



AIA GROUP LIMITED
SUSTAINABILITY REPORT 2025

SUSTAINING HEALTHIER, LONGER, BETTER LIVES

HEALTHIER PLANET, HEALTHIER COMMUNITIES



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HEALTHIER PLANET, HEALTHIER COMMUNITIES

AIA's Purpose is to help people live Healthier, Longer, Better Lives.

This Purpose continues to guide our decisions, our strategy and the way we create long-term value.

Through our sustainability approach, we focus on delivering meaningful outcomes for our stakeholders across our five strategic pillars, integrating environmental, social, and governance considerations into how we operate, invest and engage.

As the largest pan-Asian life and health insurer, and a significant asset owner and investor, we are mindful of the responsibility that comes with our scale and reach. In 2025, we remain focused on translating our commitments into action — strengthening resilience, supporting inclusive growth and contributing to a healthier, more sustainable future for AIA, our communities and Asia.

Our Sustainability Strategic Pillars



Sustainability Highlights



HEALTH & WELLNESS

Delivering better health outcomes, championing financial inclusion and expanding access to quality care.

Total benefits and claims paid exceeded **US\$22 billion**

AIA serves the holders of more than **44 million** individual policies and over **16 million** participating members of group insurance schemes

622 million people engaged through AIA One Billion to live Healthier, Longer, Better Lives by the end of 2025

[SUBSECTION REPORT](#)



SUSTAINABLE INVESTMENT

Creating long-term value through sustainable investments, future focus, and active engagement for net-zero goals.

Maintained **100% ESG Rating Scorecard** coverage across directly managed general account assets

Continued mandate for in-scope research analysts and portfolio managers to complete CFA Institute's Sustainable Investing Certificate

Engaged over **300 investee companies** and strengthened stewardship through tracked engagement and collaborative initiatives including CA100+ and AIGCC

[SUBSECTION REPORT](#)



SUSTAINABLE OPERATIONS

Improving the environmental performance of our operations and incorporating sustainability into sourcing considerations.

Scope 1 and Scope 2 emissions have been **reduced by 24%** compared to our 2019 emissions baseline

95% of buy, service and claims transactions were submitted digitally

17 buildings are green certified/pre-certified and **23** buildings are WELL health and safety rating accredited

[SUBSECTION REPORT](#)



PEOPLE & CULTURE

Fostering a learning environment, equitable processes and a diverse, inclusive culture.

Recognised with the **Gallup Exceptional Workplace Award** for the **fourth consecutive year**

92nd percentile for employee engagement in Gallup's global finance and insurance industry benchmark

Over **7,800 employees** across **18 markets** have participated in the Me@AIA mental resilience programme since its launch in mid-2023

[SUBSECTION REPORT](#)



EFFECTIVE GOVERNANCE

Continuing to operate to the highest standards of business practices.

Ranked among the **'Most Honored' Companies** by Extel (formerly Institutional Investor Research) in their Asia Pacific (ex-Japan) Executive Team Rankings¹

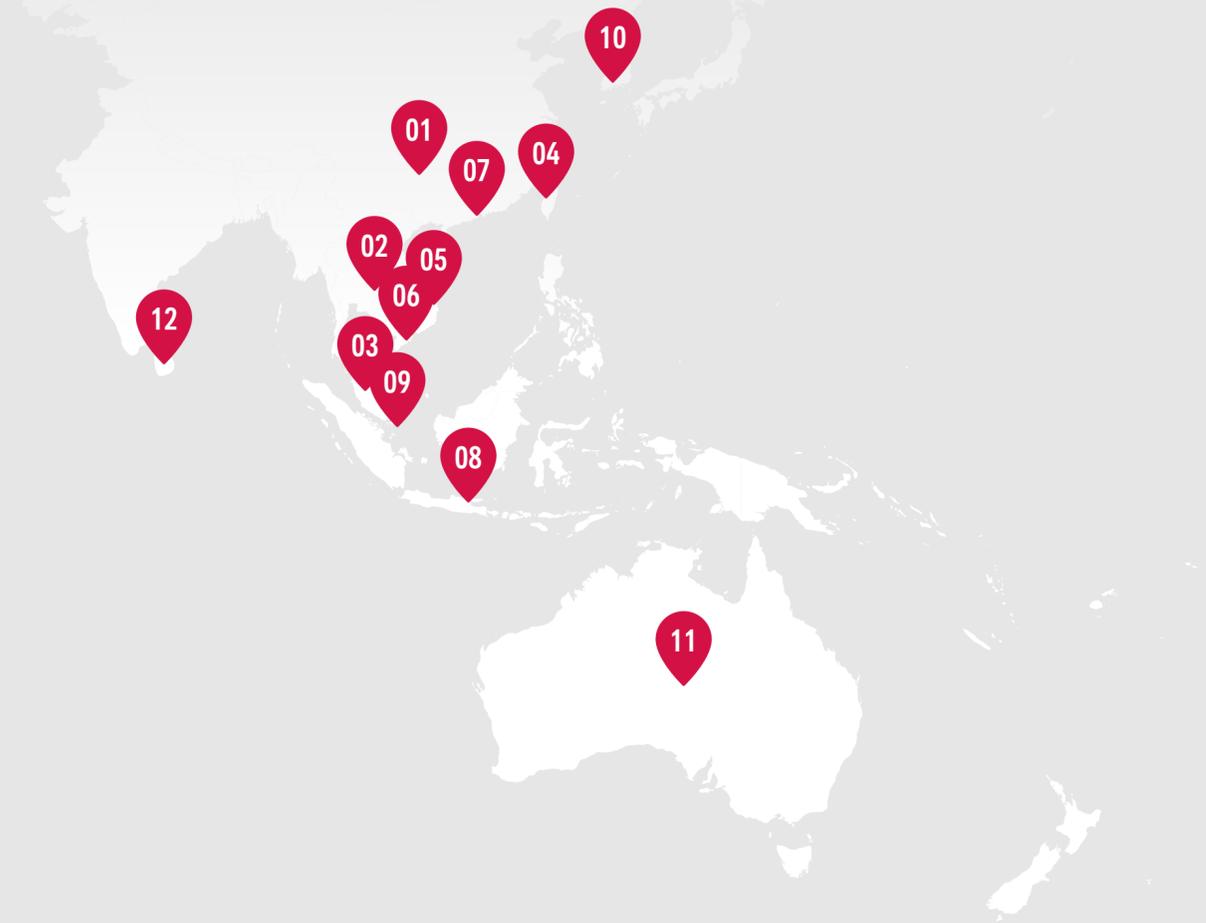
All AIA Group Limited Board members are **Independent Non-Executive Directors** (INEDs) aside from the Group Chief Executive and President

MSCI ESG Rating of AA for **four** consecutive years

[SUBSECTION REPORT](#)

1. A total of 6,300 investors, portfolio managers and analysts from 1,668 voter firms participated in this survey.

Local Awards and Recognition



AIA CHINA



- Yicai Corporate Social Responsibility Awards in China - Sustainability Responsibility Excellence Award
- 2025 China Best ESG Employer by Aon
- Best DE&I Practice Award by Aon
- (Beijing Branch) Annual Model Enterprise of Social Welfare and ESG by Beijing Business Today
- 2025 China (Hubei) Financial and Economic Trends Awards - Annual Finance Institution for Social Responsibility by Hubei Daily & Center for Regional Economics Research at Wuhan University

AIA HONG KONG



- Excellent ESG and Sustainable Development Enterprise by HK01
- 2025 ESG Leading Enterprise Award by the Hong Kong General Chamber of Small and Medium Business
- MPF Ratings Awards 2025 – Sustainably Friendly
- Hong Kong Insurance Awards 2025 – Outstanding Corporate Social Responsibility Award (Grand Award) by the Hong Kong Federation of Insurers

AIA THAILAND



- AIA Connect: ESG Initiative of the Year by Real Estate Asia Awards 2025
- AIA Connect: Sustainable Development of the Year by Real Estate Asia Awards 2025
- Thai Mind Awards in the Mental Well-being category by the Thai Health Promotion Foundation and the Faculty of Psychology, Chulalongkorn University
- HR Asia Best Companies to Work for in Asia 2025

AIA INDONESIA



- ESG Initiative of the Year (AIA Healthiest Schools) by Insurance Asia Awards 2025
- Education Insurance Initiative of the Year (AIAPedia) by Insurance Asia Awards 2025

AIA MALAYSIA



- Talentbank Graduates' Choice Awards 2025: Graduates' Choice of Employer – Champion in the Insurance Category (7th Consecutive Year)
- Talentbank Graduates' Choice Awards 2025: Graduates' Top 1% Choice of Employers in 2025

AIA SINGAPORE



- Bronze for Asia's Best Sustainability Report (First Time) by the Asia Sustainability Reporting Awards (ASRA)
- CDL-GCNS Young SDG Leaders Award Participating Company
- WorkWell Leaders Award Top 25 Impact Employers

AIA TAIWAN



- Best Companies to Work for in Asia 2025 Taiwan Edition by HR Asia.

AIA SOUTH KOREA



- Award from the Seoul Metropolitan Government for revitalising urban greening and garden culture
- The Grand prize in the education philanthropy category of the 15th Happy Plus Social Contribution Top Companies Awards
- 12th Fruit of Love Grand Awards - Sharing Medal in the Donation Category

AIA VIETNAM



- Corporate Excellence Award – APEA 2025
- The Most Caring Company for Employees by HR Asia Awards 2025
- Asia's Best Places to Work by HR Asia Awards 2025

AIA AUSTRALIA



- Good Company – Top 40 Organisations that Give Back

AIA CAMBODIA



- Top Community-centric Companies in Asia award under the ACES Awards 2025

AIA SRI LANKA



- Gold Award for Cause, Environment & Sustainability, positioning AIA Sri Lanka among the region's most creative and socially impactful brands

KEY SUSTAINABILITY MEMBERSHIPS AND SUPPORTING COMMITMENTS



1. New membership

About AIA Group

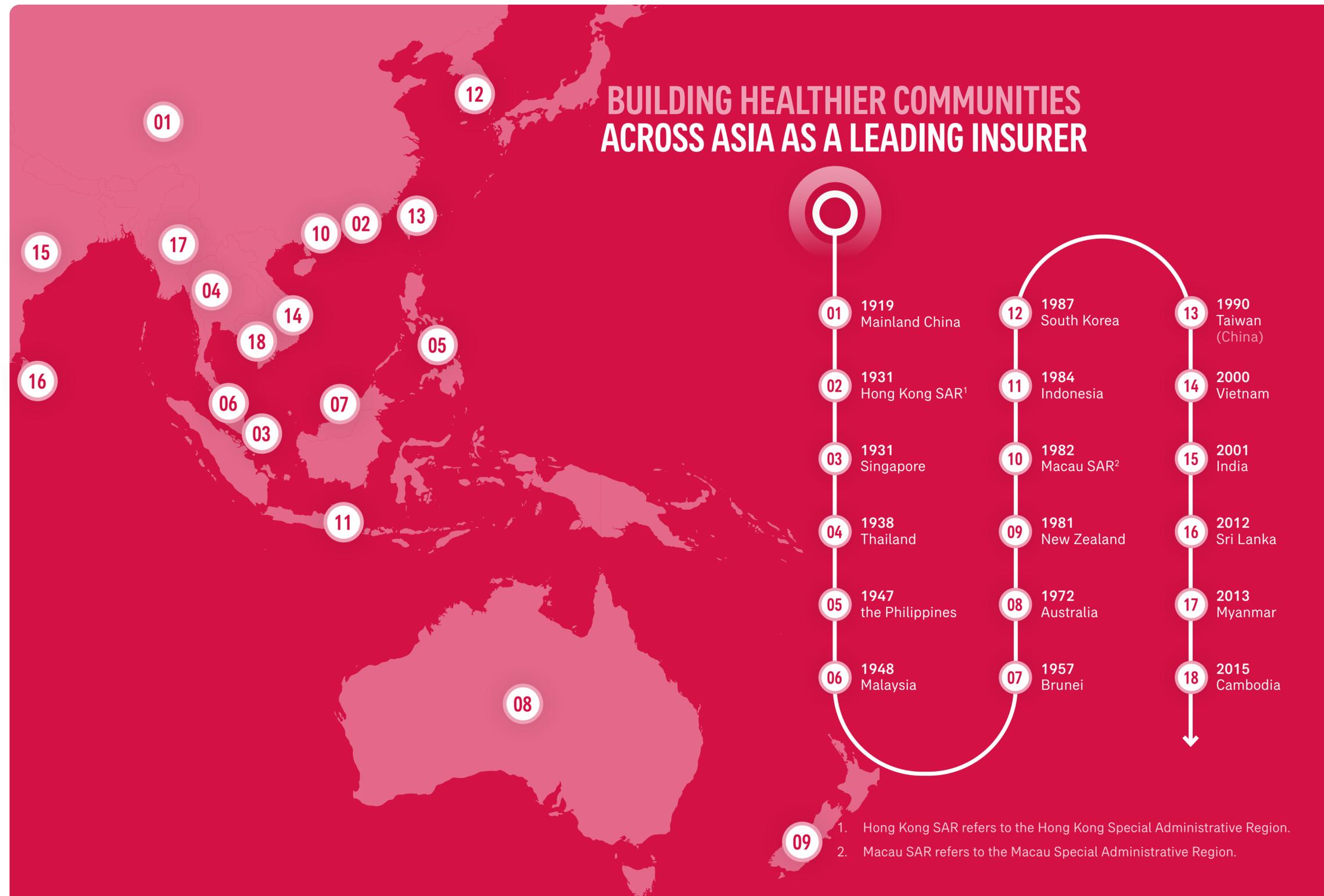
AIA Group Limited and its subsidiaries (collectively 'AIA' or the 'Group') comprise the largest independent publicly-listed pan-Asian life insurance group.

We have a presence in 18 markets across Asia. This includes wholly-owned branches and subsidiaries in Mainland China, Hong Kong SAR, Thailand, Singapore, Malaysia, Australia, Cambodia, Indonesia, Myanmar, New Zealand, the Philippines, South Korea, Sri Lanka, Taiwan (China), Vietnam, Brunei, Macau SAR and a 49% joint venture in India. AIA also has a 24.99% shareholding in China Post Life Insurance Co., Ltd. (China Post Life).

The business that would become AIA Group Limited was established in Shanghai in 1919. Today, we are a market leader in Asia (ex-Japan) based on life insurance premiums and hold leading positions across the majority of our markets. Our total assets were US\$345 billion as of 31 December 2025.

AIA meets the long-term savings and protection needs of individuals by offering a range of products and services including life insurance, accident and health insurance, and savings plans. We also provide employee benefits, credit life insurance and pension services to corporate clients. Through our extensive network of agents, partners and employees across Asia, we serve 44 million individual policyholders and over 16 million participating members of group insurance schemes.

AIA Group Limited is listed on the Main Board of The Stock Exchange of Hong Kong Limited under the stock codes '1299' for the HKD counter and '81299' for the RMB counter with American Depositary Receipts (Level 1) traded on the over-the-counter market under the ticker symbol 'AAGIY'.



Chairman's Statement

The trust placed in AIA to operate across Asia represents both a compelling opportunity and also a significant responsibility — to governments, regulators, and the millions of people who rely on us for financial protection. As the largest pan-Asian life insurer, a major long-term institutional investor, and a responsible business operator, this responsibility shapes every decision we make. It requires us to take a long-term view of our role in society, to maintain that trust, and to ensure that we operate in a way that supports the resilience and wellbeing of the communities we serve.

Since returning to AIA as Group Chairman, I have been pleased to see the progress that AIA has made over recent years in advancing our sustainability strategy, execution, and governance; and in really embedding sustainability into the business. In doing so, AIA's focus remains practical and purpose-led: helping people live Healthier, Longer, Better Lives; supporting financial security and resilience; and managing our business with discipline and rigour so that we continue to create long-term value for customers, shareholders, and society.

Across our five-pillar sustainability strategy, we have a clear focus on delivering value for key stakeholders through sustainability.

Financial security remains one of the most pressing needs across Asia. As an insurer, we continue to broaden access to life and health protection as well as long-term savings solutions across our markets, while strengthening financial literacy, and extending our reach to underserved communities.

Our health insurance market presence and health & wellness agenda also continue to expand their impact. We are investing further into our health & wellness ecosystem, deepening partnerships with hospitals, clinics, primary care networks, and telehealth providers, in order to enhance customer access to affordable and effective care.

As a major institutional investor in the region, we are strengthening our sustainable investment approach, anchored in the adoption of near-term, science-aligned climate targets: this remains a central part of how we manage long-term risk and generate sustainable value. Across our operations, we are scaling initiatives that support environmental performance and reduce our carbon footprint.

We also attach great importance to fostering a diverse and inclusive culture, and strengthening employee wellbeing, all supported by continued investment into the leadership and other critical skills necessary to enhance resilience.

Our governance framework remains anchored in accountability, strong risk management, cybersecurity resilience, and responsible use of AI, ensuring our business is equipped for a rapidly evolving environment.

We recognise that real progress requires collaboration. To advance these strategic pillars, we work closely with regulators, industry bodies, healthcare partners and community organisations to increase transparency, strengthen consumer protection, and contribute to broader protection, public-health, and financial-wellbeing outcomes.

Asia remains a region of outstanding opportunity. Rising incomes, rapid digital adoption, and growing health and retirement needs are transforming how people engage with insurance, health services, and financial planning. As a leading life insurer in the region, our role is to translate these opportunities into simpler and more understandable protection products, earlier prevention opportunities, and more reliable care, enabling families and communities to thrive with confidence.

While we are encouraged by the progress made, we know there is more to do. Our goal is clear: to deliver solutions our customers truly value, measure our impact transparently, and reinvest in the areas that strengthen long-term health and financial wellbeing across Asia. By doing 'the right things, in the right way, with the right people' we can further embed sustainability into the fabric of our business and contribute to more resilient communities across the region.

The Board and I are committed to further supporting the management team in the pursuit of our sustainability priorities and goals, while ensuring that robust governance, accountability, and alignment continue to be in place.

I would like to thank our customers, partners, and colleagues for their support, and the valuable role each continues to play in delivering the sustainability outcomes outlined in this report.

Our report including our ESG-related progress was reviewed and approved by the Company's Board on 18th March 2026.



Asia continues to present meaningful opportunities in life insurance protection, health, and financial security. Our focus is to turn these opportunities into practical solutions, simpler life and medical protection products, and more connected customer care, so that people and communities can build healthier, more secure futures.

Sir Mark Edward Tucker
Independent Non-executive Chairman



Group Chief Executive and President's Statement

Insurance has a fundamental role to play in helping individuals, families, and businesses plan with confidence, recover from unforeseen events and build long term resilience. At AIA, this responsibility is reflected in our purpose to help millions of people live Healthier, Longer, Better Lives. Sustainability shapes how we operate as an insurer, investor and employer in delivering on that purpose.

