

# Progress report

Principles for  
sustainable insurance



a.s.r.

de nederlandse  
verzekerings  
maatschappij  
voor alle  
verzekeringen

# Implementation Principles for Sustainable Insurance

In August 2013, a.s.r. joined thirty other leading insurance companies and became a founding signatory of the UN Principles for Sustainable Insurance. Through this document we aim to report on our progress in implementing the principles in our business operations.

## Principle

### 1. We will embed in our decision-making environmental, social and governance issues relevant to our insurance business.

#### Employees and management board:

- Training and development, page 50 – annual report 2013
- Education Executive Board, page 70 - annual report 2013
- CSR training/ESG-workshops, page 51 – annual report 2013
- Remuneration, page 76 – annual report 2013
- Fraud Prevention – Integrity Investigation Department has set up an Anti-fraud charter and there is a reporting button for incidents on the a.s.r. Infonet.

#### Products & Services

- Product approval and review process – page 48 – annual report 2013
- Werknemers Pensioen (pension plan), Voordeelpakket (non-life insurance package) – page 12 – annual report 2013
- Solvency II – page 45 – annual report 2013

#### Product & Service Communication

- Complaints management – page 49 – annual report 2013
- Customer friendly information – page 48
- Keurmerk klantgericht Verzekeren – page 48 – annual report 2013
- Providing information about insurance such as elementary schools, week of retirement, college at the university (a.s.r. Foundation sharing of knowledge).
- Every two years, we have been reviewing our active products. It is tested on the KNVB criteria. In short, it is the product Cost Efficient, Useful, Safe and Reliable for the customer. It is assessed whether coverage, costs and benefits of products and services are relevant and clearly explained and understood. If not, here comes a recommendation for the product and adjusted accordingly.

#### Codes

- Corporate Governance Code – page 212 - annual report 2013
- Governance Principles for Insurers - page 75 - annual report 2013
- Dutch Banking Code – page 75 - annual report 2013
- Professional Oath – page 75 – annual report 2013

#### Investment policy

- ([www.asr.nl/en/Corporate-Responsibility/Paginas/responsible-asset-management.aspx](http://www.asr.nl/en/Corporate-Responsibility/Paginas/responsible-asset-management.aspx))
- Exclusions – page 51 – annual report 2013
  - Voting policy ([www.asr.nl/EN/Corporate-Governance/Paginas/voting-policy.aspx](http://www.asr.nl/EN/Corporate-Governance/Paginas/voting-policy.aspx))
  - Code for sustainable investments (Dutch Association of Insurers)
  - UNPRI (United Nations Principles for Responsible Investing)
  - UN Global Compact
  - VBDO (Dutch Association of Investors for Sustainable Development)
  - Eerlijke verzekeringswijzer (Fair Insurance Guide)
  - ISAE 3402 type II assurance certification – page 53 – annual report

#### Environmental policy

- Renovation – ([www.asr.nl/EN/renovation/Pages/breeam.aspx](http://www.asr.nl/EN/renovation/Pages/breeam.aspx))
- CO2 omissions – ([www.asr.nl/EN/Corporate-Responsibility/Paginas/ASR-and-the-environment.aspx](http://www.asr.nl/EN/Corporate-Responsibility/Paginas/ASR-and-the-environment.aspx))
- Energy – page 55 – annual report 2013 and [www.asr.nl/EN/Corporate-Responsibility/Paginas/ASR-and-the-environment.aspx](http://www.asr.nl/EN/Corporate-Responsibility/Paginas/ASR-and-the-environment.aspx)
- Reduction in printing – page 55 – annual report 2013
- Waste – page 55 – annual report 2013
- Procurement policy – page 56 – annual report (a.s.r. is committed to the Manifesto on Socially Responsible Procurement and Business Practices (MVIO) and a.s.r. has signed the GreenDeal manifesto on circular procurement.

## Principle

2. We will work together with our clients and business partners to raise awareness of environmental, social and governmental issues, manage risk and develop solutions.

