experience, while also reducing the need for paper forms.

To facilitate this initiative, AIA Malaysia has a strategic partnership with TNG Digital Sdn. Bhd., Malaysia's largest eWallet company. Through the Touch 'n Go eWallet, customers can choose from a select range of AIA insurance products, purchase the product online, and then instantly receive a digital copy of their policy documents.

For claims, a customer's personal and policy details are auto populated so all the customer needs to do is input the claim details. If they would like to speak to the customer service team at any point during the process, customers can contact AIA by email or a dedicated WhatsApp account.

Over the past few years, other Malaysian health insurers have followed AIA Malaysia's lead and started offering their own insurance products on digital platforms. As a result, customers in Malaysia now have more choice about how to buy, claim and renew their health insurance in a way that is easy and convenient for them.



ENCOURAGING GOOD ESG PRACTICE

This priority encourages improvements in ESG performance with vendors.

Integrating sustainable procurement into our ESG strategy ensures we are mindful of the impact our product and service buying decisions have on the environment and society. We pursue sustainable procurement, identify and mitigate procurement risks, and leverage the scale of our operations across Asia to support sustainable development. This includes actively promoting sound ESG practices among our partners and suppliers.

Supplier Code of Conduct

Our Supplier Code of Conduct reflects international charters and conventions that support social wellbeing and ethical operations, including the *United Nations Declaration on Human Rights* and the *International Labour Organisation Core Conventions*. We expect our suppliers and vendors to comply with our Supplier Code and encourage them to make reasonable efforts to ensure the businesses within their own supply chains are aware of the Supplier Code.

The current iteration of the Supplier Code has been in place since 2018 and serves as a guide for discussions with our partners about ESG performance and improvements.

At the end of 2024 most suppliers are part of our Master Professional Services Agreement, which sets out their obligations.

Improving ESG standards

We encourage our partners and suppliers to continually improve their ESG standards, practices and principles and to think holistically about their impact on our communities. This translates into action plans to minimise their carbon footprint, waste generation and resource consumption. It also promotes ethical conduct and the wellbeing of employees throughout their operations.

Collaboration with our supply chain will play a major role in realising our ambition to be net zero by 2050. Building a shared understanding through training helps to guide our efforts.

Assessing suppliers' ESG performance

We use market-leading supplier ratings providers to independently assess our suppliers' sustainability performance. As at 31 December 2024, 11 out of 12 Group Tier 1 suppliers had provided their ESG ratings and 63% of these suppliers were rated in the top 15% of all companies assessed by a globally recognised ESG supplier ratings provider.

For any Tier 1 suppliers that are not covered by the supplier ratings provider, we assess their performance using public sustainability disclosures.

We will continue to extend the scope of these assessments to inform supplier selection and due diligence processes in 2025.



CASE STUDY

ESG CAPACITY BUILDING FOR SUPPLIERS

We leverage our ESG experience and influence to support other organisations on their sustainability journeys. By taking a collaborative approach, we contribute to advancing ESG progress across Asia while ensuring that we partner with organisations that align with our values and Purpose.

One of the key ways we do this is by providing ESG training to our suppliers. We invite all Tier 1 suppliers from our Group and local business units, along with the Sourcing team, to participate in an ESG webinar designed to enhance their understanding and implementation of sustainable practices.

In 2024, we organised a capacity building session and it covered:

- AIA's Climate Transition Plan and net-zero strategy
- business case for sustainability
- climate reporting trends
- overview of global regulations
- how to measure and report carbon emissions (including baselining, target setting and emissions reduction levers)
- best practices for ESG
- ESG guidance and additional resources.

During 2024, 100% of eligible Group-level Tier 1 suppliers attended AIA's ESG webinar.

The feedback from this webinar has been overwhelmingly positive. Our suppliers appreciate the opportunity to gain a clearer understanding of our ESG strategy and are eager to collaborate with us to address global issues. Many have expressed a desire for more frequent webinars to enhance their knowledge of ESG market trends and best practices. This is something we are keen to deliver in 2025.

The webinar has proven to be an excellent platform for AIA to align with various strategic suppliers, irrespective of their industry or country of origin. By discussing common topics through the lens of ESG, we can communicate in a shared language, which enhances our relationships beyond the usual business interactions.

AIA MALAYSIA: DIGITALISATION INITIATIVES AND HUMAN-CENTRED DESIGN



CASE STUDY

During the nine years that Zippo Tan has worked at AIA Malaysia, he has been instrumental in pioneering digitalisation initiatives that perfect the balance between technology and the human touch.

Zippo develops and deploys innovations that increase operational efficiency while improving the customer experience. This includes digitalising the service request form to enable straight-through processing and ensure customers receive an immediate response, and introducing digital communications such as SMS, email and push notifications from the AIA+ customer app as an alternative to paper letters.

In October 2024, Zippo and his team implemented a change to make e-policies the default option for new business. Immediately after completing the purchase, customers are emailed a link to retrieve their digital policy from the customer portal. While customers can request a printed copy of their policy, Zippo explains that not many people select this option.

“Before we embarked on the e-policy, we printed about 50% of our policies for new business,” Zippo said. “Since making e-policies the preferred choice, that number has reduced to about 3%. It has made a huge reduction to the amount of paper we print because each of the policies are around 50 pages on average.”

In addition to printing less paper, innovations such as digital forms and signatures help to reduce carbon emissions by eliminating the need for people to drive to physical branches. Zippo provides an example of AIA Malaysia’s Life Planners, who used to spend a lot of time driving to various branches to submit customers’ service requests and other transactions. Now that the process is completely digitalised, with 3.5 million digital service requests submitted in 2024, they can perform their jobs from one location without needing to use a car at all.

As product owners, Zippo and his team act as the voice of the customer. They conduct research to understand the pain points of the customers and the challenges they are facing with AIA Malaysia’s current processes. This allows them to write accurate user stories that are then used as a starting point to prioritise innovations that will have a positive impact on the customer experience.

One of these innovations is the Life+ Rewards programme, which was launched in 2024. The Life+ Rewards programme is a customer reward mechanism on the AIA+ app. Whenever a customer performs a positive action, such as downloading their e-policy or undertaking a health check, they earn a cash reward. The actions improve customer engagement and encourage people to look after their health and wellbeing. They also promote the use of digital communications, with customers rewarded for

sustainability actions such as choosing online communications and cashless payments.

Another aspect of Zippo’s role is making sure that AIA Malaysia employees understand the need for automation and helping them view digital transformation as an opportunity rather than an obstacle.

“We encourage people to reskill themselves in other areas that create more value, rather than remaining in operations processing where they are completing the same steps day-to-day,” he said. “As well as working with people to improve their processes, we also help them focus on sustainability and opportunities to reduce waste.”

AIA Malaysia is setting a strong benchmark for digital innovation in the insurance industry. In August 2024, the company received the ‘Digital Transformation of the Year’ award at the 9th Asia Trusted Life Agents & Advisers Awards.

AIA Malaysia was also recognised with an ‘AI Initiative of the Year – Malaysia’ award at the Insurance Asia Awards 2024.

Zippo is committed to making even more digital progress in 2025. His team will continue their paperless initiative, aiming to reduce the amount of paper that AIA Malaysia sends out in 2025 to 650,000 sheets. This is around 5% of the amount that AIA used to send out each year before the initiative began. They are also focusing on increasing digital adoption by encouraging more customers to use the self-serve portal and identifying further opportunities to increase back-end efficiency.

Zippo said, “Our goal is to find ways to make AIA Malaysia even more efficient so we can continue to shorten our processing times and delight our customers with timely and transparent communications.”



“In insurance, there are a lot of legacy processes. We challenge these processes to make insurance more convenient for our customers.”

ZIPPO TAN
DIRECTOR, OPERATIONS
TRANSFORMATION AND
TECHNOLOGY, AIA MALAYSIA

AIA ESG REPORT 2024

Feedback from our diverse set of stakeholders is crucial for us to continue improving on our ESG performance and disclosure practices.

If you have any questions, comments or feedback please contact our ESG team at esg@aia.com or write us at the address below:

Environmental, Social and Governance (ESG) Team
12/F, AIA Building 1 Stubbs Road, Wan Chai, Hong Kong



HEALTHIER, LONGER,
BETTER LIVES

PEOPLE & CULTURE

AIA ESG REPORT 2024
SUBSECTION REPORT



CONTENTS



PEOPLE & CULTURE	3
People & Culture	3



CASE STUDY	13
AIA Digital+ Malaysia: Creating Connected Teams with Strong Mental Resilience	13
AIA Hong Kong: Fostering a Diverse and Inclusive Workplace Environment	14



OUR PRIORITIES IN DETAIL	5
Supporting Development and Career Progression	5
Accelerating Progress in Diversity and Inclusion	9
Strengthening Risk Awareness	11
Enriching and Rewarding Opportunities for All	12

PEOPLE & CULTURE

People & Culture is one of AIA's five ESG strategic pillars. This pillar empowers our people to succeed through fostering a learning environment, ensuring equitable and fair processes for employment and progression and a diverse, inclusive and supportive culture.

People & Culture Priorities

- ⊕ **Supporting development and career progression**
- ⊕ **Accelerating progress in diversity and inclusion**
- ⊕ **Strengthening risk awareness**
- ⊕ **Enriching and rewarding opportunities for all**

“Our culture brings us together, connects our people to our shared Purpose and is something special that we continually nurture, promote and protect.”

CARA ANG
GROUP CHIEF HUMAN
RESOURCES OFFICER



Our people are central to our continued ability to deliver on our Purpose to help millions of people across Asia live Healthier, Longer, Better Lives. Our people strategy enables us to attract, retain and develop outstanding people, making AIA an employer of choice across our markets.

Our culture – the way we work – sets us apart. Our operating philosophy, leadership essentials and operating model of empowerment within a framework unites our people, connects them to our shared Purpose and forms a foundation that we continuously nurture, promote and protect.

We are committed to providing opportunities for growth and fostering talent development. More than 60% of our leadership appointments were filled by internal talent, reflecting our commitment to nurturing future leaders. To continue equipping our workforce with critical skills across our core business lines, we introduced new learning programmes and enriched existing ones, including Healthcare 101, a digital learning module designed to deepen employees' understanding of our Integrated Healthcare Strategy, and refreshed our flagship leadership development programme ASPIRE.

In 2024, the Group received the Learning Impact for Today and Tomorrow (LIFT) certification from EFMD, a globally recognised accreditation body. We are also preparing our agents. As part of our Premier Agency Strategy, we introduced the Health Academy, offering specialised training delivered by health and wellness experts to equip our agents with valuable industry knowledge.

Our commitment to foster an inclusive and engaging workplace that attracts and retains talented people from a range of backgrounds remains a priority. We recognise that diversity enriches our social fabric and fosters innovation and inclusivity, and we take proactive steps to ensure an equitable and supportive work environment. With over 57% women, over 70 nationalities, and more than 72% Gen Y and Gen Z represented across our workforce, the efforts of our managers in shaping an engaging and empowering workplace for our diverse talent have been recognised with the Group receiving the Gallup Exceptional Workplace Award for the third consecutive year and ranked first on the 'Top Workplaces in APAC 2024' list by Best Places to Work.

PEOPLE & CULTURE

At AIA, the work we do matters, and our people are central to our continued ability to deliver on our Purpose to help millions of people across Asia live Healthier, Longer, Better Lives.¹ Representing different geographies and communities, they enrich our social fabric, make up the culture of our business and enable us to create value for our stakeholders.

Nurturing our culture, building leaders and workforce capability, and supporting and developing our people so that they can achieve their potential are key organisational and people priorities for AIA. Our people strategy enables us to attract, retain and develop outstanding people, making AIA an employer of choice across our markets.

Nurturing our culture

The way we do work matters. We are mindful that our culture is what sets us apart. It brings us together, connects our people to our shared Purpose, and it is something special that we continually nurture, promote, and protect.

Our Purpose guides the decisions and actions that our people make every day and inspires us to support and protect the well-being of those we serve and each other.

We are guided by our Operating Philosophy of “Doing the Right Thing, in the Right Way, with the Right People... and the Right Results will come”. To do this, we act with Clarity, Courage and Humanity, our Leadership Essentials.

Our operating model of empowerment within a framework, together with the principles that underpin our culture, create an engaging environment for our employees to deliver on our people proposition of *Believe in Better*.



1 As at 31 December 2024, AIA had a total of 25,938 employees, which includes full-time and part-time employees as well as employees on fixed-term contracts, and excludes interns, agents of the Group, employees of MediCard Philippines, Inc. (MediCard), Amplify Health Asia Pte. Limited (Amplify Health), our joint venture Tata AIA Life, and our associate China Post Life. All figures related to the number of employees in this report exclude MediCard, Amplify Health, our joint venture Tata AIA Life, and our associate China Post Life. Including MediCard and Amplify Health, AIA had a total of 27,421 employees.

SUPPORTING DEVELOPMENT AND CAREER PROGRESSION

This priority fosters a learning culture that supports the development of our people.

Building future leaders

Our leaders play a key role in strengthening our culture and sustaining employee engagement. AIA is committed to developing strong internal leadership capability, providing ample opportunities for our people to grow and ultimately support sustainable business growth.

Leadership development

At the AIA Leadership Centre (ALC), we partner with world-renowned business schools and consulting firms to develop bespoke programmes. ALC programmes support AIA's senior leaders, top agency leaders and key partner executives to deliver on our strategic priorities and empower them to meet our commitments to our customers and the communities in which we operate.

We continue to strengthen our talent pipeline through our four signature leadership programmes. AIA's SPARK and Leading Across Boundaries programmes support the development of future senior leaders in our business units and senior Group Office leadership roles.

We also support the development of existing and aspiring leaders to build their people leadership capability through our Voyage and ASPIRE programmes.

Succession and organisation planning

Our annual Group Organisation and People Review process enables leaders to plan for the succession of all key leadership roles. In 2024, more than 60% of our leadership appointments were filled by internal leaders.

We also identify opportunities to increase diversity within AIA's leadership team. This includes attracting top leadership talent from different backgrounds, with the skills needed to shape and drive our future organisation.

Building a future-ready workforce

We focus on building workforce capability and developing our people so they can achieve their potential.

We continue to invest in attracting talent and incubating capabilities in core and emerging business lines, strengthening our approach to capability building, and designing new training programmes to reskill and upskill employees.

Ensuring that we have people with the right skills is critical to both support and leverage the Group's technology, digital and analytics (TDA) transformation. As at 31 December 2024, approximately 20% of our employee workforce comprises talent with TDA skill sets, an increase of 75% since 1 July 2020. This material investment marks a step change in our talent capabilities and underpins our ability to execute our growth strategy.

In support of the Group's Integrated Healthcare Strategy, we have been investing in new capabilities in our business units and at Group Office. At the same time, we have also launched new healthcare learning programmes and solutions to upskill our existing leaders and employees.

Learning and development

Our learning culture supports our people in their current roles and as they grow and progress within AIA.

Our focus on learning is a key part of our ambition to ensure that our people can upskill, reskill, work more flexibly, and adapt to the changing world of work. Our holistic learning approach empowers our people to learn new knowledge and skills, including through on-the-job experiences, mobility, collaborative projects, in-person, and virtual lessons, digital self-learning, mentoring, and coaching.

We believe career mobility and assignments in different business units or functions provide our employees with new and valuable learning opportunities while building connections across the Group. These assignments provide opportunities to learn new skills and help develop our people's personal AIA networks.

We continuously research skills and knowledge requirements of our industry, deliver programmes that address these needs and enhance programme designs with employee feedback. In addition, our people are required to complete regular mandatory training on a range of technical, governance and conduct-related topics.

We have launched new learning programmes and enhanced existing programmes to develop new capabilities, nurture talent and upskill employees in core lines of business across the Group, including:

- Healthcare 101 was launched group-wide in October 2024. This digital learning module is designed to deepen the understanding of AIA's Integrated Healthcare Strategy. Within the first 60 days, nearly 5,900 employees completed the course.
- ASPIRE, a six-month, group-wide leadership development programme for mid-level talent was strengthened. With greater emphasis on experiential learning and in-person experimentation, the refreshed programme aims to equip participants with the leadership skills needed to navigate the complexities of the post-pandemic world with greater agility. The programme has a positive impact on team engagement, with direct reports of ASPIRE participants reporting higher engagement levels this year.

Digital learning content enables self-directed continuous learning and further strengthens our learning culture.

The AIA Learning Hub online platform hosts thousands of digital learning courses and is available to all business units and employees. With thousands of digital courses available to support employee learning needs, we continue to see a year-on-year increase in the adoption of digital learning.

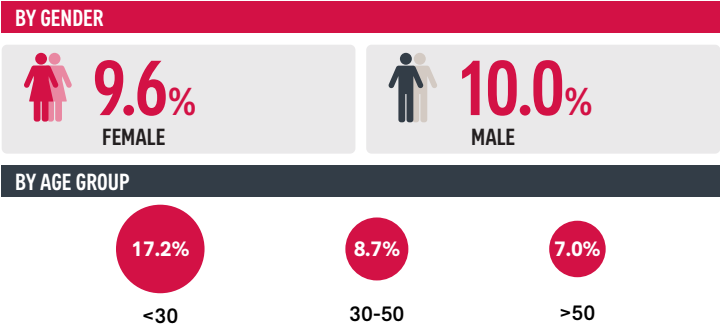
In 2024, our investment into and commitment to our learning solutions were externally recognised, with the Group receiving the Learning Impact for Today and Tomorrow (LIFT) certification from EFMD, a globally recognised accreditation body

Employee coaching and internships

Our leadership programmes incorporate employee coaching, and we encourage our employees to expand their networks, seek guidance and foster communications across different departments and seniorities. Business unit internship programmes provide interns with first-hand career experience with AIA and the opportunity to gain experience and learn critical skills in a high-performing, customer-focused environment. These programmes also enable us to identify future talent to join our business.



EMPLOYEE TURNOVER



Employee engagement

A collaborative and inclusive workplace that prioritises employee engagement is important to AIA. Each year, we monitor engagement across our business units and functions through the Gallup Q12 Employee Engagement Survey for meaningful inputs that inform targeted and impactful strategies to maintain and enhance our strong levels of engagement.

Our 2024 survey was completed by 97% of employees, with the Group's employee engagement scores placing AIA in the 92nd percentile of Gallup's global finance and insurance industry benchmark. Our employee engagement levels have remained in the top quartile of this benchmark for the eighth consecutive year, and in the top 10th percentile for four consecutive years.

In 2024, we were again recognised for our strong employee engagement and performance-oriented culture with the Group receiving the Gallup Exceptional Workplace Award for the third consecutive year.

Our employee turnover rate was 9.8% in 2024. We continue to focus on employee conversations and tangible actions, alongside our other people initiatives, to create a work environment that attracts, rewards and consequently retains talent.



RECOGNISED AS AN EMPLOYER OF CHOICE IN 2024

Our continued focus on our people has resulted in several local and global accolades in 2024 including:

- AIA received the 'Gallup Exceptional Workplace Award' from Gallup and was ranked first on the 'Top Workplaces in APAC 2024' list by Best Places to Work.
- AIA China received 'Best Companies to Work' certification and 'Inspiring Leadership' special award by Best Places to Work, 'Top Employer certification by Top Employers Institute, 'China's Most Attractive Employers' by Universum, 'Best ESG Employer' and 'DE&I Best Practice' by Aon.
- AIA Hong Kong was recognised with 'Best Companies to Work for in Asia', 'Diversity, Equity and Inclusion Awards', 'Most Caring Company' and 'Sustainable Workplace Award' by HR Asia, and in 'Employer of the Year' and 'Grand Award in Leadership' by Jobsdb.
- AIA Malaysia was ranked first on the 'Top Workplaces in Malaysia 2024' list by Best Places to Work and was awarded 'Top 10 Employer of Choice' and the insurance sector winner in 'Malaysia's 100 Leading Graduate Employers' by GTI Media, and 'Champion' in the insurance sector for 'Graduate Choice Award' by Talentbank.
- AIA Singapore was recognised as one of 'Singapore's Best Employers' by The Straits Times and 'Singapore's 100 Leading Graduate Employers' by GTI Media.
- AIA Thailand was ranked second on the 'Top Workplaces in Thailand 2024' list by Best Places to Work and recognised with 'Top 50 Companies in Thailand' by WorkVenture.
- AIA Vietnam was certified as a 'Great Place to Work' by Great Place to Work and recognised in 'Best Companies to Work For in Asia' and 'Most Caring Company' by HR Asia.
- AIA Philippines was recognised in 'Best Companies to Work for in Asia' and 'Sustainable Workplace Award' by HR Asia, certified as a 'Great Place to Work' by Great Place to Work, and received 'Best Companies to Work' certification by Best Places to Work.
- AIA New Zealand received the 'Excellence Award' for 'Employer of Choice >200 staff' by HRD New Zealand, '5-Star DE&I award' by Insurance Business New Zealand, 'Gender Tick Accreditation' by Gender at Work, and 'Accessibility Tick Accreditation' by New Zealand Disability Employers' Network.
- AIA Sri Lanka was recognised in 'Top 50 Best Workplaces in Sri Lanka', 'Best Workplaces for Women', 'Best Workplaces for Young Talent' and 'Wellness Champion' by Great Place to Work.
- AIA Taiwan was recognised in 'Best Companies to Work for in Asia' and 'Sustainable Workplace Award' by HR Asia, and 'The Best Employer Brand Award' and 'DEI Generation Friendly Award' by 104 Job Bank.
- AIA Operations Shared Services was the 'Champion' in the Shared Services sector for 'Graduates' Choice Award' by Talentbank, Top 10 and Business Process Outsourcing and Shared Services sector first runner-up in 'Malaysia's 100 Leading Graduate Employers' awards by GTI Media, and among '2024 Employee Experience Leaders' by Workleap.
- AIA Digital+ Malaysia was recognised as a 'Best Employer Brands' by LinkedIn.



