



Being a force for good

The AXA UK and Ireland Corporate Responsibility Annual Report 2021





For us, it's about protecting what matters

What does it mean to be a responsible business? At AXA UK and Ireland (UK&I), we believe it's about being a force for good.

We use our collective energy to contribute to a healthier, more inclusive and more sustainable future for everyone – colleagues, customers, communities and society, here and around the world.

After all, protecting what matters is what we do.

Three ambitious goals

Our UK and Ireland corporate responsibility goals contribute towards the wider AXA strategy, which is measured against our [AXA For Progress Index](#).



Promote good health

We use our heritage and expertise to improve the physical health and wellbeing of people in the UK. We make the most of our strategic partnerships to connect with young people and support their health and wellbeing.



Progress in society

We empower our employees to make a difference in their communities. And we invest in education and skills-building to help people and societies thrive. Everyone feeling they belong and are included is key to our success.



Protect our planet

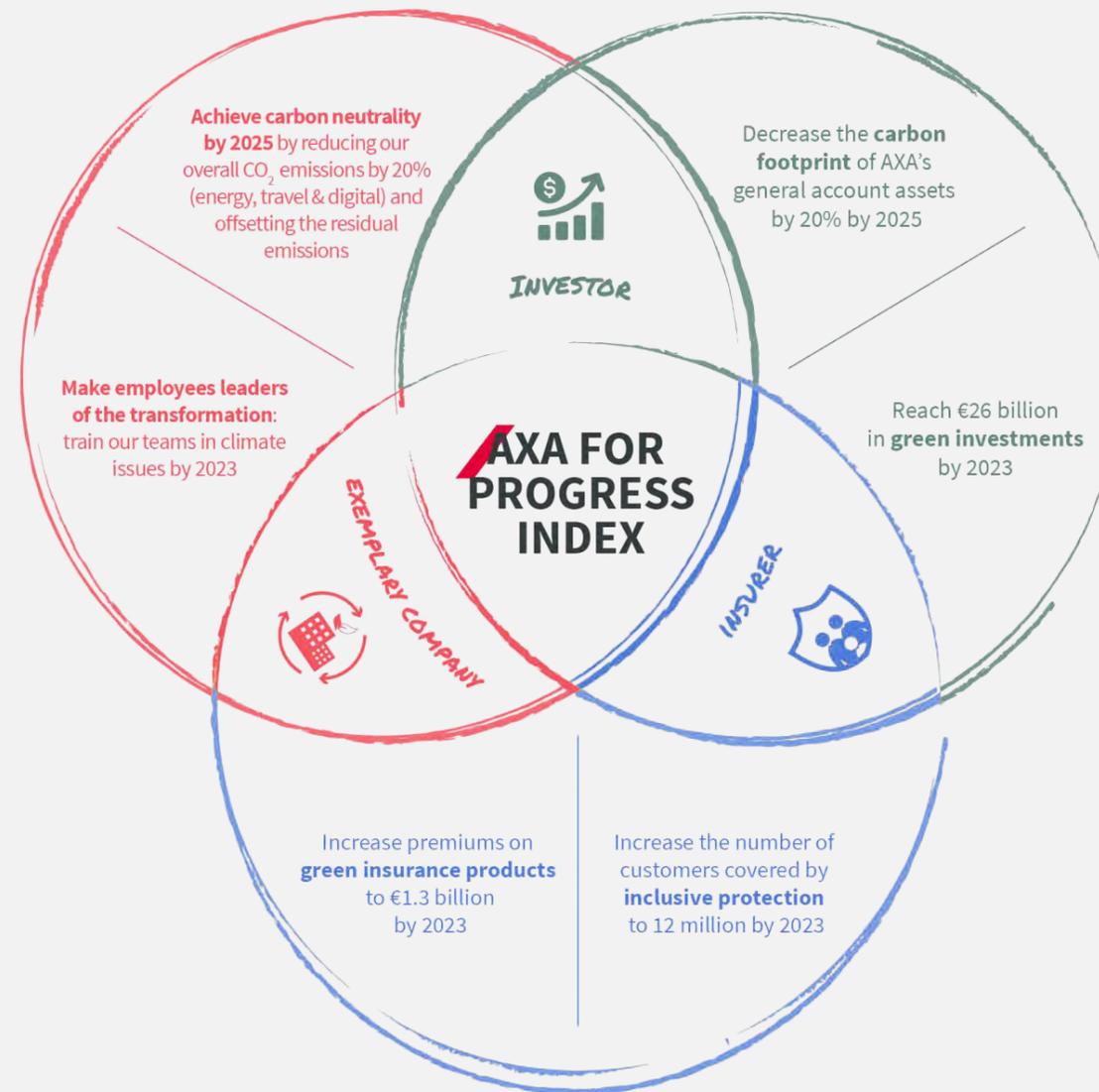
We reduce the environmental impact of our operations. We understand the risks of a changing climate and seek to make positive change.



