



Protecting What Matters

Executive Summary of the 2020 AXA Spain Corporate Social Responsibility Report

2020 Main Magnitudes

AXA GROUP

 EMPLOYEES **153,000**

 NET INCOME **€96.723 BIL.**

 CUSTOMERS **105 MIL.**

 REVENUE **€4.264 BIL.**

 COUNTRIES **54**

AXA SPAIN

 EMPLOYEES **2,609**

 NET INCOME **€2.566 BIL.**

 CUSTOMERS **3 MIL.**

 REVENUE **€152 MIL.**

 POLICIES **5 MIL.**



AXA SPAIN

BUSINESS DISTRIBUTION

AGENTS
42.6%

PARTNERSHIPS
9.6%

EXCLUSIVE
4.2%

DIRECT/CS
11.6%

BROKERS
32.0%

OMNI-CHANNELLING

TERRITORIALITY

NORTH
13%

WEST
8%

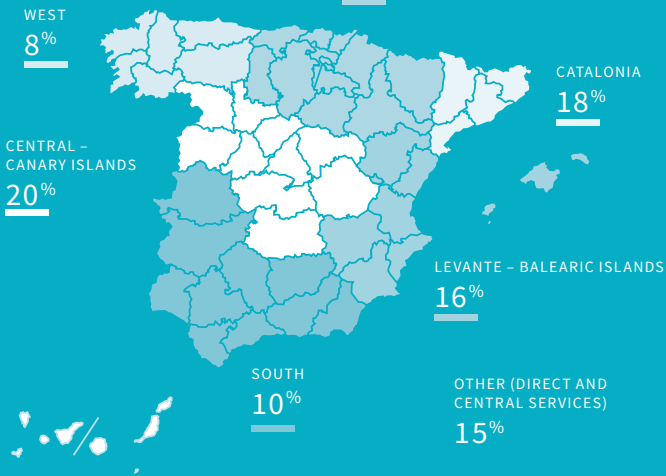
CENTRAL -
CANARY ISLANDS
20%

CATALONIA
18%

LEVANTE - BALEARIC ISLANDS
16%

SOUTH
10%

OTHER (DIRECT AND
CENTRAL SERVICES)
15%



The Environment



AXA SPAIN, EMISSIONS NEUTRAL



AXA Spain has been one of the few carbon neutral companies since 2018. In doing so, it not only reduces its CO₂ emissions but also compensates for all the emissions it emits with environmental projects in Spain.

2,190 T CO₂**
COMPENSATED THROUGH
THE AXA FOREST



100%

RENEWABLE
ELECTRICAL
ENERGY



100%

RECYCLED
PAPER



Total CO₂/FTE emissions

2020 Annual variation 2012 variation



0.31^t

-53.9%

-84.4%

CO₂ Emissions (t)

2020 Annual variation 2012 variation



Energy*

407

-17.9%

-81.3%



Train and plane

146

-83.4%

-96.5%



Company vehicles

345

-61.2%

-71.4%



Paper

110

-48.6%

-85.2%

DOUBLE CERTIFICATION

**LEED
PLATINUM**



AT HEADQUARTERS

*The savings represent the monthly consumption of **1.311** Spanish households (354 MWh).

** Compensation of emissions from energy, train, plane, car and paper use generated by AXA Spain in 2019.



RECOGNITION BY
TOP EMPLOYER
2020 AS THE BEST
COMPANY TO WORK
FOR IN SPAIN



63,000

HOURS INVESTED
IN TRAINING



65%

EMPLOYEE
SATISFACTION
(ENPS)



93% OF OUR
EMPLOYEES BELIEVE
THAT AXA HAS A
REAL INTEREST IN
THEIR HEALTH AND
WELLNESS

THE IMPACT OF COVID-19

- **100% of the staff working remotely** since 12/03/20
- **Wellness Plan**
Medical checks for vulnerable personnel, workplace cleaning and disinfection, shipment of safety kits, protocols of action for the return to the offices...
- Change management plan **#lejosperocerca**:



Professional emotional assistance



Adaptation to a **new way of proactive and collaborative work**



Efficient use of technological resources



Reinforcement of **awareness of prevention and social responsibility**



Measures to ensure **wellness and health**



People: Customers

AXA's dedication to service has enabled agile responses to our customers.



