SUSTAINABILITY BRIEFING

ESG in Insurance

Embedding environmental, social, and governance principles into insurance operations and practices.

July 17, 2026

FRAMEWORK

The three pillars at a glance

A shared language for how sustainability shows up across the business.

E

Environmental

Climate risk, the carbon footprint of our operations, and how sustainability shapes our investment portfolio.

S

Social

Policyholder wellbeing, fair and inclusive access to protection, and our people and communities.

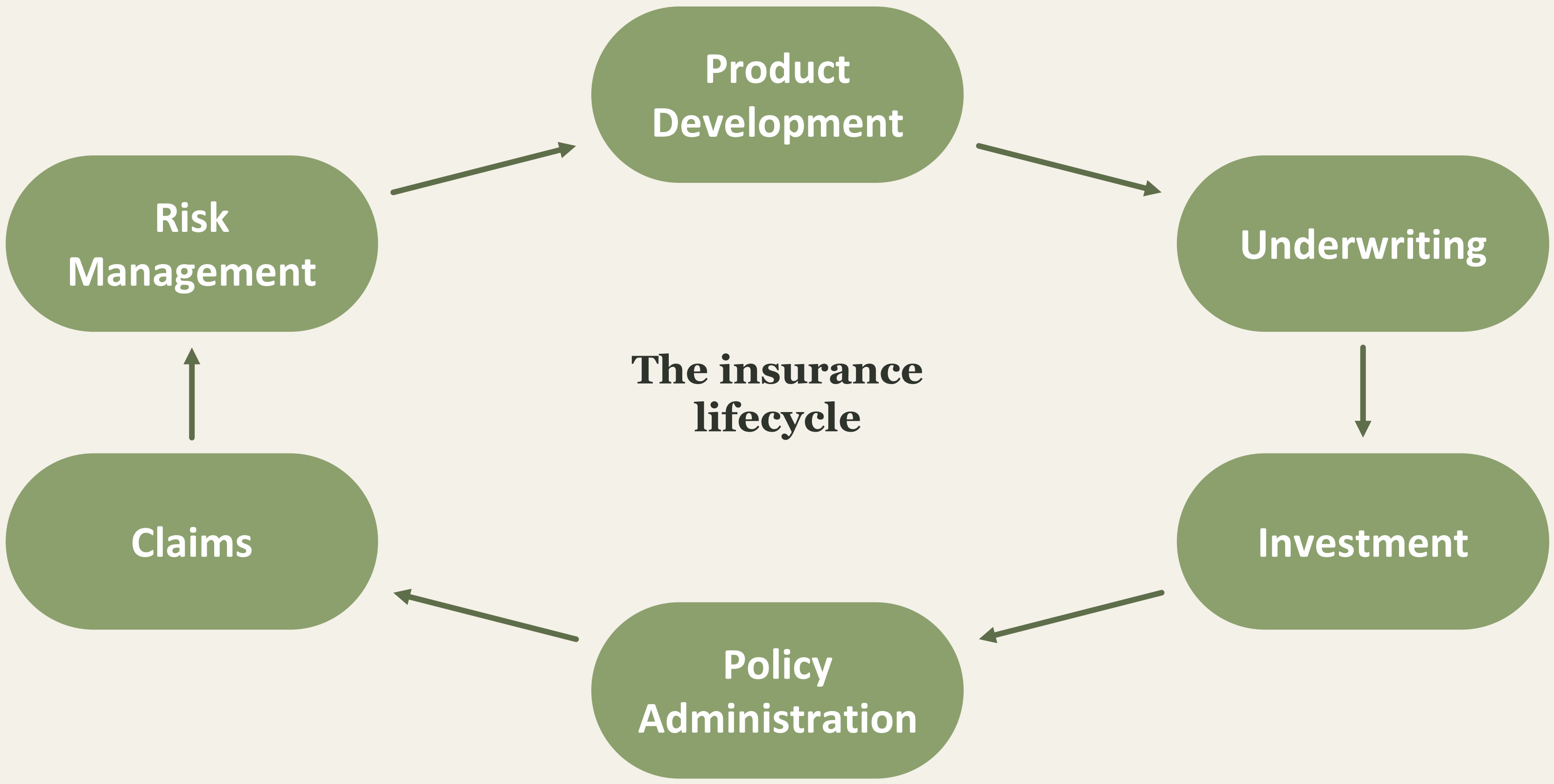
G

Governance

Board oversight, ethics and transparency, and disciplined management of data and risk.

Where ESG fits

ESG considerations can be embedded across the entire insurance value chain.



