



AIA PHILIPPINES GROUP
SUSTAINABILITY REPORT 2025

SUSTAINING HEALTHIER, LONGER, BETTER LIVES

HEALTHIER PLANET, HEALTHIER COMMUNITIES



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HEALTHIER PLANET, HEALTHIER COMMUNITIES

AIA’s Purpose is to help people live Healthier, Longer, Better Lives.

This Purpose continues to guide our decisions, our strategy and the way we create long-term value.

Through our sustainability approach, we focus on delivering meaningful outcomes for our stakeholders across our five strategic pillars, integrating environmental, social, and governance considerations into how we operate, invest and engage.

As the largest pan-Asian life and health insurer, and a significant asset owner and investor, we are mindful of the responsibility that comes with our scale and reach. In 2025, we remain focused on translating our commitments into action — strengthening resilience, supporting inclusive growth and contributing to a healthier, more sustainable future for AIA, our communities and Asia.

Our Sustainability Strategic Pillars



Sustainability Highlights



HEALTH & WELLNESS

Delivering better health outcomes, championing financial inclusion and expanding access to quality care.

Total benefits and claims paid exceeded **PHP10.3 billion**

AIA Philippines is the trusted health partner of more than **1.1 million** individual policyholders and more than **1 million** insured group members.

AIA Philippines engaged Filipinos over 175 million times, under our AIA One Billion Commitment, further strengthening our mission to help people live Healthier, Longer, Better Lives.

Won **Bronze** at the Asia-Pacific Tambuli Awards, which recognizes brands that drive performance through purpose, for its "Hope Mobi Clinic" initiative under the Builders of Society: Advocacy category, advancing inclusive healthcare through breast cancer awareness and early detection.



SUSTAINABLE INVESTMENT

Creating long-term value through sustainable investments, future focus, and active engagement for net-zero goals.

Maintained **100% ESG Rating Scorecard** coverage across directly managed general account assets

Over **PHP 1.74 billion** have been invested in a combination of green bonds and sustainability bonds.



SUSTAINABLE OPERATIONS

Improving the environmental performance of our operations and incorporating sustainability into sourcing considerations.

We've maintained our Leadership in Energy and Environmental Design (LEED) Silver Core and Shell Certification for AIA Center Cebu and WELL HSR Certification for 7 major buildings (AIA Alabang, AIA Baguio, AIA Center Cebu, AIA Cubao, AIA Davao, AIA Salcedo and AIA Tower).

100% of AIA PH Suppliers abide by the Supplier Code of Conduct



PEOPLE & CULTURE

Fostering a learning environment, equitable processes and a diverse, inclusive culture.

Multiple top-tier workplace awards and certifications: Great Place to Work®, Best Places to Work, first-ever citation as one of the Fortune 100 Companies to Work For™ in Southeast Asia, Employee Engagement Initiative of the Year - Philippines at the Insurance Asia Awards, and HR Asia's Best Companies to Work For in 2025, for employee experience, diversity & inclusion, digital empowerment, and sustainable workplace practices.

Women comprise 66% of the total workforce. Women hold 65% of senior leadership.



EFFECTIVE GOVERNANCE

Continuing to operate to the highest standards of business practices.

AIA Philippines and BPI AIA received ASEAN Golden Arrow Awards for excellence in corporate governance—marking AIA Philippines' eighth and BPI AIA's sixth consecutive year of recognition. AIA earned Two Arrows, and BPI AIA Three Arrows, reflecting high standards in transparency, board oversight, and long-term stakeholder value.

About AIA Philippines Group

About AIA Philippines

AIA Philippines (AIA Philippines Life and General Insurance Company Inc.) formerly AIA Philam Life (The Philippine American Life and General Insurance Company), is the country's premier life insurance company. Originally established on 21 June 1947 and became popularly known as Philam Life, AIA Philippines has earned the trust of customers for its financial strength, strong brand name, and ability to deliver on its promises.

AIA Philippines has PHP 253.35 billion in total assets and PHP 70.14 billion in net worth as of 31 December 2025 while serving more than 1.1 million individual policyholders and more than 1 million insured group members. AIA Philippines understands the needs of its customers and provides holistic solutions that include life protection, health insurance, savings, education, retirement, investment, group, and credit life insurance. It also offers bancassurance through its subsidiary, BPI AIA Life Assurance Corporation (formerly BPI-Philam Life Assurance Corporation).

Based on the audited reports submitted to the Insurance Commission as of 31 December 2025, the combined total

premium income of AIA Philippines and BPI AIA was at PHP 34.32 billion. AIA Philippines is a member of AIA Group Limited, the largest independent publicly listed pan-Asian life insurance group.

AIA and BPI AIA are regulated by the Insurance Commission.

About BPI AIA

BPI AIA Life Assurance Corporation is a strategic alliance between two leading companies in the country – Bank of the Philippine Islands (BPI) and AIA Philippines Life and General Insurance Company (formerly Philam Life). BPI is a leading universal bank with over 170 years of experience in the local banking industry and an extensive branch network of more than 850 branches and 2,500 ATMs and CAMs. AIA Philippines is the premier life insurance company in the country and the market leader for over 70 years.

BPI AIA's professional and expertly trained Sales Executives are assigned in BPI branches nationwide or work remotely using digital tools to render financial advisory services that address customers' financial and protection needs.

With the combined expertise and resources of the two trusted companies, BPI AIA policyholders are assured that their insurance is backed by financial strength and stability.

About AIA Investment Management and Trust Corporation Philippines

formerly Philam Asset Management, Inc. (PAMI)

AIA Investment Management and Trust Corporation Philippines (AIAIM PH) is a wholly owned company of AIA Philippines providing on-the-ground application of AIA Investment Management investment expertise to Philippine assets. In 2022, the Bangko Sentral ng Pilipinas (BSP) approved the application of AIAIM PH to operate as a Trust Corporation. In May 2022, AIAIM PH started to manage the peso investment portfolio of AIA Philippines, and focused on investment requirements that support its core insurance business. As of 31 December 2025, AIAIM PH manages PHP145.7 billion across asset classes and has a team of 26 employees. AIAIM PH solely caters to the needs of AIA Philippines and dedicates investment resources to manage its peso assets.

About MediCard Philippines

MediCard Philippines, Inc. (MediCard) is a health company that provides comprehensive and accessible services to individuals, families, small and medium-sized enterprises (SMEs), and large corporations. With a strong and trusted presence across the Philippines, it connects members to a vast network of accredited clinics, partner hospitals, and medical and dental professionals.

Driven by its mission to make healthcare more inclusive and within reach, MediCard continuously innovates to uphold its commitment to helping Filipinos live healthier, longer, and better lives. Its wide range of health plans and wellness programs are designed to meet the evolving needs of its members, ensuring quality care and peace of mind.

MediCard recorded the highest net income among 28 Health Maintenance Organizations (HMOs) that submitted financial statements to the Insurance Commission for the first quarter of 2025. This performance highlights MediCard's solid financial standing, operational efficiency, and unwavering dedication to services.



About AIA Group

AIA Group Limited and its subsidiaries (collectively 'AIA' or the 'Group') comprise the largest independent publicly-listed pan-Asian life insurance group.

We have a presence in 18 markets across Asia. This includes wholly-owned branches and subsidiaries in Mainland China, Hong Kong SAR, Thailand, Singapore, Malaysia, Australia, Cambodia, Indonesia, Myanmar, New Zealand, the Philippines, South Korea, Sri Lanka, Taiwan (China), Vietnam, Brunei, Macau SAR and a 49% joint venture in India. AIA also has a 24.99% shareholding in China Post Life Insurance Co., Ltd. (China Post Life).

The business that would become AIA Group Limited was established in Shanghai in 1919. Today, we are a market leader in Asia (ex-Japan) based on life insurance premiums and hold leading positions across the majority of our markets. Our total assets were US\$345 billion as of 31 December 2025.

AIA meets the long-term savings and protection needs of individuals by offering a range of products and services including life insurance, accident and health insurance, and savings plans. We also provide employee benefits, credit life insurance and pension services to corporate clients. Through our extensive network of agents, partners and employees across Asia, we serve 44 million individual policyholders and over 16 million participating members of group insurance schemes.