AGENCY LEARNING AND DEVELOPMENT

To help us attract, retain and engage the best talent, we have a comprehensive Premier Agency Strategy that focuses on developing best-in-class agents across our large network. The strategy details our innovative approach to recruitment, learning and development and helps us create and tailor solutions to meet our customers’ needs.

Going digital

AIA continues to build a quality agency force with an efficient and optimised recruitment process offering best-in-class experience to leaders and prospective candidates. In 2024, AIA launched a new recruitment solution that enables us to:

- standardise and automate the recruitment process at scale
- leverage data insights to understand agent capabilities
- support our agency leaders to identify an agent’s capability gap and coach accordingly.

One component of our recruitment solutions is an AI-enabled career aptitude test. It includes 20 background questions, 40 situational questions and an analytics model to predict the success of an agent. It also produces detailed reports for prospects and leaders. This allows us to better understand our agents and share the assessment with leaders. Our career aptitude test has been implemented in Hong Kong, China, Malaysia, Myanmar, Singapore and Thailand.

Developing future agency leaders

With the intent to groom our next generation leaders to maximise their potential, AIA continues to organise regional development, recognition and networking platforms for AIA young entrepreneurs and next generation leaders. In 2024, AIA partnered with LL Global to roll out a refreshed pre-promotion programme – Pacesetter 2.0.

The programme includes:

- Planning and Recruitment
- Recruitment and Training
- Coaching and Team Management
- Simulation and Application.

In March and April 2024, 12 local business units attended the train-the-trainer sessions, which included assessing the trainers to enable them to implement at scale in their countries.

Uplifting data security capability

To actively ensure the protection of our customers’ and employees’ sensitive information, and to address data loss, business disruption, legal liability and reputational risks for AIA, the Group Agency Distribution team established a taskforce to enhance Agency Data Security. In 2023, a cross-functional review was conducted to assess the situation across People, Process and Technology.

A cybersecurity solution framework was developed to address key incidents by focusing on security awareness training. In November 2023, the Group Distribution’s Capability Framework was introduced to local business unit Agency Training Heads. The ‘People: Training and Awareness’ security awareness training module was included in the framework and made mandatory for all agents and leaders.

The taskforce continued to engage with respective business units to finalise and monitor the execution of implementation plans. In 2024, 10 local business units completed the training roll-out including AIA China, AIA Hong Kong, AIA Singapore, AIA Indonesia, AIA Vietnam, AIA Philippines, AIA Korea, AIA Sri Lanka, AIA Myanmar and AIA Cambodia. In the process of content development currently, AIA Malaysia and AIA Thailand will implement the training in 2025.

AIA Health Academy

Launched in 2024, the AIA Health Academy provides training, content and resources that are specially curated by our health and wellness experts to enable our agents to become trusted health advisors to customers, and to equip and empower our customers to lead Healthier, Longer, Better Lives.

This was based on AIA’s strategic intent to:

- strengthen explicit connection and association between AIA and our role and expertise in the health and wellness domain
- deepen positioning of AIA as a credible and approachable voice of authority on health and wellness matters
- become a trusted, user-friendly source as certified health business partners and health advisors for customers on health and wellness information and provide advice they can understand and use to make informed choices.

Other than focusing on the certification of health advisors and leaders, the Group Learning and Development team provides ongoing support and engagement through health and wellness workshops and continuous education in collaboration with Group Healthcare and Group Agency Distribution.

As an organisation built on more than 100 years of cultivating trust, AIA remains committed to meeting the long-term learning and development needs of our agents across the region. Through these initiatives, we can contribute to better outcomes for our customers and their families, and a more sustainable insurance industry for future generations.



CASE STUDY

REWARDING EXCELLENCE

Our large agent network is at the forefront of our integrated health strategy that aims to improve the health and wellness of people and communities across Asia. We reward top-performing agents with opportunities to actively contribute to the community and provide education to help them understand their role in our health strategy and in delivering AIA's Purpose.

MDRT x Health Programme

We encourage our agents to become members of MDRT (Million Dollar Round Table) – a global, independent association of the world's leading life insurance and financial services professionals from 85 nations and territories and more than 700 companies. MDRT membership is recognised internationally as the standard of excellence in the life insurance and financial services business.

With health and wellness fast becoming a critical part of the customer journey, in 2024 MDRT piloted an initiative called '100 Health Policies'. This initiative recognises MDRT qualifiers that are actively promoting health and wellness to their customers.

As at 31 December 2024, 429 advisors from 45 insurers have participated in this initiative and 386 advisors have qualified for this recognition. Of the 386 qualifying advisors, 61% were from AIA markets. The highest number of health policies (407 policies) was sold by AIA Singapore.

AIA continues to be the only multinational company to be ranked the #1 MDRT Multinational Company for 10 consecutive years. We also had the highest number of MDRT members from 2015 to 2024. AIA China, AIA Hong Kong and AIA Thailand are the top three individual companies with the highest number of MDRT members globally.

Health and Wellness Summit 2024

In September 2024, we held a Health and Wellness Summit in South Africa for our agency force. We invited selected health advisors from across our markets to participate in the summit to better understand the Purpose, goals and outcomes of our integrated health strategy. Topics included sustainability and how our agents can work with AIA to educate and take care of our customers.



CASE STUDY

ROLE MODELLING AND PROMOTING HEALTHY BEHAVIOURS

As the Chief Financial Officer at AIA Singapore, Chung Chang Koo is responsible for financial targets and reporting, as well as assisting the Chief Executive Officer with major initiatives. He also looks after AIA Singapore's Strategy team.

Developing people has always been a key focus for him. He follows AIA's Employee Value Proposition to 'Believe in Better' when it comes to helping his employees grow professionally and personally. One of the ways he does this is by supporting AIA's mobility programmes, where team members go on secondment stints at Group Office and other AIA business units for a couple of months to expand their skills and competencies in new areas.

As a member of AIA Singapore's ExCo team, Chung Chang models and promotes healthy behaviours that align with AIA's Purpose of Healthier, Longer, Better Lives. A couple of years ago, Chung Chang's doctor found some undesirable health indicators during a routine health check. Determined to improve his health prospects through a healthier lifestyle, Chung Chang joined the AIA Vitality programme. He now holds Platinum status and his health indicators have improved.

Chung Chang shares his health journey with his team to inspire them to improve their own health and promote the programme to agents and customers.

AIA Singapore introduced a friendly division competition to increase participation in the AIA Vitality programme and encourage more employees to adopt healthy behaviours. Chung Chang's division embraced the programme with organised runs around the Marina Bay area and other physical activities. Their commitment was rewarded by receiving first place in the competition, with many of his team reaching at least Silver status in the programme.

In addition to embracing the Vitality programme, AIA Singapore has been introducing ESG initiatives across the organisation to embed sustainability into the business operations and provide employees with a means to contribute. For example, this included setup that allowed for an edible hydroponic green wall in the common area of the AIA Singapore building to enhance employee wellbeing and collaboration.



“People are one of the most important assets in a company. Insurance is a human business – we need the right people so we can fulfill our promises to our customers.”

CHUNG CHANG KOO
CHIEF FINANCIAL OFFICER,
AIA SINGAPORE

ACCELERATING PROGRESS IN DIVERSITY AND INCLUSION

This priority promotes workplace diversity and advances our culture of innovation and inclusion.

One of AIA's strengths is our diversity, bringing together talented people from a range of backgrounds as one team to deliver on our Purpose. We foster an inclusive workplace that welcomes and celebrates differences and encourages open and constructive dialogues. Across our markets, we actively encourage and seek out diverse perspectives because we believe that this results in greater innovation, better decision-making, increased adaptability and improved problem solving. Our commitment to an inclusive workplace is reflected in the AIA Group Diversity, Equity, Inclusion, and Belonging Standard.

All employees joining AIA are required to complete training on AIA's Code of Conduct as part of their onboarding, which includes our approach to inclusion and non-discrimination. Moreover, our Employee Conduct Policy and e-learning module on unconscious bias and anti-harassment outline these expectations for all employees as well as appropriate standards of workplace conduct and professionalism, and channels for escalation.

AIA is committed to provide a work environment free of bullying and harassment, and we do not discriminate on the basis of race, religion, gender, nationality, age, disability, military service, marital status or sexual orientation.

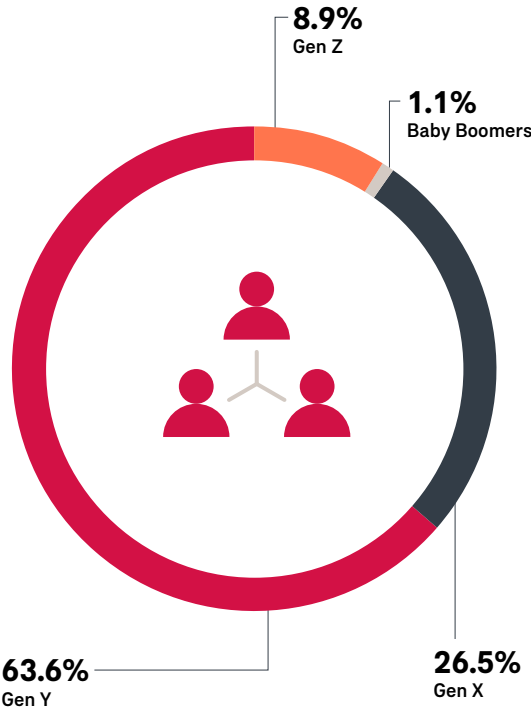
We aim to create an inclusive workplace that values and embraces individuals from all backgrounds. Our efforts mean people of all genders, backgrounds and experiences are drawn to work for AIA, and we have been recognised as an employer of choice across the region. As at 31 December 2024, women represented 57.3% of our employee population and 41.8% of our senior leaders across the Group were women.

Cultural and national diversity enriches our social fabric, with over 70 nationalities represented across AIA as at 31 December 2024. We recognise the importance of understanding different generational needs and our people policies and practices enable us to create an inclusive workplace for all age groups. As at 31 December 2024, more than 72% of our employees were Gen Y and Gen Z.¹

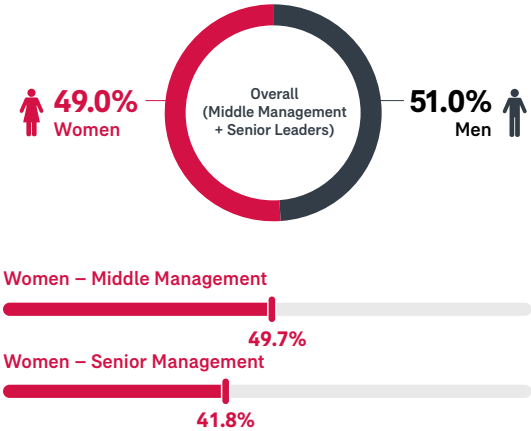
We continue to foster an inclusive and engaging workplace through 22 locally-led employee networks in 13 markets, providing our people with a platform to come together to share, learn and support each other. Nine markets have women's networks and eight markets have employee networks for other diversity segments. This year, we held various initiatives at the Group level and across our local markets to raise employee awareness about diversity, equity and inclusion, including International Women's Day and Pride month in support of the LGBT+ community and allies.

AIA values diverse perspectives for effective governance and decision-making. Having diverse perspectives on our Board through the range of nationalities and backgrounds represented reflects our different communities and improves our governance and decision-making processes.

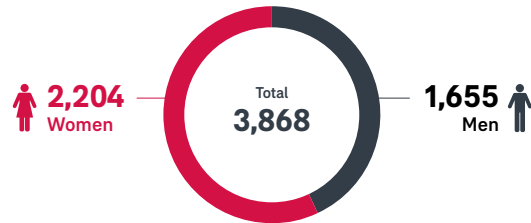
EMPLOYEE DEMOGRAPHICS BY GENERATION



WOMEN IN MANAGEMENT



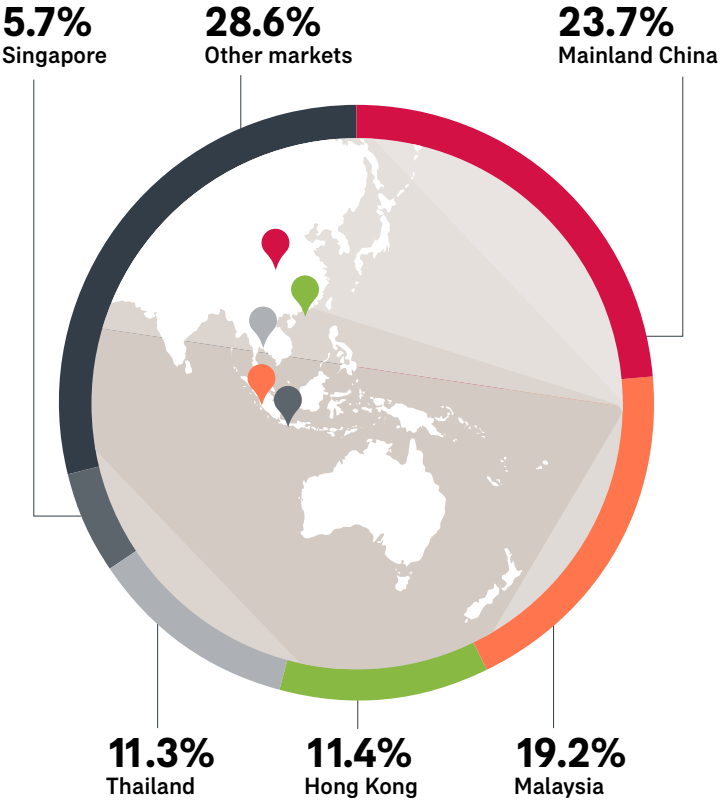
NUMBER OF NEW EMPLOYEES



¹ Gen Y is defined as the generation born between 1981 and 1996 and Gen Z is defined as the generation born from 1997 onwards.

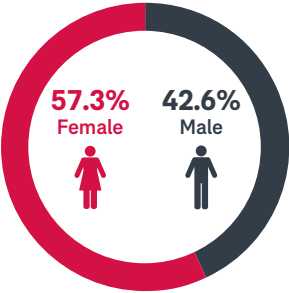
Our workforce at a glance

Employee breakdown by market

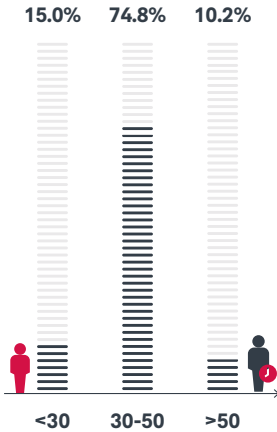


*Figures for Hong Kong include Group Office employees. Figures for Mainland China and Malaysia include our employees in our shared service centres.

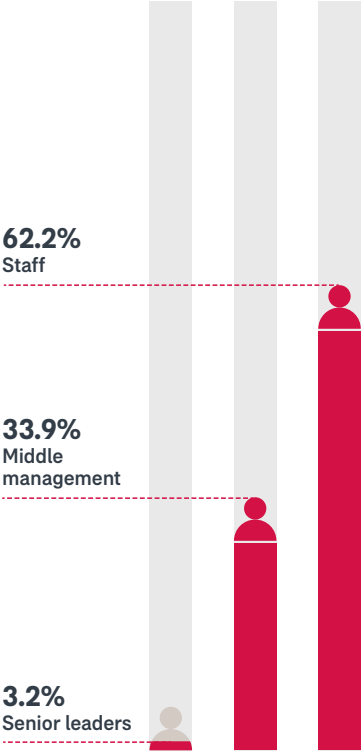
Employee breakdown by gender



Employee demographics by age group



Employee breakdown by seniority

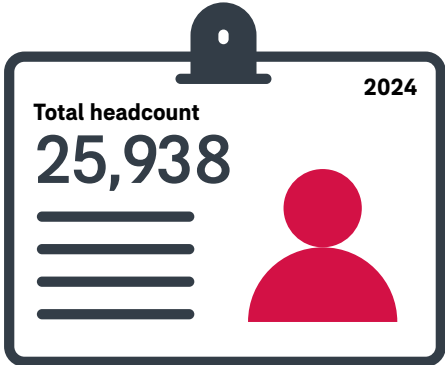


**'Senior leaders' captures all GCB08 and above, 'Middle management' captures GCB05-GCB07, 'Staff' captures GCB01-GCB04.

Average Age
38.6



Nationalities
>70



*As at 31 December 2024, AIA had a total of 25,938 employees, which includes full-time and part-time employees as well as employees on fixed-term contracts, and excludes interns, agents of the Group, employees of MediCard Philippines, Inc. (MediCard), Amplify Health Asia Pte. Limited (Amplify Health), our joint venture Tata AIA Life, and our associate China Post Life. All figures related to the number of employees in this report exclude MediCard, Amplify Health, our joint venture Tata AIA Life, and our associate China Post Life. Including MediCard and Amplify Health, AIA had a total of 27,421 employees.

STRENGTHENING RISK AWARENESS

This priority embeds a culture of ethical decision making and strong risk management.

As a life insurer, our products and services are based on trust. It drives every interaction with our customers, dictates how we engage with our stakeholders, and underpins all the decisions we make.

Trust is intrinsically linked with effective risk management. We deliver on our promises and honour the trust our customers and stakeholders have placed in us through effective risk management and a strong, Group-wide risk culture. Every employee understands their exposure to risk and how to make informed decisions to best achieve AIA's goals without exposing the Group to any unnecessary risks.

Our risk management centres around two policies that set out the expected risk awareness for employees and the channels available to report potential risks:

- 1. **Operating Philosophy:** AIA is committed to 'Doing the Right Thing, in the Right Way, with the Right People ... and the Right Results will Come'. This reflects the highest professional standards to which we hold ourselves.
- 2. **Code of Conduct:** This sets out the rules, guidelines, standards and behaviours that outline how we expect our employees to interact with each other, our customers and our stakeholders. Our employees certify their compliance with the Code of Conduct and other key policies annually.

We also conduct regular training and share internal communications to ensure that all employees are familiar with their role in managing risk and are aware of the appropriate reporting options. These options include reporting matters to their manager and using our internal and external risk management hotlines. As part of our annual employee survey, we measure employee confidence that any ethical matters they raise will be handled appropriately. We also assess whether their manager cultivates an environment in which concerns about risk can be comfortably raised. This helps us identify and rectify any potential weak spots to ensure that all employees are empowered to report risks via an appropriate channel.



ENRICHING AND REWARDING OPPORTUNITIES FOR ALL

This priority ensures fair, accountable and equitable processes for employment, progression and rewards.

Recognising and rewarding our people

AIA is committed to providing our people with fair and equitable performance evaluations to recognise their contributions and achievements. Our performance management framework and performance appraisal process encourage regular and robust conversations about individual and team progress. This provides every employee at AIA with the opportunity to receive regular feedback on their performance and participate in two-way conversations about their progress and development opportunities.

Our people managers regularly check in with employees throughout the year to discuss their accomplishments and how they achieved their performance objectives. These regular check-ins are also used to provide ongoing support, feedback and coaching to further professional development and growth.

To attract, retain and engage our diverse talent, we seek to reward all employees competitively and fairly, irrespective of gender, ethnicity, age, disability or other non-performance-related factors. We believe our employees value our existing reward programmes for their clarity, transparency and market alignment. In addition, our Employee Share Purchase Plan provides employees the opportunity to purchase AIA shares and receive matching shares over time during their employment. This connects employees to the collective success of the organisation.

Embedding our Purpose through well-being support

Our Purpose to help people live Healthier, Longer, Better Lives is about our employees as well as our customers. Through our group-wide benefits and workforce well-being programmes, we encourage our people and their families to prioritise their physical, mental, social and financial well-being.

One of the ways we do this is through Wellbeing@AIA. This holistic employee well-being programme, available to employees in all markets, is based on an offering for AIA's corporate customers.

The programme's initiatives, benefits and tools are tailored to each business unit, and they all encompass a broad range of solutions that may include well-being learning sessions and on-site and virtual health activities.

Employees also have access to other well-being benefits, including discounted gym memberships, access to sporting and recreational facilities, and wellness spaces such as nursing rooms. We continue to offer flexible working arrangements to support employees in balancing their personal and professional responsibilities. These include hybrid work arrangements as a standard work pattern and alternative working hours.