We act for human progress

Our **AXA For Progress Index** helps all AXA Group entities incorporate sustainable development in everything they do. AXA launched the index to measure progress and reinforce the impact of its sustainability strategy. AXA takes on six measurable commitments as an insurer, as an investor and as an exemplary company.* These commitments are inspired by AXA’s purpose ‘Act for human progress by protecting what matters’.

**There is also a general performance indicator to maintain AXA’s position in the Dow Jones Sustainability Index and Corporate Sustainability Assessment rating.*



AXA Week for Good

From words to actions

For ten years, we’ve been focusing on our collective responsibility and group sustainability strategy. We celebrate the achievements we’ve made and set ourselves new challenges during our annual **AXA Week for Good**. In 2021, we encouraged our employees to actively be a force for good when it comes to climate protection, the environment and social inclusion.

“

“We are so grateful to AXA UK. Thanks to your support, our researchers have been able to get their projects back on track and drive dementia research forward.”

Alzheimer’s Society



We promote good health



Sharing knowledge and time

In partnership with

Insurance
**united
against
dementia**



 2021-2023 CHOSEN CHARITY
Alzheimer's Society

Alzheimer's Society is the UK's leading dementia charity. It funds research and supports people living with dementia and their families. Alzheimer's Society is one of the 'chosen charities' our employees voted to support from 2021 to 2023.

In 2021, our employees ran, walked and even dressed up as elves to fund the charity's work, specifically Alzheimer's Society's **Research Recovery Fund**.

Teams across the UK took part in **Step Up for Dementia**, raising nearly £3,000. The Teesside team walked over 1,000,000 steps to show their support for Alzheimer's Society. And colleagues from Kent to Yorkshire dug out their walking shoes and took part in the annual **Alzheimer's Society Memory Walks**, raising over £4,500.



AXA Week for Good

Increasing dementia awareness

Alzheimer's Society works to change people's perceptions of dementia through their **Dementia Friends** programme. To increase dementia awareness in our own business, we invited experts from Alzheimer's Society to teach our employees about the everyday things they can do to help people affected by dementia.



Dementia Friends
An Alzheimer's Society initiative



562
AXA UK&I employees became Dementia Friends in 2021.

We collaborated with Alzheimer's Society to create a series of [dementia articles](#) for our AXA Health members, so that we could use our partnership to communicate with as many people as possible. And we ran sessions for our telephone helpline team, led by an Alzheimer's Society dementia adviser. So now the team are up to date on the support the charity provides and can carry this forward.



Making a difference

In 2021, we joined **Insurance United Against Dementia**. Together, the insurance industry aims to raise £10 million and drive awareness across the industry of the support available to staff and customers affected by the disease.

To get involved with Insurance United Against Dementia, **email iuad@alzheimers.org.uk**

For their flagship **Insurance Day of Giving**, more than 100 employees joined a dementia research Q&A with Sian Gregory, Research Information Manager at Alzheimer’s Society.

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“It was great to hear first-hand the positive impact of having partnerships between businesses and charities.”

