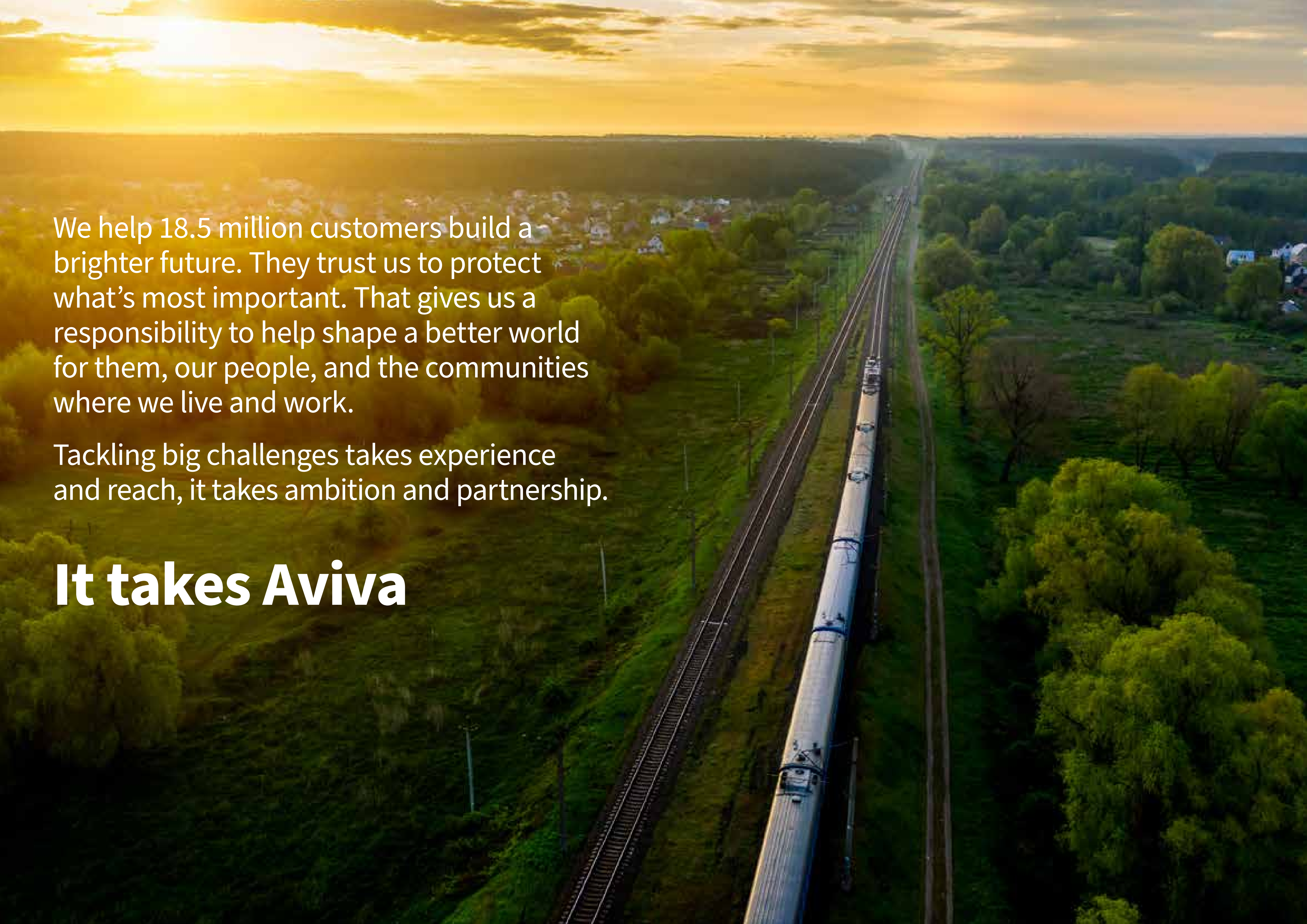
Aviva plc
Reporting Criteria 2021



We help 18.5 million customers build a brighter future. They trust us to protect what's most important. That gives us a responsibility to help shape a better world for them, our people, and the communities where we live and work.