In 2025, we continued to deliver measurable progress across our sustainability priorities: health and wellness; sustainable investment; responsible operations; and our people and effective governance. The outcomes set out in this report reflect a disciplined focus on delivery and the role sustainability plays in underpinning our long-term value creation.

Supporting Health & Wellness in our communities

Improving health and wellness outcomes is central to our purpose and long-term strategy. Through programmes that promote healthier behaviours and improve access to care, we continued to extend our impact across the markets we serve.

By the end of 2025, the AIA One Billion initiative had engaged 622 million people, through programmes designed to engage, educate, inspire and support communities, employees, individuals and business customers with advice and through partnerships, events, community projects and campaigns.

We also continued to strengthen our Integrated Healthcare Strategy by leveraging digital tools to enhance accessible, affordable and effective healthcare. Digital tools enabled faster and more accurate claims processing, helping customers receive support more quickly at critical moments.

Sustainable Investment

As a long-term institutional investor, we recognise our responsibility to allocate capital thoughtfully and engage actively. In 2025, we maintained complete ESG Rating Scorecard coverage across directly managed general account assets and engaged more than 300 investee companies through active stewardship.

We continued to align our portfolios with our sustainability goals. Emissions intensity in our power generation portfolio declined by 45 per cent from the baseline of 2019, while our direct real estate portfolio recorded a 33 per cent reduction over the same period.

In 2025, we also exceeded our target for SBTi validated coverage, reaching 36 per cent across in scope portfolios. These outcomes reflect deliberate portfolio decisions, improved disclosures and the consistent application of our governance frameworks.

Sustainable Operations

Sustainability was further embedded into operations, driving efficiency and emissions reductions. Scope 1 and 2 emissions were reduced by 24 per cent from the 2019 baseline, supported by greener building standards and targeted initiatives across multiple markets.



Insurance is about enabling people and businesses to face the future with confidence. In 2025, we delivered strong and measurable progress across our strategic pillars: health and wellness; sustainable investment; responsible operations; and our people and effective governance. The progress reflects our disciplined execution and our commitment to helping millions of people live Healthier, Longer, Better Lives.

Mr. Lee Yuan Siong

Group Chief Executive and President



Digitalisation remains a key enabler. With 95 per cent of transactions digitally submitted and 93 per cent of service requests completed within one day, we reduced paper use by 1,892 tonnes during the year. These improvements contribute to our long-term ambition to operate more efficiently and responsibly at scale.

People & Culture

Our people are critical to delivering our strategy. In 2025, we focused on building capability and strengthening leadership pipelines. Employees completed an average of 33.3 training hours, exceeding our target, and more than 70 per cent of leadership appointments were filled internally, reflecting our commitment to internal talent development and progression.

We continued making progress on diversity, with women representing 42.1% women's representation in senior leadership roles, meeting our gender target for the year.

Employee engagement continues to rank among the strongest in the industry. AIA placed in the 92nd percentile of the Gallup global finance and insurance benchmark. Engagement has remained in the top quartile of this benchmark for nine consecutive years, including top decile performance over the past five years, reflecting sustained organisational effectiveness and a strong culture.

Effective Governance

During the year, we strengthened oversight of emerging risks, including cybersecurity, data privacy, and model risk, while continuing to reinforce responsible business practices. This disciplined approach to governance was demonstrated by the maintenance of strong external sustainability ratings, including an AA MSCI rating for the fourth consecutive year, underscoring the consistency of our governance frameworks and risk oversight.

Looking ahead

Our sustainability priorities remain clear: to continue strengthening the foundations of our business, while delivering sustainable, long-term value for customers, employees, communities and shareholders. The progress outlined in this report highlights both the advances made in 2025 and the areas where sustained focus remains essential to deliver on our future ambitions.



Our Vision

AIA's Purpose is to help people live Healthier, Longer, Better Lives. Sustainability is central to this Purpose and deeply embedded into the way we operate, as we take on and manage risks, unlock opportunities, and create lasting impact in our communities.

Given the breadth of our operations, we understand the interconnected challenges faced by our communities — from climate change and social inequality to evolving health needs. Given our mission, it is critical that we integrate environmental, social, and governance considerations across our business to ensure resilience and enable growth.

As Asia's leading insurer and one of its leading asset owners, we leverage our scale and influence to support sustainable economic and social development. Through the development of innovative solutions, responsible investments, and collaborative partnerships, we aim to accelerate the transition to a low-carbon, inclusive future.

By anticipating emerging risks and aligning our actions with local and global sustainability goals, we are building on more than a century of operations to ensure that our business not only protects lives today but also empowers communities to thrive tomorrow — creating value for all stakeholders and contributing to a healthier, more equitable world.



Strong governance underpins every decision we take. It ensures disciplined oversight, clear accountability and transparent processes that support robust risk management and sustainable growth for AIA.

Mitch New

Group General Counsel and Chairman of the ESG Committee



By strengthening the integration of sustainability across our business, we are creating long-term value for our customers, investors, employees and partners, while also building long-term resilience for AIA.

Amita Chaudhury

Group Head of Sustainability

AIA's Sustainability Governance

Effective governance is the foundation of our approach. It ensures we maintain the highest standards in everything we do and enables us to deliver sustainable outcomes and commitments to our customers and our communities.

Our Sustainability governance framework

Delivering a strategy that strengthens resilience against interconnected risks, unlocks opportunities for growth, and drives meaningful social and environmental impact requires seamless collaboration across all functions. Our sustainability governance sits within our overall corporate governance structure, leveraging cross-functional expertise, senior management and Group Board oversight. It is accountable, transparent and robust, and ensures our sustainability strategy is integrated across our operations.

The Board

 Our Board oversees the Group's sustainability approach by ensuring that ESG-related risks, opportunities and material topics are regularly evaluated within the broader business context. Through regular updates from management and Board committees, the Board reviews progress against ESG goals (including but not limited to climate considerations) and targets to ensure they remain aligned with the Group's strategic priorities and performance. Consistent with the Board Charter, the Board oversees ESG strategy and positioning, monitors ESG performance and related risks and opportunities, and approves the Company's Sustainability reporting and disclosures.

ESG Committee

 The ESG Committee was created to provide oversight and strategic guidance for all sustainability initiatives, including climate-related matters at AIA. It monitors and reviews the Group's sustainability and climate performance against ambition and targets, sets ESG policies and objectives, and endorses targets and key performance indicators. It also provides regular updates to the Board, enabling informed oversight and accountability at the highest level.

The Committee consists of the following:

-  Group General Counsel (Chairperson)
-  Two of the Group's Independent Non-Executive Directors (INEDs)
-  Group Chief Financial Officer
-  Group Chief Risk Officer
-  Group Chief Investment Officer
-  Group Chief Human Resources Officer
-  Group Chief Marketing Officer
-  Group Head of Sustainability



Group Sustainability function



The Group Sustainability function works with functional and business unit colleagues throughout the Group to ensure that sustainability is meaningfully integrated into AIA's broader strategies being implemented across our operations. Led by the Group Head of Sustainability, it champions our sustainability efforts and drives Group-wide coordination and execution of sustainability priorities. Responsibilities include:

- Supporting the implementation of sustainability strategy at the business unit level, including guidance on developing and reviewing local sustainability reports
- Ensuring compliance with regulatory requirements related to sustainability practices and disclosures
- Developing and aligning sustainability initiatives that support AIA's commercial objectives and our Purpose of helping people live Healthier, Longer, Better Lives
- Coordinating cross-functional collaboration, building capabilities and capacity, and embedding sustainability understanding
- Reporting sustainability performance data, including key metrics and targets
- Ensuring alignment and promoting consistent standards and the adoption of best practices across the Group
- Integrating sustainability principles into AIA's business culture, daily operations and strategic decision-making processes

Business unit Sustainability representation



Each local business unit has a sustainability representative responsible for translating sustainability strategy into real action in its respective market. The representatives work closely with the Group Sustainability function to make sure every material initiative aligns with Group-wide priorities. Many business units also have a local ESG committee to further support the implementation of AIA's sustainability strategy and tailor its content for local contexts.

Sustainability and executive compensation



In line with AIA's strategic objectives, employees and executives are rewarded both for what they achieve and how they deliver those results based on individual goals established at the beginning of the year. This supports the integration of our sustainability strategy and priorities, including climate-related metrics, into the annual goal-setting process, as the Group continues to deliver its key performance metrics. Reward outcomes reflect results achieved and behaviours demonstrated, balancing financial and non-financial aspects. This approach balances the achievement of strategic objectives, taking into consideration the Group's capital position and long-term performance, while ensuring that financial outcomes are delivered in a manner that is sustainable, with an eye to the long-term interests of customers, shareholders and our communities.



Sustainability Strategy

Our sustainability strategy builds on AIA's Purpose of helping people live Healthier, Longer, Better Lives by embedding sustainability into how we manage interconnected risks, unlock opportunities, and create meaningful impact. It is a forward-looking approach that strengthens resilience in a dynamic world while delivering long-term value for our customers, shareholders, and communities.

Rooted in our operating philosophy of "Doing the Right Thing, in the Right Way, with the Right People... and the Right Results will come", our strategy brings together clear goals, commitments and actions that position AIA as a leader in sustainable development across Asia.

The strategy is built around five pillars: Health & Wellness, Sustainable Investment, Sustainable Operations, People & Culture, and Effective Governance. Together, these pillars enable us to:

- Anticipate and manage environmental, social, and governance risks,
- Capture opportunities through innovation and responsible investment, and
- Deliver positive outcomes for society and the environment.

By integrating these pillars, we aim to contribute to healthier, more inclusive communities, accelerate Asia's transition to a low-carbon economy, and ultimately safeguard the well-being of future generations and the planet.

 <h2>HEALTH & WELLNESS</h2> <p>focuses on engaging, inspiring and delivering better health outcomes, championing financial inclusion and expanding access to quality care, producing a wider positive impact on society.</p> 	 <h2>SUSTAINABLE INVESTMENT</h2> <p>delivers long-term value by allocating capital to companies that commit to sustainable outcomes, investing for the future and lowering our exposure to the risk of stranded assets in a future low-carbon economy.</p> 	 <h2>SUSTAINABLE OPERATIONS</h2> <p>aims to improve the environmental performance of AIA's operations as well as to incorporate sustainability factors in sourcing considerations.</p> 	 <h2>PEOPLE & CULTURE</h2> <p>empowers our people to succeed through fostering a learning environment, ensuring an equitable and fair approach for employment and progression, and promoting a diverse, inclusive and supportive culture.</p> 	 <h2>EFFECTIVE GOVERNANCE</h2> <p>ensures that AIA continues to operate to the highest standards of business practices, both in terms of our engagement with stakeholders and how we manage risks. This provides the necessary management oversight, incentives, organisational accountability, data governance systems and transparent reporting to enable us to succeed.</p> 
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Advancing Sustainability Across Our Business Units

AIA aims to advance sustainability across our business by supporting local markets and driving initiatives that strengthen resilience, foster inclusive growth, and contribute to the transition towards a low-carbon economy.

We focus on addressing interconnected risks while creating opportunities that deliver long-term value for our stakeholders and positive outcomes for society and the environment. Our efforts include promoting health and well-being, encouraging sustainable investment practices, and improving operational efficiency, all while maintaining a strong sense of responsibility towards the communities we serve.

This approach is guided by a structured framework and robust governance that ensure consistency, accountability, and alignment with global best practices. Our five-pillar sustainability strategy — Health & Wellness, Sustainable Investment, Sustainable Operations, People & Culture, and Effective Governance — provides clear direction for integrating sustainability across our business over time, while allowing flexibility for local business units to adapt and lead. Each market has unique social, environmental, and economic contexts, and our strategy empowers local teams to tailor initiatives that reflect these nuances. This localised execution is supported by a strong governance framework that provides oversight and alignment with group-wide principles, ensuring consistency. By combining a clear

strategic direction with local ownership, we advance sustainability in a way that is practical, relevant, and impactful across diverse markets and business units.



Engaging Our Stakeholders

The success of our sustainability journey relies on open and meaningful dialogue with those connected to our business. By listening to diverse perspectives, we gain valuable insights that help us shape actions that matter and build trust through transparency. Engagement allows us to better understand expectations, anticipate challenges, and explore opportunities that create long-term value for all. This year, we continued to strengthen our approach by deepening conversations across multiple platforms, ensuring that collaboration remains at the heart of our progress.

	WHY WE ENGAGE	HOW WE ENGAGE	TOPICS OF DISCUSSION
 <p>CUSTOMERS</p>	<p>Listening to our customers is crucial because they provide feedback to facilitate ongoing improvement of our products, services and operations.</p>	<p>Regular customer contact points and feedback channels:</p> <ul style="list-style-type: none"> → Customer Relationship Survey (CRS) → Real-Time Customer Survey → Consumer sentiment research that employs research instruments including macro and consumer trends research, ethnographic in-depth interviews and quantitative online surveys 	<ul style="list-style-type: none"> → Customer journey → Customer experience → Holistic health and wellness → Financial wellness → Healthcare needs → Retirement life and aspirations → Attitude on sustainability topics
 <p>EMPLOYEES</p>	<p>Our people are fundamental to our near-term performance as well as sustainable growth. We regularly solicit feedback from our employees and agents to identify the right actions to cultivate an engaging and inclusive workplace.</p>	<ul style="list-style-type: none"> → Employee engagement surveys → Townhalls and other forums led by senior leaders → Employee networks, focus groups and other discussion forums → Conferences, training and talent development programmes for employees → Performance conversations and employee coaching 	<ul style="list-style-type: none"> → AIA culture, employee engagement and the employee experience → Employee well-being → Diversity and inclusion → Employee training, career development and professional growth
 <p>AGENTS</p>	<p>Engaging and developing our large network of agents helps them to provide high-quality advice to customers across Asia. AIA supports agents to build their businesses so they can connect with more customers and communities.</p>	<ul style="list-style-type: none"> → Product education sessions → Sales technique presentations → Agency development programme → Financial advisor programme → Workshops and seminars → In-person and online personal development sessions → Annual agency convention → Focus groups 	<ul style="list-style-type: none"> → New products and product development → Marketing strategies → Customer needs and expectations → Goal setting and progress → Development and growth opportunities → Alignment with AIA strategies

STAKEHOLDER GROUP

	WHY WE ENGAGE	HOW WE ENGAGE	TOPICS OF DISCUSSION
<p>GOVERNMENTS AND REGULATORS</p> 	<p>We work closely with government agencies and regulators in the markets where we operate to elevate sustainable business practices and drive change through advocacy and partnerships.</p>	<ul style="list-style-type: none"> → Periodic discussions with regulators, governments and agencies → Advising agencies, sharing insights and providing thought leadership in support of their respective efforts within our communities → Active participation in local, regional and international industry forums → Memberships on advisory boards for various standards 	<ul style="list-style-type: none"> → Regulatory developments towards a low-carbon economy → Advocating sustainability integration into financial reporting → Compliance with relevant laws and regulations
<p>INVESTORS</p> 	<p>We focus on strengthening investor trust and regularly engage with investors to communicate our sustainability strategy and progress. This two-way communication allows analysts to make informed decisions about AIA.</p>	<ul style="list-style-type: none"> → Annual general meeting → Earnings results and analyst briefings → Investor roadshows → Ratings and inclusion in indices including ISS, S&P Global Corporate Sustainability Assessment (CSA), MSCI, Sustainalytics and CDP → Investor conferences, meetings, calls and correspondence 	<ul style="list-style-type: none"> → Climate change → Sustainable investment → Metrics and targets → Strategy → Risk management → Corporate governance → Diversity and inclusion → Agent journey experience → Agent training, communication, recruitment and retention support
<p>COMMUNITIES</p> 	<p>Given the breadth and impact of our businesses across Asia, we regularly seek interactions with the public to better enable us to contribute to positive change.</p>	<ul style="list-style-type: none"> → Engagement initiatives as part of AIA One Billion, such as the AIA Healthiest Schools Programme, AIA Voices and local CSR initiatives → Corporate website and other correspondence → In-person interactions at corporate locations and hosted events → Industry body conferences and other forums → Ongoing social media interaction 	<ul style="list-style-type: none"> → Physical health → Mental health → Environmental health and financial inclusion

STAKEHOLDER GROUP

Internal Engagement and External Advocacy

Sustainability at AIA begins with a strong internal culture and extends to industry leadership. Internally, we nurture a culture where sustainability is embedded in everyday behaviours and decision-making — equipping employees with the knowledge and confidence to champion our sustainability commitments. This fosters pride, alignment, and advocacy across the organisation.

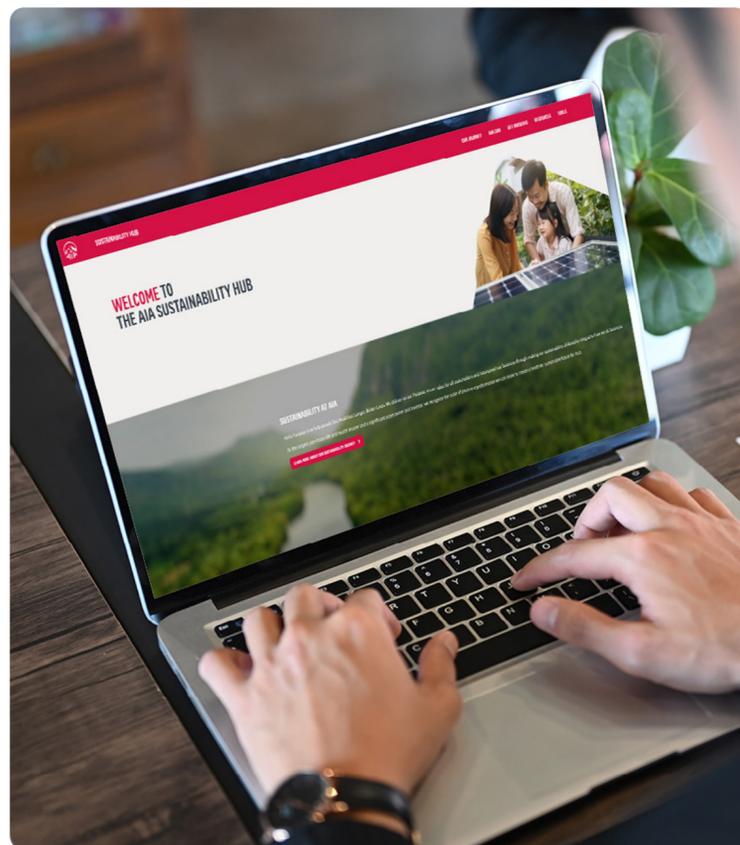
Externally, we continue to work to position AIA as a sustainability leader, leveraging our influence to shape industry standards, strengthen competitive advantage, and unlock new business opportunities. Together, these efforts ensure sustainability is not only part of our culture but a driver of long-term growth and impact.

