

Implementation Principles for Sustainable Insurance

In 2012, Achmea has signed the Principles for Sustainable Insurance (PSI). We would like to provide justification regarding the implementation of these principles in a transparent manner via the reference tables below. More information about the PSI can be found at: www.unepfi.org/psi.

PRINCIPLE 1 - WE WILL EMBED IN OUR DECISION-MAKING ENVIRONMENTAL, SOCIAL AND GOVERNANCE ISSUES RELEVANT TO OUR INSURANCE BUSINESS.

POSSIBLE ACTIONS: COMPANY STRATEGY	DETAILS/REFERENCE
Establish a company strategy at the Board and executive management levels to identify, assess, manage and monitor ESG issues in business operations	Achmea Annual Report 2013 - Strategy
Dialogue with company owners on the relevance of ESG issues to company strategy	www.verenigingachmea.nl
Integrate ESG issues into recruitment, training and employee engagement programmes	Achmea Annual Report 2013 - Corporate governance. Nest to that, especially trainees and candidates for management development can work on micro insurance projects as part of their development process
POSSIBLE ACTIONS: RISK MANAGEMENT AND UNDERWRITING	DETAILS/REFERENCE
Establish processes to identify and assess ESG issues inherent in the portfolio and be aware of potential ESG-related consequences of the company's transactions	Achmea Annual Report 2013 - Societal results and Financial results
Integrate ESG issues into risk management, underwriting and capital adequacy decision making processes, including research, models, analytics, tools and metrics	Achmea Annual Report 2013 - Financial results
POSSIBLE ACTIONS: PRODUCT AND SERVICE DEVELOPMENT	DETAILS/REFERENCE
Develop products and services which reduce risk, have a positive impact on ESG issues and encourage better risk management	Achmea Annual Report 2013 - Societal results
Develop or support literacy programmes on risk, insurance and ESG issues	Achmea Annual Report 2013 - Societal results
POSSIBLE ACTIONS: CLAIMS MANAGEMENT	DETAILS/REFERENCE
Respond to clients quickly, fairly, sensitively and transparently at all times and make sure claims processes are clearly explained and understood	Achmea Annual Report 2013 - Our Customers
Integrate ESG issues into repairs, replacements and other claims services	Achmea Annual Report 2013 - Our processes
POSSIBLE ACTIONS: SALES AND MARKETING	DETAILS/REFERENCE
Educate sales and marketing staff on ESG issues relevant to products and services and integrate key messages responsibly into strategies and campaigns	www.volgensnederland.nl
Make sure product and service coverage, benefits and costs are relevant and clearly explained and understood	Achmea Annual Report 2013 - Our Customers
POSSIBLE ACTIONS: INVESTMENT MANAGEMENT	DETAILS/REFERENCE
Integrate ESG issues into investment decision-making and ownership practices (e.g. by implementing the Principles for Responsible Investment)	Achmea Annual Report 2013 - Financial results

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PRINCIPLE 2 - WE WILL WORK TOGETHER WITH OUR CLIENTS AND BUSINESS PARTNERS TO RAISE AWARENESS OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE ISSUES, MANAGE RISK AND DEVELOP SOLUTIONS.

POSSIBLE ACTIONS: CLIENTS AND SUPPLIERS	DETAILS/REFERENCE
Dialogue with clients and suppliers on the benefits of managing ESG issues and the company's expectations and requirements on ESG issues	Achmea Annual Report 2013 - Societal results and Our processes
Provide clients and suppliers with information and tools that may help them manage ESG issues	Achmea Annual Report 2013 - Societal results and Our processes
Integrate ESG issues into tender and selection processes for suppliers	Achmea Annual Report 2013 - Our processes
Encourage clients and suppliers to disclose ESG issues and to use relevant disclosure or reporting framework	Achmea Annual Report 2013 - Our processes
POSSIBLE ACTIONS: INSURERS, REINSURERS AND INTERMEDIARIES	DETAILS/REFERENCE
Promote the adoption of the Principles	Achmea Annual Report 2013 - Societal results
Support the inclusion of ESG issues in professional education and ethical standards in the insurance industry	Achmea Annual Report 2013 - Societal results

PRINCIPLE 3 - WE WILL WORK TOGETHER WITH GOVERNMENTS, REGULATORS AND OTHER KEY STAKEHOLDERS TO PROMOTE WIDESPREAD ACTION ACROSS SOCIETY ON ENVIRONMENTAL, SOCIAL AND GOVERNANCE ISSUES.

POSSIBLE ACTIONS: GOVERNMENTS, REGULATORS AND OTHER POLICYMAKERS	DETAILS/REFERENCE
Support prudential policy, regulatory and legal frameworks that enable risk reduction, innovation and better management of ESG issues	Achmea Annual Report 2013 - Societal results and Financial results
Dialogue with governments and regulators to develop integrated risk management approaches and risk transfer solutions	www.volgensnederland.nl
POSSIBLE ACTIONS: OTHER KEY STAKEHOLDERS	DETAILS/REFERENCE
Dialogue with intergovernmental and non-governmental organisations to support sustainable development by providing risk management and risk transfer expertise	Achmea Annual Report 2013 - Societal results
Dialogue with business and industry associations to better understand and manage ESG issues across industries and geographies	Achmea Annual Report 2013 - Strategy
Dialogue with academia and the scientific community to foster research and educational programmes on ESG issues in the context of the insurance business	Achmea Annual Report 2013 - Societal results
Dialogue with media to promote public awareness of ESG issues and good risk management	www.volgensnederland.nl

PRINCIPLE 4 - WE WILL DEMONSTRATE ACCOUNTABILITY AND TRANSPARENCY IN REGULARLY DISCLOSING PUBLICLY OUR PROGRESS IN IMPLEMENTING THE PRINCIPLES.

POSSIBLE ACTIONS	DETAILS/REFERENCE
Assess, measure and monitor the company's progress in managing ESG issues and proactively and regularly disclose this information publicly	With annual reporting
Participate in relevant disclosure or reporting frameworks	Achmea Annual Report 2013 - Societal results
Dialogue with clients, regulators, rating agencies and other stakeholders to gain mutual understanding on the value of disclosure through the Principles	On June 19 2013 Achmea and the four other Dutch signatories of the PSI, organized a debating session about the PSI in relation to climate change