GRI Sector Standards Project for Financial Services – Insurance exposure draft

Comments to be received by 31 May 2025

This exposure draft of the GRI Insurance Sector Standard is published for public comment by the Global Sustainability Standards Board (GSSB), the independent standard-setting body of GRI.

Any interested party can submit comments on this draft by 31 May 2025 via this online survey. As required by the GSSB Due Process Protocol, only comments submitted in writing and in English will be considered. Comments will be published on the GRI website and considered a matter of public record. Instructions to submit comments are outlined on the first page of the online questionnaire.

A separate explanatory memorandum summarizes the objectives of the Financial Services Sector Standards project and the summary of the proposals contained within this exposure draft.

This draft is published for comment only and may change before official publication.

For more information, please visit the GRI project webpage. For questions regarding the exposure draft or the public comment period, please send an email to financialservices@globalreporting.org

This document has been prepared by the GRI Standards Division and is made available to observers at meetings of the Global Sustainability Standards Board (GSSB). It does not represent an official position of the GSSB. Board positions are set out in the GRI Sustainability Reporting Standards. The GSSB is the independent standard setting body of GRI. For more information visit www.globalreporting.org.

Contents

Introduction

GRI XX: Insurance Sector 20XX provides information for organizations in the insurance sector about their likely material topics. These topics are likely to be material for organizations in the insurance sector on the basis of the sector's most significant impacts on the economy, environment, and people, including on their human rights.

GRI XX also contains a list of disclosures for organizations in the insurance sector to report in relation to each likely material topic. This includes disclosures from the GRI Topic Standards and other sources.

The Standard is structured as follows:

- Section 1 provides a high-level overview of the insurance sector, including its activities, business relationships, context, and the connections between the United Nations Sustainable Development Goals (SDGs) and the likely material topics for the sector.
- Section 2 outlines the topics that are likely to be material for organizations in the insurance sector and therefore potentially merit reporting. For each likely material topic, the sector's most significant impacts are described and disclosures to report information about the organization's impacts in relation to the topic are listed.
- The Glossary contains defined terms with a specific meaning when used in the GRI Standards. The terms are underlined in the text and linked to the definitions.
- The Bibliography lists authoritative intergovernmental instruments and additional references used in developing this Standard, listed by topic. It also lists further resources that the organization can consult.

The rest of the Introduction section provides an overview of the sector this Standard applies to, an overview of the system of GRI Standards, and further information on using this Standard.

Sector this Standard applies to

GRI XX applies to organizations undertaking any of the following:

- Life insurance
- Non-life insurance
- Reinsurance
- Insurance intermediation, for example, by agents and brokers

This Standard can be used by any organization in the insurance sector, regardless of size, type, geographic location, or reporting experience.

The organization must use all applicable Sector Standards for the sectors in which it has substantial activities.

Sector classifications

Table 1 lists industry groupings relevant to the insurance sector covered in this Standard in the Global Industry Classification Standard (GICS®) [1], the Industry Classification Benchmark (ICB) [2], the International Standard Industrial Classification of All Economic Activities (ISIC) [3], and the Sustainable Industry Classification System (SICS®) [4].[1] The table is intended to assist an organization in identifying whether *GRI XX* applies to it and is for reference only.

Table 1. Industry groupings relevant to the insurance sector in other classification systems

Classification system	Classification number	Classification name
GICS®	403010	Insurance
	40301010	Insurance brokers
	40301020	Life & Health Insurance
	40301030	Multi-line Insurance
	40301040	Property & Casualty Insurance
	40301050	Reinsurance
ICB	3030	Insurance
	303010	Life Insurance
	303020	Nonlife Insurance
	30302010	Full Line Insurance
	30302015	Insurance Brokers
	30302020	Reinsurance
	30302025	Property and Casualty Insurance
ISIC	651	Insurance
	6511	Life Insurance
	6512	Non-life Insurance

[1] The relevant industry groupings in the Statistical Classification of Economic Activities in the European Community (NACE) [5] and the North American Industry Classification System (NAICS) [6] can also be established through available concordances with the International Standard Industrial Classification (ISIC).

	652	Reinsurance
	662	Activities auxiliary to insurance and pension funding
SICS®	FN-IN	Insurance

System of GRI Standards

This Standard is part of the GRI Sustainability Reporting Standards (GRI Standards). The GRI Standards enable an organization to report information about its most significant impacts on the economy, environment, and people, including impacts on their human rights, and how it manages these impacts.

The GRI Standards are structured as a system of interrelated standards that are organized into three series: GRI Universal Standards, GRI Sector Standards, and GRI Topic Standards (see Figure 1 in this Standard).

Universal Standards: GRI 1, GRI 2 and GRI 3

GRI 1: Foundation 2021 specifies the requirements that the organization must comply with to report in accordance with the GRI Standards. The organization begins using the GRI Standards by consulting *GRI 1*.

GRI 2: General Disclosures 2021 contains disclosures that the organization uses to provide information about its reporting practices and other organizational details, such as its activities, governance, and policies.

GRI 3: Material Topics 2021 provides guidance on how to determine material topics. It also contains disclosures that the organization uses to report information about its process of determining material topics, its list of material topics, and how it manages each topic.

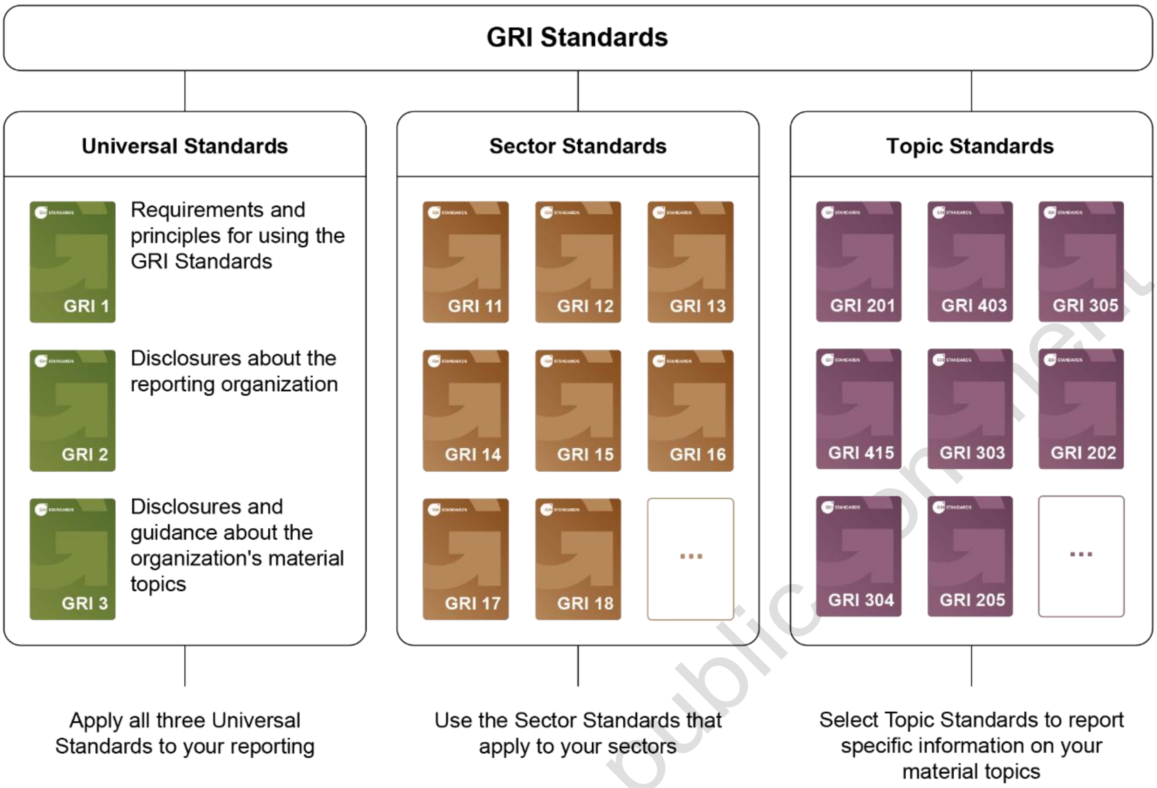
Sector Standards

The Sector Standards provide information for organizations about their likely material topics. The organization uses the Sector Standards that apply to its sectors when determining its material topics and when determining what to report for each material topic.

Topic Standards

The Topic Standards contain disclosures that the organization uses to report information about its impacts in relation to particular topics. The organization uses the Topic Standards according to the list of material topics it has determined using *GRI 3*.

Figure 1. GRI Standards: Universal, Sector and Topic Standards



Using this Standard

An organization in the insurance sector reporting in accordance with the GRI Standards is required to use this Standard when determining its material topics and then when determining what information to report for the material topics.

Determining material topics

Material topics represent an organization's most significant impacts on the economy, environment, and people, including their human rights.

Section 1 of this Standard provides contextual information that can help the organization in identifying and assessing its impacts.

Section 2 outlines the topics that are likely to be material for organizations in the insurance sector. The organization is required to review each topic described and determine whether it is a material topic for it.

The organization needs to use this Standard when determining its material topics. However, circumstances for each organization vary, and the organization needs to determine its material topics according to its specific circumstances, such as its business model; geographic, cultural, and legal operating context; ownership structure; and the nature of its impacts. Because of this, not all topics listed in this Standard may be material for all organizations in the insurance sector. See *GRI 3: Material Topics 2021* for step-by-step guidance on how to determine material topics.

If the organization has determined any of the topics included in this Standard as not material, then the organization is required to list them in the GRI content index and explain why they are not material.

See Requirement 3 in *GRI 1: Foundation 2021* and Box 5 in *GRI 3* for more information on using Sector Standards to determine material topics.

Determining what to report

For each material topic, an organization reports information about its impacts and how it manages these impacts.

Once an organization has determined a topic included in this Standard to be material, the Standard also helps the organization identify disclosures to report information about its impacts relating to that topic.

For each topic in section 2 of this Standard, a reporting sub-section is included. These sub-sections list disclosures from the GRI Topic Standards that are relevant to the topic. They may also list additional sector disclosures and recommendations for the organization to report. This is done in cases where the Topic Standards do not provide disclosures, or where the disclosures from the Topic Standards do not provide sufficient information about the organization's impacts in relation to a topic. These additional sector disclosures and recommendations may be based on other sources. Figure 2 illustrates how the reporting included in each topic is structured.

The organization is required to report the disclosures from the Topic Standards listed for those topics it has determined to be material. If any of the Topic Standards disclosures listed are not relevant to the organization's impacts, the organization is not required to report them. However, the organization is required to list these disclosures in the GRI content index and provide 'not applicable' as the reason for omission for not reporting the disclosures. See Requirement 6 in *GRI 1: Foundation 2021* for more information on reasons for omission.

The additional sector disclosures and recommendations outline further information which has been identified as relevant for organizations in the insurance sector to report in relation to a topic. The organization should provide sufficient information about its impacts in relation to each material topic, so that information users can make informed assessments and decisions about the organization. For this reason, reporting these additional sector disclosures and recommendations is encouraged, however it is not a requirement.

When the organization reports additional sector disclosures, it is required to list them in the GRI content index (see Requirement 7 in *GRI 1*).

If the organization reports information that applies to more than one material topic, it does not need to repeat it for each topic. The organization can report this information once, with a clear explanation of all the topics it covers.

If the organization intends to publish a standalone sustainability report, it does not need to repeat information that it has already reported publicly elsewhere, such as on web pages or in its annual report. In such a case, the organization can report on a required disclosure by providing a reference in the GRI content index as to where this information can be found (e.g., by providing a link to the web page or citing the page in the annual report where the information has been published).

See Requirement 5 in *GRI 1* for more information on using Sector Standards to report disclosures.

GRI Sector Standard reference numbers

GRI Sector Standard reference numbers are included for all disclosures listed in this Standard, both those from GRI Standards and additional sector disclosures. When listing the disclosures from this Standard in the GRI content index, the organization is required to include the associated GRI Sector Standard reference numbers (see Requirement 7 in *GRI 1: Foundation 2021*). This identifier helps information users assess which of the disclosures listed in the applicable Sector Standards are included in the organization's reporting.

Defined terms

Defined terms are underlined in the text of the GRI Standards and linked to their definitions in the Glossary. The organization is required to apply the definitions in the Glossary.

References and resources

The authoritative intergovernmental instruments and additional references used in developing this Standard, as well as further resources that may help report on likely material topics and can be consulted by the organization are listed in the Bibliography. These complement the references and resources listed in *GRI 3: Material Topics 2021* and in the GRI Topic Standards.

Figure 2. Structure of reporting included in each topic


Reporting on local communities

If the organization has determined local community is a material topic, this section lists the disclosures that have been identified as relevant for reporting on the topic by the oil and gas sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics	Disclosure 3-3 Management of material topics Additional sector recommendations • Describe the means for identifying stakeholders and engaging with local communities. • List the vulnerable groups that the organization has identified. • List any collective or individual rights that the organization has determined to be of particular concern to the local communities. • Describe the approach of the organization to engaging with vulnerable groups, including: - How it seeks to ensure engagement is meaningful, and - How it seeks to ensure safe and equitable gender participation.	11.15.1
Topic Standards disclosures		
GRI 413: Local Communities 2016	Disclosure 413-1 Operations with local community engagement, impact assessments, and development programs	11.15.2
	Disclosure 413-2 Operations with significant actual and potential negative impacts on local communities Additional sector recommendations • Describe impacts on the health of local communities as a result of exposure to pollution caused by the organization's operations or use of hazardous substances.	11.15.3
Additional sector disclosures		
Report the number and type of grievances filed by local communities, including: • the percentage of these grievances that were addressed and resolved; • the percentage of grievances that were resolved through remediation.		11.15.4

1 Management of the topic

The organization is required to report how it manages each material topic using Disclosure 3-3 in *GRI 3: Material Topics 2021*.

2 Topic Standard disclosures

Disclosures from the GRI Topic Standards that are relevant to the topic are listed here. When the topic is determined by the organization as material, it is required to report these disclosures (if they are relevant to its impacts) or explain why they are not applicable in the GRI content index. See the Topic Standard for the content of the disclosure, including requirements, recommendations, and guidance.

3 Additional sector recommendations

Additional sector recommendations may be listed. These complement Topic Standard disclosures and Disclosure 3-3 with sector-specific reporting expectations. These are recommended to report, but not required.

4 Additional sector disclosures

Additional sector disclosures may be listed. Reporting these, together with any Topic Standard disclosures, ensures the organization provides sufficient information about its impacts in relation to the topic. These are recommended to report, but not required.

5 Sector Standard reference numbers

GRI Sector Standard reference numbers are required to be included in the GRI content index. This helps information users assess which of the disclosures listed in the Sector Standards are included in the organization's reporting.

1. Sector profile

Insurance is an important safeguard against adverse events, protecting people and organizations from financial losses. The insurance sector enhances individuals' and organizations' financial stability and resilience through risk management and financial protection. Insurance plays a significant role in the global economy, with over USD 6 trillion in insurance premium value and USD 36 trillion in global assets under management in 2022.[2]

The insurance sector consists of organizations that offer risk management in the form of insurance policies. These policies are contracts between insurance organizations and customers, also referred to as policyholders. The policyholders can be individuals or organizations. The policies provide financial compensation, repair, or replacement to policyholders under agreed terms in the event of damage or loss. Typically, organizations in the insurance sector handle claims filed by customers and investigate their validity to ensure approved claims are appropriately compensated.