Engaging our employees

In 2024, we launched the Sustainability Hub, a centralised platform that provides employees with resources, trainings and tools to support sustainability initiatives. The Hub offers learning modules, videos and creative assets designed to help employees learn about sustainability and communicate AIA's sustainability commitments effectively — making it easy to access knowledge and share impactful narratives.

Our monthly sustainability newsletter delivers practical insights and inspiration — sharing best practices, highlighting sustainability champions, showcasing progress, and introducing bite-sized content and eco-challenges that motivate employees to take collective action and make meaningful changes in their daily lives.

In 2025, we prioritised driving employee participation with 'The Green Classroom', a new learning resource which introduces employees to sustainability concepts like the Science Based Targets initiative (SBTi) and sustainable investing. This included monthly eco-challenges, such as 'Plastic-free July' and 'Watt's your footprint?'. Employee-submitted photos featured throughout, demonstrating how people at AIA are making positive changes for the environment and inspiring others to do the same.



Our commitment is reflected in the 2025 ESG Pulse Survey, which drew more than 900 responses and revealed strong engagement:

98%
believe AIA's commitment to sustainability is important



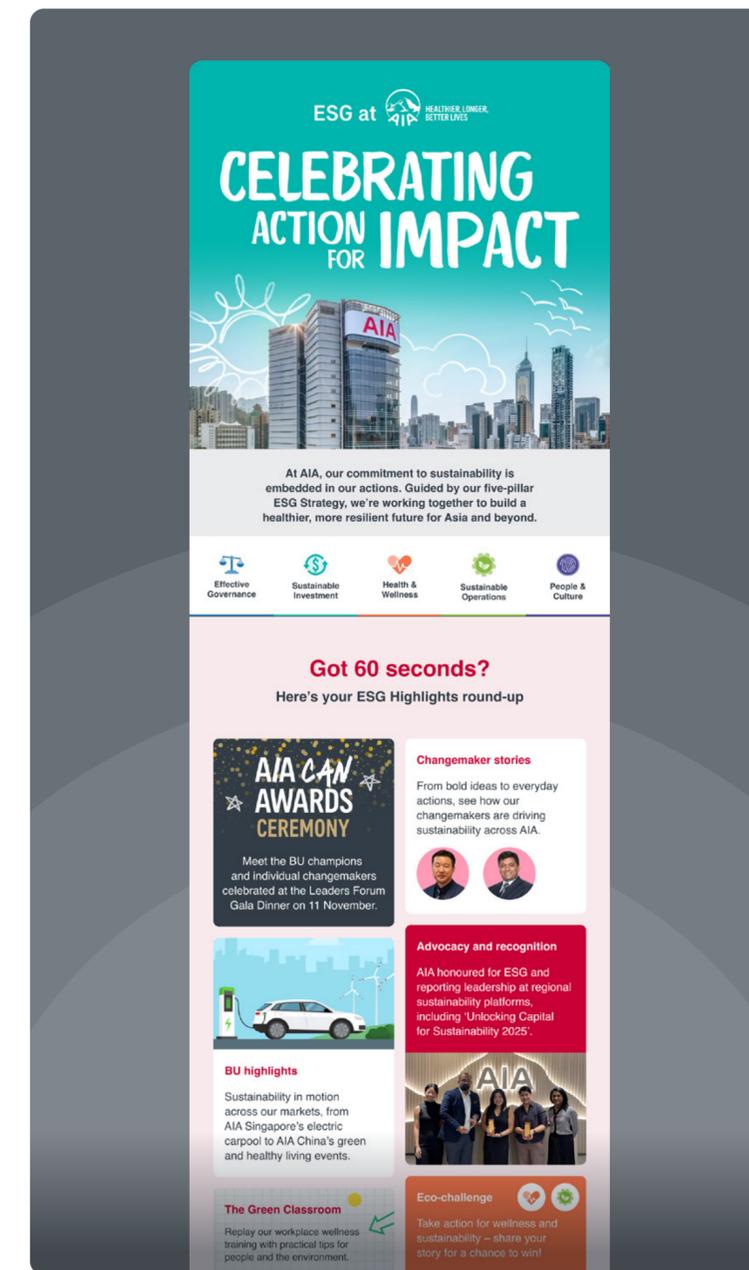
97%
are familiar with AIA's sustainability strategy



92%
know how to contribute to a more sustainable workplace



92%
say ESG participation enhances job satisfaction



AIA CAN: Our eco-office movement

Launched in 2024, AIA CAN is a Group-wide movement promoting sustainability practices across six areas:

- waste management
- energy usage
- water usage
- travel and transportation
- sustainable procurement
- environmental wellness

Practical tools like the AIA CAN Guidebook and Checklists help markets integrate sustainability into daily operations, aligned with eco-office certification standards.

A purpose-built digital dashboard enables markets to track progress and benchmark results across the Group. We conducted quarterly check-ins to support markets in developing and refining their eco-office action plans, ensuring alignment and momentum. To build capability, we provided regular training sessions on key sustainability topics, equipping employees with practical knowledge to drive change. Complementing these efforts, the AIA CAN Awards recognised markets for their achievements through a tiered system — Silver, Gold, and Platinum — celebrating leadership and inspiring continued progress across the organisation.

Impact highlights:

As of the end of 2025, all 18 markets have activated AIA CAN.

Over 95%
of markets have installed LED lighting

~90%
of markets have reduced single-use items within office premises

Over 4,700kg
of trash removed from nature through community events and partnerships

Over 85%
of markets have appointed eco-ambassadors

Over 60%
of markets have promoted sustainable commuting by providing incentives or subsidies

These actions established the foundation for eco-offices and sustainable habits, driving a cultural shift that empowers employees to embrace sustainability in their professional and personal lives.

Advocacy and industry leadership

In 2025, we strengthened partnerships and engaged with governments to advance climate resilience. Key initiatives included:

- **UN Global Compact:** We continued our climate patronage for a fourth consecutive year. This involved taking part in collaborative forums, knowledge-sharing initiatives and advocacy efforts to advance corporate climate action.
- **Asia Investor Group on Climate Change:** AIA continued to advocate for climate-friendly policies and sustainable investment in Asia Pacific.
- **Singapore Sustainable Finance Association:** AIA is a convening member of this cross-sectoral industry body, launched in January 2024. It aims to advance Singapore's position as a leading global hub for sustainable finance.
- **UNEP FI Principles for Sustainable Insurance (PSI):** AIA's Group Head of Sustainability, Amita Chaudhury, was elected Chair of the Board.

Engaging with our customers and value chains

Close collaboration with our customers and value chain partners helps advance our sustainability agenda. It encourages cooperation and shared accountability and helps amplify the positive impacts of our work. Through ongoing dialogue, strategic partnerships and capacity-building programmes, we coordinate our actions to promote responsible business practices, improve social well-being and minimise our environmental impact.

Supporting research initiatives and thought leadership

In 2025, we continued to advance sustainable development across Asia by supporting key research initiatives and thought leadership. Our contributions included:

The Geneva Association report, 'Insurance as a Core Element of Financial Inclusion in Emerging Economies'. The report provided insights into how insurance strengthens resilience and financial stability, offering recommendations to promote insurance as a cornerstone of financial inclusion in emerging economies.

The International Energy Agency (IEA) report, 'Scaling up Transition Finance'. This report explored the landscape for transition finance and how it can help to channel capital towards hard-to-abate sectors.

Embedding sustainability into business value

In September 2025, AIA convened its annual Sustainability Conference in Hong Kong, bringing together senior leaders from across the Group to explore how sustainability can drive long-term business value. The event featured the **Sustainable Business Value Creation Workshop**, designed to identify opportunities where sustainability can unlock business value and reinforce AIA's competitive advantage. The workshop focused on integrating sustainability considerations into core business strategies, enabling solutions that deliver both positive impact and long-term growth.

Key outcomes

- **Cross-Market Collaboration:** 47 leaders participated in structured sessions to co-create solutions addressing five business challenges.
- **Innovation Aligned with Sustainability:** The proposed concepts were designed to be implementable and strategically aligned with AIA's long-term business value.
- **Strategic Alignment:** Group Sustainability provided updates on climate priorities, reporting and disclosure requirements, and advocacy initiatives. Speakers from ANT Group, Singtel, and Tata AIA contributed perspectives on digital transformation and inclusive growth.

Measurable impact

- The conference achieved an overall satisfaction rating of **4.53 out of 5** in post-event feedback. Each team developed a roadmap outlining implementation steps, including regulatory engagement, capability building, and partnerships with NGOs and technology providers.
- Commitments were made to pilot solutions in selected markets, with progress to be reviewed regularly and updates shared at ESG Committee meetings to maintain accountability and momentum.

Next steps

- Markets will review workshop outputs and align with local strategies.
- Leadership engagement guides have been distributed to support adoption.
- Group Sustainability will track progress and facilitate knowledge sharing across markets.

These initiatives reflect AIA's approach to embedding sustainability into business operations — not as a standalone activity, but as a driver of innovation, customer engagement, and long-term value creation.





1. Dr Mark Konyn, Group Chief investment Officer, spoke on the shifting political landscape and its implications for sustainable investment at 'Unlocking Capital for Sustainability 2025'.
2. Mitch New, Group General Counsel, engaged 47 of AIA leaders from across the region at the Sustainable Business Value Creation Workshop in Hong Kong.
3. Amita Chaudhury, Group Head of Sustainability, spoke both at a panel session on climate adaptation and resilience and the role of insurance in building a liveable and investable future in Asia at Ecosperity Week, and at a plenary session titled 'Financial Innovations and Sustainable Financing: A Private Sector Perspective' at the UN Global Compact Leaders Summit 2025 in New York.
4. Nisheeth Srivastava, Head of ESG Reporting, addressed the audience in the session of 'From Policy to Impact: The Role of Insurance in Supporting Global Sustainability Goals' at ITC Asia 2025 in Singapore.
5. Apple Lo, Director of Climate, Environment and Governance, contributed to a panel on ESG in the life and health insurance sector, spotlighting AIA's sector-specific leadership at the UNEP FI: Regional Roundtable on Sustainable Finance.
6. In collaboration with the Asia Investor Group on Climate Change (AIGCC), AIA Investment Management hosted a 'Climate Transition Briefing' for over 70 investment professionals in Hong Kong.



FEATURE

Engaging Our Stakeholders

“Open and regular engagement with regulators strengthens trust, drives consistency across markets, and ensures our governance and risk frameworks evolve in step with rapidly changing sustainability.”

Meaningful engagement with regulators plays a critical role in strengthening AIA's resilience and long-term sustainability across markets. Supervisory colleges provide a valuable platform for open, multi-jurisdictional dialogue, allowing AIA to engage with regulators collectively on complex and evolving topics such as climate risk, sustainability governance and ESG integration. Recent discussions with regulators including the HKIA, BNM, OIC and MAS reflected growing focus on climate risk scenario calibration, physical risk assessment and how ESG considerations are embedded into investment and risk frameworks.

These exchanges enable AIA to better anticipate regulatory expectations, align methodologies across markets and promote consistency in governance, disclosures and risk management approaches. Importantly, detailed regulatory questions challenge assumptions, surface areas for enhancement and reinforce the need for strong cross-functional coordination and robust documentation. Insights gained through these engagements inform continuous improvement, helping AIA refine frameworks, strengthen data foundations and enhance readiness across local business units, while remaining responsive to differing market contexts and regulatory maturity.



Hritesh Mehta
Head of Group Compliance

“Continuous customer engagement transforms us from insurer to lifelong partner — deepening trust, shaping healthier choices, co-creating solutions, and compounding value across connected health and protection ecosystems.”

Engagement through AIA Vitality enables us to move beyond protection into prevention, creating ongoing, meaningful interactions with customers throughout their health journey. By combining behavioural insights, personalised rewards and digital touchpoints, AIA Vitality encourages everyday healthy choices and builds stronger positive wellness habits while providing AIA with deeper understanding of customer needs, motivations and life stages. This sustained engagement strengthens our broader health ecosystem by connecting insurance, wellness and healthcare partners in a more integrated and proactive way. It supports earlier intervention, better health outcomes and more informed service design, while reinforcing responsible selling and long-term customer trust. Over time, these continuous interactions deepen relationships and shift the customer experience from episodic to enduring. As a result, AIA is positioned not merely as a provider of protection, but as a lifelong partner supporting Healthier, Longer, Better Lives—creating shared value for customers and AIA alike, while strengthening the resilience and relevance of our overall service offerings.



Estiaan Steenberg
Director of Propositions, AIA Vitality

“Open, ongoing engagement with our corporate customers strengthens shared sustainability standards, deepens trust, and helps us advance responsible practices across our value chains — together.”

Engagement with our corporate customers on sustainability enables closer collaboration on their ESG commitments, including alignment with their code of responsible business. By proactively sharing insights, best practices and emerging expectations, we support our corporate partners in strengthening responsible business practices across their value chains. Being ahead on sustainability positions AIA as a trusted partner in these conversations, allowing us to continuously learn, co-create solutions and evolve together. We value this ongoing dialogue and actively welcome feedback from our corporate customers to further enhance our shared sustainability outcomes.



Joana Sousa
Director of Multinationals and International Brokers

“My engagement with AIA helped me understand how developing myself — and others — can strengthen both our business and our impact.”

AIA's Purpose-led culture and emphasis on entrepreneurship have played a defining role in shaping our journey as financial professionals and contributors to the wider community. Through platforms such as MDRT forums and development programmes, we were exposed to global best practices that broadened our perspectives, strengthened our understanding of customer needs, and reinforced the impact our work can have beyond financial outcomes.

Inspired by AIA's mission to help people live Healthier, Longer, Better Lives, we felt motivated to give back in tangible ways. This led us to drive initiatives ranging from tree-planting activities to organising prosthetic leg donations for underserved groups. At the same time, we remained committed to building opportunities for others by recruiting and supporting new agents, creating meaningful employment pathways, and helping families strengthen their financial resilience through the issuance of multiple policies.

Our experience demonstrates how AIA's engagement with its agents can inspire collective leadership, social responsibility and lasting community impact.



Ranjith Lakshman
Wealth Planner's Manager,
Ampara ADO 2, AIA Sri Lanka

Materiality

Material topics

AIA conducts a comprehensive materiality assessment every two years to identify the sustainability impacts, risks and opportunities most relevant to our business and stakeholders. In 2025, we undertook this process in-house, building on our established methodology and revalidating the material topics identified in previous assessments.

This year, we revalidated our existing materiality assessment, informed by a review of globally recognised resources and peer benchmarking insights. For financial materiality, we referenced the Sustainability Accounting Standards Board (SASB) standards, while peer benchmarking and topic focus areas from leading industry sustainability indices and agencies informed our perspective on emerging priorities. This rigorous review ensures our sustainability strategy remains aligned with stakeholder expectations and global best practices.

In alternate years, we complement the biennial assessment with additional stakeholder engagement and internal reviews. This ongoing process allows us to track progress, refine our focus and implement changes recommended by prior assessments.

A robust approach to materiality

We apply a 'double materiality' lens in line with international standards and frameworks, including the Global Reporting Initiative (GRI) and the International Sustainability Standards Board (ISSB). Double materiality considers:

- **Impact materiality:** The effect of each topic on the economy, environment and society.
- **Financial materiality:** The extent to which each topic could influence assessments of AIA's enterprise value.



Our Process

OUR BIENNIAL¹ DOUBLE MATERIALITY ASSESSMENT FOLLOWS A FOUR-STAGE PROCESS:

RESEARCH

- Identify material topics through stakeholder engagement and analysis of sustainability trends and global reporting frameworks.

ENGAGEMENT

- Enrich shortlisted topics through consultations with internal and external stakeholders to gauge environmental and social impacts and financial risk likelihood.

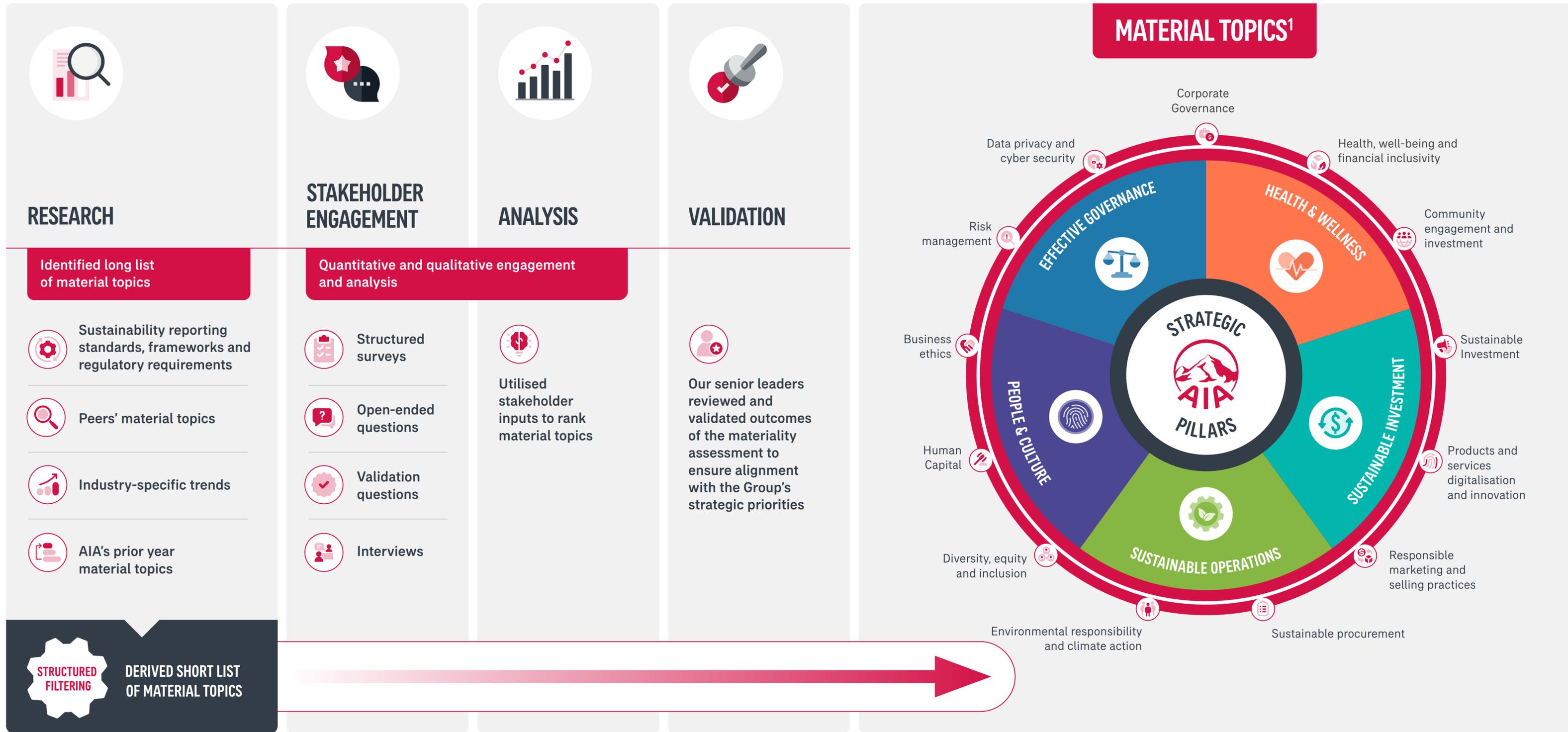
ANALYSIS

- Rank topics using a double materiality approach, considering impacts, risks and associated opportunities.

