



HEALTHIER, LONGER,
BETTER LIVES

AIA ESG REPORT 2023

Sustaining Healthier, Longer, Better Lives

Healthier planet, healthier communities.





Sustaining Healthier, Longer, Better Lives

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

Sustaining Healthier, Longer, Better Lives is about delivering on our Purpose, creating value for all stakeholders and futureproofing our business through making our Environmental, Social and Governance (ESG) philosophy integral to how we do business.

As the largest pan-Asian life and health insurer and a significant asset owner and investor, we recognise the scale of positive transformation we can make to create a healthier, sustainable future for Asia.

Our ESG Report 2023 showcases the actions we are taking to create this future.





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Climate Action

AIA becomes the **FIRST PAN ASIAN LIFE AND HEALTH INSURER** to get Science based targets validated for operations and investments

AIA Published its **FIRST EVER CLIMATE TRANSITION PLAN**

At COP28, AIA Chairman of ESG Committee was called to discuss the 'Just energy transition to net-zero' at **"CARING FOR CLIMATE"** organised by United Nations Framework Convention on Climate Change, United Nations Environment Programme, United Nations Global Compact for our work on climate

At COP28, AIA presented our Climate Transition Plan together with SBTi CEO, Luiz Amaral, at the Singapore Pavilion

Sustainable Operations

100% of all new buildings and redevelopments to be green certified

94% DIGITAL SUBMISSIONS achieved from our buy, service, and claims transactions, reducing paper usage across our operations

91% electronic submissions for claims

Health & Wellness

US\$21 BILLION paid in total benefits and claims, which is an increase of US\$2 billion on a comparable basis*

AIA serves the holders of more than **42 MILLION** individual policies and over **18 MILLION** participating members of group insurance schemes

387 MILLION people engaged through AIA One Billion by the end of 2023

* The benefits and claims for 2023 includes the Unit-linked contracts under IFRS 17. On a comparable basis the 2022 claims and benefits were US\$19 billion.

People & Culture

SECOND year recognised with the **GALLUP EXCEPTIONAL WORKPLACE AWARD**

41.6% women in senior leadership

TOP QUARTILE in Gallup's global finance and insurance industry benchmark of employee engagement for a seventh consecutive year

AIA'S FIRST FLAGSHIP ESG 101 fundamentals education programme rolled out to over 25,000 employees, over 24,000 employees have completed the programme

Sustainable Investment

Maintained **100%** coverage of general account investments against in-house ESG Rating Scorecard

FIRST company globally to mandate the **CFA INSTITUTE'S CERTIFICATE IN ESG INVESTING** qualification for our in-scope investment professionals

US\$6.3 BILLION invested in Green, Social, Sustainability Bonds

Effective Governance

AIA recognised as **ESG INDUSTRY** and **REGIONAL LEADER** by Sustainalytics

All AIA Group Limited Board members are Independent Non-executive Directors (INED's) aside from Group Chief Executive and President

MSCI **ESG RATING OF AA** for three consecutive years

RANKED FIRST on ESG and Most Honored Company Overall by Institutional Investor Research in their Asia Pacific (ex-Japan) Executive Team Rankings*

* A total of 6,474 investors, portfolio managers and analysts from 1,646 voter firms participated in this survey.

2023 ESG Highlights

Key ESG memberships and supporting commitments



Local awards and recognition

AIA THAILAND

- Most Innovative Environmental Program Initiative at the 2022 International Finance Awards
- Health Promotion Award at the 2023 Asia Responsible Enterprise Awards

AIA CAMBODIA

- Social Impact (large company) Award at the AmCham Cambodia 2023 CSR Impact Awards

AIA SRI LANKA

- Zero Waste and Efficient Resource Utilisation, Waste Reduction Award, at the 2023 ESG Business Awards

AIA MALAYSIA

- Gold Good Health and Wellbeing Award at The Star ESG Positive Impact Awards 2022

AIA INDONESIA

- Education Insurance Initiative of the Year, Social Media Initiative of the Year, Customer Service Initiative of the Year, and Mobile App of the Year Awards at the 2023 Insurance Asia Awards
- Fortune Indonesia Change the World 2023

AIA HONG KONG

- Best Corporate Financial Education and ESG Leadership of the Year Awards at the 2023 IFPHK Financial Education Awards
- ESG Leading Enterprise Award at the 2023 Hong Kong General Chamber of Small and Medium Business
- Best Office Development at the 2023 Asia Pacific Property Awards

AIA TAIWAN

- National Sustainable Development Award, Enterprise Category, for 2023 from the Council for Sustainable Development
- Taiwan iSport Certification

AIA VIETNAM

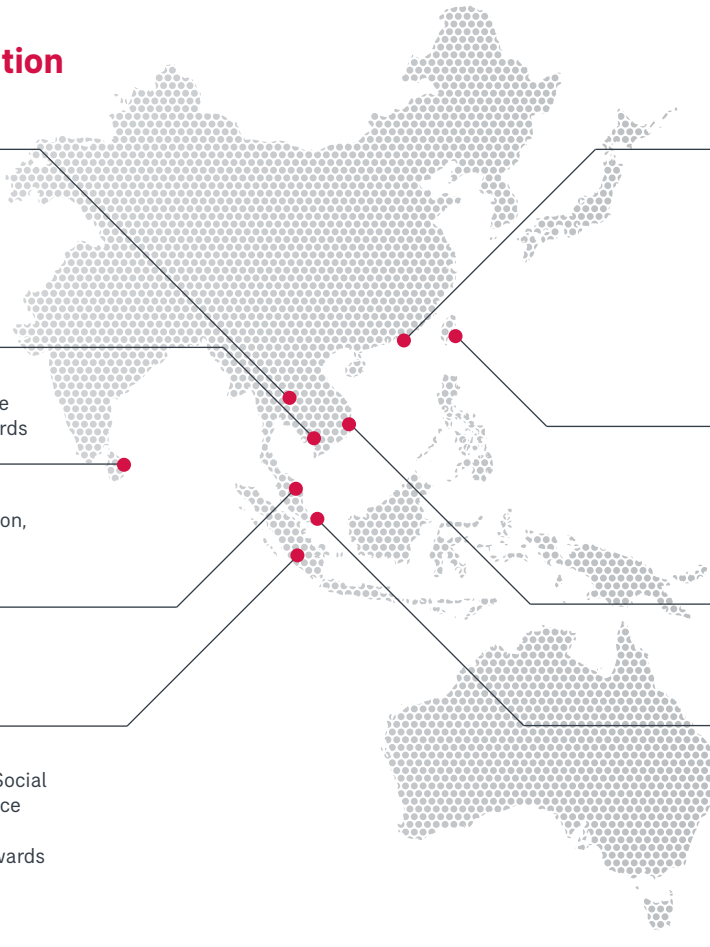
- Digital Transformation Award at the 2023 Golden Dragon Awards

AIA SINGAPORE

- Gold Healthier Workplaces Award at the 2023 Building and Construction Authority Green Mark Awards

AIA NEW ZEALAND

- Excellence in Sustainability Practices and Excellence in Wellbeing & Inclusion awards at the 2023 Financial Services Council Awards



INTRODUCTION

2023 ESG Highlights



We are contributing to a healthier planet and healthier communities by driving positive change through our ambitions, business activities and partnerships.

Images clockwise from top left:

1. AIA's participation at COP28
2. Group General Counsel, Mitch New with Group Head of Sustainability, Amita Chaudhury speaking at COP28 SBTi fireside chat
3. Group Chief Investment Officer, Dr Mark Konyn at COP28 SG Pavilion Panel on Impact Investing
4. LeapFrog partners with AIA to accelerate impact investing in Asia
5. Group General Counsel, Mitch New at COP28 UNGC Caring for Climate
6. AIA's participation in the Business Climate Lab for a Just Transition Panel

FROM AMBITION TO ACTION: FAST-TRACKING DECARBONISATION THROUGH SETTING CREDIBLE SCIENCE-BASED TARGETS

5 December, 15:00-15:40 GMT+4
Singapore Pavilion

Luiz Amaral, CEO, Science Based Targets initiative (SBTi)

Mitch New, Group General Counsel, AIA

Amita Chaudhury, Group Head of Sustainability, AIA Group



BLUE ZONE
HOLDERS ONLY



Business Climate Lab for a Just Transition

05 DECEMBER 2023 | 12:00 PM | EXPO CITY HALL



About AIA Group

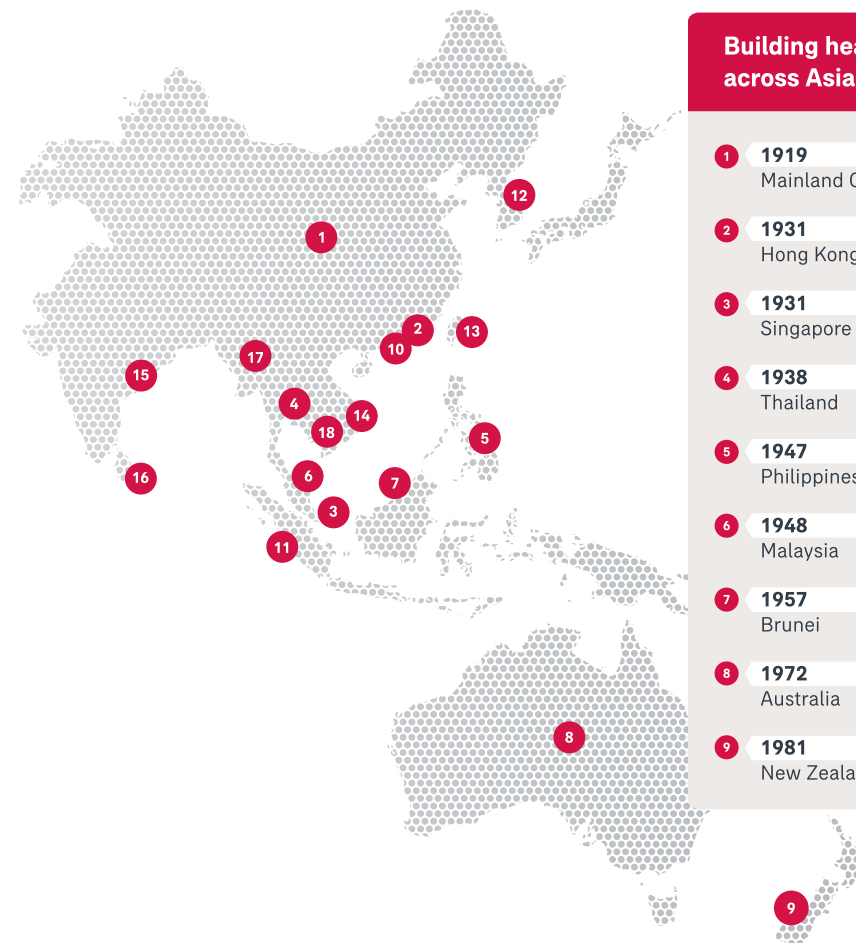
AIA Group Limited and its subsidiaries (collectively 'AIA' or the 'Group') comprise the largest independent publicly listed pan-Asian life insurance group.

We have a presence in 18 markets – with wholly-owned branches and subsidiaries in virtually all of our markets and as 49 per cent owners in a joint venture in India.

The business that is now AIA was first established in Shanghai in 1919. With total assets of US\$286 billion as of 31 December 2023, we are a market leader in Asia (ex-Japan) based on life insurance premiums and hold leading positions across many of our markets.

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 42 million individual policies and over 18 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 code '1299' for HKD counter and '81299' for RMB counter with American Depositary Receipts (Level 1) traded on the over-the-counter market (ticker symbol: 'AAGIY').



Building healthier communities across Asia as a leading insurer

| | | | |
|---|-------------------------------|----|-------------------------------|
| 1 | 1919 Mainland China | 10 | 1982 Macau SAR |
| 2 | 1931 Hong Kong SAR | 11 | 1984 Indonesia |
| 3 | 1931 Singapore | 12 | 1987 South Korea |
| 4 | 1938 Thailand | 13 | 1990 Taiwan (China) |
| 5 | 1947 Philippines | 14 | 2000 Vietnam |
| 6 | 1948 Malaysia | 15 | 2001 India |
| 7 | 1957 Brunei | 16 | 2012 Sri Lanka |
| 8 | 1972 Australia | 17 | 2013 Myanmar |
| 9 | 1981 New Zealand | 18 | 2015 Cambodia |



CHAIRMAN'S STATEMENT

“Our Purpose encapsulates our belief that healthy communities and healthy environments form the bedrock of sustainable economic and social development.”

Edmund Sze-Wing Tse,
Independent Non-executive Chairman

Chairman's Statement

I am honoured to share our report on the progress we have made towards our environmental, social and governance commitments across our business in 2023.

AIA's ESG efforts continue to be deeply embedded in our strategy. Our deeply held belief is that the integration of our ESG Strategy with our broader commercial strategy creates value for all our stakeholders. It provides assurance to our policyholders that our promises to them and to their families will be kept. It provides assurance to our shareholders that AIA Group will continue to deliver superior and sustainable value over time. And to our employees, agents and our communities, it provides assurance that AIA Group will continue to commit its substantial resources to support healthier communities and a healthier planet.

We are of course very proud of our legacy of trust built over more than a century of operation in Asia. As we prioritise the five pillars of our ESG Strategy, we believe that we add to that legacy of trust. In working towards a healthier planet and healthier communities, we hope we are cultivating a sense of interconnectedness. In weaving together these threads, we strive to balance providing benefits to individuals while contributing to the vitality of our planet and the resilience of our communities.

Climate remains a critical area of focus for us. As a significant asset owner and investor in the region, climate resilience remained a core focus in 2023. Building on the work of countless people throughout AIA over many years, our Board was very pleased to see the Group have its SBTi emissions reduction targets validated. This critical milestone enabled the Group to publish its first detailed Climate Transition Plan.

Our governance framework is fully integrated into how we operate and enables our Group to effectively manage ESG-related risks and opportunities. This ensures accountability and alignment between our ESG efforts and our business objectives as we meet emerging challenges. Independence and diversity in our Board provide us with the range of expertise and experience needed to lead the Group through ongoing change. We remain committed to ensuring that the highest standards of governance are maintained across the business. With the addition of three new Independent Non-executive Directors in 2023, we continued to build on our diversity of relevant experience, adding new insights and perspectives.

Achieving net-zero will require concerted action and collaboration with our various stakeholders. While much progress has been made in 2023, we are perhaps at the end of the beginning. We look forward to continuing engagement with customers, employees and agents, governments and regulators, investors and our communities as we pursue the achievement of our ambitious targets. The support we enjoy from all of our stakeholders is the driving force behind our progress, and I am confident that together we can continue to deliver on our Purpose by contributing to a healthier planet and healthier communities.

Sincerely,

Edmund Sze-Wing Tse
Independent Non-executive Chairman

STATEMENT FROM THE GROUP
CHIEF EXECUTIVE AND PRESIDENT

“We are guided by our Purpose of helping people live Healthier, Longer, Better Lives as we collectively focus on delivering value for our stakeholders through our efforts across our ESG strategic pillars.”

Lee Yuan Siong,
Group Chief Executive and President



Statement from the Group Chief Executive and President

For more than a century, AIA has provided financial and health protection to millions of people across Asia-Pacific, building a legacy of trust in the region.

We are guided by our Purpose of helping people live Healthier Longer Better Lives as we collectively focus on delivering value for our stakeholders through our efforts across our ESG strategic pillars of Health & Wellness, Sustainable Investment, Sustainable Operations, People & Culture and Effective Governance. Today, the Asia-Pacific region is facing complex environmental and social challenges including climate change, more intense and frequent weather events, biodiversity loss, the rise of non-communicable diseases, widening socio-economic gaps and ageing populations. As the largest pan-Asian life and health insurer, it is our responsibility to respond to these challenges by creating relevant solutions and taking appropriate action to contribute to a more sustainable future for our planet and communities.