Insurance business lines include life and non-life insurance, with non-life covering health, property, casualty, liability, motor, travel, and financial guarantees. Reinsurers play an important role in the insurance sector, providing essential coverage for the substantial risks undertaken by insurers. Reinsurers are essential in managing risk across the economy and between countries by facilitating risk transfer solutions between insurers and institutional customers. They can use risk pooling and distribution strategies to ensure effective risk allocation within the insurance sector and beyond. Agents, brokers, and distributors act as insurance intermediaries representing insurers and customers, respectively.

Insurance premiums are the payments customers make to obtain their insurance coverage. The insurance premium, as well as the design and terms of the insurance policy, are determined by various factors, including the insurer’s risk assessment, risk appetite, customer needs, underwriting guidelines, and, when applicable, regulatory requirements. Premiums are collected throughout the duration of an insurance contract and strategically invested to secure resources for future claims. Insurers with long-term products such as life insurance, savings, and retirement products can invest in longer-term assets matched to their liability terms. This positions them as influential long-term institutional investors, also referred to as asset owners.

Organizations in the insurance sector vary in their operational focus, which can be influenced by factors such as organization size, geographic location, and licensing constraints. While some organizations specialize in a particular type of insurance product or geographic location, others may diversify their operations across multiple insurance products or geographic locations. Additionally, insurance is a highly regulated sector, where regulations set requirements for organizations to fulfill policy obligations to customers and influence the range of products organizations can offer in specific markets. Insurers can be structured as traditional stock companies owned by shareholders or mutual organizations owned by the policyholders.

Sector activities and business relationships

Through their activities and business relationships, organizations can have an effect on the economy, environment, and people and, in turn, make negative or positive contributions to sustainable development. When determining its material topics, the organization should consider the impacts of both its activities and its business relationships. See section 1 in *GRI 3: Material Topics 2021* for more information.

Activities

The impacts of an organization vary according to the types of activities it undertakes. The following list outlines some of the key activities of the insurance sector, as defined in this Standard. This list is not exhaustive.

[2] Data from Statista: Assets of global insurance companies | Statista

Underwriting: The process of assessing and evaluating the risk associated with insuring a particular individual, organization, asset, or event.

Insurance premium collection: The collection of insurance premiums from customers by organizations in the sector, typically on a regular basis (e.g., monthly, quarterly, or annually).

Claims management: The process of handling, assessing, and settling insurance claims filed by customers in the event of damage or loss.

Risk management: Managing risk concentrations, ensuring the sufficiency of reserves, maintaining capital adequacy to meet financial commitments and regulatory requirements, and setting policy terms to mitigate risk.

Customer engagement: Using the organization's leverage with their institutional customers to prevent or mitigate negative impacts. In this context, engagement refers to actions such as incorporating expectations of responsible business conduct into customers' insurance policies or connecting customers with information resources to help address their impacts.

Asset management: Managing assets to cover insurance losses by ensuring alignment with liabilities, primarily through Asset and Liability Management (ALM). As asset owners, insurers also manage their investment portfolios to optimize returns through portfolio construction and investment decision-making. Insurers may conduct their own asset management or outsource this to an external asset manager.

Investee stewardship: Using asset owners' and managers' influence to protect and enhance long-term value for customers, including the common economic, social, and environmental assets on which their interests depend [10]. Common investee stewardship tools include engagement and voting. Engagement involves interactions between an asset owner or asset manager and current or potential investees on various issues, including improving the investees' responsible business conduct. Voting comprises the formal right to vote on management or shareholder resolutions to express approval or disapproval on relevant matters.

Data protection and analysis: Collecting, storing, and analyzing customer data to develop customer risk profiles used for underwriting, to offer customized insurance solutions, and to protect the data from external threats. Cybersecurity is an essential part of data protection.

Product and service development: Developing new insurance products and services to meet evolving customer needs.

Sales and marketing: Promoting and selling insurance products and services to customers directly by insurers or through intermediaries such as agents and brokers.

Business relationships

An organization's business relationships include relationships that it has with business partners, with entities in its value chain, including those beyond the first tier, and with any other entities directly linked to its operations, products, or services. The following types of business relationships are prevalent in the insurance sector and are relevant when identifying the impacts of organizations in the sector.

Institutional customers are insurance policyholders, including businesses such as corporations, non-profit organizations, governments, and sovereigns.[3] Reinsurers refer to their customers as cedants. Cedants transfer risk through reinsurance agreements.

Intermediaries can be individuals or organizations, such as agents, brokers, and distributors, that intermediate between customers and insurers.

Suppliers provide a range of products and services to organizations in the sector to run their operations and support the claims process, including repair or replacement following insured damage or loss. Examples of suppliers include legal services providers, engineering firms, and appraisers.

[3] In the GRI Standards, customers are understood to include end-customers (consumers) as well as business-to-business customers. When referring to 'customers' generally in this Standard, it covers both retail customers (end-customers [consumers]) and institutional customers (business-to-business customers).

Asset managers are organizations that insurers appoint to manage assets on their behalf.

Investees are public and private organizations that other organizations invest in for a financial return, including businesses such as corporations, governments, and sovereigns.

The sector and sustainable development

Organizations in the insurance sector play an important role in promoting economic stability and development. They protect individuals and organizations from financial losses, they provide financial stability and resilience through their products, and they contribute to the continuity and growth of organizations. Insurance facilitates credit access and signals the risks of activities or investments. Organizations in the insurance sector play a critical role in enabling others to take productive risks, such as lending or investing, and contribute significantly to the functioning of the financial system. They can also promote actions to prevent and mitigate various risks, such as offering incentives to encourage positive changes in customer behavior and increasing awareness of potential risks.

Organizations can be involved with impacts via their insurance and investment activities across a wide range of sectors in the economy [11]. Impacts can vary between different insurance business lines. For example, compared to other insurance business lines, health insurers have more significant impacts on public and customer health [12].

The insurance sector has a key role in mitigating the impacts of climate change and supporting climate adaptation through insuring, investing, and risk management strategies. The UN Office for Disaster Risk Reduction highlights the insurance sector's role in helping advance disaster risk reduction and climate adaptation [5]. Since 2016, the insured losses from natural catastrophes have grown globally at an annual rate of 5-7% [13], leading to higher insurance premiums, higher deductibles, policy exclusions, and, in some cases, uninsurable risks. This increases the insurance protection gap, the difference between economic and insured losses, exposing individuals and organizations to future risk.

Organizations in the sector can help stakeholders, such as policymakers, customers, and society, understand, prevent, and mitigate potential impacts related to climate change, for example, by sharing their expertise in risk modeling [14]. Organizations may contribute to climate change by insuring or investing in other organizations operating in greenhouse gas (GHG) emission-intensive sectors. Achieving the Paris Agreement goal to limit global warming to well below 2°C while pursuing efforts to limit it to 1.5°C above pre-industrial levels necessitates a reduction in insurance and investments contributing significantly to GHG emissions [15]. In addition, insurers can engage with institutional customers and investees to support their transition efforts. They can expedite this transition by insuring and investing in organizations offering products and services, such as renewable energy solutions, that are essential for the transition to a low-carbon economy.

Similarly, the sector plays an important supportive role in halting and reversing biodiversity loss by 2030 [7]. The Kunming-Montreal Global Biodiversity Framework underscores the potential of leveraging private finance and fostering private sector investment in biodiversity. It also mandates that large financial institutions assess and disclose their impacts on biodiversity.

By insuring and investing in sectors or geographic locations at risk of severe human rights violations, such as child labor, organizations can become involved with these impacts. Organizations are expected to identify and assess negative human rights impacts across their business relationships and take steps to prevent and mitigate them [8].

Large population groups and organizations can be underinsured or uninsured against various factors, leaving them vulnerable to risks that contribute to financial hardship. In 2022, the annual value of this protection gap was estimated at $1.8 trillion [16]. The insurance protection gap is particularly significant in emerging markets [17]. Access to affordable and suitable insurance products and services for all groups of people and organizations is crucial for reducing the protection gap and contributing to financial health and inclusion. For organizations in the insurance sector, achieving positive impacts on financial health and inclusion necessitates clear communication and transparency in their products' pricing and terms and conditions, and the swift settlement of claims.

Insurance organizations' discriminatory practices and internal policies can undermine achieving greater financial inclusion. Discrimination can occur when, for example, race, gender, and religion are considered in the underwriting process [18]. The increasing use of digital technologies in insurance underwriting may exacerbate the risks of discrimination in price setting, as algorithms and data analytics can introduce biases or use misleading proxies. Discrimination can also manifest internally within organizations, for example, in worker recruitment and promotion practices.

Considering the extensive data collected from customers, data privacy and security are important in the insurance sector [19], underscoring the need for robust cybersecurity measures and privacy safeguards to ensure the protection and trust of customers.

Sustainable Development Goals

The Sustainable Development Goals (SDGs), part of the 2030 Agenda for Sustainable Development adopted by the 193 United Nations (UN) member states, comprise the world’s comprehensive plan of action to achieving sustainable development [9].

Since the SDGs and targets associated with them are integrated and indivisible, insurance organizations have the potential to contribute to all SDGs by enhancing their positive impacts, or by preventing and mitigating their negative impacts on the economy, environment, and people.

The insurance sector can contribute to achieving Goal 1: No Poverty and Goal 10: Reduced Inequalities by helping individuals, households, and organizations withstand economic losses and by expanding access to insurance to excluded or underserved groups and markets [20]. The sector can also contribute to Goal 3: Good Health and Well-being by facilitating access to healthcare through the provision of health insurance for underserved or low-income groups. Additionally, insurance organizations can support preventing and mitigating negative health and safety impacts through product design and incentives, and by raising awareness of these impacts.

By strengthening individuals’ and organizations’ financial stability and resilience, the insurance sector can make positive contributions to Goal 8: Decent Work and Economic Growth. The sector also promotes economic growth by enabling businesses to grow and facilitating imports and exports.

Insurance organizations can contribute to Goal 11: Sustainable Cities and Communities and Goal 13: Climate Action by mitigating the after-effects of natural disasters on economic growth and by helping governments and communities reduce and better respond to impacts arising from climate change [21]. Organizations in the sector can also raise awareness of climate-related risks and encourage or incentivize customers to use climate-related mitigation strategies.

Table 2 presents connections between the likely material topics for the insurance sector and the SDGs. These linkages were identified based on an assessment of the impacts described in each likely material topic and the targets associated with each SDG.

Table 2 is not a reporting tool but presents connections between the insurance sector’s significant impacts and the goals of the 2030 Agenda for Sustainable Development.

Table 2. Linkages between the likely material topics for the insurance sector and the SDGs

Likely material topic	Corresponding SDGs
Topic [XX].1 Climate change	Goal 1: No Poverty
	Goal 7: Affordable and Clean Energy
	Goal 8: Decent Work and Economic Growth
	Goal 11: Sustainable Cities and Communities
	Goal 13: Climate Action
	Goal 17: Partnerships for the Goals
Topic [XX].2 Biodiversity	Goal 2: Zero Hunger
	Goal 6: Clean Water and Sanitation
	Goal 12: Responsible Consumption and Production

	Goal 14: Life Below Water
	Goal 15: Life on Land
Topic [XX].3 Water and effluents	Goal 3: Good Health and Well-being
	Goal 6: Clean Water and Sanitation
	Goal 12: Responsible Consumption and Production
	Goal 14: Life Below Water
	Goal 15: Life on Land
Topic [XX].4 Waste	Goal 3: Good Health and Well-being
	Goal 6: Clean Water and Sanitation
	Goal 11: Sustainable Cities and Communities
	Goal 12: Responsible Consumption and Production
	Goal 14: Life Below Water
	Goal 15: Life on Land
Topic [XX].5 Financial health and inclusion	Goal 1: No Poverty
	Goal 2: Zero Hunger
	Goal 3: Good Health and Well-being
	Goal 4: Quality Education
	Goal 5: Gender Equality
	Goal 8: Decent Work and Economic Growth
	Goal 9: Industry, Innovation and Infrastructure
	Goal 10: Reduced Inequalities
Topic [XX].6 Customer privacy and data security	Goal 16: Peace, Justice and Strong Institutions
Topic [XX].7 Marketing and labeling	Goal 12: Responsible Consumption and Production
	Goal 16: Peace, Justice and Strong Institutions
Topic [XX].8 Local communities and rights of Indigenous Peoples	Goal 1: No Poverty
	Goal 2: Zero Hunger
	Goal 5: Gender Equality
	Goal 11: Sustainable Cities and Communities
	Goal 14: Life Below Water
	Goal 15: Life on Land
	Goal 16: Peace, Justice and Strong Institutions
Topic [XX].9 Non-discrimination and equal opportunity	Goal 5: Gender Equality
	Goal 8: Decent Work and Economic Growth
	Goal 10: Reduced Inequalities
	Goal 16: Peace, Justice and Strong Institutions
Topic [XX].10 Forced or compulsory labor	Goal 8: Decent Work and Economic Growth
	Goal 16: Peace, Justice and Strong Institutions
Topic [XX].11 Child labor	Goal 8: Decent Work and Economic Growth
	Goal 16: Peace, Justice and Strong Institutions
Topic [XX].12 Freedom of association and collective bargaining	Goal 8: Decent Work and Economic Growth
	Goal 16: Peace, Justice and Strong Institutions

Topic [XX].13 Occupational health and safety	Goal 3: Good Health and Well-being
	Goal 8: Decent Work and Economic Growth
Topic [XX].14 Employment	Goal 5: Gender Equality
	Goal 8: Decent Work and Economic Growth
	Goal 10: Reduced Inequalities
Topic [XX].15 Remuneration and working time	Goal 5: Gender Equality
	Goal 8: Decent Work and Economic Growth
	Goal 10: Reduced Inequalities
Topic [XX].16 Significant changes for workers	Goal 8: Decent Work and Economic Growth
	Goal 16: Peace, Justice and Strong Institutions
Topic [XX].17 Economic impacts	Goal 1: No Poverty
	Goal 2: Zero Hunger
	Goal 8: Decent Work and Economic Growth
	Goal 9: Industry, Innovation and Infrastructure
	Goal 10: Reduced Inequalities
	Goal 17: Partnerships for the Goals
Topic [XX].18 Prevention of corruption and financial crime	Goal 10: Reduced Inequalities
	Goal 16: Peace, Justice and Strong Institutions
	Goal 17: Partnerships for the Goals
Topic [XX].19 Anti-competitive behavior	Goal 10: Reduced Inequalities
	Goal 16: Peace, Justice and Strong Institutions
Topic [XX].20 Tax	Goal 1: No Poverty
	Goal 10: Reduced Inequalities
	Goal 17: Partnerships for the Goals
Topic [XX].21 Public policy	Goal 13: Climate Action
	Goal 16: Peace, Justice and Strong Institutions
	Goal 17: Partnerships for the Goals
Topic [XX].22 Public and customer health and safety	Goal 1: No Poverty
	Goal 3: Good Health and Well-being
	Goal 11: Sustainable Cities and Communities
	Goal 13: Climate Action
Topic [XX].23 Incorporating sustainability in investment	Goal 16: Peace, Justice and Strong Institutions
	Goal 17: Partnerships for the Goals

2. Likely material topics

This section comprises the likely material topics for the insurance sector. Each topic describes the sector's most significant impacts related to the topic and lists disclosures that have been identified as relevant for reporting on the topic by insurance organizations. The organization is required to review each topic in this section and determine whether it is a material topic for the organization and then determine what information to report for its material topics.

