

ESG Leader of the Year



Matthew Reilly, Chief Operating Officer, Zurich Asia Pacific

“Zurich is dedicated to becoming one of the most responsible and impactful businesses globally. We are actively embedding sustainability across our operations and consistently prioritising the well-being of our planet, communities, customers, partners, and our people.”

Zurich General Insurance is the winner of the year’s ESG Leader Award on the back of its well-rounded approach and commitment to achieving ESG goals and its efforts to localise its strategies.

“Zurich is dedicated to becoming one of the most responsible and impactful businesses globally. We are actively embedding sustainability across our operations and consistently prioritising the well-being of our planet, communities, customers, partners, and our people. This unwavering commitment underscores our business ethos and guides our ongoing efforts to make a meaningful difference,” said Matthew Reilly, Chief Operating Officer, Zurich Asia Pacific.

Zurich’s approach to sustainability encompasses three key pillars – people, planet and customer – with its own set of goals and KPIs.

Over the past year, Zurich business units established comprehensive localised sustainability strategies aligned with on-the-ground priorities as well as its group sustainability framework. This aims to strengthen governance, engagement, and a transformation network, elevating sustainability initiatives across APAC.

Having well-defined KPIs in each pillar, overseen by local senior management and supported by sustainability transformation networks, Zurich ensures accountability and treats sustainability as an integral part of the governing system.

For the people pillar, Zurich prioritises creating a sustainable workforce (57% of positions filled internally), fostering greater diversity and inclusivity, and providing upskilling tools and resources.

As for the planet pillar, Zurich is committed to using every lever available – investments, operations, and products and services – to accelerate the transition and achieve net-zero emissions across its businesses by 2050. Zurich has been carbon neutral in its operations since 2014 and has been steadily increasing the proportion of its carbon removal offsets that qualify for net-zero certification. It also addresses climate resilience and invests in vulnerable communities through the Z Zurich Foundation.

On the customer pillar, the business engages with retail consumers, partners, and brokers to promote sustainable living, offering sustainable products and increasing sustainable revenues. In 2023, Zurich in APAC took an active role in identifying/creating sustainable solutions to support vulnerable customers by increasing its sustainable solutions by 61% compared with 2022.

These solutions support and incentivise positive actions for the planet and people, including helping customers understand their exposure to physical risks from climate change better, offering unit-linked solutions investing in ESG funds in Malaysia and Australia, expanding diversity, equity and inclusion solutions via micro-insurance for low-income customers in Japan and Indonesia, life protection for the elderly in Japan, and increasing coverage for EVs in China, Hong Kong, Indonesia, New Zealand and Japan, incentivising change of behaviour to reduce carbon emissions.