AIA Group Limited is listed on the Main Board of The Stock Exchange of Hong Kong Limited under the stock codes '1299' for the HKD counter and '81299' for the RMB counter with American Depositary Receipts (Level 1) traded on the over-the-counter market under the ticker symbol 'AAGIY'.



Chief Executive Officer and President's Statement

At AIA Philippines, sustainability is fundamental to how we deliver our purpose — to help Filipinos live Healthier, Longer, Better Lives. It shapes how we serve customers, invest capital, support our people, and govern our business for long-term relevance and resilience.

In 2025, we strengthened this foundation with clear progress across our five priorities: Health and Wellness, Sustainable Investment, Sustainable Operations, People & Culture, and Effective Governance. The results in this report reflect disciplined execution and a consistent focus on sustainable value creation.

Our responsibility is clear: to deliver business growth that improves lives today, while safeguarding the future we are building for the next generation. Sustainability at AIA Philippines is how we create impact, earn trust, and build a business that truly empowers people to live Healthier, Longer and Better Lives.

Health and Wellness

Improving health outcomes remains central to our strategy. In 2025, AIA Philippines engaged Filipinos over 175 million times under the AIA One Billion initiative, advancing health awareness, prevention, and access nationwide.

Through AIA Healthiest Schools (AHS), in partnership with Corazon Sanchez Atayde Memorial Foundation (CSAMF) and Knowledge Channel Foundation, Inc. (KCFI), we deepened our focus on early health literacy. With CSAMF, 20 schools across Baguio, Benguet, Catanduanes, Camarines Sur, Cagayan de Oro, NCR, Iloilo, and Laguna were engaged, reaching more than 32,000 students and training nearly 1,000 teachers. Complementing this, our educational program Gen H: Generation Healthy, aired via Knowledge Channel platforms, recorded 5.8 million views by end-December 2025, significantly extending reach beyond the classroom.

We also leveraged sports as a platform for healthier habits through the AHS x Tottenham Hotspur football

clinic in Iloilo, engaging 203 children and training 65 local coaches from 36 municipalities, reinforcing the role of physical activity in child development.

Our health ecosystem was further strengthened since the acquisition of MediCard in 2023, enabling comprehensive outpatient, dental, emergency, and diagnostic coverage through a nationwide cashless provider network. MediCard Philippines improved cost discipline by enforcing PhilHealth's Outpatient Emergency Care Benefit, raising PhilHealth-aligned emergency claims to over 27% between June and October 2025, from almost none. This improved claims efficiency, managed costs, and protected member benefits.

MediCard's home health programs also demonstrated strong adoption. Between October 2024 and February 2025, over 28,000 laboratory and diagnostic approvals were recorded in pilot sites, with over 5,600 members offered home services and more than 100 completions in the initial phase. By September 2025, completed cases increased to 550, underscoring clear demand and scalability ahead of the planned digital scheduling platform and expanded contact center in 2026.

Across initiatives — from schools and sports to insurance-enabled care delivery — our approach reflects a deliberate shift from episodic interventions to sustained, outcome-driven health partnerships.



Our responsibility is clear: to deliver business growth that improves lives today, while safeguarding the future we are building for the next generation. Sustainability at AIA Philippines is how we create impact, earn trust, and build a business that truly empowers people to live Healthier, Longer and Better Lives.

Melita Teo

Chief Executive Officer and President
AIA Philippines

Sustainable Investment

As a long-term insurer and asset owner, we allocate capital with purpose. In 2025, AIA Philippines invested PHP 1.74 billion on green bonds and sustainability bonds, supporting the Philippines' transition to a more resilient, low-carbon economy.

We maintained 100% ESG Rating Scorecard across all in-scope investee companies and upheld our exclusion of coal-related investments. Active engagement and strengthened internal ESG capability continue to anchor our sustainable investment approach.

Sustainable Operations

We continue to deliver our commitment to reducing our environmental footprint through decisive action across energy, procurement, and building operations. One hundred percent of AIA Philippines' suppliers comply with our Supplier Code of Conduct, and we actively engage vendors and partners aligned with our sustainability principles.

Renewable energy adoption remains a cornerstone of our decarbonization strategy. Four properties — AIA Tower, AIA Center Cebu, AIA Alabang, and AIA Salcedo — operate under renewable energy Power Purchase Agreements. Portfolio-wide energy optimization continues, with energy audits for AIA Alabang, Cubao, and Salcedo were completed in 2025.

Leadership in Energy and Environmental Design (LEED) and WELL consultancy have been approved, with project implementation commencing in January 2026 for AIA Tower and AIA Cebu. This program will identify

energy-saving opportunities, implement conservation measures, validate savings, and report outcomes through our annual sustainability disclosures. All seven key buildings maintain WELL Health-Safety Rating Certification, reinforcing our commitment to healthy, energy-efficient workplaces.

Operational efficiency initiatives — including demand management programs and motion-sensor lighting across all premises — are firmly embedded. Urban gardening has also expanded across five buildings, enhancing green spaces, tenant engagement, and long-term asset value.

People and Culture

Our people enable our strategy. In 2025, employees completed an average of 30.33 training hours, with 100% participation across the organization. Women represented 66% of our workforce and 65% of senior leadership, reflecting sustained progress in building inclusive leadership.

In recognition of our culture, AIA Philippines earned the Great Place to Work® and Best Places to Work re-certifications in 2025, reflecting strong performance in trust, inclusion, employee wellbeing, and workplace culture. We were also named among the inaugural Fortune 100 Companies to Work For™ in Southeast Asia, recognizing organizations where people feel valued, supported, and empowered to grow.

Further recognition included Employee Engagement Initiative of the Year - Philippines at the Insurance Asia Awards and inclusion in HR Asia's Best Companies to Work For in Asia 2025, where AIA Philippines received

four awards spanning employee experience, diversity and inclusion, digital empowerment, and sustainable workplace practices.

Employee resource groups such as Allies in AIA and SheConnects strengthened engagement, allyship, and leadership accountability — reinforcing a culture that values performance, respect, and opportunity.

Effective Governance

Strong governance underpins sustainable performance. We maintained diverse, highly qualified Board of Directors, strengthened risk oversight, and ensured consistent ESG reporting to the Board. In recognition of these efforts, AIA Philippines received two Golden Arrows and BPI AIA received three Golden Arrows from the Institute of Corporate Directors in 2025, reaffirming that strong governance remains at the core of how we operate and how we protect the trust of our customers, partners, and stakeholders.

Looking Ahead

Our priorities for sustainability remain clear and focused: deepen health impact, mobilize capital responsibly, decarbonize our operations, invest in our people, and uphold strong governance. Sustainability at AIA Philippines is an ongoing commitment, grounded in execution, guided by accountability, and focused on long-term value.



Our Vision

AIA's Purpose is to help people live Healthier, Longer, Better Lives. Sustainability is central to this Purpose and deeply embedded into the way we operate, as we take on and manage risks, unlock opportunities, and create lasting impact in our communities.

Given the breadth of our operations, we understand the interconnected challenges faced by our communities — from climate change and social inequality to evolving health needs. Given our mission, it is critical that we integrate environmental, social, and governance considerations across our business to ensure resilience and enable growth.

As Asia's leading insurer and one of its leading asset owners, we leverage our scale and influence to support sustainable economic and social development. Through the development of innovative solutions, responsible investments, and collaborative partnerships, we aim to accelerate the transition to a low-carbon, inclusive future.

By anticipating emerging risks and aligning our actions with local and global sustainability goals, we are building on more than a century of operations to ensure that our business not only protects lives today but also empowers communities to thrive tomorrow — creating value for all stakeholders and contributing to a healthier, more equitable world.



At AIA Philippines, sustainability is central to how we build trust with customers. It ensures that our brand Purpose — Healthier, Longer, Better Lives — is reflected not only in what we say, but in how we act.

Our efforts in health and wellness, sustainable investment and business practices, diversity, equity and inclusion, and governance, reinforce credibility at every customer touchpoint. They show that AIA stands for progress that is meaningful, measurable, and shared with the communities we serve.

In a time where trust defines brand relevance more than ever, sustainability enables us to deepen loyalty and remain a long-term partner in our customers' lives. By embedding sustainability into our products, partnerships, and storytelling, we become a strategic enabler of trust, differentiation, and enduring business strength for AIA Philippines.