Tackling big challenges takes experience and reach, it takes ambition and partnership.

It takes Aviva

Reporting criteria for Sustainability key performance indicators for the year 2021

Introduction

This Sustainability Reporting Criteria document sets out the principles, criteria and scope used to report all Sustainability Key Performance Indicator (KPI) data by Aviva plc, its subsidiaries and joint ventures (together known as the Group) in the Strategic Report within the Annual Report, as well as on Aviva.com and in our Sustainability Report and Climate-related Financial Disclosure (TCFD Report).

Aviva Group's management is responsible for having appropriate controls and procedures in place to prepare the Group's Sustainability reporting in line with, in all material respects, these reporting criteria. The Sustainability data reported is aligned with the Group's financial reporting period for the year ending 31 December 2021.

PwC provide reasonable assurance over selected Sustainability information, and the assurance report can be found within the Sustainability and TCFD Reports.

I. General reporting principles

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

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

In order to compare our metrics on a relative, or like for like basis, we consider any change in structure of the business and restate comparative data for material acquisitions or divestment which have occurred during the year where appropriate. Details of specific changes in a year are provided in the notes sections of the data pages within the Sustainability Report.

We will exclude data and where necessary restate data from previous years when:

- Inaccuracies are identified in the data provided by external sources
- It refers to data that is reported on a voluntary basis.

Restated data will be accompanied by an explanatory note in the KPI table.

II. Frameworks and standards

We report in accordance with the UK Government's SECR requirements. Our reporting table is published in the 'Our sustainability ambition' section of the Annual Report & Accounts.

We report our carbon emissions with reference to the Greenhouse Gas Protocol.

We report in accordance with the TCFD. Our TCFD report is separate and a summary TCFD report is given in the Annual Report & Accounts. We also report in line with the ClimateWise Principles.

We have considered the GRI framework and the Sustainability Accounting Standards Board (SASB) Standards in the preparation of our Sustainability Report. Aviva's SASB Alignment Disclosure is available online.

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

III. Organisational boundaries for Sustainability reporting

Sustainability reporting covers Aviva plc, and 100% of its subsidiaries and joint ventures where we have operational control. Unless otherwise stated all figures in our report cover the period from 1 January to 31 December 2021.

If a business is acquired as a subsidiary during the year, the business will be included in the Group's reporting from the date of acquisition.

If the Group divests a business during the year, that business will be included in the Group's reporting up until the date of disposal.

Where KPIs are stated at a point in time, only businesses controlled by the Group at the year end are included in the KPI.

We use a baseline year for our long-term reduction targets. If company divestments or acquisitions create a difference of +/- 10% of the Group's total metric, then the baseline year will be reset. For the year ended 31 December 2021 the Group disposed of its businesses in Italy, Poland and France.

Currency

Any currency figures mentioned in our reporting are in GBP. We convert local currency to GBP using average annual currency exchange figures provided by Aviva Group Finance for the year.

IV. Employees

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

- Permanent full and part time staff
- Temporary staff and contractors
- Staff of a joint venture company.

The number of employees used to calculate CO_2e per employee is the total number of employees rather than the full time equivalent (FTE) number quoted in the Annual Report and Accounts, which is calculated using an equity share basis in line with the preparation of the remainder of the Annual Report and Accounts. This means that the employee figures quoted in this area are often much higher than the FTE figures used in the Annual Report and Accounts. The total employees' figure should be used for any per employee environmental impact intensity calculations made.

V. Suppliers

Registered suppliers are defined as those suppliers who have completed all required forms in the supplier system. All new suppliers are required to complete the registration process.

The scope of the current year's reporting includes all UK businesses which operate the shared service model, suppliers to our Ireland business, Heritage Friends Life, Sesame Bankhall Group and Aviva Investors internationally.