Disclosures on impacts from customers and investees

Through the provision of products, services, and investments, organizations in the insurance sector can be involved with the impacts of their customers and investees and their respective value chains on the economy, environment, and people, including human rights. Given their many customers and investees, spanning all sectors, managing these impacts is central to their contribution to sustainable development.

Through a due diligence approach on their current and potential customers and investees, organizations in the insurance sector can seek to address the negative impacts of their customers and investees [29]. Impact management includes managing negative and positive impacts. This can include different actions such as developing and implementing policies and processes, adjusting portfolio composition, customer engagement, investee stewardship, pursuing advocacy and partnerships, and enabling remediation of negative impacts.

The additional sector disclosures complement Disclosures 3-1 and 3-3 in *GRI 3: Material Topics 2021* about how the organization identifies and manages actual and potential impacts across its activities, business relationships, and material topics.

These disclosures should be reported for an organization's institutional customers. Organizations in the insurance sector that undertake investment should report these disclosures for both institutional customers and investees. Organizations with investment activities can report how they manage sustainability incorporation in investing and the related impacts under the topic *X.X.23 Incorporating sustainability in investment* if deemed material.

Box 1. Involvement of insurance organizations with negative impacts from institutional customers and investees

Organizations in the insurance sector should identify actual and potential negative impacts across all their activities and business relationships and assess how they may be involved with them [30] [31]. For negative impacts via customers and investees, insurance organizations should consider business relationships with entities beyond the first tier [31]. This means that the organization should consider negative impacts from their customers and investees and those in their customers' and investees' value chains.

Insurance organizations can be involved with negative impacts via their customers and investees when they contribute to those impacts or when their operations, products, or services are directly linked to them. The negative impacts are often directly linked to their operations, products, or services. Direct links may occur when an insurance organization has provided insurance to a customer or finance to an investee. In the context of using this product, the customer or investee acts in such a way that it causes or contributes to a negative impact [29].

An insurance organization may contribute to a negative impact when their activities cause, facilitate, or incentivize another entity to cause a negative impact. For example, an organization may contribute to a negative impact if it wields significant managerial control over an investee [29].

The way an insurance organization is involved with negative impacts via customers and investees (i.e., whether it contributes to an impact or whether the impacts are directly linked to its customer or investee) determines how it should address the impacts and whether it has a responsibility to provide for or cooperate in their remediation (see section 2.3 in *GRI 1: Foundation 2021*).

Additional sector disclosures	**SECTOR STANDARD REF #**
Report the total monetary value of the organization's insurance portfolio at the end of the reporting period and by percentage breakdown of relevant categories, including: • customer types and how they are defined; • sectors, including the public sector, and the classification system used; • geographic locations; • low-, middle-, and high-income countries and their definition.	XX.0.1
Report the total monetary value of assets under management at the end of the reporting period[4] and by percentage breakdown of relevant categories, including: • asset classes; • sectors, including the public sector, and the classification system used; • geographic locations; • low-, middle-, and high-income countries and their definition. Report the investment threshold the organization has determined in reporting the breakdown of assets under management.	XX.0.2
Describe the process to identify and assess actual and potential impacts from customers and investees at the insurance and investment portfolio levels, including: • the sectors, geographic locations, and any other factors that inform the process; • the material topics associated with these sectors, geographic locations, and other factors.	XX.0.3
Describe the process to identify and assess actual and potential impacts from customers and investees at the transaction level, including: • how the process differs by relevant categories, such as customer type, business line, asset class, and investment size; • frequencies at which the process is applied to relevant categories such as customer type, business line, asset class, and investment size, and the rationale for these frequencies; • how the organization integrates the findings in the decision-making for new and existing insurance and investments; • how the organization assesses its involvement with negative impacts of its customers and investees (see Box 1 in this Standard); • whether and how the process of identifying and assessing impacts differs by material topic.	XX.0.4
Describe the approach to customer engagement and investee stewardship, including:	XX.0.5

[4] Assets under management (AUM) refers to the total market value of all assets that an organization or financial institution manages on behalf of its clients or investors. This figure includes uncalled commitments, such as those in private equity or infrastructure, policyholders' funds, off-balance-sheet assets, and the institution's portion of joint venture (JV) assets where relevant. AUM is typically reported at market value, but if market value is unavailable, the latest net realizable value estimate may be used.

• the criteria for selecting customers for engagement and investees for stewardship; • the practices used, including collective and direct engagement, and how they differ by relevant categories such as customer type, business line, asset class, and investment size; • how direct engagement with customers and investees is defined; • the number of customers the organization directly engaged with for each material topic; • the number of investees the organization directly engaged with for each material topic; • where actions taken to address negative impacts do not lead to desired changes, the escalation processes used, including adjusted and stopped insurance, adjusted investment, and divestment; • whether and how the approach to customer engagement and investee stewardship differs by material topic.	
Describe the approach to collecting data about impacts from customers and investees to inform sustainability reporting, including: • whether primary data from customers and investees is collected and what it covers; • whether and how the organization uses data from third-party data providers; • how the organization addresses data gaps, including whether and how proxies and estimates are used.	XX.0.6

Topic [XX].[1] Climate change

Organizations contribute to climate change and are simultaneously affected by it. This topic covers an organization's approach to addressing climate change impacts and the transition to a low-carbon economy, including its contribution to mitigation, adaptation, and securing a just transition.

Climate change mitigation and adaptation require actions that strengthen resilience and address vulnerability to impacts while aiming to limit global warming to 1.5°C above pre-industrial levels [33]. Organizations in the insurance sector may be involved with climate change impacts through their own activities or as a result of their business relationships in all sectors of the economy.

Making financial flows consistent with a pathway towards low greenhouse gas (GHG) emissions and climate-resilient development requires organizations to assess how their insurance and investment activities align with internationally agreed climate goals [34], as per the Paris Agreement and the Intergovernmental Panel on Climate Change. They should develop science-based transition plans for mitigation and adaptation accordingly. This includes integrating climate impacts, risks, and opportunities across their value chain and into their management systems, as well as insurance policies and investment decisions [34].

The insurance sector can support the transition to a low-carbon economy by providing products and services that enable customers and investees to manage the phase-out of fossil fuel-powered energy. Organizations in the sector can contribute to this transition by redirecting insurance and financing away from new or expanded oil, coal, and gas (including liquefied natural gas) projects that can lead to further emissions toward renewable and non-emitting energy sources. Organizations can support mitigation efforts by using their leverage to engage customers and investees in emission-intensive sectors to adopt transition plans and GHG emissions reduction targets aligned with the latest science and internally agreed climate goals. Apart from oil, gas, and coal, other GHG emissions-intensive sectors include agriculture, aluminum, chemicals, cement, forestry, energy, steel, and transport [36]. Organizations can engage with industry associations, regulators, or policymakers to foster a supportive environment to transition to a low-carbon economy [37].

Organizations in the insurance sector can contribute to climate change adaptation and resilience by providing risk expertise on adaptation and risk reduction measures and supporting recovery from the physical effects of climate change [38]. Property and casualty insurance can help drive adaptation and resilience by raising awareness about climate risks. In applying premium pricing that reflects the level of risk, the sector provides risk signals and incentives for adaptation and risk reduction. Organizations can help stakeholders understand and prevent climate-related risks by sharing their risk management expertise and data with regulators and policymakers [37]. These actions can be strengthened by working with regulators and industry groups to develop sustainability frameworks for the insurance sector (see topic XX.21 Public policy).

Organizations in the insurance sector can contribute to climate change adaptation and resilience by assessing the impacts of sectors and activities exposed to current and future physical effects of climate change that are more likely to harm people and the environment [34] and identifying those that require adaptation strategies, especially in vulnerable geographic locations. Organizations can also contribute to climate change adaptation and resilience by increasing insurance and investments in climate solutions. Such solutions can include climate change-resilient infrastructure, cooling systems, and activities safeguarding the natural environment, including biodiversity conservation or restoration, especially in geographic locations most vulnerable to climate impacts (see topic XX.2 Biodiversity). Organizations in the sector can also engage with their customers and investees to understand and support their adaptation needs and develop financial products that support adaptation [37].

Organizations in the sector can also support the transition to a climate change-resilient economy by incorporating just transition considerations in their transition plans [39]. This involves developing policies and criteria for assessing the transition plans of customers and investees, which can result in impacts. Impacts can include social and economic opportunities, such as new skill sets for workers, or negative ones that increase the severity or likelihood of adverse human rights impacts [40].

Organizations in the sector can account for their GHG emissions, including Scope 1, Scope 2, and Scope 3, by each of the 15 categories. The primary focus will be on Scope 3, category 15 emissions, as most of the sector's GHG footprint comes from emissions attributable to organizations arising from their insurance and investment activities for GHG emissions-intensive sectors. Organizations are expected to set short-, medium-, and long-term emissions reduction targets and track and report their progress against those targets [39].

Reporting on climate change

If the organization has determined climate change to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		

GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics
	Additional sector recommendations
	• Describe the most significant impacts from climate change mitigation and adaptation activities associated with insurance and investment portfolios, including:
	  – local communities, vulnerable groups, workers, and Indigenous Peoples;
	  – biodiversity.
	• For customer engagement and investee stewardship related to climate change, report:
	  - agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress;
	  - examples of outcomes of customer engagement and investee stewardship.
		XX.1.1

Topic Standard disclosures		

GRI CC: Climate Change (Exposure draft)	Disclosure CC-1 Transition plan for climate change mitigation
	Additional sector recommendations
	• When reporting the transition plan-related policies, include:
	  - policies for insuring and investing in customers and investees that:
	    - undertake new oil, gas, and coal projects;
	    - expand existing oil, gas, and coal projects;
	  - policies for managing the early retirement of fossil fuel-related assets;
	  - policies for the provision of insurance products and services in GHG-emissions-intensive sectors, with a breakdown by sector;
	  - any products, services, and business relationships excluded from the transition plan-related policies and actions;
	  - the rationale for any exclusions.
	• Describe the policies to evaluate the transition plans of customers and investees, including:
	  - which sectors and customer types the policy applies to
	  - the criteria to assess the quality of the transition plan in line with the latest science and internationally agreed climate goals;
	  - the criteria to assess just transition considerations in the transition plan;
		XX.1.2

	Disclosure CC-2 Climate change adaptation plan *Additional sector recommendations* • When describing the climate change adaptation plan, include: - how the organization assesses the impacts of insurance and investments that are associated with climate change-related physical risks, including impacts related to: - workers, local communities, and Indigenous Peoples; - biodiversity. - the policies for the provision of insurance products and services related to climate change adaptation and resilience, including: - insurance products and services aimed at preventing the physical risks of climate change; - insurance products and services aimed at remediating and recovering from the physical risks of climate change.	XX.1.3
	Disclosure CC-4 GHG emissions reduction target setting and progress *Additional sector recommendations* • When reporting the short-, medium- and long-term emissions reduction target setting and progress for Scope 3, category 15, include: – targets that apply to the oil, gas, and coal sectors; – targets that apply to other GHG-emissions-intensive sectors; – actions or planned actions to increase the scope of targets to cover all sectors; – the monetary value at the end of the reporting period of the relevant insurance and investment portfolios that the targets apply to, reported as: - an absolute amount; - a percentage of the total value of each portfolio, reported separately; - a breakdown by sector; – any products, services, or business relationships excluded from the targets; – the rationale for any exclusions. • When reporting the progress towards Scope 3, category 15, targets include: – the progress towards targets related to the oil, gas, and coal sectors; – the progress towards targets related to other GHG-emissions-intensive sectors; – how progress resulted in actual economic decarbonization or was caused by portfolio changes. • Report whether an independent third party has validated Scope 3, category 15, GHG emissions reduction targets, and the related emissions reduction progress.	XX.1.4
GRI CC: Climate Change	Disclosure GH-1 Scope 1 GHG emissions	XX.1.5
	Disclosure GH-2 Scope 2 GHG emissions	XX.1.6

<table>
<tr><td rowspan="3">(Exposure draft)</td><td>Disclosure GH-3 Scope 3 GHG emissions
Additional sector recommendations
• When reporting Scope 3 emissions, category 15:
- include insurance-associated emissions, with a breakdown by business line and sector;
- include financed emissions, with a breakdown by asset class and sector;
- report monetary value at the end of the reporting period of the insurance and investment portfolios covered by the calculations, reported as:
  - an absolute amount;
  - a percentage of the total value of each portfolio;
- explain any limitations of the data collected about customers and investees and any plans to improve the accuracy of the data.</td><td>XX.1.7</td></tr>
<tr><td>Disclosure GH-4 GHG emissions intensity
Additional sector recommendations:
• Report emissions intensity ratio(s) for Scope 3, category 15, and the metric (denominator) used.</td><td>XX.1.8</td></tr>
<tr><td>Disclosure CC-6 Carbon credits</td><td>XX.1.9</td></tr>
<tr><td colspan="2">Additional sector disclosures</td><td></td></tr>
<tr><td colspan="2">Report the monetary value at the end of the reporting period of the insurance and investment portfolios separately, including the percentage of the total value of each portfolio allocated to customers and investees that:
• are active in the oil, gas, and coal sectors, with a breakdown by type;
• received products or services for new or expansion projects related to the oil, gas, and coal sectors during the reporting period, with a breakdown by geographic location;
• are active in other GHG emissions-intensive sectors, with a breakdown by sector.</td><td>XX.1.10</td></tr>
<tr><td colspan="2">Report the monetary value at the end of the reporting period of the insurance and investment portfolios with externally verified targets and transition plans that are in line with the latest science and internationally agreed climate goals, reported separately for each portfolio, including:
• the absolute amount;
• the percentage of the total value of each portfolio;
• a breakdown by sector.

Report the monetary value at the end of the reporting period of the insurance and investment portfolios allocated to customers and investees that have included just transition considerations in their transition plans, reported separately for each portfolio including:
• the absolute amount;
• the percentage of the total value of each portfolio.

Describe any limitations of the data collected about customers and investees regarding their transition plans and any plans to improve data accuracy.</td><td>XX.1.11</td></tr>
</table>

Report the monetary value at the end of the reporting period of the insurance and investment portfolios separately, including the percentage of the total value of each portfolio allocated to customers and investees that undertake: • renewable energy projects, with a breakdown by geographic location; • other climate mitigation activities, with a breakdown by sector and geographic location; • climate adaptation activities, with a breakdown by sector and geographic location. Report the organization’s taxonomies and definitions to classify climate mitigation and adaptation activities. Report any targets the organization has set for improving, insuring, and investing in climate mitigation and adaptation activities.	XX.1.12

References and resources

GRI CC: Climate Change (exposure draft) lists authoritative intergovernmental instruments and additional references relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on climate change by the insurance sector, are listed in the Bibliography.