Since the launch of our ESG Strategy in 2021, we have made great strides in executing our priorities and driving positive outcomes. 2023 was a milestone year for us and we took bold actions to address the most pressing concerns particularly for our climate. We became the first pan Asian insurer to have its near-term emissions reduction targets validated by the Science Based Targets initiative (SBTi). We also published our first Climate Transition Plan, which outlines AIA's roadmap to achieving these targets and the integration of climate considerations into our governance, risk management and engagement initiatives that will support our path towards our climate goals.

I am proud to present our 2023 ESG Report which highlights the significant progress we have made in the last year to advance our commitment to sustainability through our ESG strategy.

Measurable Progress across our Five Strategic Pillars

Health and Wellness

By focusing on engaging, inspiring, and delivering better health outcomes, championing financial inclusion and expanding access to quality care, we are able to create a wider and positive impact on society. In 2022, we underscored our commitment to helping communities across Asia by setting ourselves a target to engage with one billion people by 2030 and help them live Healthier, Longer, Better Lives. By the end of 2023, we have engaged with 387 million people towards our goal, inspiring them to improve their physical, mental, and environmental wellness while championing financial inclusion. This was achieved through a series of engagement touchpoints including advice, partnerships, events, community programmes and campaigns that drive behavioural change and create social impact. Our AIA One Billion ambition focuses on leveraging insights from AIA Vitality that helps us in understanding the motivation of people and choosing the most impactful way to engage them to drive better outcomes for all.

Sustainable Investment

As a leading asset owner, we are able to deliver long-term value by allocating capital to companies that share the same commitment to driving sustainable outcomes, investing for the future and lowering our exposure to the risk of stranded assets in a future low-carbon economy. In 2023, our Scope 3 near-term emission targets were validated by the SBTi and we also became the first company globally to mandate the CFA Institute ESG certification for our investment professionals, demonstrating our commitment to integrating sustainability in the way we invest and do business.

Sustainable Operations

We are committed to reducing the environmental footprint of AIA's operations as well as incorporating ESG factors in our sourcing considerations. In 2023, we received validation of our Scope 1 and Scope 2 near-term emission reduction targets and 94 per cent of all our buy, service and claims transactions were submitted digitally.

People & Culture

We empower our people to succeed by fostering a learning environment and ensuring equitable and fair processes for employment as well as progression in a diverse, inclusive, and supportive culture. In 2023, we received multiple employee engagement and people awards including the Gallup Exceptional Workplace award for the second consecutive year and we were in top quartile of Gallup's global finance and insurance industry benchmark of employee engagement for seventh consecutive year. We have launched LIFT (Learn. Integrate. Focus. Thrive.) programme that combines digital and in-person experiences to equip and support employees. In addition to the progress we are making in advancing our ESG strategy pillars, we continue to build internal awareness and a culture of sustainability within AIA. In 2023, we introduced our flagship ESG 101 Fundamentals programme, for over 25,000 employees. I'm particularly pleased to note that nine out of ten employees at AIA take pride in working for the company due to our commitment to sustainability.

Effective Governance

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. This provides the necessary management oversight, incentives, organisational accountability, data governance systems and transparent reporting processes that enable us to succeed. Our efforts have been acknowledged and recognised by various rating agencies, including the prestigious Sustainalytics ESG Industry Top-Rated Badge and ESG Region Top-Rated Badge as well as being included in Hang Seng Corporate Sustainability Index Series. Additionally, we have achieved the lowest risk rating since our evaluation by Sustainalytics. Across our organisation, our ESG endeavours are gaining external recognition, including being ranked first on ESG by Institutional Investor Research in their Asia Pacific (ex-Japan) Executive Team Rankings, ten of our business units/markets were recognised for their ESG awards demonstrating stronger integration of ESG into markets.

Statement from the Group Chief Executive and President

Looking Ahead

Our governance and ESG practices serve as the cornerstone of our organisational ethos, reflecting our unwavering commitment to responsible and sustainable business conduct. With a robust governance framework firmly in place, we ensure accountability, transparency, and ethical decision-making across all levels of our operations. Our ESG initiatives are deeply embedded in our corporate culture, driving us to continually innovate and implement strategies that positively impact the environment, society, and our stakeholders. By integrating ESG considerations into our business strategy, we strive to create long-term value while fostering resilience and adaptability in the face of evolving global challenges. Through proactive engagement with stakeholders and adherence to best practices, we uphold our dedication to making a meaningful difference in the world while delivering sustainable growth and prosperity for all.

At AIA, we know that long-term success is the product of collective action and collaboration with all our stakeholders. As you read this report, I hope you find plenty to inspire you, particularly the commitment, passion, and willingness to collaborate that are driving meaningful change at AIA. I am eager to report the progress we make in the coming year as we continue to help people across Asia to live Healthier, Longer, Better Lives.

With warmest regards,

Lee Yuan Siong
Group Chief Executive and President

2023 Milestone: Climate Action

As the largest pan-Asian life and health insurer, we are dedicated to fostering a sustainable future for the region.



Validation of Science-Based Targets



Launch of AIA's first Climate Transition Plan

We are committed to leveraging our resources, partnerships, knowledge and influence to facilitate a responsible and just transition for the communities we serve. Embedding climate action and net-zero commitments and targets into our core business is fundamental to delivering on our Purpose of helping people live Healthier, Longer, Better Lives.

Our Climate Action

In 2023, the world experienced its hottest year on record, signalling a turning point in the ongoing climate crisis. The consequences of unprecedented climate events are far-reaching – impacting ecosystems, biodiversity and human health. As a vital driver of economic growth and home to 60 per cent of the world's population, Asia will be critical to achieving global net-zero emissions by the middle of this century. Given our scale, AIA has a responsibility to contribute to a healthier, sustainable and inclusive future for the region.

AIA is committed to achieving net-zero greenhouse gas (GHG) emissions by 2050 and in 2023 became the first pan-Asian life and health insurer to have our near-term targets validated by the SBTi. Anchored in science and aligned to the Paris Agreement, SBTi targets serve as critical milestones for our decarbonisation journey. These targets establish a system of accountability, ensuring that we are consistently evolving our practices and methodologies towards a more sustainable future.

To demonstrate our implementation roadmap to achieve these targets, this year we published our first Climate Transition Plan which brings together our climate vision, strategy, targets and execution plan. Our Climate Transition Plan was developed in line with frameworks developed by the Transition Plan Taskforce (TPT), Glasgow Financial Alliance for Net Zero (GFANZ) and the CDP.

OUR SBT AND CLIMATE COMMITMENTS

| | Near-term target | Long-term commitment |
|--|--|--|
| Our operations | 2030 -46.2% reduction of Scope 1 & 2 emissions | 2050 Net-zero Scope 1 & 2 emissions |
| Our investments Portfolio Coverage Approach | 2025 31% of in-scope portfolio setting SBTi-validated targets | 2040 100% of in-scope portfolio setting SBTi-validated targets |
| Our investments Sectoral Decarbonisation Approach for Power Generation | 2030 -49.3% per MWh reduction of emissions from in-scope power generation sector portfolio | 2050 Net-zero emissions from power generation investments |
| Our investments Sectoral Decarbonisation Approach for Real Estate | 2030 -58.5% per sqm reduction of emissions from in-scope real estate sector portfolio | 2050 Net-zero emissions from in-scope real estate investments |

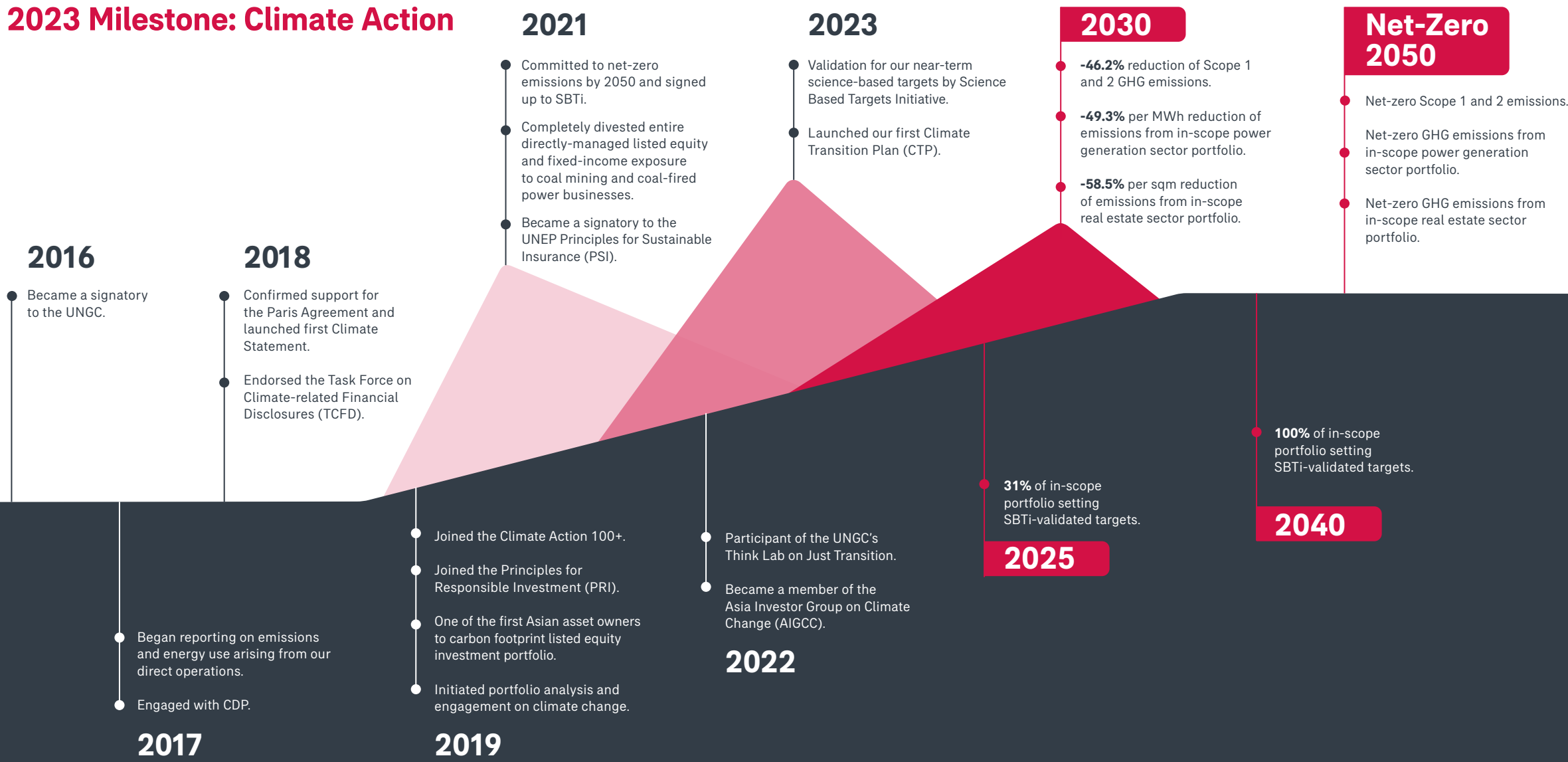
More details are available in our 'Climate Transition Plan'.

The validation of our operational emissions reduction targets by SBTi is the culmination of two years of work by cross-functional teams from the Group Office and across AIA's markets. Having achieved this milestone and set a clear path forward, we have begun implementation as we strive to contribute to global emissions reduction.

Our Climate Transition Plan articulates how we intend to achieve our targets and prioritise actions across the Group. Operational teams across our 17 in-scope business units are preparing local decarbonisation roadmaps and the operational changes that will support the achievement of Group-wide SBTi targets.

We continue to engage our people to contribute to our climate goals. Through our bespoke ESG 101 e-learning programme and other in-house learning channels, our employees are taking increasing ownership of their part in our methodology and strategy to allow individual participation in our Climate Transition Plan. We are building knowledge on ESG and climate internally through internal channels and our ESG 101 e-learning programme. 24,108 employees have completed our ESG 101 Fundamentals programme since it was launched in July 2023. We have continued to invest in building the capability of our ESG leads in each market through knowledge sharing, education and external recruitment, where appropriate.

2023 Milestone: Climate Action



ESG Governance at AIA

“



Mitch New
Group General Counsel
and Chairman of the
ESG Committee

We view high standards of governance as essential to creating sustainable, long-term value. Our actions as a responsible and trusted business today build on our over 100-year legacy and support our continued growth.”

Robust governance is the foundation of trust that enables us to deliver on our Purpose and our ESG Strategy.

Good governance means that we have the necessary structures, policies and processes in place to manage our business, including our environmental, social and governance impacts responsibly. Through this framework, we ensure clarity, transparency and accountability for decisions made at all levels of the business. This allows us to further enhance stakeholder trust and foster a culture of long-term value creation.

Our governance goes beyond compliance; we recognise its importance to delivering positive social and environmental outcomes and sustainable financial performance. It ensures accountability for achieving the goals we set ourselves, aligned with the organisation's values and stakeholders' expectations.

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 is ultimately responsible for all matters related to ESG and is supported by various governance bodies and dedicated business functions.

[Find out more about the role of our Board in our 2023 Effective Governance Subsection Report](#)

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 core objectives of the ESG Committee are:

- 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/targets
- Sets ESG policies and objectives, and
- Endorses targets and key performance indicators,

ESG Governance at AIA

Climate and Net-Zero Steering Committee

The Climate and Net-Zero Steering Committee oversees AIA's SBTi and net-zero 2050 commitments. This Committee is supported by the Net-Zero and SBTi Working Group composed of senior specialists from across the Group's operations.

Find out more about the membership and structure of our Climate and Net-Zero Steering Committee in the 2023 Milestone: Climate Action section of this Report.

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, and
- Engaging with our business units to build capability and understanding of ESG issues among the leadership team and across the organisation.

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.

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.

Embedding ESG into executive compensation

AIA is committed to responsible remuneration practices to attract, motivate and retain employees at all levels across the Group. Our remuneration programme is designed to reward all individuals competitively and fairly for their impact and contribution, irrespective of gender, ethnicity, age, disability or other non performance-related factors, balanced against sound risk management. AIA's remuneration framework includes incentives, aims to motivate executives and employees to deliver on key short- and long-term objectives and aligns with the interests of key stakeholders of AIA, including those of long-term shareholders.

Our five-pillar ESG Strategy has been built with a clear roadmap to act on our major material topics and has well defined KPIs for measuring overall progress. Achievement of these KPIs is the responsibility of various functions and senior leadership based on their portfolios. A robust Group-wide performance management framework is applied, assessing employees' and executives' contributions and behaviours based on individual goals established at the beginning of the year.

This ensures that reward outcomes reflect both results achieved and behaviours demonstrated, balancing the financial and non-financial aspects. Moreover, integrating these ESG KPIs into the annual goal-setting process allows for a comprehensive assessment of ESG performance, which is followed by periodic reviews both at team level and senior leadership level.

AIA's performance and rewards approach supports the achievement of AIA's business strategy, which includes rewarding employees for the achievement of strategic objectives by taking into consideration the Group's capital position and long-term performance whilst not inducing excessive risk-taking behaviours or violations of applicable laws, guidelines or regulations. Our remuneration policy serves to support the above objectives through appropriate governance, design, implementation and monitoring of AIA's remuneration and risk management framework. This 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.



Further details on the Group's remuneration framework are set out in the Remuneration Report as part of the Annual Report 2023, to be published in April 2024.

Engaging Our Stakeholders




The success of our ESG Strategy relies upon effective engagement with our stakeholders, which enhances our ability to identify and address significant sustainability challenges and opportunities.

We engage with our stakeholders by identifying key individuals or groups that have an interest in our performance and growth and continue to refine our ESG Strategy based on their feedback. Various stakeholder groups also provide opportunities for growth and innovation.