Additional links
> Aviva Sustainability Report 2021
> Aviva Climate-related Financial Disclosure 2021
> Aviva SASB Alignment Disclosure 2021
> Aviva Annual Report and Accounts 2021

Reporting criteria for Sustainability key performance indicators for the year 2021 continued

A. Climate Action

Data sources

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

- Purchased Electricity: invoices, supplier reports, in-market extrapolation, and extrapolation over time periods due to invoicing arrangement
- On-site Renewable Electricity: invoices, supplier reports, in-market extrapolation and extrapolation over time periods due to invoicing arrangement
- Gas: invoices, supplier reports, in-market extrapolation over time periods due to invoicing arrangement
- Oil: invoices
- Fugitive emissions from air-conditioning: based on invoices from the provision of top up gases
- Municipal heating & cooling: invoices, contracts and landlord declarations.
- Air travel: supplier reports, invoices, extrapolation from expenses systems
- Rail: supplier reports
- Grey fleet (employee-owned vehicles used for business purposes): expenses system
- Company car: expenses system, fuel cards and invoices
- Hire car: supplier reports
- Water consumption: invoices, supplier reports, extrapolation over time periods and on an FTE and m^2 basis
- Waste: supplier reports, invoices and extrapolation over time periods.

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

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

CO_2e emissions

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

Except for overseas electricity, we use the Department for Environment, Food and Rural Affairs' (Defra) latest factors, that are annually revised, for our emissions factors.

For overseas electricity we used International Energy Agency conversion factors from the 2020 publication. Further information on conversion factors is available at:

https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2021

Electricity related CO_2e factors change more frequently than other CO_2e emission factors. However, we will not restate our prior year carbon data due to variations in the electricity carbon conversion factors, unless on a Group-wide basis this causes a movement of more than 5% year-on-year on a relative basis.

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

Environmental breaches

We report on any breaches in local environmental regulations that occur from our operations.

Reporting criteria for Sustainability key performance indicators for the year 2021 continued

KPIs	Definition and assumptions
Investment in green assets	We define 'green assets' as follows: **(i) Low carbon infrastructure assets (including low carbon real estate):** • Solar photovoltaics (PV)[1], offshore and onshore wind, new energy centres reducing users' demand for energy, waste to energy, green hydrogen generation, battery storage, low carbon public transport and electric vehicle charging infrastructure. • Energy efficient buildings certified HQE, LEED, DGNB BREEAM is based on a 'very good' BREEAM score or equivalent. • Infrastructure debt based on the deep sector it is included in, and subject to assessment of green credentials of green infrastructure. There are additional deals that are considered green that are agreed on a deal-by-deal basis (this predominately relates to green transport as the transport sector can include green and not green deals). • Aviva Asset Origination infrastructure deals are identified on a deal-by-deal basis. **(ii) Green bonds, Social bonds, Sustainability bonds, Green Gilts and Green loans:** • Green bonds (including green gilts) are based on the Bloomberg Terminal Green Bond loan indicator which is in line with the International Capital Markets Association (ICMA) Standards[2]. Eligible green project categories include renewable energy, energy efficiency, pollution prevention and control, environmentally sustainable management of living natural resources and land use, terrestrial and aquatic biodiversity conservation, clean transportation, sustainable water and wastewater management, climate change adaptation, circular economy and/or eco-efficient projects, and green buildings. • Social bonds are defined as any type of bond instrument where the proceeds, or an equivalent amount, will be exclusively applied to finance or re-finance in part or in full new and/or existing eligible Social Projects. Examples of projects are providing or promoting basic infrastructure, access to essential services, affordable housing, and social economic advancement. • Sustainability bonds are any type of bond instrument where the proceeds or an equivalent amount will be exclusively applied to finance or re-finance a combination of both Green and Social Projects. • Green Loans are Loan Market Association (LMA) certified sustainable loans - Green loans that have specific clauses requiring or incentivising the lowering of carbon intensity such as installation of solar panels or that have received the LMA's sustainability-linked loan (SLL) accreditation. **(iii) Climate transition funds include:** • Aviva Investors – Climate Transition European Equity Fund • Aviva Investors – Climate Transition Global Equity Fund • Aviva Investors – Climate Transition Real Assets Fund • Aviva Investors – Climate Transition Global Credit Fund