Topic [XX].[2] Biodiversity

Biodiversity is the variability among living organisms. It includes diversity within species, between species, and of ecosystems. Biodiversity has intrinsic value and is vital to human health, food security, economic prosperity, and mitigation of climate change and adaptation to its impacts. This topic covers impacts on biodiversity, including genetic diversity, animal and plant species, and natural ecosystems.

Commercial activities have significantly altered nature worldwide, leading to unprecedented declines in biodiversity and ecosystem services and posing systemic economic risks [50]. Organizations in the insurance sector may be involved with biodiversity impacts mainly as a result of their business relationships in all sectors of the economy.

Organizations are expected to align their policies, strategies, and decision-making processes, including insuring and investing, with global biodiversity goals and targets [51] [52]. The Kunming-Montreal Global Biodiversity Framework outlines a pathway to achieve the global vision of a world 'living in harmony with nature' by 2050. The Framework includes goals for 2050 and targets for 2030. It urges organizations across various economic sectors, including financial institutions, to help halt and reverse biodiversity loss. It aims to put nature on a path to recovery by conserving, restoring, and sustainably using biodiversity and by ensuring the fair and equitable sharing of benefits from using genetic resources. This requires organizations to adopt new business models, enhance reporting transparency, redirect financing away from harmful activities, and scale up those with positive impacts. This can help ensure enough financing to close the biodiversity finance gap by meeting the necessary costs of conserving and restoring genetic diversity, species, and ecosystems worldwide [52].

The Kunming-Montreal Global Biodiversity Framework also sets out expectations for organizations to identify, monitor, and assess biodiversity-related impacts across their activities and business relationships. For organizations in the sector, these impacts can be related to customers and investees whose activities and suppliers' activities lead or could lead to one or more of the direct drivers of biodiversity loss (see Box 1 in *GRI 101: Biodiversity 2024*) or whose sites are located in or near ecologically sensitive areas (see Table 1 in *GRI 101: Biodiversity 2024*) [53]. To identify customers and investees with the most significant impacts on biodiversity, insurance organizations can identify geographical locations and sectors where impacts on biodiversity are most likely to be present and significant. Organizations may not have the information to identify customers and investees with the most significant impacts across their insurance and investment portfolios. However, organizations are encouraged to work with data providers and tools, such as remote sensing, to gather the needed data. Organizations in the sector are also expected to report the biodiversity impacts of their own operations if deemed material [54].

By identifying where impacts on biodiversity occur, insurance organizations can also address the nexus between biodiversity and other impacts, such as how water cycles may be disrupted (see topic XX.3 Water and effluents). Similarly, biodiversity plays a crucial role in climate change mitigation and adaptation by enhancing carbon sequestration and providing species with the capacity to respond to environmental changes (see topic XX.1 Climate change). In addition, impacts on biodiversity may also have consequences for Indigenous Peoples' territories and local communities' resources (see topic XX.8 Local communities and rights of Indigenous Peoples).

Organizations in the insurance sector can contribute to reversing biodiversity loss by providing insurance and financing for nature-based solutions that protect, sustainably manage, and restore biodiversity and its associated ecosystem services [55] [56]. When organizations are involved with negative biodiversity impacts as a result of their business relationships, they can engage institutional customers and investees to address them, including through investee stewardship activities. Organizations in the insurance sector can further enhance their impact by collaborating with other stakeholders to align financing activities with global biodiversity goals and targets, such as industry initiatives, regulators, or policymakers [55].

Reporting on biodiversity

If the organization has determined biodiversity to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • Describe how the organization incorporates biodiversity considerations in its products and services. • Report the indicators and data used to measure the impacts of customers and investees on biodiversity. • For customer engagement and investee stewardship related to biodiversity, report: - agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; - examples of outcomes of customer engagement and investee stewardship.	XX.2.1
Topic Standard disclosures		
GRI 101: Biodiversity 2024	Disclosure 101-1 Policies to halt and reverse biodiversity loss *Additional sector recommendations* When reporting on the policies to halt and reverse biodiversity loss, include: • the policies for providing insurance products and services to customers and investing in organizations that have or could have significant impacts on biodiversity, with a breakdown by sector; • the policies for providing insurance products and services to customers and investing in organizations that have sites in or near ecologically sensitive areas, with a breakdown by sector; • the policies for providing insurance products and services to customers and investing in organizations that conserve, restore, and protect biodiversity, with a breakdown by sector; • the policies for providing insurance products and services to customers and investing in organizations that use genetic resources to ensure they provide access to and share the benefits fairly and equitably with Indigenous Peoples and local communities; • the business lines, business relationships, and geographic locations excluded from these policies, and describe the rationale for any exclusion.	XX.2.2
Additional sector disclosures		
Describe how the organization identifies customers and investees with the most significant actual and potential impacts on biodiversity, including a description of: • the sectors and the extent of their supply chain covered; • the taxonomies and definitions used to select sectors for the assessment;		XX.2.3

• the methods used and the assumptions made to identify customers and investees with the most significant impacts on biodiversity, including data sources used; • the organization's plans to improve or expand the scope of the assessment over the short-, medium- and long-term; • the business lines excluded from the assessment and the rationale for excluding them. Describe any limitations of the data collected about customers and investees to identify the ones with the most significant actual and potential impacts on biodiversity. Report the monetary value at the end of the reporting period of the insurance and investment portfolios included in the assessment, reported separately for each portfolio, including: • the absolute amount; • the percentage of the total value of the portfolio; • a breakdown by sector.	
Report the monetary value at the end of the reporting period of the insurance and investment portfolios allocated to customers and investees that have identified sites with the most significant impacts on biodiversity, reported separately for each portfolio, including: • the absolute amount; • the percentage of the total value of each portfolio; • a breakdown by sector.	XX.2.4
Report the monetary value at the end of the reporting period of the insurance and investment portfolios allocated to customers and investees that have set targets to minimize negative impacts on biodiversity, reported separately for each portfolio, including: • the absolute amount; • the percentage of the total value of the portfolio; • a breakdown by sector.	XX.2.5
Report the monetary value at the end of the reporting period of the insurance portfolio allocated to customers that have sites in or near ecologically sensitive areas, including: • the absolute amount; • the percentage of the total value of the portfolio; • a breakdown by sector.	XX.2.6
Report the monetary value at the end of the reporting period of the insurance and investment portfolios separately, including the percentage of the total value of the portfolio allocated to customers and investees that: • restore or rehabilitate degraded ecosystems; • conserve ecosystems; • undertake climate change mitigation or adaptation activities that contribute to the protection of biodiversity. Report the taxonomies and definitions that the organization uses to classify restoration and conservation activities, as well as other activities that contribute to the protection of biodiversity. Report the goals and targets for insuring and investing in organizations that conserve, restore, and protect biodiversity.	XX.2.7

References and resources

GRI 101: Biodiversity 2024 lists authoritative intergovernmental instruments and additional references relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on biodiversity by the insurance sector, are listed in the Bibliography.

Topic [XX].[3] Water and effluents

Recognized as a human right, access to fresh water is essential for human life and well-being. The amount of water withdrawn and consumed by an organization and the quality of its discharges can have impacts on ecosystems and people. This topic covers impacts related to the withdrawal and consumption of water and the quality of water discharged.

In 2023, approximately half of the world's population faced severe water scarcity, a consequence attributed to the effects of climate change alongside compounding factors such as land use change, pollution [63], and the privatization of water resources. Organizations in the insurance sector may be involved with water-related impacts mainly as a result of their business relationships in all sectors of the economy.

Impacts can be more significant when insurance and investment portfolios focus on organizations in water-intensive sectors and areas with water stress [64]. Organizations in the sector can also ensure infrastructure upgrades that reduce water loss, improve effluent discharge quality, and support desalination projects in areas with water stress.

Organizations increasingly align their insurance and investment activities with water stewardship to meet market expectations. This includes assessing and managing water-related impacts via customers and investees, establishing goals for water stewardship, and integrating water considerations into portfolio decision-making processes. This can consider how water stress caused by unsustainable water withdrawal and pollution has negative impacts on economic sectors, local communities, and biodiversity (see topic XX.2 Biodiversity). In local communities, impacts can lead to concerns over food security, disruptions to essential ecosystems crucial for livelihoods, and an increased risk of water-related conflicts (see topic XX.8 Local communities and rights of Indigenous Peoples).

By engaging with customers and investees, organizations can support the long-term sustainable management of water resources. They can incentivize customers and investees, especially those in water-intensive sectors, to reduce water usage and implement sustainable water management practices. By providing environmental impairment liability insurance (EIL) or environmental pollution liability insurance (EPLI), insurers can promote environmental responsibility [65]. By incorporating stringent criteria into their insurance processes, organizations can encourage their customers to adhere to high environmental standards.

Reporting on water and effluents

If the organization has determined water and effluents to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		

GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics
	
	Additional sector recommendations
	• For customer engagement and investee stewardship related to water and effluents, report:
	  – agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress;
	  – examples of outcomes of customer engagement and investee stewardship.
		XX.3.1

Topic Standard disclosures		
GRI 303: Water and Effluents 2018	Disclosure 303-1 Interactions with water as a shared resource	XX.3.2
Additional sector disclosures		
Report the average amount of water consumed by investees (m^3) per million (currency) of revenue of investees.[5]		XX.3.3
Report the percentage of investees with sites located in areas of high water stress without a water management policy.[6]		XX.3.4

References and resources

GRI 303: Water and Effluents 2018 lists authoritative intergovernmental instruments and additional references relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on water and effluents by the insurance sector, are listed in the Bibliography.

[5] This disclosure is aligned with the Principle Adverse Indicators included in the EU's Sustainable Finance Disclosures Regulation (SFDR) Regulation - 2019/2088 - EN - sfdr - EUR-Lex (europa.eu).

[6] This disclosure is aligned with the Principle Adverse Indicators included in the EU's Sustainable Finance Disclosures Regulation (SFDR) Regulation - 2019/2088 - EN - sfdr - EUR-Lex (europa.eu).

Topic [XX].[4] Waste

Waste refers to anything that a holder discards, intends to discard, or is required to discard. When inadequately managed, waste can have negative impacts on the environment and human health, which can extend beyond the locations where waste is generated and discarded. This topic covers the impacts of waste and the management of waste.

By 2050, annual global waste is projected to reach 3.4 billion tons. Currently, over 30% of solid waste streams fail to meet environmentally safe treatment standards [69]. Organizations in the insurance sector may be involved with waste-related impacts mainly as a result of their business relationships in all sectors of the economy.

Organizations may be involved with impacts related to waste by insuring or investing in organizations with unsustainably managed waste that may contaminate the environment and have negative impacts on ecosystems as well as on human health. Waste contributes to pollution by releasing harmful substances into the environment, similar to how the discharge of effluents and other pollutants degrades water quality (see topic XX.3 Water and effluents). Other negative impacts associated with waste can include greenhouse gas emissions and biodiversity loss (see topic XX.1 Climate change and XX.2 Biodiversity). Incorporating waste management and circularity considerations in insurance and investment analysis, decision-making, and engagement can lead to better waste management practices and contribute to increased resource efficiency and prolonged use of products.

The insurance sector can identify, avoid, and mitigate potential waste-related impacts via customers and investees by focusing on waste prevention and adopting circularity measures. This includes conducting customer and investee screening and due diligence processes to identify high-waste sectors, especially those with high volumes of hazardous waste or low recycling rates [70]. Organizations can further assess negative waste-related impacts by evaluating customers' and investees' policies and plans to manage waste and their mitigation strategies.

In addition, organizations can engage with customers and investees to encourage them to sustainably manage waste and adopt circular economy principles, such as those aimed at reducing plastic waste. Circular economy strategies can also drive more sustainable investment [71]. This shift can be supported by dedicated insurance products and services designed to scale up innovations. Insurance products and services are crucial for reducing the risks associated with circular economy financing, especially in developing countries and markets [72].

Reporting on waste

If the organization has determined waste to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • For customer engagement and investee stewardship related to waste, report: – agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; – examples of outcomes of customer engagement and investee stewardship.	XX.4.1
Topic Standard disclosures		
GRI 306: Waste 2020	Disclosure 306-2 Management of significant waste-related impacts	XX.4.2
Additional sector disclosures		
Report the tons of hazardous waste and radioactive waste generated by investees per million (currency) invested, expressed as a weighted average.[7]		XX.4.3

References and resources

GRI 306: Waste 2020 lists authoritative intergovernmental instruments and additional references relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on waste by the insurance sector, are listed in the Bibliography.

[7] This disclosure is aligned with the Principle Adverse Indicators included in the EU's Sustainable Finance Disclosures Regulation (SFDR) Regulation - 2019/2088 - EN - sfdr - EUR-Lex (europa.eu).

Topic [XX].[5] Financial health and inclusion

Financial health is the ability of an individual, household, or organization to effectively handle current financial commitments and risks while enabling the achievement of future financial goals. Financial inclusion guarantees affordable and effective access to all individuals and organizations to use suitable financial products and services. This topic covers an organization's approach to financial health and inclusion.

Organizations in the insurance sector may be involved with impacts related to financial health and inclusion through their activities or as a result of their business relationships.

Insurance organizations can support financial health and inclusion by providing customers with access to affordable and suitable products and services that protect them from unexpected events and costs, such as property damage, health emergencies, and natural disasters. This supports sustainable development by reducing poverty, addressing inequalities, and driving positive economic and societal outcomes. Insurance organizations can further enhance financial health and inclusion by addressing the protection gap with products and services targeting vulnerable or underserved groups and organizations, such as low-income households, remote communities, and micro-, small, and medium-sized enterprises (MSMEs) (see topic XX.8 Local communities and rights of Indigenous Peoples). Microinsurance, which is insurance accessed by the low-income population, is an example of such a product [79].

Positive impacts on financial health and inclusion require policies, procedures, products, and services emphasizing customer protection and supporting their best interests, including appropriate dispute and recourse mechanisms. Organizations are expected to provide fair products and services without discrimination or bias and clearly communicate pricing, terms, and conditions [80]. Fairness should be a priority throughout the customer journey, including product design, marketing, and selling (see topic XX.9 Non-discrimination and equal opportunity and XX.7 Marketing and labeling).

While insurance sector organizations need to assess claim validity to protect themselves against wrongful and fraudulent claims, it is important to ensure valid claims are well-managed and do not place undue hardship on customers. Organizations in the sector can achieve this by implementing claims processes that avoid onerous requirements when customers submit claims and ensure customers receive timely payments. Clear and transparent terms and conditions are also crucial to protect customers and prevent misunderstanding or mis-selling, resulting in claims not being paid.

Financial education can strengthen customers' financial literacy and behaviors, particularly for first-time users. It enhances their access to suitable products and improves their understanding of relevant terms, conditions, and risks. Insurance organizations can support financial literacy by targeting programs to vulnerable and underserved groups or those excluded from the formal financial system. Additionally, organizations in the insurance sector can invest in innovative technologies that improve organizations' and individuals' access to insurance products and services. Digital financial services can improve access to financial services [81]. However, ensuring that all customers benefit from these services requires education to improve digital literacy, as some groups may risk exclusion due to limited access to or understanding of digital tools.