We continued to deepen our comprehensive engagement across various platforms in 2023 to better understand how stakeholders are impacted by different material topics.

| KEY STAKEHOLDER GROUPS | WHY WE ENGAGE | HOW WE ENGAGE | TOPICS OF DISCUSSION |
|---|--|---|---|
|  <p>Customers</p> | <p>Listening to our customers is crucial as they provide feedback to facilitate the ongoing improvement of our products, services, operations and offerings.</p> | <ul style="list-style-type: none"> Regular customer contact points and feedback channels: <ul style="list-style-type: none"> - Customer Relationship Survey (CRS) - Real-time Customer Survey (RCS) Consumer Sentiment Research that employs research instruments including Macro and Consumer Trends Research, Ethnographic In-depth Interviews and Quantitative Online Survey. | <ul style="list-style-type: none"> Customer Journey Customer Experience Holistic Health and Wellness Financial Wellness Healthcare Needs Retirement Life and Aspiration Consumers' attitude on ESG topics. |
|  <p>Employees and Agents</p> | <p>Our people are fundamental to our performance and sustainable growth. We regularly solicit feedback from our employees and agents to identify the right actions to cultivate an engaging and inclusive place to work.</p> | <ul style="list-style-type: none"> Employee engagement surveys Townhalls and other forums led by our senior leaders Employee networks, focus groups and other discussion forums Conferences, training and talent development programmes for employees Performance appraisal and employee coaching. | <ul style="list-style-type: none"> AIA Culture, employee engagement and the employee experience Employee well-being Diversity and inclusion Employee training, career development and professional growth. |

Engaging Our Stakeholders

| KEY STAKEHOLDER GROUPS | WHY WE ENGAGE | HOW WE ENGAGE | TOPICS OF DISCUSSION |
|--|---|---|--|
|  <p>Governments and Regulators</p> | <p>We work closely with government agencies and regulators in the markets where we operate in order to elevate sustainable business practices and to 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. |
|  <p>Investors</p> | <p>We focus on strengthening investor trust and regularly engage with investors to communicate our ESG Strategy and progress. This two-way communication between the Company and the investment community 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 (ISS), CSA, MSCI, Sustainalytics, CDP, BGEI • Investor conferences, meetings, calls and correspondence • VOD (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. |
|  <p>Communities</p> | <p>Given the breadth and impact of our businesses across Asia, we regularly seek interactions with the public at large in our collective pursuit to contribute to positive change.</p> | <ul style="list-style-type: none"> • Engagement initiatives as a part of AIA One Billion, such as the AIA Healthiest Schools Programme, AIA Voices and local CSR 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 & External Advocacy

“



Amita Chaudhury
Group Head
of Sustainability

We aim to motivate and inspire our stakeholders to join the collective effort for a healthier planet and healthier communities for future generations.”

Engaging our employees

It is only through our employees that we will be able to deliver on our ESG Strategy. We continue to foster a culture in which our people are deeply engaged in our ESG journey across functions and markets.

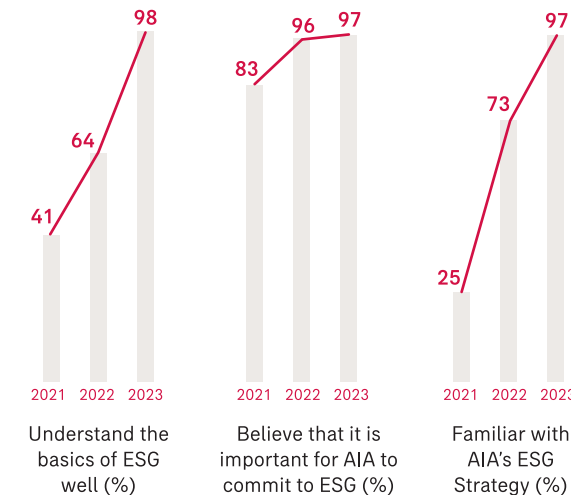
In our third annual ESG Pulse survey in 2023, employees reported strong support for our ESG engagement efforts. The survey found increased ESG awareness amongst our employees and support for AIA's ESG ambitions. The survey also showed strong employee support for our progress in our Health & Wellness, Sustainable Investment and Sustainable Operations strategic pillars. As a result of our commitment to ESG, nine out of 10 participating employees said that they feel proud to work at AIA.

In 2023, we deepened this commitment through a range of initiatives designed to inspire, engage and educate our people on ESG topics. These included:

- In July 2023 we launched our ESG 101 education module to continue building a consistent understanding of ESG across AIA. The module provides employees with foundational knowledge of ESG and our ESG Strategy and provides tangible individual actions to create positive change. Offered in seven languages, ESG 101 is available to all 25,927 AIA employees and forms part of the mandatory learning programme for new joiners. 24,108 employees completed the programme in 2023 and 92 per cent rated it 5 stars.

- Our monthly ESG Newsletters share ESG practices and initiatives from the Group Office and local markets, building awareness and encouraging sustainable behaviours through participation. Various company-wide challenges were launched including AIA's People and Nature Photography Contest, an Eco-Bingo challenge and more.
- AIA celebrates days of significance to encourage sustainability action. Over 8,000 employees across nine business units took part in local Earth Day 2023 activities. Employees from 11 markets took part in Group ESG's Eco-Bingo Challenge, inspiring employees to embrace sustainable habits such as recycling and eliminating single-use plastic. AIA's 30x30 Nature Challenge encouraged all 25,000 employees to spend time in nature for World Environment Day.
- We hosted our first-ever ESG Show, a major internal event showcasing our ESG Strategy and 2022 performance highlights. The show attracted over 3,000 online viewings and engaged 1,620 colleagues across 22 in-person viewing events.
- We designed the multi-year 'AIA Can: An Eco-Office Movement' programme to engage our employees to embrace and adopt environmentally conscious mindsets, attitudes and behaviours for a more sustainable AIA and a healthier planet. The programme focuses on engagement activities across six focus areas: waste management, energy usage, water usage, travel and transportation, sustainable procurement and health and wellness. Six briefing calls were held with 14 business units and 53 individuals for input into the programme's design to increase employee buy-in and support. AIA Can is scheduled to be launched in 2024.

OUR ESG ENGAGEMENT EFFORTS HAVE LED TO A GREATER SENSE OF PRIDE IN AIA



9 out of 10 Respondents feel proud to work at AIA as a result of our ESG commitments

Significant growth in organisation-wide ESG awareness fuels deeper engagement and company pride at AIA

Internal Engagement & External Advocacy

Engagement efforts for a 1.5-degree future

Efforts to keep global warming well below 2°C, preferably to below 1.5°C, compared to pre-industrial levels requires countries to achieve net-zero by mid-century. Alongside government and public sector action, private sector participation, supported by private finance, is essential to achieving a just transition to net-zero. Given our scale, AIA undoubtedly has a role to play in this transition.

In 2023, AIA participated in strategic programmes and advocacy opportunities to encourage collective effort to advance the climate agenda. These collaborative efforts underscore our commitment to and leadership of the region's discussion on climate change mitigation and adaptation with a range of stakeholders. We champion this through a range of initiatives including:

- At COP28, Mitch New, AIA's Group General Counsel and Chairman of the ESG Committee, and Luiz Amaral, CEO of SBTi, joined to discuss best practices and practical guidance to turn net-zero ambition into concrete action plans with credible science-based targets. Amita Chaudhury, AIA's Group Head of Sustainability, also announced the launch of our Climate Transition Plan for Net-Zero 2050 and shared our insights from our mission to reduce emissions across Asia.

- At the COP28 Singapore Pavilion, AIA also hosted a panel discussion titled 'Impact Investing for Climate Resilience and Sustainable Development Goals' which featured speakers from Temasek Holdings, LeapFrog Investments and our Group Chief Investment Officer Dr Mark Konyn. The session saw AIA sharing learnings from its growing efforts in impact investing, and an insightful discussion on the opportunities that private sector finance can play in addressing the significant environmental and social challenges that the Asia Pacific region faces.
- Mitch New addressed more than 50 CEO-level representatives across different sectors at the UN Global Compact's High-Level Meeting of Caring for Climate on 3 December at COP28. The session discussed how the far-reaching consequences of climate change necessitate an urgent response from the private sector that is just and inclusive, and science-backed. Speaking on the topic of 'Accelerating a just energy transition to net-zero' Mitch included in his sharing AIA's complete divestment from coal mining and coal-fired power businesses in 2021 as well as its continued commitment towards Net-Zero by 2050.
- Amita Chaudhury also spoke on UNGC's panel 'Leaving No One Behind: Empowering the Supply Chain for a Just Transition' at COP28. The session convened business leaders to discuss the critical role companies play in improving the sustainability and resilience of their supply chains through a just transition; from capacity building for risk management and net-zero commitments to access to finance and innovation.
- AIA contributed to the SBTi Financial Net-Zero Expert Advisory Group, as one of the corporate leaders representing Asia, providing guidance on the development process for the financial services sector.
- We continued to advocate for climate-friendly policies and sustainable investment in Asia Pacific as a member of the Asia Investor Group on Climate Change (AIGCC).
- AIA is a launch partner and participant in Cathay Pacific's Sustainable Aviation Fuel (SAF) 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.
- Ms Chaudhury was featured on the climate change podcast, Outrage + Optimism. The episode, 'Lifelines vs Deadlines: The Need for Science Based Policy' explored the significant underlying barriers of our transition to a net-zero world and the importance of robust government policies for an effective transition.
- We engage with governments in our local markets to build a strong understanding of climate-related challenges and opportunities. In Malaysia, we are a Board member of the Joint Committee on Climate Change (JC3), a regulator-industry platform aiming to pursue collaborative actions for building climate resilience within the Malaysia financial sector. Similarly, AIA Singapore has participated in initiatives and consultations by the Green Finance Industry Taskforce which is convened by the Monetary Authority of Singapore.



Internal Engagement & External Advocacy

Fostering collaboration at our ESG Leads Conference

In October 2023, we held our second ESG Leads Conference in Hong Kong which featured Group Chief Executive and President, Lee Yuan Siong, and Group Executives including the Group General Counsel, Mitch New, the Group Chief Investment Officer, Dr Mark Konyon, Group Chief Risk Officer, Jayne Plunkett, and Group Chief Financial Officer, Garth Jones.

The event was an opportunity for attendees to share insights and best practices. At the end of the conference, colleagues joined ImpactHK's Kindness Walk, serving food and necessities to people experiencing homelessness in Hong Kong. The outputs of the conference are inputs for our strategic planning and a proof point for the Group's ESG Strategy continuing to evolve with input both from the Group Office and our business units.

Regular engagement with ESG Leads from across our business units ensures ongoing alignment and collaboration.

Engaging with local regulators to deliver real climate action

AIA prioritises constructive engagement with regulators as part of its broader commitment to delivering mutually beneficial stakeholder outcomes. Contributing to climate action is a particular focus, which is why AIA New Zealand participated in the consultation with the New Zealand Financial Markets Authority (FMA) and Reserve Bank of New Zealand (RBNZ).

The FMA seeks to keep proper climate-related disclosures (CRD) records. Recognising that this Guidance would have an impact on AIA New Zealand's current risk management and record keeping practices, AIA New Zealand submitted a paper supporting the view that climate-related reporting entities should develop climate reporting policies that include processes and controls to produce and retain records related to information disclosed in the climate statements. AIA New Zealand also submitted recommendations which have been adopted by FMA's Final Guidance published in October 2023.

In another response to the RBNZ's draft guidance on managing climate-related risks, AIA New Zealand sought to deliver meaningful climate outcomes by emphasising the need for alignment between the RBNZ requirements and the New Zealand Climate Standards (NZ CS). Final RBNZ guidance is due in March 2024.

Participation in industry groups is another way we collaborate and engage with regulators and industry peers. AIA Malaysia is a member the Risk Management and Data subcommittees under the Joint Committee on Climate Change (JC3), a collaborative effort to fortify climate resilience within the financial sector.

Through these subcommittees, AIA Malaysia has led and contributed to the development of industry resources such as the guidance for operationalising the Climate Change Principle-based Taxonomy.

These proactive engagements with regulators underscore the importance of financial sector collaboration in addressing the challenges posed by climate change, while exchanging perspectives to develop guidance that will be essential to shape the future of regulatory development.



Internal Engagement & External Advocacy

Robust stakeholder engagement supports our efforts to integrate our ESG Strategy into our operations in ways that are relevant to the delivery of long-term value for all our stakeholders.



Siriporn Phuttharak

Executive District Director of the largest General Agency Office in AIA Thailand

Engagement with our agents

AIA works closely with agents to ensure they are supported and well-equipped to thrive. With 33 years in the AIA agent network, Siriporn Phuttharak is Executive District Director of the largest General Agency Office in AIA Thailand. "When I first started, we had a very manual operation," Siriporn shares. "Today, AIA provides agents with a wealth of support and resources, including a digital platform, the 'AIAOne' app and recruitment support. This has helped us build trust with our customers and grow our business."

AIA regularly engages with agents to gather their input and feedback, fostering a culture of collaboration and learning. Siriporn takes part in quarterly General Agency Committee meetings with fellow agents and AIA executives, where ideas, suggestions and feedback are discussed. There are also opportunities to discuss ways to improve productivity and to escalate urgent feedback or customer matters directly with senior executives and the CEO when necessary.

This support includes in-person and online training and development opportunities on the essential skills for agent success, which are refreshed quarterly. AIA Thailand has also supported Siriporn's charitable foundation, Satien Phuttharak, which provides daily essentials and support to underprivileged people in memory of her late father.



Sonya Likhtman

EOS,
Federated Hermes

Engagement with our investors

We have had a productive dialogue with AIA for many years, covering a range of material sustainability and strategic issues. In 2023 we continued to engage with AIA on governance and Board effectiveness. Our discussions focused on ensuring genuine independence on the Board through healthy refreshment of Board Directors. We welcomed the appointment of three new independent Directors to the Board in 2023 and the improvement in Board gender diversity.

We also discussed the company's approach to addressing climate change and decarbonising its financed emissions to reach net-zero emissions by 2050. We were especially pleased to see the publication of the Climate Transition Plan in November 2023. We congratulate AIA for getting its near-term emission reduction targets validated as 1.5°C aligned by the Science Based Targets initiative, in line with our expectations. We will continue to engage on the implementation of the plan and further opportunities to strengthen the overall approach to climate change. We introduced a complementary focus on biodiversity loss in our engagement.

Finally, in 2023 we focused on AIA's strategy for increasing social and financial inclusion through ongoing development of products for under-served populations – a topic closely tied to business growth. AIA has numerous initiatives and products focused on financial inclusion and literacy, such as increasing microinsurance coverage for the rural population in India. Going forwards, we hope to see improved disclosure about AIA's overarching strategy for increasing social and financial inclusion.



Lia Merdekawaty

Head of Corporate Communications
for AIA Indonesia

Engagement with our customers

As Head of Corporate Communications for AIA Indonesia, Lia is responsible for ensuring the Company's mission, values and achievements are effectively communicated to help maintain trust and credibility. She utilises her skills to share ESG insights and initiatives with various stakeholders in an engaging way.

One such initiative in 2023 was a creative internal exhibition series that engaged employees in AIA's Net-Zero 2050 goal, sharing why we need to achieve net-zero and how each employee can help AIA succeed on this journey. AIA's ESG communications help people like Lia realise that each day their work is making a meaningful impact on the planet and the communities in which AIA operates.

AIA Indonesia pioneered a One Policy One Tree initiative. Piloted during 2023, the initiative plants a tree on our customers' behalf when they purchase an insurance policy. One Policy One Tree is a partnership with BenihBaik.com, a local NGO that plants and cares for the trees where customers receive an update on their tree growth each year. So far, 30,000 trees have been planted across five Indonesian provinces, with the potential of absorbing approximately 2,000 tonnes of CO₂e.

Collaborating to develop our net-zero targets and climate transition plan

Employees across the Group have been building their climate capabilities and a deeper understanding of our methodology, targets and strategy through internal channels including leader communication and monthly ESG newsletters. Across our 17 in-scope business units, cross-functional collaboration enabled us to set targets and develop local decarbonisation roadmaps across Operations and Investments, integrate climate into our risk management and governance and strengthen internal and external engagement.