CASE STUDY

SUPPORTING EMPLOYEE MENTAL HEALTH AND WELL-BEING

In 2024, we placed particular emphasis on mental health, recognising its growing importance in today's workplace.

Our bespoke Me@AIA mental resilience programme, launched in mid-2023, has reached over 5,000 employees in 17 markets in 18 months. It delivers specialised modules and resources for individuals, teams and managers. The programme equips individuals with energy management and stress recovery techniques, helps teams to build psychological safety and enables managers to foster supportive work environments. Participant feedback consistently shows improvements in managers' confidence when discussing well-being and teams having greater ownership of collective well-being.

For three consecutive years, we have dedicated October as Mental Health Month across the Group. This annual observance offers opportunities for education, awareness and open dialogue about mental health. To deepen our mental health support capabilities, we partnered with Red Cross to offer Psychological First Aid certifications for employees. Over 140 employees have been certified this year, including some who are facilitators for Me@AIA, applying their Psychological First Aid learning not just in their personal lives but also sharing their understanding with colleagues.

Dedicated well-being teams in the markets localise these mental well-being initiatives to make them relevant for employees. These teams use insights from well-being measures in our annual employee engagement survey, and initiative-specific feedback, to refine our approach.

An example of localised initiatives is in AIA Thailand, where they launched an integrated campaign called 'Own your mental health' journey. This campaign offered a suite of resources, opportunities for employees to connect, expert-led sessions, benefits and workshops to encourage employees to prioritise their mental health.

AIA DIGITAL+ MALAYSIA: CREATING CONNECTED TEAMS WITH STRONG MENTAL RESILIENCE



CASE STUDY

As part of the HR team at AIA Digital+ in Malaysia, Heng Thye Tan works with leaders to build a workplace that attracts and retains talent. One of Heng Thye’s passion projects has been rolling out the Me@AIA programme in AIA Digital+.

Me@AIA is a bespoke mental resilience programme dedicated to empowering employees to manage their own energy effectively, reduce stress and enhance recovery. This programme builds awareness around stress and provides pragmatic, science-based techniques to build resilience and energy management.

Heng Thye said, “I believe there is still some stigma associated with mental well-being. But statistics show us that one in three people have experienced mental health struggles. AIA Digital+ is a dynamic environment and building our people’s mental resilience equips them to be adaptable to changes, whether it’s technology, business demands or life events.”

To become a Me@AIA facilitator, Heng Thye underwent internal training to understand the content and also completed a Psychological First Aid certification with the Red Cross to increase his knowledge and confidence in speaking about mental health with his colleagues.

In June 2024, Heng Thye and his team invited all people managers to participate in a full-day Me@AIA programme. More than half of the invitees attended the event, with numbers limited only by the capacity of the venue.

“What we had in mind was to create awareness and get leaders’ buy-in,” Heng Thye said. “It was a big success with more than 95% of participants willing to recommend the programme to their colleagues. The initial session created so much demand from the people managers. They wanted to learn more about mental resilience and for their teams to experience the programme.”

In under six months, Heng Thye and his colleagues have delivered Me@AIA to more than 270 people in 17 different events. This includes delivering Me@AIA sessions team-based events with managers supporting the programme and completing follow-up actions with their teams.

With Me@AIA, people now feel more comfortable talking directly to their team members about their wellbeing and offering support to each other instead of always relying on their manager. It has also introduced a common language within the workplace to talk about mental health.

Facilitating the Me@AIA programme also allowed Heng Thye and his colleagues to identify other root cause issues of well-being in their workplace.

“Once we know the root cause of these challenges, we can apply intervening people strategies to support,” Heng Thye said. “We review the results with the manager, explain the issues and then work with that manager and their team to design actions they will take collectively to address them. The Me@AIA programme isn’t a one-off event. We use engagement and action planning to keep working with the teams and their managers as a continuous process.”



“Focusing on mental resilience and making people feel comfortable to share and speak up sets a tone of support and empathy in the workplace.”

HENG THYE TAN
SENIOR MANAGER HR, AIA
DIGITAL+ MALAYSIA

AIA HONG KONG: FOSTERING A DIVERSE AND INCLUSIVE WORKPLACE ENVIRONMENT



CASE STUDY

Peter Yu joined AIA Hong Kong in 2009. In his current role, he develops leaders and provides strategic direction and guidance to his district to help them achieve their goals.

There are 153 team members in Peter’s direct district. He uses AIA’s various programmes to build and train his team, such as a programme that develops Premier Advisors and gives them the capacity to grow their client base. In 2022 and 2023, Peter had the highest number of Premier Advisors in AIA Hong Kong.

Peter said, “Agents focus on their own individual development. My role is to develop the team and culture as a whole. The programmes and support from AIA help to make my team more stable because the advisors can accumulate a certain number of clients each year and keep working with AIA.”

Peter also uses AIA’s promotion schedule to develop his agents and help them meet their qualifications.

By following the steps of the promotion schedule, he can guide leaders through the steps at an appropriate pace depending on their skill and knowledge levels. While some agents may take the full two years to complete all the required steps, Peter fast-tracks agents where possible so they can start earning commissions sooner. In 2024, he was able to develop and promote an agent within six months. When they complete all the steps in the promotion schedule, agents are formally recognised and celebrated by AIA with a promotion ceremony.

To enhance team culture and promote healthy living, Peter has been running AIA Vitality initiatives each year since 2019. In addition to contributing to their community, AIA Vitality encourages AIA Hong Kong agents to support each other and collaborate on district events.

The main AIA Vitality initiative in Peter’s district is trail running, with more than 100,000 people having participated in one of the events. While AIA agents can network at these events to gain clients, Peter encourages agents to use AIA Vitality events to provide great service to their existing clients instead.

“Rather than focusing on new business or the number of clients, we can help people improve their health and overall wellbeing,” he said. “We now have a health advisor at AIA Hong Kong, and I will be following their direction to help my agents provide even better service to their clients.”

Peter is creating more language and background diversity in his district by welcoming agents from mainland China. He is using AIA’s support to merge cultures within his team and ensure everyone is able to work together. While the regular district meeting is held in Cantonese, Peter has initiated bi-monthly meetings that are conducted in different languages. He is also setting up small working groups to ensure the agents from mainland China have access to all the information and resources they need to perform their roles effectively. Peter collaborates with people in his network to invite mainland China agents from different districts to share their experiences with his district team members so he can cultivate and develop them.

In 2025, Peter will continue to encourage his team to focus on service as well as selling. He is also making sure that all team members in his district continue to develop their skills and knowledge.

Peter said, “I encourage all members of my district to keep studying and earning their certifications so we can operate at the highest levels of compliance and professional standards.”



“AIA has provided me with great support to develop my team culture and share experiences with other districts in Hong Kong.”

PETER YU
SENIOR DISTRICT DIRECTOR, AIA
HONG KONG

AIA ESG REPORT 2024

Feedback from our diverse set of stakeholders is crucial for us to continue improving on our ESG performance and disclosure practices.

If you have any questions, comments or feedback please contact our ESG team at esg@aia.com or write us at the address below:

Environmental, Social and Governance (ESG) Team
12/F, AIA Building 1 Stubbs Road, Wan Chai, Hong Kong



HEALTHIER, LONGER,
BETTER LIVES

EFFECTIVE GOVERNANCE

AIA ESG REPORT 2024
SUBSECTION REPORT



CONTENTS



EFFECTIVE GOVERNANCE	3
Effective Governance	3



CASE STUDY	13
AIA Group: Maintaining Brand Integrity and Consistency	13
AIA Group: Using Internal Audit to Strengthen AIA's Priorities	14



OUR PRIORITIES IN DETAIL	4
Board Governance	4
Ensuring Effective Risk Management and Responsible Business Practices	5
Promoting Best ESG Practices	10
ESG Ratings and Index Inclusions	11

EFFECTIVE GOVERNANCE

Effective Governance is one of AIA's five ESG strategic pillars. This pillar ensures that AIA continues to operate to the highest standards of business practices, both in terms of our engagement with stakeholders and how we manage risks. This provides the necessary management oversight, incentives and organisational accountability, data governance systems and transparent reporting to enable us to succeed.

Effective Governance Priorities

⊕ Board Governance

⊕ Ensuring Effective Risk Management and Responsible Business Practices

⊕ Promoting Best ESG Practices

⊕ ESG Ratings and Index Inclusions

“Clarity, transparency and integrity are the defining factors of AIA’s governance approach.”

MITCH NEW
GROUP GENERAL COUNSEL
AND CHAIRMAN OF THE
ESG COMMITTEE



“Strong risk governance is more than just protection – it is about creating sustainable value through informed decision making.”

JAYNE PLUNKETT
GROUP CHIEF RISK OFFICER



In 2024, we revised our Code of Conduct. AIA maintains a firm commitment to operating with the highest standards of business practices, both in terms of its engagement with stakeholders, and how we manage risks. To uphold the highest levels of integrity, we provided mandatory training for our workforce on anti-bribery and corruption, fraud prevention, anti-money laundering, and countering the financing of terrorism. Additionally, we proactively identified emerging risks to our business, strengthening our risk management framework to mitigate potential challenges effectively.

Reaffirming our commitment to helping customers live Healthier, Longer, Better Lives, we commissioned Regional Vitality research across key markets, including Hong Kong, Singapore, Malaysia, Thailand and the Philippines. We also continued engaging with our customers through our customer feedback system, leveraging insights to refine our business approach and enhance the customer experience. To ensure the highest standards of data privacy, protection and cybersecurity remain a priority. In 2024, we obtained the Service Organization Control (SOC) Type 2 certification for our Group Information Security function,

demonstrating our commitment to safeguarding data. We also provided ongoing Security Awareness Refresher training for employees and external contractors, reinforcing best practices in cybersecurity.

We maintained strong performance across various rating indices and took significant strides in enhancing transparency through improved disclosures. To further strengthen data governance, we launched multiple internal training programmes across our markets, ensuring the highest levels of data integrity. Additionally, we enhanced our internal control ecosystem to securely process and manage ESG disclosures related information, developing a more robust framework to support our long-term sustainability objectives.

BOARD GOVERNANCE

This priority fosters business integrity and sound decision making through a diverse and highly qualified Board.

The Board is the ultimate decision-making body for all matters considered material to the Group. It is responsible for developing and implementing the Group's corporate governance practices and ensuring high standards of governance are maintained in all aspects of the Company's business.

The Board includes members with deep experience in our markets in both the public and private sectors. Our governance structure enables appropriate delegation between the Board, its committees and management, while ensuring that the Board can maintain appropriate levels of review, challenge and guidance in its relationship with management.

Read more in the [Corporate Governance Report](#) part of the [Annual Report 2024](#), to be published in April 2025.

Board independence

Independent and objective judgement focused on the long-term interests of the Company and its stakeholders is central to the Board's oversight.

Other than the Group Chief Executive and President, all Board members are Independent Non-Executive Directors (INEDs), which underscores our strong commitment to operating according to international best practice.

Board Committee composition

Our corporate governance framework is implemented through a structured hierarchy, which includes the Board and its four committees:

- Audit Committee
- Nomination Committee
- Remuneration Committee
- Risk Committee

Each Board Committee is chaired by an INED. The Audit, Nomination and Remuneration Committees are composed entirely of INEDs. The Risk Committee includes the Group Chief Executive and President to ensure its members have access to the detailed financial and operational information

they need to assess the risks and sustainability of the Group's operations. Chairpersons of Board Committees report to the Board on a regular basis.

Board diversity

Board diversity is fundamental to robust corporate governance practices and high-quality decision making. The Board is comprised of members with extensive business, financial, government, regulatory and policy experience from a variety of contexts. Their skills, knowledge, experience and background have contributed meaningfully to the Board's understanding of the ongoing development of the major markets of the Group, and are relevant and valuable to the development of the Group's corporate strategies. They also support AIA's purpose, values and culture.

The Company's approach to achieving diversity is set out in its Board Diversity Policy, which ensures consideration of diversity in the Board's composition across all measures. This includes race, gender, religion and national origin, as well as diversity of experience from both the private and public sectors.

Director training

Every new Director of the Company receives detailed induction training on the Group and its operations. The Board also receives regular updates on all key aspects of the Group's business, including:

- financial performance
- changes in material accounting standards and regulatory matters
- ESG matters
- compliance and conduct
- best practice in relation to the handling of whistle-blowing complaints
- anti-corruption programmes.

This supports the Group's approach to pursuing international best practice in governance, including a zero-tolerance approach to bribery and corruption. The Board and its committees are updated regularly on the Group's performance across a range of activities designed to ensure that its high standards are maintained throughout the Group. The AIA Group Compliance Policy is applied alongside the AIA Code of Conduct, which provides guidance on giving and accepting gifts and entertainment.



CASE STUDY

BOARD OF DIRECTORS VISIT TO AIA THAILAND

In December 2024, the Board and members of the Group Executive Committee visited AIA Thailand in Bangkok to gain a better understanding of local operations, meet AIA employees and management, and facilitate discussions about opportunities in the region. The programme included a staff townhall for employees of AIA Thailand, business update presentations, meetings with local regulators, panel discussions and a gala dinner.

At the staff townhall, senior employees from AIA Thailand had the opportunity to have a face-to-face dialogue with members of the Board and get their strategic insights.

The gala dinner was attended by top agency leaders and local management and business partners. During the dinner, there was an AIA One Billion Trail donation presentation to the Thai Red Cross Society to support its effort to improve the Thai language literacy of underprivileged children.

ENSURING EFFECTIVE RISK MANAGEMENT AND RESPONSIBLE BUSINESS PRACTICES

This priority effectively manages ESG-related risks and opportunities throughout our business.

Effective risk management

Effective risk management is fundamental to delivering on the Group's strategy and honouring commitments to all stakeholders.

The Board is responsible for overseeing the Group's risk management practices and monitoring material risks and opportunities, including those related to ESG issues.

The Board is supported by the Board Risk Committee and executive risk committees comprising senior executives – the Operational Risk Committee (ORC) and the Financial Risk Committee (FRC) – which report regularly and in detail to the Board Risk Committee.

Risk Management Framework

AIA's Risk Management Framework (RMF) ensures that the necessary capabilities and processes are in place to identify, assess and monitor both existing and emerging risks across the Group.

The Boards of Directors of each operating subsidiary is also responsible for reviewing this framework regularly to ensure it is effective in the local business context.

ESG-related risks are addressed according to the process outlined in the RMF and categorised based on their potential impact on AIA's operations. Effective governance, including proactive discussion with internal and external stakeholders, enables the Group to address and manage these risks over time and to capture emerging opportunities.

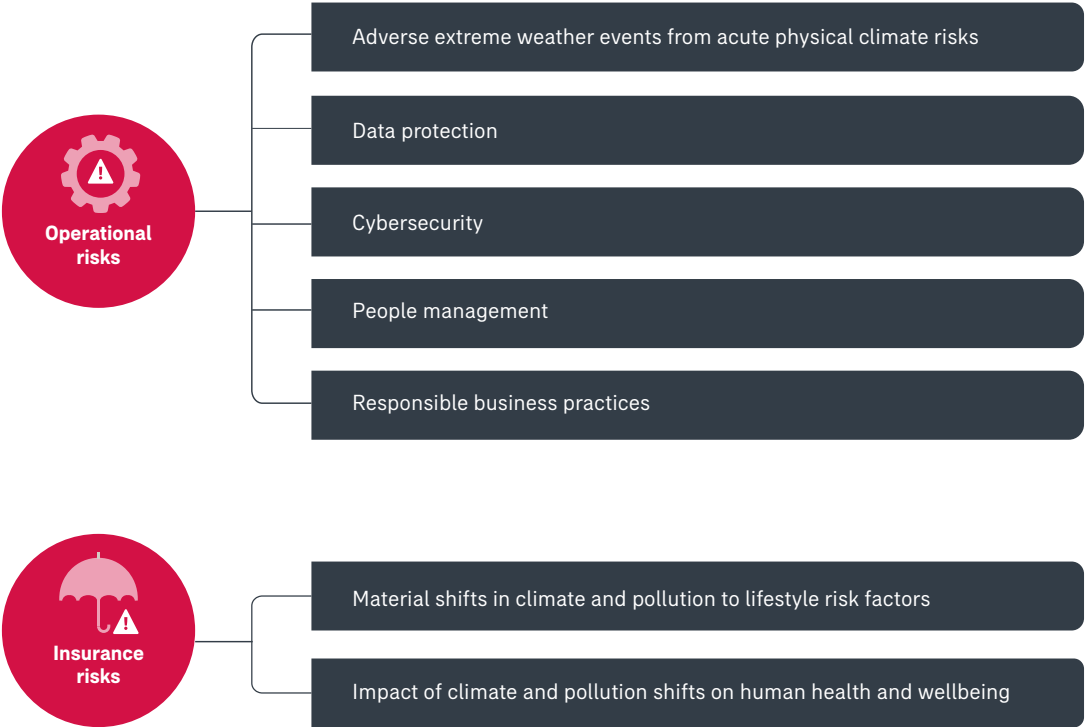
Risk testing and analysis

Regular tests of risk procedures and controls are done to ensure robustness and appropriateness against the current and future operating environments. AIA's Group internal audit function provides independent assurance on the effectiveness of key controls and recommends improvements as necessary. The effectiveness of the RMF is also independently assessed on a regular basis.

AIA conducts scenario testing and business continuity analysis to assess the resilience of the business under multiple stress conditions and incorporates the learnings into risk frameworks and tolerances. This work also provides assurance of stable and continuous operations and the availability of adequate capital to provide protection to our policyholders under a wide range of circumstances.

Read more in the [Risk Management section of the Annual Report 2024](#), to be published in April 2025.

ESG RELATED RISK EXAMPLES RELEVANT TO AIA





CASE STUDY

RESPONDING TO EMERGING RISKS:
AI-DRIVEN DIGITAL ECONOMIES

AI-powered innovations are creating dynamic digital economies. Intelligent workflows are catalysing new business models, revenue streams, and ways of engaging and serving customers. Recent advancements in generative AI have enabled us to develop more intuitive and natural interactions with customers. We use conversational agents to enhance the service we give to our customers and intelligent systems to make our digital platforms more accessible and usable.

By embracing responsible AI principles of transparency, accountability and fairness, we continue to harness these technological advances to drive sustainable growth and competitiveness with an emerging digital ecosystem to meet our customers' evolving preferences.

Recognising the evolving environment, we proactively updated our Responsible Use of Artificial Intelligence Standard in August 2023, introducing additional controls and guidelines on the use of generative AI. It focuses on fairness and preventing the creation or reinforcement of unintended bias in AI-driven analytics and decision making. Additionally, our Group-wide AI Council ensures the responsible application of this technology in our activities. All employees with access to AI tools will be required to complete a training module 'Responsible Use of AI' to ensure an understanding of how the use of AI might affect customer outcomes. This provides a robust framework for AI use in both internally developed or externally sourced solutions.

Our commitment to responsible AI use reflects our dedication to maintaining trust and promoting innovation without compromising fairness or ethical standards.



CASE STUDY

RESPONDING TO EMERGING RISKS: EMERGING
TECHNOLOGIES AND DIGITAL SUPPLY CHAIN RESILIENCE

Combined technologies such as blockchain, Internet of Things and AI can enhance the visibility, traceability and reinforcement of digital supply chains.

At the same time, concerns about vulnerabilities have grown as vendors increasingly rely on microservices, third-party application programming interfaces (APIs) and open-source components embedded in their solutions. Even with mature processes to prevent, detect and recover from cyber attacks, organisations are increasingly exposed to their data or services being compromised or disrupted through their network of third parties and respective service providers.

Cyber threats at any point along the digital value chain can result in significant disruptions, while data breaches involving the leakage of customer and sensitive information would have a wide range of repercussions. This underscores the need for a comprehensive, technology-enabled approach to supply chain resilience.

AIA's controls are embedded in business activities across all markets and functions, including a register of third-party providers permitted to interact with our data or systems. Providers are only included on the register after undergoing a comprehensive risk-based assessment of their cyber security processes and controls. We closely monitor and maintain this register and have recently reviewed the risk assessment criteria and processes for managing third parties to ensure they remain sufficient and effective.

Third parties are independently monitored on technical indicators of service vulnerabilities on an ongoing basis. These reports provide us with a real-time view of our providers' risk through a consolidation of indicators and externally available datapoints. This enables us to respond, contain and remediate where needed in an appropriate and timely manner.

Responsible Business Practices

We are committed to maintaining the highest standards of responsible business practices across our operations. As Asia’s largest life and health insurer responsible for serving tens of millions of customers and their families, it’s critical that our business practices are based on trust and our employees seek and maintain integrity, accountability and transparency at all levels.

Code of Conduct

The AIA Code of Conduct provides clear guidance on how we conduct business and defines the high professional standards to which we hold ourselves. It reflects our Operating Philosophy and is key to maintaining trust and building sustainable relationships with all stakeholders – customers, agents, distribution partners, regulators and investors.

The Code of Conduct applies to everyone who works at AIA and is available in multiple languages to ensure that all employees and agents can access and understand its standards and expectations.

When joining AIA, every employee is required to undertake training on the Code of Conduct. We also require every employee to complete an annual certification attesting to their familiarity and compliance with the Code of Conduct.

