

A photograph of Mariano Barbacid, an older man with grey hair, wearing a dark suit, a light blue shirt, and a red patterned tie. He has a large, dark, irregular mark on his forehead and cheek, which is the subject of the text on the left. He is standing outdoors in front of a building with a sign that partially reads 'enio'.

# Sustainable solutions to new challenges

**Executive Summary of the 2019  
AXA Spain Corporate Social  
Responsibility Report**

Mariano Barbacid, oncologist, has eliminated pancreatic cancer from rats.

# 2019 Main Magnitudes

## AXA Group



Employees

**160,000**



Customers

**108 MIL.**



Countries

**57**



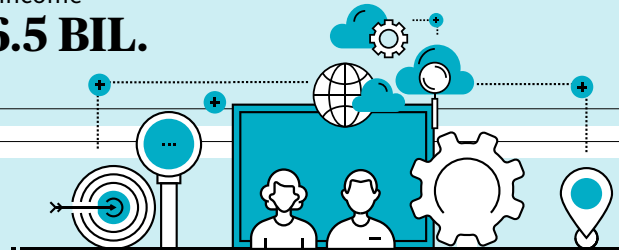
Revenue

**€104 BIL.**



Net Income

**€6.5 BIL.**



## AXA Spain



Employees

**2,663**



Customers

**3 MIL.**



Policies

**5 MIL.**



Revenue

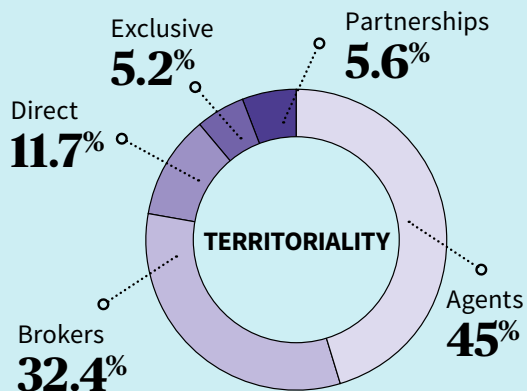
**€2.7 BIL.**



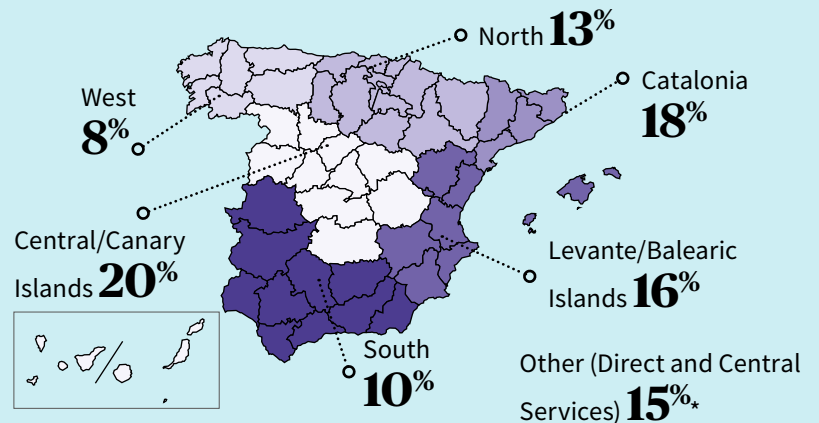
Net Income

**€202 MIL.**

### BUSINESS DISTRIBUTION



### TERRITORIALITY



## EMPLOYEES

### Values



Customer First



Integrity



Courage



One AXA



The best company to work for in Spain



### Support for diversity through 5 cornerstones

- Functional diversity
- LGTBI inclusion
- Generational pillar
- Work/life balance and co-responsibility
- Awareness

### Learning and development

Towards a learning organization with learning environments that are open to all contributors and the development of key competencies



 **60,367** participants

 **114,809** hours

### The best diversity and inclusion strategic plan

Adecco Foundation and Sustainability Excellence Club



# People

## CUSTOMERS

### Know You Can

A new worldwide brand positioning that highlights the values of self-confidence and self-improvement.

