

WEF IBC index 2023

Key

AR: Annual Report
SR: Sustainability report

Impact area



Environmental impact



Social impact



Governance impact

The Measuring Stakeholder Capitalism Initiative was launched at the request of the World Economic Forum's International Business Council (WEF IBC). It seeks to improve the ways in which companies measure and demonstrate their performance against environmental, social and governance (ESG) indicators and track their positive contributions towards achieving the Sustainable Development Goals on a consistent basis. We have used references to the WEF IBC as an index below to help our investors find information relevant to them throughout our public disclosures, without adhering to the standards listed in the index in its entirety. This index lists Zurich's reports and web pages and their reference to the following 21 core metrics of the WEF IBC standards.

Note: Zurich Insurance Group has no ownership interest in the Farmers Exchanges, which are therefore excluded from the scope of reporting for the below standards. Farmers Group, Inc., a wholly-owned subsidiary of the Group, provides certain non-claims services and ancillary services to the Farmers Exchanges as its attorney-in-fact and receives fees for its services.

ESG	Indicator	Reference	Disclosure
	Governing purpose	Setting purpose	AR 123 section 2.1.1 of the SR: Our purpose
	Quality of governance body	Governance body composition	AR 42-51 and 54-67 of the corporate governance report
	Stakeholder engagement	Material issues to stakeholders	AR 123-125 section 2.1.2 of the SR: Assessing materiality ¹ Refer to: Governance and strategy materiality
	Ethical behaviour	Anti-corruption	<p>Total percentage of governance body members, employees and business partners who have received training</p> <p>AR 204 section 6.4.2 of the SR: Training and awareness</p> <p>Total number and nature of incidents of corruption confirmed</p> <p>Any material legal proceedings or government investigations involving Zurich Insurance Group Ltd and its subsidiaries, including any such proceeding or investigation arising from a breach of the Code of Conduct or the Group Policy ABC, would be disclosed in the Group's Annual Report. For the latest disclosures, see AR 375-376, note 21. Commitments and contingencies, legal proceedings and regulatory investigations.</p> <p>Discussion of initiatives to combat corruption</p> <p>AR 203 section 6.4.1 of the SR: Group Policy Anti-Bribery and Anti-Corruption</p>
		Protected ethics advice	<p>Seeking advice about ethical and lawful behavior and organizational integrity</p> <p>AR 204 section 6.4.3 of the SR: Protected advice</p> <p>Reporting on concerns</p> <p>AR 204 section 6.4.3 of the SR: Protected advice</p>
	Risks and opportunities oversight	Integrating risk and opportunity into business process	AR 128-131 section 2.2 of the SR: Managing risks and opportunities AR 138-141 section 4.1.2 of the SR: Introduction to climate-related risks AR 145-161 section 4.1.4 - 4.1.9 of the SR: Portfolio level scenario-based climate risk analysis AR 224-251 of the risk review
	Climate change	Greenhouse gas emissions	AR 179 section 4.4.2 of the SR: Our performance metrics
		TCFD implementation	AR 137 to 179 chapter 4 of the SR: Our planet




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ESG	Indicator	Reference	Disclosure
	Nature loss	Land use and ecological sensitivity	Not applicable.
	Freshwater availabilities	Water consumption and withdrawal in water-stressed areas	Not applicable.
	Dignity and equality	Diversity and inclusion	AR 197-200 section 6.2.1 of the SR: Our commitment to diversity, equity, inclusion and belonging
		Pay equality	AR 199-200 section 6.2.1 of the SR: Ratio of compensation to areas of equality
		Wage level	<p>Ratios of standard entry level wage by gender compared to local minimum wage</p> <p>Zurich benchmarks jobs on all levels regularly and strives to provide competitive compensation across the Group within established pay ranges. In countries where there is a minimum wage requirement, defined by national law, insurance labor law or collective agreements, all employees are paid at or above the minimum wage requirements.</p> <p>Ratio of the annual total compensation of the CEO to the median of the annual total compensation of all its employees</p> <p>The elements and level of remuneration for all of Zurich’s employees reflect factors such as the scope and complexity of the role, level of responsibility, risk exposure, business performance and affordability. Individual performance, professional experience, internal relativities, external competitiveness, geographic location and legal requirements are also considered. Zurich provides detailed information on the remuneration of the Group CEO (AR 98 of the remuneration report) as well as relevant information on the remuneration of our employees (AR 106 of the remuneration report) to enable an assessment on Zurich’s remuneration approach in the context of the performance for the year.</p>
	Risk for incidents of child, forced or compulsory labor	<p>Risk presented in our supply chain</p> <p>AR 132 section 2.3.2 of the SR: Supply chain</p> <p>Risk presented in our own operations</p> <p>For more information on our internal take on human rights, see page 25 of our Group Code of Conduct²</p>	