PILLAR ONE — ENVIRONMENTAL

Proposed initiatives:

Climate change is a long-horizon risk that touches both sides of the balance sheet — from mortality and morbidity trends to the resilience of our assets.

FOCUS AREAS

- **Increase use of e-policies and electronic policy documents**
  Shift enrollment, servicing, and correspondence online to cut paper across the policy lifecycle.
- **Digitalize application and underwriting documents**
  Move applications and underwriting evidence into digital workflows to reduce print and speed decisions.
- **Reduce carbon footprints**
  Cut emissions from offices, travel, and suppliers on the path to credible net-zero targets.
- **Responsible investment**
  Steer the general account toward lower-carbon, climate-resilient assets while protecting long-term returns.

- **Responsible Investment**: Enhanced practice — include ESG and climate-related risk as an additional investment risk consideration.

PILLAR TWO — SOCIAL

Protecting people and communities – (our strongest side)

Our core purpose is social: providing financial security to families. ESG sharpens that mission around wellbeing, fairness, and inclusion.

FOCUS AREAS

- ### Expand and enhance **Microinsurance Product**
  Extend low-cost, simple cover to reach more lower-income households.
- ### Improve accessibility of insurance products to underserved groups
  Design fair pricing and inclusive channels for underserved communities.
- ### Simplify policy wording and benefit illustrations
  Use plain language and clear visuals so customers know what they buy.
- ### Improve claims turnaround time
  Streamline claims so families receive support when they need it most.

Expand and enhance CB Kalinga

FOCUS AREAS

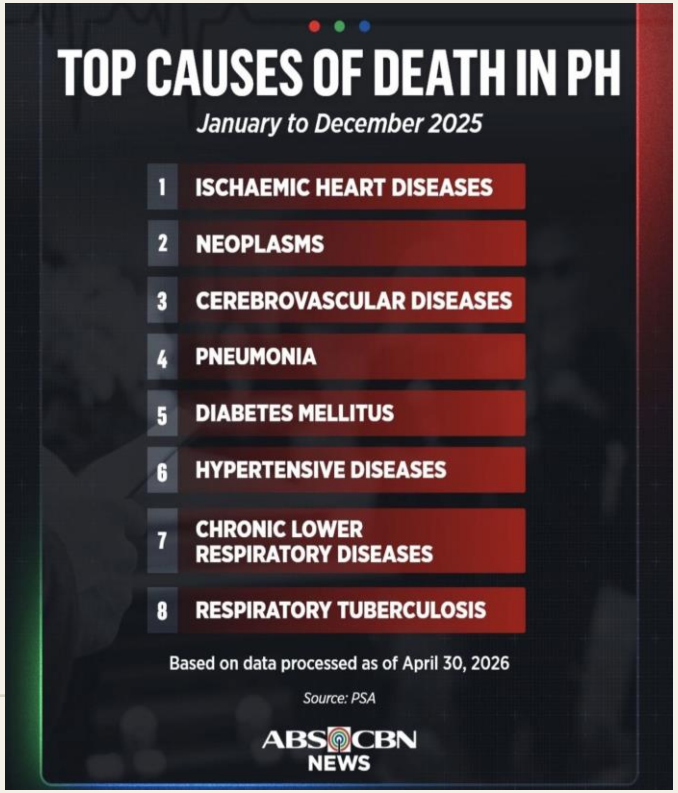
- Digital Accessibility
- Additional rider, e.g. terminal and critical illness.

Critical Illness: CHASE (Cancer, Heart Attack, and Stroke) product concept. From Zoii
Terminal Illness: Advance benefits upon diagnosis.

WHY IT MATTERS

Heart disease, cancer, and stroke are among the leading causes of death in the Philippines — the very events the CHASE rider is built to cover.

Pairing critical-illness benefits in microinsurance widens **affordable protection** for underserved families.



PILLAR THREE — GOVERNANCE

Governing with integrity and rigor

Strong governance is the foundation that makes environmental and social commitments credible and durable.

FOCUS AREAS

- **Board oversight of ESG**

  Clear accountability, with sustainability risks and targets owned at board and executive level.

- **Ethics and transparency**

  Honest disclosure, sound conduct, and protection against greenwashing in every public claim.

- **Data privacy and risk**

  Responsible use of customer data and disciplined management of emerging and model risk.

THE TAKEAWAY

Sustainability is no longer about doing less harm. It's about doing more good.

— Jochen Zeitz

- Start with practical and measurable initiatives.
- Microinsurance can create meaningful social impact.
- ESG is an opportunity, not just a compliance requirement.

THANK YOU!