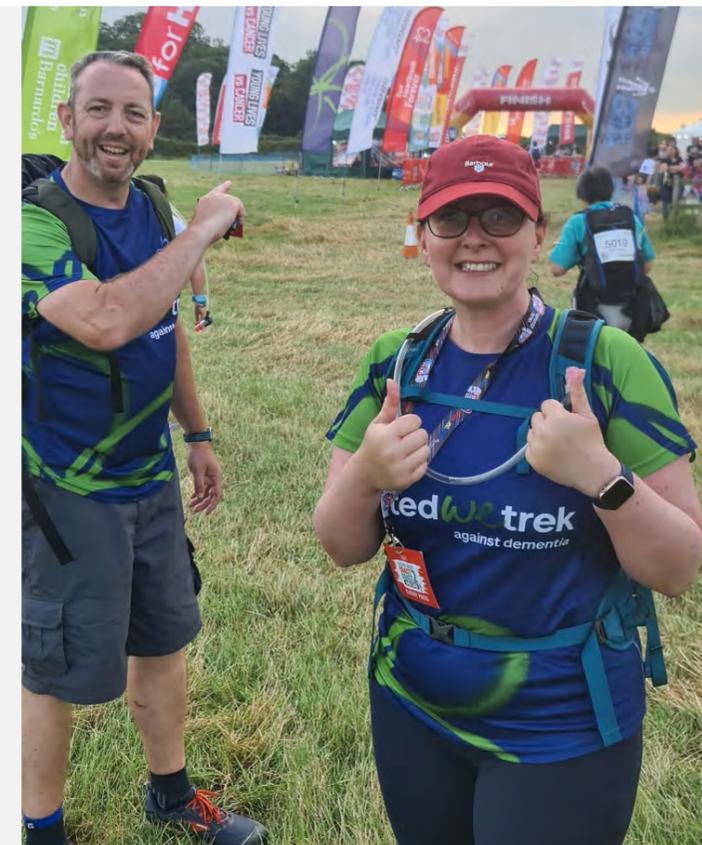
James Kirkland, HR Director, AXA Insurance

Our **AXA Head Coaches** initiative started in 2019 when we began training Liverpool Football Club Foundation staff to be **Youth Mental Health First Aid Champions**, helping them to spot potential mental-health issues in the young people they work with and direct them to the right support.



T Teach First

In 2021 we began delivering our **AXA Head Coaches** programme in communities across England through Teach First, an education charity that supports and develops teachers and school leaders. The programme delivered Youth Mental Health First Aid Champions training to teachers, with the potential to reach approximately **6,000** pupils from disadvantaged backgrounds. We’re continuing this important work in 2022, reaching communities most in need of support.



Stepping it up for Alzheimer’s Society

When Louise Nightingale, Head of Strategy and Governance at AXA Health, set herself a challenge, she really went the distance to see it through.

Talk about stepping it up!



Amount raised:
over £10,000



Steps walked:
850,000 (Feb ‘21)



Distance walked:
102km (Southwest Coast-to-Coast Challenge, July ‘21)

“

“People donated over 2.5 trollies worth of food during my time slot. The supermarket rep said she had never seen that amount raised over the three days they usually collect, let alone three hours. It was great to feel I made a difference.”

Karen Wheeler, Project Manager, AXA Insurance



We work for progress in society



Tackling food waste



As well as redistributing surplus food from the food industry, **FareShare** educates people about issues like food waste and lobbying the government for positive change. Our employees voted to support FareShare in 2021–2023 as one of our ‘chosen charities’.

Our summer fundraising event **Just1Thing** involved giving up one thing (such as a weekly takeaway) and donating what you would normally spend on it to FareShare instead. We also challenged our employees to start something new, like cycling instead of taking the car on short trips. We encouraged them to donate what they saved.



AXA Week for Good

Food for Thought

To promote awareness of the charity and its work, we recorded a podcast with FareShare’s commercial director, Alyson Walsh. And we held a discussion called **Food for Thought** with frontline staff from FareShare and Lola Idris Debayo from one of FareShare’s network charities, **The Lolo Foundation**.



£1
the amount FareShare needs to cover the distribution costs for four nutritious meals for an individual struggling with food insecurity.



Over £33,800
raised for FareShare – enough to cover the cost of providing **135,587** nutritious meals.



AXA Week for Good

Karen becomes a FareShare Food Hero

We encouraged our employees to become **FareShare Food Heroes**. Employees like Karen Wheeler volunteered to be a friendly face at supermarket collection points and encourage shoppers to donate items.



Working to support others in the community

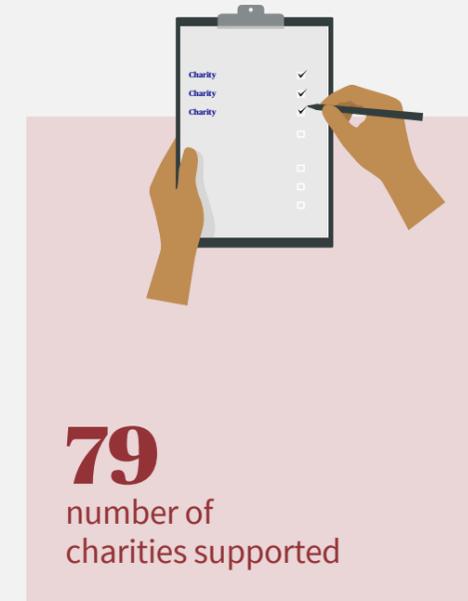
We're a founding partner of **Business in the Community's (BITC) National Business Response Network (NBRN)**. The NBRN supports people, builds communities' resilience and helps small businesses thrive and has met over 5,000 different community requirements.