Reporting criteria for Sustainability key performance indicators for the year 2021 continued

KPIs	Definition and assumptions
Weighted average carbon intensity (tCO_2e/$m sales) of credit and equities in Aviva's shareholder and with-profit funds	The carbon intensity of our shareholder and with-profit exposure to equities and corporate bonds is measured on an annual basis at year end.
Actual weather-related losses versus expected losses	Actual weather-related losses versus expected losses by year and business unit (net of reinsurance) and weather impact on Aviva's Combined Operating Ratio (COR) (net of reinsurance). The expectation for weather-related losses is based on the long-term average (LTA). The LTA takes into account the volume of business written and the reinsurance structure in place during the relevant accident year. Actual weather-related losses are based on paid, reported and incurred but not reported (IBNR) weather-related claims for the relevant accident year.
Sovereign holdings exposure to climate-related risks (ND-GAIN)	We calculate our most significant sovereign exposures in our shareholder and with-profit funds and determine the ND-GAIN country index and sovereign emission intensity scores for those sovereigns. The University of Notre Dame's Adaptation Initiative (ND-GAIN) country index measures a country's vulnerability and readiness to climate change (measured on an index between 0 and 100). Sovereign carbon intensity is calculated as greenhouse gas emissions (tCO_2e) divided by purchasing power parity (PPP) adjusted gross domestic product (GDP) in USD millions (using the latest available data). We also measure our sovereign holdings with an ND-GAIN country index score below 50 - these are countries that are highly or moderately vulnerable to climate change.
Electricity used from renewable sources	Renewable energy is energy that is collected from renewable resources, which are naturally replenished on a human timescale, such as sunlight, wind, rain, tides, waves, and geothermal heat. Our priority is to purchase renewable electricity from certified sources, but where this is not possible, we purchase Energy Certificates matching consumption from renewable generations (i.e. wind, solar, hydro).
Reduction in CO_2e against 2010 baseline	Our total annual CO_2e emissions are calculated for the year ending 31 December 2021. The emissions figure is then compared against our restated 2010 baseline, which is 146,248 tonnes CO_2e. The difference between the baseline and the annual figure is expressed as a percentage difference. We have achieved our long-term target of a 50% reduction by 2020 and 70% by 2030 from the 2010 baseline. We have now announced that our operations will be Net Zero by 2030. We have also re-baselined our figures to take account of our focus on reporting our Scope 2 (market-based methodology going forward) using a baseline of 2019.
Operational carbon emissions (tonnes - CO_2e) – absolute	Absolute CO_2e data includes emissions from our buildings, business travel, water and waste to landfill as generated during the year.
Operational carbon emissions (tonnes - CO_2e) – relative	Relative CO_2e data is the comparison using the year reported and the adjusted data for the previous year encompassing structural changes, and material changes to emission factors that have occurred.

Reporting criteria for Sustainability key performance indicators for the year 2021 continued

