



Colleagues & Community

Caring, supporting, connecting

During a year of extraordinary difficulties amidst the COVID-19 pandemic and civil unrest, AIG’s robust resources enabled us to demonstrate continuous dedication to longstanding initiatives while remaining highly responsive to the critical and timely needs of both our colleagues and our communities. We focused our efforts on addressing the impacts of COVID-19, helping employees stay connected and engaged, and addressing global calls for social justice and advancement in diversity, equity, and inclusion.

Citizenship

By expanding our strong citizenship offerings, AIG, its employees and the **AIG Foundation** built on our long history of giving back to the communities where we live, work, and serve our customers through funding and employee volunteerism.

We reinstated the **AIG Foundation** as our primary vehicle for strategic giving with an inaugural \$5 million contribution, of which \$4.5 million was directed toward organizations leading vital COVID-19 relief efforts: International Medical Corps, Feeding America, and the Coalition to Back Black Businesses.

Throughout 2020, AIG has donated funds and resources, including more than \$22 million in charitable

contributions and matching grants and nearly 200,000 units of personal protective equipment (PPE) to healthcare workers around the world in response to demand created by COVID-19.

The AIG Matching Grants Program matches employee charitable contributions 2:1 up to \$10,000 per year. That maximum was raised to \$12,000 for donations made in 2020 to further support individual philanthropy during a year of extraordinary need.

In December 2020, we launched the AIG Compassionate Colleagues Fund (“the Fund”) to facilitate the collection of voluntary donations to aid fellow employees in overcoming serious financial hardships, with an initial commitment of \$2 million by AIG. The Fund is already providing direct relief to more than 525 employees as of February 2021.

AIG employees continued to demonstrate a commitment to volunteering as all events went virtual. This included hosting a month-long Virtual Food Drive that provided approximately 265,000 meals to food banks across the United States; a #GivingTuesday virtual community event; and the Thousand Acts of Kindness campaign, during which colleagues internally showcased personal acts of support for essential workers, small businesses, and neighbors in need.

Colleagues utilized AIG’s longstanding Volunteer Time Off (VTO) program, which grants employees up to 16 hours per calendar year to volunteer in their communities. For 2020, AIG increased the VTO allowance to 24 hours per employee – providing the opportunity for an extra day of service specifically towards diversity, equity, and inclusion causes.

Culture

The value we create for our clients, distribution partners, shareholders, communities, and other stakeholders is a direct result of the hard work and commitment of AIG colleagues. This has never been truer than in 2020, when we supported more than ever employee wellness and an inclusive work environment in which our teams can thrive.

In February and March 2020, as the COVID-19 pandemic emerged, AIG quickly and effectively transitioned 90% of all colleagues globally to remote working arrangements. AIG provided a \$500 grant to all employees to assist with the unanticipated costs related to COVID-19. AIG also established a Pandemic Financial Assistance Program to extend low- and no-interest loans to eligible employees experiencing financial hardship due to COVID-19.

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In hard times, AIG colleagues step up where we work and live.



Top: A colleague serves her community by volunteering as a first responder in addition to her role at AIG.

Bottom: To support children who are homeschooling, an AIG colleague helped those in need by donating funds and more than 1,000 toys to children in Connecticut.



AIG has elevated its rank on DiversityInc's Top 50 Companies for Diversity list each year since reaching the Top 50 in 2018, thanks to our talent programs, workplace practices, philanthropy, and leadership accountability.



AIG has scored 100% on the Human Rights Campaign's Corporate Equality Index for 10 years, earning the coveted title of "Best Place to Work for LGBTQ Equality."

AIG recognizes that COVID-19 placed undue stress upon its employees, ranging from feelings of isolation and concerns over staying safe, to difficulties balancing work and home life. To address these issues, AIG launched a COVID-19 landing page on its employee intranet, featuring executive messaging, news, program updates, tips, and resources for employees to stay safe and manage stress. The landing page featured uplifting content to foster a strong sense of community and to keep employees engaged and encouraged. On April 10, 2020, AIG gave all employees an additional paid holiday to provide extra time to focus on themselves and their families.

In October 2020, AIG launched Wellness at AIG, an initiative aimed at supporting the mental and social well-being of our colleagues. AIG hosted numerous virtual workshops and events and encouraged employees to take Personal Time Off or Annual Leave to switch off from work as needed. In recognition of AIG's Global Diversity & Inclusion Month and World Mental Health Day, all employees were given an extra day off to tend to their self-care.

Diversity, Equity, and Inclusion

At AIG, we strive to cultivate an inclusive workplace, which we believe is essential to being a top-performing company and leading insurance franchise. Attracting, developing, and retaining diverse talent while fostering a culture of belonging and equity for all of our employees are critical priorities.