We support the scheme by sharing our skills and experience and have over 70 AXA leaders and employees involved on BITC's boards and as volunteers. AXA employees also supported **BITC's job-coaching programme** as coaches for people 18+ who face long-term barriers to employment. Our employees also volunteered for BITC's **ClickSilver Connections**, delivering digital skills to elderly or vulnerable digitally isolated people. Employees also volunteered for climate action and for initiatives with our other partners.



Claudio Gienal, CEO AXA UK&I, appeared on the BITC's **The Lens - UK Responsible Business** podcast as a special guest.

Simon Rawley, Network Development Manager, AXA Health, volunteered three days for BITC, helping to review archive material of HRH The Prince of Wales to create the **BITC@40 legacy** film, and to create a directory of BITC's digital archive.



Making the most of our opportunities

Our annual charity cycle challenge was bigger than ever in 2021. Previous events had followed standard routes between AXA offices but, this time, participants were able to set their own personal courses – with the choice of covering 50 or 100 miles. This led to over 100 AXA employees taking part, all to support our chosen charities, **WWF**, **Alzheimer’s Society** and **FareShare**.



Many employees continued to support our chosen charities for the first few months of 2021 by donating their working-from-home allowance, totalling **£5,710**.



6,086 miles
the distance our participants covered.



£12,863
the amount they raised for our chosen charities.

An extra boost for our charitable employees

To encourage our people to raise funds for and make positive contributions to charitable organisations, we donate up to £500 per ‘challenge event’ they take part in. We donated over **£12,000** to causes close to our employees’ hearts in 2021, including hospices, mental-health charities, medical research/support charities, animal-rescue centres and many more.

Social mobility

We attended three virtual careers fairs in areas of the country with lower social mobility. This helped us reach **1,658 students** from 63 different schools and colleges who might not otherwise have had the opportunity to interact with us.



A culture of trust and respect

At AXA, we have an ambition to be amongst the most inspiring companies to work for and we strive to create a culture that is based on trust and respect. We value different perspectives, backgrounds, lifestyles and life stages, not least because our people represent the communities and wider society we serve.

Our independent Inclusive Recruitment audit (completed 2021) helped us understand industry best-practice, evaluate our current recruitment practices and identify opportunities to create a diverse talent attraction plan.

The audit looked at gender, ethnicity, disability and neurodiversity, LGBT+, age, socio-economic background and faith across 12 stages of the candidate journey.

We've since **agreed next steps**, including updating imagery on our career's website, and creating a recruitment concierge service which supports disabled candidates.

Our Gender Pay Gap has been reducing year on year. We continue to focus on narrowing the gap further, more details can be found in the [2021 Gender Pay Gap Report](#).



In April, we attended Student Pride, the largest LGBT+ careers fair in the UK with nearly **4,000 attendees**. To mark International Day against Homophobia, Biphobia and Transphobia in May, a workshop for **30 senior leaders** from across AXA UK&I on championing LGBT+ inclusion was hosted by Stonewall.

External recognition

- The Times Top 50 Employers for Women
- Disability Confident Leader
- Business Disability Forum Partner



Tracy Garrad

In March 2021, Tracy Garrad, CEO, AXA Health, was named **one of 30** cross-sector leaders from the financial and professional services industry to have been **appointed to the socio-economic taskforce** set up by the Department of Business, Energy and Industrial Strategy (BEIS), HM Treasury and the City of London Corporation.

Tracy has also joined the newly created **ABI Advisory Group on diversity and inclusion**. This group will set the strategic direction of the ABI's work on diversity and inclusion, creating collaboration to ensure the insurance sector **attracts and retains the best talent**, regardless of background.

“

“The grant will support the work of the woodland conservation group throughout 2022, including funding vital tools and materials necessary to maintain the woodland for both wildlife and local people.”