Our regular engagement internally includes Group Office colleagues and senior stakeholders such as CEOs and Executive Committees across 17 of our business units¹. This is all to support the robust development of our SBTi validation journey and the finalisation of our Climate Transition Plan. This included rigorous baselining of emissions, developing targets and identifying the feasibility of decarbonisation levers, such as the electrification of our Hong Kong corporate car fleet, all of which will help drive decarbonisation across our operations. Finally, we have been engaged for several years with external stakeholders to support the validation and development of our Climate Transition Plan.

Find out more in the AIA Climate Transition Plan. For detail on AIA's ESG 101 Learning Programme, see the Internal Engagement & External Advocacy section of this Report.

¹ Excluding our joint-venture operations in India which are deemed outside of AIA's direct operational control.

Materiality: Focusing on What Matters for Our Stakeholders

AIA conducts a comprehensive materiality assessment every two years, most recently in 2022, to identify the most pressing ESG impacts, risks and opportunities. Each assessment is informed by extensive consultation with internal and external stakeholders. The results are used to shape our ESG Strategy and ultimately support the development and ongoing refinement of action plans for each identified material topic.

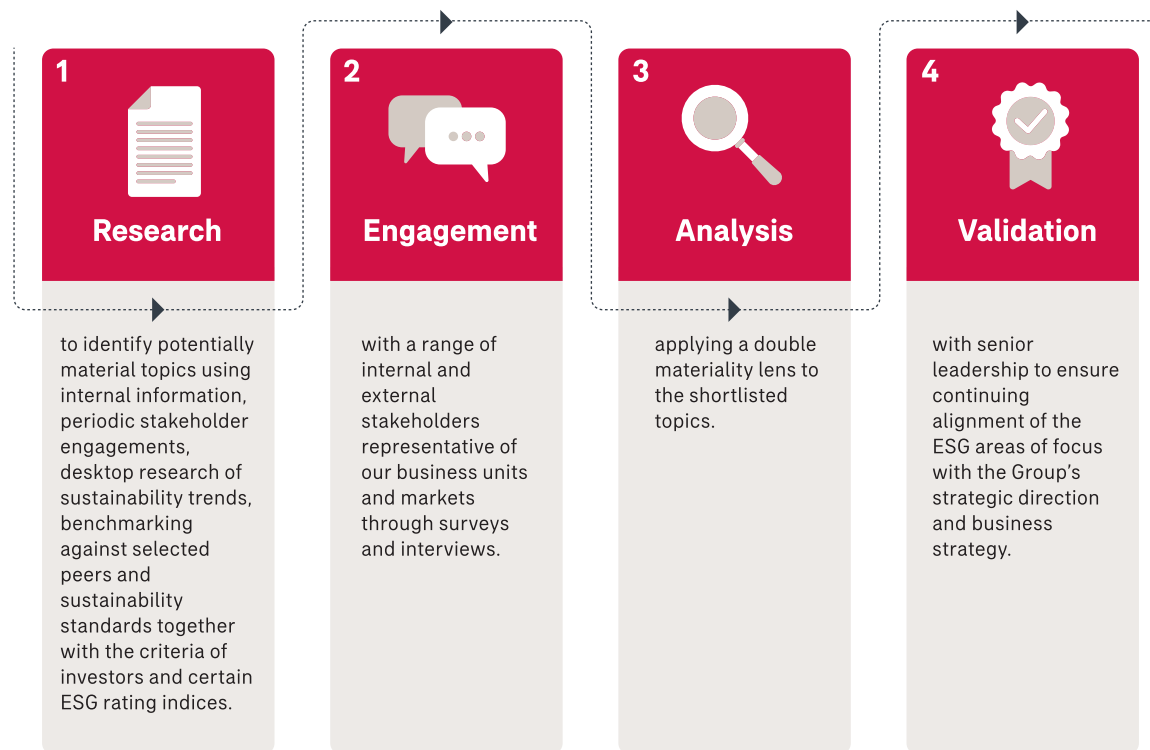
In alternate years, this assessment is complemented by additional stakeholder engagement and an internal review of material topics. In 2023, this process allowed AIA to further explore and implement changes recommended by the 2022 assessment.

During 2023, our stakeholder engagement efforts showed alignment across stakeholder groups on AIA's material topics and key ESG priorities. Environmental Responsibility and Climate Action remains a top priority for all groups, with Sustainable Investment, Health, Well-being and Financial Inclusivity also important topics.

A robust approach to materiality

We use a 'double materiality' lens in line with international standards and frameworks including the Global Reporting Initiative (GRI) and the International Sustainability Standards Board (ISSB). Double materiality assesses the impact of each topic on the economy, environment and people ('impact materiality'), and whether the topic could reasonably be expected to influence assessments of AIA's enterprise value ('financial materiality'). This approach ensures our assessment of ESG-related risk and opportunity considers all potential sources of enterprise value creation.

OUR MATERIALITY ASSESSMENT COMPRISED THE FOLLOWING STEPS:



Our material topics

We have identified five material topics that each contribute to our ability to operate sustainably while supporting our communities and the environment. These material topics are described in the diagram below. We have identified seven other topics that help us continue to refine our ESG focus.

MATERIAL TOPICS



Environmental Responsibility and Climate Action



Health, Well-being, and Financial Inclusivity



Sustainable Investment



Human Capital



Corporate Governance

OTHER MATERIAL TOPICS



Risk Management



Data Privacy and Cyber Security



Community Engagement and Investment



Diversity, Equity and Inclusion



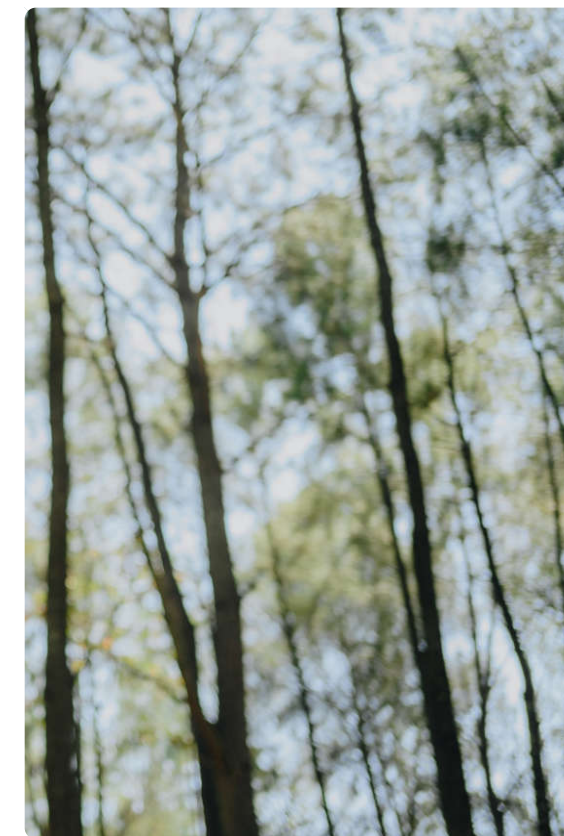
Business Ethics



Products and Service Digitalisation and Innovation



Responsible Marketing and Selling Practices



Our ESG Strategy

AIA's Purpose – helping people live Healthier, Longer, Better Lives – guides our ESG Strategy and reflects the integral connection between a healthy planet and healthy communities.

Our ESG Strategy focuses on creating long-term value for our stakeholders. We strive to address emerging challenges and identify new opportunities across our five ESG Strategy pillars – Health & Wellness, Sustainable Investment, Sustainable Operations, People & Culture and Effective Governance.

Our efforts to further integrate ESG into our business gained momentum in 2023 and we continue to deepen our approach towards sustainability. Supported by strong data systems, governance and assurance, we continue to develop our ambition, performance and accountability.



Our ESG Strategy

We fully embed our material topics into our operations. The table below showcases our Operating Philosophy and the integration of various material topics in the five pillars of our ESG Strategy. The inclusion of ESG issues within executive management goals promotes greater accountability in our ESG practices.

OUR STAKEHOLDERS

Customers

Employees and Agents

Governments and Regulators

Investors

Communities

MATERIAL TOPICS



OUR ESG STRATEGY PILLARS

| | | |
|--|--|--|
| | <p>Health & Wellness 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.</p> | <ul style="list-style-type: none"> Engaging Communities Across Asia Improving Access to Quality Healthcare Building Better Integrated Health and Wellness Outcomes |
| | <p>Sustainable Investment delivers long-term value by allocating capital to companies that commit to sustainable outcomes, investing for the future and lowering our exposure to the risk of stranded assets in a future low-carbon economy.</p> | <ul style="list-style-type: none"> Deepening ESG Engagement Augmenting ESG Training and Capacity Broadening Portfolio Inclusions Enhancing Portfolio Exclusions Our Portfolio and Climate Disclosures |
| | <p>Sustainable Operations aims to improve the environmental performance of AIA's operations as well as to incorporate ESG factors into sourcing considerations.</p> | <ul style="list-style-type: none"> Ensuring Greener Buildings Improving Our Environmental Performance Advancing Digital Transformation Encouraging Good ESG Practice |
| | <p>People & Culture 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.</p> | <ul style="list-style-type: none"> Supporting Development and Career Progression Accelerating Progress in Diversity and Inclusion Strengthening Risk Awareness Enriching and Rewarding Opportunities for All |
| | <p>Effective Governance ensures that AIA continues to operate to the highest standards of business practices, both in terms of its 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.</p> | <ul style="list-style-type: none"> Board Governance Ensuring Effective Risk Management and Responsible Business Practices Promoting Best ESG Practices ESG Ratings and Index Inclusions |

PRIORITIES

Our Health & Wellness Pillar

Our Purpose of helping people live Healthier, Longer, Better Lives is inextricably linked to ESG considerations.

As the largest independent publicly listed pan-Asian life insurance group, our customers can tailor a package from our wide range of protection and long-term savings propositions with health and wellness coverage solutions and services. This personalised approach ensures they can afford this protection both now and when health costs escalate as they age.

AIA's Integrated Health Strategy aims to improve the health and wellness of people and communities across Asia by transforming how individuals, corporates, payors and providers experience and manage health insurance and healthcare delivery. These solutions include strategic partnerships with outpatient clinics, more effective care management programmes and simpler healthcare journeys that deliver better health outcomes at a lower cost – making healthcare more accessible, affordable and effective.

“



Stuart Spencer
Group Chief
Marketing Officer

Driven by our Purpose, we're contributing to healthier communities across Asia by engaging people in improving their physical, mental and environmental wellness while championing financial inclusion. ”

“



Dr Kelvin Loh
Group Chief
Healthcare Officer

Our integrated approach is providing people with greater access to affordable and effective healthcare, leading to better health and wellness outcomes that help people live Healthier, Longer, Better Lives. ”

Summary of Priorities and Progress



PRIORITIES

2023 PROGRESS

1. Engaging Communities Across Asia

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

- We have reinforced our commitment to communities across Asia by setting ourselves a target to engage one billion people by 2030 to live Healthier, Longer, Better Lives.
- 387 million people engaged through AIA One Billion by the end of 2023.



Find out more on pages 4-10 of our 2023 Health & Wellness Subsection Report

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

- 13 live markets
- 3.1 million AIA Vitality and AIA China Wellness customers

Telemedicine

- 10 live markets
- 6.7 million telemedicine eligible lives
- 85% year-on-year increase in the number of consults

Personal Case Management (PCM)

- 12 live markets
- 4.1 million eligible lives
- 84.9% year-on-year increase in the number of PCM cases
- 18.8% diagnosis change
- 50.6% refined treatment plan
- 93.9% customer satisfaction rate

Regional Health Passport

- 10 live markets
- Top 100 upper-tier hospitals in Asia
- 10,000 providers globally



Find out more on pages 11-14 of our 2023 Health & Wellness Subsection Report

Summary of Priorities and Progress



PRIORITIES

2023 PROGRESS

3. Building Better Integrated Health and Wellness Outcomes

Build on our leading integrated health and wellness solutions and reward customers for behavioural improvements

Based on AIA Vitality members who have reported their data:

- 22% 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 + Personal Case Management Customers with a change in diagnosis or treatment optimised
- Members improved their AIA Vitality Age by an average of 0.10 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
- 73% of at-risk members have seen their glucose levels reduce



Find out more on pages 15-16 of our 2023 Health & Wellness Subsection Report

Our Sustainable Investment Pillar

For over 100 years, AIA has supported our customers' protection and savings needs by prudently allocating capital. Our investment strategies today consider customer impacts decades into the future. Customers, investors and regulators are increasingly conscious of the effects of ESG-related outcomes on our future prospects. We believe that our success is inextricably linked to our stakeholders, society, the economy and the natural environment. These perspectives are integrated into decision making across the investment cycle.

AIA structurally integrates and assesses relevant ESG factors associated with potential and actual investee companies to support investment portfolio decisions. In addition to evaluating ESG performance, we actively engage with investee companies to promote, develop and enhance ESG-related business practices. However, where we determine that the transition of certain sectors towards a more sustainable or resilient business model is either not possible or not occurring at the required pace, we will consider excluding certain entities or sectors from our portfolio.

We recognise that as a notable investor in the region, AIA has substantial influence. Our team are deeply committed to delivering long-term, sustainable financial outcomes as part of our Purpose of helping people live Healthier, Longer, Better Lives.

“






Dr Mark Konyin
Group Chief Investment Officer

In line with AIA's commitment to a sustainable future, our investment approach is focused on achieving our climate goals while maintaining strong financial performance. The Climate Transition Plan and approved SBTi targets mark a significant milestone in our journey towards sustainable investment. Through engaging with our investees and exploring new low-carbon investment opportunities, we aim to make a positive impact on the world while continuing to deliver value to our stakeholders. ”

Summary of Priorities and Progress



| PRIORITIES | 2023 PROGRESS |
|--|---|
| <p>1. Deepening ESG Engagement</p> <p>Deepen ESG engagement with investee companies</p> | <ul style="list-style-type: none"> Engaged >900 investee companies on supply chain management Defined the mechanism to facilitate SBTi engagement Maintained 100% coverage of general account investments against in-house ESG Rating Scorecard <div style="display: flex; align-items: center; justify-content: flex-end;">  <p><i>Find out more on pages 4-5 of our 2023 Sustainable Investment Subsection Report</i></p> </div> |
| <p>2. Augmenting ESG Training and Capacity</p> <p>Augment knowledge and capacity among our investment analysts through dedicated training initiatives</p> | <ul style="list-style-type: none"> >140 Investment professionals passed and achieved the CFA Institute's Certificate in ESG Investing First company globally to mandate the CFA Institute's Certificate in ESG Investing qualification for our in-scope investment professionals <div style="display: flex; align-items: center; justify-content: flex-end;">  <p><i>Find out more on page 6 of our 2023 Sustainable Investment Subsection Report</i></p> </div> |
| <p>3. Broadening Portfolio Inclusions</p> <p>Broaden portfolio inclusions by specific considerations of green bonds, sustainability bonds, renewable and alternative energy and infrastructure, as part of the bottom-up investment process</p> | <ul style="list-style-type: none"> US\$6.3 billion invested in ESG bonds as a result of bottom-up integration in our general account investment portfolio <div style="display: flex; align-items: center; justify-content: flex-end;">  <p><i>Find out more on pages 7-8 of our 2023 Sustainable Investment Subsection Report</i></p> </div> |

Summary of Priorities and Progress



PRIORITIES

2023 PROGRESS

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
- Concluded that new entire sector exclusions would not presently form a significant part of our investment strategy
- Exclusions remain on tobacco, cluster munitions, coal mining and coal-fired power generation in our general account investment portfolio



Find out more on page 9 of our 2023 Sustainable Investment Subsection Report

5. Our Portfolio and Climate Disclosures

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

- Set and validated three near-term SBTi targets: one Sectoral Decarbonisation Approach (SDA) for Power Generation, one SDA for Direct Real Estate, and a Portfolio Coverage Approach in all other sectors
- Total Financed Emissions (TFE) as of 31 December 2023: 8.3 million tonnes of CO₂e in relation to our in-scope general account investment portfolio
- Weighted Average Carbon Intensity (WACI) of the listed equity portfolio as of 31 December 2023: 206 tonnes of CO₂e per US\$1 million revenue in relation to our in-scope general account investment portfolio



Find out more on pages 10-11 of our 2023 Sustainable Investment Subsection Report

Summary of Priorities and Progress

Our net-zero commitment

The validation of our near-term investment targets by SBTi in 2023 confirms that our net-zero commitment aligns to science-based decarbonisation pathways to keep global warming below 2°C compared to pre-industrial levels. The three targets are one SDA each for the Power Generation and Direct Real Estate sectors, and a Portfolio Coverage Approach for the remaining portfolio of corporate bonds and listed equity.

