



# Working to make a positive impact through everything we do



## Environment

We strive to be an environmentally responsible employer. We are committed to integrating sustainability into our business and minimising the impact we have on the environment around us.

Currently, our headquarters in London have been rated "EXCELLENT" by BREEAM, the world's leading sustainability assessment method for buildings and infrastructure. In 2020, 80% of waste was recycled at our London office. Our Paris office has also been highly rated by BREEAM.

We are committed to reducing paper consumption, pollution and waste in all of our operations. We do this by digitalising the vast majority of all business materials, removing the need for printing. Our reports are all digital and interactive, housed on our online portal, OneClient. As a company, we actively recycle at our MAXIS offices and encourage our employees to do so offsite. We have recently implemented a hybrid new way of working, drastically reducing the need to commute to our city-based offices. We also have cycle facilities at our European offices, encouraging staff to reduce their individual carbon footprint.

We are proactively looking at ways to further our positive impact on our surroundings. We will continue to raise awareness of environmental issues within our community and enable our people to play their part in combatting climate change.

## Community

We care about society and we aim to improve people's lives. We are committed to leading by example, demonstrating our goodwill and helping those in need.

We put great focus on diversity, equity, and inclusion as well prioritising people's health and wellbeing as part of our core values. We are dedicated to strengthening our voice, supporting equal rights for all, and helping to improve the lives of all people and communities.

As an international business, we partner with both local and global charities through fundraising events and active donations and we encourage our employees to be involved in their local communities through a diverse range of initiatives and volunteering events at a local, national, or global level.

## MAXIS Network

Being part of a network means sharing objectives, and one of our priorities is to ensure that we are having a positive impact on the world around us. We want to influence and educate our local insurance partners through our MAXIS for Good programme and be influenced and educated by them in return.

Almost 60% of our local insurers are AXA and MetLife companies and follow world-leading global group policies with additional local community activities. Our independent members also subscribe to far-reaching and forward-looking practices covering sustainability, inclusion & diversity, education, regulation, commerce and more.

As well as sharing our ethos and activities, we are inspired to uphold our partners' standards, learn from their best practice and go even further together. We include questions around CSR / ESG in our annual network questionnaire, keep abreast of reports and updates and aim to engage our network ever more on these issues by sharing news and positive outcomes. We also look forward to introducing our own regional and global awards for sustainability.

## Suppliers & partners

Our procurement process is one of the ways in which we strive to demonstrate our commitment to conducting business in a fair and ethical manner.

We recognise that our procurement decisions have social and environmental implications. As such we aim to procure goods and services in a manner that considers these implications, while also recognising the responsibility to ensure value for money.

We strive to ensure that all individuals involved in procurement activities act ethically, objectively, and impartially and procure goods and services in the most economic manner, subject to legal, ethical, socially responsible, and environmental considerations.

As part of our procurement process, we aspire to work with suppliers that are aligned with our imperative of fair and ethical behaviour.

Like many organisations, we wish to do more and are consistently looking at ways we can procure from, and partner with, third parties that share our social, environmental, and economic imperatives.

## Clients & solutions

We aim to place our clients and solutions at the centre of everything we do. We take into account the environmental, ethical and economic aspects of all our operations. Our impact on society is a key consideration in our decision making, especially when it comes to developing new products or processes for our clients. We strive to forge sustainable relationships with our clients that stand the test of time.

That is why we ensure that we maintain regulatory compliance in all our operations including a rigorous KYC process. We have minimum requirements in place to make sure that we recommend sustainable products to our clients, in line with their own constraints and objectives. We are moving towards a more digital world, where our business can operate without the need to print or receive anything on paper.

We will continue to monitor and improve our processes to ensure that we are delivering ethically-sound and sustainable services to our clients for a better future.

## Conduct & ethics

At MAXIS, we aim to apply high standards to ensure that we act professionally, with objectivity and impartiality. We strive to demonstrate our commitment to conducting business in a fair and ethical manner.

Our policies, including Our Business Code of Conduct, and other compliance policies are designed to set minimum standards for how we do business, how we work with each other, our clients, and our business partners.

Having a clear set of values and ethics help us build shared understanding of what is expected from each of us. We make every effort to adhere to the highest possible standards of conduct in order to maintain the trust of our stakeholders: colleagues, clients, shareholders, regulators or supplier.

Our policies establish the standards that help us meet the commitments of our regulated industry worldwide and work as a high performing team.

At MAXIS we aspire to do more and are consistently looking at ways we can enhance our approach to Compliance, Conduct and Ethics.

## People

We strive to be a responsible employer. We put employee engagement at the heart of our business, recognising that our people are the reason for our success and how we treat them affects the positive impact we aim to have on the outside world.

To do this, we have created a culture of empowerment, built on values that foster diversity and equal opportunities for all. Inclusion & Diversity is paramount at MAXIS – we are a truly international business reflecting the nature of our clients. Our gender statistics are testament to the fact that we recruit based solely on merit and are truly committed to offering our people the opportunities they need to be happy, productive and successful.

We promote employee participation and empower our people, at all levels of the business through committees that influence policy and decision making. We encourage and enable both professional and personal development through mentoring, training and internal mobility. And, we support our people's wellbeing through policies enabling agile working while offering physical and mental health support, wellness training and EAP programmes.

But like many organisations, we aspire to do more and are consistently looking at ways we can communicate with, empower and care for our people wherever they are in the world.