VALIDATION

- Senior leadership validates findings to ensure alignment with Group-wide sustainability priorities.

1. The most recent external double materiality assessment was conducted in 2024.



1. Materiality topics derived from the 2024 double materiality assessment were revalidated in 2025.

Our Overall Progress

Health & Wellness

This pillar directs AIA's resources to engaging, inspiring and delivering better health outcomes, championing financial inclusion and expanding access to quality care, producing a wider, fairer impact on society.

[READ MORE IN OUR HEALTH & WELLNESS SUBSECTION REPORT](#) >

In 2025, AIA continued to make strong progress towards our AIA One Billion ambition. By 31 December 2025, we had engaged 622 million people to live Healthier, Longer, Better Lives across AIA Markets. Our Purpose-led initiatives are driving measurable behavioural change — between October 2023 and December 2025, 50% of surveyed individuals reported that AIA initiatives inspired healthier choices across physical, mental, financial, or environmental wellness. Signature programmes scaled further, including the AIA Healthiest Schools Programme, which grew to 4,804 registrations across eight markets, and our global partnership with Tottenham Hotspur Football Club, which has engaged personally with 181,000 participants through grassroots football activities. Community wellness assets such as the AIA Vitality Park and Hub in Hong Kong welcomed 2.1 million visitors in 2025.

We also strengthened our Integrated Healthcare Strategy, improving access, affordability, and care outcomes across Asia. Digital and data-led solutions are delivering tangible results — AI-enabled health platforms now process claims up to 85% faster with over 90% accuracy and deliver analytic insights to support provider network optimisation. Value-based care initiatives are delivering improved outcomes, including around 20% cost reductions through Enhanced Recovery After Surgery pathways in Singapore. Preventive and chronic care programmes continue to scale, with over two million AIA Vitality members across 12 markets and measurable health improvements, including 70% of high-risk participants stabilising or improving HbA1c levels.



We're empowering people to build healthier habits and inspiring progress every day. Our commitment is to create meaningful impact at scale, helping millions move towards Healthier, Longer, Better Lives in ways that feel personal, achievable, and sustainable.

Stuart A. Spencer

Group Chief Marketing Officer



True wellbeing is holistic. By supporting physical, mental and environmental health, we're creating lasting change for communities across Asia.

Dr Kelvin Loh

Group Chief Healthcare Officer



Sustainable Investment

This pillar delivers long-term value by seeking sustainable investment outcomes, investing for the future and engaging with our investee companies to achieve our near-term investment targets and net-zero commitment.

[READ MORE IN OUR SUSTAINABLE INVESTMENT SUBSECTION REPORT](#) >

In 2025, AIA advanced its sustainable investment approach through strengthened governance, enhancements to stewardship, and continued integration of ESG considerations across in-scope portfolios. Our approach is guided by our objective to achieve net-zero greenhouse gas emissions by 2050 and is supported by near-term investment targets validated by the Science Based Targets initiative (SBTi) and our Climate Transition Plan.

Governance and oversight were enhanced through the establishment of a dedicated Investment ESG sub-committee under the Group Investment Committee. ESG capability was further embedded within investment decision-making teams through changes to the operating model for the Investment ESG Centre of Excellence and expanded ESG resources within AIA Investment Management.

ESG integration continued at scale. In 2025, AIA maintained 100% coverage of its directly managed general account portfolio using its internally developed ESG Rating Scorecard, which

was externally revalidated following updates to incorporate climate risk. In addition, our Investment Governance Framework requires AIA asset owner entities to reflect relevant ESG factors and/or applicable ESG commitments in investment mandate setting, expressed through mandate objectives, minimum ESG thresholds where appropriate, and the use of ESG or sustainability benchmarks in select portfolios.

Stewardship remains a core component of our approach. As at 31 December 2025, AIA's research and stewardship analysts had engaged over 300 investee companies, supported by an internal platform that tracks engagement progress and alignment with net-zero objectives and SBTi targets. We also participated in collaborative engagement, including through CA100+ company engagement groups, and engaged through investor collaboration initiatives coordinated by the Asia Investor Group on Climate Change.

We continued to enhance transparency and monitoring of portfolio climate performance through ongoing measurement and disclosure of financed emissions and carbon intensity metrics, and by tracking progress against SBTi-aligned targets for the in-scope general account portfolio. Progress against our near-term Investment SBTi targets remains on-track.

Capital allocation decisions continued to incorporate sustainability considerations through bottom-up investment processes. As of 31 December 2025, US\$7.6 billion was invested in ESG bonds as a result of our integration efforts.



We embed sustainability considerations in our investment mandates and compel analysts and portfolio managers to consider the sustainability credentials of issuers at the point of portfolio inclusion. This is supported by a disciplined and externally validated scoring approach, alongside transparent measurement and disclosure. In-scope investment professionals complete required sustainable investing training aligned to recognised industry standards.

Dr Mark Konyn

Group Chief Investment Officer

Sustainable Operations

This pillar aims to improve the environmental performance of AIA's operations and incorporate ESG factors into sourcing considerations.

[READ MORE IN OUR SUSTAINABLE OPERATIONS SUBSECTION REPORT](#) >

In 2025, AIA made tangible progress in embedding sustainability into the core of our operations, reinforcing our commitment to long-term resilience, efficiency and accountability. Guided by our Science Based Targets initiative (SBTi)-validated ambition to reduce Scope 1 and 2 emissions by 46.2% by 2030, we continued to translate strategy into measurable action across markets.

We strengthened environmental performance through greener buildings and energy choices. All newly constructed and acquired commercial properties are required to meet recognised green building standards, supporting both emissions reduction and employee wellbeing. At market level, initiatives such as renewable energy Power Purchase Agreements in the Philippines delivered an estimated 50% reduction in annual emissions, while AIA Sri Lanka achieved ISO 14064-1 GHG verification for the third consecutive year, covering 100% of its operations and setting a new benchmark for transparency in the local insurance sector.

Digital transformation remained a critical enabler of sustainable growth. In 2025, 89% of customer communications were delivered digitally, and our digital initiatives saved 1,892 tonnes of paper, even as transaction volumes continued to rise. Scalable, AI-enabled platforms supported operational efficiency while reducing resource intensity and environmental impact.

We also deepened collaboration across our value chain. Through structured supplier engagement, sustainability training, and alignment with our Supplier Code of Conduct, we continued to raise standards and share capability across markets. By embedding sustainability into everyday operations, we are strengthening operational resilience today while building a lower-carbon, future-ready business for tomorrow.



By elevating customer experience, strengthening claims and underwriting excellence, and advancing AI-driven digital capabilities, we deliver simpler, smarter, and more intuitive experiences for our customers at scale — supporting AIA's long-term commitment to sustainable growth and operational efficiency.

Biswa Misra

Group Chief Technology and Life Operations Officer



People & Culture

This pillar empowers our people to succeed through fostering a learning environment, ensuring equitable and fair processes for employment and progression, and nurturing a diverse, inclusive and supportive culture.

[READ MORE IN OUR PEOPLE & CULTURE SUBSECTION REPORT](#) 

Our people are central to delivering our Purpose of helping millions across Asia live Healthier, Longer, Better Lives. Across markets, our employees and agency force draw on their diverse backgrounds and experiences to support customers and communities. This diversity strengthens our culture, fosters innovation and inclusivity, and enhances our ability to respond to evolving needs across the region.

Our people strategy focuses on nurturing a strong and unifying culture, building a future-ready organisation and supporting employees to reach their full potential. These priorities reinforce AIA's ability to attract and retain talent, contributing to continued recognition as a preferred employer across the region.

AIA's culture is anchored in our Purpose, our Operating Philosophy, the AIA Essentials of Clarity, Courage and Humanity, and a model of empowerment within a clear framework. Together, these principles guide how we work, make decisions, collaborate and take accountability across markets.

We invest in development to help our people grow and contribute to AIA's long-term success. Leadership programmes delivered through the AIA Leadership Centre in Bangkok prepare both senior and emerging leaders. SPARK, one of our flagship leadership programmes, was recognised by the Association for Talent Development with a '2025 Excellence in Practice Award'. More than 70% of leadership appointments were filled internally, reflecting the strength of our talent pipeline. New learning initiatives, including GenAI Learning Pathways and Healthcare for leaders, equip employees with capabilities aligned to AIA's business priorities. As part of our Premier Agency Strategy, we are using innovative ways to upskill our agency force, including Role Play — a generative AI-powered training solution that uses virtual customer simulations to upskill learners in real world scenarios.

We continue to build an inclusive and engaging workplace where people feel valued and supported. Our workforce includes over 57% women,

69 nationalities and 74% Gen Y and Gen Z. In the annual Gallup Q12 survey, AIA ranked in the top-quartile for the ninth consecutive year. Our commitment to shaping an empowering workplace has been recognised with the Gallup Exceptional Workplace Award for the fourth consecutive year and AIA's top ranking on the 'Top Workplaces in APAC' list by Best Places to Work for the second consecutive year.

Wellbeing@AIA supports employees to build resilience across physical, mental, social and financial dimensions. This includes Me@AIA, our mental resilience programme that provides energy management tools, strengthens team psychological safety and supports managers in building inclusive environments. AIA's workplace mental health management and disclosure was recognised with a 'Tier 3' rating in the '2025 CCLA Corporate Mental Health Benchmark Global 100+' report.



Our people make it possible for us to fulfil our Purpose every day. When we invest in their growth, engagement and well-being, we build the capabilities and culture needed to stay resilient and continue supporting Healthier, Longer, Better Lives across our region.

Cara Ang

Group Chief Human Resources Officer

Effective Governance

This pillar ensures that AIA continues to operate to the highest standards of business practices, both in terms of our engagement with stakeholders and how we manage risks. This provides the necessary management oversight, incentives and organisational accountability, data governance systems and transparent reporting to enable us to succeed.

[READ MORE IN OUR EFFECTIVE GOVERNANCE SUBSECTION REPORT](#) >

In 2025, we strengthened governance discipline and transparency across the Group. We deepened Board — employee connectivity, including a December 2025 Board visit to AIA Malaysia to engage teams on strategy, culture and innovation, reinforcing two-way accountability.

Risk governance was further embedded through our Group Risk Management Framework and Operational Risk & Control Framework, supported by scenario analysis, stress testing and regular independent assessment. Priority emerging risks — including cybersecurity, data privacy and model risk — are addressed through enhanced controls, mandatory training and a Group-wide model risk policy. Cyber resilience continues to scale. We maintain Service Organization Control (SOC) Type 2 assurance and ISO 27001 certification across key information security

functions and conduct regular drills and third-party assessments, and in 2025 recorded no material third-party information breaches. We also launched Group-wide training on the Responsible Use of AI (RUAI) to promote safe, fair and privacy-respecting AI adoption. Our responsible business culture is reinforced by a 24/7, independent, multilingual whistle-blowing hotline, annual Code of Conduct certification for all employees, and zero-tolerance standards on bribery, corruption and fraud. Together, these outcomes demonstrate decisive governance, rigorous risk management, verifiable cyber controls and a speak-up culture — positioning AIA to deliver sustainable, long-term value.



As a trusted business, we build on more than 100 years of AIA's legacy to support long-term growth. Strong governance ensures transparency, accountability and alignment with the highest standards of business practices.

Mitch New

Group General Counsel and
Chairman of the ESG Committee



Effective risk management protects our customers, supports our communities, and is key to long-term value creation.

Ben Ng

Group Chief Risk Officer



Summary of Priorities and Progress



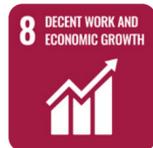
Health & Wellness

READ MORE IN OUR HEALTH & WELLNESS SUBSECTION REPORT



SDG 3

Good health and well-being



SDG 8

Decent work and economic growth



SDG 10

Reduced inequalities

PRIORITIES

PROGRESS

1 Engaging communities across Asia

Engage communities across Asia to improve their physical, mental and environmental wellness while championing financial inclusion.

- We reached new heights in our goal to engage one billion people by 2030 to help them live Healthier, Longer, Better Lives.
- 622 million people engaged through AIA One Billion by the end of 2025.

2 Improving access to quality healthcare

Provide greater access to quality care, and relevant and timely information, diagnoses, treatment and rehabilitation.

AIA Vitality and AIA China Wellness

- 12 live markets.
- 4.2 million AIA Vitality and AIA China Wellness customers.

Telemedicine

- 8 live markets.
- 7.25 million telemedicine eligible lives.
- 0.8% year-on-year increase in the number of consults.

Personal Case Management (PCM)

- 11 live markets.
- 5.8 million eligible lives.
- 61.1% year-on-year increase in the number of PCM cases.

Regional Health Passport

- 17.8% diagnosis change.
- 48.7% refined treatment plans.
- 94.9% customer satisfaction rate.
- 11 live markets.
- Top100 upper-tier hospitals in Asia.
- 10,000 providers globally.

3 Building better integrated health and wellness outcomes

Build on leading integrated health and wellness solutions and reward customers for behavioural improvements.

Based on AIA Vitality members who have reported their data:

- 12% year-on-year increase in the number of AIA Vitality customers with either one biometric result from unhealthy to healthy or AIA Vitality Age improvement, and Personal Case Management customers with a change in diagnosis or treatment optimised.
- Members improved their AIA Vitality Age by an average of 0.19 years since joining the programme. A member's AIA Vitality Age is their actual age relative to a variety of health factors.
- 23% of at-risk AIA Vitality members have moved to a healthy BMI range.
- 48% of at-risk AIA Vitality members have seen their blood pressure levels improve.
- 35% of at-risk AIA Vitality members have seen their cholesterol levels decline.
- 66% of at-risk AIA Vitality members have seen their glucose levels reduce.



Sustainable Investment

READ MORE IN OUR SUSTAINABLE INVESTMENT SUBSECTION REPORT



SDG 7

Affordable and Clean Energy



SDG 12

Responsible Consumption and Production



SDG 13

Climate Action



SDG 16

Peace, Justice and Strong Institutions

PRIORITIES

PROGRESS

1 Direction, priorities and oversight
Set sustainable investment priorities and commitments, and oversee ESG performance across asset classes and entities.

- Defined our transition finance strategy and initiated exploration of relevant investment opportunities.
- Established a dedicated Investment ESG sub-committee under the Group Investment Committee to strengthen oversight of sustainable investment delivery.

2 ESG integration
Embed sustainability factors and priorities into investment strategies, individual investment decisions, and risk management processes.

- Maintained 100% coverage of general account investments against in-house ESG Rating Scorecard.
- Sustained exclusions on tobacco, cluster munitions, coal mining and coal-fired power generation in our general account investment portfolio.
- Continued the mandate for in-scope research analysts and portfolio managers to complete CFA Institute's Sustainable Investing Certificate, and held refresher training.

3 Stewardship
Actively use our influence as an investor to encourage investee companies to adopt sustainable business practices.

- Engaged over 300 investee companies to align with our sustainability commitment objectives.
- Joined eight company engagement groups coordinated under CA100+.

4 Transparency & reporting
Facilitate monitoring, assurance, and audit, and be open and accountable about our sustainable investment policies, practices, and performance.

For our in-scope general account portfolio as at 31 December 2025:

- Total Financed Emissions (TFE) = 6.20 million tonnes of CO₂e.
- Weighted Average Carbon Intensity (WACI) for Listed Equity = 229 tonnes of CO₂e per US\$1 million in revenue.

Progressed towards validated SBTi targets for in-scope general account assets:

- Increased SBTi portfolio coverage to 36% of in-scope AUM.
- Reduced power generation emissions intensity by 45% against our 2019 baseline.
- Reduced real estate emissions intensity by 33% against our 2019 baseline.

As a result of the bottom-up integration of ESG in our general account investment portfolio, US\$7.6 billion was invested in ESG bonds.

5 Collaboration & advocacy
Collaborate with other investors, industry groups, policymakers, and stakeholders to promote sustainable investment practices and policies.

- Engaged policymakers to share perspectives on infrastructure finance and capital frameworks, supporting progress toward more risk-sensitive treatment.
- Convened investor collaboration through the AIGCC, including hosting the Investor Climate Transition Roundtable in Hong Kong with 70+ industry participants.



Sustainable Operations

READ MORE IN OUR SUSTAINABLE OPERATIONS SUBSECTION REPORT [➔](#)



SDG 7

Affordable and Clean Energy



SDG 9

Industry, Innovation and Infrastructure



SDG 12

Responsible Consumption and Production



SDG 13

Climate Action

PRIORITIES

PROGRESS

1 Ensuring greener buildings

Ensure that all new buildings and redevelopments adhere to industry-recognised green building standards.

- ➔ All new buildings and developments to be green certified/pre-certified.*
 - ➔ 17 buildings are green certified/pre-certified and 23 buildings are WELL health and safety rating accredited.
- * As per our Investment Governance Framework.

2 Improving our environmental performance

Reduce our carbon footprint, while also measuring and managing the amount of waste produced from our operations.

- ➔ Scope 1 and Scope 2 emissions have been reduced by 24% compared to our 2019 SBTi baseline.

3 Advancing digital transformation

Increase digitalisation and automation to reduce the usage of paper.

- ➔ 99% of buy submissions and 95% of buy, service and claims transactions were submitted digitally.
- ➔ 89% of our communication with customers was via digital channels.
- ➔ Across the Group, we have saved 1,892 tonnes of paper.

4 Encouraging good sustainability practices

Encourage improvements in vendors' sustainability performance.

- ➔ 33% of Tier 1 suppliers at the Group Office are rated in the top 5% of all companies assessed by a globally recognised sustainability supplier ratings provider.



People & Culture

READ MORE IN OUR PEOPLE & CULTURE SUBSECTION REPORT



SDG 4

Quality Education



SDG 5

Gender Equality



SDG 8

Decent Work and Economic Growth



SDG 16

Peace, Justice and Strong Institutions

PRIORITIES

PROGRESS

1 Supporting development and career progression

Foster a learning culture that supports the development of our people.

- 33.3 training hours per employee (target: 24 hours per employee by end of 2023).
- >70% of leadership appointments filled by leaders in AIA's leadership pipeline.
- Top quartile in Gallup's global finance and insurance industry benchmark of employee engagement for the ninth consecutive year, with 98% participation.
- Multiple employee engagement and people awards, including the 'Gallup Exceptional Workplace Award' for the fourth consecutive year.
- Launched Role Play – a generative AI-powered training solution that uses virtual customer simulations to upskill our agency force.

2 Accelerating progress in diversity and inclusion

Promote workplace diversity and advance our culture of innovation and inclusion.