This training is supplemented with programmes that equip AIA leaders with practical training to manage situations involving decision-making dilemmas.

Every employee is expected to take personal responsibility for observing standards of integrity and to report any suspected violation of the Code of Conduct. We empower employees to identify and escalate issues without fear of retaliation. Non-compliance with the Code of Conduct is subject to disciplinary action, which can include dismissal where appropriate. AIA’s business partners, including its agents, distribution partners and suppliers, are expected to follow the same responsible practices as our employees.

Preventing bribery and corruption

Under our policies, employees and other persons representing AIA are prohibited from offering, accepting, paying or authorising any bribes or participating in any form of corruption in any business interaction that involves AIA and government officials, our customers or employees.

Anti-bribery/corruption training is compulsory for all employees. Reviews are conducted to monitor compliance with our Anti-Bribery/Corruption Standard, which outlines the roles and responsibilities of employees. Our business units are responsible for implementing processes and controls to reduce the risk of corruption.

Preventing fraud

AIA’s Anti-Fraud Standard sets out requirements for managing the risk of fraud, including training as well as preventive and detective measures. The Standard outlines our commitment to a zero-tolerance approach towards fraud.

Incidents and allegations or suspicions of fraud are assessed and investigated. If substantiated, AIA is committed to taking a fair and proportionate approach in administering disciplinary and other actions. This includes the loss of employment and/or employment-related benefits, reporting incidents to law enforcement and seeking legal remedies through civil courts.

Whistle-blowing programme

We provide reporting channels that can be used by AIA stakeholders to raise concerns about a violation of the Code of Conduct or other behaviour that falls short of the high standards expected by the Group. These stakeholders may be employees, distributors, customers or suppliers.

The reporting channels include a 24-hour, multilingual third-party administered ethics hotline, which supports complete anonymity. All allegations are assessed using a consistent process and investigated when warranted.

Our whistle-blowing programme monitors these concerns and protects the anonymity of reportees. Group Compliance provides regular reports to the Board Audit Committee on the number and nature of issues raised and the progress of all material investigations. AIA policy prohibits retaliation against an employee providing a good faith report of a suspected violation of the Code of Conduct, AIA policies or the law.

In 2024, issues reported to the programme included: customer complaints, human resources and work grievances, matters relating to individual circumstances such as conflicts of interest, matters of workplace respect, matters of unethical conduct and questions about business practices.

Approach to Anti-Money Laundering and Countering the Financing of Terrorism

AIA has a strict programme of compliance with all applicable Anti-Money Laundering/Countering the Financing of Terrorism (AML/CFT) laws to prevent the use of its products and services for money laundering and terrorist financing.

The Group AML/CFT programme includes a risk-based approach to conducting:

- customer due diligence
- ongoing monitoring
- suspicious activity reporting
- training
- record keeping.

Business units use AML/CFT monitoring software to screen, risk profile and monitor customer activity or an online tool to screen customers.

All new employees are required to complete AML/CFT training. We also require every employee to complete periodic refresher training to ensure they are aware of AIA’s AML/CFT requirements and their responsibility to comply with AML/CFT laws.

AIA’s insurance agents are also required to complete appropriate AML/CFT training. Our Group Economic Sanctions Standard sets out standards to manage the risk of dealings with governments, individuals and entities subject to sanctions programmes.



Read more on AIA’s Code of Conduct.



Our commitments to our customers

AIA has a customer-centric approach and a strong commitment to responsible business conduct. We aim for high standards of service throughout every stage of the customer journey to meet or exceed expectations and earn trust.

As part of our product approval process, business units are required to confirm that each product complies with applicable laws, regulations and internal policies. They must also review product and marketing materials to ensure the information provided is adequate and clear.

We also have a responsibility to ensure that our intermediaries maintain a high standard of service and professionalism when interacting with our customers. Our business quality framework supports our intermediaries and manages the associated sales conduct risk. Key elements of this framework include:

- screening and selection of prospective intermediaries to ensure they are fit and proper
- market conduct guidelines that define proper behaviour for intermediaries
- training programmes on AIA products and sales processes that cover Know-Your-Customer due diligence
- sales processes including financial needs analysis for product suitability and affordability assessments

- interactive point of sale technology that guides our agents through the sales process and embeds controls to ensure a consistent, high quality customer experience.

We use strategies such as direct verification calls and mystery shopping to monitor adherence to our customer service standards and take action where necessary. For example, anyone who attempts to deceive customers by providing unsupported or fictitious claims about our products or those of our competitors will face disciplinary action up to and including termination.

We have policies to promote transparency in customer communications, including product disclosures. For example, internal standards on sales illustrations establish the minimum requirements for benefits illustration and disclosure for AIA products.

When interacting with customers, our goal is to clearly communicate key information about product features and projected returns, insurance policy values and charges.

Responsible selling practices

With a wide range of products and services on offer, transparency and clarity in communications are key to meet the diverse needs of our customers. We ensure that we clearly explain all aspects of our policies, products and services to customers including:

- product suitability
- policy coverage
- cost structure exclusions.

We also safeguard vulnerable customers by conducting a comprehensive training for our agents and staff involved in the sales process. By intertwining these principles, we not only provide essential coverage but also establish a foundation of trust and protection for all customers.

Engaging with our customers

Understanding our customers' everyday needs and challenges is an essential component of fulfilling our purpose to help them live Healthier, Longer, Better Lives.

In 2024, AIA commenced Regional Vitality Research in Hong Kong, Singapore, Malaysia, Thailand and the Philippines to understand how AIA Vitality may support customers to live healthily.

The comprehensive research design uses online journalling, in-depth customer interviews and quantitative online surveys to gather full health and wellness insights. The research is currently underway and is expected to be completed by Q2 2025.

We will use the insights from the research to identify how different customers approach different dimensions of healthy living. This will allow us to shape AIA Vitality to become an indispensable health partner that supports our customers with their daily health and wellness needs.

Listening to our customers

Receiving regular feedback from our customers provides us with opportunities to build deeper relationships, gain insights into their evolving needs and preferences, and develop personalised and meaningful experiences. It also helps us to maintain responsible business practices by identifying both our strengths and areas where we need to improve.

We use two main systems to collect and measure feedback from our customers: Customer Relations Survey (Net Promoter Score) and Real-Time Customer Survey.

Handling of customer complaints

We aim to handle all complaints and investigations in a prompt, efficient, fair and transparent manner. Throughout 2024, we received 0.0012 complaints per customer, with an average resolution time of 12 days.

Our complaints handling principles for the Group and business units are outlined in the AIA Servicing Operations Standard. This ensures that any complaints received by AIA are handled fairly, consistently and promptly, and in accordance with Business Unit Standard Operating Procedures and local regulations in addition to the Standard. We also have an established process for disclosure to local regulators.



CUSTOMER FEEDBACK SYSTEM	FREQUENCY	DESCRIPTION
Customer Relations Survey (Net Promoter Score measurement)	Annually	<p>Measures the strength of our end-to-end customer experience and our competitiveness in the life and health insurance industry.</p> <p>The Net Promoter Score (NPS) is a global standard metric to measure customers' likelihood to recommend AIA. AIA is compared to key insurance brands.</p> <p>In 2024, Hong Kong, Malaysia, Indonesia, Vietnam, Taiwan and China ranked first in their regions on NPS.</p>
Real-Time Customer Survey	Immediately after service interactions	<p>Measures satisfaction with our customer service.</p> <p>If a customer provides a rating of less than three stars, our customer service team receives an alert. If customers have given consent to be contacted, the team follow up and offer recovery actions, with resolutions recorded and leveraged to drive continuous improvement.</p>

Ensuring data privacy and security

Protecting the sensitive information entrusted to us by our customers, employees and business partners is of paramount importance to the Group. We maintain strict standards and policies for how we use and protect this information and we update them regularly in line with technological developments and emerging risks.

Data privacy

The Group-wide AIA Data Privacy Standard outlines how personal data should be collected, used, stored, transferred and disposed of by the Group and our affiliates. It also outlines the Group's statement of values in regard to data.

We use operational controls to reinforce the Data Privacy Standard across the Group, which includes the use of Privacy Impact Assessments (PIAs). PIAs evaluate the impact of certain business activities on data privacy to avoid or minimise adverse impacts and ensure adequate safeguards are in place.

The Data Privacy Standard requires our businesses to conduct a PIA before certain business decisions are finalised. These include the launch of any new business initiative or project that may have an impact on personal data, conducting certain automated

decision making or processing of any sensitive personal data, and major changes in organisational practices involving personal data.

To safeguard our data, we only use artificial intelligence (AI) models and data that are held directly by AIA or by our partners in managed secure environments. We do not use public AI models and data. Our Group-wide AI Council reviews sensitive AI activities as part of a robust framework for AI use in internally developed and externally sourced solutions.

Data protection and cybersecurity

To protect the interests of our stakeholders and keep our systems, processes and information secure, we commit to maintaining information security policies and standards that are consistent with leading companies globally. We safeguard our critical assets from cyber threats using classification and threat modelling techniques and strengthen cybersecurity controls through continuous assessment and testing.

The Board Risk Committee is provided with regular cybersecurity updates and a formal information security report annually.

This report provides updates to the committee on the information security landscape within AIA and

to highlight key changes within the previous 12 months. It covers key incidents, risks and assessments of AIA's information security readiness initiatives, as well as information security plans for the next year.

Our Group cybersecurity controls are overseen by our Group Chief Technology, Life Operations Officer and information security team.

These controls protect AIA from cyber threats by:

- detecting any anomalies
- effectively responding to cybersecurity issues
- enhancing defensive controls
- investing in security analytics such as key systems that process our customer data and support business processes.

The Director of Information Security handles all cybersecurity issues and reports directly to the Head of Group IT Operations. We partner with leading information security service providers to further secure our operational environment, with external cybersecurity assessments or audits conducted on a regular basis.

Our annual Security Awareness Refresher Training is mandatory for all AIA employees and external contractors to complete. This series of e-Learning courses updates their knowledge and reinforces their understanding of their responsibilities concerning security awareness. It covers general security awareness, general information security and data awareness.

Employees and external contractors must pass all assessments within these courses to successfully complete the training. We also conduct regular cyber-defence assessments including ethical hacking and incident management drills.

In 2024, AIA obtained the Service Organization Control (SOC) Type 2 certification for our Group Information Security function. This provides control assurance on cyber security protection. We also maintained the International Organization for Standardization (ISO) 27001 certification covering identity access management, cybersecurity and cloud security operations.

To keep on top of emerging risks, we will continue to invest in information technology safeguards to ensure our controls meet our objective of avoiding cyber breaches. This includes cloud security, cyber defence automation and Zero Trust security.



Assessing third-party security

AIA engages third-party service providers to carry out a range of business functions. This includes assessing and monitoring controls implemented by these third parties, and ensures compliance with AIA's information security requirements.

We maintain a robust framework and processes tailored for AIA service providers, ensuring high standards of risk management.

This is further supported by appropriate levels of insurance coverage to mitigate potential cybersecurity-related incidents. Notably, in 2024, there were no material third-party information breaches.

Protecting intellectual property rights

All of AIA's intellectual property is protected by registering trademarks or patents ('marks') either locally for use by specific business units or across all jurisdictions for use across the Group. This protects the AIA brand from misrepresentation and misuse. All our marks are registered under one entity, AIA Company Limited, for effective control and oversight.

Our Group Legal function centrally manages our extensive trademark portfolio ensuring consistent application of usage guidelines to protect AIA's brand integrity and prevent dilution from inconsistent use. We also work closely with an external provider to monitor, report on and prosecute unauthorised use of our marks across all jurisdictions.

We maintain written agreements with our business partners detailing the ownership rights of our marks. This allows for specific use of our marks by our business partners while those agreements are in effect.



PROMOTING BEST ESG PRACTICES

This priority promotes ESG best practices across the region.

Our proactive engagement with ESG risks and developments ensures we remain informed and maintain a high level of ESG knowledge and expertise to influence positive change across the industry.

We regularly contribute to discussions and activities on critical ESG themes that are shaping Asia’s future. This includes:

- supporting the development of relevant regulations and frameworks
- collaborating with peer companies and regulators on industry best practices
- promoting research that advances the region’s sustainability agenda
- sponsoring local educational initiatives as part of our commitment to developing financial markets and financial literacy
- engaging with our investors to gain feedback, share insights and knowledge, and identify industry developments that matter most to our shareholders.

Demonstrating best practice

In 2024, AIA was once again recognised for our sustainability performance and our commitment to influencing positive ESG transformation in our industry and across Asia.

We were recognised in Morningstar Sustainalytics’ 2024 ESG Top-Rated Companies List in the ESG Regional and ESG Industry categories.

Hong Kong Institute of Certified Public Accountants (CPA) 2024 Best Corporate Governance and ESG Awards recognised AIA for our high standards of corporate governance and ESG practices and reporting, with a Special Mention in the Most Sustainable Companies/ Organisations category.^{1,2}

AIA received the ‘Carbon Neutrality and Sustainable Development’ Gold Award (Insurance Industry) from the Greater Bay Area Economic and Trade Association. This award highlights the company as a corporate model in promoting sustainable development.³













Collaboration through ESG-related organisations

AIA strives to achieve international best practice through transparent collaboration in ESG matters and active membership of global and regional ESG-related organisations.

In 2024, we joined an additional two ESG-related organisations as part of our commitment to participate in building a more sustainable financial services industry.

Read more on our [Internal Engagement and External Advocacy in the AIA ESG Report 2024.](#)



ESG-RELATED ORGANISATION	LEVEL OF MEMBERSHIP	JOINED
 UN Global Compact	Signatory	2016
 Women in Finance Asia (WiFA)	Member	2018
 Taskforce on Climate-related Financial Disclosures (TCFD)	Supporter	2018
 Hong Kong Green Finance Association (HKGFA)	Member	2018
 30% Club (Hong Kong Chapter)	Member	2018
 Climate Action 100+	Member	2019
 Principles for Responsible Investment (PRI)	Signatory	2019
 Principles for Sustainable Insurance (PSI)	Signatory	2021
 Science Based Targets initiative (SBTi)	Signatory	2021
 Asia Investor Group on Climate Change (AIGCC)	Member	2022
 Singapore Sustainable Finance Association (SSFA)	Member	2024
 Sustainable Energy Association of Singapore (SEAS)	Member	2024

1 <https://www.hkicpa.org.hk/en/Thought-leadership/Corporate-governance-and-sustainability/Best-Corporate-Governance-and-ESG-Awards>
2 <https://www.hkicpa.org.hk/-/media/Document/APD/BCGESGA/Judges-Report--2024.pdf>
3 <https://ghkmbayarea.org/2024-12-19-2024%E5%91%A8%E5%B9%B4%E6%85%88%E5%96%84%E6%99%9A%E6%9C%83/>




ESG RATINGS AND INDEX INCLUSIONS

This priority establishes AIA as a global leader on key ESG indices, ratings and benchmarks.







ESG ratings and indices are an important tool to help investors and stakeholders assess an organisation's exposure to ESG risks, measure their sustainability progress and make informed decisions about whether an organisation's values align with their own.

We measure AIA's progress across a broad range of ESG ratings and internationally recognised sustainability indices for transparency and to provide a comprehensive overview of our ESG risks and opportunities. In 2024, we maintained our strong performance across these ratings and indices.

AIA is one of the largest Hong Kong-headquartered constituents of the Hang Seng Corporate Sustainability Index¹ and we maintained the MSCI ESG Rating of 'AA'.

ORGANISATION	DESCRIPTION	2024	2023	2022
	Morningstar Sustainalytics provides high-quality analytical ESG research, ratings and data to institutional investors and companies.			
	AIA has consistently been placed in the top 10th percentile of the insurance industry in Sustainalytics' ESG Risk Rating assessment. We have also been 'ESG Industry Top Rated' and 'ESG Regional Top Rated' for four consecutive years.			
	Percentile (Insurance)	Top 10th percentile	Top 10th percentile	Top 10th percentile
	Percentile (Global Universe)	Top 10th percentile	Top 10th percentile	Top 10th percentile
	Formerly known as Morgan Stanley Capital International, the MSCI ESG ratings measure a company's resilience to long-term industry-material ESG risks.	AA	AA	AA
	The AA rating identifies AIA as an industry leader in managing its most significant ESG risks and opportunities.			

1 As at 31 December 2024.

ORGANISATION	DESCRIPTION	2024	2023	2022
 Hang Seng Corporate Sustainability Index Series	The Hang Seng Corporate Sustainability Index Series provides a benchmark for sustainability investments. Constituent selection is based on a robust process that includes consideration of the results from a sustainability assessment undertaken by Hong Kong Quality Assurance Agency (HKQAA), an independent and professional assessment body, using its proprietary sustainability assessment and rating framework.	A+	A+	A+
 Corporate ESG Performance	The ISS ESG Corporate ESG Performance Status takes into account ESG challenges that are specific to individual sectors as well as companies and States by assigning different 'ISS ESG Prime' absolute performance thresholds.	Prime	Prime	Prime
 CDP	CDP is a not-for-profit organisation that helps investors, companies, cities, states and regions to manage their environmental impacts by assessing climate risks and low-carbon opportunities.			
	Climate Change Score	C	B	C
 FTSE4Good	Administered by the Financial Times Stock Exchange-Russell Group (FTSE Russell), the FTSE4Good Index Series is designed to measure the performance of companies with strong ESG practices. AIA has been a FTSE4Good member since 2017.	Member	Member	Member
 STOXX	STOXX Limited is a Swiss globally integrated index provider. AIA has been included in its Asia/Pacific ESG Leaders 50 Index and Global ESG Leaders Index since 2020.			
	STOXX Limited Asia/Pacific ESG Leaders 50 Index	Included	Included	Included
 恒生指數 HANG SENG INDEXES	The HSI ESG Enhanced Index and HSI Low Carbon Index were launched by Hang Sang Indexes Company in 2021. AIA has been included as a constituent to both indices since inception.			
	Hang Seng Index (HSI) ESG Enhanced Index	Included	Included	Included
	Hang Seng Index (HSI) Low Carbon Index	Included	Included	Included

AIA GROUP: MAINTAINING BRAND INTEGRITY AND CONSISTENCY



CASE STUDY

In his role as Group Senior Regional Counsel, Clive Anderson supports seven of the Group’s jurisdictions with regulatory matters and mergers and acquisitions, as well as participating in operational boards where he provides advice to management.

Clive is also a career development coach for leaders in the legal department and provides formal and informal mentoring to teams across the Group.

One of Clive’s responsibilities is managing AIA Group’s intellectual property portfolio. He is responsible for registering AIA trademarks such as ‘Healthier, Longer, Better Lives’ and protecting them from unauthorised use. Clive explains that having a centralised person monitoring and authorising trademarks across AIA’s 18 markets helps to prevent any inconsistencies or oversights that could arise.

“If every market was doing their own thing, it would be hard to control whether our trademarks were being diluted or used in a way that was not intended by Group Marketing,” Clive said.

“Having a centralised model ensures consistency in the use of our trademarks across all jurisdictions. It also provides oversight on whether someone is infringing on AIA’s intellectual property so we can take the necessary legal actions in that region.”

Given the broad scope of his role, Clive has the opportunity to connect with people across the Group every day. He sees first-hand how AIA’s purpose is exemplified and championed by the top levels of management so it can filter down throughout the organisation and then on to customers and other stakeholders. This includes participating in employee programmes such as AIA Vitality, improving exercise and eating habits, and finding opportunities to affiliate with organisations that promote a healthy lifestyle, such as AIA’s partnership with the Tottenham Hotspur Football Club.

Clive provides an example of a recent leadership conference where one of the agency leaders from AIA Singapore demonstrated how he was using AIA’s branding, tools and activities to support his customers to live Healthier, Longer, Better Lives.

“It’s one thing to talk about ideas and initiatives, but when you see them in action it’s a totally different thing,” Clive said. “It helps you to understand the value and impact that our brand can have on people’s lives.”

Working alongside the ESG team, Clive appreciates the decisions that the team make on a daily basis to reduce AIA’s carbon footprint and introduce responsible behaviours across the Group, such as segregating waste and minimising single-use plastics.

“Our ESG team are so passionate about what they do,” Clive said. “They are excited to share their lived experience and engage others into wanting to make a difference too. It’s not always easy and it can take a while to see results, but they continue to engage and we are starting to see the traction from their determination. AIA is recognised for our ESG programme because we put it front and centre in our organisation, which all comes down to the hard work of the team. I commend them for the belief they have in what they’re doing.”

Clive’s view of ESG is that every small decision made today, such as how the Group invests its money and choosing which partners to work with, adds to the Group’s overall sustainability impact and contributes to a better future.

He said, “I equate the impact of ESG to planting a seed. We won’t always necessarily get to see the seed germinate and grow into a flower or tree. Other people will get to see and appreciate it. Our role is to start the process so it will benefit future generations.”



“We all do our part individually to actively practice ESG behaviours and when you put all of those actions together you see the big wheel turning.”