KPIs	Definition and assumptions
% of CO_2e emissions offset annually Carbon offsets (tonnes – CO_2e)	We purchase Gold Standard, Voluntary Carbon Scheme, and Carbon Emission Reduction carbon credits from energy efficiency, clean water provision and renewable energy generation projects from the voluntary carbon market. Once issued and purchased, the credits are retired to the respective carbon registry, so they cannot be used or sold again. We choose projects which not only reduce the amount of carbon being produced, but also have a high social impact. Because Aviva sources carbon credits from International Carbon Reduction and Offset Alliance (ICROA) accredited companies, they come with a guarantee over the carbon saving. Due to the limited time period between the end of the year and the reasonable assurance sign off, it is necessary to estimate the volume of credits required. Therefore our reporting of this KPI includes (i) offsets that have been purchased in previous years but are retired against 2021 and (ii) offsets that have been purchased and that Aviva has committed to retire at the reporting date, by communication to the broker.
Operational carbon emissions Scope 1 (tonnes - CO_2e)	Scope 1 – operational emissions from owned sources. These are: gas, oil, company car mileage, fugitive emissions from air conditioning.
Operational carbon emissions Scope 2 (tonnes - CO_2e)	We are now reporting on a dual basis for our Scope 2 emissions[3] based on the Greenhouse Gas Protocol's Scope 2 – Market-based methodology as well as the location-based methodology. The table below shows the Scope 2 (location and market) electricity emissions baseline for our businesses in 2019. We will continue dual reporting our figures and then switch to offsetting remaining emissions on the market-based methodology from 2021. Location-based – operational emissions from non-owned sources, where average emissions intensity of grids on which energy consumption occurs are used. These are: purchased electricity, municipal heating, and cooling. Market-based – operational emissions where we have contractual arrangements for renewable electricity, e.g. through our own on-site generation, Power Purchase Agreements, certified renewable electricity through a supplier tariff or the separate purchase of Renewable Energy Guarantees of Origin (REGOs) or market equivalent, or consumed renewable heat or transport certified through a Government Scheme.
Operational carbon emissions Scope 3 (tonnes - CO_2e)	Scope 3 - operational emissions from non-owned sources. These are: business travel (air, rail, grey fleet, and rental cars), water, electricity transmission and distribution, and landfill waste. Energy is measured or converted into kWh, fugitive emissions are measured in kilograms (kgs), travel is measured or converted into kilometres (km), air travel related CO_2e emissions are reported on a long haul and short haul basis; the threshold between short haul and long haul is 500km, water is measured in m^3, and waste is measured in metric tonnes.

1 Low Carbon Infrastructure - Solar PV, offshore and onshore wind, new energy centres reducing users' demand for energy, waste to energy, green hydrogen generation, battery storage, low carbon public transport and electric vehicle charging infrastructure, and energy efficient buildings. Energy efficient buildings are those which have achieved BREEAM -Very Good, LEED -Silver, and HQE or above plus Energy Performance Certificates, or those which align to the EU Taxonomy real estate definition of sustainable activities, measured at the point of acquisition.

2 Green bonds aligned with ICMA's Green Bond Principles including Social bonds and Sustainability bonds are included. Green loans that have specific clauses requiring or incentivising the lowering of carbon intensity such as installation of solar panels or that have received the Loan Market Association's sustainability-linked loan (SLL) accreditation.

3 This includes all six GHGs as defined under the Kyoto Protocol - Greenhouse gases include, but are not limited to, water vapor, carbon dioxide (CO2), methane (CH4), nitrous oxide (N2O), hydrochlorofluorocarbons (HCFCs), ozone (O3), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), and sulphur hexafluoride (SF6)

Reporting criteria for Sustainability key performance indicators for the year 2021 continued

