

**SUSTAINABILITY REPORT**  
**2020**

**PT CHUBB GENERAL INSURANCE**  
**INDONESIA**

Chubb Square  
Jl. MH Thamrin No.10 Lt. 6  
Jakarta 10230

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## A. Sustainability Strategy

In its implementation, PT Chubb General Insurance Indonesia (“**Chubb**”) puts forward general principles in sustainable action, in accordance with its capacity as a general insurance company, especially the principles of social and environmental risk management. The process of developing a sustainable action plan is carried out jointly internally, involving related divisions. Starting from things that may seem simple to us, but have significant environmental, social and economic effects.

## B. Summary of Performance Aspects of Sustainability

Comparison of performance in relation to the implementation of Sustainable Finance:

### 1. Economic Aspect

*(in million rupiah)*

	2018 (Rp. audited)	2019 (Rp. audited)	2020 (Rp. audited)
Premium Income	1.182.462	1.003.633	656.074
Profit (Loss) After Tax	(88.367)	951	(151.775)
Total Comprehensive Profit (Loss)	(96.636)	45.504	(124.763)

### 2. Environmental Aspect

	2018	2019	2020
Use of electricity	1.137.607 Kwh	1.030.084 Kwh	918.634 Kwh
Use of paper	4.700 Ream	3.240 Ream	2.200 Ream
Use of plastic	900 Pack	653 Pack	222 Pack

### 3. Social Aspect

Chubb is committed to investing in the well-being of our local communities through volunteering, philanthropy and financial literacy. Chubb also helps its employees to do more for the things and people they care about through community investment grants. Chubb has also made a commitment to reduce the environmental impact of its global operations. Furthermore, Chubb has regular community activities, namely the Regional Day of Service (RDS), which is a regional humanitarian movement. With RDS, our community outreach activities align with Chubb's comprehensive philanthropic support to improve education and health, alleviate poverty, and save the environment.

## C. Company Profile

### 1. Company's Vision, Mission and Value

Chubb Group is committed to strengthening its position as a global leader in the insurance market by always doing business consistently, disciplined and focused. This is Chubb's dedication to delivering:

- a. Best Value For Clients  
High added value to clients by dedicating substantial capital and creativity resources in assumptions and risk management.
- b. Best Value for Shareholders  
High added value to shareholders by managing capital and risk in a professional, efficient and profitable manner.

- c. Best Value for Employees  
High added value to employees by creating an environment that brings satisfaction and ethical basis.

2. Domicile and Company Contact

- Company Name : PT Chubb General Insurance Indonesia
- Address : Chubb Square, Jl. MH Thamrin No.10 Lt. 6, Jakarta 10230
- Phone : 021 2949 8500
- Fax : 021 2949 8511
- E-Mail : contact.id@chubb.com
- Website : www.chubb.com/id
- Hotline : 1500127

3. Scale of Business

a. Asset and Liability

	2020 (Rp. audited – in million rupiah)
<b>Total Asset</b>	1.823.680
<b>Total Liability</b>	1.061.208

b. Employee Statistics

No	Level Jabatan		Pendidikan					Usia				Jenis Kelamin		Status	
			S2	S1	D3	D1/D2	SMU	20-30	31-40	41-50	51-55	L	P	PKWTT	PKWT
1	Komisaris	2	1	1					1	1	1	1			2
2	Direksi	4	1	3				1	3			4		4	
3	Kepala Divisi	6	3	2	1			1	5			3	3	6	
4	Senior Manager	14	2	10		1	1		5	9		8	6	14	
5	Manager	27	2	22	2		1		11	14	2	13	14	27	
6	Assistant Manager	28	1	21	5		1	1	16	11		12	16	28	
7	Staf	168	1	100	44	1	22	46	85	34	3	82	86	152	16
8	Non Staf	4					4		1	1	2	4		3	1
<b>Sub Total</b>		<b>253</b>	<b>11</b>	<b>159</b>	<b>52</b>	<b>2</b>	<b>29</b>	<b>47</b>	<b>120</b>	<b>78</b>	<b>8</b>	<b>127</b>	<b>126</b>	<b>234</b>	<b>19</b>
<b>Total</b>		<b>253</b>	<b>253</b>					<b>253</b>				<b>253</b>		<b>253</b>	

c. Shareholding Percentage

31 Desember 2020

Shareholder	%
Chubb INA International Holdings Ltd	80%
PT Adi Citra Mandiri	20%

d. Operational Area

Chubb has 8 (eight) marketing offices spread across several regions in Indonesia with the following addresses:

No.	City	Address
1	Jakarta	Chubb Square lantai 6, Jl. MH Thamrin No. 10, Jakarta 10230
2	Bandung	Jl. Lembong No. 32, Bandung, Jawa Barat 40111
3	Denpasar	Perkantoran Duta Wijaya No. 7, Jl. Raya Puputan, Renon, Denpasar, Bali 80237
4	Makassar	Jl. Gunung Latimonjong No. 57 B, Makassar, Sulawesi Selatan 90145
5	Medan	Ruko Juanda Boulevard No. 3G, Jl. Ir. H. Juanda, Medan, Sumatra Utara 20159
6	Pontianak	Komplek Pontianak Mall Blok AA No. 45-46, Jl. Teuku Umar, Pontianak Kalimantan Barat 78117
7	Semarang	Ruko Sriwijaya, Jl. Sriwijaya No. 72 F, Semarang, Jawa Tengah 50242
8	Surabaya	Jl. Anjasmoro No. 28, Sawahan, Surabaya, Jawa Timur 60251

#### 4. Product and Service

Chubb provides a comprehensive range of general insurance solutions for individuals, families and businesses, both large and small. With a network of offices in various strategic locations, Chubb offers its products and services through a variety of distribution channels, including banks, financing companies, insurance brokers and independent distribution partners. Its parent company, Chubb Limited, is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index. Chubb Group has executive offices in Zurich, New York, London, Paris and other locations, and employs more than 30,000 people worldwide.

Chubb continuously strives to provide appropriate insurance solutions to all Indonesians through its product offerings evenly through a diverse distribution channel, supported by reliable claims services, in the hope of exceeding the expectations of business partners and customers.

#### 5. Association Membership

- a. Asosiasi Asuransi Umum Indonesia (AAUI)/ Indonesian General Insurance Association
- b. Lembaga Alternatif Penyelesaian Sengketa (LAPS)/ Alternative Dispute Resolution Institution

### **D. Board of Directors Explanation**

#### 1. Sustainability Strategy Fulfillment

Chubb has always been dedicated to providing the best values for clients, shareholders and employees. Every step that is prepared and done regarding the value of sustainability, always begins with putting forward the best values.

Chubb recognizes the importance of sustainable financial management issues to align economic, social and environmental aspects of Chubb's business activities that will be key drivers in realizing Chubb's progress and sustainability.

Chubb sees that the concept of sustainable finance is a new concept that needs to be introduced more to all parties involved. Many parties have actually applied some of the concepts of sustainable finance in their daily activities, both consciously and unconsciously, but will be more in accordance with the specific objectives that are expected to be accommodated by a common concept of sustainable finance.

Chubb is committed to providing benefits and protection solutions to stakeholders, especially the communities in which Chubb is located and operating. Chubb has principles for conducting ethical business practices and is responsible for supporting the implementation of sustainable finance.

Referring to POJK No.51/POJK.03/2017 on The Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies, Chubb as a financial service institution also applies sustainable financial action in its business activities, in order to produce sustainable and responsible growth. This will certainly have a positive effect on the company, and in the long run can contribute to the company's overall performance.

The achievements of social, environmental and economic aspects began to be felt, especially the pandemic in 2020 that pushed employees towards digitization and working from home. The effect can be seen from the burden of energy use (electricity, water), waste waste (plastic, paper) and employee understanding that gradually began to build up.

In general, the challenge faced by Chubb externally is that it is still not evenly socialized on sustainable financial issues, especially about how important environmental conservation is. Meanwhile, internally it is required socialization and training for understanding related to sustainable financial issues and provide guidelines for the implementation of sustainable financial action in internal Chubb.

The limited regulation and guidelines for financial services institutions other than banking in implementing sustainable finance are challenges that must be faced by insurance companies in this transitional period of sustainable financial system implementation. To answer these challenges, Chubb has developed policies that are always adapted to the conditions that occur, including always applying the principles of Good Corporate Governance in every aspect of its business by referring to the laws and regulations applicable to the sustainability and resilience of Chubb's business in the long term.