### Núria Marquès,

a medallist and adapted swimming star, is the brand ambassador in Spain as she represents these values.



### A commitment to innovation

AXA sees transformation as the best way to offer customers what they need, adapting to our surroundings through constant improvements:

- **Video consultations** in Health
- **Chatbot** for Auto services
- **Voicebot** for multi-risk claims
- **Robots** for wind claims, Meteo and Eolo
- **Video appraisals** Auto services and not Auto services
- **SmartDistribution** in collaboration with startups

### Customers first



Claims resolved and benefits

**3 MIL.**



Payments for claims and benefits

**€2 BIL.**



### Greater Satisfaction

Customer satisfaction  
with AXA

**89%**

Customer satisfaction  
with their agent

**89.5%**

Complaints and  
grievances received

**-7%**



## AXA FOUNDATION



### Road safety



**9** prevention campaigns



Charity runs in **6** cities. **25,000** runners



**XI** Ponle Freno Awards



**3** studies on traffic accidents



### Culture



**Primary benefactor institution**, having collaborated for more than **20** years



**'Velázquez, Rembrandt, Vermeer. Parallel Visions in Spain and Holland'** exhibit.

More than **442,000** visits

### Health



**5** awareness campaigns



**3** new cardio-protected communities (11 in all)



**V** Constantes y Vitales Awards



**3,000** women registered in the researcher database



### Environment and adapted sports



**3** major photography exhibits on the environment in **6** cities throughout Spain, plus **New York** and **Paris**



Promotion of the **AXA Paralympic Rising Stars Swimming Team** and the **CD Ilunion wheelchair basketball team**

## AXA DE TODO CORAZÓN

### Corporate volunteering



Beneficiaries  
**59,738**



Total volunteers  
**3,599**



Activities  
**229**



Volunteer hours  
**21,352**

## AXA RESEARCH FUND

### Spain



Projects  
**24**



Contributions  
**€16 MIL.**



Spaniards with  
grants abroad  
**19**

### The World



Countries  
**36**



Projects  
**650**



Contributions  
**€250 MIL.**

### Mariano Barbacid



Mariano Barbacid heads the AXA-CNIO Molecular Oncology Permanent Chair. In 2019, he presented the results of one of the most important projects ever done in pancreatic cancer research to date after achieving the disappearance of these tumours in an experimental model with rats for the first time ever. This has opened the path towards curing the most lethal form of cancer.





# The Environment

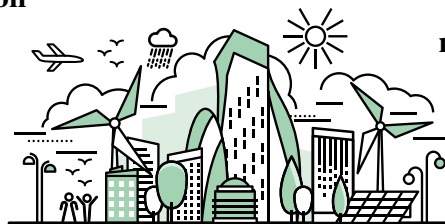


## Main AXA Spain indicators

### The Pillars of the AXA Climate Strategy

- 1** Potential warming from AXA investments below 1.5°C by 2050.
- 2** A green investment goal of **24 billion euros by 2023**.
- 3** The **launch of transition discounts**, a tool that complements our green discounts which will support companies on the road towards less carbon intensive models.
- 4** **Complete exit from the carbon industry by 2030** in OECD countries and the EU and by 2040 in the rest of the world.

Double certification  
**Leed Platinum**  
at headquarters



**100%**  
renewable  
electrical  
energy



**100%**  
recycled paper

### Total CO2/FTE emissions

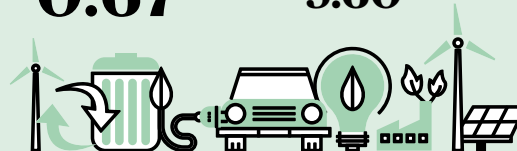
2019      Annual variation      2012 variation



**0.67<sup>t</sup>**

**-5.60%**

**-66%**



### Emission neutralization, AXA Forest

The AXA Spain environmental plan includes compensating all emissions produced since 2018 with the creation of an 'AXA Forest' in Spain through the reforestation of different species using drone-based tree planting.





View the AXA Spain Non-Financial Information Status and Corporate Social Responsibility Report by clicking on this link.



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