Melissa Henson

Head of ESG | Chief Marketing Officer
AIA Philippines

AIA's Sustainability Governance

Effective governance is the foundation of our approach. It ensures we maintain the highest standards in everything we do and enables us to deliver sustainable outcomes and commitments to our customers and our communities.

Our Sustainability governance framework

Delivering a strategy that strengthens resilience against interconnected risks, unlocks opportunities for growth, and drives meaningful social and environmental impact requires seamless collaboration across all functions. Our sustainability governance sits within our overall corporate governance structure, leveraging cross-functional expertise, senior management and Board oversight. It is accountable, transparent and robust, and ensures our sustainability strategy is integrated across our operations.

The Board



Our Board oversees our sustainability approach by ensuring that ESG-related risks, opportunities and material topics are regularly evaluated within the broader business context. Through regular updates from management and Board committees, the Board reviews progress against ESG goals and targets to ensure they remain aligned with AIA Group's strategic priorities and performance.

ESG Committee



The ESG Committee was created to provide oversight and strategic guidance for all sustainability initiatives, including climate-related matters at AIA. It monitors and reviews the Group's sustainability and climate performance against ambition and targets, sets ESG policies and objectives, and endorses targets and key performance indicators. It also provides regular updates to the Board, enabling informed oversight and accountability at the highest level.

The Committee consists of the following:



Chief Executive Officer



AIA Philippines ESG Steering Committee



Head of ESG and Chief Marketing Officer



Independent Board Advisers



ESG Team



ESG Pillar Leads



Sustainability Strategy

Our sustainability strategy builds on AIA's Purpose of helping people live Healthier, Longer, Better Lives by embedding sustainability into how we manage interconnected risks, unlock opportunities, and create meaningful impact. It is a forward-looking approach that strengthens resilience in a dynamic world while delivering long-term value for our customers, shareholders, and communities.

Rooted in our Operating Philosophy of "Doing the Right Thing, in the Right Way, with the Right People... and the Right Results will come", our strategy brings together clear goals, commitments and actions that position AIA as a leader in sustainable development across Asia.

The strategy is built around five pillars: Health & Wellness, Sustainable Investment, Sustainable Operations, People & Culture, and Effective Governance. Together, these pillars enable us to:

- Anticipate and manage environmental, social, and governance risks,
- Capture opportunities through innovation and responsible investment, and
- Deliver positive outcomes for society and the environment.

By integrating these pillars, we aim to contribute to healthier, more inclusive communities, accelerate Asia's transition to a low-carbon economy, and ultimately safeguard the well-being of future generations and the planet.



HEALTH & WELLNESS

focuses on engaging, inspiring and delivering better health outcomes, championing financial inclusion and expanding access to quality care, producing a wider positive impact on society.



SUSTAINABLE INVESTMENT

delivers long-term value by allocating capital to companies that commit to sustainable outcomes, investing for the future and lowering our exposure to the risk of stranded assets in a future low-carbon economy.



SUSTAINABLE OPERATIONS

aims to improve the environmental performance of AIA's operations as well as to incorporate sustainability factors in sourcing considerations.



PEOPLE & CULTURE

empowers our people to succeed through fostering a learning environment, ensuring an equitable and fair approach for employment and progression, and promoting a diverse, inclusive and supportive culture.



EFFECTIVE GOVERNANCE

ensures that AIA continues to operate to the highest standards of business practices, both in terms of our engagement with stakeholders and how we manage risks. This provides the necessary management oversight, incentives, organisational accountability, data governance systems and transparent reporting to enable us to succeed.



Engaging Our Stakeholders

The success of our sustainability journey relies on open and meaningful dialogue with those connected to our business. By listening to diverse perspectives, we gain valuable insights that help us shape actions that matter and build trust through transparency. Engagement allows us to better understand expectations, anticipate challenges, and explore opportunities that create long-term value for all. This year, we continued to strengthen our approach by deepening conversations across multiple platforms, ensuring that collaboration remains at the heart of our progress.

STAKEHOLDER GROUP		WHY WE ENGAGE	HOW WE ENGAGE	TOPICS OF DISCUSSION
	CUSTOMERS	Listening to our customers is crucial because they provide feedback to facilitate ongoing improvement of our products, services and operations.	Regular customer contact points and feedback channels: → Customer Relationship Survey (CRS) → Real-Time Customer Survey → Consumer sentiment research that employs research instruments including macro and consumer trends research, ethnographic in-depth interviews and quantitative online surveys	→ Customer journey → Customer experience → Holistic health and wellness → Financial wellness → Healthcare needs → Retirement life and aspirations → Attitude on sustainability topics
	EMPLOYEES	Our people are fundamental to our near-term performance as well as sustainable growth. We regularly solicit feedback from our employees and agents to identify the right actions to cultivate an engaging and inclusive workplace.	→ Employee engagement surveys → Townhalls and other forums led by senior leaders → Employee networks, focus groups and other discussion forums → Conferences, training and talent development programmes for employees → Performance conversations and employee coaching	→ AIA culture, employee engagement and the employee experience → Employee well-being → Diversity and inclusion → Employee training, career development and professional growth
	AGENTS	Engaging and developing our large network of agents helps them to provide high-quality advice to customers across Asia. AIA supports agents to build their businesses so they can connect with more customers and communities.	→ Product education sessions → Sales technique presentations → Agency development programme → Financial advisor programme → Workshops and seminars → In-person and online personal development sessions → Annual agency convention → Focus groups	→ New products and product development → Marketing strategies → Customer needs and expectations → Goal setting and progress → Development and growth opportunities → Alignment with AIA strategies

STAKEHOLDER GROUP		WHY WE ENGAGE	HOW WE ENGAGE	TOPICS OF DISCUSSION
	GOVERNMENTS AND REGULATORS	We work closely with government agencies and regulators in the markets where we operate to elevate sustainable business practices and drive change through advocacy and partnerships.	→ Periodic discussions with regulators, governments and agencies → Advising agencies, sharing insights and providing thought leadership in support of their respective efforts within our communities → Active participation in local, regional and international industry forums → Memberships on advisory boards for various standards	→ Regulatory developments towards a low-carbon economy → Advocating sustainability integration into financial reporting → Compliance with relevant laws and regulations
	INVESTORS	We focus on strengthening investor trust and regularly engage with investors to communicate our sustainability strategy and progress. This two-way communication allows analysts to make informed decisions about AIA.	→ Annual general meeting → Earnings results and analyst briefings → Investor roadshows → Ratings and inclusion in indices including ISS, S&P Global Corporate Sustainability Assessment (CSA), MSCI, Sustainalytics and CDP → Investor conferences, meetings, calls and correspondence	→ Climate change → Sustainable investment → Metrics and targets → Strategy → Risk management → Corporate governance → Diversity and inclusion → Agent journey experience → Agent training, communication, recruitment and retention support
	COMMUNITIES	Given the breadth and impact of our businesses across Asia, we regularly seek interactions with the public to better enable us to contribute to positive change.	→ Engagement initiatives as part of AIA One Billion, such as the AIA Healthiest Schools Programme, AIA Voices and CSR initiatives → Corporate website and other correspondence → In-person interactions at corporate locations and hosted events → Industry body conferences and other forums → Ongoing social media interaction	→ Physical health → Mental health → Environmental health and financial inclusion

Internal Engagement and Advocacy

Sustainability at AIA begins with a strong internal culture and extends to industry leadership. Internally, we nurture a culture where sustainability is embedded in everyday behaviors and decision-making — equipping employees with the knowledge and confidence to champion our sustainability commitments. This fosters pride, alignment, and advocacy across the organization.

Externally, we continue to work to position AIA as a sustainability leader, leveraging our influence to shape industry standards, strengthen competitive advantage, and unlock new business opportunities. Together, these efforts ensure sustainability is not only part of our culture but a driver of long-term growth and impact.

Engaging our employees

At AIA Philippines, sustainability starts from within.

We have sustained our efforts for AIA CAN, a Group-wide multi-year eco-office movement aimed at raising the awareness of sustainability practices within the office, inspiring employees and driving behavioral change across six areas: waste management, energy usage, water usage, travel and transportation, sustainable procurement and environmental wellness.