- 57.2% women employees in workforce (target: gender balanced workforce).
- 42.1% women in senior leadership (target: 40% women in senior leadership).
- 39.5% women in programmes for leadership development (target: 45% by end 2026).
- 69 nationalities across AIA Group.

3 Strengthening risk awareness

Build a culture of ethical decision-making and strong risk management.

- 100% of employees completed the annual AIA Group Code of Conduct recertification (target: 100%).

4 Enriching and rewarding opportunities for all

Ensure a fair, accountable and equitable approach for employment, progression and rewards.

- 30 local-led employee networks and launched refreshed Unconscious Bias e-learning.
- Since its launch, 7,800 employees have participated in Me@AIA, a bespoke mental resilience programme.
- More than 110 employees completed Psychological First Aid certification in 2025.
- Delivered the fourth Group-wide Mental Wellbeing Campaign in October.

Identified sustainability information assured by PwC.



Effective Governance

READ MORE IN OUR EFFECTIVE GOVERNANCE SUBSECTION REPORT



SDG 16

Peace, Justice and Strong Institutions

PRIORITIES	PROGRESS
<p>1 Board governance</p> <p>Foster business integrity and sound decision-making through a diverse and highly qualified Board.</p>	<ul style="list-style-type: none"> → All AIA Group Limited Board members are Independent Non-Executive Directors (INEDs) aside from the Group Chief Executive and President. → Board membership broadly reflects a cross-section of the jurisdictions in which we operate. Each Board member has broad experience and expertise relevant to the business, operations and development of the Group. → All Board committees are chaired by and comprised almost entirely of INEDs.
<p>2 Ensuring effective risk management and responsible business practices</p> <p>Effectively manage ESG-related risks and opportunities throughout our business.</p>	<ul style="list-style-type: none"> → ESG-related risks, similar to other material risks, are managed within the effective risk management framework.
<p>3 Promoting sustainability best practices</p> <p>Promote sustainability best practices across the region.</p>	<ul style="list-style-type: none"> → Engagement with partners and alliances to address sustainability risks and opportunities, including as Chair of the United Nations Environment Programme Finance Initiative Principles for Sustainable Insurance (PSI) and as a convening member of the Singapore Sustainable Finance Association (SSFA).
<p>4 Sustainability ratings and index inclusions</p> <p>Establish AIA as a global leader on key Sustainability indices, ratings and benchmarks.</p>	<ul style="list-style-type: none"> → Recognised within the top quintile of the insurance industry and global universe in ESG Risk Rating assessment by Sustainalytics. → Maintained an AA rating from MSCI. → Recognised as a top-performing ESG company by the Hang Seng Index with an A+ rating. → Included in the FTSE4Good Developed Index and the STOXX Asia/Pacific 600 ESG Target Index. → Ranked among the 'Most Honored' Companies by Extel (formerly Institutional Investor Research) in their Asia Pacific (ex-Japan) Executive Team Rankings.¹ <p><small>1. A total of 6,300 investors, portfolio managers and analysts from 1,668 voter firms participated in this survey.</small></p>

Climate Action

As a major insurer, asset owner, employer and responsible business, we have a duty to address climate change, and we are committed to achieving net-zero emissions by 2050.

[READ MORE IN AIA'S 2025 SUBSECTION REPORT: CLIMATE-RELATED DISCLOSURES](#) >

In 2025, AIA continued to make progress in its climate strategy, guided by its Purpose of helping people live Healthier, Longer, Better Lives and its responsibilities as a pan-Asian life and health insurer. The impacts of climate change across Asia — ranging from rising temperatures to more frequent and severe extreme weather — continue to present material implications for communities, infrastructure, and long-term economic resilience.

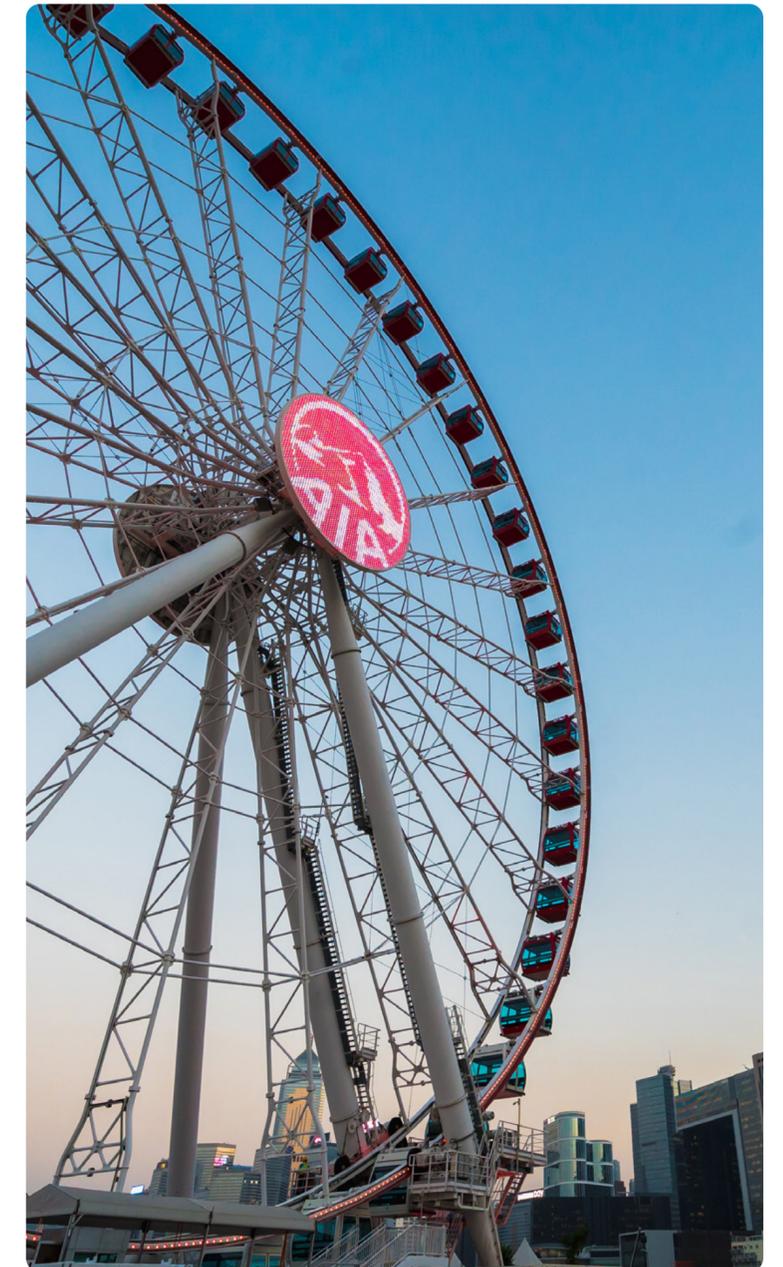
AIA's approach remains grounded in established commitments and delivery mechanisms. Building on its Climate Transition Plan and SBTi-validated near-term targets, efforts during the year focused on translating commitments into measurable action through defined governance arrangements and management accountability. Oversight of climate-related matters is integrated within the Group's governance framework, with Board and ESG Committee oversight supported by management-level roles, controls, and monitoring processes.

Progress during the year was supported by cross-functional collaboration across sustainability, finance, risk, investments, operations, technology, and market teams. This work has contributed to improved data quality, more decision-useful analysis, and increased consistency in climate-related disclosures. These efforts also supported actions to reduce operational emissions, including through energy and building-related initiatives, and to embed climate considerations more systematically into operational and investment processes.

Within investments, climate considerations continue to be integrated through governance, stewardship, and engagement activities. Engagement with investee companies focuses on transition readiness, emissions reduction pathways, and disclosure practices, reflecting the relevance of these factors to long-term value. Tools, training, and oversight arrangements have been further developed to support more consistent integration of climate considerations in portfolio decision-making.

Externally, AIA continues to engage with industry, regulatory, and peer forums to remain aligned with evolving standards and expectations. Ongoing dialogue with regulators, standard setters, suppliers, and other value-chain partners supports awareness of emerging guidance and encourages alignment beyond the Group's direct operations.

Looking ahead, we continue to track and deliver against our SBTi validated targets through established governance and oversight processes. In parallel, we are exploring a range of forward-looking approaches, including advancements in data, technology and operating practices, that can enhance execution over time. As standards and external conditions evolve, these insights will inform how we shape our future target-setting approach to remain robust and responsive.



Our SBTi and Climate Commitments

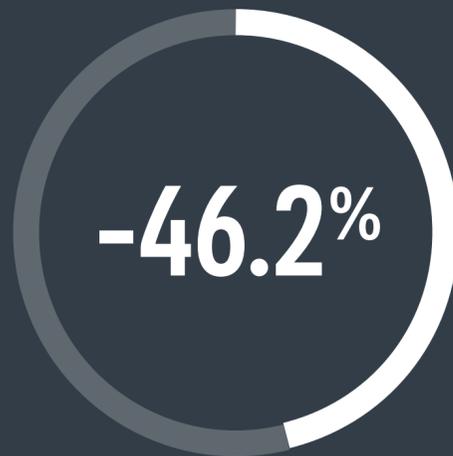
OUR OPERATIONS



NEAR-TERM TARGET

2030

Reduction of Scope 1 and 2 emissions



LONG-TERM COMMITMENT

2050

Net-zero Scope 1 and 2 emissions

OUR INVESTMENTS

Portfolio Coverage Approach

2025

TARGET ACHIEVED ✓



of in-scope portfolio setting SBTi-validated targets

2040

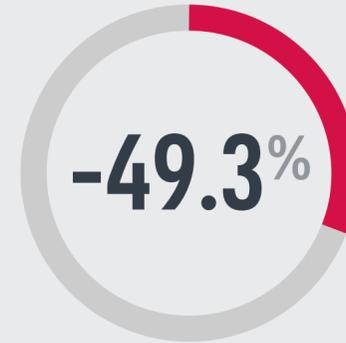


of in-scope portfolio setting SBTi-validated targets

OUR INVESTMENTS

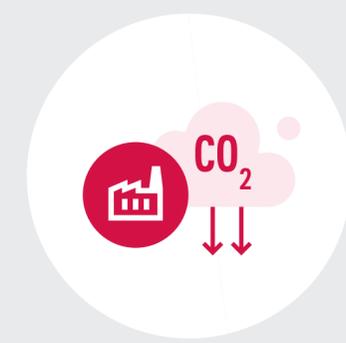
Sectoral Decarbonisation Approach for Power Generation

2030



per MWh reduction of emissions from in-scope power generation sector portfolio

2050

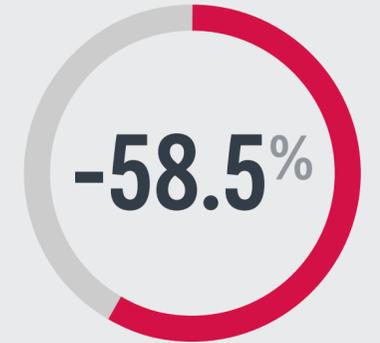


Net-zero emissions from power generation investments

OUR INVESTMENTS

Sectoral Decarbonisation Approach for Real Estate

2030



per sqm reduction of emissions from in-scope real estate sector portfolio

2050



Net-zero emissions from in-scope real estate investments

Independent Practitioner's Limited Assurance Report on AIA Group Limited's Identified Sustainability Information



To the board of directors of AIA Group Limited

Limited assurance conclusion

We have conducted a limited assurance engagement on the identified sustainability information of AIA Group Limited (the "Company") and its subsidiaries (collectively "the Group" or "AIA") included in section "Sustainability Data Book" of the Sustainability Report 2025 identified with a  and listed below under the "Identified Sustainability Information" (the "Identified Sustainability Information") as at and for the year ended 31 December 2025.

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Identified Sustainability Information is not prepared, in all material respects, in accordance with the relevant criteria for the Identified Sustainability Information as set out in the sections "About this Report" and "Sustainability Data Book" of the Sustainability Report 2025 (the "Relevant Criteria").

Identified Sustainability Information

The Identified Sustainability Information includes the following:

- Direct energy consumption¹
- Indirect energy consumption²
- Total energy consumption
- Scope 1 Greenhouse Gas ("GHG") emissions³
- Scope 2 GHG emissions (location-based)⁴
- Scope 3 GHG emissions⁵
- Total GHG emissions (Scope 1, 2, 3)
- Water consumption and intensity⁶
- Number and percentage of women employees in workforce⁷
- Percentage of women employees in senior leadership⁸
- Number of employees — by markets, gender and age group
- Employee turnover rate⁹ — by gender, by age group, by market
- Average training hours¹⁰ — by gender, by workforce seniority, per employee

The Identified Sustainability Information was provided for AIA's seventeen markets globally as at and for the year ended 31 December 2025 and they are Australia, Brunei, Cambodia, Mainland China, Hong Kong SAR, Indonesia, South Korea, Macau SAR, Malaysia,

Myanmar, New Zealand, the Philippines, Singapore, Sri Lanka, Thailand, Taiwan (China) and Vietnam.

Basis for conclusion

We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), *Assurance engagements other than audits or reviews of historical financial information* ("ISAE 3000 (Revised)"), and International Standard on Assurance Engagements 3410, *Assurance engagements on greenhouse gas statements* ("ISAE 3410") issued by the International Auditing and Assurance Standards Board (the "IAASB").

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion. Our responsibilities under these standards are further described in the Practitioner's responsibilities section of our report.

Our independence and quality management

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the HKICPA, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies International Standard on Quality Management 1 issued by the IAASB, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

1. Direct energy represents the consumption of petrol, diesel, liquified petroleum gas, natural gas and jet fuel.
2. Indirect energy represents the consumption of electricity, town gas and heating.
3. Emissions produced directly from the consumption of diesel, petrol, town gas, liquified petroleum gas, natural gas and jet fuel.
4. Emissions produced indirectly from the consumption of electricity, town gas and heating.
5. Emissions produced indirectly from commercial business travel by airplane.
6. The scope of water consumption covers buildings that are owned and occupied by AIA employees.
7. Percentage of women employees in workforce represents the total number of women employees as at 31 December 2025 divided by the total number of employees as at 31 December 2025.
8. Percentage of women employees in senior leadership represents the total number of women employees in senior leadership as at 31 December 2025 divided by the total number of employees in senior leadership as at 31 December 2025.
9. Employee turnover rate represents the total number of voluntary leavers from 1 January 2025 to 31 December 2025 and divided by the average number of employees in 2025.
10. Average training hours represents the total training hours from 1 January 2025 to 31 December 2025 divided by the total number of employees as at 31 December 2025.

Responsibilities for the Identified Sustainability Information

Management of the Group is responsible for:

- The preparation of the Identified Sustainability Information in accordance with the Relevant Criteria;
- Designing, implementing and maintaining such internal control as management determines is necessary to enable the preparation of the Identified Sustainability Information, in accordance with the Relevant Criteria, that is free from material misstatement, whether due to fraud or error; and
- The selection and application of appropriate sustainability reporting methods and making assumptions and estimates that are reasonable in the circumstances.

The ESG Committee is responsible for overseeing the Group's sustainability reporting process.

Inherent limitations in preparing the Identified Sustainability Information

Greenhouse gas quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.

Practitioner's responsibilities

Our responsibility is to plan and perform the assurance engagement to obtain limited assurance about whether the Identified Sustainability Information is free from material misstatement, whether due to fraud or error,

and to issue a limited assurance report that includes our conclusion. We report our conclusion solely to you, as a body, in accordance with our agreed terms of engagement, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence decisions of users taken on the basis of the Identified Sustainability Information.

As part of a limited assurance engagement in accordance with ISAE 3000 (Revised) and ISAE 3410, we exercise professional judgement and maintain professional scepticism throughout the engagement. We also:

- Determine the suitability in the circumstances of the Group's use of the Relevant Criteria as the basis for the preparation of the Identified Sustainability Information;
- Perform risk assessment procedures, including obtaining an understanding of internal control relevant to the engagement, to identify where material misstatements are likely to arise, whether due to fraud or error, but not for the purpose of providing a conclusion on the effectiveness of the Group's internal control; and
- Design and perform procedures responsive to where material misstatements are likely to arise in the Identified Sustainability Information. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Summary of the work performed

A limited assurance engagement involves performing procedures to obtain evidence about the Identified Sustainability Information. The procedures in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

The nature, timing and extent of procedures selected depend on professional judgement, including the identification of where material misstatements are likely to arise in the Identified Sustainability Information, whether due to fraud or error.

In conducting our limited assurance engagement, we:

- Obtained an understanding of the Group's reporting processes relevant to the preparation of the Identified Sustainability Information by:
 - Making inquiries of the relevant personnel responsible for the Identified Sustainability Information; and
 - Understanding the process for collecting and reporting the Identified Sustainability Information;
- Evaluated whether all information identified by the process to identify the information reported in the Identified Sustainability Information is included in the Identified Sustainability Information;

- Performed substantive assurance procedures on selected information in the Identified Sustainability Information;
- Performed analytical procedures in the Identified Sustainability Information;
- Evaluated the appropriateness of quantification methods and reporting policies of the Identified Sustainability Information;
- Evaluated the methods for developing estimates for the Identified Sustainability Information; and
- Considered the disclosure and presentation of the Identified Sustainability Information in AIA's Sustainability Report 2025.



PricewaterhouseCoopers

Certified Public Accountants
Hong Kong, 18 March 2026



About This Report

This report summarises AIA Group's sustainability performance and key milestones achieved in 2025. It provides an overview of progress on material sustainability issues across our operations, underpinned by our Purpose-driven five-pillar sustainability strategy.

We remain committed to transparent disclosure of our sustainability performance and maintaining open dialogue with all key stakeholders.

Our approach to sustainability reporting

AIA has a responsibility to be transparent and accountable to stakeholders by reporting how we create positive impact in our communities, address sustainability challenges, and deliver meaningful outcomes across our markets. As noted on pages 14 to 15, our key stakeholders include customers, employees and agents, governments and regulators, investors, and communities.

This report follows the Global Reporting Initiative (GRI) Standards and aligns with international best practices. It meets the disclosure requirements and was prepared by applying the Reporting Principles set out in Appendix C2 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong

Limited. As a signatory to the United Nations Global Compact (UNGC), AIA reports on progress towards the Ten Principles and includes disclosures aligned with the Task Force on Climate-related Financial Disclosures (TCFD). We also address stakeholder feedback and the requirements of leading sustainability rating agencies and indices. Our sustainability strategy supports several United Nations Sustainable Development Goals (SDGs), reinforcing our commitment to global priorities for people and the planet. This alignment is summarised on page 12.

Building on AIA's legacy and our ongoing commitment to healthier communities and a healthier planet, we are adopting the term 'Sustainability' in place of 'ESG' to better reflect our holistic approach; accordingly, this report is now referred to as the Sustainability Report, while the term 'ESG' continues to apply, where relevant, to investment considerations or regulatory terminology.

