Zurich Insurance Group AG is the Dow Jones Sustainability Indices (DJSI) Industry Leader*, based on its S&P Global ESG Score as of 13 Nov 2020. This report provides an overview of the performance of the Insurance industry and the relative positioning of Zurich Insurance Group AG at the dimension and criteria level.

Industry Drivers
The insurance industry has demonstrated leadership in integrating sustainability considerations into its core business. Leading insurers are increasingly considering long-term sustainability trends and factors in the development of new sustainable insurance solutions, as well as in their risk assessments and claims-management processes. This includes climate change risk and cybersecurity risk. At the same time, as the industry embraces digitalization, it faces both significant threats and opportunities. Digitalization has provided consumers with increased transparency and choice, while simultaneously providing insurers with new direct-to-consumer channels for delivering products and services. Leading insurers, particularly those in life insurance, are exploring ways to use developments in digital technology to offer innovative products customized to the needs of customers and incentivize healthier lifestyles through lower premiums. Negative impacts caused by the effects of the COVID-19 pandemic, however, may potentially lead to an industry-wide increase in claims and premiums.

Company Performance
S&P Global has selected the most relevant criteria in each sustainability dimension based on their weight in the assessment and their current or expected significance for the industry. The spider chart below visualizes the performance of the industry leader against the best score achieved in each criterion and the average industry score.

### Company Information
Country: Switzerland
Index market cap ($M): 56,311
Source: S&P Global BMI, 11 Nov 2020

### 2020 Assessment Results

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Total Score</th>
<th>Governance &amp; Economic</th>
<th>Environmental</th>
<th>Social</th>
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<tr>
<td><strong>Overall</strong></td>
<td>90</td>
<td>88</td>
<td>93</td>
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<td><strong>Governance &amp; Economic</strong></td>
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<td><strong>Environmental</strong></td>
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<td>39</td>
<td>33</td>
<td>91</td>
</tr>
</tbody>
</table>

### Industry Drivers

- **Climate Change Risk**: Insurers are increasingly considering climate change risk in their investments and risk assessments.
- **Cybersecurity Risk**: Digitalization has introduced new cybersecurity threats to the insurance industry.
- **Digitalization**: The industry is embracing digitalization to improve customer experience and efficiency.
- **COVID-19 Impact**: The pandemic has led to increased claims and premiums in some segments.

### Company Performance

- **Financial Inclusion**: Insurers are developing products to provide financial inclusion to underserved communities.
- **Human Capital Development**: Leading insurers are investing in employee development programs.
- **Talent Attraction & Retention**: Increased competition for top talent has led to innovative retention strategies.
- **Climate Strategy**: Insurers are focusing on reducing their carbon footprint and developing sustainable insurance solutions.
- **Sustainable Finance**: Increased interest in sustainable finance products.

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*The data is based on the assessment by S&P Global BMI as of 13 November 2020.*
Corporate Sustainability Assessment

The Corporate Sustainability Assessment (CSA) is a comprehensive annual evaluation of companies' sustainability practices and performance, with a coverage of over 7,300 companies representing approximately 95% of global market capitalization. The CSA is one of the longest standing ESG rating methodologies worldwide, dating back to 1999. The CSA assesses companies on the basis of 80–120 industry-specific questions across 61 industries. S&P Global ESG Scores, calculated from the CSA, are from 1 to 100 (best).

In SustainAbility’s Rate the Raters 2019 report, companies rated the CSA as the most useful ESG assessment thanks to its high level of transparency, its sector-specific view of material ESG issues, and its forward-looking incorporation of emerging sustainability risks and opportunities. In the 2020 report, which looked at the investor perspective, the CSA came out top among the highest-quality ratings and was cited as a “strong signal of sustainability.”

The CSA focuses on financially material economic, environmental, and social factors that are relevant to companies’ success, but that are underresearched in conventional financial analysis. Every year, the CSA undergoes rigorous methodological review in order to ensure that the most current material sustainability topics, as well as emerging, long-term sustainability themes often of interest to investors are reflected, and companies are challenged on topics that lack disclosure today.

As of January 2020 the CSA is issued by S&P Global, where it forms the foundation of company ESG disclosure to S&P Global for financially material ESG factors and will underpin the ESG research across our different divisions (S&P Global Ratings, S&P Dow Jones Indices and S&P Global Market Intelligence).

For over 20 years the results of the CSA are used for the annual rebalancing of the iconic Dow Jones Sustainability Indices (DJSI). CSA scores are used in numerous other S&P Dow Jones indices including the S&P 500 ESG.

S&P Global ESG Scores are made available to the global Financial markets via S&P Global Market Intelligence platforms, robustly linked to financial and industry data, research and news, providing integral ESG intelligence to make business and financial decisions with conviction.

Companies’ data and benchmarks from the CSA can now feed seamlessly into the analysis for S&P Global Ratings ESG Evaluation should companies want a forward-looking long-term opinion of their ability to handle future risk and opportunities.

Learn all about S&P Global’s ESG Solutions: www.spglobal.com/ESG

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* Please note that DJSI Industry Leader status is determined on 13 Nov 2020, covering only companies eligible for inclusion in the Dow Jones Sustainability Indices. As the number of assessed companies increases throughout the year, the ranking of companies within an industry may also change.

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