CLIVE ANDERSON
GROUP SENIOR REGIONAL COUNSEL

AIA GROUP: USING INTERNAL AUDIT TO STRENGTHEN AIA'S PRIORITIES



CASE STUDY

As Regional Director of Group Internal Audit, Kate Gui oversees a large portfolio that provides audit services to a number of business units, Group office and AIA asset management companies.

Kate also leads Group Internal Audit's efforts in six Group functional areas: distribution, investment, financial reporting, financial management, third party management and ESG. She joined AIA in 2016.

The purpose of the Group Internal Audit team is to assist the Board, Audit Committee and executive management to protect the assets, reputation and sustainability of the Group. The internal audit function plays a crucial role in evaluating and improving the effectiveness of AIA's risk management. In addition to protecting AIA's assets, having strong internal controls ensures the accuracy and reliability of financial reporting and promotes operational efficiency and compliance with company requirements.

Kate explains that internal audit is the third line of defence within AIA's governance framework.

"Group Internal Audit provides independent, objective, reliable, insightful and timely assessment and reporting of the overall effectiveness of risk management, internal control and governance process across the Group," Kate said. "We challenge executive management to improve the design and operating effectiveness of their processes. This includes fostering a culture of integrity, promoting sustainable business practices and ensuring that our operations are conducted in a socially responsible way."

The ESG landscape continues to evolve as regulators in the jurisdictions in which AIA operates issue new requirements and guidelines. Through focused reviews and continuous business monitoring, Group Internal Audit provides audit coverage of ESG at all levels of the organisation to help ensure compliance with regulatory expectations and the AIA Group strategy.

Kate and her colleagues perform two main roles in helping the Board's ESG efforts.

Kate said, "The first role is providing assurance over the main concerns of the Board, such as ensuring that ESG aspects are integrated into AIA's strategy, organisation structure, governance process and investment initiatives."

"For example, the team provides a view on the adequacy of processes over data collection and aggregation for disclosures, to help achieve accuracy and completeness. GIA can also act as a trusted advisor and add value to special projects by identifying opportunities for process improvement and strengthening staff awareness of various ESG-related internal requirements."

To maintain the integrity and quality of AIA's internal audit processes, Kate and her team undergo regular training to ensure they adhere to the industry's professional audit standards and practices that have been established by the Institute of Internal Auditors (IIA).

Group Internal Audit also works with an external firm to complete an annual quality review of their processes and engage an independent reviewer for the Five-Year Independent Assurance Review, which is required by the IIA Standards.

Kate explains that Group Internal Audit's methodology was designed to strengthen AIA's governance approach and is continually assessed and reviewed to ensure it is as effective as possible.

"We systematically link AIA's strategic priorities to our audit activities and to embed our internal audit strategy into each stage of the audit engagement, from planning to reporting," she said. "This ensures that our audit initiatives are always aligned with AIA's strategies priorities."



"Group Internal Audit supports the governance structure of AIA and embeds ESG elements into our ongoing audit processes."

KATE GUI
REGIONAL DIRECTOR OF GROUP
INTERNAL AUDIT, AIA

AIA ESG REPORT 2024

Feedback from our diverse set of stakeholders is crucial for us to continue improving on our ESG performance and disclosure practices.

If you have any questions, comments or feedback please contact our ESG team at esg@aia.com or write us at the address below:

Environmental, Social and Governance (ESG) Team
12/F, AIA Building 1 Stubbs Road, Wan Chai, Hong Kong



HEALTHIER, LONGER,
BETTER LIVES

CLIMATE-RELATED DISCLOSURES

AIA ESG REPORT 2024
SUBSECTION REPORT

CONTENTS



CLIMATE-RELATED DISCLOSURES	3
Introduction	3
Governance	4
Strategy	7
Risk Management	16
Metrics and Targets	18

INTRODUCTION

Climate change in Asia Pacific and AIA's ambitions towards climate change

Asia Pacific (APAC) accounted for about 60% of total emissions in 2023.¹ At the same time, the region's conditions make it highly vulnerable to the impacts of climate change. A recent Asian Development Bank (ADB) survey found that 91% of respondents across 14 APAC economies view climate change as a serious issue and are calling for more ambitious government action.² Without effective climate mitigation measures, the APAC region could face a 26.5% decline in GDP by 2050.³

United Nations Development Programme (UNDP) report on Asia-Pacific Human Development, highlights the disparities exacerbated by recent crisis including climate change. ‘As the largest pan-Asian life and health insurer, AIA is positioned to contribute to a healthier, sustainable and inclusive future for the region.’⁵

In December 2021, AIA (the Group) committed to achieving net-zero emissions by 2050 and aligned with the Science Based Targets initiative (SBTi), demonstrating the Group's dedication to take credible action on climate risks and opportunities. To achieve this, AIA targets a 46.2% reduction in Scope 1 and 2 emissions by 2030, aligned with the 1.5°C pathway in accordance with the Paris Agreement. Beyond 2030, AIA is to remain steadfast in our goal of achieving net zero by 2050.⁵

Our first Climate Transition Plan (CTP)⁵ was published in 2023 to outline how we plan to reach this target. The document outlines the Group's climate vision, strategy, targets (including near-term targets and long-term commitments in detail) and execution plan, including the emission reduction levers to manage climate-related risks and opportunities across the Group's Operations, Investments, and Life and Health insurance portfolio.



1 UNESCAP. (2024). 2024 Review of climate ambition in Asia and the Pacific: from ambitions to results sectoral solutions and integrated action. <https://www.unescap.org/kp/2024/climate-ambition-asia-pacific>
2 Asian Development Bank. (2024, October). Asia-Pacific Climate Report 2024: Catalyzing Finance and Policy Solutions. <https://www.adb.org/climate-report/editions/2024>
3 Asian Development Blog (2024, November). Five Steps to Insure a Safe Future for Climate-Vulnerable Communities. <https://blogs.adb.org/blog/five-steps-insure-safe-future-climate-vulnerable-communities>
4 United Nations Development Programme (2023, November). Regional Human Development Report 2023. <https://www.undp.org/asia-pacific/publications/making-our-future-new-directions-human-development-asia-and-pacific>
5 AIA Group Limited. (2023). AIA Climate Transition Plan 2023. https://www.aia.com/content/dam/group-wise/en/docs/ESG/AIA_Climate_Transition_Plan_2023.pdf

GOVERNANCE

Oversight of climate-related risks and opportunities

Importance of a robust governance structure

Effective governance is essential to AIA's business and serves as the foundation for our responsible business conduct. Our Board and senior management offer robust oversight, ensuring that responsible operations remain central to our organisational culture. Our governance framework evolves as we expand our business and continue to embed our ESG strategy into our operations.

Governance at Board level

Board responsibility and oversight of climate-related risks and opportunities

The Board of Directors oversees Group ESG matters, including climate-related risks and opportunities. It sets our risk appetite and implements an effective Enterprise Risk Management (ERM) framework.

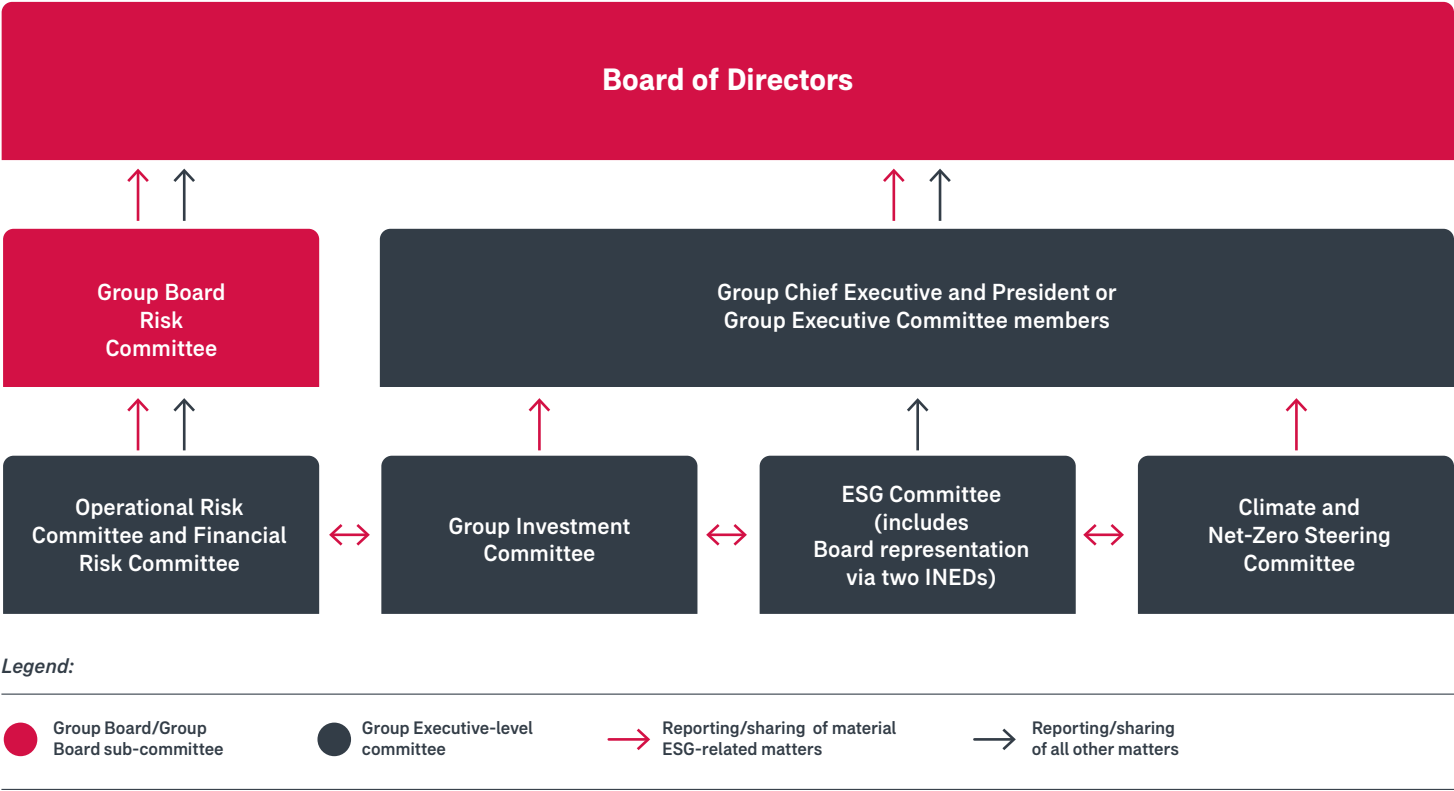
Direct reporting lines and regular meetings ensure clear oversight of climate matters at all management levels.

Board skills and competencies

Having the appropriate skills and competencies is crucial for developing and implementing strategies that address climate-related risks and opportunities.¹ Transitioning towards a sustainable future also requires environmental expertise in decision-making bodies.² To achieve this, AIA ensures that at least one member of the Board has climate- and environmental-related expertise, including having executive-level experience in a role focused on climate-related issues; in the environmental department of a government (national or local); or organisation.

Our Independent Non-Executive Directors (INEDs) have served in relevant such committees and have champion expertise in environmental-related matters. For further details, please refer to AIA's Leadership team.³

OVERVIEW OF MANAGEMENT OVERSIGHT AND FUNCTIONAL BODIES



¹ Hong Kong Exchanges and Clearing Limited. (2024, April). *Implementation Guidance for Climate Disclosures under HKEX ESG reporting framework*. https://www.hkex.com.hk/-/media/HKEX-Market/Listing/Rules-and-Guidance/Environmental-Social-and-Governance/Exchanges-guidance-materials-on-ESG/guidance_enhanced_climate_dis.pdf

² Carbon Disclosure Project (2024, April). *CDP Full Corporate Questionnaire*. https://cdn.cdp.net/cdp-production/comfy/cms/files/files/000/009/100/original/CDP_2024_Corporate_Questionnaire_Guidance_Modules_1-6.pdf

³ AIA Group Limited. (2024, September). *Leadership team*. <https://www.aia.com/en/about-aia/overview/leadership-team>

To maintain relevant understanding of the topic, Board members undergo trainings on climate and environmental-related matters, such as TCFD and the SBTi. In 2023, Board members received training on climate-related matters including ESG issues and engaged with climate thought leaders. Certain Board members, including the Group Chief Executive and President, completed certificate oriented training on the 'Governance of climate risks and opportunities' that focused on the potential impacts of climate change on business, governance disclosure requirements of the TCFD recommendations and actions to be an effective Board in relation to climate change.

Linkage to incentives and remuneration

A component of the compensation of the Group Head of Sustainability is linked to the organisation's performance on ESG and climate targets. Further details on the Group's remuneration framework can be referred to in the Remuneration Report as part of the Annual Report 2024.

The table below summarises the Board committees' responsibilities on ESG, including climate-related topics.

Governance at management level

The Group General Counsel chairs the ESG Committee and the Climate and Net-Zero Steering Committee, and serves as the highest-ranking official responsible for ESG-related issues. The role reports directly to the Group Chief Executive and President to provide regular updates to the Board.

The Group Head of Sustainability reports to the Group General Counsel and is tasked with embedding the Group's climate strategy across AIA's operations, leading the Group ESG functions and driving the organisation's overall sustainability efforts.

The Group Head of Sustainability is also responsible for overseeing the achievement of ESG KPIs, as outlined in the Sustainability Strategic Plan agreed with the ESG Committee and the Climate and Net-Zero Steering Committee. These KPIs support the Group's net-zero transition commitment for 2050.

A portion of the Group Head of Sustainability's annual performance bonus and salary increases are linked to performance on these KPIs.

The Group Chief Investment Officer (CIO) serves as the highest-ranking management officer for climate issues related to AIA's investment portfolios, reporting to the Group Chief Executive and President and providing updates to the Board on a quarterly basis. The Group CIO oversees the Sustainable Investment pillar of AIA's climate strategy and the progress towards the investment targets. The role also supervises the investment-related content of AIA's ESG reports.

AIA has four management-level committees working collaboratively to ensure effective oversight and implementation of climate-related strategies, aligning the Group's efforts with the sustainability goals. The specific environmental responsibilities of these management-level committees, including for climate-related topics, are outlined in the following table.



BOARD COMMITTEES' RESPONSIBILITIES ON ESG			
GOVERNANCE BODY	ROLES AND RESPONSIBILITIES	MANAGEMENT STRUCTURE AND REPORTING LINE	REPORTING FREQUENCY
Board of Directors	<ul style="list-style-type: none">Oversees AIA's risk-management activities, including ESG and climate-related risks and opportunitiesImplements an effective Group ERM frameworkMonitors overall progress of AIA's climate commitments	<ul style="list-style-type: none">Supported by BRCGroup's BRC and Group Executive Committees report to Board of Directors	Receives updates from respective committees at least four times a year, with bi-annual updates on material issues
Group Board Risk Committee (BRC)	<ul style="list-style-type: none">Determines the Group's risk appetite and ensures that the Group establishes and maintains an appropriate and effective risk management framework, including considerations for ESG-related risksEnsures that the material risks, including ESG-related risks, are identified with mitigation actions in placeWhere material, ESG-related risks and opportunities are assessed and escalated to the Group Board	<ul style="list-style-type: none">Operational Risk Committee and Financial Risk Committee report to Group BRCGroup BRC reports to Board of Directors	At least four times a year

MANAGEMENT COMMITTEES' RESPONSIBILITIES ON ESG			
GOVERNANCE BODY	ROLES AND RESPONSIBILITIES	MANAGEMENT STRUCTURE AND REPORTING LINE	REPORTING FREQUENCY
ESG Committee	<ul style="list-style-type: none">Acts as AIA's overarching body for ESG-related matters, including climate-related mattersDevelops, monitors and supports the implementation of the ESG strategy (including providing progress updates on the Group's ESG strategy to the Board)Sets ESG policies and objectivesEndorses targets and KPIsMonitors and reviews the Group's ESG and climate performance against ambitions and targetsDiscusses and escalates ESG risks to the Board through the Risk Committee, when neededOversees ESG reporting and disclosureProvides updates to the Board and senior management on ESG mattersAddresses ESG issues related to climate risk within the businessShares and reports on pertinent issues around ESG amongst other management-level committees	<ul style="list-style-type: none">Chaired by Group General CounselMembership includes two INEDs	At least on a quarterly basis. Bi-annual reporting to Board to update on material issues
Climate and Net-Zero Steering Committee	<ul style="list-style-type: none">Provides regular updates on climate and net-zero matters to the Group Chief Executive and President and the Board to ensure they have all information necessary to fulfil their duties and responsibilitiesCollaborates with committees, such as the ESG Committee and the Group Investment Committee, to provide inputs on the aboveOversees the SBTi baseline and decarbonization target settingOversees strategy and governance to reduce Group-wide GHG emissions in compliance with the SBTi pathwayOversees climate-related strategies and the long-term integrated Climate Transition Plan (CTP), building on the SBTi pathway, to achieve the Group's overall climate objectives, including periodic review of the Group's climate targets in compliance with SBTi	<ul style="list-style-type: none">Chaired by Group General CounselGroup Chief Financial OfficerGroup Chief Investment OfficerGroup Chief Technology and Life Operations OfficerGroup Head of SustainabilityRegional Chief ExecutiveGroup Head of Internal Audit (Group Risk)	As often as needed to undertake its role effectively for the duration of the initiative
Operational Risk Committee and Financial Risk Committee	<ul style="list-style-type: none">Ensures that the material risks facing the Group, including ESG-related risks, have been identified, monitored and mitigatedReviews the adequacy and effectiveness of the risk management framework that relates to the Group's management of material risks, including ESG-related risks	<ul style="list-style-type: none">Reports to Group Board Risk Committee	At least four times annually
Group Investment Committee	<ul style="list-style-type: none">Reviews and approves ESG requirements in the investment process set out in the Investment Standards under the IGF relating to AIA's general account investment portfolioApproves and oversees progress towards investment SBTsReceives input from the Climate and Net-Zero Steering Committee and the ESG Committee	<ul style="list-style-type: none">Chaired by Group Chief Investment OfficerReports to Group Chief Executive and PresidentGroup Chief Financial OfficerGroup Chief Risk OfficerGroup Chief Actuary	At least four times annually

STRATEGY

AIA's climate change strategy

In 2021, we developed our ESG strategy, which is a long-term programme aimed at identifying, assessing and managing physical, transition and liability risks and opportunities associated with climate change. This strategy aligns with our commitment to achieve net-zero GHG emissions by 2050. In 2023, we became the first pan-Asian life and health insurer to obtain SBTi-validated near-term targets. We also released our initial CTP in 2023 to support these near-term targets with tangible actions.

This year marks our inaugural publication of progress tracking against our near-term targets (further details available in our 2024 ESG Report).







Climate risks and opportunities

Climate risks are an important topic for our internal and external stakeholders, and are classified into three categories:

1. Physical risks from climate change, such as acute events like storms and floods (event-driven), and chronic events like increased temperatures and sea levels (driven by longer-term shifts in climate patterns)
2. Transition risks being the costs of transitioning to a low-carbon economy, driven by policy action, technology or market changes
3. Liability risks resulting from the potential litigation or regulatory exposure against companies that are deemed to contribute to climate change or inadequately respond to its impacts.

The table on the following page provides an overview of common climate-related risks that may present within our taxonomy. Our journey in climate risk management will mature as we collect more granular data and methodologies become more developed, refined and robust.



TYPICAL CLIMATE-RELATED RISKS FOR LIFE AND HEALTH INSURERS		COMMON MANIFESTATIONS	PRIMARY EXPOSURE TO INSURERS	EXPOSURE TO INSURANCE LIABILITIES	EXPOSURE TO INVESTMENT ASSETS
 Physical	Acute	<ul style="list-style-type: none">Increased severity of extreme weather events such as cyclones and floods	 Business Operations Risk Insurance Risk Market Risk Other Financial Risks	<div></div>	<div></div>
	Chronic	<ul style="list-style-type: none">Changes in precipitation patterns and extreme variability in weather patterns		<div></div>	<div></div>
		<ul style="list-style-type: none">Rising mean temperatures		<div></div>	<div></div>
		<ul style="list-style-type: none">Rising sea levels		<div></div>	<div></div>
 Transition	Policy and Legal	<ul style="list-style-type: none">Increased carbon pricing	 Business Operations Risk Other Financial Risk Insurance Risk Persistency Risk Expense Risk Reputational Risk	<div></div>	<div></div>
		<ul style="list-style-type: none">Enhanced emissions reporting obligations		<div></div>	<div></div>
	Market and Technology	<ul style="list-style-type: none">Substitution of existing products and services with lower emissions options		<div></div>	<div></div>
		<ul style="list-style-type: none">Costs of transition to lower emissions technology		<div></div>	<div></div>
		<ul style="list-style-type: none">Changing customer behavior		<div></div>	<div></div>
	Reputation	<ul style="list-style-type: none">Shifts in consumer preferences		<div></div>	<div></div>
		<ul style="list-style-type: none">Increased stakeholder concerns or negative stakeholder feedback		<div></div>	<div></div>
 Liability	Litigation	<ul style="list-style-type: none">Exposure to litigation	 Legal and Regulatory Risk Business Operations Risk	<div></div>	<div></div>
	Regulatory Law Enforcement	<ul style="list-style-type: none">Mandatory disclosure of climate-related information		<div></div>	<div></div>

AIA's climate resilience and scenario analysis

Climate scenario analysis is important in identifying and assessing climate-related risks under different conditions.

