

AA Insurance kick starts year with inaugural Corporate Social Responsibility report

Auckland, 26 January – AA Insurance has just announced the publication of its first Corporate Social Responsibility (CSR) Report.

The report communicates the general insurer’s CSR approach and progress on a range of environmental and social topics that impact the business and its customers. Showcasing the company’s strong focus on its people and, following the general principles of sustainability reporting, the report also shares the results of measuring its first year of carbon emissions, evidencing its commitment to a low-carbon future.

“At AA Insurance we’re committed to looking after our customers and people as well as what’s important to them – like their communities and the environment,” says Nikki Howell, GM People & Capability for AA Insurance. “We’re more than just insurance; we’re working towards a brighter future for the next generation of New Zealanders.

As a business built on the premise of ‘doing the right thing’, establishing a formal Corporate Social Responsibility (CSR) framework in 2019 created the opportunity to be more transparent, she explains. “An initial focus identified the development of an annual CSR Report, and because of the work our people do day-in-day-out, we knew there was already a story waiting to be shared.”

“We are so proud of everyone’s collective hard work to support each other, our customers and our community,” continues Nikki, “and hope our unique culture and authenticity brings this to life through the words and visuals for those who read our 2020 Corporate Social Responsibility Report.”

ENDS



About AA Insurance

AA Insurance is an independently operated, New Zealand-based joint venture between the New Zealand Automobile Association (NZAA) and Vero Insurance New Zealand Limited (VINZL). Since 1994 we have demonstrated trusted expertise in home, contents and car insurance in New Zealand, and in 2018 introduced commercial small business insurance. We underwrite our own policies and sell direct to New Zealanders. Our 800+ staff look after over 450,000 customers with more than 900,000 policies.

We proudly partner with Eden Park and have been consistently recognised by: Reader's Digest Most Trusted Brands (10 consecutive years since 2011) and Quality Service Awards for Car, and Home and Contents Insurance (since 2015), Kantar Customer Leadership Index (since 2019), Canstar Blue Most Satisfied Customers (2011-2018), and the Colmar Brunton Corporate Reputation Index (since 2015) that recognises New Zealand's most successful companies. Last year, AA Insurance was also named Consumer NZ People's Choice award winner for car, home and contents (since 2019).

AA Insurance has an A+ (Strong) Insurer Financial Strength Rating given by Standard and Poor's (Australia) Pty Ltd. For further information visit aainsurance.co.nz.

For more information please contact:

Nicole Steven, Botica Butler Raudon Partners, (09) 303 3862, 021 025 31886 or nicoles@botica.co.nz