Additional indicators	Definition and assumptions
Water consumption (m^3) – absolute	Water is measured or converted into m^3. We report data where it is reported to Aviva Group by the Aviva markets. Where actual data from meter readings and invoices is not available, but we are able to estimate or extrapolate data with a high level of confidence, we will do so. This extrapolation will be done on a per m^2 floor space basis. This extrapolation may occur within a market where partial data is available, or where there is no data available from a market with similar characteristics to the one in question.
Waste generated (tonnes) – absolute	Waste data is collected from 10 different office-based waste streams. Where we are able to segregate waste and recycle it, we do so. We report data where it is reported to Aviva Group by the Aviva markets. We measure waste to the nearest rounded up tonne. Most of our waste figures are extrapolated from available invoices or estimated from data within the market. For reporting purposes, we class any waste that is not sent to landfill as recycled. We classify recycled as waste, which is reused, recycled, processed through anaerobic digestion, or waste to energy. Waste from Solus Accident Repair Centres is not included in this data. We believe from suppliers' information that the majority of Solus' waste is recycled.
Business mileage (road) (million kms)	The measurement of kilometres (kms) is the most common method of collecting data in terms of car travel. This is normally collected through the expenses system which reimburses employees on a cost per km travelled basis. This applies to both company cars and private cars used for business (the grey fleet). Where businesses are not able to report on km travelled, but can report on litres of fuel used, we take this unit to calculate the associated CO_2e emissions. Where businesses provide both we use the km data in preference. We do not include employee commuting in our boundaries for reporting. However, we work with public transport providers in the locality of our larger offices to assist commuting. We do not include outsourced operations where we have no operational control.
Number of green or reduced carbon propositions	Products and services, developed across any of our business lines that: • facilitate a technology, development or market that benefits the environment and/or mitigates climate change impacts for our customers • focus on resource protection and environmentally responsible behaviour, reduce environmental risks for clients via managing, addressing and/or advising on, for example climate and regulation risks/ opportunities.
Energy consumption (MWh)	Energy consumption is the total of: renewable electricity consumption; grid average electricity consumption; on-site renewable electricity production e.g solar PV; natural gas consumption; municipal cooling; municipal steam-heating.

Reporting criteria for Sustainability key performance indicators for the year 2021 continued

Additional indicators	Definition and assumptions
Intensity ratios Scope 1 & 2 location-based emissions (tCO_2e)/£ million GWP Total location-based emissions (tCO_2e)/£ million GWP Total location-based emissions (tCO_2e)/employee	Location-based: A location-based method reflects the average emissions intensity of grids on which energy consumption occurs. Market-based: A market-based method reflects emissions from electricity that companies have purposefully chosen.
Homeworking Energy carbon emissions	CO_2e estimated as per the methodology worked through from the EcoAct Homeworking Emissions Whitepaper 2020. The data calculated through the methodology complements the Greenhouse Gas (GHG) Protocol for three areas of consumption - average regional emissions from office equipment and lighting, emissions from heating, and emissions from cooling (where geographically relevant). This is multiplied by the number of contracted hours where employees are not at an Aviva office location, and working weeks. This data is in respect of Aviva's core markets.

Reporting criteria for Sustainability key performance indicators for the year 2021 continued

B. Stronger Communities

KPIs	Definition and assumptions
Amount of community investment (£) – including value of skills	This includes all charitable spend, management costs, value of gifts in kind and the cost of volunteering in alignment with the B4SI global standard for measuring and managing a company's social impact (https://b4si.net/framework/community-investment). In 2004, Friends Life made a £20 million donation to the Friends Provident Foundation which has been gradually recognised within the Sustainability KPIs over time. We have continued to adopt this treatment, and therefore will report an amount of £1.1 million per annum reflecting the unwinding of this donation from 2015 until 2022. In 2021 Aviva made the first payment into its Carbon Sequestration Fund, held within the Charities Trust (Charity Registration No: 327489). This is treated as a donation in 2021 even though the dispersal of funds to carbon sequestration projects will happen over time.
Number of employee hours spent volunteering	These hours include both volunteering in company time as well as outside company time where this has been facilitated by Aviva. Hours are recorded differently throughout the markets (for example, some markets use email records, others use excel spreadsheets) but all markets use the same definition.
% of employees volunteering	This percentage is based on the total number of employees across the Group (including JVs) divided by number of employees volunteering. The number of employees volunteering is based on actual volunteering, not on the employees registered for volunteering activities.
Number of beneficiaries of community programmes	This includes beneficiaries from our Red Cross Partnership, ACF, carbon offsetting projects, and beneficiaries from various other community projects supported by Aviva.
Number of people made more resilient	This includes people we have helped with climate resilience (e.g. flood resilience), financial resilience or with their health, wellbeing and inclusion.
Number of propositions with social inclusion considerations	Products and services, developed across any of our business lines that; facilitate a technology, product, service or market that increases access to insurance for low income or financially vulnerable groups; focus on accessibility for groups who have faced other non-economic barriers to inclusion (e.g. gender, ethnicity, religion, disability etc.); significantly increase the scope of cover available to customers in the market, therefore reducing financial risks for customers; increase access to financial services for customers via wider activity/impacts that help customers with financial inclusion; and/or deal with the impact of COVID-19 on our customers regarding access to the financial services we offer.