## 2. Sustainable Finance Implementation

In general, the achievement of sustainable financial implementation is quite in line with the expected targets, both from the social, economic and environmental aspects. The most important thing is to start to build employee awareness about how significant the effect can be if the implementation of sustainable finance is applied consistently and thoroughly.

Due to the pandemic that occurred in 2020, not all sustainable financial plan programs can be realized because employees carry out their work from home. But on the one hand, working from home helped Chubb's efforts to save energy use (electricity, water) and reduce waste disposal (plastic, paper) that had an effect on environmental and economic aspects.

## 3. Target Achievement Strategy

Chubb strives to take sustainable financial action by empowering its employees to initiate such actions in their daily work environment. In addition, Chubb also strives to gain a wide appeal from its employees and also accommodate ideas through communication patterns from employees (bottom up). As for the implementation of these ideas, used communication patterns instructions from management (top down), so that the realization of these actions can be carried out as expected.

In the external environment, Chubb sees that there are still many things in the economic, social and environmental aspects that can be improved and developed. This will be possible if all external parties can always build their understanding of the concept of sustainable finance and what positive impacts can be generated when applied jointly and carefully.

## **E. Sustainability Governance**

### **1. Sustainability Governance Structure**

In order to support business sustainability, Chubb believes in the importance of implementing good corporate governance in every business activity implemented by all employees at all levels of the organization.

In implementing sustainability governance, Chubb's board of directors including the Board of Commissioners and Board of Directors provided its support in planning and supervision related to sustainable finance.

The Board of Directors plays an important role in drafting and providing strategic direction, as well as determining priorities in the implementation of sustainable financial implementation. The Board of Directors has complied with the prevailing laws and regulations and ensures that every policy in the implementation of sustainable finance has taken into account the interests of all stakeholders.

The Board of Commissioners has carried out the duties of supervision and advising the Board of Directors in the implementation of sustainable finance as well as supervising the Board of Directors in maintaining the balance of interests of all stakeholders, and monitoring the effectiveness of sustainable financial implementation.

In the realization of sustainable finance implementation, the Board of Directors commissioned the Communications department as a work unit that conducts the preparation of a Sustainable Financial Action Plan and coordinates collaboration with other business and related work units.

### **2. Competency Development**

Chubb has facilitated the development of competencies and capacities for the Board of Directors, Board of Commissioners, and employees in charge of sustainable financial implementation through appropriate certification and training programs. Socialization and education of sustainable finance is also carried out to the units responsible for the implementation of sustainable finance.

### **3. Sustainable Financial Risk Management**

Chubb has a risk management framework and performs procedures for identifying, measuring, monitoring and controlling risks for sustainable financial implementation. Risk management is also applied in an integrated / comprehensive in every stage of business processes in the company. Each business and work unit conducts identification, measurement, monitoring and control of any risks inherent in the work process.

The application of risk management in Chubb adheres to a "three lines of defense" approach where the business unit is the risk owner on the first line of defense, the compliance and risk management functions in the second line of defense and the internal audit function in the third line of defense.

The Board of Commissioners and Board of Directors play an active role in the risk management process in which the Board of Directors is responsible for the implementation of risk management which includes risk governance, risk management framework, risk management process, and adequacy of management information system as well as adequacy of internal control system. Active supervision is carried out by the Board of Commissioners supported by the Risk Monitoring Committee under the Board of Commissioners to monitor the implementation of risk management prepared by the Board of Directors.

#### 4. Stakeholder Engagement

In carrying out operational activities and implementing sustainable finance, Chubb always accommodates the interests of stakeholders who have different interests, and Chubb strives to build cooperation, synergy and conduct intensive communication with stakeholders.

### F. **Sustainability Performance**

Employees' understanding of building a culture of sustainability is felt to be significantly improved through campaigns that are routinely conducted where employees are encouraged to prioritize digitalization in their daily lives. What's more, the effects of the pandemic are increasingly encouraging internal culture to digitize in their daily lives.