Our AIA CAN guidebook and checklist help business units run sustainability-related employee programs, with a purpose-built digital dashboard tracks that measures progress. These include replacing personal

bins with communal recycling bins, using energy-efficient LED lighting and promoting the use of reusable items within the office.

Business units within the organization also held sustainability events such as tree-planting, which helps restore nature and enhance biodiversity.

These activities created a more sustainable workplace, fostering a strong sense of environmental responsibility for all. As of launch of this report, AIA Philippines has achieved a Gold status among AIA markets in the AIA CAN Leaderboard.

2025 AIA Health Fest

AIA Philippines' 2025 Health Fest in August was attended by over 600 employees across the AIA Philippines Group. It took a holistic approach to wellness with activities designed to support mental wellbeing, which included relaxation activities such as massages, onsite movie screenings, mindful eating workshops and live cooking demonstrations.

Sustainability is also embedded in everyday behaviors. Through workplace initiatives — from energy efficiency measures and urban gardens to wellness and engagement with its total wellness program AIA Vitality — employees actively contribute to our environmental and health goals, fostering pride and shared ownership of outcomes.



Our Overall Progress

Health & Wellness

This pillar directs AIA's resources to engaging, inspiring and delivering better health outcomes, championing financial inclusion and expanding access to quality care, producing a wider, fairer impact on society.

At the core of AIA Philippines' sustainability strategy is a clear ambition: help Filipinos live Healthier, Longer, Better Lives. In 2025, our Health and Wellness pillar delivered measurable progress across community engagement, preventive care, and integrated health solutions, while also confronting structural challenges that shape our next phase of action.

Expanding Reach and Impact in Communities

AIA remains a strong contributor to the AIA One

Billion (AOB) ambition. As of end-December 2025, AIA Philippines engaged Filipinos over 175 million times, reinforcing our leadership in driving large-scale health engagement nationwide.

Flagship health literacy program delivered depth alongside scale:

- The AIA Healthiest School (AHS) program achieved its full-year target of 20 schools engaged, spanning NCR and multiple provinces. Impact accelerated sharply, with 998 teachers trained and 32,033 students reached by end-2025, more than doubling

prior-year student reach and embedding health education earlier in life.

- AIA Philippines partnered with the Knowledge Channel Foundation to launch Gen H: Generation Healthy, an educational TV series designed to build health literacy among Filipino children and encourage healthier lifestyle choices early on. By end 2025, the program delivered strong results, recording over 5.8 million total viewers across Knowledge Channel platforms, significantly expanding its reach and impact on youth health education.
- Last March 2026, we've capped our Year 2 implementation with the annual AHS Changemaker Summit where we awarded the most innovative health program from participating primary and secondary schools that started in 2025.

Reach
Oct-Dec 2025

Kapamilya Channel Viewership	3,332,779
Online- FB/YT Views: 1,008,024 Impressions: 1,132,681	2,140,705
Online- IWantTFC Viewership	286,864
Offline Students Engaged Schools Engaged: 59	68,000
Total Reach	5,828,348



	Y1 (2024-2025)	Y2 (2025-2026)	Increase Rate
School Partners	8	20	150%
Students Engaged	7,232	32,033	343%
Teachers Engaged	139	998	618%
AHS Registration	154	184	19%
AHS Entries	48	82	72%



Health & Wellness

- The grand winner for elementary category is Hic-ming Elementary School from Virac, Catanduanes with their project “From Waste to Wellness: Eco Bricks in Herbal Garden Development”, which intentionally links environmental action with health outcomes, reflecting the realities of a disaster-prone island community where access to medical services may be disrupted during calamities. Grand winner for high-school category is Granada National High School- Ballesteros Extension with “Project Compostech,” designed for a small island, low-resource environment, it addresses waste management, nutrition, and health in one integrated system.

Strengthening Partnerships Through Stronger Wellness Ecosystem and Inclusive Healthcare

In 2025, AIA Vitality in the Philippines advanced its role as a trusted wellness partner by aligning more closely with AIA's protection-led strategy and focusing on stronger early engagement, sustainable habits, ecosystem expansion, and program integrity. Enhancements to the first 30 days of the member journey—clearer onboarding, improved Wellness Hub “how to” content, and simplified guides for app features, device syncing, and health assessments—drove faster activation. A revised physical activity

points structure reduced barriers and boosted consistency, resulting in the program's highest recorded 30-day engagement rate, with 81% of new members active within their first month.

The wellness ecosystem expanded with the addition of Anytime Fitness, giving members broader access to gym facilities nationwide and internationally.

The year also marked AIA Vitality's 10th anniversary, celebrated through nationwide campaigns and flagship wellness events such as the AIA Rock & Roll Run, amplifying brand visibility and advisor advocacy.

AIA Philippines earned Bronze at the Asia-Pacific Tambuli Awards, which recognizes brands that drive performance through purpose, for its “Hope Mobi Clinic” initiative under the Builders of Society: Advocacy category, advancing inclusive healthcare through breast cancer awareness and early detection. Delivered across San Juan, Pasig, and Quezon Cities, the program brings free mammography services to underserved women via the Hope Mobi Clinic, a mobile clinic developed with The Medical City.

As part of AIA's continued commitment to women's health and early cancer detection, The Medical City and AIA Philippines have renewed their Memorandum of Agreement (MOA) for the continued rollout of the Hope Mobi-Clinic to reach more underserved communities across Metro Manila. The program will continue to provide accessible, early detection services to 1000 women, particularly those aged 50 and above and a complete treatment plan upon diagnosis. It reinforces its aim to alleviate the burden of the disease, addressing the financial barrier in achieving full recovery from breast cancer. Rollout begins in 2026.



Health & Wellness



Improving Access to Better Health Outcomes

Through AIA Vitality, AIA PH and BPI AIA continued to integrate prevention and behavior change into insurance solutions. By year-end:

- 72,058 members were enrolled in AIA Vitality across AIA and BPI AIA.
- 5,933 members recorded measurable health improvements, moving key biometrics (BMI, blood pressure, glucose, cholesterol) into healthier ranges or reducing their Vitality Age.

While this represents a decline from earlier quarters — driven largely by membership lapses

and the sunsetting of corporate accounts — health outcomes among engaged, tenured members remained demonstrably positive. As of end-November 2025, members with sufficient tenure posted a Vitality Age gap of 1.15 years, signaling sustained improvement in biological versus actual age despite cohort churn.

To increase and deepen engagement, the following will be implemented:

- Continued free Vitality Health Checks via MediCard and partner diagnostics to drive assessment completion.

- Engagement-focused initiatives such as AIA Vitality Reset.
- A new Vitality-integrated product for critical illness will help support growth and retention.

MediCard

AIA's ownership of MediCard in the Philippines provides customers with comprehensive health support. This includes coverage for outpatient visits, checkups, dental care, emergencies and lab tests, and customers can use MediCard's nationwide network for consultations, diagnostics and treatment with no upfront payment.

Companies using AIA Philippines' Corporate Solutions benefit from MediCard's corporate medical products, which offer access to clinics, partner hospitals, and tailored wellness and annual check-up programs.

MediCard also plays a vital role in the AIA Vitality wellness ecosystem, supporting customers throughout their healthcare journey. It helps customers track their health, undergo screening and annual health assessments, and receive advice on nutrition, wellness, vaccinations, and preventative care.

Furthermore, MediCard Philippines strengthened cost discipline by enforcing PhilHealth's Outpatient Emergency Care Benefit in emergency cases.



Between June and October 2025, PhilHealth-aligned claims rose to over 27%, up from almost none. This has improved claims efficiency, helped manage healthcare costs and protected member benefits, while demonstrating our commitment to accessible, affordable and reliable healthcare.

Together, AIA Philippines' protection solutions and MediCard's care network create a complete health ecosystem, combining insurance coverage, wellness rewards through AIA Vitality, and real-time medical access through MediCard clinics and telemedicine. This is 'all-in coverage for all-in wellness', empowering Filipinos to live healthier, longer, better lives.

Looking ahead

The year 2025 affirmed the strength of AIA's Health and Wellness strategy: broad reach, credible outcomes, and programs that translate health advocacy into measurable impact. At the same time, trends in AIA Vitality membership highlight where sharper execution is required — particularly in retention, engagement, and product integration.