### Stakeholders dialogue

The principles and objectives of our sustainability policy are established through dialogue with all her stakeholders. a.s.r. maintains close contact with a broad of external stakeholders, including customers, regulators (AFM and DNB), a.s.r. shareholder, politicians and ministers, trade bodies and NGO's. Page 238 – annual report 2013

### Clients

- NPS (The Net Promotor Score) – page 49 – annual report 2013
- Client panels and customer arena's – page 238 – annual report 2013

### Shareholder

There were six meetings with NLFI (NL Financial Investments). Where needed, contacts were maintained between meetings as well.

### Employees

- Staff magazine In Perspectief (6 times a year)
- a.s.r. Infonet (Internal website with latest news and information)
- In conversation with... Where employees of specific divisions get the chance to talk with one of the members of the Executive Board

### Politics

a.s.r. stayed in close contact with politicians in 2013. Page 239 – annual report 2013

### Trade Unions

a.s.r. met with the trade unions five times in 2013.

### Intermediaries

Several meetings and workshops were organized for intermediaries in 2013. Page 239 – annual report 2013

### Suppliers – page 56 – annual report 2013

- Circular procurement test
- Uitvoering Maatschappelijk Verantwoord Inkopen beleid

## 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.

#### Regulators

The most important regulators are: De Nederlandsche Bank, The Netherlands Authority for the Financial Markets. We consult with the De Nederlandsche Bank and the Netherlands Authority for the Financial Markets periodically.

#### Umbrella organizations

a.s.r. is affiliated with the Dutch Association of Insurers. Our CEO Jos Baeten is member of the Executive Board.  
a.s.r. is represented in several working groups

#### Media

Through direct contacts with the media, we engage in an open and transparent dialogue. More information page 239 – annual report 2013

#### Government

a.s.r. stayed in close contact with politicians in 2013. We welcomed Minister Schippers of Health, Welfare and Sports on a working visit to the a.s.r. occupational disability and health insurance business. Both Jos Baeten and Roel Wijmenga met with financial experts of the different parties represented in the Dutch House of Representatives. In 2013, a.s.r. also organized a round-table meeting with representatives of the youth chapters of political parties PvdA (social-democrats), VVD (liberals) and D66 (liberal-democrats) to talk about the future of the pension system with Michel Verwoest, who is the Executive Board member in charge of the Pension business. In addition, there were regular meetings with cabinet ministers and MPs of different political parties.

#### Social partnerships

The FeyBlij campaign – a.s.r. donated six months of shirt sponsorship with Feyenoord footballclub to Rotterdam Zoo Blijdorp.

As part of the FeyBlij campaign, for instance, the learning centre of the Giovanni van Bronckhorst Foundation was given help in the form of used reading books (collected by employees), laptops and items of furniture.

Rid the world of cancer campaign – Rather than spending money on media adverts for Ditzo's healthcare insurance, a.s.r. instead decided to give the money to cancer research. More than one million viewers watched and shared the video featuring John de Wolf on the dedicated website [kijkkankerduerelduit.nl](http://kijkkankerduerelduit.nl) and on social media. Anyone viewing, sharing or liking the video helped raised money for the Netherlands Cancer Institute. The maximum € 1 million available was achieved within five days.

The a.s.r. Foundation Stimulans Plan. This plan allows employees to obtain a financial contribution for any volunteer work they do outside a.s.r. More than 40 teams combined a team-building exercise with giving back to the community by doing odd jobs for various organizations, including Kamp Amersfoort and a number of care farms. Other teams helped out with the cooking for users of food banks, or by taking disadvantaged people for a fun day out.

## Principle

4. We will demonstrate accountability and transparency in regularly disclosing publicly on our progress in implementing the principles.

Registration document – annual report a.s.r. 2013

GRI C-level – annual report 2013

Website: [www.asr.nl/EN/aboutasr](http://www.asr.nl/EN/aboutasr)

This is our first report since becoming a signatory on 28 August, 2013 and we are committed to regularly communicating our progress in implementing the PSI in a transparent manner.

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[www.asr.nl](http://www.asr.nl)

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