#### 1. Economic Performance

*(in million rupiah)*

Deskripsi	2018			2019			2020		
	Target	Kinerja	Deviasi	Target	Kinerja	Deviasi	Target	Kinerja	Deviasi
Investasi*	1,468,843	1,349,221	(119,622)	1,403,570	1,143,827	(259,743)	1,091,884	1,025,914	(65,970)
Total Aset*	2,790,097	2,020,222	(769,875)	2,221,703	1,793,577	(428,126)	1,559,219	1,645,174	85,955
Total Kewajiban*	2,092,026	1,437,044	(654,982)	1,676,733	1,123,697	(553,036)	1,024,600	1,016,663	(7,937)
Jumlah Pendapatan Premi	1,546,434	1,182,462	(363,972)	1,122,976	1,003,633	(119,343)	656,235	656,074	(161)
(Rugi)/Laba Setelah Pajak	60,078	(88,367)	(148,445)	(40,180)	951	41,131	(92,141)	(151,775)	(59,634)
(Rugi)/Laba Komprehensif	23,574	(96,636)	(120,210)	(9,121)	45,504	54,625	(87,184)	(124,763)	(37,579)

\*Based on SAP values in business plan (target) and audited financial statements (performance) as of December 31, 2018, December 31, 2019 and December 31, 2020.

#### 2. Social Performance

Chubb is always committed to providing superior services for its customers, by constantly innovating so that consumers can access Chubb products and services anytime and anywhere. This certainly has a significant growing effect on the social aspect for consumers themselves, in line with the expected goals of sustainable performance.

In terms of employment, Chubb provides equal employment opportunities through internal and external job information mechanisms based on individual competencies with the lowest employee age limit of 22 years.

Chubb's office is equipped with a prayer room and nursing room for nursing mothers. During the pandemic, Chubb made various health protocol efforts, including:

- 50:50 rotational system of working in the office and at home
- Implementation the capacity of the room to maintain distancing
- Regular cleaning with disinfectants in workspaces and office spaces.

Chubb regularly conducts training and development of employee skills through various types of training in the mandatory training category, technical and management/soft skills.

Regarding financial education and inclusion, Chubb implements sustainable financial plans evenly throughout its operational areas, including the implementation of financial inclusion conducted nationally through digital inclusion methods. As for the application of financial literacy, in 2020 it is conducted in west Java with details of reports that have been reported separately.

Chubb has a public complaints facility where public complaints can be made by phone, email, letter, fax and website, and information about the procedure of complaint has been listed on chubb's website and offices so that it can be easily known by the public. Every complaint received will be recorded in the system and monitored by the complaints unit and the public will get information on the complaint ticket number. Complaints that



cannot be resolved by the complaints unit will be escalated to the relevant supervisor or department for a solution. Complaints received will be reported to management every month and for financial-related complaints will be reported to ojk every quarter. The total number of complaints received from 2018 – 2020 was 606 cases and 606 cases were resolved.

3. Environment Performance

Environmental concern is realized by managing all Chubb's business activities efficiently, friendlyly and not damaging the environment including saving paper usage and implementing paperless programs, saving electricity usage throughout Chubb's offices.

a. Environmental Costs

<b>Description</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Electricity	Rp 1.592.650.953	Rp 1.478.289.437	Rp 1.287.103.729
Water	Rp 57.238.450	Rp 66.776.627	Rp 49.669.549
Waste Processing (Transportation Cost to Karats Factory)	Rp 750.000	Rp 450.000	Rp 300.000

The cost of electricity incurred by Chubb decreased year-over-year due to energy saving programs as well as the regulation of the number of employees working in the office vs. at home at 50:50.

b. Eco-Friendly Program

Chubb does several things to support environmentally friendly programs including:

1. Using aqua-filled drinking water with refillable gallons to reduce plastic waste.
2. Replacing TL neon lamps with energy-efficient LED lights, in Chubb's main offices.

c. Energy Use

Chubb runs energy saving programs as follows:

1. Using VRV type air conditioner and split ac per area, so that if the room or work area is not used air conditioning can be turned off.
2. Setting the light switch per zone, so that if not used the area lights can be turned off.
3. The use of LED TL Lamps for significant energy savings.
4. Replacing computers with laptops in some departments to save electrical energy.