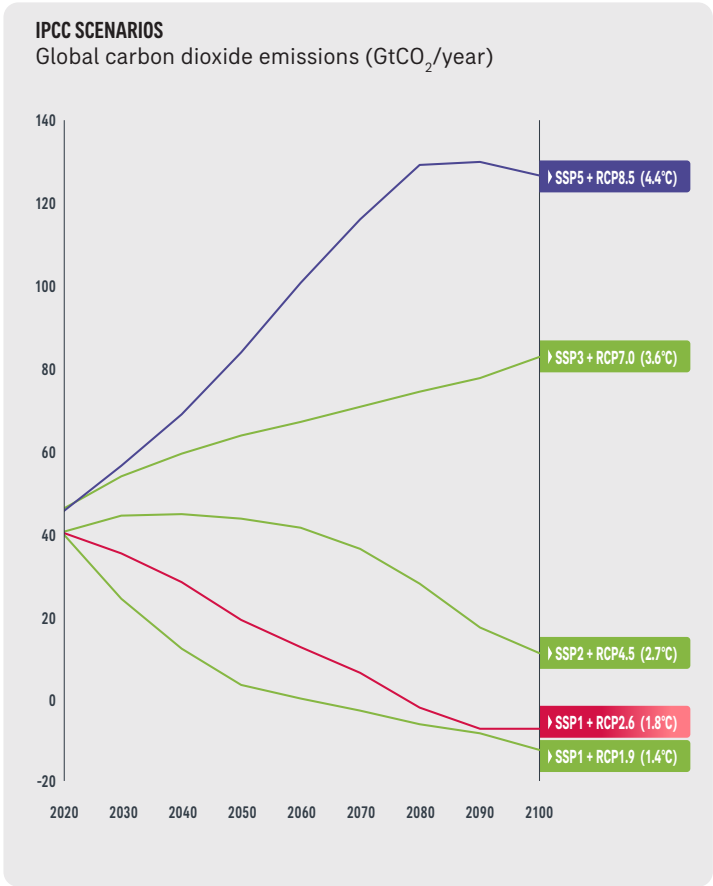
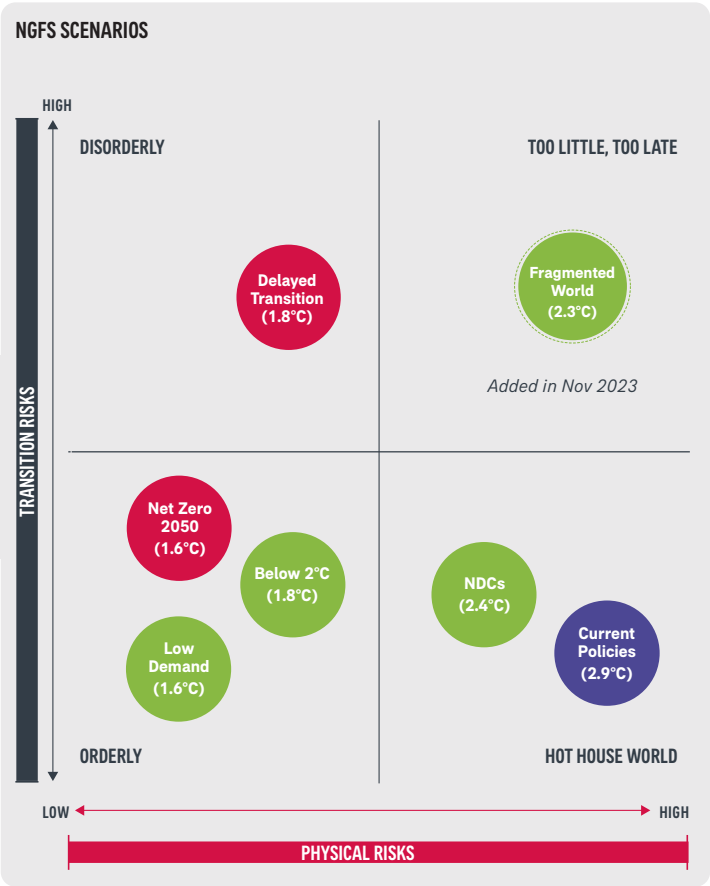
In 2023, our scenario analysis examined the resilience of our Investment, Operations, and Life and Health (Liabilities) portfolios against three Group-wide scenarios¹ to consider AIA's resilience to withstand climate-related risks and impacts across various time periods. The climate-related opportunities differ across these scenarios.

In 2024, AIA continued to use the scenarios developed by the Network for Greening the Financial System (NGFS)² as the primary data source for identifying and understanding transition risks. Since 2023, AIA has incorporated additional data from the Intergovernmental Panel on Climate Change (IPCC), specifically scenarios (SSP1³+RCP2.6⁴ and SSP5+RCP8.5), for greater granularity in climate peril data for physical risk evaluations.

Our current approach assumes no correlation between different hazards. Recognising that global average temperatures have already exceeded 1.5°C above pre-industrial levels,^{5,6} we consider the temperature rise pathway SSP1+RCP1.9 to be unlikely. We will continue to evolve our approach to climate scenario analysis as new credible data and methodologies.

See the graphics on the right for the NGFS⁷ and IPCC scenarios.⁵

We assessed physical and transition risks over three distinct time horizons. We continued using the time horizons in alignment with our business strategies and global best practices.



1 Group-wide scenarios refer to those that are applicable to entities under AIA Group based on a standardised methodology and/or assumption.
2 NGFS is a group of central banks and supervisors who share best practices, contribute to developing climate and environment risk management in the financial sector, and mobilise mainstream finance to support the transition to a sustainable economy.
3 Shared Socioeconomic Pathway.
4 Representative Concentration Pathway.
5 Chen, D., Rojas, M., Samset, B. H., Cobb, K., Diongue Niang, A., Edwards, P., Emori, S., Faria, S. H., Hawkins, E., Hope, P., Huybrechts, P., Meinshausen, M., Mustafa, S. K., Plattner, G. K., & Treguier, A. M. (2021). *Climate Change 2021: The Physical Science Basis. Contribution of Working Group I to the Sixth Assessment Report of the Intergovernmental Panel on Climate Change* (Report No. 6). Cambridge University Press. <https://doi.org/10.1017/9781009157896.003>
6 Copernicus Climate Change Service. (2023, August 8). July 2023: Global air and ocean temperatures reach new record highs. <https://climate.copernicus.eu/july-2023-global-air-and-ocean-temperatures-reach-new-record-highs>
7 NGFS (Network for Greening the Financial System). (2023). *Climate Scenarios for Central Banks and Supervisors: Phase IV*. Retrieved from https://www.ngfs.net/sites/default/files/medias/documents/ngfs_climate_scenarios_for_central_banks_and_supervisors_phase_iv.pdf

The three NGFS scenarios chosen were shaped by AIA's vision of potential future conditions:

- 1. **Net Zero 2050:** This scenario assumes immediate and stringent policy action combined with innovation to limit global warming to 1.5°C. Carbon dioxide removal techniques are utilised to expedite decarbonization but are kept within sustainable levels of bioenergy production. Global net-zero CO₂ emissions are achieved by 2050, with some markets like the US, EU and Japan also reaching net zero for all greenhouse gases.
- 2. **Delayed Transition:** This scenario assumes that annual emissions do not decrease until 2030, followed by the implementation of strong policies to limit warming to below

- 1.8°C. Climate policies and actions vary significantly across different markets and regions, with limited CO₂ removal. As a result, emissions temporarily exceed the carbon budget and then decline more rapidly than in other scenarios, leading to increased transition and physical risks in some markets compared to the Net Zero 2050 scenario.
- 3. **Current Policies:** This scenario assumes the continuation of currently implemented climate policies with no additional action. Emissions continue to rise until 2080, resulting in 2.9°C of warming and leading to severe physical risks.

Methodology summary

AIA accounts for quantitative and qualitative elements when conducting scenario analysis. This approach considered the materiality of climate risks to each portfolio, the availability of reliable data, measurement uncertainty, and resource requirements. Assessments for our Investment, Operations, and Life and Health portfolios from 2023 are summarised below. For 2024, we refreshed the analysis for Investment and Operations only.

SHORT TERM (0-3 YEARS)

Aligned with our strategic planning cycle

MEDIUM TERM (3-10 YEARS)

Aligned with our near-term SBTs, providing a sufficient timeframe for various climate-related pathways to unfold.

LONG TERM (10-30 YEARS)

Aligned with our long-term net-zero commitments, offering sufficient time to observe long-term climate impacts.

The graphic above illustrates the different time horizons defined as well as the alignment with AIA planning and net-zero pathway.



OVERVIEW OF SCENARIO ANALYSIS AND SCOPE

	METHODOLOGY	PORTFOLIO SCOPE	RISK TYPES	DATA SOURCES	METHODOLOGY	PORTFOLIO SCOPE	RISK TYPES	DATA SOURCES
INVESTMENTS	<ul style="list-style-type: none">• Bottom-up assessment at issuer level	<ul style="list-style-type: none">• Listed Equities and Corporate Bonds holdings• 6 CPRS¹ sectors	<ul style="list-style-type: none">• Regulatory, technology and market risks• Unique risk drivers for each subsector	<ul style="list-style-type: none">• NGFS, MSCI,² expert inputs, etc	<ul style="list-style-type: none">• Bottom-up assessment at issuer level	<ul style="list-style-type: none">• Listed Equities, Corporate Bonds, Direct Real Estate holdings• 6 CPRS¹ sectors	<ul style="list-style-type: none">• 5 physical risks (Flood, Wind, Wildfire, Heat, Cold)	<ul style="list-style-type: none">• OS Climate, IPCC,³ S&P,⁴ proprietary asset location mining tool, expert inputs, etc
OPERATIONS	Immaterial				<ul style="list-style-type: none">• Bottom-up assessment across AIA occupied buildings	<ul style="list-style-type: none">• Both employee and agent footprint	<ul style="list-style-type: none">• 5 physical risks (Flood, Wind, Wildfire, Heat, Cold)	<ul style="list-style-type: none">• OS Climate, IPCC, expert inputs, etc
LIFE AND HEALTH (LIABILITIES)	Immaterial				<ul style="list-style-type: none">• Top-down qualitative assessment	<ul style="list-style-type: none">• 5 largest BUs by Embedded Value	<ul style="list-style-type: none">• Transmission of 5 physical risks into 7 types of Life and Health risks	<ul style="list-style-type: none">• OS Climate, IPCC, WHO,⁵ expert inputs, etc

Transition risk

Physical risk

1 Climate Policies Relevant Sectors. CPRS is a classification of economic activities to assess climate transition risks. <https://www.ngfs.net/ngfs-scenarios-portal/data-resources/>

2 Morgan Stanley Capital International.

3 Intergovernmental Panel on Climate Change.

4 Standard & Poor's.

5 World Health Organization.

Climate risks and opportunities in AIA Operations

Portfolio boundaries and methodology

AIA evaluated the physical risks impacting its operations, with a specific focus on real estate and vehicles owned or leased at all locations utilised by employees and agents.

Operations risks

Methodology

We evaluated our physical risks across operations by examining five key hazards – flood, wind, wildfire, heat and cold – spanning our operational footprint in 18 markets. Data sources such as the IPCC, OS Climate and expert inputs are utilised. For each operating location, we assessed the severity of each hazard based on:

- **Exposure:** The probabilistic magnitude of each physical hazard event.
- **Vulnerability:** The predisposition of the building's investment value to be adversely affected by the hazard.

We consider transition risks to be immaterial for our operations, given the minimal impact of increasing transition drivers. For example, while an increase in carbon pricing might affect utility bills,

we anticipate that our SBTs will mitigate this impact as we move towards greater energy efficiency and the consumption of renewable energy.¹

Results and impact on strategy

Flooding is considered as the most significant hazard due to potential business interruptions. We will improve our understanding of this hazard and its impacts as more data becomes available and verifiable. The short-term nature of most leases grants AIA the flexibility to continuously monitor physical hazard data and relocate if necessary, while also providing the option to optimise property insurance coverage.

Operations opportunities

AIA commits to reducing any adverse environmental impact arising from our day-to-day operations and we rely on behavioural change as well as the use of efficient technology, processes and systems to drive and monitor reduction initiatives. One of our goals we have is to increase the use of energy-efficient technology in our operations to reduce energy consumption.

Benefits include cost savings from energy-efficient technologies and the use of renewable energy. This is particularly relevant if the price of carbon increases. Our key markets continue to identify, evaluate and execute initiatives in buildings we operate in. This includes retrofits and demand management initiatives.

For more on climate-related opportunities in our operations, see our 2023 CTP.²

Our transition plan relies on key assumptions and dependencies with factors beyond our control, including government policies, regional infrastructure and shifts in technology. Moving forward, we will update our roadmap to reflect evolving methodologies, new learnings and best practices.

Climate risks and opportunities in AIA Investments

Portfolio boundaries and methodology

AIA evaluated both physical and transition risks for Listed Equities, Corporate Bonds³ and Direct Real Estate holdings within its general account investment portfolio. The assessment covered assets directly managed by AIA as well as those managed by external managers under segregated mandates. The scenario analysis for resilience testing concentrated on six material Climate Policy Relevant Sectors (CPRS) – Fossil Fuels, Electricity/Utilities, Energy-Intensive Industries, Buildings, Transportation and Agriculture. This methodology aligns with practices adopted by peers and key authorities, such as the NGFS⁴ and the Monetary Authority of Singapore (MAS).⁵

To determine the risk level of each asset, we evaluated the climate exposure and vulnerability across both transition and physical risk drivers.

A broad range of data sources were used to analyse risk exposure and vulnerability, incorporating quantitative metrics (e.g. flood depths, carbon pricing, emission intensities) and qualitative assessments (e.g. companies' ability to mitigate financial impacts).

Transition risk

Methodology

Throughout 2024, AIA continued to apply its enhanced transition risk assessment methodology, first introduced in 2023, to evaluate the risks impacting each issuer.

We employed a detailed bottom-up analysis to assess transition risks across our Listed Equities and Corporate Bonds holdings within our investment portfolio.

For each subsector, drivers related to regulatory, technology and market risks were identified and evaluated. We used data sources from NGFS, Morgan Stanley Capital International (MSCI) and expert inputs. For each risk driver, we evaluated both the exposure and vulnerability of the issuer.

These assessments were conducted as follows:

- **Exposure:** The forecasted magnitude of each risk driver, including factors like carbon price and low-carbon fuel adoption, across different time horizons and climate scenarios.
- **Vulnerability:** The susceptibility of the issuer to financial loss due to the risk driver. This evaluation included factors such as the issuer's ease of mitigation and their own planned mitigation actions.

Results and impact

The highest risks were identified in the fossil fuels and electric utilities sectors, particularly in the Net Zero 2050 scenario. They are expected to face increasing technology and market risks due to the pressure to decarbonize and shifting global energy trends. The electric utility sector faces mounting regulatory risks as markets adopt carbon pricing and shift towards renewables.

In the short term, the impact of these transition risks on our investment portfolio remains relatively insignificant. However, we anticipate a more material impact in the long term, particularly as we approach 2050, especially under the Net Zero 2050 and Delayed Transition scenarios.

Our near-term emissions reduction targets, validated by the SBTi, can play a role in mitigating transition risks, particularly for sectors with higher transition risks. For example, our Sectoral Decarbonisation Approach (SDA) target for the power generation sector can help us to track emission intensity across issuers within the higher-risk electric utilities sector.

AIA has integrated various ESG factors into our bottom-up investment processes for general account assets.

We have developed our proprietary ESG Rating Scorecard for issuers within our directly-managed Fixed Income and Listed Equity general account portfolios. Our Third-Party Investment Manager ESG Assessment assesses external asset managers on their ESG frameworks and processes, providing us with the ability to engage with investee companies and managers on their climate risk positions and practices.

We will continue updating our transition risk assessments as data availability and impact quantification methods improve. In the future, we will review our assessment methodology to quantify risks at a portfolio level and potentially integrate these assessments into our bottom-up investment processes.

1 National Climate Change Secretariat. (2023, December). Carbon Tax. <https://www.nccs.gov.sg/singapores-climate-action/mitigation-efforts/carbontax/>
2 AIA Group Limited. (2023). AIA Climate Transition Plan 2023. https://www.aia.com/content/dam/group-wise/en/docs/ESG/AIA_Climate_Transition_Plan_2023.pdf
3 Including Power generation project finance.
4 NGFS. (2023, November). Data & Resources. NGFS Scenarios Portal. <https://www.ngfs.net/ngfs-scenarios-portal/data-resources/>
5 Monetary Authority of Singapore. (2022). Financial Stability Review 2022. <https://www.mas.gov.sg/-/media/MAS-Media-Library/publications/financial-stability-review/2022/Financial-Stability-Review-2022.pdf>

Physical risk

Methodology

Physical risk assessments were done using bottom-up analysis across Listed Equities, Corporate Bonds and Direct Real Estate holdings in the general account portfolio. We assessed five significant physical hazards – flood, wind, wildfire, heat and cold – at the individual asset locations of each issuer. Data was extracted from sources such as IPCC, OS Climate, S&P, a proprietary asset location mining tool, and expert inputs.

The severity of each hazard was measured based on exposure and vulnerability:

- **Exposure:** The probabilistic magnitude of each physical hazard event at a particular location.
- **Vulnerability:** The predisposition of a company’s assets or business being adversely affected by the hazard. A physical risk assessment (location-by-location) was performed using a bottom-up approach for the largest 161 positions in our CPRS holdings.

Results and impact

Floods, wildfires and heat were identified as the most significant long-term hazards for our Listed Equities and Corporate Bonds holdings, particularly in the scenario where mean surface temperatures could potentially exceed 3°C by 2100 under current policies. However, our geographically diversified portfolios provide some protection against adverse climate effects.

Our aim is to monitor physical risks at the issuer level, with the objective of integrating physical risk assessments into our bottom-up investment processes as data availability and impact quantification methods improve.

For our Direct Real Estate portfolio, floods and heat emerged as the most significant long-term climate hazards.

Our aim is to ensure all new constructed or acquired commercial property investments adhere to key building certification standards such as LEED (Leadership in Energy and Environmental Design) and WELL certification. The certification standards need to meet specific environmental requirements, which helps to mitigate the impacts of severe weather events.

Investment opportunities

AIA is committed to pursuing climate-related opportunities within its investment portfolio, focusing on low-carbon assets and investees that align with climate transition goals. Impact investing, which aims to achieve financial returns along with environmental or social benefits, represents a significant climate-related opportunity for AIA, which we are pursuing through our partnership with LeapFrog Investments. For more on our climate-related investment opportunities, see our 2023 CTP (3.2 Portfolio Coverage Approach, 3.3 Sectoral Decarbonisation Approach: Power Generation, and 3.4 Sectoral Decarbonisation Approach: Real Estate).¹

Climate risks and opportunities in AIA life and health products

Portfolio boundaries and methodology

AIA analysed the physical risks impacting our life protection and health products by assessing how major health risks are influenced by various physical hazard factors.

Life and health product risks

Methodology

We mapped exposure to seven critical life and health risks – extreme events, vector-borne diseases, water-borne diseases, malnutrition, heat-related illness, reduced air quality and cold-related illness – against physical hazard drivers such as floods, wildfires, wind, heat and cold to evaluate the physical risks affecting AIA’s life protection and health products. Our data sources included the IPCC, OS Climate, the World Health Organization and expert inputs. This evaluation concentrated on medium-to-long-term effects in AIA’s largest markets, including Hong Kong, Mainland China, Singapore, Malaysia and Thailand. Transition risks for our life protection and health products were deemed less significant and assessed as immaterial.

We conducted a vulnerability assessment to examine how each market’s mortality and morbidity rates were influenced by each health risk, utilising public health research, population data and actuarial studies.

Results and impact on strategy





The impact of physical risks on life and health outcomes was found to be relatively insignificant across our largest markets. We acknowledge the current limitations of literature and data for quantifying the influence of climate on life and health risks with high certainty. We anticipate that this understanding will improve as more research becomes available, allowing us to better identify risks and opportunities across our product range.