We have taken important steps at AIG and helped to promote diversity, equity, and inclusion in the broader insurance industry and across major companies. But, we know there is much more to be done. After the global social unrest this past summer, AIG took further steps to make a lasting impact. For example, in 2020 and early 2021:

- AIG established an Executive Diversity Council to mobilize global leaders throughout the company to align our diversity, equity, and inclusion efforts with our corporate strategy imperatives.

Signs of Lasting Change

In 2020, 51% of AIG job placements globally were female and 42% of U.S. placements were ethnically diverse.

36% of AIG's executive hires and promotions in 2020 were female and/or ethnically diverse.

AIG's 2020 summer intern class was 44% female globally and 46% ethnically diverse in the U.S.

- More than a third of AIG employees participated in Courageous Conversations to learn about unconscious bias, systemic racism, and standing as allies with our colleagues.
- After providing a condensed version of AIG's Equal Employment Opportunity Commission EEO-1 report for several years, we committed to further increase transparency into the diversity of our U.S. workforce by making our consolidated EEO-1 report publicly available on aig.com after it is filed.
- AIG joined forces with 26 other corporations to launch the New York Jobs CEO Council, whose members have committed to hiring 100,000 New Yorkers from diverse, low-income communities by 2030.
- To support the Black community and racial equity, the **AIG Foundation** made \$500,000 in grants allocated to the NAACP Legal Defense and Educational Fund, Inc. and the Equal Justice Initiative.
- Each colleague was offered the opportunity to take an additional paid day off to volunteer for an organization that supports diversity, equity, and inclusion; criminal justice reform; human and civil rights; or underrepresented and at-risk groups.
- AIG's well-established Legal Pro Bono Program added criminal and social justice reform to its key pillars and launched a five-year partnership with the Legal Aid Society.
- To attract more diverse talent with actuarial experience, AIG became a partner and joined the Corporate Advisory Board of the International Association of Black Actuaries – a professional and student member organization whose mission is to contribute to an increase in the number of Black actuaries and to influence their successful career development, civic growth, and achievement.
- Our 130+ Employee Resource Groups, which reflect 13 dimensions of diversity, focused in particular on creating awareness about allyship and addressing bias, among other efforts.

As AIG colleagues bring out the best, their well-being remains priority #1.



Above: AIG's Thailand Women & Allies Employee Resource Group hosted a Virtual Walk/Run to promote a healthy lifestyle and reduce stress.

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For the latest information on Citizenship, Culture, and Diversity, Equity, and Inclusion at AIG, visit: www.aig.com/about-us



Sustainability

Moving toward a more resilient future

As a global insurance organization, AIG is dedicated to helping individuals, businesses, and the communities in which we operate build a more sustainable, secure world.

AIG's sustainability agenda focuses on future-proofing communities through four key priorities: community resilience, financial security, sustainable operations, and sustainable investing. It includes AIG's commitment to reducing our own operational carbon emissions to net zero by 2050 and undertaking a carbon exposure assessment of our investment and underwriting portfolios to guide our climate strategy and ambitions going forward.

We are committed to being an agent of change in helping the world navigate climate challenges – using our risk expertise to support an orderly transition to a low-carbon economy, and to offer new products and services that can mitigate climate-related risks. We believe in promoting preparedness through diverse energy portfolios around the world as an insurer of renewable energy and lower-carbon industries. In addition, AIG risk engineers support clients' resiliency and loss prevention strategies, using risk modeling to identify areas vulnerable to flood and recommend solutions.

AIG integrates Environmental, Social, and Governance (ESG) considerations into its investment analyses. We continue to pursue ESG investment opportunities for ourselves as well as offerings for our clients. For more

than 35 years, we have been a leading investor in renewable energy, including more than \$2.3 billion in wind, solar, geothermal, and hydroelectric projects.

Our external partnerships are valuable resources and drivers of our sustainability progress, as well as outlets for AIG to contribute to broader resiliency efforts and dialogue on appropriate standards for insurers. For example, by joining the UN Global Compact in 2021, AIG has committed to align with its ten principles and advance the UN Sustainable Development Goals.

As a public respondent to the CDP for the last 11 years and one of the first U.S. insurance companies to publish a Task Force on Climate-related Financial Disclosures (TCFD) report, AIG continues to build on this transparency. This summer, AIG intends to publish its first holistic sustainability report on ESG topics aligned with global standards and frameworks such as the Sustainability Accounting Standards Board (SASB), the Global Reporting Initiative (GRI), and TCFD.



For the latest information, visit: www.aig.com/about-us/sustainability