



# Insurance

## Driving forces

The insurance industry's focus on sound risk management has resulted in the relative absence of significant fines and penalties compared to other areas of finance. The industry has also demonstrated leadership in integrating sustainability considerations into its core business. Most notably, leading insurers are increasingly considering long-term sustainability trends and factors in their risk assessments and claims-management processes. At the same time as the industry embraces digitalization, it faces both significant threats – but also opportunities. This has provided consumers with increased transparency and choice while simultaneously providing insurers with new direct-to-consumer channels for delivering new products and services. It is also enabling insurers to collect real-time data on consumer behavior. Leading insurers, particularly those in life insurance, are exploring ways to use developments in digital technology to offer innovative products customized to meet the needs of their customers and incentivize healthier lifestyles through lower premiums.

## Highlighted criteria & Dimension weight

- Economic Dimension ..... 45%
  - Corporate Governance
  - Risk & Crisis Management
  - Codes of Business Conduct
  - Principles for Sustainable Insurance
- Environmental Dimension ..... 23%
  - Business Risks and Opportunities
  - Climate Strategy
- Social Dimension ..... 32%
  - Human Capital Development
  - Talent Attraction & Retention
  - Financial Inclusion

## Sustainability leaders 2019

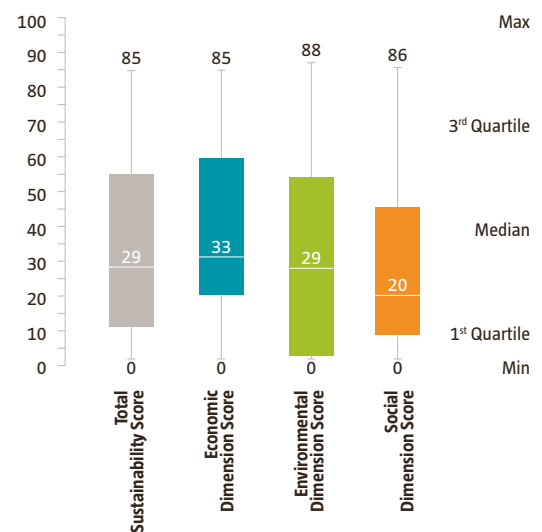
SAM Gold Class		●
Allianz SE	Germany	
SAM Silver Class		●
Cathay Financial Holding Co Ltd	Taiwan	
Swiss Re AG	Switzerland	
SAM Bronze Class		●
Tokio Marine Holdings Inc	Japan	
AXA SA	France	
Zurich Insurance Group AG	Switzerland	
NN Group NV	Netherlands	
Sustainability Yearbook Members		●
Muenchener Rueckversicherungs-Gesellschaft AG	Germany	
MS&AD Insurance Group Holdings Inc	Japan	
Mapfre SA	Spain	
Assicurazioni Generali SpA	Italy	
Insurance Australia Group Ltd	Australia	
ASR Nederland NV *	Netherlands	
Sompo Holdings Inc	Japan	
Samsung Fire & Marine Insurance Co Ltd	South Korea	
Aviva PLC	United Kingdom	
DB Insurance Co Ltd	South Korea	
Dai-ichi Life Holdings Inc	Japan	
Samsung Life Insurance Co Ltd	South Korea	

\* SAM Industry Mover

## Industry statistics

Number of companies in universe	131
Number of companies assessed in 2018	107
Assessed companies to total companies in universe	82%
Market of assessed companies to total market	93%

## Results at industry level



The box-and-whisker plot describes the distribution of scores in the industry, based on all assessed companies. More information is available in the Reading Instructions in the introduction.