Report scope

This report covers AIA's activities in 2025 at the Group and across our regional operations. Unless otherwise stated and clearly indicated through footnotes or specific disclosures, the reporting boundary excludes Tata AIA Life (49% joint venture) and China Post Life (24.99% equity stake). Historical data is included where relevant to illustrate performance trends. Data encompasses all business units under majority operational control, with any exceptions explicitly highlighted within the report.

For 2025, AIA has aligned operational emissions reporting with its Science Based Targets initiative (SBTi) baseline and targets. The report also includes progress against three SBTi investment targets. Waste and water reporting scopes have been refined to include 'owned spaces' where AIA employees operate and where at least one month of data is available, ensuring accurate representation of environmental footprint under AIA's direct control.

For reference, reporting guidelines and frameworks, including HKEX, GRI, UNGC, UNPSI has been mapped in the following section. AIA makes every effort to ensure consistency between the English and Chinese versions of this report. However, in the event of any inconsistency, the English version shall prevail. This report was reviewed and approved by the Company's Board on 18 March 2026. Additional financial and governance information can be found in the Annual Report 2025.

Measuring our progress

We have set clear goals under our five-pillar sustainability strategy to guide actions and measure progress. In 2025, we undertook extensive trend analysis and peer benchmarking to identify gaps and prioritise areas for scaling up action. This process informed decisions on where to focus efforts and improve disclosure quality. Pages 28 to 32 summarise targets and progress made in 2025, with detailed updates provided in each pillar chapter and related subsection reports.

Our proactive approach to reporting ensures alignment with evolving regulatory requirements and strengthens our effective governance framework. It also positions AIA to contribute to shaping industry standards and sharing knowledge to accelerate positive change across markets and communities.

Data assurance

To build confidence in data and processes, selected sustainability information is assured by AIA's external auditor, PricewaterhouseCoopers. For details of assured data and the Independent Practitioner's Limited Assurance Report, please refer to page 35.



Data calculation methodologies

AIA calculates Scope 1 emissions in accordance with the guidelines provided by the GHG Protocol Corporate Accounting and Reporting Standard, with the emission factors referenced from the Greenhouse Gas Protocol database, the Sixth Assessment Report from the International Panel on Climate Change (IPCC) for Global Warming Potential (GWP) factors, and the recommended practice of the International Air Transport Association (IATA).

AIA calculates Scope 2 emissions in accordance with definition under GHG Protocol Scope 2 Guidance, location-based method for indirect carbon emissions. Emission factors are referenced from sustainability reports of utility companies, Guidelines for Greenhouse Gas Emissions Accounting Methods and Reporting and the International Energy Agency (IEA) Emission Factor database 2025.

For Scope 3 emission - Category 6: Business Travel, AIA adopts an activity-based method, which accounts for the travel distance of any business air travel. Emission factors are referenced from the short-haul flights of Greenhouse gas reporting: conversion factors 2025 provided by the United Kingdom's Department for Environment, Food and Rural Affairs (DEFRA) to calculate business travel emissions data.

AIA Group has not made any changes to the measurement approach, inputs and assumptions used to measure GHG emissions in the reporting period.

Intensity metrics (for emissions and consumption metrics) are calculated by quantities measured divided by the total number of full-time and part-

time employees as well as employees on fixed-term contracts, and excludes interns, agents of the Group, employees of MediCard Philippines, Inc. (MediCard),

Amplify Health Asia Pte. Limited (Amplify Health), The New Medical Center Limited (New Medical Center), AcuScan Advanced Imaging Hong Kong Limited (AcuScan), our joint venture Tata AIA Life, and our associate China Post Life as at 31 December 2025.

The total number of engagements under (i) Community Programmes and (ii) Inspiring and Educational Digital Initiatives, Partnerships and Events before the duplication discount factor (details can be found in the Basis of Preparation document) through AIA One Billion for the period from 1 January 2021 to 31 December 2025 was subject to limited assurance engagements that were performed by PricewaterhouseCoopers in accordance with International Standard on Assurance Engagements (ISAE) 3000 Revised, Assurance Engagements Other than Audits or Reviews of Historical Financial Information. PricewaterhouseCoopers has issued an unmodified limited assurance conclusion.

In 2025, the total number of engagements under (i) Community Programmes and (ii) Inspiring and Educational Digital Initiatives, Partnerships and Events before the duplication discount factor for the twelve-month period from 1 January 2025 to 31 December 2025 is 1,222 million covering Australia, Brunei, Cambodia, Mainland China, Taiwan (China), Hong Kong SAR, India, Indonesia, Macau SAR, Malaysia, Myanmar, New Zealand, the Philippines, Singapore, South Korea, Sri Lanka, Thailand and Vietnam. The total accumulated number for (i) Community Programmes and (ii) Inspiring and Educational Digital Initiatives, Partnerships and Events before the duplication discount

factor is 4,553 million, representing 97.5% of the total number of all four categories in AIA One Billion for the period from 1 January 2021 to 31 December 2025.

The cumulative total number of people engaged through AIA One Billion, which includes (i) Community Programmes, (ii) Inspiring and Educational Digital Initiatives, Partnerships and Events, (iii) Customers and (iv) Agents advice across the community after the duplication discount factor is 622 million people as at 31 December 2025.

Disclaimer on employee views and photographs

The views and perspectives shared by employees featured in this Sustainability Report are their own and reflect their personal experiences and insights. These contributions are intended to enrich the narrative of our sustainability journey and do not necessarily represent the official position of the organisation.

All interviews were conducted with the full consent of the individuals involved. Photographs and quotes have been used with permission and are intended solely for the purpose of this publication. Any reuse, reproduction, or distribution of this content outside the scope of this report requires prior approval from the organisation and the individuals featured. We thank all contributors for their openness and for helping bring our sustainability commitments to life through their stories.



AIA GROUP LIMITED SUSTAINABILITY
REPORT 2025

REGULATORY AND MANDATORY DISCLOSURES





Sustainability Reporting Guidelines and Frameworks Content Index

The table below maps the requirements from various sustainability reporting guidelines and frameworks to AIA's relevant disclosures, including those under Hong Kong Exchanges and Clearing Limited's Environmental, Social, and Governance Reporting Code ("HKEX ESG Code"), Global Reporting Initiative ("GRI") Standards, the UN Global Compact ("UNGC") Ten Principles, and the UN Principles of Sustainable Insurance ("UNPSI").

Part I: Mandatory Disclosure Requirements

DESCRIPTION	REFERENCE: SUSTAINABILITY REPORT 2025	GRI / UNGC / UNPSI
<p>Governance Structure</p> <p>A statement from the board containing the following elements:</p> <ul style="list-style-type: none"> i. a disclosure of the board's oversight of ESG issues; ii. the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and iii. how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses. 	<p>Main Report: Introduction — Chairman's Statement</p> <p>Main Report: Our Approach — AIA's Sustainability Governance</p> <p>Main Report: Our Approach — Materiality</p> <p>Subsection Report: Effective Governance — Ensuring Effective Risk Management and Responsible Business Practices</p>	<p>GRI 2-22</p> <p>UNPSI P1</p>
<p>Reporting Principles</p> <p>A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report.</p> <p>Materiality: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement.</p> <p>Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.</p> <p>Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.</p>	<p>Main Report: Our Approach — Materiality</p> <p>Main Report: Our Approach — Engaging Our Stakeholders</p> <p>Main Report: Other Information — About This Report</p> <p>Subsection report: Climate-Related Disclosures — Metrics and Targets (Data calculation methodology)</p>	<p>GRI 2-29</p>
<p>Reporting Boundary</p> <p>A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.</p>	<p>Main Report: Other Information — About This Report</p>	<p>GRI 2-2</p>



Part II: “Comply or explain” Provisions

DESCRIPTION		REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI
ENVIRONMENTAL					
ASPECT A1: EMISSIONS					
General Disclosure	Relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste; information on:	—	—	—	—
	(a) the policies; and	—	AIA Environmental Policy	—	GRI 2-27 GRI 3-3 UNGC 7 UNGC 8 UNGC 9
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book	—	—	
KPI A1.1	The types of emissions and respective emissions data.	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book	—	Air emissions such as NOx and SOx are immaterial to AIA as a financial institution.	GRI 305-7
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	—	—	As a life and health insurer, our products and services do not require the input of any hazardous materials, nor do we produce any hazardous substances. Therefore, the production of hazardous waste is not applicable to our operations.	GRI 306-3(a)
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book	—	—	GRI 306-3(a)
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Main Report: Our Overall Progress — Climate Action Subsection Report: Climate-Related Disclosures — Metrics and Targets	AIA Climate Transition Plan	—	GRI 305-5
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	—	—	As a life and health insurer, the production of hazardous waste is not applicable to AIA's operations. Non-hazardous waste is sorted and recycled at selected business units. AIA started measuring its non-hazardous waste from 2022. We continue to raise awareness on the importance of waste reduction through signage and internal communications. While AIA has not set waste-related reduction targets as we are still setting a baseline for this metric, it is our priority to raise awareness and reduce waste through initiatives and internal communications.	GRI 3-3



DESCRIPTION		REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI
ASPECT A2: USE OF RESOURCES					
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Subsection Report: Sustainable Operations — Improving Our Environmental Performance	AIA Environmental Policy AIA Supplier Code of Conduct	—	GRI 3-3 UNGC 7 UNGC 8 UNGC 9
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book	—	—	GRI 302-1 GRI 302-3
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book	—	—	GRP 303-5
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Subsection Report: Climate-Related Disclosures — Metrics and Targets	AIA Climate Transition Plan	While AIA has not set specific targets for energy efficiency or reduction of energy consumption, AIA's carbon reduction targets inherently reflect an improvement in energy efficiency. As part of our net-zero commitment (by 2050) and 46.2% reduction target for Scope 1 and 2 emissions by 2030, energy efficiency is one of the main levers in the actualisation of our SBTi targets. Our Climate Transition Plan includes engaging energy service companies (ESCOs) to identify, evaluate and execute a range of opportunities at a building level including retrofits and demand-management initiatives.	GRI 302-4
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	—	—	There are no significant issues in sourcing or using water that is fit for purpose. Additionally, we do not have water consumption and efficiency targets as these are not significant to AIA's operations as a life and health insurer.	GRI 303-1
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	—	—	As a life and health insurer, packaging material is not applicable to the nature of AIA's operations.	GRI 301-1
ASPECT A3: THE ENVIRONMENT AND NATURAL RESOURCES					
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Subsection Report: Sustainable Operations — Improving Our Environmental Performance	AIA Environmental Policy AIA Supplier Code of Conduct	—	GRI 3-3 UNGC 7 UNGC 8 UNGC 9



DESCRIPTION	REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI
<p>KPI A3.1</p> <p>Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.</p>	<p>Subsection Report: Sustainable Operations — Improving our Environmental Performance</p> <p>Subsection Report: Climate-Related Disclosures — Strategy</p>	<p>AIA Environmental Policy</p>	<p>As a life and health insurer, the major environmental impacts associated with our operations arise from the waste we produce, the resources (including water and energy) we consume and the emissions that we produce as part of our operations.</p> <p>We have an Environmental Policy that prescribes our approach and commitment to managing our environmental footprint across our network of markets. We also encourage our suppliers, business partners, and where applicable, our customers, to respect elements and practices outlined in this policy, with the goal of furthering their efforts in environmental stewardship.</p>	<p>GRI 3-3 GRI 303-1 GRI 306-1 GRI 306-2</p>
SOCIAL				
ASPECT B1: EMPLOYMENT				
<p>General Disclosure</p> <p>Relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare; information on:</p>	—	—	—	
<p>(a) Policies; and</p>	<p>Subsection Report: People & Culture — Supporting Development and Career Progression</p> <p>Subsection Report: People & Culture — Accelerating Progress in Diversity and Inclusion</p> <p>Subsection Report: People & Culture — Enriching and Rewarding Opportunities for All</p>	<p>AIA Code of Conduct</p>	<p>Working hours are determined by AIA's business units, considering applicable local legislation governing working hours and rest periods in the jurisdictions where we operate. Additionally, AIA offers flexible working options across selected business units.</p>	<p>GRI 2-27 GRI 3-3 UNGC 6</p>
<p>(b) Compliance with relevant laws and regulations that have a significant impact on the issuer</p>	<p>Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book</p>			
<p>KPI B1.1</p> <p>Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.</p>	<p>Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book</p> <p>Subsection Report: People & Culture — Accelerating Progress in Diversity and Inclusion</p>	—	—	<p>GRI 2-7 GRI 405-1</p>
<p>KPI B1.2</p> <p>Employee turnover rate by gender, age group and geographical region.</p>	<p>Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book</p> <p>Subsection Report: People & Culture — Supporting Development and Career Progression (Employee engagement)</p>	—	—	<p>GRI 401-1</p>



DESCRIPTION		REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI
ASPECT B2: HEALTH AND SAFETY					
General Disclosure	Relating to providing a safe working environment and protecting employees from occupational hazards; information on:				
	(a) Policies; and	Subsection Report: Sustainable Operations — Ensuring Greener Buildings	AIA Code of Conduct	—	GRI 2-27 GRI 403-1
	(b) Compliance with relevant laws and regulations that have a significant impact on the issuer	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book	—	—	
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	—	—	As a life and health insurer, AIA's employees are not typically exposed to high-risk activities that may pose physical harm in day-to-day operations. As such, work-related fatalities are not applicable to the nature of AIA's operations.	GRI 403-9
KPI B2.2	Lost days due to work injury.	—	—	Details of AIA's initiatives to foster a healthy and safe workplace are prescribed in Subsection Report: Sustainable Operations.	GRI 403-9
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Subsection Report: Sustainable Operations — Ensuring Greener Buildings	AIA Code of Conduct AIA Supplier Code of Conduct	AIA ensures that our buildings are safe and secure environments for our employees. We maintain a high level of workplace safety, conduct fire drills at all our premises and monitor the air quality in our office spaces to ensure healthy work environments.	GRI 403-1 GRI 403-7
ASPECT B3: DEVELOPMENT AND TRAINING					
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Subsection Report: People & Culture — Supporting Development and Career Progression	—	—	GRI 3-3
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book	—	—	—
KPI B3.2	The average training hours completed per employee by gender and employee category.	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book	—	—	GRI 404-1 UNGC 6
ASPECT B4: LABOUR STANDARDS					
General Disclosure	Relating to preventing child and forced labour; information on:	—	—	—	
	(a) Policies; and	—	AIA Supplier Code of Conduct	—	GRI 2-27 UNGC 4 UNGC 5
	(b) Compliance with relevant laws and regulations that have a significant impact on the issuer	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book	—	—	



DESCRIPTION	REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI	
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	—	AIA Supplier Code of Conduct	As a life and health insurer and part of the financial services industry which typically rely on highly skilled and technically trained workforce, child and forced labour are not applicable to AIA's nature of operations. In addition, AIA prohibits the use of child labour across our supply chain, as outlined by AIA's Supplier Code of Conduct.	GRI 408-1(c) GRI 409-1(b) UNGC 4 UNGC 5
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	—	—	Further, within our investment portfolio, ESG considerations, including human rights, are embedded within our investment process via the Investment Governance Framework ("IGF").	
ASPECT B5: SUPPLY CHAIN MANAGEMENT					
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Subsection Report: Sustainable Operations — Encouraging Good Sustainability Practices	AIA Supplier Code of Conduct	—	—
KPI B5.1	Number of suppliers by geographical region.	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book	—	AIA discloses information regarding our Tier 1 suppliers. However, we do not publish a regional breakdown of our broader supplier base considering the commercial sensitivity of this information.	GRI 2-6
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Subsection Report: Sustainable Operations — Encouraging Good Sustainability Practices	AIA Supplier Code of Conduct	—	GRI 2-6 UNPSI P2
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Subsection Report: Sustainable Operations — Encouraging Good Sustainability Practices	—	AIA requests its suppliers to consider ESG considerations as part of our supplier registration process and uses a third-party sustainability supply chain assessment scorecard for social and environmental performance of suppliers.	GRI 2-6
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Subsection Report: Sustainable Operations — Encouraging Good Sustainability Practices	—	AIA encourages suppliers to perform better in sustainability-related areas, in accordance with the Group's Internal Environmental Procedures, which provides guidance on sustainable sourcing. In accordance with AIA's Supplier Code of Conduct, AIA may enquire about sustainability-related practices or policies during the supplier registration process, and/or embed specific sustainability-related provisions within contract terms and conditions. To monitor suppliers' performance, AIA may also conduct its own due diligence, including audits or investigations in relation to possible breaches of law, regulation, or company policy, as it deems appropriate.	GRI 2-6 UNPSI P2



DESCRIPTION		REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI
ASPECT B6: PRODUCT RESPONSIBILITY					
General Disclosure	Relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress; information on:	—	—	—	
	(a) Policies; and	Subsection Report: Effective Governance — Ensuring Effective Risk Management and Responsible Business Practices	AIA Code of Conduct	As a life and health insurer, our products are intangible in nature and therefore not subject to health- and safety-related concerns.	GRI 2-27 GRI 3-3
	(b) Compliance with relevant laws and regulations that have a significant impact on the issuer	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book	—	—	
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	—	—	As a life and health insurer, our products are intangible in nature and therefore not subject to safety- and health-related concerns (or associated recall procedures).	GRI 417-2
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book Subsection Report: Effective Governance — Ensuring Effective Risk Management and Responsible Business Practices (Our commitments to our customers)	—	AIA has not disclosed absolute complaint numbers due to commercial sensitivity and potential interpretational implications when presented without context. Instead, AIA reports complaints received per customer, which better reflects customer experience relative to our scale of operations.	GRI 418-1
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Subsection Report: Effective Governance — Ensuring Effective Risk Management and Responsible Business Practices (Protecting intellectual property rights)	—	—	—
KPI B6.4	Description of quality assurance process and recall procedures.	—	—	As a life and health insurer, our products are intangible in nature and therefore not subject to safety- and health-related concerns (or associated recall procedures and quality assurance processes).	—
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Subsection Report: Effective Governance — Ensuring Effective Risk Management and Responsible Business Practices (Responsible business practices) Subsection Report: Effective Governance — Ensuring Effective Risk Management and Responsible Business Practices (Data protection and cybersecurity)	AIA Privacy Policy Statement	—	—