As we move forward, the focus is clear: scale what works, fix what constrains engagement, and continue converting participation into Healthier, Longer, Better Lives. Health and Wellness remains a core driver of long-term trust, relevance, and shared value.



CASE STUDY

Transforming Delivery and Improving Access to Life-Changing Healthcare with the Home Health Programme

For many people in the Philippines, especially older adults and those with mobility challenges, getting a simple diagnostic test can be an ordeal. Most of the country's laboratory services have traditionally been available only in hospitals or fixed diagnostic centers, forcing patients to travel long distances and queue for even basic medical procedures.

This made care less convenient and more expensive and led to the underuse of MediCard's own clinical network, limiting steerable opportunities offering more accessible and cost-effective services.

Seeing how many members struggled to access care, MediCard reimagined the experience and asked: what if healthcare came to the member instead?

The answer was the Home Health program, a service designed to provide effective care at members' homes. It forms part of MediCard's broader effort to integrate its free-standing, corporate onsite and hospital-based clinics into one connected system, supported by digital tools, call centers and trusted service partners. Ultimately, it is about making healthcare more accessible and more efficient.

The program was rolled out in phases to ensure high standards of safety, quality and operational readiness. And the results are impressive.

Between October 2024 and February 2025, more than 28,000 laboratory and diagnostic approvals were recorded in pilot sites, with 5,624 members offered home services and 107 successfully completed in the initial phase.

By September 2025, that number had grown to 550, demonstrating clear demand, strong adoption and scope for further growth. These figures are expected to rise further with the launch of a digital scheduling platform and an expanded contact centre service in 2026.

The Home Health program has transformed how members experience care. By creating a unified home-based pathway, from booking to logistics and results delivery, MediCard has made healthcare more convenient, connected and reassuring.

Looking ahead, MediCard plans to expand its service partnerships, enhance digital access, and develop the program into a full health product for members and corporate clients. In doing so, MediCard is setting a new standard, developing care that is accessible, affordable and truly connected.

Sustainable Investment

This pillar delivers long-term value by seeking sustainable investment outcomes, investing for the future and engaging with our investee companies to achieve our near-term investment targets and net-zero commitment.



In 2025, AIA Philippines strengthened its role as a responsible long-term investor, aligning capital deployment with environmental priorities while tightening governance and stewardship discipline.

AIA Philippines invested PHP 1.74 billion on green bonds and sustainability bonds, supporting the Philippines' transition to a more resilient, low-carbon economy. This diversified allocation sustained year-on-year momentum in financing the low-carbon transition and essential infrastructure.

Governance and risk oversight remained robust. 100% of in-scope investee companies were scored under AIA's in-house ESG Rating Scorecard, with no expired ESG ratings across the portfolio. Consistent with AIA Group's policy, no new or existing coal-related exposures were recorded throughout the year.

Stewardship activity also deepened. In late 2025, AIA Philippines participated in the AIA Group-led thematic engagement "From Commitment to Action," demonstrating stronger-than-required local ownership of ESG engagement.

On capability building, ESG competence across the investment team remained high. As of January 2026, all in-scope analysts and portfolio managers had obtained the Chartered Financial Analyst (CFA) Certificate in ESG Investing, ensuring the business remains compliant with internal investment governance framework requirements.

Overall, Sustainable Investment performance in 2025 reflected disciplined execution: capital deployed with purpose, ESG risks actively managed, and stewardship practices embedded across the investment lifecycle — positioning AIA Philippines to scale impact as sustainable asset opportunities continue to grow.



Sustainable Operations

This pillar aims to improve the environmental performance of AIA's operations and incorporate ESG factors into sourcing considerations.

In 2025, AIA Philippines and BPI AIA translated sustainability commitments into visible operational gains—cutting emissions, strengthening building standards, and embedding resource efficiency across the footprint.

Decarbonization and Energy Efficiency

By end of 2025, four key properties—AIA Tower, AIA Center Cebu, AIA Alabang, and AIA Salcedo—remained fully covered under renewable energy Power Purchase Agreements, with BPI AIA also continuously supported by renewable supply.

Operational efficiency strengthened further with the completion of motion sensor lighting installation across all AIA premises and sustained demand management programs in common areas nationwide. These measures continue to optimize energy use as occupancy increases.

Green Buildings and Workplace Well-being

All seven major AIA buildings—AIA Tower, AIA Center Cebu, AIA Alabang, AIA Baguio, AIA Cubao, AIA Davao, and AIA Salcedo—successfully achieved WELL Health-Safety Rating (HSR) Certification, reinforcing a consistent standard for employee health, safety, and wellbeing across locations.

Looking ahead, the company is also pursuing Leadership in Energy and Environmental Design (LEED) Existing Buildings: Operations & Maintenance (EBOM) certification for both AIA Tower and AIA Center Cebu in 2026, enabling deeper energy optimization and long-term green building performance tracking.

Resource Management and Waste Reduction

Waste, tenant engagement, and energy demand initiatives continue to show positive progress, driven by active tenant participation, site-level programs, and expanding sustainability partnerships. The distribution of freshly harvested vegetables from urban gardens has strengthened tenant engagement in ESG initiatives, encouraged sustainable lifestyle choices, and created a platform for gathering feedback on building operations and improvement opportunities.

Consistent implementation of demand management programs across AIA-owned and leased sites supports energy efficiency and peak demand reduction. Ongoing engagement with potential waste diversion partners further reinforces efforts to improve segregation, diversion rates, and long-term sustainability outcomes.

Continued support is needed to scale waste diversion partnerships, sustain tenant engagement activities, and further optimize energy demand management to meet future ESG targets.



People & Culture

This pillar empowers our people to succeed through fostering a learning environment, ensuring equitable and fair processes for employment and progression, and nurturing a diverse, inclusive and supportive culture.

In 2025, AIA Philippines made clear strides in building a resilient, inclusive, and future-ready workforce — strengthening engagement, accelerating capability building, and sustaining strong diversity outcomes.

Engagement, Capability, and Learning

In the 2025 Gallup survey, AIA and BPI AIA ranked in the top percentile globally.

Learning and development outcomes accelerated sharply. By end of 2025, employees across AIA PH, AIA Investment Management (AIA IM) Philippines, and BPI AIA logged an average of 30.33 learning hours per employee, with 100% of employees completing at least one training program. This marked a step-change in capability building, driven by expanded platforms and improved tracking of Group-, function-, and locally led learning initiatives.

Diversity, Inclusion, and Leadership Representation

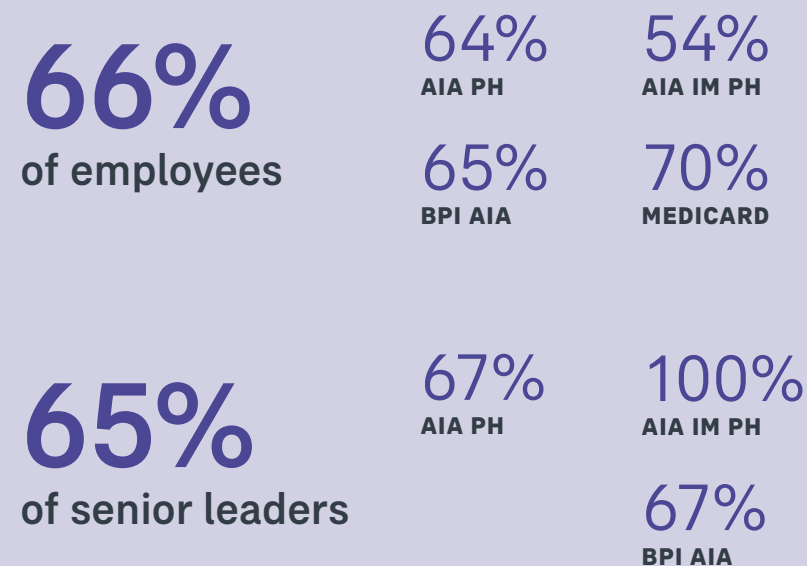
Gender diversity remained a clear strength. Women comprise 66% of the total workforce across both companies, while women in senior leadership is at 65%. These figures underscore sustained progress in leadership representation, well above the Group's minimum expectations.