Distribution and sales channels, including workers, agents, and third-party platforms, are important in driving positive impacts on financial health and inclusion, particularly when recommending products to customers or processing their complaints. These channels can support positive impacts by considering customers' financial health when providing advice and selling products. Organizations in the insurance sector can take actions targeted at distributors, such as implementing incentive and training systems that encourage them to promote customers' financial health and inclusion.

Reporting on financial health and inclusion

If the organization has determined financial health and inclusion to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • Describe the dispute and recourse mechanisms for complaints relating to financial health and inclusion. • Describe the approach to assessing the financial health of the organization's customers, including the use of financial health-related metrics or scores. • Describe the actions targeted at workers, distributors, and third-party platforms aimed at promoting customers' financial health and inclusion. • Describe whether and how the organization is involved in initiatives and partnerships aimed at enhancing financial health and inclusion. • For customer engagement and investee stewardship related to financial health and inclusion, report: – agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; – examples of outcomes of customer engagement and investee stewardship.	XX.5.1
Additional sector disclosures		
Report the customer groups the organization intends to reach through its financial health and inclusion policies (hereafter referred to as identified customer groups) and the process used to determine the customer groups.		XX.5.2
Describe how the organization addresses the needs of the identified customer groups, including through: • product and service design, including how it incorporates actions to improve access to products and services; • financial education and literacy initiatives, including reporting the number of participants.		XX.5.3
Report the total number of complaints related to financial health and inclusion, including: • a breakdown of substantiated and non-substantiated complaints; • a breakdown by type of complaint; • a breakdown by type of complainant, including both customers (e.g., retail customers) and non-customers (e.g., individuals that have been denied access to a product or service); • most prevalent issues; • any observed trends per complaint type, comparing data from the current period to that from the previous reporting period.		XX.5.4
Describe the approach to claims management, including timeframes for processing claims and related payments, by each product type.		XX.5.5

Report the average claims turnaround time for accepted claims by each product type, including comparisons with at least one previous reporting period and explanations for any deterioration.	XX.5.6
Report any insurance exclusions and uninsurable risks, including the affected groups or conditions and the reasons for these exclusions.	XX.5.7

References and resources

The authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on financial health and inclusion by the insurance sector, are listed in the Bibliography.

Topic [XX].[6] Customer privacy and data security

Customer privacy and data security refers to a customer's right to protect their data and personal information from losses, data breaches, misuse, or use for purposes other than initially intended. This topic covers the impacts on customer privacy and the loss of customer data.

Financial services is one of the most data-intensive industries in the world [90], collecting vast amounts of customer data, including personal information about spending habits, health, and assets. Organizations in the insurance sector may be involved with impacts related to customer privacy and data security through their activities or as a result of their business relationships.

Customer data, when supplemented with other sources of data such as natural catastrophe forecasting, is integral to the sector for risk assessment and pricing. Digital financial services have increased the datasets available to organizations. The availability of large amounts of personal information can threaten customer privacy through potential misuse or loss via scams or cyberattacks (see topic XX.18 Prevention of corruption and financial crime). Organizations in the sector are reliant on solid cybersecurity measures to prevent the exposure or misuse of confidential customer information like financial details and personal identifiers.

Organizations in the sector can collect personal customer information via various sources, such as wearables that monitor health data, home sensors, and car telematics. More personalized customer profiles allow for improved risk assessments and tailored products, which can enhance financial inclusion (see topic XX.5 Financial health and inclusion). However, increased personalization may lead to negative impacts for customers. With detailed customer information, organizations can encourage customers to purchase tailored products that are not necessarily in their best interests, which can compromise financial health.

New customer datasets and customer behavior information can lead to differential pricing practices, where customers with similar risk are charged differently for the same product. With this information, organizations can tailor premiums according to customer behavior, such as a low propensity to switch insurance providers. Customers who are inclined to switch to competing providers are more likely to benefit from such practices, while those who do not can miss out and face even higher costs on renewal [91]. This is particularly concerning for vulnerable customers such as low-income groups or those out of work.

Open finance allows customers to access a wide range of products and services by efficiently sharing customer data between various providers [92]. However, due to its reliance on data sharing, open finance raises concerns about data protection. For instance, where the quality of providers' security systems and governance may not be consistent or where providers operate under different regulatory regimes where applicable customer protection laws do not align.

Customers may also not understand the value of their data or how organizations utilize it. They may, therefore, consent to data sharing without fully understanding the potential negative impacts [93]. Customer data, used in conjunction with other big data sets sourced externally, for example, from social media, can feed artificial intelligence (AI) and machine learning applications that, while having the objective to avoid biases from human interaction, can instead exacerbate them. This can result in discrimination or unfair treatment of specific customer groups based on their behaviors or preferences [94] (see topic XX.9 Non-discrimination and equal opportunity).

Organizations can strengthen customer privacy and data security through robust data management systems and practices to ensure sensitive data is not inappropriately used or shared and to reduce threats of data breaches. By providing clear and transparent information about data handling and privacy policies, organizations can help customers understand how their data is used, make informed decisions about their personal information, and build customer trust [95] (see topic XX.7 Marketing and labeling).

Reporting on customer privacy and data security

If the organization has determined customer privacy and data security to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • Describe the approach to cybersecurity in relation to customer privacy and data security. • Describe the approach to privacy and security when disclosing customer data to third parties. • Describe how the organization informs customers about the use of customer data in data analytics, including in conjunction with external data sources. • For customer engagement and investee stewardship related to customer privacy and data security, report: - agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; - examples of outcomes of customer engagement and investee stewardship.	XX.6.1
Topic Standard disclosures		
GRI 418: Customer Privacy 2016	Disclosure 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data *Additional sector recommendations* • Report the total number of customers affected by the identified leaks, thefts, or losses of customer data and the percentage of the affected retail customers.	XX.6.2

References and resources

GRI 418: Customer Privacy 2016 lists authoritative intergovernmental instruments relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on customer privacy and data security by the insurance sector, are listed in the Bibliography.

Topic [XX].[7] Marketing and labeling

Marketing and labeling refers to the information communicated when selling products and services to customers, which can influence their decision-making. This topic covers the impacts of the organization's product and service information, marketing communication, and labeling.

Organizations in the insurance sector may be involved with impacts related to marketing and labeling when communicating terms and conditions for products and services through their activities or as a result of their business relationships in all sectors of the economy. Impacts largely come from the complex nature of insurance contracts, which aim to differentiate products and meet customer needs. Retail customers are most susceptible to the impacts of marketing and labeling. However, institutional customers can find themselves in disputes with organizations over the terms and conditions for products or services.

Organizations in the insurance sector are responsible for providing customers with fair and transparent terms and conditions for their products and services, including associated sustainability credentials [100]. Long and complex terms and conditions can be challenging to understand, particularly for customers with lower levels of financial literacy. At the same time, clear and transparent information supports customer protection and financial health and inclusion, along with appropriate products offered and adequate recourse mechanisms (see topic XX.5 Financial health and inclusion).

How product information is communicated can affect a customer's ability to fully understand a product or service and make informed decisions. Where organizations or their distributors misstate or omit essential information, customers may purchase products they do not understand or need. Organizations can also mislead their customers when sustainability information about their operations, products, or services is exaggerated or incorrect, resulting in less funding to support sustainable development than expected. Both institutional and retail customers risk purchasing products that are not in their best interest or falling victim to mis-selling practices, such as aggressive and high-pressure sales. This can occur when there is a conflict of interest between the organization or its distributors and the customer, which may be exacerbated by internal and commercial pressures, such as remuneration schemes that encourage workers to prioritize sales over customers' needs.

By adhering to regulations and codes of conduct, organizations and their distributors can avoid misleading statements or omissions in marketing and labeling their products and services, contributing to stronger customer protection. Anti-greenwashing regulations and sustainability taxonomies increasingly protect customers from greenwashing and provide greater assurance of financial products' environmental and social credentials. However, these regulatory developments are jurisdiction-specific, meaning such assurance is neither universal nor consistent worldwide.

Organizations can use different means to assist customers in understanding and engaging with product information. For example, organizations can make key product information more accessible by translating information, employing simple language, and using different font sizes [101]. Organizations can also implement mechanisms to manage marketing and labeling-related impacts, such as relevant training, internal systems that signal risky levels of selling, and procedures that halt conflicted transactions from taking place.

Reporting on marketing and labeling

If the organization has determined marketing and labeling to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • Describe the actions taken by the organization to assist customers in understanding the terms and conditions of its insurance products, including promoting training for workers and distributors. • Describe how the organization monitors the fairness and transparency of its distributors' marketing communications when selling and promoting its insurance products. • Describe how the organization informs potential and current customers at the pre-sale stage about conflicts of interest, including remuneration schemes based on the number of products sold. • Describe the dispute and recourse mechanisms for customer complaints regarding marketing and labeling, including: - Mislabeling of insurance products; - Mis-selling practices by the organization's workers or distributors. • For customer engagement and investee stewardship related to marketing and labeling, report: - agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; - examples of outcomes of customer engagement and investee stewardship.	XX.7.1
Topic Standard disclosures		
GRI 417: Marketing and Labeling 2016	Disclosure 417-2 Incidents of non-compliance concerning product and service information and labeling *Additional sector recommendations* • Report the total number of incidents of non-compliance with regulations or voluntary codes concerning product and service information and labeling that remained unresolved at the end of the period.	XX.7.2
	Disclosure 417-3 Incidents of non-compliance concerning marketing communications *Additional sector recommendations* • Report the total number of incidents of non-compliance with regulations or voluntary codes concerning marketing communications that remained unresolved at the end of the period.	XX.7.3
Additional sector disclosures		

Report the taxonomies, regulations, and standards the organization complies with in marketing and labeling its sustainable insurance products.	XX.7.4

References and resources

GRI 417: Marketing and Labeling 2016 lists authoritative intergovernmental instruments and additional references relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on marketing and labeling by the insurance sector, are listed in the Bibliography.

Topic [XX].[8] Local communities and rights of Indigenous Peoples

Local communities and Indigenous Peoples comprise individuals living or working in areas that are affected, or that could be affected by an organization's activities. Indigenous Peoples are at higher risk of experiencing negative impacts more severely as a result of an organization's activities. This topic covers socioeconomic and human rights impacts on local communities and the rights of Indigenous Peoples, including in relation to cultural heritage and health.

Organizations in the insurance sector may be involved with impacts on local communities and the rights of Indigenous Peoples as a result of their business relationships in all sectors of the economy.

Impacts on local communities and the rights of Indigenous Peoples can stem from insuring and investing in infrastructure projects and economic activities. These activities may lead to environmental degradation, displacement, involuntary resettlement, or changes in land use. Such impacts can affect the cultural preservation and livelihoods of Indigenous Peoples and local communities, as well as result in threats to human rights defenders and other stakeholders that may be exposed to retaliation. Negative impacts can be particularly severe for Indigenous Peoples, undermining their relationship with ancestral lands, territories, and resources (see topic XX.2 Biodiversity). As such, organizations must uphold Indigenous Peoples' right to free, prior, and informed consent (FPIC) and safeguard the rights to self-determination and participation [103].

Organizations are expected to conduct human rights due diligence to identify risks to people and to address and account for actual and potential human rights impacts [102] [104]. This includes identifying the negative impacts on local communities and the rights of Indigenous Peoples from customers and investees, assessing the nature of these impacts, and determining the organizations' involvement with them. Based on this assessment, actions should be taken to address the negative impacts. Insurance organizations can also incorporate requirements that respect Indigenous Peoples and their territories, such as not providing insurance for projects without FPIC.

The sector can also have positive impacts on local communities and Indigenous Peoples by supporting economic development through insurance for socially beneficial activities, provided the terms are responsible and fair. Increasing access to insurance for women, Indigenous Peoples, and small and medium-sized enterprises can promote job creation and enhance economic development (see topic XX.17 Economic impacts). In addition, responsible business practices can help local communities through actions such as micro-insurance and community development projects.

Reporting on local communities and rights of Indigenous Peoples

If the organization has determined local communities and rights of Indigenous Peoples to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • Describe the approach to managing impacts from customers and investees on local communities and rights of Indigenous Peoples and local communities, including: – how the organization assesses the quality of engagement with affected stakeholders conducted by its customers and investees; – how the organization assesses the extent to which customers and investees abide by Free, Prior, and Informed Consent procedures; – how the organization assesses the quality of safeguards implemented by customers and investees for the protection of human rights defenders of other stakeholders that are exposed to retaliation; – whether and how the organization conducts its own engagement with stakeholders affected by its customers and investees, including: ○ if engagement with stakeholders affected by its customers or investees is done through proxies or experts and how those are selected. • For customer engagement and investee stewardship related to local communities and rights of Indigenous Peoples, report: – agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; – examples of outcomes of customer engagement and investee stewardship.	XX.8.1
Additional sector disclosures		
Report the total number of identified incidents of violations involving the rights of Indigenous Peoples related to infrastructure insurance or investment provided by the organization.		XX.8.2

References and resources

GRI 411: Rights of Indigenous Peoples 2016 and *GRI 413: Local Communities 2016* list authoritative intergovernmental instruments and additional references relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on local communities and rights of Indigenous Peoples by the insurance sector, are listed in the Bibliography.

Topic [XX].[9] Non-discrimination and equal opportunity

Freedom from discrimination is a human right and a fundamental right at work. Discrimination can impose unequal burdens on individuals or deny fair opportunities on the basis of individual merit. This topic covers impacts from discrimination and practices related to equal opportunity.

Organizations in the insurance sector may be involved with impacts related to discrimination and equal opportunity through their activities or as a result of their business relationships in all sectors of the economy.

Discrimination against workers within the insurance sector can take various forms, such as hiring biases, unfair promotion opportunities, and unfair workload distribution. It can occur, for example, based on ethnicity, religion, gender, or socioeconomic background. Organizations can take actions to promote diversity and equal opportunity at governance and worker levels, such as anti-discrimination policies and inclusive hiring practices. These actions can combat discrimination and promote equal opportunity, resulting in fairer access to promotions, job opportunities, and remuneration (see topic XX.15 Remuneration and working time) [112].

Discrimination can occur between an insurance organization and its customers or between the organization's distributors, such as agents or brokers, and its customers through unequal treatment, or access to insurance products and services (see topic XX.5 Financial health and inclusion). Insurers set premiums based on risks and factors they can consider by law, such as an applicant's age. Discrimination can occur when factors such as ethnicity, national origin, and religion are used during insurance underwriting [113].

The use of data analytics for profile construction and classification may lead to further discrimination in price-setting for insurance. Proxies and algorithms can also discriminate against customers. While direct discrimination is prohibited, proxies or opaque algorithms are often not regulated. They may lead to decisions based on misleading or biased data, resulting in potentially unfair treatment of customers. Establishing transparent, accountable processes for algorithmic decision-making is crucial for promoting fairness and equality in insurance practices [114].

Discrimination may also occur in claims handling processes within the insurance sector, where biased treatment may arise during the assessment and settlement of claims. Organizations in the insurance sector can combat discrimination by implementing policies and procedures that prevent customer discrimination and making these policies publicly available. This can include anti-discrimination guidelines, a transparent complaint resolution process, and audits to ensure compliance.