Underpinned by robust governance, these credible and measurable near-term goals, approved by the Group Investment Committee prior to their submission, will drive our progress towards our long-term Net-Zero 2050 commitment, enabling oversight and ensuring accountability.

Refreshed responsible investment disclosure

We simplified and aligned our reporting under the UN Principles for Responsible Investment (UN PRI) in 2023, concurrent with the introduction of the redesigned UN PRI transparency report format. We adjusted our reporting scope to align reporting entities with our boundary for SBTi target-setting across our general account investment portfolio, and mapped UN PRI terminology to the AIA asset hierarchy. Enhancing alignment ensures consistency across disclosures and transparency and comparability of information for our stakeholders.



Engaging in regulatory and industry ESG developments across Asia

In 2023 our engagement with our regulators on our climate risk management practices continued to build, including requests for information on the availability of emissions data across our investments and operations.

We contributed to ongoing public consultation on SBTi's proposed Financial Institutions Net-Zero (FINZ) standard, advocating for mutual recognition and equivalence across target-setting frameworks as well as greater consideration of the Asian context within those frameworks. We welcome commitment from regulators across our markets to support the IFRS® Sustainability Disclosure Standards published by the ISSB, creating a standard approach to these disclosures.

Building capability in impact investing

Supplementing our primary focus on our general account investment portfolio, we committed to greater participation in impact investing, including partnering with LeapFrog Investments in June 2023. A world leader in impact investing, LeapFrog has an investment mandate for sustainable development aligned with the UN SDG Framework. Continuing to integrate ESG considerations into our investment decisions will increase our knowledge and sharpen our focus on sustainability and achieving the UN SDGs.

Find out more in our 2023 Sustainable Investment Subsection Report.

Summary of Priorities and Progress

Building our ESG investment capability

We continue to cultivate ESG expertise and build capacity in our team. This year we appointed a new Head of Sustainable Investment, profiled in the [2023 Sustainable Investment Subsection Report](#). We established a new stewardship team led by the Regional Head of Equities Research and Stewardship. We also continued to expand the Investment ESG Centre of Excellence, supporting our team to qualify for the CFA Institute's Certificate in ESG Investing.

Our Sustainable Investment pillar brings together the Group's significant scale, deep expertise and robust governance processes to deliver long-term value to our policyholders and stakeholders.

At the heart of this effort is AIA's extensive team of investment professionals and analysts who continue to integrate ESG best practices into our investment approach to ensure we remain best positioned to holistically manage relevant risks.

SNAPSHOT OF AIA'S SUSTAINABLE INVESTMENT PILLAR



650+
investment staff



Responsible for overseeing the assets of
>42 MILLION
individual policies



14
local investment teams
on the ground across
the Asia Pacific region



>100 YEARS
of history serving as stewards
of our policyholders in Asia



US\$286.3 BILLION
in total investment assets
as of 31 December 2023



FIRST Hong Kong
headquartered asset owner
to become a signatory to the
UN-backed PRI

Our Sustainable Operations Pillar

The sustainability of our workplaces, operations and value chain can help build business resilience.

We are building on initiatives that reduce our environmental footprint. For example, the progressive digitalisation of our services continues to enhance customer experience while reducing paper waste. With our commitments captured in our validated SBTs (science-based targets), our actions to reduce emissions are guided by our Climate Transition Plan over the near and long term.

We work closely with our supply chain to encourage good ESG practice across the value chain and reduce emissions incurred by others on our behalf. Taking ownership of our broader footprint means encouraging positive ESG practices where we can, and we believe leading by example is how we can have the greatest impact.



Biswa Misra
Group Chief
Technology and Life
Operations Officer

Digitalisation is enabling AIA to enhance our customers' experience while reducing the environmental impact of our operations.

Summary of Priorities and Progress



| PRIORITIES | 2023 PROGRESS | | |
|---|---|--|--|
| <p>1. Ensuring Green Buildings</p> <p>Ensure that all new buildings and any redevelopments adhere to industry-recognised green building standards</p> | <ul style="list-style-type: none"> All new buildings and redevelopments to be green certified 17 buildings are green certified | | <p><i>Find out more on pages 4-5 of our 2023 Sustainable Operations Subsection Report</i></p> |
| <p>2. Improving Our Environmental Performance</p> <p>Reduce our carbon footprint, while also measuring and managing the amount of waste produced from our operations</p> | <ul style="list-style-type: none"> SBTi near-term emissions reduction targets validated, and Climate Transition Plan launched | | <p><i>Find out more on page 6 of our 2023 Sustainable Operations Subsection Report</i></p> |
| <p>3. Advancing Digital Transformation</p> <p>Increase digitalisation and automation to reduce the usage of paper</p> | <ul style="list-style-type: none"> 94% of our buy, service and claims transactions were submitted digitally 91% of electronic submissions for claims 96% of our communication with policy holders via digital channel 244 paper forms removed Across the Group, we have saved 1,548 tonnes (equivalent to more than 309 million pieces) of paper | | <p><i>Find out more on page 7 of our 2023 Sustainable Operations Subsection Report</i></p> |
| <p>4. Encouraging Good ESG Practice</p> <p>Encourage improvements in ESG performance with vendors</p> | <ul style="list-style-type: none"> The Supplier Code of Conduct incorporates ESG principles and applies to all suppliers >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 | | <p><i>Find out more on page 8 of our 2023 Sustainable Operations Subsection Report</i></p> |

Our People & Culture Pillar

Our people are central to our continued ability to deliver on our Purpose to help people live Healthier, Longer, Better Lives.¹ Representing different geographies and communities, they 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 organisation and people strategy enables us to attract, retain and develop outstanding people, making AIA an employer of choice across our markets.

Our culture sets us apart

AIA's rich history in Asia connects our organisation to the region's culture and future. With our unparalleled history of operations in the region, we are mindful that our culture brings us together, connects our people to our shared Purpose, and distinguishes us from our peers.

At AIA, 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." By acting with our deep-rooted Leadership Essentials of Clarity, Courage and Humanity, we demand and champion a better way.

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.

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*.

“



Cara Ang
Group Chief Human
Resources Officer

We continue to cultivate an inclusive and high-performing workplace, empowering our employees to foster excellence and grow both personally and professionally.”

¹ As at 31 December 2023, AIA had a total of 25,927 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 Insurance Company Limited (Tata AIA Life), and our associate China Post Life Insurance Co., Ltd. (China Post Life). All figures related to the number of employees in this report exclude MediCard, which AIA acquired in 2022 and is currently integrating into the business, and Amplify Health. Including MediCard and Amplify Health, AIA has a total of 27,320 employees.

Summary of Priorities and Progress



PRIORITIES

2023 PROGRESS

1. Supporting Development and Career Progression

Foster a learning culture that supports the development of our people

- Launched LIFT (Learn. Integrate. Focus. Thrive.) and ESG 101 to develop new capabilities
- 26.5 training hours per employee (target: 24 hours per employee by end of 2023)
- Top quartile in Gallup's global finance and insurance industry benchmark of employee engagement for the seventh consecutive year, with 98% participation
- Multiple employee engagement and people awards, including the Gallup Exceptional Workplace Award for the second consecutive year



Find out more on pages 4-8 of our 2023 People & Culture Subsection Report

2. Accelerating Progress in Diversity and Inclusion

Promote workplace diversity and advance our culture of innovation and inclusion

- 57.1% women employees in workforce (target: gender balanced workforce)
- 41.6% women in senior leadership (target: 40% women in senior leadership)
- >40% of women in programmes for leadership development (target: 45% by end 2026)
- >75 nationalities across AIA Group
- Delivered Diversity and Inclusion refresher training to all managers



Find out more on page 9 of our 2023 People & Culture Subsection Report

Summary of Priorities and Progress



PRIORITIES

2023 PROGRESS

3. Strengthening Risk Awareness

Embed a culture of ethical decision making and strong risk management

- 100% of employees acknowledged compliance with the AIA Group Code of Conduct on an annual basis (Target: 100%)



Find out more on page 10 of our 2023 People & Culture Subsection Report

4. Enriching and Rewarding Opportunities for All

Ensure fair, accountable and equitable processes for employment, progression and rewards

- AIA Workforce Well-being programmes available to employees in all markets
- Introduced Me@AIA, a bespoke resilience programme
- Delivered second Group-wide Mental Well-being Campaign in October

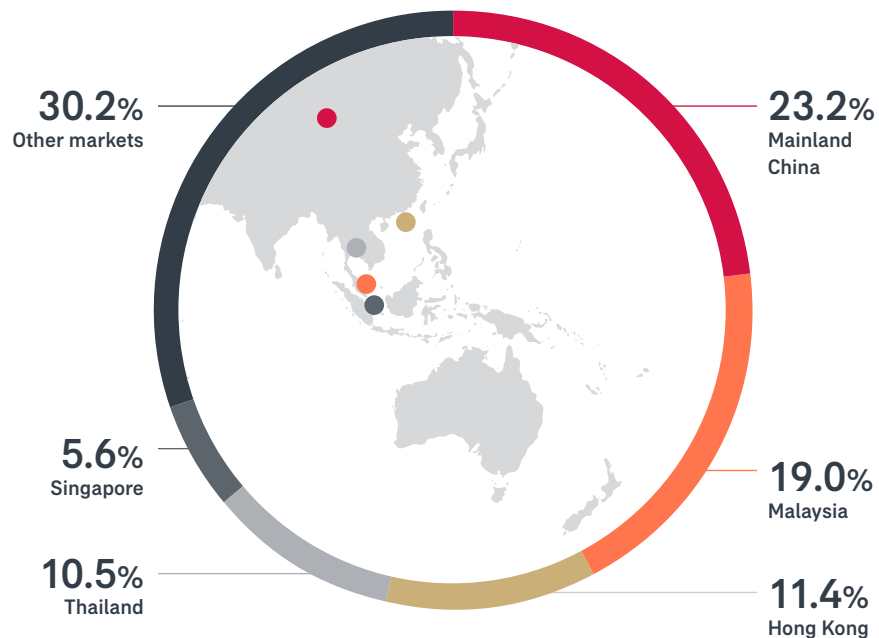


Find out more on pages 11-12 of our 2023 People & Culture Subsection Report

Summary of Priorities and Progress

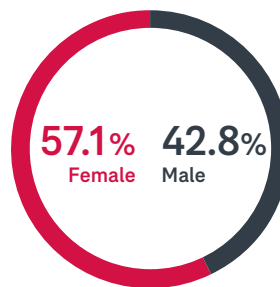
Our workforce at a glance

EMPLOYEE BREAKDOWN BY MARKET*

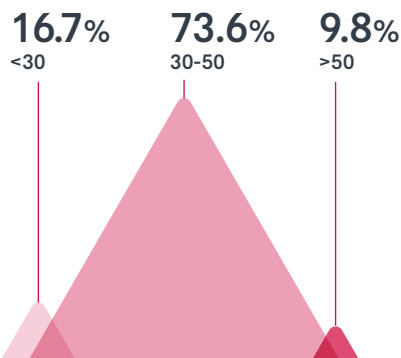


*Figures for Hong Kong include Group Office employees. Figures for Mainland China and Malaysia include our employees in our shared service centres.

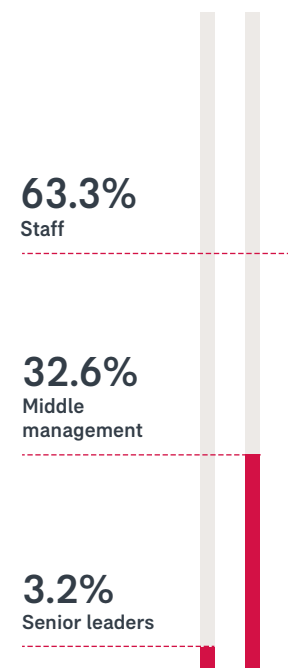
EMPLOYEE BREAKDOWN BY GENDER



EMPLOYEE DEMOGRAPHICS BY AGE GROUP

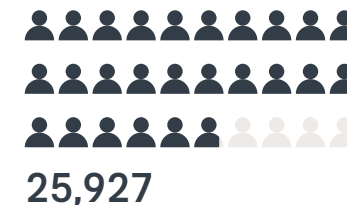


EMPLOYEE BREAKDOWN BY SENIORITY*



*"Senior Leaders" captures all GCB08 and above, "Middle Management" captures GCB05-GCB07, "Staff" captures GCB01-GCB04.

TOTAL HEADCOUNT*



*As at 31 December 2023, AIA had a total of 25,927 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, which AIA acquired in 2022 and is currently integrating into the business, and Amplify Health. Including MediCard and Amplify Health, AIA has a total of 27,320 employees.

AVERAGE AGE

38.1

NATIONALITIES

>75

Our Effective Governance Pillar

Effective Governance underpins our business and provides the foundation for AIA's responsible business conduct. We have been recognised for the strength and quality of our corporate governance and we continue to enhance our oversight and decision-making processes as our business evolves.

Robust oversight by the Board and management supports the responsible operations integral to our organisational culture. AIA has a clear and comprehensive framework of industry-leading practices, policies and requirements to hold ourselves to the highest standards of business conduct. Our governance framework adapts as we grow our business and further integrate ESG into our operations.

By providing clarity, transparency and accountability for the decisions made throughout our business, we create sustainable stakeholder value and ensure we deliver on our commitments to our customers and communities.



Mitch New
Group General Counsel
and Chairman of the
ESG Committee

“ Transparency and high standards of integrity are hallmarks of AIA's governance approach. We take pride in our reputation as a responsible business and our commitment to best practice governance. ”





Jayne Plunkett
Group Chief Risk Officer

“ Our risk management, strategy and sustainability efforts work in harmony to deliver sustainable growth while adjusting to the changing operating environment. ”

Summary of Priorities and Progress





| PRIORITIES | 2023 PROGRESS |
|---|--|
| 1. Board Governance Foster business integrity and sound decision making through a diverse and highly qualified Board | <ul style="list-style-type: none">• All AIA Group Limited Board members are Independent Nonexecutive Directors (INED's) aside from Group Chief Executive and President• Board membership broadly reflects a cross-section of the jurisdictions in which we operate• All Board committees are chaired by and comprised almost entirely of Independent Non-executive Directors (INEDs)  <i>Find out more on page 4 of our 2023 Effective Governance Subsection Report</i> |
| 2. Ensuring Effective Risk Management and Responsible Business Practices Effectively manage ESG-related risks and opportunities throughout our business | <ul style="list-style-type: none">• ESG-related risks, similar to other material risks, are managed within the ERM framework  <i>Find out more on pages 5-10 of our 2023 Effective Governance Subsection Report</i> |



Summary of Priorities and Progress



| PRIORITIES | 2023 PROGRESS |
|--|---|
| <p>3. Promoting ESG Best Practices</p> <p>Promote ESG best practices across the region</p> | <ul style="list-style-type: none"> Continued participation with partners and alliances including participating in the UN Global Compact's Think Lab on Just Transition, and as a member of the Asia Investor Group on Climate Change (AIGCC) <div style="text-align: right;">  <p><i>Find out more on pages 11-12 of our 2023 Effective Governance Subsection Report</i></p> </div> |
| <p>4. ESG Ratings and Index Inclusions</p> <p>Establish AIA as a global leader on key ESG indices, ratings and benchmarks</p> | <ul style="list-style-type: none"> Recognised as ESG Industry and Regional Top Rated organisation by Sustainalytics Rated AA by MSCI for three consecutive years Continued inclusion in the Hang Seng Low Carbon Index and the Hang Seng ESG Enhanced Index <div style="text-align: right;">  <p><i>Find out more on pages 13-15 of our 2023 Effective Governance Subsection Report</i></p> </div> |

Independent Practitioner's Limited Assurance Report

To the board of directors of AIA Group Limited



We have undertaken a limited assurance engagement in respect of the selected sustainability information of AIA Group Limited (the "Company") and its subsidiaries (collectively "the Group" or "AIA") listed below under the "Identified Sustainability Information" section and identified with a ✓ in the Company's Environmental, Social and Governance ("ESG") report that covers the twelve-month period from 1 January 2023 to 31 December 2023 ("ESG report 2023").

