Global Citizenship
2012

Empowering Results for Clients, Colleagues and Communities

Risk. Reinsurance. Human Resources. Empower Results™
On the Cover

Aon colleagues in Indonesia empower results by giving support to an elementary school in Parung, West Java. The firm donated used computers, sports equipment and uniforms, while Aon colleagues helped build a soccer field and badminton field for the school.
At Aon, we believe the core of any corporation’s citizenship is how its business contributes to society and in the communities where its employees live and work. Our more than 60,000 Aon colleagues across the globe come together with one purpose: to empower results for clients, colleagues and communities. We contribute to society by spurring innovation and creating opportunity so our clients can better manage risk and realize the full potential of their people and capital.

Simply put, we are a global company of people helping people. Wherever there is need—be it helping clients prepare for and respond to disasters such as the earthquake and tsunami in Japan, or helping people get access to health care and prepare for retirement—Aon colleagues unite as a team to give our clients the solutions they need today to achieve their success and seize opportunity tomorrow.

Citizenship also means going the extra step and contributing to society beyond what you do in your everyday course of business. Through our foundation, our partnership with Manchester United and the powerful spirit of volunteerism demonstrated by our colleagues, Aon contributes time, expertise and funding to philanthropic organizations that serve communities at risk and empower people, especially the young people in the world who are the very future of our global society.

Finally, we believe corporate citizenship starts with corporate character. At Aon, we strive every day to live our values, respect our ethics and build a diverse and talented team. We have a strong commitment to service, teamwork, integrity and results, which is how we approach our interactions with our clients, our colleagues, our communities and the environment.

In this Global Citizenship Report, you will get a true sense of what Aon is all about. You will read about our DNA—our corporate character and the strength of our workforce, how our work not only helps our clients, but also contributes to the advancement of society. You will see how our colleagues come together, outside their business roles, to directly contribute to deserving organizations in their communities, from global organizations such as Find A Better Way and the American Red Cross to a local orphanage in Kenya and a poor rural school in Argentina.

Aon has a vision for the future—a vision of empowering results for our clients, our colleagues, and our communities. I truly believe that as one united team, we can deliver on this promise. On behalf of Aon’s board of directors and global leadership team, I am proud to share this report with you.

Greg Case, President & CEO, Aon
Our Mission

Aon’s Global Business Strategy and Mission

Aon delivers distinctive client value through client focus, developing unmatched talent and achieving operational excellence. We succeed by working together to empower results for clients, colleagues and communities around the world.

Aon creates value and empowers results for our clients by helping them with two of the most important issues in the global economy today—managing risk and realizing the full potential of their people.

We impact the world with our work every day: whether it is helping our clients’ employees choose and manage their health and retirement benefits, advising companies on the potential risk of natural catastrophes, or ensuring business continuity and employee safety after a disaster occurs.

Central to our ability to generate this impact is our focus on delivering solutions that provide value to our clients and their people—their employees, customers and communities. By listening and working alongside our clients, we develop the solutions they need today to define a better tomorrow for us all.
Our Social Benefit

Every day, the magnitude, scope and complexity of risk increases. Aon advances the boundaries of what is possible for society by empowering individuals, businesses, communities and governments to minimize risk and realize the full potential of their people and their capital.

In our increasingly complex, interconnected global society, the decisions of businesses and governments have more widespread implications. By helping our clients manage risk and make decisions that allow their companies to grow and attract and retain talented employees, we enhance the positive impact they have on society.

With our distinctive expertise, analytics and creativity, we provide our clients with the knowledge and support to invest more aggressively in their operations and their people so that their interests grow and prosper. Our risk solutions and human resources consulting and outsourcing businesses play a central role in facilitating economic and personal development, enabling society to advance.

As Aon’s global footprint continues to grow, we bring world-class service and assistance to communities around the globe. Today, we are committed to expanding our impact and using our experience to help our industry drive greater global economic and societal opportunities.

Risk
Empowering Continuity and Growth
• We provide clients in over 120 countries with the financial flexibility to invest in their long-term growth, creating job opportunities and economic stability.
• We protect clients against disruptions in their operations that threaten their survival. Failed businesses create a domino effect that adversely impacts many stakeholders within a community and can have far-reaching social and economic implications.
• We apply leading-edge technology and analytics to provide our clients with innovative solutions and help them stay ahead of unforeseen and destabilizing events.
• Our global network allows Aon to provide informed local counsel and on-the-ground support to help our clients make effective and sustainable decisions for their communities.

People
Unleashing Human Potential
• We help our clients create jobs that unleash human potential and sustain lives and communities.
• We ensure our clients are in a position to attract and retain talented people as well as help their employees prepare for retirement and the next step in their lives.
• We provide millions of people with access to health care and programs that enable them to improve their health and well-being.
• We help to provide workplace development training and support to ensure workers have 21st century skills and the opportunity to grow professionally and personally.
• We help our clients function more safely and effectively and in compliance with government laws.
Aon’s global network and deep expertise, delivered through over 600 offices in more than 120 countries, along with our continual investments in people and technology, allow us to stretch the boundaries of what is possible to make a positive difference for our clients, colleagues and communities.

