

# Zurich Sustainability Pillars index 2022

**Key**

AR: Annual Report  
ISD: Integrated sustainability disclosure

**Impact area**



Environmental impact



Social impact



Governance impact

Our three sustainability pillars call out the transformational themes that impact our business the most. They are the cornerstone of our sustainability ambition and guide us in building a resilient organization that responds to the needs of our time: Our 1.5°C future, Confidence in a digital society, and Work sustainability. For each of these pillars, we have established a set of metrics that help us to monitor and report our progress. The index table below provides a complete overview of these indicators.

Note: Zurich Insurance Group has no ownership interest in the Farmers Exchanges, which are therefore excluded from the scope of reporting for the below standards. Farmers Group, Inc., a wholly-owned subsidiary of the Group, provides certain non-claims services and ancillary services to the Farmers Exchanges as its attorney-in-fact and receives fees for its services.

ESG	Pillar	Key performance indicator	Disclosure																																																																																																						
S	Confidence in a Digital Society	Cybersecurity index	AR 179 section 5.4.2 of the ISD: Cybersecurity																																																																																																						
		Resilience & 3rd party index	AR 180 section 5.4.3 of the ISD: Business resilience																																																																																																						
		Data commitment transparency score	AR 178 section 5.4.1 of the ISD: Data commitment																																																																																																						
		Ethical use of AI	AR 180 section 5.4.4 of the ISD: Ethical use of artificial intelligence (AI)																																																																																																						
S	Work Sustainability	% of positions internally filled	AAR 185 section 6.1.1 of the ISD: Attraction and retention of talent																																																																																																						
		% of active learners	<b>Table X: % of employees self-initiating formal learning on MyDevelopment<sup>1</sup></b>																																																																																																						
			<table border="1"> <thead> <tr> <th></th> <th>Q1 2022</th> <th>Q2 2022</th> <th>Q3 2022</th> <th>Q4 2022</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>GEMS Gender</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Female</td> <td>31.9%</td> <td>34.9%</td> <td>37.7%</td> <td>36.6%</td> <td>30.8%</td> </tr> <tr> <td>Male</td> <td>27.5%</td> <td>30.5%</td> <td>32.3%</td> <td>32.0%</td> <td>26.1%</td> </tr> <tr> <td>Unknown</td> <td></td> <td>84.6%</td> <td>57.8%</td> <td>43.8%</td> <td>59.3%</td> </tr> <tr> <td>Baby Boomers and previous (Before 1964)</td> <td>22.3%</td> <td>22.9%</td> <td>22.4%</td> <td>24.6%</td> <td>19.3%</td> </tr> <tr> <td>GenX (1965-1980)</td> <td>29.2%</td> <td>31.7%</td> <td>32.7%</td> <td>33.5%</td> <td>26.8%</td> </tr> <tr> <td>GenY Millennial (1981 and after)</td> <td>31.7%</td> <td>35.5%</td> <td>38.3%</td> <td>36.1%</td> <td>31.1%</td> </tr> <tr> <td>GenZ (1997 and after)</td> <td>41.4%</td> <td>48.2%</td> <td>51.6%</td> <td>45.2%</td> <td>39.3%</td> </tr> <tr> <td>Career level A</td> <td>34.6%</td> <td>34.7%</td> <td>43.5%</td> <td>35.8%</td> <td>29.4%</td> </tr> <tr> <td>Career level B</td> <td>28.7%</td> <td>32.8%</td> <td>33.2%</td> <td>33.2%</td> <td>28.2%</td> </tr> <tr> <td>Career level C</td> <td>25.9%</td> <td>31.8%</td> <td>31.8%</td> <td>37.0%</td> <td>31.0%</td> </tr> <tr> <td>Career level D</td> <td>27.8%</td> <td>25.1%</td> <td>18.5%</td> <td>34.0%</td> <td>22.3%</td> </tr> <tr> <td>Career level E</td> <td>5.2%</td> <td>13.7%</td> <td>19.2%</td> <td>10.3%</td> <td>6.2%</td> </tr> <tr> <td>Employee</td> <td>30.4%</td> <td>32.9%</td> <td>35.9%</td> <td>33.8%</td> <td>28.1%</td> </tr> <tr> <td>Manager</td> <td>27.9%</td> <td>32.6%</td> <td>32.4%</td> <td>36.9%</td> <td>30.5%</td> </tr> <tr> <td><b>Total</b></td> <td><b>29.9%</b></td> <td><b>32.9%</b></td> <td><b>35.1%</b></td> <td><b>34.4%</b></td> <td><b>28.5%</b></td> </tr> </tbody> </table>		Q1 2022	Q2 2022	Q3 2022	Q4 2022	2022	GEMS Gender						Female	31.9%	34.9%	37.7%	36.6%	30.8%	Male	27.5%	30.5%	32.3%	32.0%	26.1%	Unknown		84.6%	57.8%	43.8%	59.3%	Baby Boomers and previous (Before 1964)	22.3%	22.9%	22.4%	24.6%	19.3%	GenX (1965-1980)	29.2%	31.7%	32.7%	33.5%	26.8%	GenY Millennial (1981 and after)	31.7%	35.5%	38.3%	36.1%	31.1%	GenZ (1997 and after)	41.4%	48.2%	51.6%	45.2%	39.3%	Career level A	34.6%	34.7%	43.5%	35.8%	29.4%	Career level B	28.7%	32.8%	33.2%	33.2%	28.2%	Career level C	25.9%	31.8%	31.8%	37.0%	31.0%	Career level D	27.8%	25.1%	18.5%	34.0%	22.3%	Career level E	5.2%	13.7%	19.2%	10.3%	6.2%	Employee	30.4%	32.9%	35.9%	33.8%	28.1%	Manager	27.9%	32.6%	32.4%	36.9%	30.5%	<b>Total</b>	<b>29.9%</b>	<b>32.9%</b>	<b>35.1%</b>	<b>34.4%</b>	<b>28.5%</b>
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E	Our 1.5°C Future	Emissions avoided through impact investment	AR 167-168 section 4.4.2 of the ISD: Our performance metrics																																																																																																						
		% reduction in operational carbon footprint	AR 169 section 4.4.2 of the ISD: Our performance metrics																																																																																																						
		Engagement Targets	AR 159-161 section 4.4.2 of the ISD: Our performance metrics																																																																																																						
		% of reductions in financed emissions	AR 162-165 section 4.4.2 of the ISD: Our performance metrics																																																																																																						
		Revenues from sustainable solutions	AR 171-174 section 5.1.1 of the ISD: Revenues from sustainable solutions																																																																																																						

<sup>1</sup> Reporting excludes Chile sales force and unranked employees (Cover-More, Farmers Management and Germany, covering 26 percent of our total workforce), and any other employees that did not log in to MyDevelopment system.