Employee Resource Groups deepened cultural impact. Allies in AIA (Pride Network) and SHEConnects (Women's Network) continued to scale participation and visibility, with Pride network membership nearly tripling year-on-year and engagement scores for inclusion-focused activities consistently high — reinforcing inclusion as a lived experience rather than a policy statement.



Women in AIA by the numbers

Diversity and inclusivity within the AIA Philippines Group is monitored by tracking the representation and progress of women in the workforce.



People & Culture

Governance, Ethics, and Risk Awareness

Progress remained steady in reinforcing ethical culture. By end of 2025, 100% of employees had completed required Code of Conduct and Diversity, Equity, Inclusion and Belonging (DEIB) training. These efforts continue to strengthen risk awareness and accountability across the organization.

Engagement is strong in key areas, learning has scaled materially, and diversity outcomes remain a competitive strength. The priority is clear: convert high participation into consistently high engagement, sustain leadership diversity, and keep capability building tightly linked to future business and risk needs — ensuring people remain central to long-term value creation.

Award-Winning Workplace Culture

In 2025, AIA Philippines earned the Great Place to Work® and Best Places to Work re-certifications, reflecting strong scores in culture, trust, inclusion, and employee wellbeing. The company was also named among the inaugural Fortune 100 Companies to Work For™ Southeast Asia, recognizing organizations where employees feel valued, supported, and empowered to grow.

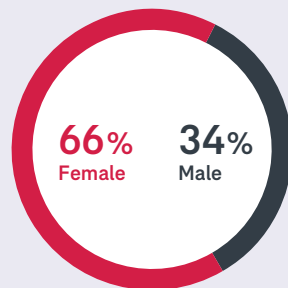
These achievements reinforce AIA Philippines' commitment to enabling its people to deliver on its purpose — helping Filipinos live healthier, longer, better lives. Further recognition includes Employee Engagement Initiative of the Year - Philippines at the Insurance Asia Awards and inclusion in HR Asia's Best Companies to Work For in Asia 2025, where AIA Philippines received four awards: employee experience, diversity and inclusion, digital empowerment, and sustainable workplace practices, underscoring its inclusive culture and strong focus on career growth.



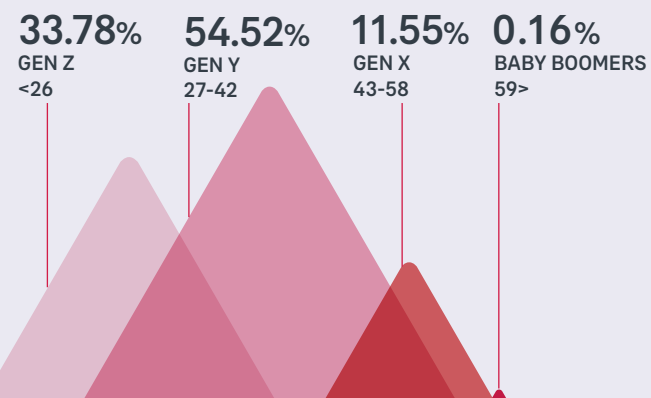
People & Culture



EMPLOYEE BREAKDOWN BY GENDER



EMPLOYEE DEMOGRAPHICS BY AGE GROUP



EMPLOYEE BREAKDOWN BY SENIORITY

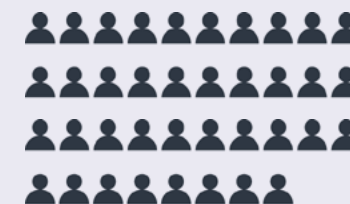
0.5%
Senior
Leaders

18.12%
Middle
management

76.54%
General
Staff

4.8%
Others

TOTAL HEADCOUNT*



3,828

* As at 31 December 2025 which includes full-time employees of AIA Philippines, BPI AIA, AIA Investment Management Philippines, MediCard Philippines, AIA Digital+



Effective Governance

This pillar ensures that AIA continues to operate to the highest standards of business practices, both in terms of our engagement with stakeholders and how we manage risks. This provides the necessary management oversight, incentives and organisational accountability, data governance systems and transparent reporting to enable us to succeed.

In 2025, AIA Philippines and BPI AIA continued to reinforce strong, credible governance anchored in disciplined oversight, Board effectiveness, and consistent ESG risk management. Results continuously reflect a governance framework that is not only compliant, but increasingly embedded in decision-making.

Board Oversight and Effectiveness

Both AIA PH and BPI AIA maintained diverse, qualified Boards, with women meaningfully represented across directorships and senior leadership. Throughout the year, ESG progress and risks were reported quarterly to the Board, ensuring sustained visibility and accountability at the highest level.

Independent third-party Board Performance Evaluations, conducted between April and May 2025, were completed and formally reviewed by the Corporate Governance Committees.

Recommendations were discussed, refined, and integrated into governance practices, demonstrating a closed-loop approach to continuous improvement.

Governance Quality and External Recognition

Governance standards remained strong. Both AIA PH and BPI AIA sustained solid performance under the ASEAN Corporate Governance Scorecard (ACGR) framework, with AIA Philippines receiving two Golden Arrow Awards and BPI AIA securing three Golden Arrow Awards from the Institute of Corporate Directors in October 2025 — an external validation of governance maturity and transparency.

ESG Risk Management and Controls

ESG risk governance continued to mature. All in-scope ESG controls were assessed as effective, with senior management certifications submitted to

Group. ESG Key Risk Indicators remain embedded within the risk landscape, supporting proactive identification and management of material ESG and climate-related risks.

Mandatory IC-required Board training was completed across two sessions in September and October 2025, covering core governance, insurance KPIs, audit and control models, technology risk, and AML — further strengthening Board capability in navigating complex risk environments.

Effective Governance in 2025 was marked by rigor, transparency, and steady reinforcement of trust. With strong Board oversight, validated controls, and continued external recognition, AIA PH and BPI AIA are well-positioned to sustain governance excellence, supporting long-term resilience, regulatory confidence, and stakeholder trust as ESG expectations continue to rise.



Summary of Priorities and Progress



Health & Wellness



SDG 3

Good health and well-being



SDG 8

Decent work and economic growth



SDG 10

Reduced inequalities

PRIORITIES

1 Engaging communities across Asia

Engage communities across Asia to improve their physical, mental and environmental wellness while championing financial inclusion.

PROGRESS

- We reached new heights in our goal to engage one billion people by 2030 to help them live Healthier, Longer, Better Lives.
- AIA Philippines engaged Filipinos 175 million times under the AIA One Billion initiative by end of 2025.
- We renewed partnership with The Medical City for our Hope Mobi-Clinic, with roll-out of screening planned for 1000 more women in 2026.
- We launched AIA Healthiest Schools (AHS) Year 2, in partnership with Corazon Sanchez Atayde Memorial Foundation (CSAMF) and Knowledge Channel Foundation, Inc. (KCFI). With CSAMF, 20 schools were engaged in the provinces of Baguio, Benguet, Catanduanes, Camarines Sur, Cagayan de Oro, National Capital Region, Iloilo, and Laguna. A total of 998 teachers and 32,033 students were engaged. Meanwhile, with KCFI through the educational TV program Gen H: Generation Healthy with a total of 5,828,348 viewership count were recorded across Knowledge Channel platforms by end of December 2025. Finally, as part of the 2025 AHS x Tottenham Spurs football clinic activation, underscoring the importance of sports as a way for children to learn healthier habits, we engaged 203 kids and trained 65 local coaches across 36 schools in Baguio and Iloilo.

2 Improving access to quality healthcare

Provide greater access to quality care, and relevant and timely information, diagnoses, treatment and rehabilitation.

- Through our acquisition of MediCard, we provide customers with comprehensive health support. This includes coverage for outpatient visits, checkups, dental care, emergencies and lab tests, and customers can use MediCard's nationwide network for consultations, diagnostics and treatment with no up-front payment.
- MediCard Philippines also strengthened cost discipline by enforcing PhilHealth's Outpatient Emergency Care Benefit in emergency cases. Between June and October 2025, PhilHealth-aligned claims rose to over 27%, up from almost none. This has improved claims efficiency, helped manage healthcare costs and protected member benefits, while demonstrating our commitment to accessible, affordable and reliable healthcare.
- Through MediCard home health programs, between October 2024 and February 2025, more than 28,000 laboratory and diagnostic approvals were recorded in pilot sites, with 5,624 members offered home services and 107 successfully completed in the initial phase. By September 2025, it grew to 550, demonstrating clear demand, strong adoption and scope for further growth. These figures are expected to rise further with the launch of a digital scheduling platform and an expanded contact centre service in 2026.