1 AIA Group Limited. (2023). *AIA Climate Transition Plan 2023*. https://www.aia.com/content/dam/group-wise/en/docs/ESG/AIA_Climate_Transition_Plan_2023.pdf

Material climate-related risks and opportunities

MATERIAL CLIMATE RISK AND MITIGATION STRATEGY

FINANCIAL SERVICES INDUSTRY RISK CLASSIFICATION	CLIMATE- RELATED RISK CLASSIFICATION	RISK DRIVER	RISK DESCRIPTION	FINANCIAL EFFECT	MITIGATION STRATEGIES
		Partner and stakeholder concern or negative partner and stakeholder feedback	AIA's long-standing reputation for responsible business practices is essential for delivering sustainable, long-term value to our stakeholders. However, this reputation faces potential threats from climate change related risks, especially increased partner and stakeholder concerns or negative feedback. This risk occurs primarily in the upstream value chain which includes failure to act on climate change and possible concerns of 'greenwashing', which may influence consumer preferences and raise stakeholder concerns.	<ul style="list-style-type: none">• 100% of our portfolio value is vulnerable to this risk, with the primary effect being decreased revenues due to reduced demand for products and services.• The impact on our solvency position is relatively immaterial, and we do not expect any breaches of Regulatory Capital Risk Tolerance. While it may be difficult to anticipate/gauge the impact for the medium to long term, we will closely monitor regulatory and customer activities in our markets, as well as external stakeholder expectations.	<ul style="list-style-type: none">• Multi-Stakeholder Engagement: AIA engages in multiple channels to capture feedback and opinions from a variety of stakeholders. This approach helps us align our actions with stakeholder expectations. Our ESG Committee regularly briefs the Board and senior management on the outcomes of these engagements, appraising them on the adequacy of our responses.• ESG Evaluations: AIA actively participates in ESG evaluations conducted by independent, reputable third-party rating agencies such as DJSI, CDP, Sustainalytics and MSCI. Participation in these evaluations helps us identify potential controversies early and ensures effective stewardship on ESG and climate action.
		Transition to lower emissions technology and products	AIA makes large investments in diversified assets and portfolios of companies. The impact of climate change on various asset classes can be substantial if changes in asset values are not sufficiently understood and managed. There is a significant possibility that stranded assets in carbon-intensive industries may rise due to a systemic shift towards a low-carbon future. Inadequate valuation of these assets and the lack of integration in investment decisions could negatively affect the performance of our investment portfolio.	Devaluation of collateral and the potential for stranded, illiquid assets.	Greater due diligence: We integrate on a mandatory basis, the consideration of various ESG factors in our bottom-up investment process applicable to general account assets. We have developed our proprietary ESG Rating Scorecard which applies to our directly managed general account assets. We have also developed a distinct scorecard in relation to our general account assets to assess external asset managers on their ESG frameworks and processes. We also engage with our investee companies to understand their position on various climate risks.

MATERIAL CLIMATE OPPORTUNITY AND REALISATION STRATEGY

OPPORTUNITY TYPE	OPPORTUNITY DESCRIPTION	RESULT AND ACTION TO REALISE THE OPPORTUNITY
Increased diversification of financial assets	As an asset owner, this opportunity primarily occurs in our investment portfolio. AIA plays a crucial role in supporting the development of regional capital markets by participating in sustainable financing within the communities in which we operate. Through the mobilisation, aggregation and productive deployment of long-term capital, we provide access to important investments that fund infrastructure and support both economic prosperity and sustainable outcomes. We actively engage with our investees, peers and the public sector to share technical expertise and perspectives on sustainability, helping us deliver on our Purpose. Our support may result in the continued investment in instruments such as green bonds, sustainability bonds, renewable energy and alternative energy infrastructure within AIA’s investment portfolio.	<p>AIA has been investing in companies that demonstrate sound ESG practices as part of our bottom-up investment process (i.e. AIA general account investment portfolios held US\$6.8 billion in ESG bonds – being the aggregate of green bonds, social bonds and sustainability bonds – as of 31 December 2024).</p> <p>This strategy allows us to seek and earn financial returns by driving sustainable outcomes and behaviours consistent with the values outlined in our Sustainable Investment pillar.</p>

Other climate-related impacts on AIA’s strategy and financial planning

Impacts on strategy and our responses

As a global business, we have a responsibility to our customers, employees, shareholders and the world at large to take strong, decisive action on climate change. One climate-related opportunity that has influenced our strategy is the increased demand for funds that invest in companies with positive environmental credentials.

For example, in 2022 AIA Singapore collaborated with Robeco, a leading Netherlands-based investment firm at the forefront of sustainable investing, to deliver the AIA Sustainable Multi-Thematic Fund for the Singapore Investment Linked Products (ILP) market. This bespoke multi-thematic fund consists of underlying strategies focused on sustainable outcomes surrounding the fields of Smart Energy, Sustainable Water, Smart Materials, Smart Mobility, Circular Economy and Sustainable Healthy Living, with the intention of taking exposure to equities of companies that exhibit a higher level of sustainability and which present a positive influence on the UN SDGs.

Additionally, AIA also requires in-scope front-line investment professionals to obtain the CFA Certificate in ESG Investing.

Impacts on financial planning and our responses

Our capital allocation and asset planning have been impacted by climate-related risks. As a leading asset owner, we are able to deliver long-term value by allocating capital to companies committed to sustainable outcomes, investing for the future and lowering AIA’s exposure to the risk of stranded assets in a future low-carbon economy. One example is our coal exclusion policy, whereby, following our complete divestment from coal in our general account investment portfolio, we remain committed to making no new investments in businesses directly involved in either mining coal or generating electricity from coal. Meanwhile, we retain the ability to invest in green or social bonds issued by such companies if they genuinely meet our requirements, including the use of proceeds and objectives.

The effects of the material risks and opportunities have been separately identified and disclosed in **Material climate risk and mitigation strategy** and **Material climate opportunity and realisation strategy** of this report. However, given the nascent stage of analysis on quantifying financial impacts, the level of measurement uncertainty is deemed too high to allow for meaningful quantitative disclosure.

RISK MANAGEMENT

Climate risk management overview and integration

AIA’s climate strategy is core to the identification, assessment and monitoring of climate risks, which are managed within AIA’s Enterprise Risk Management Framework (RMF).

The RMF is built on a ‘Three Lines of Defence’ model, designed to bolster resilience against a spectrum of principal risks, encompassing operational risks, business risks, structural risks, investment risks and insurance risks. This framework includes five essential components: Risk Governance, Risk Culture, Risk Strategy and Appetite, Risk Management Process and Risk Reporting, Systems and Tools.

The table outlines the roles and responsibilities of AIA’s Three Lines of Defence.

Within our robust RMF, we effectively manage climate-related risks across our organisation, including direct operations and value chain.

THREE LINES OF DEFENCE	ROLE (BUSINESS UNITS AND LEADERSHIP)	RESPONSIBILITIES
First Line	Business Management	Responsible for operating within the RMF and implementing controls to mitigate risks, including climate-related risks
Second Line	Risk and Compliance	Ensures the appropriateness and effectiveness of the Group RMF to ensure that risks, including climate-related risks, are effectively managed
Third Line	Internal Audit	Independent assessment of overall effectiveness of risk management, controls and governance, including those relating to climate-related risks

<p>Our approach is guided by:</p> <ul style="list-style-type: none">Regulatory Alignment: We closely monitor any climate-related regulatory developments across our markets, for example, the Hong Kong Stock Exchange, the Monetary Authority of Singapore, and Bank Negara Malaysia, to ensure compliance with evolving regulatory expectations.Stakeholder Engagement: It is also central to our strategy to engage with diverse groups – NGOs, regulators, customers, communities, employees, investors and suppliers – toward our net-zero transition pathway so that we can ensure that we meet stakeholders’ expectations with respect to climate-related activities.	<ul style="list-style-type: none">Risk Types: The definition of climate risk in our risk landscape covers physical, transitional and liability risks. This covers acute physical risks such as extreme weather events to chronic physical risks such as sea level rise, but may also include policy change, reputational shifts, technological transitions and liability exposures. As the nature of climate risk is transverse and can present itself across existing taxonomies in our risk landscape.	<ul style="list-style-type: none">Tools and Methods: We deploy a range of tools and methodologies for addressing climate-related risks, including scenario analysis, risk models, stress tests as well as leveraging IPCC and NGFS databases and input from external experts. <p>Additionally, we track and assess investment data relevant to our ESG commitments, engagement outcomes linked to such commitments, and other climate-related metrics and ESG-related ratings, effective 1 October 2024.</p> <p>This information is shared with relevant parties such as our Group Investment Committee, Business Unit Investment Committees, and Asset Management Company Boards.</p>	<p>This informs decision-making allowing for alignment of investment portfolios with the achievement of our ESG commitments, including our PCA, Power Generation SDA, and Real Estate SDA SBTi targets. This reporting framework also indirectly supports the identification of exposure to transition risks, as it highlights in-scope companies most unaligned with our portfolio decarbonization targets.</p> <p>This governance mechanism facilitates evidence-based top-down investment decisions, where appropriate, aligned with our sustainability objectives. We are committed to continuously refining the framework to improve data availability, reliability and transparency, including enhancing forward-looking assessments of climate-related risks. By enabling this reporting to flow through the Group Investment Committee and Business Unit Investment</p>	<p>Committees, information may be passed through to their respective Boards, Financial Risk Committees and Operational Risk Committees where applicable, supporting the integration of investment ESG-related metrics into broader risk and governance processes.</p>
---	---	---	---	---

Risk identification

AIA's Group risk landscape includes a standalone climate risk taxonomy to manage the impacts of physical, transitional and liability risks to the Group.

AIA considers climate-related risk as a transverse risk that will potentially impact other existing risks being managed and factors climate considerations into key business activities. For example:

- We factor the climate-related events or trends into business continuity for Group and business units, which enable us to maintain uninterrupted access to premises, systems and people.
- We seek to reduce AIA's carbon footprint within our internal operations, including a commitment to green certifications in our newly constructed or acquired commercial properties (office, retail and hotel) to alleviate potential increases in energy costs resulting from carbon pricing.
- Our life and health product offerings account for climate-driven changes in morbidity and mortality risks.

Assessment and measurement

AIA has performed a climate risk assessment covering Investments, Operations and Life and Health (Liabilities). This bottom-up approach assessed the impacts of transition and physical risks across the short, medium and long term. We will continue to reassess climate related risks as the enhanced data,

methodologies and guidelines (such as ISSB guidance) are released.

Management and monitoring

Our RMF outlines the necessary controls and procedures to effectively manage and monitor any material climate risks, ensuring their ongoing management. The risk management process includes but is not limited to:

- **Management and Response:** Executives in the First Line are crucial in executing targeted actions and risk mitigation strategies to address risks considered outside of risk tolerances. This includes transferring, mitigating or eliminating such risks and ensuring material risk developments are escalated in a timely manner.
- **Risk Monitoring:** Continuous evaluation of risks against approved risk tolerances and risk limits provides a comprehensive understanding of both current and future risk profiles. An understanding of risk implications supports an informed decision-making process.
- **Risk Controls:** Like all risks in the AIA Group risk landscape, climate-related risks are managed through an effective internal control system which operates to maintain exposures within acceptable residual levels.

By adhering to these structured approaches within our RMF, AIA remains proactive in its risk management practices, especially in the context of evolving/dynamic climate-related risks.

Illustration of AIA's climate-related risk management process

The graphic on the right illustrates AIA's comprehensive risk management process, outlining how we identify, assess and manage climate-related risks. Our process includes the assessment of physical, transitional and liability risks associated with climate change and the strategies we implement in response.

- **Physical Risks:** We evaluate event-driven risks such as floods, storms, and wildfires (acute), as well as those arising from longer-term shifts in climate patterns (chronic). For acute physical risks, AIA properties and facilities are assessed for potential financial losses, business interruptions and reduced real estate values.
- **Transitional Risks:** Transitional climate risks refer to the potential financial risks associated with the transition to a low-carbon economy. We monitor regulatory changes in our markets, indications of shifts in external stakeholder expectations, and changes in technology which may impact AIA's operations or portfolio values. In time, we anticipate that climate-related scenario analysis will provide insights into the impact on operations, financial performance and investment opportunities. In

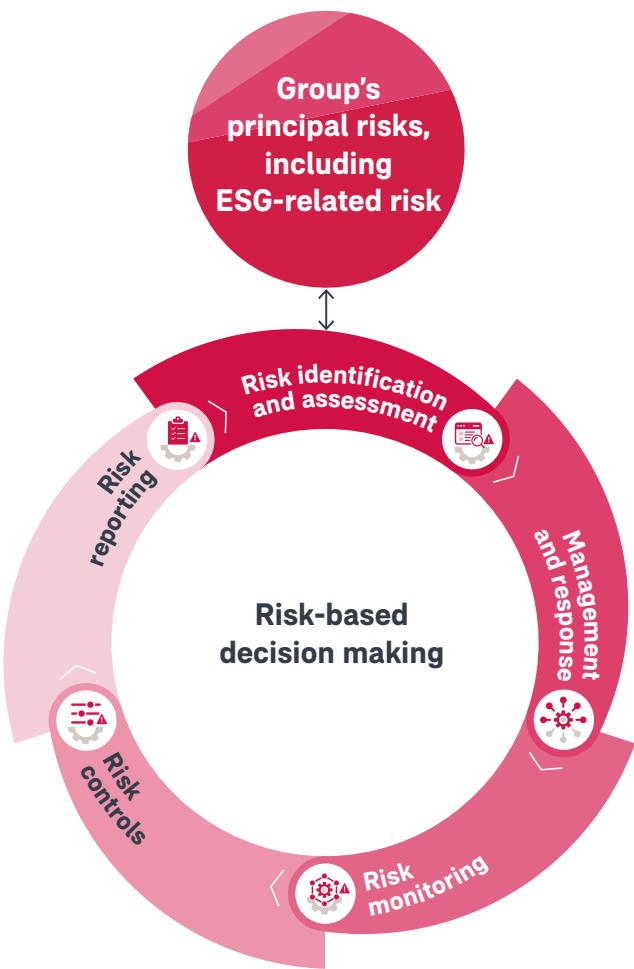
the interim, AIA will continue in its strategic commitment to achieve sustainable business models, sustainable investing and reducing our carbon footprint.

- **Liability Risks:** The potential legal and financial risks associated with climate change are attentively surveilled. Regulatory and legal activities, along with stakeholder expectations, are comprehensively monitored, facilitating proactive risk mitigation.

The quality of climate-related data is equally crucial. Therefore, AIA seeks external limited assurance on key metrics, like emissions, to ensure their accuracy and reliability. By adhering to these established procedures, we demonstrate our commitment to regularly monitoring and adapting to evolving climate risks as part of our comprehensive risk management strategy.

Opportunities

We integrate climate opportunities into our decision-making processes and action plans. To support our progress towards achieving our SBT Portfolio Coverage Approach (PCA) target, we will work with our investees to expedite their adoption of decarbonization targets. The PCA offers valuable insights into the percentage of our holdings that are committed to the SBTi. It also enabled us to set our general account investment portfolio coverage target and communicate such both to our investees and to the public. By utilising PCA, we can gain better visibility into the climate-related risk profiles, especially the transition risks to our investments, thereby enhancing our awareness of climate risks across the entire portfolio.

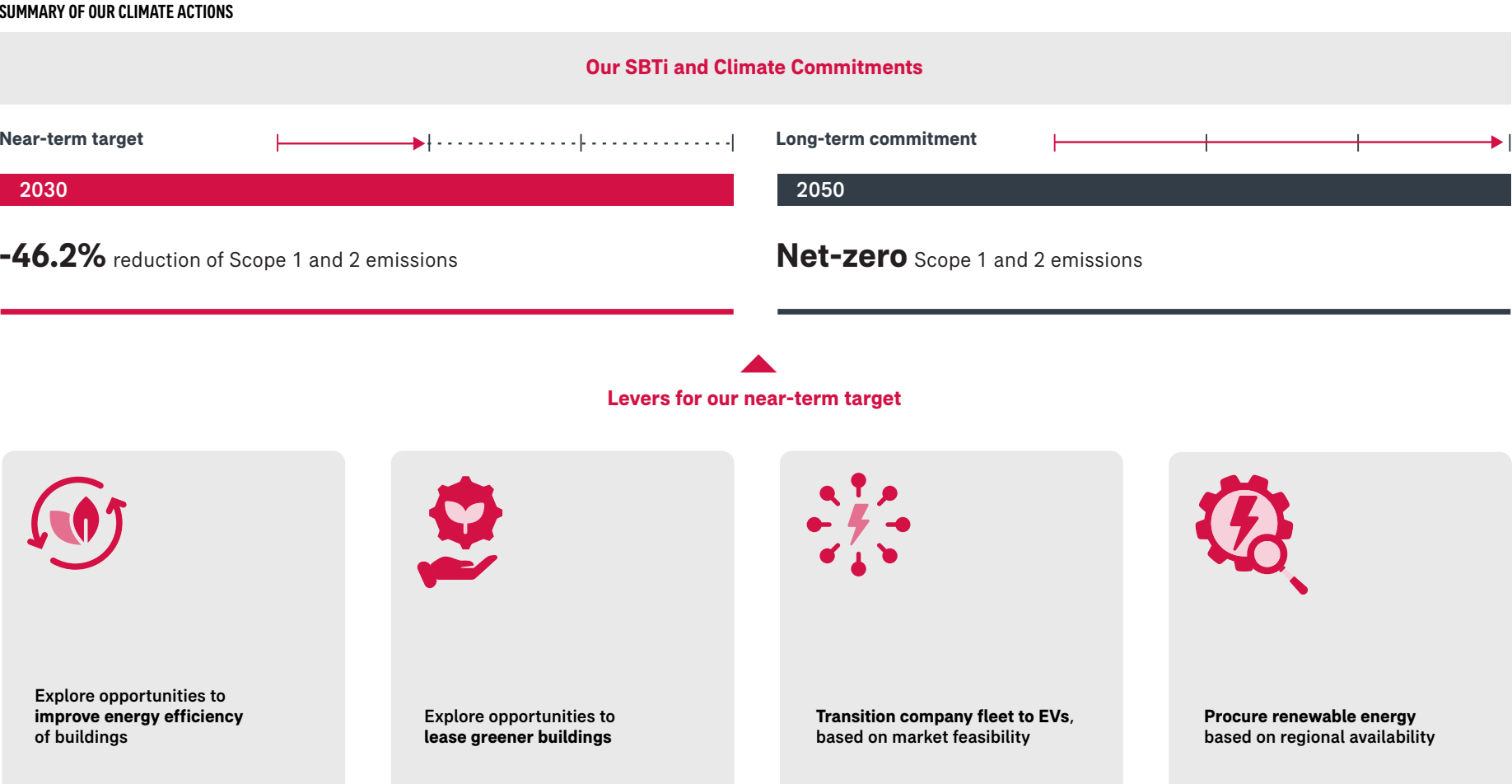


METRICS AND TARGETS

Carbon emissions metrics and targets





SBTi progress tracking and validation

Our GHG reduction targets for Investment and Operations are summarised in the following graphics. Additional information about how we calculate, assure and review our SBTs is outlined in our 2023 CTP.¹



1 AIA Group Limited. (2023). AIA Climate Transition Plan 2023. https://www.aia.com/content/dam/group-wise/en/docs/ESG/AIA_Climate_Transition_Plan_2023.pdf

OVERVIEW OF OUR EMISSIONS TRACKING AGAINST SBTi TARGETS

METRIC		2019 (BASELINE)	2024	PROGRESS AGAINST TARGET
	Reduce Scope 1 and 2 emissions	74 ktCO ₂ e	56 ktCO ₂ e	<div><div></div><div>2030 target</div><div>-25%</div><div>-46.2%</div></div>
	Increase share of in-scope portfolio with validated SBTi targets (% of AuM)	4%	30%	<div><div></div><div>2025 target</div><div>30%</div><div>31%</div></div>
	Reduce power generation portfolio GHG emissions intensity	474 kgCO ₂ e/MWh	258 kgCO ₂ e/MWh	<div><div></div><div>2030 target</div><div>-46%</div><div>-49.3%</div></div>
	Reduce real estate portfolio GHG emissions intensity	115 kgCO ₂ e/m ²	78 kgCO ₂ e/m ²	<div><div></div><div>2030 target</div><div>-32%</div><div>-58.5%</div></div>



>105

GwH

GwH of total energy consumption



2.46

tonnes

of CO₂ per employee



25%

of CO₂e decrease compared to 2019 SBTi baseline

Carbon credits

AIA follows SBTi’s guidance regarding the use of carbon credits and offsets for renewable energy instruments. At present, SBTi does not recognise carbon credits as a credible decarbonisation lever towards near-term targets, except when they are used to neutralise residual emissions or finance climate mitigation beyond science-based emission reduction targets. We will continue to monitor the guidelines regarding carbon credits and offsets periodically to ensure compliance and effectiveness.

Other investment and operations metrics

Operations metrics

This year’s climate-related disclosure discloses our operational Scope 1 and 2 emissions, along with Scope 3 Category 6: Business travel (refer to our 2024 ESG Report for more details on metrics covered and the calculation approach).

- 1. Total energy consumption across the Group was 106,465,755 kWh, amounting to 4,105 kWh per employee.
- 2. The largest contributor to our operational footprint is the electricity use in our buildings, which contributes to 53,132 tonnes out of our total Scope 2 emissions of 53,138 tonnes.
- 3. Other sources of emissions include those from our rented and owned corporate vehicle fleet, and business travel.

This year, the Group’s operational Scope 1 and Scope 2 emissions accounted for 56 ktCO₂e or 2.46 tonnes per employee, which was a decrease of 25% against the 2019 baseline. The decrease was driven by energy efficiencies being activated across our markets, a general plateau in office space growth and the grid emission factors across the markets in which we operate declining.