Reporting criteria for Sustainability key performance indicators for the year 2021 continued

C. Acting Sustainably

KPIs	Definition and assumptions
% of employees who have read, understood and accepted the Business Ethics Code	Aviva has a 100% target for this KPI and it applies to all core markets and joint ventures. The figure we report is based on actual % sign-up to the Code. All employees are asked to sign up to the Code, except: employees on parental leave, long term sickness and temporary staff and contractors who are due to be working for Aviva for less than three months. The Code sets out the behaviour we expect all employees to abide by. By way of example, it covers anti-bribery and corruption, political donations and how we should treat our employees. Employees sign up to the Code in different markets and at different times of the year to suit the markets' needs. Aviva's Business Ethics Code can be found at: https://www.aviva.com/sustainability/reporting/
% of women in senior management	The percentage of female employees in 'Heads of' or 'Director' roles (Management Level at Grade F+) against the total number of employees at those Management levels in the Core Markets (UK, Ireland, Canada and Aviva Investors). This is on a Headcount and not an FTE basis.
% of registered suppliers that have agreed to the Supplier Codes of Behaviour	This Code sets out the expectations of the relationship between a Third Party and Aviva and details our corporate responsibility commitments. Please note that, once agreed, suppliers are not required to annually renew their agreement and we do not require suppliers to provide a signed copy of the Code of Behaviour as part of their acceptance. We include within our definition of 'agreed to abide by the Code of Behaviour' those suppliers that were able to confirm that they have an acceptable reason why they don't agree to abide by our Code (such as an equivalent code of behaviour of their own). The Aviva Third Party Code of Behaviour can be found here: https://www.aviva.com/social-purpose/policies/
Number of businesses that are at or above market average NPS ® (Net Promoter Score ®) Relationship NPS ®	This KPI comes from the annual Relationship Net Promoter Score® 'RNPS' survey, which is benchmarked against local competitors. This survey is conducted and analysed by an external research provider, who calculates the outcomes reported externally. Our target is for all markets to reach upper quartile compared to market average. NPS is the difference between the percentage of customers who are our promoters (i.e. advocates who would recommend Aviva to friends and colleagues) and those who are our detractors (i.e. customers who would not recommend Aviva or would even speak out against Aviva). Measured on a scale from 0-10, NPS is calculated by subtracting detractors (scores 0 – 6) from promoters (scores 9 – 10). It includes a representative sample of the customer base (including direct and intermediated customers). The KPI figures are based on the following markets: UK GI, UK Life, Ireland Life, Ireland GI and Canada.

Reporting criteria for Sustainability key performance indicators for the year 2021 continued