3 Building better integrated health and wellness outcomes

Build on leading integrated health and wellness solutions and reward customers for behavioural improvements.

- As of end of year 2025, AIA Philippines and BPI AIA had a combined 72,058 Vitality members, with 43,343 from BPI AIA and 28,715 from AIA PH.
- By end of November 2025, 5,933 members recorded improved health outcomes—3,619 from AIA PH and 2,314 from BPI AIA.
- The average Vitality age of 5,808 members was 1.15 years older than their recorded average real age, across 3,547 AIA PH members and 2,261 BPI AIA members.



Sustainable Investment

**SDG 7****Affordable and Clean Energy****SDG 12****Responsible Consumption and Production****SDG 13****Climate Action****SDG 16****Peace, Justice and Strong Institutions**

PRIORITIES

1 ESG integration

Embed sustainability factors and priorities into investment strategies, individual investment decisions, and risk management processes.

2 Stewardship

Actively use our influence as an investor to encourage investee companies to adopt sustainable business practices.

3 Transparency & reporting

Facilitate monitoring, assurance, and audit, and be open and accountable about our sustainable investment policies, practices, and performance.

PROGRESS

- As of 15 January 2026, all in-scope analysts and portfolio managers had either obtained the CFA Certificate in ESG Investing, ensuring the business remains compliant with internal investment governance framework requirements.
- As of 15 January, 100% of in-scope investee companies were scored under AIA's in-house ESG Rating Scorecard, with no expired ESG ratings across the portfolio.
- No new exposures were incurred, and existing exposure to coal-related projects was maintained at zero.

- The AIA Group's Stewardship team launched the 2025 thematic engagement exercise in late November under the theme "From Commitment to Action." AIA Philippines' research team voluntarily participated, engaging with three covered companies.

- Over PHP 1.74 billion have been invested in a combination of green bonds (PHP 1.023 billion) and sustainability bonds (PHP 713.7 million).



Sustainable Operations



SDG 7

Affordable and Clean Energy



SDG 9

Industry, Innovation and Infrastructure



SDG 12

Responsible Consumption and Production



SDG 13

Climate Action

PRIORITIES

1 Ensuring greener buildings

Ensure that all new buildings and redevelopments adhere to industry recognised green building standards.

2 Improving our environmental performance

Reduce our carbon footprint, while also measuring and managing the amount of waste produced from our operations.

3 Encouraging good sustainability practices

Encourage improvements in vendors' sustainability performance.

PROGRESS

→ We've maintained our Leadership in Energy and Environmental Design (LEED) Silver Core and Shell Certification for AIA Center Cebu and WELL HSR Certification for 7 major buildings (AIA Alabang, AIA Baguio, AIA Center Cebu, AIA Cubao, AIA Davao, AIA Salcedo and AIA Tower).

→ To further support decarbonization goals, four properties—AIA Tower, AIA Center Cebu, AIA Alabang, and AIA Salcedo—continue to operate under renewable energy supply Power Purchase Agreements, ensuring sustained access to cleaner energy.

→ Operational efficiency measures remain firmly in place. The installation of motion-sensor lighting across all AIA premises—covering electrical rooms, meeting rooms, and restrooms—has been completed, delivering immediate energy savings. Demand management programs continue to be consistently applied in common areas of all AIA-owned properties nationwide to optimize resource use.

→ Beyond energy initiatives, urban gardening has been expanded across five key buildings, enhancing green spaces, supporting tenant engagement, and serving as a platform for gathering feedback on building performance and sustainability programs. Regular maintenance and improvements to these urban gardens contribute to improved occupant experience and long-term property value.

→ 100% of AIA PH Suppliers abide by Supplier Code of Conduct; continuously seeking vendors, suppliers and partners that align with and operate in accordance with our Sustainability principles. This contributed to reduced risk and greater transparency by minimizing exposure to legal, ethical and reputational risk. Promotes traceability and transparency.

→ AIA PH also continuously seeking vendors, suppliers and partners that align with and operate in accordance with ESG principles.



People & Culture



SDG 4

Quality Education



SDG 5

Gender Equality



SDG 8

Decent Work and Economic Growth



SDG 16

Peace, Justice and Strong Institutions

PRIORITIES

1 Supporting development and career progression

Foster a learning culture that supports the development of our people.

PROGRESS

- 30.33 training hours per employee across AIA, AIA Investment Management and BPI AIA, with 100% employee participation in at least 1 training platform.
- In the 2025 Gallup survey, AIA and BPI AIA ranked in the top percentile globally signaling both strong momentum and clear opportunity to further uplift engagement across AIA PH.
- Multiple workplace and employee engagement awards and certifications: In 2025, AIA Philippines earned both the Great Place to Work® and Best Places to Work certifications, based on high scores in culture, trust, inclusion, and employee wellbeing. These accolades underscore the company's focus on empowering its workforce to fulfill its purpose: helping Filipinos live healthier, longer, better lives. Additionally, it also earned the inaugural citation as one of Fortune 100 Companies to Work For™ Southeast Asia, which honors organizations across the region where employees feel valued, supported, and empowered to grow. AIA Philippines also won the Employee Engagement Initiative of the Year from Insurance Asia Awards, as well as one of HR Asia's Best Companies to Work For in 2025, earning four awards across employee experience, diversity & inclusion, digital empowerment, and sustainable workplace practices for its inclusive culture and career-growth initiatives.

2 Accelerating progress in diversity and inclusion

Promote workplace diversity and advance our culture of innovation and inclusion.

- AIA's employee resource groups continue to demonstrate strong momentum and meaningful impact in fostering an inclusive workplace culture.
- Allies in AIA, its employee resource group advocating for Lesbian, Gay, Bisexual, Transgender, Queer/ Questioning, Intersex, and Asexual/Ally (LGBTQIA+), saw significant growth in 2025, with membership nearly tripling, reflecting increasing confidence and allyship across the organization. Engagement levels also strengthened, with participation in the Pride March in 2025, signaling sustained—and even accelerated—momentum year on year. Educational efforts remain impactful, as evidenced by the recent Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC) Awareness session.
- SheConnects continues to be an active and influential platform, with nearly 100 engaged members driving dialogue and advocacy. During the 2025 International Women's Day Employee Panel, employee engagement was notably high, achieving an eNPS of 83% and an overall satisfaction score of 9 out of 10, underscoring the relevance and resonance of the discussions.



People & Culture



SDG 4

Quality Education



SDG 5

Gender Equality



SDG 8

Decent Work and Economic Growth



SDG 16

Peace, Justice and Strong Institutions

PRIORITIES	PROGRESS
2 Accelerating progress in diversity and inclusion Promote workplace diversity and advance our culture of innovation and inclusion.	→ Women continued to comprise 66% of the total workforce, while women in senior leadership is at 65%.
3 Strengthening risk awareness Build a culture of ethical decision-making and strong risk management.	→ Employee compliance and inclusion training remains strong, with 100% of employees completing the Code of Conduct course and 100% completing the Diversity and Inclusion course.