Lindsey Duncan, Operations Manager, Urban Roots, Glasgow



We protect our planet



Committing to the bigger picture



2021-2023 CHOSEN CHARITY
WWF

In August, our employees attended an exclusive showing of **WWF's** film, *Too Big to Fail*, and heard from Mark Wright, WWF Director of Science, on the critical role the finance sector can play in climate action. Teams across the UK joined together to celebrate WWF's **Wear It Wild** fundraiser, and AXA Health in Tunbridge Wells raised £350 through the sale of their home-grown honey from bees we keep on site.

In October, we launched our **AXA Climate Academy** in the UK. This digital learning course is designed to help employees understand the impact of climate change and how it affects the way we work, our clients and our planet. We're asking employees to complete the academy course by 2023 and we'll be planting 6,000 trees in the UK with our partner, Trees for Cities, to celebrate this achievement.

“

“Being a CAN member has provided me with several opportunities to enhance my understanding, learn and share as well as promote tangible actions that result in change for the better. It offers a platform to connect with many like minded and passionate colleagues and collectively we will definitely make a positive impact!”

Ketan Chandaria, Senior P&C Risk Manager, AXA UK

Climate action begins at home, and in November we launched the **Climate Action Network (CAN)**, our first employee network for colleagues committed to sustainability. CAN members promote sustainable best practices in the office and at home and share environmental volunteering opportunities. CAN currently has 45 committed and engaged members.

AXA Week for Good

Hit delete!

Everyone could take part in this AXA Week for Good activity, and you can too! We asked AXA employees to delete emails that were stored unnecessarily to reduce energy consumption and CO₂ production.



Our people deleted over **500,000** emails



equal to **2,900** miles driven in a car.

AXA Ireland's eco drive

AXA is Ireland's leading motor insurer – we cover 800,000 vehicles. As part of a drive to encourage trust and customer loyalty and to raise awareness of the environmental impact of driving vehicles, one of our employees came up with the idea of a carbon-offsetting scheme indexed to the kilometres driven by our customers.

Our focus on sustainability includes funding €4m of carbon-offsetting projects in developing countries that combine carbon capture with natural ecosystem preservation. But it was also important to our employees and customers that we protect native biodiversity in Ireland. As a result, we've begun planting 600,000 native trees across Ireland.

In total, we'll be offsetting around 1 million tons of CO₂. It's one of the largest schemes of its kind ever launched in Ireland.

Want to know what 1m tonnes of CO₂ looks like?¹

301

thousand one-way flights from Dublin to Sydney

121

billion charging smartphone emissions

3

million square metres of ice saved.

¹According to Ecologi



Taking meaningful action

When it comes to the fight against climate change, we all have a role to play. That's why we're reducing the environmental impact of our business.

We've joined several initiatives related to climate and environmental-social governance, including the United Nations-backed Race to Zero initiative – which commits us to reaching net zero carbon emissions by 2050 – the **Net Zero Asset Owner Alliance** and **Climate Wise**.

AXA has also launched the **Net Zero Insurance Alliance** with some of the world's largest insurers to accelerate the transition to a net-zero economy. In the UK, we support AXA's climate change strategy to drive change by:

- Aligning our investments with the Paris Agreement to achieve a 1.5°C warming potential by 2050
- Doubling our green and clean investment target from €12bn in 2020 to €24bn by 2023
- Committing to the following reductions by 2025:



-35% TCO₂
Power emissions



-10% m³/FTE
Water



-18% TCO₂
Business travel



-20% m³/FTE
Paper



-20% TCO₂
Car emissions



-10% m³/FTE
Unsorted waste

In 2021:

We reduced our power emissions by **39%**

We reduced the amount of unsorted waste going to landfill by **89%**

We increased our percentage of renewable electricity to **87%**

In 2021, following office refurbishments, we donated £10,390 worth of carpets and office chairs to local charities and community groups.

And we awarded 28 grants of £2,000 to local organisations tackling the climate crisis and promoting biodiversity through our Community Grant Scheme. The grants will help develop green spaces, buy litter picking equipment, protect bogs and wildlife, and promote the conservation of endangered species.



AXA Week for Good

Let's go plogging

Plogging? That's picking up litter while working out. During AXA Week for Good, 200 employees took part in positive action to protect our planet – litter picks across the country – collecting over 200 bags of litter.

WATCH VIDEO

