

A person wearing a dark blue hoodie and jeans is standing on a bicycle on a dirt path that winds through a vast field of tall green grass and yellow wildflowers. The person's arms are outstretched to the sides. In the background, there is a line of trees under a cloudy sky with a faint rainbow visible in the upper right corner. A large, semi-transparent white triangle is overlaid on the scene, pointing downwards, and the main title text is centered within it.

Expanding the role of AXA in society

CEO's message

Olga Sánchez

CEO OF AXA
SPAIN

Last year saw the launch of AXA Group's new strategic plan, *Unlock the Future 2024-2026*. Sustainability is fundamental at the centre of the plan. Specifically, we want to expand the role of AXA in society through more inclusive insurance solutions and by supporting the climate transition, all as part of a 360 degree outlook, as investor, insurer, exemplary company and social stakeholder.

To measure AXA's role in society, we have established a series of ambitious and measurable goals and commitments. Some of these already formed part of AXA's climate strategy launched in 2023, such as reducing the CO₂ footprint of our activity. Others have been expanded with respect to the previous strategic plan, such as the insurance business for the transition to a decarbonised economy, while others are completely new, such as promoting volunteering among employees.

Over the course of this summary and the full report, readers will discover

these goals in detail, the progress made in 2024 and how, here at AXA Spain, we're helping achieve them.

I would like to end this letter with a special mention for those affected by the terrible flooding of 29 October last, the worst natural disaster in our history due to the number of deaths and the material damage caused, especially in the municipalities south of Valencia. Here at AXA we are and will remain by your side, not only through the launch of multiple internal initiatives, but also through our close collaboration with CCS, the Insurance Compensation Consortium, to manage the payment of compensation to our customers as quickly as possible.

We live in turbulent times, and the role of insurance is more important than ever. Here at AXA, we want to play a leading role in order to make our own positive mark on the world.



Key Figures AXA Spain

Financial results



Turnover

€3.415B



Net profit

€131M*



Payments issued
(excl. health and life)

€1.125B



Information and sales offices

7,000+



Customers

3.3M



Policies

5.8M

AXA Spain has **3.3M**
customers

Staff



Employees

(permanent + temporary)



Men

1,043



Women

1,638

Total

2,681



Type of contract

Permanent

1,041

1,630

2,671

Full-time

1,028

1,572

2,600

Part-time

13

63

71

Temporary (full-time)

2

8

10



Breakdown by age

Under 30

43

38

81

30-50

582

898

1,480

Over 50

418

702

1,120

*Local accounting figures.

Impact on society

INSURER



Transition premiums

€50.2M



Financially vulnerable customers

446,000



Car parts repaired instead of replaced

401,096



Car journeys avoided due to expert video reports

234,461

EXEMPLARY COMPANY



Operations carbon footprint

-59.5%
from 2019



Women in managerial roles

44%



Engagement index (employees' commitment to AXA)

91
points

INVESTOR



Carbon footprint of investment portfolio (tCO₂/€m)

-64.1%
from 2019



Green and transition investment

€709M



Social investment

€87M

SOCIAL ACTOR



Investment in the community through AXA Foundation

€3.9M



Employees who volunteer

59.5%

Awards and recognition

AXA Spain received a number of recognitions in 2024 for its exemplary work and communication. What's more, the AXA Foundation was also recognised for its role as an important social stakeholder.

- 1st Prize for Best Internal Communication Campaign for Change Management at the Ramón del Corral Dircom Awards, for 'Grump: The Simplification Grinch'.
- 1st Prize at the Wellbeing Awards 2024, in the Physical Wellbeing category, for the 'AXA Healthy You' programme, presented by Intrama.
- 2nd Prize at the Wellbeing Awards 2024, in the Financial Wellbeing category, for the 'Días Invest in You' programme, presented by Intrama.
- 2nd Prize for Invisible Diversity presented by Intrama for the inaugural Diversity Week.
- Award of the More Senior Talent seal to AXA by EJE&CON, Fundación máshumano and the efr initiative.
- Top Employer 2024 certification for the eighth consecutive year.
- 2nd place at the 22nd Expansión a la Innovación Awards in Human Resources, for 'Grump: The Simplification Grinch'.
- Top Diversity Company, presented by Intrama.
- Top Employee Experience Company certification by Intrama.
- efr-Másfamilia certification.
- 'Best Women Talent Company' certification - Intrama.
- Equality Seal renewed by Ministry of Equality.
- Awarded for the 'Victoria 285' campaign, promoting gender equality:
 - Golden Sun at the Ibero-American Advertising Communication Festival.
 - Silver Distinction at the Inspirational Awards 2024, run by IAB Spain.
 - Award from the Ojo de Iberoamérica, Club de Creativos and Eurobest.
 - Shortlisted for Cannes Advertising Festival.
- Fundación LQDVI UVE Prize awarded to AXA Foundation for 'Social Impact'.



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