Effective Governance



SDG 16

Peace, Justice and Strong Institutions

PRIORITIES	PROGRESS
1 Board governance Foster business integrity and sound decision-making through a diverse and highly qualified Board.	→ The Board comprises seven directors, of which two are female, with ages ranging from late 40s to 60s. The directors represent diverse racial backgrounds, both within and outside Asia. All incumbent directors are seasoned professionals and senior executives with extensive experience across relevant fields and industries. The Chief Executive Officer is female. Further details are available on the AIA Philippines website. → A third-party Board Performance Evaluation Survey was conducted by Good Governance Advocates and Practitioners of the Philippines from April to May 2025. Results were formally reported to the Board, which identified areas for improvement and endorsed several recommendations. A revised report incorporating these recommendations was presented at the Corporate Governance Committee meeting in September 2025. → The Corporate Governance Committee and the Board continue to receive regular updates on ESG initiatives. To strengthen governance oversight, IC-Mandated Training sessions were conducted on September 2025 and October 2025. The sessions covered key topics, including directors' roles and responsibilities, Insurance Commission key performance indicators, the Audit Three Lines Model, AI and technology risks, and anti-money laundering.
2 Promoting sustainability best practices Promote sustainability best practices across the region.	→ AIA Philippines and BPI AIA received ASEAN Golden Arrow Awards for excellence in corporate governance, marking AIA Philippines' eighth and BPI AIA's sixth consecutive year of recognition. AIA earned Two Arrows, while BPI AIA received Three Arrows, reflecting high standards in transparency, board oversight, and long-term stakeholder value.

AIA Group's Climate Action

As a major insurer, asset owner, employer and responsible business, we have a duty to address climate change, and we are committed to achieving net-zero emissions by 2050.

In 2025, AIA continued to make progress in its climate strategy, guided by its Purpose of helping people live Healthier, Longer, Better Lives and its responsibilities as a pan-Asian life and health insurer. The impacts of climate change across Asia — ranging from rising temperatures to more frequent and severe extreme weather — continue to present material implications for communities, infrastructure, and long-term economic resilience.

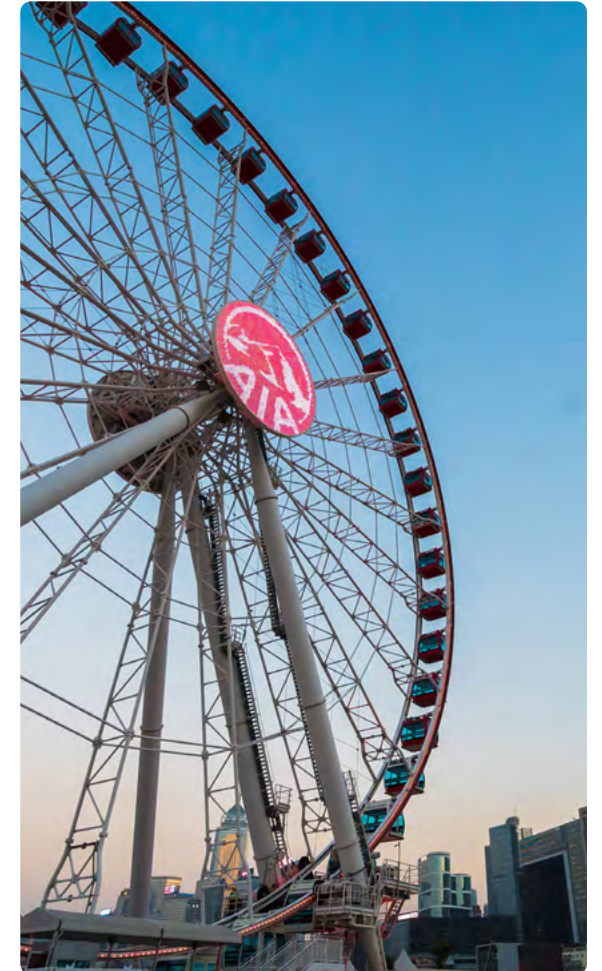
AIA's approach remains grounded in established commitments and delivery mechanisms. Building on its Climate Transition Plan and SBTi-validated near-term targets, efforts during the year focused on translating commitments into measurable action through defined governance arrangements and management accountability. Oversight of climate-related matters is integrated within the Group's governance framework, with Board and ESG Committee oversight supported by management-level roles, controls, and monitoring processes.

Progress during the year was supported by cross-functional collaboration across sustainability, finance, risk, investments, operations, technology, and market teams. This work has contributed to improved data quality, more decision-useful analysis, and increased consistency in climate-related disclosures. These efforts also supported actions to reduce operational emissions, including through energy and building-related initiatives, and to embed climate considerations more systematically into operational and investment processes.

Within investments, climate considerations continue to be integrated through governance, stewardship, and engagement activities. Engagement with investee companies focuses on transition readiness, emissions reduction pathways, and disclosure practices, reflecting the relevance of these factors to long-term value. Tools, training, and oversight arrangements have been further developed to support more consistent integration of climate considerations in portfolio decision-making.

Externally, AIA continues to engage with industry, regulatory, and peer forums to remain aligned with evolving standards and expectations. Ongoing dialogue with regulators, standard setters, suppliers, and other value-chain partners supports awareness of emerging guidance and encourages alignment beyond the Group's direct operations.

Looking ahead, we continue to track and deliver against our SBTi validated targets through established governance and oversight processes. In parallel, we are exploring a range of forward-looking approaches, including advancements in data, technology and operating practices, that can enhance execution over time. As standards and external conditions evolve, these insights will inform how we shape our future target-setting approach to remain robust and responsive.



AIA Group's SBTi and Climate Commitments

OUR OPERATIONS



NEAR-TERM TARGET

2030

Reduction of Scope 1
and 2 emissions**-46.2%**

LONG-TERM COMMITMENT

2050

Net-zero Scope 1
and 2 emissions

OUR INVESTMENTS

Portfolio Coverage Approach

2025

TARGET ACHIEVED ✓

TARGET:
31%of in-scope portfolio setting
SBTi-validated targets

2040

100%of in-scope portfolio setting
SBTi-validated targets

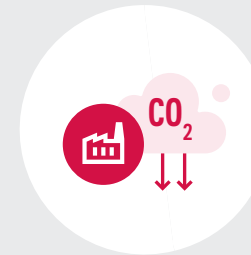
OUR INVESTMENTS

Sectoral Decarbonisation
Approach for Power Generation

2030

-49.3%per MWh reduction of emissions
from in-scope power generation
sector portfolio

2050

Net-zero emissions from power
generation investments

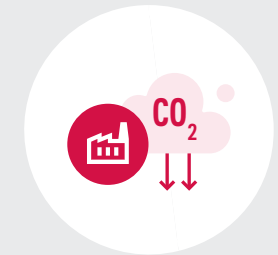
OUR INVESTMENTS

Sectoral Decarbonisation
Approach for Real Estate

2030

-58.5%per sqm reduction of emissions from
in-scope real estate sector portfolio

2050

Net-zero emissions from in-scope
real estate investments

OTHER INFORMATION

About This Report

The AIA Philippines Sustainability Report 2025 presents our performance, priorities, and progress in advancing sustainability across our business and the communities we serve in the Philippines. It reflects how sustainability is embedded into our strategy, operations, investments, and governance—guided by our purpose to help Filipinos live Healthier, Longer, Better Lives.

This report is based on and inspired by the principles, standards, and structure of the AIA Group Sustainability Report, which serves as the primary framework for AIA Philippines' sustainability strategy. While aligned with Group ambitions, targets, and governance, this report reflects local priorities, actions, and outcomes, grounded in the Philippine context.

The report outlines progress across our five sustainability priorities: Health and Wellness, Sustainable Investment, Sustainable Operations, People and Culture, and Effective Governance. It highlights measurable outcomes delivered in 2025, addresses material sustainability issues relevant to our operations, and demonstrates how responsible growth underpins long-term value creation for customers, employees, partners, regulators, and communities.

This report follows the Global Reporting Initiative (GRI) Standards and aligns with international best practices. With disclosures aligned with the Task Force

on Climate-related Financial Disclosures (TCFD), this report reinforces our commitment to transparent, credible, and decision-useful disclosure, while meeting applicable regulatory expectations in the Philippines.

The reporting scope covers AIA Philippines, BPI AIA, AIA Investment Management Philippines, and MediCard where applicable, while operational climate metrics only covers AIA Philippines and BPI AIA. Data reflect activities and performance for the year ended 31 December 2025, with historical information included where relevant to illustrate trends. Any limitations or refinements to scope and data assumptions are clearly disclosed within the report.

Sustainability at AIA Philippines is a core business discipline. This report documents progress made in 2025 and reaffirms our long-term commitment to act with purpose, accountability, and impact for generations to come.





AIA PHILIPPINES GROUP SUSTAINABILITY REPORT 2025

23/F AIA Tower (formerly Philam Life Tower), 8767 Paseo de Roxas, Makati City