Private customers

- An increase in **video-based appraisals for Household** claims (+220%)
- **Home care** services for the elderly
- **Free phone number for mental health support** for all customers



Companies




- **Claims payments** in less than **48 hours**
- An increase in **video-based appraisals** (+ 300%)
- **Shorter resolution times**

3.4 MILLION
CALLS FIELDED 

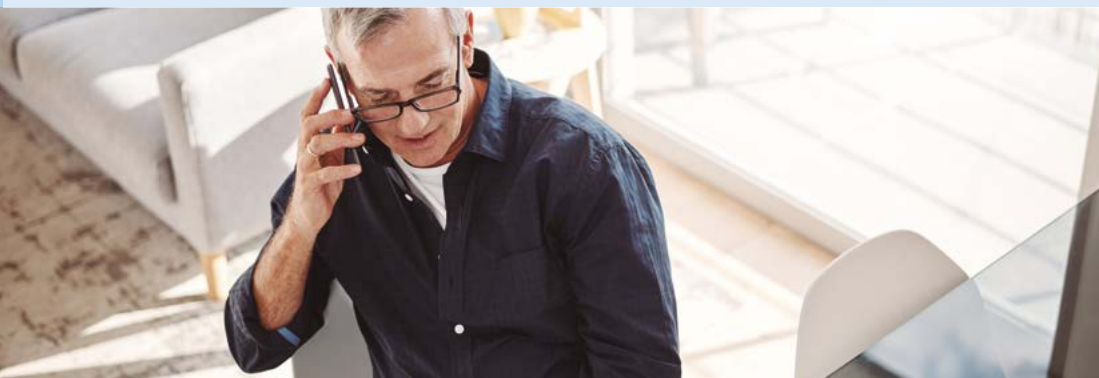
€1.000 BIL.
IN PAYMENTS FOR
CLAIMS (EXCLUDING
HEALTH AND LIFE) 

3 MIL.
CLAIMS
RESOLVED 

**AND CUSTOMER
SATISFACTION OF...**

89% 
IN CAR,
HOME
AND LIFE 


92% 
WITH THEIR AGENT 



Society

AXA Foundation

140

ACTIVITIES



3.3 M€

CONTRIBUTION

(donations to entities)



1 MIL.

BENEFICIARIES



AXA de Todo Corazón

7,491

TOTAL VOLUNTEERS



152,448

BENEFICIARIES



13,112

HOURS



In addition to supporting employees and customers, AXA Spain focuses on helping society by staying close to those most in need.

THE IMPACT OF COVID-19



- AXA Spain has collaborated by donating **€2 million to UNESPA insurance** to protect all healthcare workers and senior citizen home staff
- **AXA Research Fund** earmarked **€700,000 for three Spanish institutions** to help with research into COVID-19 and its long-term effects





Road safety

- Campaign to **recognize and spread awareness for carriers**
- Campaign and Conference 3.0 to **avoid de-escalation accidents**



Health

- Campaign to look after people's **mental health**
- Campaign Objective for a 2% investment in science: **nearly 1 million signatures**



35,000
PARTICIPANTS IN THE
“PONLE FRENO” RACES



10TH ANNIVERSARY
OF THE AXA PARALYMPIC
RISING STARS
SWIMMING TEAM



2 PHOTOGRAPHY
EXHIBITIONS ON THE
ENVIRONMENT



PRADO MUSEUM:
RENEWAL OF THE GUEST
ARTIST AGREEMENT AND
EXHIBITION





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



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