Organizations in the insurance sector may be involved with impacts related to discrimination and equal opportunity as a result of their business relationships by insuring or investing in organizations that promote unfair treatment of their workers and customers, such as organizations that exclude certain groups from their products or services based on gender or ethnicity. They may also be involved with impacts related to discrimination and equal opportunity when outsourcing services to organizations that discriminate against workers or do not provide equal opportunities at work.

Organizations are expected to conduct human rights due diligence to address discrimination and lack of equal opportunity. This includes identifying the negative impacts related to discrimination and equal opportunity across their activities and business relationships, assessing the nature of these impacts, and determining organizations' involvement with them. Based on this assessment, actions should be taken to address the negative impacts [111]. When organizations are involved with negative impacts related to discrimination and equal opportunity as a result of their business relationships, they are expected to use their leverage to encourage their business relationships to address those impacts. This can involve engaging with customers, investees, or suppliers and playing a role in providing for or cooperating in the remediation of those impacts [111].

Reporting on non-discrimination and equal opportunity

If the organization has determined non-discrimination and equal opportunity to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • Describe the initiatives to promote equal opportunities for workers. • Describe the training initiatives for workers and distributors aimed at promoting non-discriminatory practices towards customers. • Describe the policies and procedures to prevent or mitigate negative impacts related to discrimination against customers, including how they are implemented, monitored, and followed in practice, including in: - underwriting processes; - claims management processes; - data and algorithms used. • For customer engagement and investee stewardship related to non-discrimination and equal opportunity, report: - agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; - examples of outcomes of customer engagement and investee stewardship.	XX.9.1
Topic Standard disclosures		
GRI 405: Diversity and Equal Opportunity 2016	Disclosure 405-1 Diversity of governance bodies and employees	XX.9.2
GRI 406: Non-discrimination 2016	Disclosure 406-1 Incidents of discrimination and corrective actions taken *Additional sector recommendations* • Report a breakdown of the total number of incidents of discrimination during the reporting period by: - incidents related to discrimination of workers; - incidents related to discrimination of customers; - incidents related to discrimination of other stakeholders.	XX.9.3

References and resources

GRI 405: Diversity and Equal Opportunity 2016 and *GRI 406: Non-discrimination 2016* list authoritative intergovernmental instruments relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on non-discrimination and equal opportunity by the insurance sector, are listed in the Bibliography.

Topic [XX].[10] Forced or compulsory labor

Forced or compulsory labor is work or service which is exacted from any person under the menace of penalty and for which a person has not offered themselves voluntarily. Freedom from forced or compulsory labor is a human right and a fundamental right at work. This topic covers an organization’s approach to identifying and addressing forced or compulsory labor across its value chain.

In 2021, around 50 million people were estimated to be involved with compulsory labor, with 27.6 million of these individuals subjected to forced labor [118]. Organizations in the insurance sector may be involved with impacts related to forced or compulsory labor through their activities or as a result of their business relationships in all sectors of the economy. Although forced or compulsory labor is not common within organizations in the insurance sector, they may be involved with related impacts, for example, when outsourcing services to organizations that use forced or compulsory labor.

Organizations are expected to conduct human rights due diligence to address forced or compulsory labor. This includes identifying negative impacts related to forced or compulsory labor across their activities and business relationships, assessing the nature of these impacts, and determining organizations’ involvement with them. Based on this assessment, actions should be taken to address the negative impacts [117]. Organizations may be involved with the negative impacts of forced or compulsory labor through their business relationships, such as by insuring organizations or procuring products or services from suppliers involved with impacts related to forced or compulsory labor. Special attention may be needed when dealing with business relationships in sectors with heightened risks of forced or compulsory labor. A similar focus can also apply to specific geographic locations, particularly where there are heightened risks for vulnerable workers, such as migrant workers [119].

When organizations are involved with negative impacts related to forced or compulsory labor as a result of their business relationships, they are expected to use their leverage to encourage their business relationships to address the impacts. This can involve engaging with customers, investees, or suppliers and playing a role in providing for or cooperating in the remediation of those impacts [117]. To increase their leverage, organizations in the insurance sector can engage with other stakeholders that address impacts related to forced or compulsory labor, such as civil society organizations or sector-wide initiatives.

Insurers also play a role in setting and enforcing the terms on which insurance is offered, including prohibitions on unlawful conduct, such as forced or compulsory labor. For example, insurers can use exclusionary clauses for specific insurance products, such as employers’ and directors’ liability or workplace insurance, even in the presence of risks of forced or compulsory labor [120].

Reporting on forced or compulsory labor

If the organization has determined forced or compulsory labor to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • For customer engagement and investee stewardship related to forced or compulsory labor, report: – agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; – examples of outcomes of customer engagement and investee stewardship.	XX.10.1
Topic Standard disclosures		
GRI 409: Forced or Compulsory Labor 2016	Disclosure 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	XX.10.2

References and resources

GRI 409: Forced or Compulsory Labor 2016 lists authoritative intergovernmental instruments relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on forced or compulsory labor by the insurance sector, are listed in the Bibliography.

Topic [XX].[11] Child labor

Child labor is defined as work that deprives children of their childhood, their potential, and their dignity, and that is harmful to their development, including by interfering with their education. It is a violation of human rights and can lead to lifelong negative impacts. Abolition of child labor is a fundamental principle and right at work. This topic covers an organization's approach to identifying and addressing child labor across its value chain.

Around 160 million children were engaged in child labor in 2020, with nearly half subjected to dangerous and hazardous work [124]. Organizations in the insurance sector may be involved with impacts related to child labor through their activities or as a result of their business relationships in all sectors of the economy. Although child labor is not common within organizations in the insurance sector, they may be involved with related impacts, for example, when outsourcing services to organizations that use child labor.

Organizations are expected to conduct human rights due diligence to address child labor. This includes identifying negative impacts related to child labor across their activities and business relationships, assessing the nature of these impacts, and determining organizations' involvement with them. Based on this assessment, actions should be taken to address the negative impacts [123]. Organizations may be involved with impacts related to child labor through the provision of products and services, such as insuring or investing in organizations in sectors with heightened risks of child labor or in geographic locations where the remuneration of parents is insufficient to meet the basic cost-of-living estimates. Additionally, organizations in the insurance sector may procure products or services from suppliers involved with child labor impacts.

When organizations are involved with negative impacts related to child labor as a result of their business relationships, they are expected to use their leverage to encourage their business relationships to address those impacts. This can include engaging with customers, investees, or suppliers and playing a role in providing for or cooperating in the remediation of those impacts [123]. To increase their leverage, organizations in the insurance sector can engage with other stakeholders that address impacts related to child labor, such as civil society organizations or sector-wide initiatives.

Insurers also play a role in setting and enforcing the terms on which insurance is offered, including prohibitions on unlawful practices such as child labor. For example, insurers can use exclusionary clauses for specific insurance products, such as employers' and directors' liability insurance, even in the presence of risks of child labor [125].

Reporting on child labor

If the organization has determined child labor to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • For customer engagement and investee stewardship related to child labor, report: – agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; – examples of outcomes of customer engagement and investee stewardship.	XX.11.1
Topic Standard disclosures		
GRI 408: Child Labor 2016	Disclosure 408-1 Operations and suppliers at significant risk for incidents of child labor	XX.11.2

References and resources

GRI 408: Child Labor 2016 lists authoritative intergovernmental instruments relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on child labor by the insurance sector, are listed in the Bibliography.

Topic [XX].[12] Freedom of association and collective bargaining

Freedom of association and collective bargaining are human rights and fundamental rights at work. They include the rights of employers and workers to form, join, and run their own organizations without prior authorization or interference, and to collectively negotiate working conditions and terms of employment. This topic covers an organization's approach and impacts related to freedom of association and collective bargaining.

Organizations in the insurance sector may be involved with impacts related to freedom of association and collective bargaining through their activities or as a result of their business relationships in all sectors of the economy.

Organizations in the insurance sector are significant employers and play an important role in shaping labor practices that enable or prevent freedom of association and collective bargaining. This can include outsourcing or offshoring certain job functions to locations with weaker labor protections. The rise of casualization, marked by casual work and contract labor that lack social protection and employment security, can also have impacts on freedom of association and collective bargaining (see topic XX.14 Employment and XX.16 Significant changes for workers) [129]. Organizations can establish clear policies and procedures regarding freedom of association and collective bargaining to uphold worker rights. These measures ensure that workers can form and join trade unions and engage in collective bargaining without fear of reprisal.

Organizations may be involved with impacts related to freedom of association and collective bargaining by providing insurance to or investing in organizations that violate workers' rights, such as those that obstruct union activity [130]. Additionally, they may procure products or services from suppliers that are involved with impacts related to freedom of association and collective bargaining. Particular attention may be needed when dealing with business relationships in sectors and geographic locations where there are heightened risks of violations of freedom of association and collective bargaining [130].

Organizations are expected to conduct human rights due diligence to address negative impacts related to freedom of association and collective bargaining. This includes identifying those negative impacts across their activities and business relationships, assessing the nature of those impacts, and determining organization's involvement with them. Based on this assessment, actions should be taken to address the negative impacts [128].

When organizations are involved with negative impacts related to freedom of association and collective bargaining as a result of their business relationships, they are expected to use their leverage to encourage their business relationships to address those impacts. This can involve engaging with customers, investees, or suppliers and playing a role in providing for or cooperating in the remediation of those impacts [128]. To increase their leverage, organizations can engage with other stakeholders that address impacts related to freedom of association and collective bargaining, such as trade unions, global union federations, or sector-wide initiatives.

Reporting on freedom of association and collective bargaining

If the organization has determined freedom of association and collective bargaining to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • For customer engagement and investee stewardship related to freedom of association and collective bargaining, report: – agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; – examples of outcomes of customer engagement and investee stewardship.	XX.12.1
Topic Standard disclosures		
GRI 407: Freedom of Association and Collective Bargaining 2016	Disclosure 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	XX.12.2

References and resources

GRI 407: Freedom of Association and Collective Bargaining 2016 lists authoritative intergovernmental instruments relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on freedom of association and collective bargaining by the insurance sector, are listed in the Bibliography.

Topic [XX].[13] Occupational health and safety

Healthy and safe work conditions are recognized as a human right and a fundamental right at work. Occupational health and safety involves the prevention of physical and mental harm to workers and the promotion of workers' health. This topic covers impacts related to workers' health and safety.

Organizations in the insurance sector may be involved with occupational health and safety impacts through their activities or as a result of their business relationships in all sectors of the economy.

Organizations in the insurance sector can have negative impacts on the mental and physical health of their workers due to excessive workloads, commercial pressures, and job insecurity, which can lead to stress, burnout, and anxiety. Harassment and bullying at work can further exacerbate mental and physical health issues and violate human rights. Inequality in earnings or opportunities and discrimination can also lead to increased stress and the worsening of mental health conditions (see topic XX.9 Non-discrimination and equal opportunity). They may be involved with negative health and safety impacts when outsourcing services to organizations with weaker occupational health and safety standards.

Addressing issues from long working hours and flexible work arrangements is crucial to worker well-being and a healthy work-life balance, including for remote workers (see topic XX.15 Remuneration and working time). Organizations can integrate mental health into their occupational health and safety management systems to address psychosocial risks comprehensively. This integration involves prioritizing collective actions, engaging workers to identify and manage impacts, and ensuring compliance with legal frameworks. Manager training in mental health awareness and communication and worker training in mental health literacy are also essential for a healthy workplace [133].

Organizations in the insurance sector can have positive impacts on occupational health and safety by promoting prevention measures with their customers to minimize workplace accidents and illnesses. They can provide financial support to injured workers and facilitate risk management strategies within workplaces. Organizations can also develop comprehensive policies that outline safety responsibilities and measures to minimize fatalities, injuries, and health impacts through underwriting and claims management practices [134].

An estimated 2.78 million workers die each year from a work-related injury or ill health, while an additional 374 million workers suffer from non-fatal work-related incidents [135]. Organizations may be involved with negative operational health and safety impacts as a result of their business relationships, such as insuring, investing in, or procuring products or services from other organizations that fail to meet proper workplace safety standards. Special attention may be needed when dealing with business relationships in sectors and geographic locations where there are heightened work-related hazards. Specific sectors can have more significant occupational health and safety impacts on workers due to a range of physical and long-term health risks. The most vulnerable to occupational health and safety impacts include those in precarious employment, informal workers, MSME employees, and workers from marginalized groups, such as migrant workers and racial minorities [136].

Organizations are expected to conduct human rights due diligence to address negative occupational health and safety impacts. This includes identifying negative occupational health and safety impacts across their activities and business relationships, assessing the nature of these impacts, and determining the organizations' involvement with them. Based on this assessment, actions should be taken to address the negative impacts [132].

Reporting on occupational health and safety

If the organization has determined occupational health and safety to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • For customer engagement and investee stewardship related to occupational health and safety, report: – agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; – examples of outcomes of customer engagement and investee stewardship.	XX.13.1
Topic Standard disclosures		
GRI 403: Occupational Health and Safety 2018	Disclosure 403-1 Occupational health and safety management system	XX.13.2
	Disclosure 403-2 Hazard identification, risk assessment, and incident investigation	XX.13.3
	Disclosure 403-3 Occupational health services	XX.13.4
	Disclosure 403-4 Worker participation, consultation, and communication on occupational health and safety	XX.13.5
	Disclosure 403-5 Worker training on occupational health and safety	XX.13.6
	Disclosure 403-6 Promotion of worker health	XX.13.7
	Disclosure 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	XX.13.8
	Disclosure 403-8 Workers covered by an occupational health and safety management system	XX.13.9
	Disclosure 403-9 Work-related injuries	XX.13.10
	Disclosure 403-10 Work-related ill health	XX.13.11

References and resources

GRI 403: Occupational Health and Safety 2018 lists authoritative intergovernmental instruments and additional references relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on occupational health and safety by the insurance sector, are listed in the Bibliography.

Topic [XX].[14] Employment

Employment refers to the various policies and practices that affect the relationship between an organization and its workers. Employment-related policies and practices include recruitment, termination, performance management, and privacy of workers. This topic covers impacts related to employment practices.

Organizations in the insurance sector may be involved with impacts related to employment through their activities or as a result of their business relationships in all sectors of the economy.

Organizations in the insurance sector are significant employers and facilitate employment in other sectors through access to insurance and capital via investments (see topic XX.17 Economic impacts) [138]. As employers, the practices and policies of organizations in the insurance sector have impacts on workers, including employment arrangements, recruitment and termination policies, and performance management systems. Impacts related to employment practices are not limited to employees but also extend to workers who are not employees, such as agency workers, apprentices, and workers of suppliers to whom services are outsourced. By outsourcing activities, organizations can reduce labor costs or bypass collective agreements (see topic XX.12 Freedom of association and collective bargaining) that are in place for employees, potentially increasing disparities between employees and workers who are not employees.

Worker data is vital in contractual obligations, personnel administration, and human resources functions. Organizations may monitor workers to track work hours, optimize processes, and evaluate performance. When monitoring of workers is poorly managed, fails to adhere to applicable laws, or when workers are not informed about monitoring activities, it can encroach upon a worker’s privacy. By implementing strong cybersecurity measures and adhering to data protection regulations, organizations uphold their commitment to protect worker privacy [139].