DESCRIPTION		REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI
ASPECT B7: ANTI-CORRUPTION					
General Disclosure	Relating to bribery, extortion, fraud and money laundering; information on:	—	—	—	—
	(a) Policies; and	Subsection Report: Effective Governance — Ensuring Effective Risk Management and Responsible Business Practices (Responsible business practices)	AIA Code of Conduct AIA Supplier Code of Conduct	—	GRI 3-3 UNGC 10
	(b) Compliance with relevant laws and regulations that have a significant impact on the issuer	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book	—	—	GRI 2-27 GRI 205-3
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book	—	—	GRI 205-3
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Subsection Report: Effective Governance — Ensuring Effective Risk Management and Responsible Business Practices (Responsible business practices)	—	—	GRI 3-3
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Subsection Report: Effective Governance — Ensuring Effective Risk Management and Responsible Business Practices (Responsible business practices)	AIA Code of Conduct	—	GRI 205-2
ASPECT B8: COMMUNITY INVESTMENT					
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Main Report: Our Approach — Engaging Our Stakeholders Subsection Report: Health & Wellness — Engaging Communities Across Asia	—	—	GRI 3-3
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Subsection Report: Health & Wellness — Engaging Communities Across Asia	AIA Sustainable Investment Approach AIA Environmental Policy	—	GRI 203-1(a) UNGC 1
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book	—	—	GRI 201-1(a-ii)



Part III: Climate-related Disclosures

DESCRIPTION	REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI
GOVERNANCE				
19	An issuer shall disclose information about:	—	—	—
	(a) the governance body(s) (which can include a board, committee or equivalent body charged with governance) or individual(s) responsible for oversight of climate-related risks and opportunities. Specifically, the issuer shall identify that body(s) or individual(s) and disclose information about:	Subsection Report: Climate-Related Disclosures — Governance (Governance at Board level)	—	—
	(i) how the body(s) or individual(s) determines whether appropriate skills and competencies are available or will be developed to oversee strategies designed to respond to climate-related risks and opportunities;	—	—	UNPSI P1
	(ii) how and how often the body(s) or individual(s) is informed about climate-related risks and opportunities;	—	—	
	(iii) how the body(s) or individual(s) takes into account climate-related risks and opportunities when overseeing the issuer's strategy, its decisions on major transactions, and its risk management processes and related policies, including whether the body(s) or individual(s) has considered trade-offs associated with those risks and opportunities;	Subsection Report: Climate-Related Disclosures — Risk Management (Illustration of AIA's climate-related risk management process)	—	—
	(iv) how the body(s) or individual(s) oversees the setting of, and monitors progress towards, targets related to climate-related risks and opportunities (see paragraphs 37 to 40), including whether and how related performance metrics are included in remuneration policies (see paragraph 35); and	Main Report: Our Approach — AIA's Sustainability Governance Subsection Report: Climate-Related Disclosures — Governance (Governance at Board level)	—	—
	(b) management's role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities, including information about:	Subsection Report: Climate-Related Disclosures — Governance (Governance at management level)	—	—
	(i) whether the role is delegated to a specific management-level position or management-level committee and how oversight is exercised over that position or committee; and	—	—	
	(ii) whether management uses controls and procedures to support the oversight of climate-related risks and opportunities and, if so, how these controls and procedures are integrated with other internal functions.	Subsection Report: Climate-Related Disclosures — Governance (Governance at management level) Subsection Report: Climate-Related Disclosures — Risk Management	—	—



DESCRIPTION	REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI
STRATEGY				
CLIMATE-RELATED RISKS AND OPPORTUNITIES				
20	An issuer shall disclose information to enable an understanding of climate-related risks and opportunities that could reasonably be expected to affect the issuer's cash flows, its access to finance or cost of capital over the short, medium or long term. Specifically, the issuer shall:	—	—	—
	(a) describe climate-related risks and opportunities that could reasonably be expected to affect the issuer's cash flows, its access to finance or cost of capital over the short, medium or long term;	Subsection Report: Climate-Related Disclosures — Strategy	—	GRI 201-2
	(b) explain, for each climate-related risk the issuer has identified, whether the issuer considers the risk to be a climate-related physical risk or climate-related transition risk;	—	—	
	(c) specify, for each climate-related risk and opportunity the issuer has identified, over which time horizons — short, medium or long term — the effects of each climate-related risk and opportunity could reasonably be expected to occur; and	—	—	
	(d) explain how the issuer defines 'short term', 'medium term' and 'long term' and how these definitions are linked to the planning horizons used by the issuer for strategic decision-making.	—	—	
BUSINESS MODEL AND VALUE CHAIN				
21	An issuer shall disclose information that enables an understanding of the current and anticipated effects of climate-related risks and opportunities on the issuer's business model and value chain. Specifically, the issuer shall disclose:	—	—	—
	(a) a description of the current and anticipated effects of climate-related risks and opportunities on the issuer's business model and value chain; and	Subsection Report: Climate-Related Disclosures — Strategy	—	—
	(b) a description of where in the issuer's business model and value chain climate-related risks and opportunities are concentrated (for example, geographical areas, facilities and types of assets).	Subsection Report: Climate-Related Disclosures — Strategy (Other climate-related impacts on AIA's strategy and financial planning) Subsection Report: Climate-Related Disclosures — Strategy (Methodology summary)	—	As data availability and quantification methods continue to evolve, AIA will continue to monitor and where feasible describe how climate-related risks and opportunities are concentrated across our business model and value chain.



DESCRIPTION	REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI
STRATEGY AND DECISION-MAKING				
22	An issuer shall disclose information that enables an understanding of the effects of climate-related risks and opportunities on its strategy and decision-making. Specifically, the issuer shall disclose:	—	—	—
	(a) information about how the issuer has responded to, and plans to respond to, climate-related risks and opportunities in its strategy and decision-making, including how the issuer plans to achieve any climate-related targets it has set and any targets it is required to meet by law or regulation. Specifically, the issuer shall disclose information about:	—	AIA Climate Transition Plan	—
	(i) current and anticipated changes to the issuer's business model, including its resource allocation, to address climate-related risks and opportunities;	—	—	—
	(ii) current and anticipated adaptation and mitigation efforts (whether direct or indirect);	—	—	—
	(iii) any climate-related transition plan the issuer has (including information about key assumptions used in developing its transition plan, and dependencies on which the issuer's transition plan relies), or an appropriate negative statement where the issuer does not have a climate-related transition plan; and	—	—	—
	(iv) how the issuer plans to achieve any climate-related targets (including any greenhouse gas emissions targets (if any)), described in accordance with paragraphs 37 to 40; and	—	—	—
	(b) information about how the issuer is resourcing, and plans to resource, the activities disclosed in accordance with paragraph 22(a).	—	The Group's climate strategy and actions are embedded across our operations. Resourcing actions and plans, including human capital deployment, have been detailed in the Subsection Reports referenced in the preceding column.	—
23	An issuer shall disclose information about the progress of plans disclosed in previous reporting periods in accordance with paragraph 22(a).	—	Our emission targets, alongside climate actions and levers to achieve said targets, are outlined in the AIA Climate Transition Plan. The progress of these actions can be found in AIA's 2025 Subsection Reports: Sustainable Investment and Sustainable Operations.	—



DESCRIPTION	REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI
FINANCIAL POSITION, FINANCIAL PERFORMANCE AND CASH FLOWS				
24	An issuer shall disclose qualitative and quantitative information about:	—	—	—
	(a) how climate-related risks and opportunities have affected its financial position, financial performance and cash flows for the reporting period; and	Subsection Report: Climate-Related Disclosures — Strategy	Quantifying the financial effects of climate-related risks and opportunities requires the application of robust and standardised methodologies. The Group has determined that, for the current reporting period, it will disclose qualitative information only. We will continue to enhance our climate scenario analysis capabilities and will continue to track the advancement of reliable data and methodologies. This effort is aimed at evaluating the financial effects of climate-related risks and opportunities on AIA and will inform our consideration of disclosing quantitative information in the future.	—
	(b) the climate-related risks and opportunities identified in paragraph 24(a) for which there is a significant risk of a material adjustment within the next annual reporting period to the carrying amounts of assets and liabilities reported in the related financial statements.	—		—
ANTICIPATED FINANCIAL EFFECT				
25	The issuer shall provide qualitative and quantitative disclosures about:	—	—	—
	(a) how the issuer expects its financial position to change over the short, medium and long term, given its strategy to manage climate-related risks and opportunities, taking into consideration:	Subsection Report: Climate-Related Disclosures — Strategy (Material Climate Risk and Mitigation Strategy)	Quantifying the financial effects of climate-related risks and opportunities requires the application of robust and standardised methodologies. The Group has determined that, for the current reporting period, it will disclose qualitative information only. We will continue to enhance our climate scenario analysis capabilities and will continue to track the advancement of reliable data and methodologies. This effort is aimed at evaluating the financial effects of climate-related risks and opportunities on AIA and will inform our consideration of disclosing quantitative information in the future.	—
	(i) its investment and disposal plans; and	Subsection Report: Climate-Related Disclosures — Strategy (Material Climate Opportunity and Realisation Strategy)		—
	(ii) its planned sources of funding to implement its strategy; and	—		—
	(b) how the issuer expects its financial performance and cash flows to change over the short, medium and long term, given its strategy to manage climate-related risks and opportunities.	—		—
CLIMATE RESILIENCE				
26	An issuer shall disclose information that enables an understanding of the resilience of the issuer's strategy and business model to climate-related changes, developments and uncertainties, taking into consideration the issuer's identified climate-related risks and opportunities. An issuer shall use climate-related scenario analysis to assess its climate resilience using an approach that is commensurate with an issuer's circumstances. In providing quantitative information, the issuer may disclose a single amount or a range. Specifically, the issuer shall disclose:	—	—	—
	(a) the issuer's assessment of its climate resilience as at the reporting date, which shall enable an understanding of:	Subsection Report: Climate-Related Disclosures — Strategy	—	—
	(i) the implications, if any, of the issuer's assessment for its strategy and business model, including how the issuer would need to respond to the effects identified in the climate-related scenario analysis;	—	—	—



DESCRIPTION	REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI
26				
(ii) the significant areas of uncertainty considered in the issuer's assessment of its climate resilience; and	Subsection Report: Climate-Related Disclosures — Strategy	—	—	—
(iii) the issuer's capacity to adjust, or adapt its strategy and business model to climate change over the short, medium or long term;		—	—	—
(b) how and when the climate-related scenario analysis was carried out, including:	Subsection Report: Climate-Related Disclosures — Strategy (AIA's climate resilience and scenario analysis)	—	—	—
(i) information about the inputs used, including:		—	—	—
(1) which climate-related scenarios the issuer used for the analysis and the sources of such scenarios;		—	—	—
(2) whether the analysis included a diverse range of climate-related scenarios;		—	—	—
(3) whether the climate-related scenarios used for the analysis are associated with climate-related transition risks or climate-related physical risks;		—	—	—
(4) whether the issuer used, among its scenarios, a climate-related scenario aligned with the latest international agreement on climate change;		—	—	—
(5) why the issuer decided that its chosen climate-related scenarios are relevant to assessing its resilience to climate-related changes, developments or uncertainties;		—	—	—
(6) time horizons the issuer used in the analysis; and		—	—	—
(7) what scope of operations the issuer used in the analysis (for example, the operation, locations and business units used in the analysis);	Subsection Report: Climate-Related Disclosures — Strategy (Overview of Scenario Analysis and Scope)	—	—	—
(ii) the key assumptions the issuer made in the analysis; and	Subsection Report: Climate-Related Disclosures — Strategy	—	—	—
(iii) the reporting period in which the climate-related scenario analysis was carried out.		—	—	—
RISK MANAGEMENT				
27				
An issuer shall disclose information about:	—	—	—	—
(a) the processes and related policies it uses to identify, assess, prioritise and monitor climate-related risks, including information about:	Subsection Report: Climate-Related Disclosures — Strategy Subsection Report: Climate-Related Disclosures — Risk Management	—	—	—



DESCRIPTION	REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI	
27	(i) the inputs and parameters the issuer uses (for example, information about data sources and the scope of operations covered in the processes);	Subsection Report: Climate-Related Disclosures — Strategy (AIA's climate resilience and scenario analysis)	—	—	—
	(ii) whether and how the issuer uses climate-related scenario analysis to inform its identification of climate-related risks;	Subsection Report: Climate-Related Disclosures — Strategy (Overview of Scenario Analysis and Scope) Subsection Report: Climate-Related Disclosures — Risk Management (Climate risk management overview and integration)	—	—	—
	(iii) how the issuer assesses the nature, likelihood and magnitude of the effects of those risks (for example, whether the issuer considers qualitative factors, quantitative thresholds or other criteria);	Subsection Report: Climate-Related Disclosures — Strategy Subsection Report: Climate-Related Disclosures — Risk Management (Assessment and measurement)	—	—	—
	(iv) whether and how the issuer prioritises climate-related risks relative to other types of risks;	Subsection Report: Climate-Related Disclosures — Risk Management (Management and monitoring)	—	—	—
	(v) how the issuer monitors climate-related risks; and		—	—	—
	(vi) whether and how the issuer has changed the processes it uses compared with the previous reporting period;	Subsection Report: Climate-Related Disclosures — Risk Management (Climate risk management overview and integration)	—	—	—
	(b) the processes the issuer uses to identify, assess, prioritise and monitor climate-related opportunities (including information about whether and how the issuer uses climate-related scenario analysis to inform its identification of climate-related opportunities); and	Subsection Report: Climate-Related Disclosures — Risk Management (Opportunities)	—	—	—
	(c) the extent to which, and how, the processes for identifying, assessing, prioritising and monitoring climate-related risks and opportunities are integrated into and inform the issuer's overall risk management process.	Subsection Report: Climate-Related Disclosures — Risk Management	—	—	—

METRICS & TARGETS

GREENHOUSE GAS EMISSIONS

28	An issuer shall disclose its absolute gross greenhouse gas emissions generated during the reporting period, expressed as metric tons of CO ₂ equivalent, classified as:	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book	—	—	GRI 305-1 GRI 305-2 GRI 305-3
	(a) Scope 1 greenhouse gas emissions;		—	—	
	(b) Scope 2 greenhouse gas emissions; and		—	—	
	(c) Scope 3 greenhouse gas emissions.		—	—	



DESCRIPTION	REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI
29	An issuer shall:	—	—	GRI 305-1 GRI 305-2 GRI 305-3
(a) measure its greenhouse gas emissions in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004) unless required by a jurisdictional authority or another exchange on which the issuer is listed to use a different method for measuring greenhouse gas emissions;	Main Report: Other Information — About This Report (Data calculation methodologies) Subsection Report: Climate-Related Disclosures — Metrics and Targets (Other investment and operations metrics)	—	—	
(b) disclose the approach it uses to measure its greenhouse gas emissions including:		—	—	
(i) the measurement approach, inputs and assumptions the issuer uses to measure its greenhouse gas emissions;		—	—	
(ii) the reason why the issuer has chosen the measurement approach, inputs and assumptions it uses to measure its greenhouse gas emissions; and		—	—	
(iii) any changes the issuer made to the measurement approach, inputs and assumptions during the reporting period and the reasons for those changes;		—	—	
(c) for Scope 2 greenhouse gas emissions disclosed in accordance with paragraph 28(b), disclose its location-based Scope 2 greenhouse gas emissions, and provide information about any contractual instruments that is necessary to enable an understanding of the issuer's Scope 2 greenhouse gas emissions; and	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book	—	AIA discloses both market-based and location-based Scope 2 GHG emissions. AIA Hong Kong uses Renewable Energy Certificates (RECs) in relation to its operations in Hong Kong. We are also assessing the use of various contractual instruments across our other markets and will continue to provide the necessary information to support a clear understanding of our Scope 2 emissions, in line with regulatory requirements.	
(d) for Scope 3 greenhouse gas emissions disclosed in accordance with paragraph 28(c), disclose the categories included within the issuer's measure of Scope 3 greenhouse gas emissions, in accordance with the Scope 3 categories described in the Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard (2011).	Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book Subsection Report: Climate-Related Disclosures — Metrics and Targets (Other investment and operations metrics)	—	—	
CLIMATE-RELATED TRANSITION RISKS				
30	An issuer shall disclose the amount and percentage of assets or business activities vulnerable to climate-related transition risks.	Subsection Report: Climate-Related Disclosures — Strategy	The Group has evaluated the climate vulnerability of its operations, investments, and life and health products against both physical and transition risk drivers. We will continue updating our assessment as data availability and quantification methodologies improve. This ongoing effort will inform our consideration of disclosing such information in the future.	—
CLIMATE-RELATED PHYSICAL RISKS				
31	An issuer shall disclose the amount and percentage of assets or business activities vulnerable to climate-related physical risks.	Subsection Report: Climate-Related Disclosures — Strategy		—



DESCRIPTION	REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI	
CLIMATE-RELATED OPPORTUNITIES					
32	An issuer shall disclose the amount and percentage of assets or business activities aligned with climate-related opportunities.	Subsection Report: Climate-Related Disclosures — Metrics and Targets (Other investment and operations metrics)	—	We currently disclose the amount of assets aligned with climate-related opportunities instead of the percentage due to sensitivities.	—
CAPITAL DEPLOYMENT					
33	An issuer shall disclose the amount of capital expenditure, financing or investment deployed towards climate-related risks and opportunities.	Subsection Report: Climate-Related Disclosures — Metrics and Targets (Other investment and operations metrics)	—	—	—
INTERNAL CARBON PRICES					
34	An issuer shall disclose:	—	—	—	—
	(a) an explanation of whether and how the issuer is applying a carbon price in decision-making (for example, investment decisions, transfer pricing, and scenario analysis); and	Subsection Report: Climate-Related Disclosures — Strategy Subsection Report: Climate-Related Disclosures — Metrics and Targets (Carbon emissions metrics and targets)	—	—	—
	(b) the price of each metric tonne of greenhouse gas emissions the issuer uses to assess the costs of its greenhouse gas emissions;	Subsection Report: Climate-Related Disclosures — Metrics and Targets (Carbon emissions metrics and targets)	—	—	—
	or an appropriate negative statement that the issuer does not apply a carbon price in decision-making.	—	—	—	—
REMUNERATIONS					
35	An issuer shall disclose whether and how climate-related considerations are factored into remuneration policy, or an appropriate negative statement. This may form part of the disclosure under paragraph 19(a)(iv).	Subsection Report: Climate-Related Disclosures — Governance (Governance at Board level)	—	—	—
INDUSTRY-BASED METRICS					
36	An issuer is encouraged to disclose industry-based metrics that are associated with one or more particular business models, activities or other common features that characterise participation in an industry. In determining the industry-based metrics that the issuer discloses, an issuer is encouraged to refer to and consider the applicability of the industry-based metrics associated with disclosure topics described in the IFRS S2 Industry-based Guidance on implementing Climate-related Disclosures and other industry-based disclosure requirements prescribed under other international ESG reporting frameworks.	—	—	—	—