In 2024, we continued socialising our Group’s net-zero ambitions across business units and formulating action plans to achieve our operational decarbonisation targets.

AIA plans to measure other Scope 3 emission categories and we have identified other material categories for our Company and sources of those emissions. Those categories include Category 1: Purchased goods and services, and Category 7: Employee commute. The calculation and verification of these baseline emissions for these categories is in progress.

Investment metrics

AIA started reporting the Total Financed Emissions (TFE) across our Listed Equity, Corporate Bonds and Direct Real Estate holdings in the general account investment portfolio in 2022. TFE is a metric recognised and required by the SBTi.

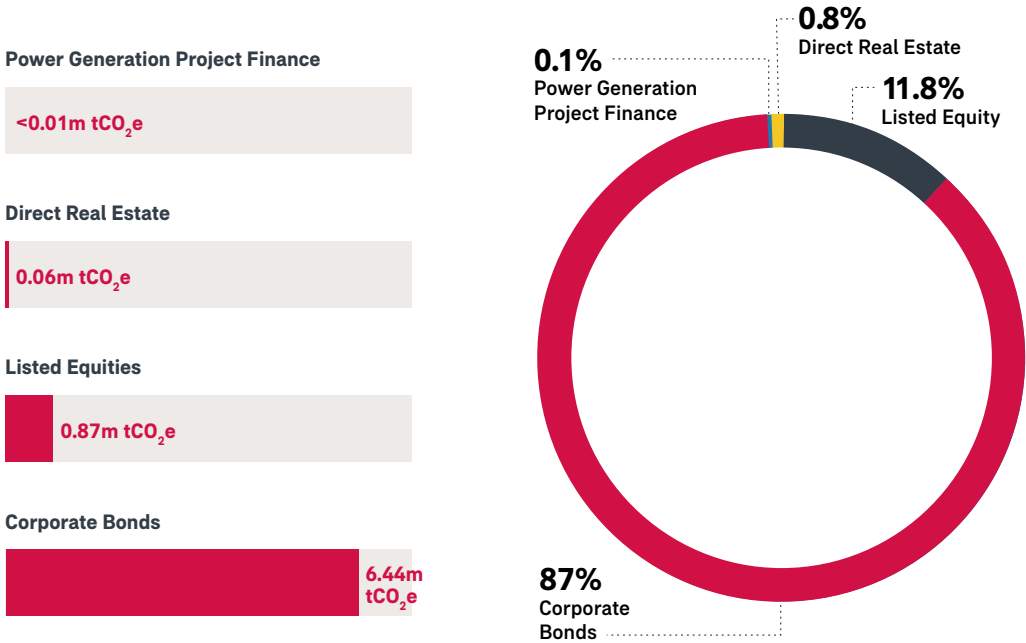
In 2024, we measured our TFE across our in-scope general account investments matching our SBTi boundary using the Partnership for Carbon Accounting Financials (PCAF) methodology.¹

As of 31 December 2024, the total financed emissions of our in-scope general account investment portfolio were 7.4 mtCO₂e, which consists of 0.87 mtCO₂e for Listed Equity, 6.44 mtCO₂e for Corporate Bonds, 0.06 mtCO₂e for Direct Real Estate and <0.01 mtCO₂e for Power Generation Project Finance (see graphics).

AIA will continue to measure the Weighted Average Carbon Intensity (WACI) for Listed Equities to maintain consistency with reporting in previous years, as recommended by TCFD. We do not set targets or manage WACI performance. More details on the methodology and application for TFE and WACI are outlined in our 2024 ESG Report.

1 PCAF (2022). The Global GHG Accounting and Reporting Standard Part A: Financed Emissions. Second Edition.

TOTAL FINANCED EMISSIONS (AIA'S IN-SCOPE GENERAL ACCOUNT INVESTMENT PORTFOLIO)



1.3
Billion USD

investment in renewable energy

6.8
Billion USD

investment in ESG (Green, Social and Sustainability bonds)

4.7
Billion USD

of total investment assets in Green bonds

Opportunities metrics

The graphics outline AIA's climate-related opportunity metrics, including investments in renewable energy and ESG bonds as of FY2024.

Data calculation methodology

AIA calculates its investment emissions according to the PCAF guidelines. The criteria used by the Company to prepare the Identified Sustainability Information is set out in the guidelines provided by the GHG Protocol Corporate Accounting and Reporting Standard and the Environmental Protection Department of the Hong Kong SAR Government. The emission factors of electricity consumption for each region are referred to the list of emission factors published by the International Energy Agency (IEA).

AIA relies on third-party data where this is available for air travel information. At our other markets where these data are not available, we refer to the Carbon Neutral Calculator for short to medium haul flights by the United Kingdom's Department for Environment, Food and Rural Affairs (DEFRA) emission factors.

We calculate emissions from any private air travel according to the recommended practice of the International Air Transport Association (IATA). AIA also refers to the Sixth Assessment Report from the International Panel on Climate Change, in reference to any Global Warming Potential (GWP) factors used.



AIA ESG REPORT 2024

Feedback from our diverse set of stakeholders is crucial for us to continue improving on our ESG performance and disclosure practices.

If you have any questions, comments or feedback please contact our ESG team at esg@aia.com or write us at the address below:

Environmental, Social and Governance (ESG) Team
12/F, AIA Building 1 Stubbs Road, Wan Chai, Hong Kong





HEALTHIER, LONGER,
BETTER LIVES

FINANCIAL INCLUSION

AIA ESG REPORT 2024
SUBSECTION REPORT



CONTENTS

	FINANCIAL INCLUSION	3
	Financial Inclusion at AIA	3
	Initiatives Across Our Markets	4
	CASE STUDIES	5
	Insurance for All in India	5
	Boosting Financial Literacy in Indonesia	6
	Leveraging Technology in Malaysia	7
	Empowering Women in Sri Lanka	8

FINANCIAL INCLUSION AT AIA

Financial inclusion builds economic and societal resilience by enabling individuals to manage risks, reduce vulnerability and increase the ability to weather shocks.

When people do not have access to financial products, services and knowledge, it creates disadvantage gaps in our societies. Without adequate financial access, individuals and families can find it difficult to meet their day-to-day expenses, save for the future or deal with unexpected emergencies.

According to the World Bank, financial inclusion means that individuals and businesses have access to useful and affordable financial products and services that meet their needs – such as transactions, payments, savings, credit and insurance – delivered in a responsible and sustainable way.

Financial literacy also plays a key role in financial inclusion. Having a thorough understanding of financial services and products means individuals and families can make more informed financial decisions that will bridge protection gaps and improve their overall wellbeing.

FINANCIAL INCLUSION SDGS



Enabler for addressing global challenges

Financial inclusion is an enabler for seven of the Sustainable Development Goals (SDGs) identified by UN Member States in 2015. Prioritising financial inclusion helps to address global challenges, including those related to poverty, inequality, climate change and environmental degradation.

Financial inclusion communities and segments

Across Asia, regulators and professional organisations have identified communities and segments that would benefit from increased financial inclusion. They include people who experience poor financial literacy, have difficulty in obtaining adequate or affordable insurance cover, or live in a region with low penetration for insurance products.

Shaping a more resilient future

Insurers, regulators and governments have a responsibility to ensure that people around the world – regardless of their circumstances – have the opportunity to obtain the protection they need to succeed.

Insurance is an essential component of financial inclusion because it reduces a person's vulnerability and increases their ability to weather financial shocks.

At an organisation level, financial inclusion can enhance trust with government and investors, boost brand equity with consumers, develop new markets, and increase job satisfaction for employees which leads to higher retention.

Most importantly, it aligns with AIA's Purpose to help people live Healthier, Longer, Better Lives. As a purpose-driven company, AIA is committed to increasing the long-term sustainable financial health of people and communities across Asia.

We will continue to work with governments, regulators and our local communities to provide customers who are financially, situationally or socially vulnerable with access to suitable products, services and knowledge.

We will seek to understand our individual and corporate customers and the diverse communities we serve so we can provide inclusive and innovative products and solutions that support their needs.

COMMUNITIES AND SEGMENTS



INITIATIVES ACROSS OUR MARKETS

Led by local business units in their respective markets, AIA has been embracing financial inclusion initiatives across the region to reach traditionally unserved customer segments. These initiatives include improving financial literacy and insurance awareness through education programmes, increasing financial inclusion for women, and providing more personalised, accessible and affordable insurance products.

1AIA AUSTRALIA

- Engage and Educate is a digital education programme to enhance insurance literacy for members of group life insurance schemes.

2AIA CAMBODIA

- Healthier Women, Stronger Kingdom is a five-year project with the Ministry of Women's Affairs to empower women physically, mentally and financially. Initiatives include on-ground and online forums, trainings, workshops, educational materials and other relevant activities. With 60 forums conducted since 2022, it has reached over 9,500 women.
- AIA Samrab Jivit 2Protect5 and AIA Samrab Naek 2Protect7 provide life and critical illness insurance for low-income customers. These are term insurance products designed for the mass customer looking for affordable basic protection with a short-term commitment. Over 49,000 policies have been sold so far.

3AIA CHINA

- An extensive retirement network is addressing the needs of ageing Chinese citizens. It comprises 400 institutions across 42 cities and nine types of retirement institutions, including Continuing Care Retirement Communities, rehabilitation hospitals and dementia care centres. The retirement ecosystem is available to customers over the age of 45 and has been made available to 3.3 million customers since its launch.

4AIA HONG KONG

- AIA Assemble is a market-first customisable critical illness plan that enables customers to select cover according to their needs and budget.

5AIA INDONESIA

- AIAPedia is a digital-based education programme to increase financial and insurance literacy across communities in Indonesia.

6AIA MALAYSIA

- Providing affordable and personalised digital insurance solutions via a strategic partnership with TNG Digital Sdn. Bhd., the largest eWallet company in Malaysia, increasing insurance accessibility and awareness.

7AIA NEW ZEALAND

- AIA Vitality offers a financial wellbeing assessment to help members understand their financial security and financial freedom of choice. Members also receive 30% off will creation online through a financial wellbeing partner.

8AIA SINGAPORE

- AIA Diabetes Care is filling protection gaps with a critical illness insurance plan tailored to the needs of Type-2 diabetics and pre-diabetics.

9AIA SOUTH KOREA

- The Grutergi programme provides financial education, mentoring, career coaching, scholarships and art therapy for orphans and self-reliant youth who grew up in government facilities without parental care. AIA employee volunteers have also supported through job mentoring and art therapy sessions.

10AIA SRI LANKA

- The AYA Surakina AIA programme supports and empowers women through women-centric insurance products and services, financial literacy and skills-based training, and access to networks and information.

11AIA VIETNAM

- Insurance solutions are supporting typically excluded segments and vulnerable groups, such as the EduPar education savings plan for underprivileged children to ensure they have the resources to continue their studies. So far, 700 EduPar policies have been awarded to school-aged children from low-income backgrounds.

TATA AIA12

- Tata AIA is expanding access to insurance and fostering greater awareness across India, supporting "Insurance for All by 2047".

INSURANCE FOR ALL IN INDIA



CASE STUDY

In 2022, the Insurance Regulatory and Development Authority of India (IRDAI) committed to enable ‘Insurance for All’ by 2047. The aim of this commitment is to ensure that every citizen in India has appropriate life, health and property insurance cover.

The IRDAI set a mandate for insurers to provide a minimum level of protection in rural and social sectors where insurance penetration rates are lower and traditional policies are not viable. Social sectors includes the unorganised sector, informal sector, economically vulnerable or backward classes and other categories of persons, residing in both rural and urban areas.

In response to this initiative, Tata AIA has been expanding access to life insurance and fostering greater insurance awareness across India.

Expanding access to insurance
Tata AIA Life has launched the Bharat Suraksha Cover Micro Insurance Plan, a 'micro insurance' product for individuals. The benefits include protection, savings and assured returns on maturity. They also offer the Group Micro Raksha Supreme Plan for members of group insurance schemes.

Tata AIA partners with organisations that work with rural and socially disadvantaged sectors to offer micro-insurance products, using specialised agents and leveraging common services centres to reach potential customers in rural areas. Common Service Centres allow citizens to access digital government resources and business services, with more than 400,000 centres across the country.

Increasing insurance awareness
To increase insurance awareness, Tata AIA works with state governments on online and on-ground campaigns, outreach programmes and capacity building training for insurance distribution channels. For Bimarath, one of the on-ground campaigns, insurance awareness vans with screens travelled huge distances across Mizoram and West Bengal, reaching people across 92 locations.

Meanwhile, over 36 million unique engagements have been recorded with Tata AIA's online campaigns, which infuse regional stories, humour, and cultural references for relevance and relatability.

Our financial inclusion initiatives in India have enabled us to comply with and exceed the Rural Sector Obligations and Social Sector Obligation for April to December 2024, applicable to all market participants:

- For the rural sector, the Company has covered over 67,000 lives.
- For the social sector, the Company has covered over 260,000 lives.



BOOSTING FINANCIAL LITERACY IN INDONESIA



CASE STUDY

In 2013, financial literacy levels in Indonesia were only 21.84%.¹ The Indonesian Financial Services Authority has been working with organisations to prioritise financial literacy and inclusion initiatives across Indonesia, releasing the National Strategy on Indonesian Financial Literacy 2021–2025.²

The aim of this strategy is to create a highly financially literate society where Indonesians can use financial products and services to achieve sustainable financial wellbeing.

In line with this strategy, AIA Indonesia launched AIAPedia, a digital education programme to increase financial and insurance literacy in communities across Indonesia.

AIAPedia is a dynamic platform of videos, webinars and talk shows available on Twitter, YouTube and TikTok. AIAPedia leverages thought leaders and traditional and digital media influencers to provide education and insurance experience to the public through mass channels.

In 2024, one of the AIPedia campaigns was a collaboration with Kreaby, a Jakarta-based studio for artists with autism. As part of this project, AIA Indonesia launched an illustrative dictionary of insurance terms aimed to boost financial literacy while empowering artists with autism.

Another successful campaign was AIA Gocek, an electronic game combining football with financial knowledge. It has been organised at AIA events for customers and the public, reaching 1,000 people since 2019.

Financial literacy levels in Indonesia reached 65.43% in 2024,³ demonstrating that education programmes such as the initiatives delivered by AIAPedia are having a positive impact on financial literacy levels in the country.

IMPACT

13 million
organic engagements on
social media from 2022 to 2024

AIAPedia
received the 'Education
Insurance Initiative of
the Year' at the Asian
Insurance Awards 2023

Collaborated with over 50 thought leaders and influencers to deliver bite-sized and fun content



1 Financial Services Authority, National Survey on Financial Literacy and Inclusion 2013.

2 Financial Services Authority, National Strategy on Indonesian Financial Literacy 2021-2025.

3 Financial Services Authority, National Survey on Financial Literacy and Inclusion 2024.

LEVERAGING TECHNOLOGY IN MALAYSIA



CASE STUDY

In 2021, AIA Malaysia formed a strategic partnership with TNG Digital Sdn. Bhd., the largest eWallet company in Malaysia. Through the Touch 'n Go eWallet, AIA provides affordable and personalised digital insurance solutions to meet the protection needs of Touch 'n Go eWallet customers nationwide.

The collaboration with a best-in-market digital partner allows AIA to offer customers a digital option to buy, claim and renew policies conveniently, promoting financial inclusion and a seamless customer experience.

As at July 2024, Touch 'n Go eWallet had more than 12 million monthly active users. To give Malaysian consumers greater choices, AIA Malaysia offers low-cost products via the Touch 'n Go eWallet app:

WalletSafe covers unauthorised transactions from the Touch 'n Go eWallet, accidental death, loss of personal belongings and unauthorised debit/credit card spending due to theft. This product has already reached more than 1.6 million Touch 'n Go eWallet users.

SafeTrip is single-trip travel insurance. It covers travel inconvenience, sickness, injury, accidental disability or death and three optional benefits. Coverage starts from as low as RM3 per day for domestic trips, and RM10 per day for international trips.

CI Insure is critical illness insurance that covers against five critical illnesses in the advanced stage: cancer, heart attack, stroke, kidney failure and coronary artery disease. Coverage starts from as low as RM3 per month.

IMPACT

1.6 million

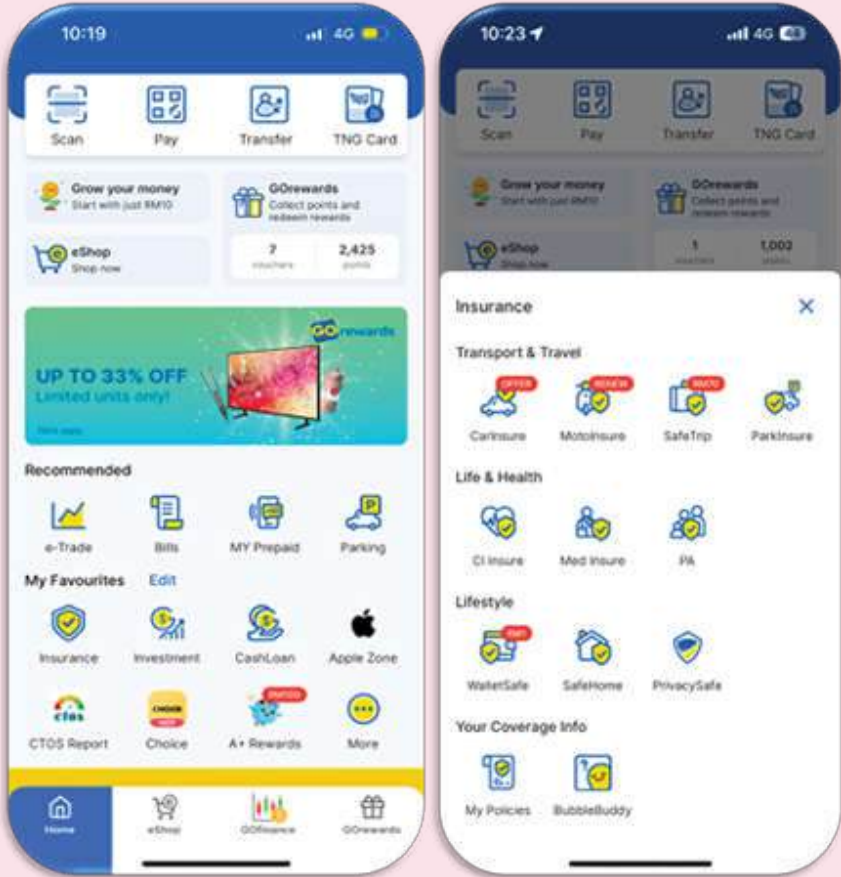
people reached since 2021

More than 3 million

policies sold

Potential to reach over 12 million

Touch 'n Go eWallet monthly active users



EMPOWERING WOMEN IN SRI LANKA



CASE STUDY

Despite the tremendous advancements that have been made in women’s health and education in Sri Lanka, cultural expectations regarding family and household roles continue to limit women’s participation in the workplace.¹

While women represent 52% of Sri Lanka’s population,² they occupy only 32% of the workforce.³ These low participation rates negatively impact Sri Lanka’s annual GDP⁴ and exclude women from career and financial opportunities.¹

In 2020, AIA Sri Lanka partnered with the International Finance Corporation (IFC) to develop a strategy for becoming the Preferred Life Insurer and Employer of Choice for women in Sri Lanka.

With IFC support, AIA Sri Lanka launched the AYA Surakina AIA programme in 2022 to support and empower women across the country through women-centric insurance products and services,

financial literacy and skills-based training, and access to networks and information.

Part of this programme has involved using digital tools to provide women in Sri Lanka with an easy, convenient and safe method to perform financial transactions.

The company launched AIA She Protect, a comprehensive life insurance product tailored for women, and has also formed strategic partnerships with Commonwealth Bank, Commercial Bank of Ceylon and the Women Chamber of Industry and Commerce to offer affordable life insurance and reach more customers.

AIA Sri Lanka has committed to engaging two million Sri Lankan women by 2025. AIA Sri Lanka has also committed to improving gender diversity in its own workforce.

As a result of targeted efforts to recruit, promote and retain female employees, the number of women in the company increased from 36% in 2018 to 46% in 2024.

IMPACT

24%

increase in female policyholders



500,000

women engaged through targeted initiatives and digital campaigns



First and only insurer in Sri Lanka to be EDGE (Economic Dividends for Gender Equality) certified as of May 2023



¹ Insurance Regulatory Commission of Sri Lanka, Annual Report, 2021.

² World Bank Group, World Bank staff estimates based on age/sex distributions of United Nations Population Division's World Population Prospects: 2024 Revision.

³ International Labour Organization. ILO Modelled Estimates and Projections database, 2023.

⁴ McKinsey Global Institute, The Power of Parity: Advancing Women's Equality in Asia Pacific, April 2018.



AIA ESG REPORT 2024

Feedback from our diverse set of stakeholders is crucial for us to continue improving on our ESG performance and disclosure practices.

If you have any questions, comments or feedback please contact our ESG team at esg@aia.com or write us at the address below:

Environmental, Social and Governance (ESG) Team
12/F, AIA Building 1 Stubbs Road, Wan Chai, Hong Kong