Organizations may be involved with negative impacts related to employment by insuring or investing in organizations with inadequate policies and practices, such as precarious employment contracts or insufficient safeguards for the protection of workers’ personal data. Conversely, organizations in the sector can contribute to positive impacts by insuring or investing in organizations with high-quality employment practices. Organizations should use their leverage to encourage responsible employment practices across their business relationships, such as customer engagement and investee stewardship [140].

Reporting on employment

If the organization has determined employment to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • For customer engagement and investee stewardship related to employment, report: – agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; – examples of outcomes of customer engagement and investee stewardship.	XX.14.1
Topic Standard disclosures		
GRI EMPL: Employment (Exposure draft)	Disclosure EMPL 1 Employment arrangements	XX.14.2
	Disclosure EMPL 2 Apprenticeship and internship	XX.14.3
	Disclosure EMPL 3 Recruitment policies	XX.14.4
	Disclosure EMPL 4 Performance management systems	XX.14.5
	Disclosure EMPL 5 Personal data protection and privacy policies	XX.14.6
	Disclosure EMPL 6 Termination policies	XX.14.7
	Disclosure EMPL 7 New hires and turnover	XX.14.8
	Disclosure EMPL 8 Incidents related to recruitment	XX.14.9
	Disclosure EMPL 9 Performance reviews	XX.14.10
	Disclosure EMPL 10 Incidents related to personal data protection and privacy	XX.14.11

References and resources

GRI EMPL: Employment (exposure draft) lists authoritative intergovernmental instruments and additional references relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on employment by the insurance sector, are listed in the Bibliography.

Topic [XX].[15] Remuneration and working time

Remuneration comprises the basic salary and additional amounts paid to a worker, which should ensure gender equality and non-discrimination. Working time refers to the period when workers are at the disposal of the organization during a specified timeframe and does not reflect the intensity or efficiency of time spent on work. This topic covers an organization's approach to remuneration and working time, including social protection.

Organizations in the insurance sector may be involved with impacts related to remuneration and working time through their activities or as a result of their business relationships in all sectors of the economy. Impacts related to remuneration and working time are not limited to employees and extend to workers who are not employees, such as agency workers, apprentices, and workers of suppliers to whom services are outsourced.

Organizations in the insurance sector can have unequal remuneration practices. For example, there can be remuneration disparities between senior executives and other workers within organizations, raising concerns about income inequality. Remuneration practices can also be unequal based on gender. Globally, men employed in financial services earn, on average, 22% higher incomes than women with the same job profiles. The gender pay gap is notably higher among senior executives in the financial services sector than in other sectors [143] (see topic XX.9 Non-discrimination and equal opportunity).

Long working hours are common for organizations in the insurance sector. With the advent of digitalization and post-Covid adaptations, telework has seen a significant uptake in the sector. While telework can have positive impacts on work-life balance, the transition to telework may exacerbate issues related to extended working hours, contributing to psychosocial impacts and stress [144]. These factors emphasize the importance for employers to prioritize worker well-being, including addressing the issue of working hours, promoting leave and rest hours, and fostering a healthy work-life balance.

In addition to addressing remuneration and working time practices, organizations can enhance workers' overall well-being by implementing comprehensive social protection measures, such as unemployment and retirement benefits. Organizations may also be involved with impacts related to remuneration and working time through their business relationships, for example, by insuring other organizations with inadequate policies and practices in these areas, such as excessive working hours. Organizations can use their leverage to encourage responsible practices and policies related to remuneration and working time, such as customer engagement and investee stewardship, across their business relationships [145].

Reporting on remuneration and working time

If the organization has determined remuneration and working time to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • For customer engagement and investee stewardship related to remuneration and working time, report: – agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; – examples of outcomes of customer engagement and investee stewardship.	XX.15.1
Topic Standard disclosures		
GRI REWO: Remuneration and Working Time (Exposure draft)	Disclosure REWO 1 Policies to determine remuneration	XX.15.2
	Disclosure REWO 2 Policies to determine working time	XX.15.3
	Disclosure REWO 3 Transparency of remuneration and working time	XX.15.4
	Disclosure REWO 4 Remuneration of workers	XX.15.5
	Disclosure REWO 5 Basic gender pay gap	XX.15.6
	Disclosure REWO 6 Social protection coverage	XX.15.7
	Disclosure REWO 7 Monitoring working time	XX.15.8

References and resources

GRI REWO: Remuneration and Working Time (exposure draft) lists authoritative intergovernmental instruments and additional references relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on remuneration and working time by the insurance sector, are listed in the Bibliography.

Topic [XX].[16] Significant changes for workers

A significant change is an alteration to the organization's pattern of operations that can have significant impacts on workers performing the organization's activities, including mergers, outsourcing operations, and restructuring. This topic covers an organization's impacts related to significant changes for workers.

Organizations in the insurance sector may be involved with impacts related to significant changes for workers through their activities or as a result of their business relationships in all sectors of the economy.

Transformations for organizations in the insurance sector, such as automation, the deployment of new technologies, including generative artificial intelligence (AI), increasing industry concentration, and globalization, can result in job displacement and income insecurity [147]. Redeployment and up- and re-skilling of workers are pivotal strategies that organizations can implement to support workers.

Digitalization in financial services has also decentralized labor in the sector. Outsourcing activities could allow organizations in the insurance sector to reduce labor costs or bypass collective agreements that are in place for employees, potentially increasing disparities between employees and workers who are not employees (see topic XX.14 Employment and XX.12 Freedom of association and collective bargaining).

Mergers, acquisitions, and restructuring can have impacts on workers, including job insecurity, higher job stress and workload, and increased forms of disguised employment. These changes can also lead to mass terminations, which require compliance with consultation and notice period regulations. Organizations can mitigate these impacts by prioritizing transparent communication, providing early notice of operational changes, engaging with trade unions or worker representatives, and providing support through resources and open social dialogue [148].

Organizations may also be involved with impacts related to significant changes for workers through their business relationships, such as by insuring or investing in other organizations that undergo significant changes affecting their workers. Organizations can use their leverage to encourage responsible practices and policies for workers across their business relationships, such as customer engagement and investee stewardship [149].

Reporting on significant changes for workers

If the organization has determined significant changes for workers to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • For customer engagement and investee stewardship related to significant changes for workers, report: – agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; – examples of outcomes of customer engagement and investee stewardship.	XX.16.1
Topic Standard disclosures		
GRI SICH: Significant Changes for Workers (Exposure draft)	Disclosure SICH 1 Management of significant changes for workers	XX.16.2
	Disclosure SICH 2 Minimum consultation and notice periods	XX.16.3
	Disclosure SICH 3 Redeployment and training	XX.16.4

References and resources

GRI SICH: Significant Changes for Workers (exposure draft) lists authoritative intergovernmental instruments and additional references relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on significant changes for workers by the insurance sector, are listed in the Bibliography.

Topic [XX].[17] Economic impacts

An organization's economic impacts refer to how it affects economic systems, including the economic well-being of its stakeholders, through its operations, quality of products and services, and business relationships at local, national, and global levels.

Organizations in the insurance sector may be involved with economic impacts through their activities, including managing and sharing risk, investing, or through business relationships in all sectors of the economy.

The insurance sector reduces the economic impacts of shocks, enabling productive risk-taking and investment [150]. Risk pricing also sends signals to the rest of the economy, such as potentially avoiding disaster-prone areas that lack climate adaptation measures (see topic XX.1 Climate change). Through risk management and investment, organizations support capital mobility, facilitating investment, entrepreneurial activity, and job creation. In the aftermath of natural disasters, insurance can also prevent and mitigate negative impacts on economic growth and provide stimulus years later [151].

Organizations' policies and procedures on insuring, investing, and the associated compliance requirements for policyholders can have negative impacts related to wealth creation and distribution, employment, and innovation [152]. For example, economies dependent on the fossil fuel sector may experience negative economic impacts when investments are redirected to renewable energies (see topic XX.1 Climate change) [153]. In some cases, prohibitive compliance requirements may also affect access to insurance for geographic locations or groups, limiting further possibilities of entrepreneurship, innovation, and sustainable economic development, which can lead to economic and social instability [153].

Business models that incorporate long-term strategies and incentive structures tied to sustainability outcomes can support positive economic impacts, as well as a long-term approach to sustainable development [154] (see topic XX.23 Incorporating sustainability in investment). Approaches such as stakeholder governance, which value the perspectives of various stakeholders, can help organizations be more aware of the trade-offs associated with their actions [155].

Organizations in the insurance sector can have large, sometimes cross-border, operations that spur positive economic impacts through their revenues and operating costs, distributed as worker salaries and tax payments. Organizations can have impacts on the long-term economic well-being of their workforce through the provision of retirement plans with appropriate provisions to pay for such plans in the event of a crisis. In addition, the insurance sector can benefit from the economic impacts of government assistance through tax credits, financial incentives, guarantees to promote public trust, and bailouts during financial crises.

Organizations' economic impacts on individuals and micro-, small, and medium-sized enterprises (MSMEs) are reflected in financial health and inclusion (see topic XX.5 Financial health and inclusion).

Reporting on economic impacts

If the organization has determined economic impacts to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • Describe how the policies and commitments promote sustainable economic development through the development and distribution of its: - products and services; - investments. • For customer engagement and investee stewardship related to economic impacts, report: – agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; – examples of outcomes of customer engagement and investee stewardship.	XX.17.1
Topic Standard disclosures		
GRI 201: Economic Performance 2016	Disclosure 201-1 Direct economic value generated and distributed	XX.17.2
	Disclosure 201-3 Defined benefit plan obligations and other retirement plans *Additional sector recommendations* • Report whether the organization has a fund or strategy in place to pay its pension liabilities in the event of a financial or operational crisis.	XX.17.3
	Disclosure 201-4 Financial assistance received from government *Additional sector recommendations* • Report by country the total monetary value of: - government guarantees; - government bailouts.	XX.17.4

References and resources

GRI 201: Economic Performance 2016 lists authoritative intergovernmental instruments and additional references relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on economic impacts by the insurance sector, are listed in the Bibliography.

Topic [XX].[18] Prevention of corruption and financial crime

Anti-corruption refers to how an organization manages the potential of being involved with corruption. Corruption is practices such as bribery, facilitation payments, fraud, extortion, collusion, money laundering, or the offer or receipt of an inducement to do something dishonest or illegal. Closely related to corruption, financial crime includes various forms of theft and misuse for economic gain. This topic covers the impacts of corruption and financial crime.

Losses from corruption are estimated to be worth over 5% of the annual global GDP, redirecting funds from essential public services such as education and healthcare [159]. Organizations in the insurance sector may be involved with impacts related to corruption and financial crime through their activities or as a result of their business relationships in all sectors of the economy.

Organizations can become involved in corruption and financial crime through their connections to the broader financial system and criminal activities targeting their customers. This can occur when workers participate in illicit activities, such as market manipulation, exerting undue influence to attract customers and secure business [159], or accepting illegitimate insurance claims.

Organizations can be exploited to facilitate money laundering activities and funding criminal activities [160] [161]. Organizations can address the negative impacts of money laundering by adopting greater transparency around their financial flows and aligning with stakeholder initiatives and regulations to combat the issue. Anti-money laundering policies generally recommend a risk-based approach to compliance procedures, focusing efforts on high-risk criteria and avoiding unnecessary compliance burdens on customers. Where individuals or organizations cannot feasibly fulfill onerous compliance requirements, their access to insurance may be compromised (see topic XX.5 Financial health and inclusion).

Organizations can identify corruption and criminal activity by adopting suitable policies and procedures incorporating the three lines of defense: management controls, risk and compliance oversight, and independent audit assurance [162]. These measures can consider where they do business, their customer base, products, and services, and how they obtain and retain business, including their engagement with third parties. Further mitigation measures might be required by regulations targeting financial crimes, including enhanced due diligence for politically exposed persons [163].

Furthermore, the sector can address the negative impacts of corruption by participating in initiatives on anti-bribery and corruption [164]. Through customer engagement and investee stewardship, organizations can encourage existing or prospective customers and investees to adopt robust anti-corruption policies and practices [165].

Reporting on prevention of corruption and financial crime

If the organization has determined prevention of corruption and financial crime to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • For customer engagement and investee stewardship related to the prevention of corruption and financial crime, report: – agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; – examples of outcomes of customer engagement and investee stewardship.	XX.18.1
Topic Standard disclosures		
GRI 205: Anti-corruption 2016	Disclosure 205-1 Operations assessed for risks related to corruption *Additional sector recommendations* • Report operations assessed for risks related to financial crime.	XX.18.2
	Disclosure 205-2 Communication and training about anti-corruption policies and procedures *Additional sector recommendations* • Report communication and training about policies and procedures on the prevention of financial crime.	XX.18.3
	Disclosure 205-3 Confirmed incidents of corruption and actions taken *Additional sector recommendations* • Report the total number and nature of incidents related to financial crime, including: - suspicious incidents identified; - investigated incidents; - confirmed incidents.	XX.18.4

References and resources

GRI 205: Anti-corruption 2016 lists authoritative intergovernmental instruments and additional references relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on the prevention of corruption and financial crime by the insurance sector, are listed in the Bibliography.

Topic [XX].[19] Anti-competitive behavior

Anti-competitive behavior refers to actions by an organization that can result in collusion with potential competitors, abuse of dominant market position, or exclusion of potential competitors, thereby limiting the effects of market competition. This can include fixing prices or coordinating bids, creating market or output restrictions, imposing geographic quotas, and allocating customers, suppliers, geographic areas, or product lines. This topic covers impacts as a result of anti-competitive behavior.

Fair, efficient, and competitive markets provide customers with a greater choice of quality financial products and services while maintaining a higher quality of service and more competitive pricing. Competition is a fundamental principle for financial customer protection [166]. Organizations in the insurance sector may be involved with impacts related to anti-competitive behavior mainly through their activities.

Organizations in the sector can breach competition laws when they share and use sensitive customer information to inform pricing policies [167]. These practices can result in negative impacts related to customer protection, eroding trust and confidence in the financial system and potentially resulting in legal action against the implicated organizations. Through lobbying efforts, organizations can also influence regulation to increase barriers to entry, further limiting competition (see topic XX.21 Public policy).

Organizations can implement policies, procedures, and functions to prevent, detect, and report anti-trust and monopoly practices, which may be similar to those implemented for corruption and financial crime (see topic XX.18 Prevention of corruption and financial crime). Robust global policies on anti-trust and monopoly practices can ensure consistent application across business units and subsidiaries. Cooperation between competitors based on an anti-competitive code of conduct can help the sector avoid these impacts while supporting better protection against others on the environment and people, including their human rights [167]. Additionally, specialized training for workers on anti-competitive behavior and clear guidelines about collaboration and information exchanges can ensure that business units are aware of and comply with relevant regulations. Organizations may also change governance bodies, oversight processes, and internal staffing structures to address anti-competitive behavior.