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ESG	Indicator	Reference	Disclosure																																																									
	Health and well-being	Health and safety	<p>The number and rate of fatalities as a result of work-related injury</p> <p>Table 26 # and rate of fatalities resulting from work-related ³</p> <table border="1"> <thead> <tr> <th colspan="2"></th> <th>Group Total</th> </tr> </thead> <tbody> <tr> <td colspan="2">Number of fatalities as a result of work-related injury</td> <td>0</td> </tr> <tr> <td colspan="2">Number of high consequence work-related injuries (exc. Fat.)</td> <td>0</td> </tr> <tr> <td colspan="2">Number of recordable work-related injuries</td> <td>126</td> </tr> <tr> <td rowspan="14">Number of work-related injuries by type</td> <td>Fractures</td> <td>24</td> </tr> <tr> <td>Dislocations</td> <td>5</td> </tr> <tr> <td>Sprains and strains</td> <td>43</td> </tr> <tr> <td>Concussions and other internal injuries</td> <td>1</td> </tr> <tr> <td>Other wounds (lacerations, cuts etc)</td> <td>4</td> </tr> <tr> <td>Superficial injuries (abrasions, scratches etc)</td> <td>8</td> </tr> <tr> <td>Contusions and crushings</td> <td>21</td> </tr> <tr> <td>Burns</td> <td>0</td> </tr> <tr> <td>Asphyxia</td> <td>0</td> </tr> <tr> <td>Multiple injuries of different nature</td> <td>7</td> </tr> <tr> <td>Other and unspecific injuries</td> <td>13</td> </tr> <tr> <td>Amputations</td> <td>0</td> </tr> <tr> <td>Acute poisonings</td> <td>0</td> </tr> <tr> <td>Weather exposure</td> <td>0</td> </tr> <tr> <td>Electric currents</td> <td>0</td> </tr> <tr> <td>Radiations</td> <td>0</td> </tr> <tr> <td colspan="2">Annual working hours</td> <td>117'789'608</td> </tr> <tr> <td colspan="2">Rate of fatalities (per 200K hours worked)</td> <td>0</td> </tr> <tr> <td colspan="2">Rate of high consequence injuries (per 200K hours worked)</td> <td>0</td> </tr> <tr> <td colspan="2">Rate of recordable injuries (per 200K hours worked)</td> <td>0.21</td> </tr> </tbody> </table>			Group Total	Number of fatalities as a result of work-related injury		0	Number of high consequence work-related injuries (exc. Fat.)		0	Number of recordable work-related injuries		126	Number of work-related injuries by type	Fractures	24	Dislocations	5	Sprains and strains	43	Concussions and other internal injuries	1	Other wounds (lacerations, cuts etc)	4	Superficial injuries (abrasions, scratches etc)	8	Contusions and crushings	21	Burns	0	Asphyxia	0	Multiple injuries of different nature	7	Other and unspecific injuries	13	Amputations	0	Acute poisonings	0	Weather exposure	0	Electric currents	0	Radiations	0	Annual working hours		117'789'608	Rate of fatalities (per 200K hours worked)		0	Rate of high consequence injuries (per 200K hours worked)		0	Rate of recordable injuries (per 200K hours worked)		0.21
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Our Group result for recordable injuries per 200K hours worked is very low. Benchmarking this data is difficult due to variances in collection and reporting of statistics at national level. The U.S. regulator (OSHA) reports via the U.S. Bureau of Labor Statistics the 2022 rate of recordable injuries for the Finance and Insurance sector at 0.3, so our Group rate of 0.21 is well below this.

Description of non-occupational medical and healthcare services

We provide healthcare benefits in accordance with local legislation and market practice in each location where we operate. This necessarily differs by location and depends, amongst other things, on the availability and quality of national health systems, and market practice in the country/industry. As an example, in Switzerland, all residents are required by law to take out private health insurance. Here, we provide employees with access to a collective insurance contract which they may use to take out the required insurance and also purchase supplementary insurance with some discounts. In addition, we provide supplementary accident coverage over what is required by law.

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ESG	Indicator	Reference	Disclosure
	Skills for the future	Training provided	Average hours of training per person AR 195 section 6.1.2 of the SR: Learning and development
			Average training expenditure per full time employee AR 195 section 6.1.2 of the SR: Learning and development
	Employment and wealth generation	Absolute number and rate of employment	Total number and rate of new employee hires AR 193 section 6.1.1 of the SR: Attraction
			Total number and rate of employee turnover AR 196-197 section 6.1.4 of the SR: Retention
			Economic contribution
			Financial investment contribution
			Direct economic value Refer to consolidated income statements Note: Community investment is not split out, please refer to AR 133-134 section 2.3.4 of the SR: Community investment
			Financial assistance received from governments Zurich did not receive any significant financial assistance from governments in 2023, such as tax breaks, subsidies or investment grants.
			Total Capital Expenditures AR 310-313 and 348-349 in the financial statements, note 5: Group investments and table 13.2: Property and equipment – current period, with table 13.3: Property and equipment –prior period. For our investment strategy please use the following link: Impact-investment
			Share buybacks plus dividend payments AR 361-364 in the financial statements, note 18: Shareholders’ equity, dividends and earnings per share
	Innovation of better products and services	Total R&D expenses	As an insurance company the R&D KPI is not typically being tracked, while innovative solutions are key and an integral part of our business model. Continued research and investment on underwriting solutions helps us ensure we are aware of and adapt our underwriting models to the ever changing environment. Zurich has, for example, invested in generative AI, creating our own centralized large language model to explore its uses both in daily business tasks and for data scientists to develop use cases, current exploration are in underwriting and risk engineering areas. Customer centricity and the customer experience are integral in our business model, and as such, we continue to work on our promise to our customers: Your needs at the heart of everything we do. Continued investment in innovative products and services for our customers has lead to a further 78 solutions being approved across our three sustainable categories. Please find more examples in the planet and customer chapters of our SR.
	Community and social vitality	Total tax paid	Responsible tax: Being a responsible taxpayer

1 www.zurich.com/sustainability/strategy-and-governance/strategy

2 www.zurich.com/about-us/corporate-governance/code-of-conduct

3 Calculation for Cover-more on total average working hours based on - average number of annual working hours for ZIG employees multiplied by the FTE of Cover-more.