

# AXA Principles of Stakeholder Engagement<sup>1</sup>

Stakeholder engagement is a key part of AXA’s overall strategy and its approach to sustainability. Engagement, we believe, improves our understanding of our operating environment and helps us take better business decisions. As a group, we’re willing to engage with any stakeholder who has an interest in engaging with us and who can help us improve the social, environmental or economic impact of our businesses.

## Who are our stakeholders?

We define our stakeholders as “any individual or group affected – or likely to be affected – by our business operations or who, in turn, may affect our performance or the environment in which operate”. Our stakeholders include our shareholders and investors, our employees, our business partners and suppliers, as well as governments, international organizations and community groups.

## How do we approach engagement?

- We are as flexible, **open** and transparent as possible. We listen to our stakeholders. And when we make promises, we keep them.
- We’re **respectful** of our stakeholders’ views and decisions. We work on issues that are important both for us and our stakeholders.
- And we’re **committed** – we work for positive outcomes to real, practical issues; when we engage, we set out as far as possible clear, measurable goals; we define clear roles and responsibilities for ourselves and our stakeholders; and we’re aware that our partners and the nature of the issues we discuss may – and probably will – change over time.

These are our basic principles for stakeholder engagement: **open**, **respectful** and **committed**.

## How do we put these principles into practice?

	Open We listen to our stakeholders	Respectful We work on issues that are important both for us and our stakeholders	Committed We work for positive outcomes to real, practical issues
<b>Examples</b>	We conduct regular customer <b>surveys and polls</b> . We also have a survey that goes out once a year to all 160,000 AXA employees and we conduct an annual materiality analysis with stakeholders to identify emerging social, environmental and economic risks.	We work closely with international organizations; we have key <b>partnerships</b> with CARE, UNICEF and UN Habitat on climate change, tackling obesity and improving financial inclusion.	We’ve developed new <b>policies and approaches</b> in key areas like investment in tobacco and fossil fuels, responsible insurance products, and data protection.
	We hold regular <b>Investor Days</b> for the financial community – we also organize shareholder events and speak at industry conferences and seminars. In addition, we work closely with governments, regulators, civil society and employee groups.	Through the <b>AXA Research Fund</b> , we support international research into longevity, disease, climate resilience and other social and environmental risks.	We’re signatories to key <b>international agreements</b> , like the UN’s Principles for Sustainable Insurance and for Responsible Investment, aimed at improving the insurance sector’s social and environmental performance.
	We’ve set up a <b>Stakeholder Advisory Panel</b> to challenge us and help shape our long-term strategy. The panel meets twice a year – and details of the discussions are published on our website.	We’re also working with partners in the private sector and at the <b>UN Office for Disaster Risk Reduction (UNISDR)</b> to support international efforts to strengthen resilience to climate change.	We have an international <b>volunteering</b> programme, AXA Hearts In Action, which each year provides support for thousands of community groups and good causes around the world

<sup>1</sup> **Scope and governance** – These principles apply to all our group entities and businesses. When engaging with our stakeholders, we’re guided by our internal rules and procedures, as well as by our external commitments - to the UN Global Compact, for example, and the UN Principles for Sustainable Insurance. Our approach to engagement is overseen by our Group Sustainability team. We discuss engagement regularly with our Management Committee and publish updates on our group website ([www.axa.com](http://www.axa.com)).