

Our Commitments: Sustainability, Citizenship and Diversity & Inclusion

Sustainability: Future-proofing our Communities

We believe a commitment to sustainability helps future-proof communities by addressing societal and environmental factors, while enabling economic progress. We are focused on the key themes of resilience and financial security – building on our expertise and capabilities in managing risks of many kinds – and how we can facilitate, design and drive innovative solutions to help clients and partners adapt to our changing world.

Climate Change

AIG recognizes the impact of climate change on its business and global communities and is committed to playing a role in addressing these challenges. We also acknowledge that climate change is a complex issue and that the world cannot currently meet its energy needs through purely green technologies.

AIG is well positioned to leverage its global risk and industry expertise to help mitigate greenhouse gas emissions and navigate climate change risks and opportunities in its engagement with clients, policyholders and other stakeholders. As a global insurer, AIG is committed to protecting communities and individuals as they face this challenge.

AIG formed a cross-functional, CEO-backed Climate Change Working Group to develop a cohesive strategy to assess impactful initiatives and will work to further evolve our approach across our global enterprise. We will continue to report updates from time to time.

AIG continues to develop and refine our climate strategy building on our actions to date. They include:

- Announcing the appointment of our **first Chief Sustainability Officer** to lead the development and implementation of a company-wide sustainability strategy.



For the latest information on these important topics, visit: www.aig.com/corporate-responsibility

Looking Ahead

As a first step in developing our sustainability agenda, we are focused on key themes of community resilience and financial security. This work includes:

- **Partnering with Wood Group Plc to create a Resilience Framework** that helps our clients and communities arrive at more resilient solutions for urban development projects through a multi-tiered approach for design and construction.
 - Combining AIG's risk mitigation with Wood's environmental and engineering expertise, the collaboration recognizes the importance of having an end-to-end framework that cities can use to manage climate change and environmental risks.
 - This framework was recently reviewed and endorsed by the United Nations Industrial Development Organization (UNIDO). It is now being utilized by member cities and communities that are working toward designing resilience into urban infrastructure projects.
- **Membership in the Insurance Development Forum**, a public/private partnership whose mission is to optimize the use of insurance and its related risk management capabilities to build greater resilience and protection for people, communities, businesses, and public institutions that are vulnerable to disasters and their associated economic risks.
- **Partnering with the Foundation for Financial Planning** as AIG Retirement Services promotes financial security by connecting the financial planning community to people in need. Through this effort, financial advisors help alleviate the financial stress that comes with a cancer diagnosis by providing pro bono advice to help put patients and their families on a path to a more secure financial future.

Citizenship:

Leveraging the Commitment of AIG Colleagues

Across AIG and our global footprint, we are focused on leveraging the experience, knowledge and enthusiasm of our employees to give back to the communities we serve through programs, partnerships with nonprofits and philanthropic giving.

In 2019, our colleagues volunteered nearly 80,000 hours through a variety of AIG programs that align with their interests and skills.



AIG celebrates Global Volunteer Month each year. In April 2019 alone, over 4,000 employees from more than 35 countries participated in more than 230 activities.

- Since 2014, AIG and **Junior Achievement** have closely partnered to support financial education and workforce readiness. More than 700 employees participated in activities with students, and our 2019 grant has enabled almost 18,000 students to participate in JA programming in 22 cities around the world where AIG has the largest employee and business footprint.
- In partnership with **Humanitarian OpenStreet Map**, our volunteers facilitate preparedness and relief efforts by virtually mapping disaster-prone parts of the world that are either unmapped or altered by catastrophic events. As of March 1, 2020, employees – in office team-building events and their own homes – contributed over 18,000 edits and mapped more than 33 miles of roads.
- AIG has sponsored several promising **Enactus** student social entrepreneur teams who focus on various ways to enhance resilience for cities, such as through bio-stoves, solar power, aquaponics, clean water and wellness.
- AIG's award-winning **Legal Pro Bono program** has provided nearly 25,000 hours of counsel and mentorship on approximately 400 projects since 2012. The work spans a wide range of matters, including advising small business entrepreneurs; helping veterans obtain benefits, special needs children obtain vital educational services, and immigrant groups obtain legal services; providing estate planning for first responders; and representing survivors of domestic abuse.

We support the individual causes that matter to our colleagues and their communities by providing:

16 Hours

Volunteer Time Off for each employee per year

\$10,000

AIG Matching Grants Program funding available to each employee per year to amplify their charitable giving to qualifying nonprofit organizations and schools

We also promote advancement of the arts through **AIG's Museum Membership Program**, which includes 20 institutions in four countries.

Culture:

Building a Culture of Diversity & Inclusion

We believe that diversity and inclusion are critical to our success – promoting a creative workplace that leads to innovation, growth and profitability.

We invest in each employee through a wide variety of programs and initiatives – seeking to ensure that our people are not only respected as individuals, but also truly valued for their unique perspectives.

- To enhance the diversity of our workforce, especially at senior levels, we offer three **career-development programs** focused on women and people of color. They provide support such as mentor matching and coaching.
- Our **138 Employee Resource Groups (ERGs)** reflect 13 dimensions of diversity and provide a forum for employees to advocate for one another and advance diversity and inclusion within our communities.
 - Membership continues to increase, rising by 16% in 2019, representing 24% of all employees.
 - Our employees are multifaceted and allies for others: approximately 62% of ERG participants are members of more than one group.
- AIG offers **unconscious bias training** to all employees to help them recognize and manage assumption "blind spots" in their interactions.
- AIG introduces new, entry-level analysts to our two-year development program through the AIG Insurance Academy, which takes place four times each year. This is one example of how we are **preparing for the insurance industry's generational shift**.

We are proud to be recognized as leaders in employee culture best practices.

- For the eighth year in a row, AIG earned a 100% score on the **Human Rights Campaign's Corporate Equality Index**, which assesses corporate policies and practices related to LGBTQ+ employees. AIG is recognized as one of the Best Places to Work for LGBTQ Equality.
- AIG was featured on **DiversityInc's Top 50 Companies for Diversity list** for the second year in a row, moving up to 39th from 45th, after four previous years as a Noteworthy Company. AIG also placed ninth on **DiversityInc's Top Companies for Executive Women list** in 2019.