DESCRIPTION	REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI
CLIMATE-RELATED TARGETS				
<p>37 An issuer shall disclose (a) the qualitative and quantitative climate-related targets the issuer has set to monitor progress towards achieving its strategic goals; and (b) any targets the issuer is required to meet by law or regulation, including any greenhouse gas emissions targets. For each target, the issuer shall disclose:</p> <p>(a) the metric used to set the target;</p> <p>(b) the objective of the target (for example, mitigation, adaptation or conformance with science-based initiatives);</p> <p>(c) the part of the issuer to which the target applies (for example, whether the target applies to the issuer in its entirety or only a part of the issuer, such as a specific business unit or geographic region);</p> <p>(d) the period over which the target applies;</p> <p>(e) the base period from which progress is measured;</p> <p>(f) milestones or interim targets (if any);</p> <p>(g) if the target is quantitative, whether the target is an absolute target or an intensity target; and</p> <p>(h) how the latest international agreement on climate change, including jurisdictional commitments that arise from that agreement, has informed the target.</p>	—	—	—	—
<p>(a) whether the target and the methodology for setting the target has been validated by a third party;</p> <p>(b) the issuer's processes for reviewing the target;</p> <p>(c) the metrics used to monitor progress towards reaching the target; and</p> <p>(d) any revisions to the target and an explanation for those revisions.</p>	<p>Subsection Report: Climate-Related Disclosures — Metrics and Targets (Carbon emissions metrics and targets)</p> <p>Main Report: Our Overall Progress — Climate Action</p>	<p>AIA Climate Transition Plan</p>	—	GRI 305-4 GRI 305-5
<p>38 An issuer shall disclose information about its approach to setting and reviewing each target, and how it monitors progress against each target, including:</p>	—	—	—	GRI 305-5
<p>39 An issuer shall disclose information about its performance against each climate-related target and an analysis of trends or changes in the issuer's performance.</p>	<p>Subsection Report: Climate-Related Disclosures — Metrics and Targets (Carbon emissions metrics and targets)</p>	—	—	GRI 305-5



DESCRIPTION	REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI
40 For each greenhouse gas emissions target disclosed in accordance with paragraphs 37 to 39, an issuer shall disclose:	—	—	—	—
(a) which greenhouse gases are covered by the target;	Subsection Report: Climate-Related Disclosures — Metrics and Targets (Carbon emissions metrics and targets)	AIA Climate Transition Plan	Our emission targets are measured in “CO ₂ equivalent”, which consists of carbon dioxide, methane and nitrous oxides.	GRI 305-5
(b) whether Scope 1, Scope 2 or Scope 3 greenhouse gas emissions are covered by the target;	Main Report: Our Overall Progress — Climate Action	—	—	
(c) whether the target is a gross greenhouse gas emissions target or a net greenhouse gas emissions target. If the issuer discloses a net greenhouse gas emissions target, the issuer is also required to separately disclose its associated gross greenhouse gas emissions target;	Subsection Report: Climate-Related Disclosures — Metrics and Targets (Carbon emissions metrics and targets)	—	—	
(d) whether the target was derived using a sectoral decarbonisation approach; and	Main Report: Our Overall Progress — Climate Action Subsection Report: Sustainable Investment — Transparency and Reporting Subsection Report: Climate-Related Disclosures — Strategy	—	—	
(e) the issuer's planned use of carbon credits to offset greenhouse gas emissions to achieve any net greenhouse gas emissions target. In explaining its planned use of carbon credits, the issuer shall disclose:	Subsection Report: Climate-Related Disclosures — Metrics and Targets (Carbon emissions metrics and targets)	—	—	
(i) the extent to which, and how, achieving any net greenhouse gas emissions target relies on the use of carbon credits;		—	—	
(ii) which third-party scheme(s) will verify or certify the carbon credits;		—	—	
(iii) the type of carbon credit, including whether the underlying offset will be nature-based or based on technological carbon removals, and whether the underlying offset is achieved through carbon reduction or removal; and		—	—	
(iv) any other factors necessary to enable an understanding of the credibility and integrity of the carbon credits the issuer plans to use (for example, assumptions regarding the permanence of the carbon offset).		—	—	
APPLICABILITY OF CROSS-INDUSTRY METRICS AND INDUSTRY-BASED METRICS				
41 In preparing disclosures to meet the requirements in paragraphs 21 to 26 and 37 to 38, an issuer shall refer to and consider the applicability of cross-industry metrics (see paragraphs 28 to 35) and (ii) industry-based metrics (see paragraph 36).	—	—	Refer to the respective requirements in this Content Index.	—



Part IV: Additional Disclosures

DESCRIPTION	REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI
ABOUT THE ORGANISATION				
Organisational details	Main Report: Introduction — About AIA Group	—	—	GRI 2-1
Reporting period, frequency and contact point	Main Report: Introduction — About AIA Group Main Report: Other Information — About This Report Main Report: Other Information — Regulatory and Mandatory Disclosures — Sustainability Data Book	—	Publication date of the Report: 19 March 2026 Contact point for questions regarding the Report: Email: groupsustainability@aia.com ; or Mail to: Group Sustainability Team 12/F, AIA Building, 1 Stubbs Road, Wan Chai, Hong Kong	GRI 2-3
Restatements of information	—	—	AIA has not made any restatement in the reporting period.	GRI 2-4
External assurance	Main Report: Other Information - Independent Practitioner's Limited Assurance Report	—	—	GRI 2-5
Significant changes to the organisation and its supply chain	Main Report: Introduction - About AIA Group	—	There have been no significant changes to the organisation and its supply chain.	GRI 2-6
Governance structure and composition	Main Report: Our Approach — AIA's Sustainability Governance Subsection Report: Effective Governance — Board Governance	AIA Leadership Team AIA Committee Composition	—	GRI 2-9
Values, principles, standards and norms of behaviour	Main Report: Our Approach Subsection Report: Effective Governance — Ensuring Effective Risk Management and Responsible Business Practices (Responsible business practices)	AIA Code of Conduct	—	GRI 2-23
Report how the Precautionary Principle is applied	Subsection Report: Effective Governance — Ensuring Effective Risk Management and Responsible Business Practices	—	—	GRI 2-23 GRI 3-3
Mechanisms for seeking advice and raising concerns	Subsection Report: Effective Governance — Ensuring Effective Risk Management and Responsible Business Practices (Responsible business practices)	—	—	GRI 2-26
Membership of associations	Subsection Report: Effective Governance — Promoting Best Sustainability Practices (Collaboration through ESG-related organisations) Subsection Report: Effective Governance — Sustainability Ratings and Index Inclusion	—	—	GRI 2-28
Collective bargaining agreements	—	—	Labour unions are present across a number of AIA's business units. However, we do not track the percentage of employees covered under these agreements.	GRI 2-30 UNGC 3



DESCRIPTION	REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI
MATERIAL TOPICS				
Process to determine material topics	Main Report: Our Approach — Materiality	—	—	GRI 3-1
List of material topics	Main Report: Our Approach — Materiality	—	There were no changes to the material topics from prior year.	GRI 3-2
Management of material topics: Explanation of why topics are material and its boundary The management approach and its components for material topics Evaluation of the management approach for material topics	Main Report: Our Approach — Materiality Main Report: Introduction — Chairman's Statement Main Report: Introduction — Group Chief Executive and President's Statement	—	—	GRI 3-3
ECONOMIC PERFORMANCE				
Discussion of management approach and related policies	Main Report: Our Approach — AIA's Sustainability Governance	AIA Leadership Team	—	GRI 3-3
Direct Economic Value generated and distributed	Subsection Report: Health & Wellness — Engaging Communities Across Asia Subsection Report: Health & Wellness — Improving Access to Quality Healthcare Subsection Report: Health & Wellness — Building Better Integrated Health & Wellness Outcomes Subsection Report: Sustainable Investment — Stewardship	AIA 2025 Annual Results	—	GRI 201-1
INDIRECT ECONOMIC IMPACTS				
Discussion of management approach and related policies	Subsection Report: Climate-Related Disclosures — Governance (Oversight of climate-related risks) Subsection Report: Sustainable Investment — Stewardship	—	—	GRI 3-3 UNGC 7 UNGC 8 UNGC 9
Significant indirect economic impacts	Subsection Report: Health & Wellness — Engaging Communities Across Asia Subsection Report: Sustainable Investment — Transparency and Reporting	—	—	GRI 203-2
Initiatives to enhance financial literacy by type and beneficiary	Subsection Report: Health & Wellness — Engaging Communities Across Asia Subsection Report: Health & Wellness — Improving Access to Quality Healthcare	—	—	UNPSI P2
PRODUCT RESPONSIBILITY				
Percentage and number of companies held in AIA's portfolio with which AIA has interacted on environmental or social issues. Percentage of assets subject to positive and negative environmental or social screening	Subsection Report: Sustainable Investment — Stewardship	AIA Sustainable Investment Approach	—	—
Type and number of sustainability certification, rating and labelling schemes for new construction, management, occupation and redevelopment	Subsection Report: Sustainable Operations — Ensuring Greener Buildings	—	—	—



DESCRIPTION	REFERENCE: SUSTAINABILITY REPORT 2025	REFERENCE: OTHERS	ADDITIONAL INFORMATION & EXPLANATIONS	GRI / UNGC / UNPSI
OTHER INFORMATION				
External initiatives	<p>Subsection Report: People & Culture — Supporting Development and Career Progression</p> <p>Subsection Report: Effective Governance — Promoting Best Sustainability Practices</p> <p>Subsection Report: Effective Governance — Sustainability Ratings and Index Inclusion</p>	—	—	—
We will embed in our decision making environmental (E), social (S) and governance (G) issues relevant to our insurance business.	<p>Main Report: Our Approach — Our Vision</p> <p>Main Report: Our Approach — AIA's Sustainability Governance</p> <p>Main Report: Our Approach — Sustainability Strategy</p> <p>Subsection Report: Sustainable Operations</p> <p>Subsection Report: Sustainable Investment — Direction, Priorities and Oversight</p> <p>Subsection Report: Sustainable Investment — ESG Integration</p> <p>Subsection Report: Effective Governance — Board Governance</p>	—	—	UNPSI P1
We will work together with our clients and business partners to raise awareness of environmental, social, and governance issues, manage risk and develop solutions.	<p>Main Report: Our Approach — Internal Engagement & External Advocacy</p> <p>Subsection Report: Sustainable Operations — Encouraging Good Sustainability Practices</p> <p>Subsection Report: Health & Wellness — Engaging Communities Across Asia</p> <p>Subsection Report: Sustainable Investment — Stewardship</p>	—	—	UNPSI P2
We will work together with governments, regulators and other key stakeholders to promote widespread action across society on environmental, social, and governance issues.	<p>Main Report: Our Approach — Engaging our Stakeholders (Governments and regulators)</p> <p>Main Report: Our Approach — Internal Engagement & External Advocacy (Advocacy and industry leadership)</p> <p>Subsection Report: Sustainable Investment — Collaboration and Advocacy</p> <p>Subsection Report: Sustainable Investment — AIA China: Strengthening sustainable investment through regulatory engagement</p>	—	—	UNPSI P3
We will demonstrate accountability and transparency in regularly disclosing publicly our progress in implementing the Principles.	<p>Main Report: Our Approach — Materiality (Our Process)</p> <p>Main Report: Other Information — Independent Practitioner's Limited Assurance Report</p> <p>Main Report: Other Information — Regulatory and Mandatory Disclosures</p>	—	—	UNPSI P4



Sustainability Data Book

This section provides information about the Group's sustainability performance overview and consists of disclosures that require further detail or that are not covered in the above sections of the report. PwC provided independent limited assurance for identified sustainability information. The assured data (for the reporting period from 1 January 2025 to 31 December 2025) has been marked with  in the tables below.

DESCRIPTION		UNITS		2025	2024	HKEX REFERENCE	GRI / UNGC
EMISSIONS							
GREENHOUSE GAS (GHG) EMISSIONS							
Scope 1	Scope 1	Tonnes CO ₂ e		3,155	2,566	KPI A1.1 KPI A1.5	GRI 305-1 GRI 305-2 GRI 305-3 GRI 305-4 GRI 305-5
Scope 2	Scope 2 (location-based)	Tonnes CO ₂ e		53,344	53,138		
	Scope 2 (market-based)	Tonnes CO ₂ e		53,338	53,138		
Total Scope 1 and Scope 2 emissions		Tonnes CO ₂ e		56,499	55,704		
Scope 3	Scope 3 - Category 6: Business Travel	Tonnes CO ₂ e		6,858	8,223		
Total emissions		Tonnes CO ₂ e		63,357	63,927		
GHG emissions intensity (total emissions per employee)		Tonnes CO ₂ e/FTE		2.44	2.46		
ENERGY							
ENERGY CONSUMPTION							
Direct Energy Consumption	Direct energy consumption	kWh		12,058,553	10,052,560	KPI A2.1	GRI 302-1
	Percentage of direct energy consumption assured		%	100%	100%		
Indirect Energy Consumption	Indirect energy consumption	kWh		97,553,303	96,413,196	KPI A2.1	GRI 302-1
	Percentage of indirect energy consumption assured		%	100%	100%	—	—
Total energy consumption		kWh		109,611,856	106,465,755	—	—
Energy intensity (per employee)		kWh/FTE		4,219	4,105	KPI A2.1	GRI 302-3



DESCRIPTION		UNITS	2025	2024	HKEX REFERENCE	GRI / UNGC
ENVIRONMENT						
	Total waste (non-hazardous) generated ¹	Tonnes	680	558	KPI A1.4	GRI 306-3 (a)
	Total water consumed	m ³	271,327	276,906	KPI A2.2	GRI 303-5
	Water intensity (per employee ²)	m ³ /FTE	10.44	10.68		
DIVERSITY AND EQUAL OPPORTUNITIES²						
TOTAL WORKFORCE						
By Employment Type	Full-time	%	99.3%	99.3%	KPI B1.1	GRI 405
	Part-time	%	0.7%	0.7%		
	Full-time	Number	25,811	^		
	Part-time	Number	170	^		
By Gender	Male	Number	11,105	*		
	Female	Number	14,856	*		
By Age Group	<30	Number	3,467	*		
	30-50	Number	19,662	*		
	>50	Number	2,852	*		
By Geographical Markets	Hong Kong	Number	2,889	*		
	Mainland China	Number	6,408	*		
	Malaysia	Number	4,977	*		
	Singapore	Number	1,509	*		
	Thailand	Number	2,920	*		
	Other Markets	Number	7,278	*		

1. Pertains to non-hazardous 'office waste' that includes waste generated from our operations.

2. Figures related to the number of employees include full-time and part-time employees as well as employees on fixed-term contracts, and exclude interns, agents of the Group, employees of MediCard Philippines, Inc., Amplify Health Asia Pte. Limited, The New Medical Center Limited, AcuScan Advanced Imaging Hong Kong Limited, our joint venture Tata AIA Life, and our associate China Post Life.



DESCRIPTION		UNITS		2025	2024	HKEX REFERENCE	GRI / UNGC
EMPLOYEE TURNOVER RATE³							
By Gender	Male	%		9.5%	10.0%	KPI B1.2	GRI 401
	Female	%		8.6%	9.6%		
By Age Group	<30	%		14.9%	17.2%		
	30-50	%		8.1%	8.7%		
	>50	%		7.7%	7.0%		
By Geographical Markets	Hong Kong	%		12.4%	^		
	Mainland China	%		3.1%	^		
	Malaysia	%		11.3%	^		
	Singapore	%		9.0%	^		
	Thailand	%		7.9%	^		
	Other Markets	%		11.6%	^		
EMPLOYEE TRAINING							
Percentage of employees trained ⁴	-	%		100%	100%	KPI B3.1	UNGC 6
Average training hours	-	hours		33.3	30.2	KPI B3.2	GRI 404-1 UNGC 6
Average training hours (by gender)	Male	hours		32.4	30.6		
	Female	hours		34.0	29.9		
Average training hours (by seniority)	Senior leaders	hours		26.9	35.6		
	Middle management	hours		32.3	31.5		
	General staff	hours		34.3	29.2		
Average non-mandatory training hours (by gender)	Male	hours		28.0	27.5		
	Female	hours		29.5	26.6		

3. Excludes employees on fixed-term contracts, interns, agents of the Group, involuntary turnover, and employees of MediCard Philippines, Inc., Amplify Health Asia Pte. Limited, The New Medical Center Limited, AcuScan Advanced Imaging Hong Kong Limited, our joint venture Tata AIA Life, and our associate China Post Life.

4. As 100% of employees received training, no further breakdown (e.g. by gender or employee category) is provided for this disclosure.



DESCRIPTION		UNITS	2025	2024	HKEX REFERENCE	GRI / UNGC
Average non-mandatory training hours (by seniority)	Senior leaders	hours	23.0	33.1	KPI B3.2	GRI 404-1 UNGC 6
	Middle management	hours	28.0	28.6		
	General staff	hours	29.6	25.8		
OUR CUSTOMERS						
—	Number of complaints received	per customer	0.0014	0.0012	KPI B6.2	GRI 418-1
	Average complaint resolution time	days	15	12		
LOCAL COMMUNITIES						
Resources contributed to the focus area	Charitable donations	US\$	over US\$11 million	over US\$7.5 million	KPI B8.2	GRI 201-1 (a-ii)
	Employees volunteered	hours	over 10,000 hours	over 20,000 hours		
HEALTH & WELLNESS						
Number of live markets	AIA Vitality and AIA China Wellness	number	12	12		
	Telemedicine	number	8	8		
	Personal Case Management	number	11	11	—	—
	Regional Health Passport	number	11	11		
AIA Vitality	Members' Improved Vitality Age since joining the AIA Vitality Programme ⁵	number	0.19	0.14	—	—
	Year-on-year increase ⁶	%	12%	12%	—	—

5. Based on AIA Vitality members who have reported their data, a member's AIA Vitality Age is their actual age relative to a variety of health factors.

6. Based on AIA Vitality members who have reported their data, the number of AIA Vitality customers with either one biometric result from unhealthy to healthy or Vitality Age improvement and Personal Case Management customers with a change in diagnosis or treatment optimised.



DESCRIPTION	UNITS	2025	2024	HKEX REFERENCE	GRI / UNGC
COMPLIANCE WITH ESG REGULATIONS					
—	—	There are no significant fines or non-monetary sanctions for non-compliance with laws and regulations during the reporting period.	There are no significant fines or non-monetary sanctions for non-compliance with laws and regulations during the reporting period.	GD A1 GD B1 GD B2 GD B4 GD B6 GD B7	UNGC 2 UNGC 7
—	—	There are no newly applicable or developing laws or regulations related to ESG areas that have had a significant impact on our business.	There are no newly applicable or developing laws or regulations related to ESG areas that have had a significant impact on our business.		
—	—	There are no concluded legal cases during the reporting period.	There are no concluded legal cases during the reporting period.	KPI B7.1	

✓ 2025 disclosures for these KPIs have been assured by PwC.

* Refer to the 2024 Subsection Report: People & Culture for comparative figures disclosed in other units of measurement.

^ No comparative figure is presented as this metric was not reported for 2024.



AIA GROUP LIMITED SUSTAINABILITY REPORT 2025

Feedback from our diverse set of stakeholders is crucial for us to continue improving our sustainability performance and disclosure practices.

If you have any questions, comments or feedback, please contact Group Sustainability at groupsustainability@aia.com or write us at the address below:

Group Sustainability Team

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