Additional indicators	Definition and assumptions
Transactional NPS®	Transactional Net Promoter Score® (TNPS®) is a measure of the number of customers who would recommend Aviva following an interaction. The metric is derived from responses to customer surveys issued after their interaction with Aviva. The survey is conducted and analysed by an external research provider, who calculates the outcomes reported externally. The scale used is as for RNPS®, above. The survey is sent to a sample of customers across a number of interactions. Weightings are applied to ensure the score is representative.
Number of customer complaints per 1,000 policies in force (UK) Life/GI/Health	The number of regulated customer complaints in the UK is gathered from the Aviva complaints management system and submissions from a number of external providers. Regulated customer complaints are those that meet the FCA complaint definition. The number of policies in force is extracted from the reporting system. The total number of regulated customer complaints is divided by the number of policies in force and multiplied by 1,000 to generate the metric.
% of complaints resolved within eight weeks (UK) Life/GI/Health	The UK regulated complaints data (see description above) is analysed to calculate the % of complaints resolved within eight weeks from the date of receipt.
Number of customers	The number of unique customers is extracted from the market level customer databases in the UK, Ireland and Canada and consolidated at Group.
Employee engagement	Our global Colleague Engagement survey includes our permanent and temporary staff (on our payroll) who had been employed by us for at least five weeks before the date when the survey opened. The Colleague Engagement survey questions were based on a 5-point Likert scale ranging from 'Strongly Disagree' through to 'Strongly Agree', and a free text box to leave comments. For reporting, the responses for 'Strongly Agree' and 'Agree' are aggregated to produce a % favourable score which is reported on. For example, if 100 people respond to a question with 47 choosing 'Strongly Agree' and 32 choosing 'Agree', the % favourable score would be reported as 79%. In line with industry best practice, a score of 70% or more is very good, 60% – 69% is good, 50% – 59% is average and 49% or less is poor. We outsource the administration and reporting of the survey to an external provider Karian and Box (Pulsecheck Ltd).
% of employees who rate Aviva favourably on engagement index	For 2021 the KPI is the percentage of people who responded favourably to the statement 'I would recommend Aviva to family and friends as a great place to work'.
% of employees who believe Aviva is a good citizen	This is the percentage of people who responded favourably to the question: To what extent do you agree with the statement that Aviva is a good corporate citizen (for example being trustworthy, working with our communities and being environmentally friendly)? This KPI is tracked at least every two years.
% of employees who believe they can be themselves at work without fear of prejudice or discrimination	This is the percentage of people who responded favourably to the statement: 'I can be myself at work'. This KPI replaces the metric tracking the % of employees who felt Aviva was a place where people from diverse backgrounds could succeed.

Reporting criteria for Sustainability key performance indicators for the year 2021 continued

Additional indicators	Definition and assumptions
Belief in Aviva's strategy - % score for the statement 'I think our strategy is the right one for Aviva'	The percentage score for the statement 'I think our strategy is the right one for Aviva'.
Trust in senior leaders - % score for the statement 'I trust what Aviva's Group Executive say'	The percentage score for the statement 'I trust what Aviva's Group Executive say'.
% of ethnically diverse employees in senior leadership roles in the UK	Senior leadership roles are classed as employees at F grade or above. The percentage is calculated using employees as at the year end. Employees who have shared they are within the following ethnic groups: Black, Asian, Mixed/Multiple Ethnicity and Other.
Mean/median Gender Pay & Bonus Gap (UK)	A gender pay gap is a measure of the difference between the average earnings of men and women (irrespective of roles or seniority). You can read our full gender pay report here: https://www.aviva.com/about-us/uk-gender-pay-gap-report/
% completion of internal diversity data	The percentage of employees in UK, Ireland and Canada (incl. Aviva Investors in these countries) that have completed their Race/Ethnicity data in Workday. This is on a Headcount and not an FTE basis.
% women on Aviva Executive Committee	Percentage of women on this committee at the year end.
Aviva plc board diversity: Gender (% female)	Percentage of Women on the Board at March, when the Annual Report and Accounts are published.
Aviva plc board diversity: Ethnicity (%)	Percentage of Board ethnicity at March, when the Annual Report and Accounts are published (within the following ethnic groups: Black, Asian, Mixed/Multiple Ethnicity and Other).
Number of employees - FTE	Count of employees at Year End (31 December 2021) in Continuing Operations, as disclosed in the Annual Report and Accounts. This is on an FTE basis.
Number of employees - headcount	Count of employees at Year End (31 December 2021) in the Core Markets (UK, Ireland, Canada and Aviva Investors). This is on a headcount basis.
% of female employees at Aviva	The percentage of female employees against the total number of employees in the Core Markets (UK, Ireland, Canada and Aviva Investors). This is on a headcount basis.
Average number of employees in continuing business - headcount	The Average of the count of employees at the respective month end periods, throughout the reporting calendar year (Jan to Dec) for the Core Markets (UK, Ireland, Canada and Aviva Investors). This is on a headcount basis.

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