Identified Sustainability Information

The Identified Sustainability Information for the twelve-month period from 1 January 2023 to 31 December 2023 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") emissions ^(Note 1)
- Scope 2 GHG emissions ^(Note 2)
- Scope 3 GHG emissions ^(Note 3)
- Total GHG emissions (Scope 1, 2, 3)
- Paper saved in operation ^(Note 4)
- Water consumption and intensity ^(Note 5)
- Number and Percentage of women employee in work force, in senior leadership ^(Note 5)
- Number of employees - by markets, gender, age group and workforce seniority ^(Note 5)
- Employee turnover rate - by gender, by age group, by market ^(Note 5)
- Average training hours - by gender, by workforce seniority, per employee ^(Note 5)

- Note 1: Emissions produced directly from the consumption of diesel, petrol, Towngas, natural gas, liquified petroleum gas and jet fuel.
- Note 2: Emissions produced indirectly from the consumption of electricity and Towngas.
- Note 3: Emissions produced indirectly from commercial business travel by airplane, which includes AIA Group Office, AIA Australia, Brunei, Cambodia, Hong Kong, Indonesia, South Korea, Macau, Malaysia, Myanmar, New Zealand, Philippines, Singapore, Sri Lanka, Thailand, Taiwan and Vietnam.
- Note 4: The sustainability data comprised the Group's 14 markets globally and they are Australia, Cambodia, Mainland China, Hong Kong SAR, Indonesia, South Korea, Malaysia, New Zealand, Philippines, Singapore, Sri Lanka, Thailand, Taiwan (China) and Vietnam.
- Note 5: The sustainability data comprised the Group's 17 markets globally 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.

Selective quantitative energy and emission data was provided for 18 of the Group's locations and related operations excluding the operation activities of the Company's insurance agents and these are the only locations included in the Identified Sustainability Information for the twelve-month period from 1 January 2023 to 31 December 2023, namely:

- the Company's Group Office operations in Hong Kong SAR conducted from its premises located at AIA Central (1 Connaught Road Central, Central), Hopewell Centre (183 Queen's Road East, Wan Chai) and Foyer (625 King's Road, North Point);

- the operations of AIA Hong Kong conducted from its premises located at AIA Hong Kong Tower (734 King's Road, Quarry Bay), Kerry Building (683 King's Road, Quarry Bay) and AIA Finance Centre (712 Prince Edward Road East, Kowloon);
- the operations of AIA Singapore conducted from its premises at AIA Alexandra (371 Alexandra Road), AIA Tampines (3 Tampines Grande) and AIA Tower (1 Robinson Road);
- the operations of AIA Malaysia conducted from its premises at AIA Menara (99, Jalan Ampang, 50450, Kuala Lumpur) and AIA Wisma (89, Jalan Ampang, Kuala Lumpur);
- the operations of AIA China conducted from its premises at One AIA Financial Center and Two AIA Financial Center (No.89 Zone Gui Cheng Street, Nanhai District Foshan City); AIA Building (17 Zhongshan Rd (E-1), Waitan, Huangpu, Shanghai);
- the operations of AIA Thailand conducted from its premises at AIA Thailand Tower 1&2 (181 Surawong Road, Bangkok);
- the operations of AIA New Zealand conducted from its premises at AIA House (74 Taharoto Road, Smales Farm, Auckland), AIA Thrive (57 Market Road, Remuera, Auckland) and AIA Christchurch (126 Oxford Terrace, Christchurch);
- the operations of AIA Philippines conducted from its premises at Philam Life Salcedo (Lot 7, Block 3, 126 L.P. Leviste & San Agustin Streets, Salcedo Village, Makati City, Metro Manila), Philam Life Center Cebu (L1/L2, B16 Cardinal Rosales/Samar Loop/Masbate Rd., Cebu City, Cebu) and Philam Life Alabang (Acacia Ave. & Industry St., Madrigal Business Park, Alabang, Muntinlupa City);
- the operations of AIA Indonesia conducted from its premises at Lippo Plaza Medan (Jl. Imam Bonjol No.6 Medan Lt. 8, Suka Damai, Kec. Medan Polonia, Kota Medan, Sumatera Utara 20111), Pakuwon Tower (Pakuwon Tower lantai 25, Jl. Embong Malang Surabaya) and AIA Central (Ind) (Jl. Jend. Sudirman Kav. 48A Jakarta Selatan 12930);
- the operations of AIA Australia conducted from its premises at 4 Dawn Fraser Avenue (4 Dawn Fraser Avenue, Sydney Olympic Park, NSW);
- the operations of AIA Korea conducted from its premises at AIA Tower, Seoul, Korea (216 Sunhwa-dong, Jung-gu, Seoul).
- the operations of AIA Brunei conducted from its premises at Pavo Point - 5th Floor (5th Floor, Pavo Point, Simpang 37, Jalan Kianggeh, Kampung Kianggeh, BA1211, Negara Brunei Darussalam);
- the operations of AIA Cambodia conducted from its premises at GIA Tower 30 and 31th Floor (Phnom Penh, Cambodia);
- the operations of AIA Macau conducted from its premises at AIA Tower Macau (No. 251A-301 Avenida Comercial De Macau);
- the operations of AIA Myanmar conducted from its premises at Junction City Office Tower (23rd Floor, Bogyoke Aung San Road);
- the operations of AIA Sri Lanka conducted from its premises at AIA Tower Sri Lanka (No 92, Dharmapala Mw., Colombo 07);
- the operations of AIA Taiwan conducted from its premises at Cathay Dunnan Building (17F., No.333, Sec. 2, Dunhua S. Rd., Da-an District, Taipei City 106);
- the operations of AIA Vietnam conducted from its premises at SGC (F14 & F15 Saigon Center tower 2 - 67 Le Loi Street, Dist. 1).

Independent Practitioner's Limited Assurance Report

To the board of directors of AIA Group Limited

For the purposes of this limited assurance report, the selected quantitative data is defined above as the "Identified Sustainability Information".

Our limited assurance report is in respect of the twelve-month period from 1 January 2023 to 31 December 2023 information for the Identified Sustainability Information of the locations mentioned above only and we have not performed any procedures with respect to earlier periods or any other elements included in the ESG report 2023 and, therefore, do not express any conclusion thereon.

Criteria

The criteria used by the Company to prepare the Identified Sustainability Information is set out in ESG Report 2023 under the section "About this Report".

The Company's Responsibility for the Identified Sustainability Information

The Company is responsible for the preparation of the Identified Sustainability Information in accordance with the Criteria. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of Identified Sustainability Information that is free from material misstatement, whether due to fraud or error.

Inherent limitations

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, GHG 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.

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, 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.

Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Identified Sustainability Information based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with the International Standard on Assurance Engagements 3000 (Revised), *Assurance Engagements other than Audits or Reviews of Historical Financial Information*, and, in respect of *greenhouse gas emissions*, International Standard on Assurance Engagements 3410, *Assurance Engagements on Greenhouse Gas Statements*, issued by the International Auditing and Assurance Standards Board. These standards require that we plan and perform this engagement to obtain limited assurance about whether the Identified Sustainability Information is free from material misstatement.

A limited assurance engagement involves assessing the suitability in the circumstances of the Company's use of the Criteria as the basis for the preparation of the Identified Sustainability Information, assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Identified Sustainability Information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we :

- made inquiries of the persons responsible for the Identified Sustainability Information;
- understood the process for collecting and reporting the Identified Sustainability Information;
- performed limited substantive testing on a selective basis of the Identified Sustainability Information to check that data had been appropriately measured, recorded, collated and reported; and
- considered the disclosure and presentation of the Identified Sustainability Information.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less

in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Company's Identified Sustainability Information has been prepared, in all material respects, in accordance with the Criteria.

Limited Assurance Conclusion

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 the Company's Identified Sustainability Information for the twelve-month period from 1 January 2023 to 31 December 2023 is not prepared, in all material respects, in accordance with the Criteria.

Restriction on Use

Our report has been prepared solely for the board of directors of the Company and is not to be used for any other purpose. We do not assume responsibility towards or accept liability to any other parties for the content of this report.

PricewaterhouseCoopers
Certified Public Accountants

Hong Kong,
13 March 2024



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 2023 to 31 December 2023.

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 | <u>About AIA Group</u> |
| | GRI 2-1b | Nature of ownership and legal form | <u>About AIA Group</u> |
| | GRI 2-1c | Location of headquarters | <u>About AIA Group</u> |
| | GRI 2-1d | Markets served | <u>About AIA Group</u> |
| | | Scale of the organisation | <u>About AIA Group</u> <u>People and Culture – Our Workforce at a Glance</u> Please also refer to the Group's Annual Results for the year ended 31 December 2023 for details on net sales and total capitalisation. |
| Governance Structure 13 | GRI 2-22 | Statement from senior decision-maker | <u>Statement from the Group Chief Executive and President</u> |

Regulatory and Mandatory Disclosures

| HKSE ESG REPORTING GUIDE REFERENCE | GRI STANDARD DISCLOSURE INCLUDING UNGC | DISCLOSURE | SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION |
|--|--|--|--|
| Overall Approach Reporting Principles 14 | GRI 2-29 | List of stakeholders engaged by the organisation | Our Approach to ESG – Engaging Our Stakeholders |
| | | Identifying and selecting stakeholders | Our Approach to ESG – Engaging Our Stakeholders |
| | | Approach to stakeholder engagement | Our Approach to ESG – Engaging Our Stakeholders AIA 2023 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 to ESG – Materiality: Focusing on What Matters for Our Stakeholders |
| | GRI 3-2 | List of material topics | Our Approach to ESG – Materiality: Focusing on What Matters for Our Stakeholders |
| Reporting Principles 15 | GRI 2-2 | Entities included in the consolidated financial statements | About AIA Group About this Report |
| - | | Changes in reporting | There were no changes to the scope of AIA's ESG Report from prior year. |
| GRI 2-5 | Overall Approach Disclosure | External Assurance | Independent Practitioner's Limited Assurance Report |

Regulatory and Mandatory Disclosures

| HKSE ESG REPORTING GUIDE REFERENCE | GRI STANDARD DISCLOSURE INCLUDING UNGC | DISCLOSURE | SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION |
|---|--|--|---|
| 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 | Please refer to AIA's Environmental Policy . Air emissions such as NOx and Sox are immaterial to AIA as a financial institution. |
| | 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 | AIA discloses data on Scope 1, Scope 2 and Scope 3 (Business Travel) emissions. We also disclose our portfolio emissions (TFE and WACI). 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 |
| KPI A1.5 | GRI 305-5 | Description of emissions target(s) set and steps taken to achieve them | 2023 Milestone: Climate Action Additional information can also be found in AIA's Climate Transition Plan and AIA 2023 Subsection Report: Our TCFD Report – Metrics and Targets . |

Regulatory and Mandatory Disclosures

| HKSE ESG REPORTING GUIDE REFERENCE | GRI STANDARD DISCLOSURE INCLUDING UNGC | DISCLOSURE | SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION |
|--|--|---|---|
| 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 | <p>As a financial services provider, hazardous waste is not relevant to AIA.</p> <p>Non-hazardous waste is sorted and recycled at selected business units.</p> <p>AIA has not set reduction targets as last year was the first year of disclosing non-hazardous waste. However, we continue to raise awareness on the importance of waste reduction through signage and internal communications.</p> <p>Please refer to ESG Data Book Supplement.</p> |
| 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 | <p>Please refer to AIA's Environmental Policy and AIA's Supplier Code of Conduct.</p> <p>Additional information can also be found in AIA 2023 Subsection Report: Sustainable Operations.</p> |
| 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) | ESG Data Book Supplement |
| KPI A2.2 | GRI 303-5 | Water consumption in total and intensity (e.g. per unit of production volume, per facility) | ESG Data Book Supplement |
| KPI A2.3 | GRI 302-4 | Description of energy use efficiency target(s) set and steps taken to achieve them | <p>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. However, we have no specific targets for energy efficiency, but we are in the process of developing our energy efficiency programme.</p> <p>Additional information can also be found in AIA's Climate Transition Plan and AIA 2023 Subsection Report: TCFD Report – Strategy and Metrics and Targets.</p> |
| 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. |

Regulatory and Mandatory Disclosures

| HKSE ESG REPORTING GUIDE REFERENCE | GRI STANDARD DISCLOSURE INCLUDING UNGC | DISCLOSURE | SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION |
|---|--|---|---|
| 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. |
| 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 AIA's Environmental Policy and AIA's Supplier Code of Conduct . Additional information can also be found in AIA 2023 Subsection Report: Sustainable Operations . |
| KPI A3.1 | | Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them | AIA 2023 Subsection Report: Sustainable Operations Additional information can also be found in AIA's Climate Transition Plan and AIA 2023 Subsection Report: TCFD Report – Our Climate Change Strategy . |
| 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 AIA's Climate Transition Plan and AIA 2023 Subsection Report: TCFD Report – Our Climate Change Strategy . |
| 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 AIA's Climate Transition Plan and AIA 2023 Subsection Report: TCFD Report – Our Climate Change Strategy . |

Regulatory and Mandatory Disclosures

| HKSE ESG REPORTING GUIDE REFERENCE | GRI STANDARD DISCLOSURE INCLUDING UNGC | DISCLOSURE | SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION |
|--|--|---|---|
| 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 | <p><u>ESG Data Book Supplement</u></p> <p><u>AIA 2023 Subsection Report: People & Culture – Supporting Development and Career Progression</u></p> <p><u>AIA 2023 Subsection Report: People & Culture – Accelerating Progress in Diversity and Inclusion</u></p> <p><u>AIA 2023 Subsection Report: People & Culture – Enriching and Rewarding Opportunities for All</u></p> <p>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 <u>AIA 2023 Subsection Report: People & Culture</u>, AIA also offers flexible working options at select business units.</p> |
| | | Compliance with relevant human resources related laws and regulations that have a significant impact on the issuer | <p><u>ESG Data Book Supplement</u></p> |
| KPI B1.1 | GRI 2-7 | Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region | <p><u>ESG Data Book Supplement</u></p> <p>AIA discloses percentages instead of absolute totals for the staff employed across the Group due to sensitive nature of information.</p> |

Regulatory and Mandatory Disclosures

| 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 | <p><u>ESG Data Book Supplement</u></p> <p><u>AIA 2023 Subsection Report: People & Culture – Supporting Development and Career Progression</u></p> <p>AIA discloses percentages instead of absolute totals for the staff employed across the Group due to sensitive nature of information.</p> |
| 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 | <p><u>AIA's Code of Conduct</u></p> <p><u>AIA 2023 Subsection Report: Sustainable Operations</u></p> |
| | | 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 <u>AIA 2023 Subsection Report: 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 <u>AIA 2023 Subsection Report: 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 | <p>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.</p> <p>Please refer to <u>AIA 2023 Subsection Report: Sustainable Operations – Ensuring Greener Buildings</u>.</p> |

Regulatory and Mandatory Disclosures

| HKSE ESG REPORTING GUIDE REFERENCE | GRI STANDARD DISCLOSURE INCLUDING UNGC | DISCLOSURE | SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION |
|--|--|---|--|
| 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 | <u>AIA 2023 Subsection Report: 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> |
| 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 <u>AIA 2023 Subsection Report: 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. |