Reporting on anti-competitive behavior

If the organization has determined anti-competitive behavior to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • For customer engagement and investee stewardship related to anti-competitive behavior, report: - agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; - examples of outcomes of customer engagement and investee stewardship.	XX.19.1
Topic Standard disclosures		
GRI 206: Anti-competitive Behavior 2016	Disclosure 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices *Additional sector recommendations* • Describe the claims of the legal actions reported. • Describe the corrective measures taken in response to the legal actions for anti-competitive behavior, including: - changes to governance bodies and oversight processes; - restructuring within management, business units, or teams; - training for members of governance bodies, management, and workers.	XX.19.2

References and resources

GRI 206: Anti-competitive Behavior 2016 lists authoritative intergovernmental instruments relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on anti-competitive behavior by the insurance sector, are listed in the Bibliography.

Topic [XX].[20] Tax

Organizations must adhere to tax legislation and align with stakeholder expectations on sound tax practices. Aggressive tax strategies can deprive governments of revenue for implementing public policy and investing in public services, undermining tax compliance more broadly. Tax transparency promotes trust and credibility in an organization's tax practices and the tax system. This topic covers the impacts of an organization's tax practices and its transparency in implementing them.

Tax revenue plays a crucial role in financing public goods and services, supporting social protection systems, and facilitating investments in public infrastructure [168]. In 2023, corporate profits estimated at USD 1 trillion were redirected to tax havens worldwide, with 25% of global offshore financial wealth remaining untaxed [169]. Organizations in the insurance sector may be involved with tax-related impacts through their activities and as a result of their business relationships in all sectors of the economy.

As taxpayers, organizations in the insurance sector are responsible for their tax liabilities. Therefore, they must adhere to tax legislation to fulfill their obligations to stakeholders and meet sound tax practice standards. The sector is expected to uphold transparency and foster collaborative communication with tax authorities to enhance compliance and contribute to an improved tax system [170].

Where insurers operate across jurisdictions, cost allocations and transfer pricing can be employed for tax planning. These practices may comply with laws and international treaties but can significantly reduce government revenues, which can particularly affect low- and middle-income countries. Organizations may also operate across many geographic locations for wider product distribution and diversification of insurance risks. However, through international branches or captive structures, organizations can use internal reinsurance arrangements and transfer pricing to change the tax paid in certain jurisdictions. Transparency on revenue earned and tax payable can inform stakeholders of insurers' tax impacts across all geographic locations of operation. Insurance brokers can also assist customers with captive structuring, provide sound advice on tax risks, and apply appropriate management strategies to help ensure that these structures remain tax-compliant.

Insurance premiums can include other costs, such as parafiscal charges, which can take the form of taxes, levies, or duties and affect the affordability and access of insurance products. In such cases, insurers can advocate for changes to these charges.

Organizations can also systematically consider responsible tax practices within investment decisions and pursue ongoing investee stewardship, as well as develop engagement strategies with various actors, including policymakers and other stakeholders [171]. This can include requesting transparency regarding an investee's tax approach and payments and holding them accountable for questionable behavior if motivated by tax.

Reporting on tax

If the organization has determined tax to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • For customer engagement and investee stewardship related to tax, report: - agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; - examples of outcomes of customer engagement and investee stewardship.	XX.20.1
Topic Standard disclosures		
GRI 207: Tax 2019	Disclosure 207-1 Approach to tax	XX.20.2
	Disclosure 207-2 Tax governance, control, and risk management *Additional sector recommendations* • Describe how the organization's tax governance and control framework addresses the tax practices of its investees.	XX.20.3
	Disclosure 207-3 Stakeholder engagement and management of concerns related to tax	XX.20.4
	Disclosure 207-4 Country-by-country reporting	XX.20.5

References and resources

GRI 207: Tax 2019 lists authoritative intergovernmental instruments and additional references relevant to reporting on this topic.
The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on tax by the insurance sector, are listed in the Bibliography.

Topic [XX].[21] Public policy

An organization can participate in public policy development, directly or through an intermediary organization, by means of lobbying or making financial or in-kind contributions to political parties, politicians, or causes. While an organization can encourage the development of public policy that benefits society, participation can also be associated with corruption, bribery, undue influence, or an imbalanced representation of the organization's interests. This topic covers an organization's approach to public policy advocacy and the impacts that can result from the influence an organization exerts.

Organizations can exert influence directly through financial support to political parties, election campaigns, research initiatives, and think tanks [172] or indirectly through industry alliances and affiliated associations. Revolving door practices can cause other negative public policy impacts when organizations hire individuals previously employed by financial regulators [173]. This influence can significantly shape public policy on a wide range of topics, including environmental policy and customer protection, potentially leading to regulations that favor a select few organizations. This can result in higher barriers to entry for competitors and unfair prices for financial products [174] (see topic XX.19 Anti-competitive behavior), with far-reaching impacts that undermine the financial stability of the broader economy (see topic XX.17 Economic impacts).

Enhancing consistency and accountability regarding lobbying efforts, such as reporting meetings with regulators [173] and political contributions, can mitigate negative public policy impacts. This includes reporting conflicts between an organization's stated sustainability commitments and opposing advocacy efforts [175] and avoiding 'astroturfing' tactics where a special interest group backs false grassroots support for an issue. Transparency can also prevent conflicts of interest and enable stakeholders to assess the influence organizations have on legislative decisions, policy-making, and regulatory approvals.

Organizations can further support public policy by engaging in debates that positively shape sustainability frameworks across all sectors. This helps create additional momentum for other sectors to fulfill environmental and human rights commitments and additional certainty for allocating capital [175]. As the sector takes a long-term approach to risk management, public policy engagement may include setting agendas on long-term matters such as public health, climate adaptation, and preparedness for natural catastrophes. Engaging responsibly with policy issues not yet publicly discussed mitigates the risk of undue influence [176].

Reporting on public policy

If the organization has determined public policy to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • Describe the policy on employment and appointment of former public officials or persons formerly entrusted with special public service functions to the organization’s governing bodies. • Describe the policy on in-kind contributions for public officials or persons entrusted with special public service functions. • Describe the escalation policy for addressing misalignments between its representative associations or committees and its own public policy stance. • For customer engagement and investee stewardship related to public policy, report: – agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; – examples of outcomes of customer engagement and investee stewardship.	XX.21.1
Topic Standard disclosures		
GRI 415: Public Policy 2016	Disclosure 415-1 Political contributions	XX.21.2
Additional sector disclosures		
Report the resources allocated to public policy engagement, including monetary value and percentage of budgetary allocations.		XX.21.3

References and resources

GRI 415: Public Policy 2016 lists authoritative intergovernmental instruments relevant to reporting on this topic.

The additional authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on public policy by the insurance sector, are listed in the Bibliography.

Topic [XX].[22] Public and customer health and safety

Public and customer health and safety refers to people's ability to live in a state of physical, mental, and social well-being, including feeling safe and leading a healthy life. This topic covers impacts related to public and customer health and safety.

Organizations in the insurance sector may be involved with impacts related to public and customer health and safety through their activities or as a result of their business relationships in all sectors of the economy.

Organizations in the insurance sector can reduce and prevent risks to the public and customer health and safety by encouraging certain behaviors through product and service design and incentives. They can also raise awareness of the risks associated with unhealthy and unsafe behaviors. For example, organizations can design products incorporating preventive healthcare services, such as annual health screenings, at no additional cost. An example of incentives includes offering premium discounts for implementing safety measures, such as installing fire extinguishers and alarms [181]. These incentives should be linked to risk profiles and appropriately adapted to be accessible to all customers. Furthermore, organizations in the insurance sector can engage with customers, healthcare providers, and other stakeholders to promote public and customer health and safety [182].

Insurance organizations also play a vital role in health and safety through disaster risk reduction. In addition to covering liability in extreme incidents, organizations can help governments, regulators, and communities prevent and mitigate impacts related to these threats, including wildfires, floods, and pandemics. This support is also important for managing climate risk and mitigating its impacts [183] (see topic XX.1 Climate change). They can also share their expertise in risk modeling and advise on or raise awareness of possible risks [181].

Insurers, particularly health insurers, provide products and services to protect customers from unforeseen health and safety impacts. This strengthens customers' capacity to cope with the financial consequences of accidents, illnesses, or other incidents related to health and safety [184]. Ensuring accessibility and affordability of products and services is key in bridging the health insurance protection gap, particularly in geographic locations with limited or no access to national health protection schemes. Organizations can enhance positive impacts by extending insurance coverage to under-represented or low-income groups [185] (see topic XX.5 Financial health and inclusion).

Organizations in the insurance sector can be involved with health and safety impacts through their business relationships, such as insuring or investing in organizations that manufacture pharmaceuticals, tobacco, or arms. Business relationships undermining health and safety can be screened by conducting due diligence. Organizations can also drive efforts to propose and finance actions to prevent negative impacts related to health and safety, such as initiatives or campaigns addressing smoking or air pollution.

Reporting on public and customer health and safety

If the organization has determined public and customer health and safety to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics *Additional sector recommendations* • Describe whether and how the organization utilizes its risk expertise beyond its core business to support public and customer health and safety, including: - product and services design and customer incentives; - awareness raising on risks; - promotion of proactive measures in disaster risk reduction; - collaboration and engagement with relevant stakeholders, e.g., governments, policymakers, and local communities, to prevent and mitigate risks. • For customer engagement and investee stewardship related to public and customer health and safety, report: – agreed-upon targets related to customers' and investees' performance, along with metrics for evaluating progress; – examples of outcomes of customer engagement and investee stewardship.	XX.22.1

References and resources

The authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on public and customer health and safety by the insurance sector, are listed in the Bibliography.

Topic [XX].[23] Incorporating sustainability in investment

Organizations that allocate capital through investments play an important role in shaping global economics and can promote sustainable development. This topic explores how organizations define and manage sustainability impacts through their asset allocation and stewardship.

Through their investments, organizations in the insurance sector can be involved with the impacts of their investees and their respective value chains on the economy, environment, and people, including human rights [188]. Given their many investees, spanning all sectors, managing these impacts and incorporating sustainability in investment is central to their contribution to sustainable development.

Organizations in the insurance sector can contribute to sustainable development through their investments by supporting efforts to prevent and mitigate negative impacts related to investees and enhance positive ones [189]. This includes impacts from structuring and pricing capital, as well as impacts of investees on stakeholders along their respective value chains. Focusing too strongly on short-term returns can conflict with the organization’s investment activities and decisions and long-term sustainability [190].

Asset owners' and managers’ fiduciary duties and mandates increasingly include considerations of the long-term implications of their investment decisions, which may contribute to broader systemic impacts [191]. Incorporating sustainability issues into the investment process allows organizations in the sector to assess their investments more comprehensively.

Common approaches for incorporating sustainability include integrating sustainability criteria into analysis, decision-making, and portfolio construction. This ensures a focus on investees aligned with the organization's sustainability goals while screening out those that do not. When investees fail to prevent or mitigate their negative impacts, or when exclusion policies necessitate it, divestment might be employed as a further measure to uphold sustainability standards [192]. Investment strategies such as thematic and impact investing can also play a significant role in directing capital toward initiatives that generate positive environmental and social impacts. Additionally, organizations can leverage their influence by engaging with stakeholders and policymakers to drive meaningful change [192].

Reporting on incorporating sustainability in investment

If the organization has determined incorporating sustainability in investment to be a material topic, this sub-section lists the disclosures identified as relevant for reporting on the topic by the insurance sector.

STANDARD	DISCLOSURE	SECTOR STANDARD REF #
Management of the topic		
GRI 3: Material Topics 2021	Disclosure 3-3 Management of material topics	XX.23.1
Additional sector disclosures		
Report whether the organization is an asset owner or asset manager, or both. Report whether assets are managed directly or indirectly through asset managers and, if asset managers are used, the criteria for selecting them. For asset managers, report: • the percentage breakdown of clients by institutional and retail clients; • whether the organization has wholesale channels.		XX.23.2
Report the following information about the organization's definitions and commitments to incorporate sustainability in investment: • how impacts on the economy, environment, and people are considered in determining its strategy and business model; • its investment commitments and objectives on sustainability; • how sustainable investment is defined, including the jurisdiction-level taxonomies or labeling regimes it applies or is subject to, where available; • how incorporating sustainability in investment relates to fulfilling its fiduciary duties or equivalent obligations.		XX.23.3
Describe how the organization implements the above definitions and commitments in its approach to incorporating sustainability in investment, including: • minimum standards and exclusion policies; • how it uses sustainability-related information in investment decisions, particularly in research, valuation, and portfolio construction through methods such as norms-based, negative, and positive screening; • how its investment objectives are linked to investment instruments with a specific sustainability focus (e.g., green bonds), with a percentage breakdown of assets under management and the criteria for specifying the instruments (e.g., ICMA guidelines); • thematic investment and impact investment products, with a percentage breakdown of assets under management.		XX.23.4
Report the governance bodies and roles responsible for overseeing and implementing the incorporation of sustainability in investment, including: • their competencies regarding sustainable development; • the number of employees with formal responsibilities on sustainability incorporation and the percentage of these compared to the organization's total number of employees; • the number of employees with formal responsibilities on investee stewardship and the percentage of these compared to the organization's total number of employees; • how their remuneration policies and performance reviews align with the organization's sustainable investment objectives and any differences in		XX.23.5

incentive structures and performance reviews across teams, particularly the investment and stewardship teams.	
Describe the approach to proxy voting, including: • the number of proxy votes cast in the last annual general meeting season; • the subject of proxy votes cast in the last annual general meeting season; • how the organization monitors the proxy voting approaches of externally managed portfolios for consistency with its approach to proxy voting	XX.23.6
Describe how engagement with relevant stakeholders and experts has informed approaches to sustainability incorporation in investment.	XX.23.7

References and resources

The authoritative instruments and references used in developing this topic, as well as resources that may be helpful for reporting on incorporating sustainability in investment by the insurance sector, are listed in the Bibliography.

Glossary

This glossary provides definitions for terms used in this Standard. The organization is required to apply these definitions when using the GRI Standards.

The definitions included in this glossary may contain terms that are further defined in the complete *GRI Standards Glossary*. All defined terms are underlined. If a term is not defined in this glossary or in the complete *GRI Standards Glossary*, definitions that are commonly used and understood apply.

- anti-competitive behavior
- anti-trust and monopoly practice
- basic salary
- benefit
- business partner
- business relationships
- child
- collective bargaining
- conflict of interest
- corruption
- direct (Scope 1) GHG emissions
- discrimination
- due diligence
- effluent
- employee
- energy indirect (Scope 2) GHG emissions
- forced or compulsory labor
- freedom of association
- greenhouse gas (GHG)
- governance body
- hazardous waste
- human rights
- impact
- indigenous peoples
- infrastructure
- local community
- marketing communication
- material topic
- mitigation
- occupational health and safety management system
- other indirect (Scope 3) GHG emissions
- political contribution
- product and service information and labeling
- remedy / remediation
- remuneration
- reporting period
- scope of GHG emissions
- senior executive
- severity
- stakeholder
- substantiated complaint
- supplier

- supply chain
- sustainable development / sustainability
- value chain
- vulnerable group
- waste
- water stewardship
- water stress
- water withdrawal
- worker
- worker representative
- work-related hazard
- work-related incident
- work-related injury or ill health

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