Regulatory and Mandatory Disclosures

| HKSE ESG REPORTING GUIDE REFERENCE | GRI STANDARD DISCLOSURE INCLUDING UNGC | DISCLOSURE | SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION |
|---|--|--|--|
| Aspect B5: Supply Chain Management General Disclosure | | Policies on managing environmental and social risks of the supply chain | AIA's Supplier Code of Conduct |
| 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 2023 Subsection Report: Sustainable Operations – Encouraging Good ESG Practice 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 AIA's Code of Conduct . Additional information can also be found in AIA 2023 Subsection Report: Sustainable Operations – Encouraging Good ESG Practice . |
| 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 has also begun utilising a third-party ESG supply chain assessment scorecard for social and environmental performance of suppliers. Additional information can also be found in AIA 2023 Subsection Report: Sustainable Operations – Encouraging Good ESG Practice . |

Regulatory and Mandatory Disclosures

| 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 AIA's Supplier Code of Conduct, 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 AIA 2023 Subsection Report: Sustainable Operations – Encouraging Good ESG Practice 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, product, and services, including product suitability, policy coverage, 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. 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 the all relevant data protection laws and regulations, and ensure compliance by our staff with strict standards of security and confidentiality.</p> <p>Please refer to our AIA's Privacy Policy Statement and AIA's Code of Conduct.</p> |

Regulatory and Mandatory Disclosures

| HKSE ESG REPORTING GUIDE REFERENCE | GRI STANDARD DISCLOSURE INCLUDING UNGC | DISCLOSURE | SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION |
|------------------------------------|--|--|--|
| | | 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. |
| KPI B6.2 | GRI 418-1 | Number of products and service related complaints received and how they are dealt with | AIA received 0.0015 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. Please refer to the <u>AIA 2023 Subsection Report: Effective Governance's Handling of customer complaints</u> for details. |
| KPI B6.3 | | Description of practices relating to observing and protecting intellectual property rights | 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. Please refer to <u>AIA 2023 Subsection Report: Effective Governance – Ensuring Effective Risk Management and Responsible Business Practices (Protecting intellectual property rights)</u> . |
| 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 | Please refer to <u>AIA 2023 Subsection Report: Effective Governance – Ensuring Effective Risk Management and Responsible Business Practices (Effective risk management)</u> . Further, refer to <u>AIA's Privacy Policy Statement</u> . |

Regulatory and Mandatory Disclosures

| HKSE ESG REPORTING GUIDE REFERENCE | GRI STANDARD DISCLOSURE INCLUDING UNGC | DISCLOSURE | SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION |
|---|--|--|---|
| Aspect B7: Anti-corruption General Disclosure | GRI 3-3 | <p>Policies related to relating to bribery, extortion, fraud and money laundering</p> <hr/> <p>Compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering</p> | <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 <u>AIA 2023 Subsection Report: Effective Governance – Ensuring Effective Risk Management and Responsible Business Practices</u>.</p> <hr/> <p><u>ESG Data Book Supplement - Compliance with ESG regulation</u></p> |
| 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 <u>AIA 2023 Subsection: Effective Governance – Ensuring Effective Risk Management and Responsible Business Practices</u> . |
| 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 <u>AIA 2023 Subsection Report: Effective Governance – Ensuring Effective Risk Management and Responsible Business Practices</u> 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 <u>AIA's Code of Conduct</u>.</p> |



Regulatory and Mandatory Disclosures

| HKSE ESG REPORTING GUIDE REFERENCE | GRI STANDARD DISCLOSURE INCLUDING UNGC | DISCLOSURE | SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION |
|--|--|---|--|
| 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 | <u>Our Approach to ESG - Engaging our Stakeholders</u> Please also refer to <u>AIA 2023 Subsection Report: Health & Wellness Engaging Communities Across Asia</u> . |
| KPI B8.1 | UNGC 1 GRI 203-1 (a) | Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport) | <u>AIA 2023 Subsection Report: Sustainable Operations – Ensuring Greener Buildings</u> <u>AIA 2023 Subsection Report: Sustainable Investment – Broadening Portfolio Inclusions</u> <u>AIA 2023 Subsection Report: Health & Wellness – Engaging Communities Across Asia</u> Please also refer to <u>AIA's Responsible Investment Policy</u> and <u>AIA's Environmental Policy</u> . |
| KPI B8.2 | GRI 201-1 (ai) | Resources contributed (e.g. money or time) to the focus area | <u>ESG Data Book Supplement</u> |



Regulatory and Mandatory Disclosures

| HKSE ESG REPORTING GUIDE REFERENCE | GRI STANDARD DISCLOSURE INCLUDING UNGC | DISCLOSURE | SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION |
|------------------------------------|--|--|--|
| Management Approach | | | |
| | GRI 3-3 | Explanation of why topics are material and its boundary | Our Approach to ESG |
| | | The management approach and its components for material topics | Chairman's Statement Statement from the Group Chief Executive and President Our Approach to ESG |
| | | Evaluation of the management approach for material topics | Chairman's Statement Statement from the Group Chief Executive and President Our Approach to ESG |
| Economic Performance | | | |
| | GRI 3-3 | Discussion of management approach and related policies | Our Approach to ESG – ESG Governance at AIA Please also refer to the further detail on AIA's Leadership Team . |
| | GRI 201-1 | Direct Economic Value generated and distributed | AIA 2023 Subsection Report: Health & Wellness – Engaging Communities Across Asia; Improving Access to Quality Healthcare; Building Better Integrated Health and Wellness Outcomes AIA 2023 Subsection Report: Sustainable Investment – Deepening ESG Engagement Please also refer to the Group's Annual Results for the year ended 31 December 2023. |



Regulatory and Mandatory Disclosures

| HKSE ESG REPORTING GUIDE REFERENCE | GRI STANDARD DISCLOSURE INCLUDING UNGC | DISCLOSURE | SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION |
|------------------------------------|--|---|--|
| Indirect Economic Impacts | | | |
| | GRI 3-3 UNGC 7 UNGC 8 UNGC 9 | Discussion of management approach and related policies | AIA 2023 Subsection Report: TCFD Report – Governance of Climate Change Risks and Impacts AIA 2023 Subsection Report: Sustainable Investment – Deepening ESG Engagement |
| | GRI 203-2 | Significant indirect economic impacts | AIA 2023 Subsection Report: Health & Wellness – Engaging Communities Across Asia AIA 2023 Subsection Report: Sustainable Investment – Our Portfolio and Climate Disclosures |
| Product Responsibility | | | |
| | GRI 3-3 | Initiatives to enhance financial literacy by type of beneficiary | AIA 2023 Subsection Report: Health & Wellness – Engaging Communities Across Asia |
| | 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 2023 Subsection Report: Sustainable Investment – Deepening ESG Engagement Please also refer to AIA’s Approach to Sustainable Investment . |
| | | Type and number of sustainability certification, rating, and labelling schemes for new construction, management, occupation, and redevelopment | AIA 2023 Subsection Report: Sustainable Operations – Ensuring Greener Buildings |



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| 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 | <p><u>Our Approach to ESG</u></p> <p>There have been no significant changes to the organisation and its supply chain.</p> |
| | GRI 2-23 GRI3-3 | Report how the Precautionary Principle is applied | <p><u>AIA 2023 Subsection Report: Effective Governance – Ensuring Effective Risk Management and Responsible Business Practices</u></p> |
| | - | External initiatives | <p><u>AIA 2023 Subsection Report: People & Culture – Supporting Development and Career Progression</u></p> <p><u>AIA 2023 Subsection Report: Effective Governance – Promoting ESG Best Practice; ESG Ratings and Index Inclusion</u></p> |
| | GRI 2-28 | Membership of associations | <p><u>AIA 2023 Subsection Report: Effective Governance – Promoting ESG Best Practice; ESG Ratings and Index Inclusion</u></p> |
| | GRI 2-23 | Values, principles, standards and norms of behaviour | <p><u>Our Approach to ESG</u></p> <p><u>AIA 2023 Subsection Report: Effective Governance – Responsible Business Practices</u></p> <p><u>AIA's Code of Conduct</u></p> |
| | GRI 2-9 | Governance structure of the organisation | <p><u>Our Approach to ESG – ESG Governance at AIA</u></p> <p><u>AIA 2023 Subsection Report: Effective Governance – Board Governance</u></p> <p>Please also refer to the further detail on <u>AIA's Leadership Team</u>.</p> |
| | GRI 2-30 UNGC 3 | Collective bargaining agreements | <p>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.</p> |



Regulatory and Mandatory Disclosures

| HKSE ESG REPORTING GUIDE REFERENCE | GRI STANDARD DISCLOSURE INCLUDING UNGC | DISCLOSURE | SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION |
|------------------------------------|--|--|--|
| | GRI 3-1 | Process to determine material topics | |
| | GRI 2-4 | Restatements of information | NA |
| | 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 2022 was published on 10 March 2023. |
| | GRI 2-3 | Reporting cycle | AIA's ESG Report is published annually. |
| | GRI 2-3 | Contact point for questions regarding the report | 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 Suites 3206-3209, 32/F AIA Central 1 Connaught Road Central, Central, Hong Kong |
| | 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 2023 – 31 December 2023).

| MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES | HKSE ESG REPORTING GUIDE REFERENCE | DISCLOSURE | SUPPLEMENTARY INFORMATION |
|--|------------------------------------|---|---------------------------|
| Emissions | | | |
| GRI 302-1 Direct energy consumption | KPI A2.1 | <i>Energy consumption within the organisation</i> | |
| | | 2022 | 2023 |
| | | 13,545,160 kWh | 5,936,532 kWh |
| Indirect energy consumption | | 69,495,037 kWh | 66,273,255 kWh |
| Total energy consumption | | 83,040,197 kWh | 72,209,787 kWh |
| Direct energy consumption for our assured markets: Group Office, Mainland China, Hong Kong, Thailand, Singapore, Malaysia, Australia, Cambodia, Indonesia, Myanmar, New Zealand, the Philippines, South Korea, Sri Lanka, Taiwan, Vietnam, Brunei and Macau. (Excludes Cambodia, Myanmar, Sri Lanka, Taiwan, Vietnam, Brunei and Macau for 2022) | | 12,749,048 kWh | 5,907,516 kWh ✓ |
| Percentage of direct energy consumption assured | | 94% | 99.51% |
| Indirect energy consumption for our assured markets: Group Office, Mainland China, Hong Kong, Thailand, Singapore, Malaysia, Australia, Cambodia, Indonesia, Myanmar, New Zealand, the Philippines, South Korea, Sri Lanka, Taiwan, Vietnam, Brunei and Macau. (Excludes Cambodia, Myanmar, Sri Lanka, Taiwan, Vietnam, Brunei and Macau for 2022) | | 42,096,763 kWh | 54,513,013 kWh ✓ |
| Percentage of indirect energy consumption assured | | 61% | 82.25% |

ESG Data Book Supplement

| MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES | HKSE ESG REPORTING GUIDE REFERENCE | DISCLOSURE | SUPPLEMENTARY INFORMATION |
|---|---|---|--------------------------------------|
| GRI 302-3 Energy intensity per employee | KPI A2.1 | <i>Energy intensity per full-time Employees</i> | |
| | | 2022 | 2023 |
| | | 3,269 kWh | 2,785.1 kWh |
| 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 | <i>Greenhouse gas (GHG) emissions and GHG intensity</i> | |
| | | 2022 | 2023 |
| | | 3,433 tonnes of CO ₂ e | 1,487 tonnes of CO ₂ e |
| Total Scope 1 emissions for our assured markets: Group Office, Mainland China, Hong Kong, Thailand, Singapore, Malaysia, Australia, Cambodia, Indonesia, Myanmar, New Zealand, the Philippines, South Korea, Sri Lanka, Taiwan, Vietnam, Brunei and Macau. (Excludes Cambodia, Myanmar, Sri Lanka, Taiwan, Vietnam, Brunei and Macau for 2022) | | 3,198 tonnes of CO ₂ e | 1,480 tonnes of CO ₂ e ✓ |
| Greenhouse gas (GHG) emissions (Scope 2) (Location-Based) | | 43,283 tonnes of CO ₂ e | 43,774 tonnes of CO ₂ e |
| Total Scope 2 emissions for our assured markets: Group Office, Mainland China, Hong Kong, Thailand, Singapore, Malaysia, Australia, Cambodia, Indonesia, Myanmar, New Zealand, the Philippines, South Korea, Sri Lanka, Taiwan, Vietnam, Brunei and Macau. (Location-Based) (Excludes Cambodia, Myanmar, Sri Lanka, Taiwan, Vietnam, Brunei and Macau for 2022) | | 24,536 tonnes of CO ₂ e | 30,630 tonnes of CO ₂ e ✓ |
| Greenhouse gas (GHG) emissions (Scope 2) (Market-Based) | | 43,283 tonnes of CO ₂ e | 43,774 tonnes of CO ₂ e |
| Total Scope 2 emissions for our assured markets: Group Office, Mainland China, Hong Kong, Thailand, Singapore, Malaysia, Australia, Cambodia, Indonesia, Myanmar, New Zealand, the Philippines, South Korea, Sri Lanka, Taiwan, Vietnam, Brunei and Macau. (Market-Based) (Excludes Cambodia, Myanmar, Sri Lanka, Taiwan, Vietnam, Brunei and Macau for 2022) | | 24,536 tonnes of CO ₂ e | 30,630 tonnes of CO ₂ e ✓ |
| Total emissions (for the Group) | | 50,606 tonnes of CO ₂ e | 55,217 tonnes of CO ₂ e |
| Other greenhouse gas (GHG) emissions (Scope 3) (business travel) | | 3,890 tonnes of CO ₂ e | 9,956 tonnes of CO ₂ e |

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| MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES | HKSE ESG REPORTING GUIDE REFERENCE | DISCLOSURE | SUPPLEMENTARY INFORMATION |
|---|------------------------------------|---|--|
| Total Scope 3 emissions (business travel) for our assured markets: Group Office, Hong Kong, Thailand, Singapore, Malaysia, Australia, Cambodia, Indonesia, Myanmar, New Zealand, the Philippines, South Korea, Sri Lanka, Taiwan, Vietnam, Brunei and Macau. (Excludes Australia, Cambodia, Indonesia, Myanmar, New Zealand, the Philippines, South Korea, Sri Lanka, Taiwan, Vietnam, Brunei and Macau for 2022) | | 2,216 tonnes of CO ₂ e | 8,516 tonnes of CO ₂ e ✓ |
| Total assured emissions for our assured markets: Group Office, Mainland China, Hong Kong, Thailand, Singapore, Malaysia, Australia, Cambodia, Indonesia, Myanmar, New Zealand, the Philippines, South Korea, Sri Lanka, Taiwan, Vietnam, Brunei and Macau. (Excludes Cambodia, Myanmar, Sri Lanka, Taiwan, Vietnam, Brunei and Macau for 2022) | | 29,950 tonnes of CO ₂ e | 40,626 tonnes of CO ₂ e ✓ |
| Greenhouse gas (GHG) emissions intensity (total emissions per employee) | | 2.0 tonnes of CO ₂ e | 2.13 tonnes of CO ₂ e |
| Environmental Management Initiatives | | | |
| GRI 306-3 (a) | KPI A1.3 | <i>Total waste generated</i> | |
| Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) | | <p>2022</p> <p>As a life insurer, our policies do not require the input of any hazardous materials, nor do we produce any hazardous substances. As a result, the production of hazardous waste is not applicable to our operations.</p> | <p>2023</p> <p>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.</p> |
| GRI 306-3 (a) | KPI A1.4 | <i>Total waste generated</i> | |
| Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) | | <p>2022</p> <p>AIA has started measuring its non-hazardous 'office waste' that includes waste generate from our operations. AIA's total waste generation in 2022 amounted to 674 tonnes.</p> <p>Please see 'Sustainable Operations – Improving Our Environmental Performance' section for more detail.</p> | <p>2023</p> <p>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.</p> <p>Please see AIA 2023 Subsection Report: Sustainable Operations – Improving Our Environmental Performance section for more detail.</p> |

ESG Data Book Supplement

| MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES | HKSE ESG REPORTING GUIDE REFERENCE | DISCLOSURE | SUPPLEMENTARY INFORMATION |
|---|---|---|--|
| GRI 3-3 GRI 306-4 GRI 306-5 | KPI A1.6 | <i>Total waste generated</i> | |
| Description of how hazardous and non-hazardous wastes are handled, reduction target(s) and results achieved | | 2022 | 2023 |
| | | Non-hazardous waste is sorted and recycled at selected business units. AIA has begun 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 as to why AIA does not measure hazardous waste currently. 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 last year. 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 | <i>Water consumed</i> | |
| Total water consumed | | 2022 | 2023 |
| | (*Based on data shared by 18 Business Units, AIA is unable to report on water usage in buildings where water meters are shared with other building tenants, or where it is included in total rental costs.) | | 390,444 tonnes of water |
| Water Intensity (per employee) | | 23.2 tonnes | 13.14 m ³ ✓ |
| | GRI | KPI A2.3 | <i>Energy consumption/energy use efficiency targets</i> |



ESG Data Book Supplement

| MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES | HKSE ESG REPORTING GUIDE REFERENCE | DISCLOSURE | SUPPLEMENTARY INFORMATION |
|---|------------------------------------|--|--|
| Reduction of energy consumption | | <p>2022</p> <p>No specific targets were set for energy efficiency, as AIA's carbon targets inherently reflect an improvement in energy efficiency.</p> <p>Given our net-zero commitment, energy efficiency is a large driver in the actualisation of our SBTi targets. However, we have no specific targets for energy efficiency, but we are in the process of developing our energy efficiency programme.</p> | <p>2023</p> <p>AIA does not have specific targets to reduce energy consumption.</p> <p>However, AIA is committed to achieving net-zero by 2050 and a 46.2% reduction of Scope 1 and 2 emissions by 2030.</p> <p>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.</p> |
| GRI 3-3 GRI 303-1 | KPI A2.4 | <i>Water efficiency targets</i> | |
| 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 | | <p>2022</p> <p>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.</p> | <p>2023</p> <p>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.</p> |
| GRI 301-1 | KPI A2.5 | <i>Packaging material</i> | |
| Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced | | <p>2022</p> <p>2023</p> <p>Packaging material is not applicable to the nature of our operations as a life insurer.</p> | |

ESG Data Book Supplement

| MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES | HKSE ESG REPORTING GUIDE REFERENCE | DISCLOSURE | SUPPLEMENTARY INFORMATION |
|---|---|--|---|
| Compliance with ESG Regulation | | | |
| UNGC 2 UNGC 7 | GD A1 GD B1 GD B2 GD B4 GD B6 GD B7 KPI B7.1 | 2022 | 2023 |
| 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 | | <p>There were no significant fines or non-monetary sanctions for non-compliance with laws and regulations during the reporting period.</p> <p>There are no newly applicable or developing laws or regulations related to ESG areas that have had a significant impact on our business.</p> | <p>There were no significant fines or non-monetary sanctions for non-compliance with laws and regulations during the reporting period.</p> <p>There are no newly applicable or developing laws or regulations related to ESG areas that have had a significant impact on our business.</p> |
| 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 | Employment related policies and approaches toward working hours and rest periods. | <p>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.</p> <p>As discussed in AIA 2023 Subsection Report: People & Culture, AIA also offers flexible working options at select business units.</p> |



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| 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 | <p>Policies in place to prevent child and forced labour.</p> <p>Description of steps taken to eliminate such practices when discovered.</p> | <p>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.</p> |



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| MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES | HKSE ESG REPORTING GUIDE REFERENCE | DISCLOSURE | SUPPLEMENTARY INFORMATION | | | | |
|---|---|--|---------------------------|------|---|---|--|
| Occupational Health & Safety | | | | | | | |
| GRI 403-9 GRI 403-10 | KPI B2.1 | <p><i>Number and rate of work-related fatalities</i></p> <table border="1"> <thead> <tr> <th data-bbox="1319 548 1862 601">2022</th> <th data-bbox="1862 548 2440 601">2023</th> </tr> </thead> <tbody> <tr> <td data-bbox="1319 601 1862 811"> <p>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 People and Culture section of this Report for details of our initiatives to foster a healthy and safe workplace.</p> </td> <td data-bbox="1862 601 2440 811"> <p>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.</p> <p>Please refer to our AIA 2023 Subsection Report: People & Culture for details of our initiatives to maintain and foster a healthy and safe workplace.</p> </td> </tr> </tbody> </table> | 2022 | 2023 | <p>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 People and Culture section of this Report for details of our initiatives to foster a healthy and safe workplace.</p> | <p>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.</p> <p>Please refer to our AIA 2023 Subsection Report: People & Culture for details of our initiatives to maintain and foster a healthy and safe workplace.</p> | |
| 2022 | 2023 | | | | | | |
| <p>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 People and Culture section of this Report for details of our initiatives to foster a healthy and safe workplace.</p> | <p>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.</p> <p>Please refer to our AIA 2023 Subsection Report: People & Culture for details of our initiatives to maintain and foster a healthy and safe workplace.</p> | | | | | | |
| - | KPI B2.2 | <p><i>Lost days due to work injury</i></p> <table border="1"> <thead> <tr> <th data-bbox="1319 868 1862 921">2022</th> <th data-bbox="1862 868 2440 921">2023</th> </tr> </thead> <tbody> <tr> <td data-bbox="1319 921 1862 1146"> <p>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.</p> <p>Please refer to the Sustainable Operations section of this Report for details of our initiatives to foster a healthy and safe workplace.</p> </td> <td data-bbox="1862 921 2440 1146"> <p>As a life and health insurer, our employees are not typically exposed to high-risk activities that may cause physical harm in our day-to-day operations.</p> <p>Please refer to the AIA 2023 Subsection Report: Sustainable Operations for details of our initiatives to maintain and foster a healthy and safe workplace.</p> </td> </tr> </tbody> </table> | 2022 | 2023 | <p>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.</p> <p>Please refer to the Sustainable Operations section of this Report for details of our initiatives to foster a healthy and safe workplace.</p> | <p>As a life and health insurer, our employees are not typically exposed to high-risk activities that may cause physical harm in our day-to-day operations.</p> <p>Please refer to the AIA 2023 Subsection Report: Sustainable Operations for details of our initiatives to maintain and foster a healthy and safe workplace.</p> | |
| 2022 | 2023 | | | | | | |
| <p>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.</p> <p>Please refer to the Sustainable Operations section of this Report for details of our initiatives to foster a healthy and safe workplace.</p> | <p>As a life and health insurer, our employees are not typically exposed to high-risk activities that may cause physical harm in our day-to-day operations.</p> <p>Please refer to the AIA 2023 Subsection Report: Sustainable Operations for details of our initiatives to maintain and foster a healthy and safe workplace.</p> | | | | | | |
| Lost days due to work injury | | | | | | | |



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| MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES | HKSE ESG REPORTING GUIDE REFERENCE | DISCLOSURE | SUPPLEMENTARY INFORMATION |
|---|------------------------------------|--|---|
| Supply Chain Management | KPI B5.1 | 2022 | 2023 |
| | | <p>We currently do not disclose information about all our suppliers broken down by region due to the sensitive nature of this information. However we disclose the details of our Tier 1 suppliers, Please see 'Sustainable Operations – Encouraging Good ESG Practice', which highlights our Tier 1 suppliers.</p> | <p>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.</p> <p>Please refer to the <u>AIA 2023 Subsection Report: Sustainable Operations – Encouraging Good ESG Practice</u> section for details on our Tier 1 suppliers.</p> |
| GRI 2-6 | KPI B5.2 | <p>Supply chain management and the monitoring system are described under 'Sustainable Operations – Encouraging Good ESG Practice'. Further, refer to 'Effective Governance'.</p> <p>Please also refer to our Supplier Code of Conduct.</p> | <p>Please refer to the <u>AIA 2023 Subsection Report: Sustainable Operations – Encouraging Good ESG Practice</u> section for descriptions of AIA's supply chain management and monitoring system.</p> <p>Please also refer to <u>AIA's Supplier Code of Conduct</u>.</p> |
| GRI 2-6 | KPI B5.3 | <p>AIA requests its suppliers to consider ESG considerations as part of our supplier registration process. AIA has also begun utilising a third-party ESG supply chain assessment scorecard for social and environmental performance of suppliers.</p> <p>For further details, please refer to 'Sustainable Operations – Encouraging Good ESG Practice'.</p> | <p>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.</p> <p>Please refer to the <u>AIA 2023 Subsection Report: Sustainable Operations – Encouraging Good ESG Practice</u> section for further details.</p> |

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| 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 'Sustainable Operations – Encouraging Good ESG Practice') 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 the Supplier Code of Conduct, 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 AIA 2023 Subsection Report: Sustainable Operations – Encouraging Good ESG Practice) 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 AIA's Supplier Code of Conduct, 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> | | | | | | | | | |
| Diversity and Equal Opportunities | | | | | | | | | | | | |
| GRI 405 | KPI B1.1 | <p><i>Total workforce employment type</i></p> <table border="1"> <thead> <tr> <th></th> <th data-bbox="1302 1058 1862 1110">2022</th> <th data-bbox="1862 1058 2438 1110">2023</th> </tr> </thead> <tbody> <tr> <td data-bbox="104 1110 843 1168">Full time</td> <td data-bbox="1302 1110 1862 1168">98.9%</td> <td data-bbox="1862 1110 2438 1168">99.1%</td> </tr> <tr> <td data-bbox="104 1168 843 1225">Part time</td> <td data-bbox="1302 1168 1862 1225">1.1%</td> <td data-bbox="1862 1168 2438 1225">0.9%</td> </tr> </tbody> </table> | | | 2022 | 2023 | Full time | 98.9% | 99.1% | Part time | 1.1% | 0.9% |
| | 2022 | 2023 | | | | | | | | | | |
| Full time | 98.9% | 99.1% | | | | | | | | | | |
| Part time | 1.1% | 0.9% | | | | | | | | | | |
| GRI 401 | KPI B1.2 | | | | | | | | | | | |
| Employee turnover by geographical region | | This is not disclosed due to sensitivity | This is not disclosed due to sensitivity ✓ | | | | | | | | | |



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| MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES | HKSE ESG REPORTING GUIDE REFERENCE | DISCLOSURE | SUPPLEMENTARY INFORMATION |
|--|------------------------------------|---|--------------------------------|
| UNGC 6 | KPI B3.1 | <i>Percentage of employees trained by gender and employee category</i> | |
| Percentage of employees trained by gender | | 2022 | 2023 |
| Percentage of employees trained by employee category | | Percentage of employees trained by gender and employee category not disclosed due to sensitivity. | 100% of employees trained |
| UNGC 6 GRI 404-1 | KPI B3.2 | <i>The average training hours completed per employee by gender and employee category</i> | |
| Average training hours | | 2022 | 2023 |
| | | 24 hrs | 26.5 hrs ✓ |
| Average training hours (by gender) | | Males – 24.6 hrs | Males – 27.2 hrs ✓ |
| | | Females – 24.0 hrs | Females – 25.9 hrs ✓ |
| Average training hours (by seniority) | | Senior leaders – 27.0 hrs | Senior leaders – 32.3 hrs ✓ |
| | | Middle management – 25.3 hrs | Middle management – 28.0 hrs ✓ |
| | | General Staff – 23.8 hrs | General Staff – 25.5 hrs ✓ |
| Average non-mandatory training hours (by gender) | | Males – 20.0 hrs | Males – 22.0 hrs |
| | | Females – 19.9 hrs | Females – 21.2 hrs |
| Average non-mandatory training hours (by seniority) | | Senior leaders – 23.0 hrs | Senior leaders – 29.3 hrs |
| | | Middle management – 21.3 hrs | Middle management – 23.0 hrs |
| | | General Staff – 19.3 hrs | General Staff – 20.5 hrs |



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| MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES | HKSE ESG REPORTING GUIDE REFERENCE | DISCLOSURE | SUPPLEMENTARY INFORMATION |
|---|--|---|---|
| Local Communities | | | |
| GRI 201-1 (a-ii) | KPI B8.2 | <i>Resources contributed to the focus area</i> | |
| Charitable donations | | 2022 | 2023 |
| | | Over US\$11 million | Over US\$6 million |
| Employees volunteered | | Over 13,000 hours | Over 7,500 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 | 2022 | 2023 |
| | | 12 | 13 |
| Telemedicine | Number of live markets | 10 | 10 |
| Personal Case Management | Number of live markets | 12 | 12 |
| Regional Health Passport | Number of live markets | 8 | 10 |
| 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 | 0.27 | 0.10 |



ESG Data Book Supplement

| MATERIAL TOPIC DISCLOSURE INCLUDING UNGC PRINCIPLES | HKSE ESG REPORTING GUIDE REFERENCE | DISCLOSURE | SUPPLEMENTARY INFORMATION |
|---|------------------------------------|------------|---------------------------|
|---|------------------------------------|------------|---------------------------|

Based on AIA Vitality members who have reported their data, the number of AIA Vitality Customers with either 1 biometric result from unhealthy to healthy OR Vitality age improvement + Personal Case Management Customers with a change in diagnosis or treatment optimised

Year-on-year increase

18.0%

22.0%

AIA One Billion

AIA One Billion additional disclosure

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”) in 2022 and 2023. The period from 1 January 2021 to 31 December 2022 was covered in 2022, while the period from 1 January 2023 to 31 December 2023 was covered in 2023. Of our cumulative total 387 million people engaged through our AIA One Billion Plan, the number assured on Community Programmes and Inspiring and Educational Digital initiatives, Partnerships and Events before duplication discount factor was 2,341 million, representative of 97% of the total number covering the period of 1 January 2021 to 31 December 2023.

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 number engaged for Community Programmes and Inspiring and Educational Digital Initiatives, Partnerships and Events before duplication discount factor disclosed by the Group.

About this Report

This Report summarises the Group's ESG performance and key sustainability milestones in 2023. 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 17 to 18, our key stakeholders include our customers, employees and agents, governments and regulators, investors and communities.

This Report is produced with reference to the Global Reporting Initiative (GRI) Standards Guide published 30 June 2022, with reference to the ESG Reporting Guide (ESG Guide) set out in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (HKSE). The contents of this Report also comply with the ESG requirements under the Rules Governing Listing of Securities on HKSE.

As a signatory to the United Nations Global Compact (UNGC), AIA reports on our progress toward the UN Global Compact Ten Principles. We also include our Report against the Task Force 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 28-29, 31-32, 36, 38-39 and 42-43.

AIA has a vested interest in achieving these environmental, social and governance 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 2023, 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 per cent interest in a joint venture and our investment in China Post Life, where we own a 24.99 per cent equity stake.

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 2024.

Additional information relevant to our ESG performance, including financial data and corporate governance matters, can be found in our Annual Report 2023.

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 28-29, 31-32, 36, 38-39 and 42-43, we have summarised relevant targets and progress made in 2023. In addition to this, we have also expanded on this aspect in depth within each of the pillar chapters throughout this Report and sub-section reports to give a holistic view of our progress in 2023.

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, best practices and contributing to knowledge sharing to accelerate positive change across the industry and the communities we operate in.



About this Report

Assured data

As we build data and process confidence, our Sustainability information, including emissions data, is reviewed, and assured by AIA's external auditors PwC, and we continue to add more locations to the assurance scope. For this reporting period, these locations include AIA Group Office, 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. Please refer to the Assurance Statement on page 44 for a further breakdown of our operations from buildings in scope of this data assurance exercise.

Data calculation methodologies

AIA calculates emissions according to the guidelines provided by the Environmental Protection Department of the Hong Kong SAR Government and Appendix 2: Reporting Guidance on Environmental KPIs. 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 List of Emission Factors published by the local government authority, United for Efficiency, International Renewable Energy Agency and the Institute for Global Environmental Strategies. We refer to the emission factor for short-haul flights of Greenhouse gas reporting: conversion factors 2023 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.



HEALTHIER, LONGER,
BETTER LIVES

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
Suites 3206-3209, 32/F AIA Central
1 Connaught Road Central, Central, Hong Kong