Aon Risk Solutions

Aon Risk Solutions helps people anticipate and manage risk and turn it into opportunities for growth. Our colleagues study and understand a variety of risks, from natural catastrophes to executive liability and everything in between, in order to provide innovative and differentiated solutions that empower our clients and enable them to achieve their business objectives.

Onno Janssen
Chief Executive Officer — Central and Eastern Europe — Aon Risk Solutions

Kristi Savacool
Chief Executive Officer — Aon Hewitt

Every day, Aon touches about 30 percent of the global economy through its core businesses: Aon Risk Solutions, Aon Benfield and Aon Hewitt. These businesses address the most crucial aspects of the economic equation, from the people perspective of human capital to mitigating risk so businesses can grow and prosper.
Aon Risk Solutions was named National Broker of the Year by Insurance Times.

Aon Hewitt was named a Top Employee Benefits Consultant by Human Resource Executive.

Aon Benfield was named Best Reinsurance Broker by Reactions Global Awards.

Aon Hewitt

For many organizations, people are their largest investment. Aon Hewitt focuses on making those people the most important asset for their clients. We work with more than 10,000 organizations to provide innovative solutions and products that give millions of people around the world access to health care, and enable them to be more successful in their careers and better prepared for retirement.

Aon Benfield

Aon Benfield helps insurers and reinsurers protect people, businesses and organizations around the world. Our colleagues, who include specialist teams of brokers, researchers, actuaries and analysts, help our clients better understand, manage and transfer risk. We invest more than USD 100 million a year in analytics and technology to help bring innovative solutions to our clients, including modeling tools that enable them to assess the potential impact of a wide range of natural and man-made catastrophes, and financial analysis packages that help them make the best use of their capital.
Our Global Network
With over 600 offices in more than 120 countries around the world, Aon offers a global network to serve clients, colleagues and communities.
By helping our clients navigate two of the most important issues in the global economy today—managing risk and realizing the full potential of their people—we have an impact on communities around the world every day.

Whether it is helping our clients’ employees choose and manage their health and retirement benefits, advising companies on the potential risk of natural catastrophes or ensuring business continuity and employee safety after a disaster occurs, we empower results for our clients that promise a better tomorrow, even in the most challenging circumstances.

Aon’s distinct advantage is our client focus. Every day our colleagues ask, “How can we help a client, or how can we help a colleague help a client?” By listening and working in partnership with our clients, we give them the solutions they need today to define a great tomorrow for us all.

Understanding Risks Associated With Catastrophes

Aon Benfield’s Impact Forecasting® LLC, is a catastrophe model development center of excellence whose seismologists, meteorologists, hydrologists, engineers, mathematicians, finance, risk management and insurance professionals analyze the financial implications of natural and man-made catastrophes around the world.

Impact Forecasting’s experts develop software tools and models that help clients understand underlying risks from hurricanes, tornadoes, earthquakes, floods, wildfires and terrorist attacks on property, casualty and crop insurers and reinsurers. For example, typhoons are a major peril in Asia due to their severity and frequency. Impact Forecasting’s Asian typhoon model is the first of its kind to span Asia and capture potential typhoon losses across multiple territories. It also addresses losses from wind damage, rainfall-induced flooding and storm surges. Aon Benfield’s clients use this tool to help them quantify and manage the risks that typhoons bring to their business so they can determine the quantity of reinsurance to purchase in the region and the potential cost of doing so.
Monitoring Risk, 24/7

In September 2011, Aon Risk Solutions launched The General Richard B. Myers Crisis Operations Center, a 24-hours-a-day, seven-days-a-week facility operated by Aon colleagues, all of whom are veterans representing all branches of the U.S. military. They work with traveling Aon clients to ensure their safety and adherence to their organizations’ crisis management plans. The Aon team also performs intelligence-led risk assessments as clients expand into emerging markets, monitors threat levels of countries where clients conduct business and disseminates information appropriately. Additionally, the Crisis Operations Center prepares clients based on the risk profile of the countries to which they are traveling—especially in locations where safety may be compromised—by having procedures in place to react to travel-related incidents, from the routine to the extraordinary.

Engaging People in the Workplace

Employee engagement is a high priority for many companies around the world, particularly as they look to retain key talent as the job market and economy begin to improve. Aon Hewitt’s Global Engagement group tracks and analyzes changes in employee engagement levels to help our clients better understand what drives employee behavior and what strategies they need to consider for increasing employee engagement. Our research continues to show a strong correlation between employee engagement and financial performance, even in turbulent financial times. For example, in 2010, organizations with high engagement levels outperformed the total stock market index and posted total shareholder returns 22 percent higher than average. Conversely, companies with low engagement had a total shareholder return that was 28 percent lower than the average.

Did You Know?

- There is a 1 in 2 chance your mobile phone was produced by an Aon client.
- Aon clients are responsible for designing and manufacturing 70% of the world’s 20 best-selling pharmaceuticals.
- Aon administers benefits for 1 of every 20 Americans.
- In the U.K., more than 5 billion pints of milk a year are supplied by companies insured through Aon.
- Aon has the largest share of the worldwide space insurance market.
- 1 in every 2 bananas in the world is shipped by a company insured through Aon.
- 7 of the world’s top 10 airlines are Aon clients.
Assisting Clients in Times of Crisis

While clients count on Aon to help them mitigate risk, they also depend on us to be ready, capable and available during times of crisis.

In the aftermath of the New Zealand earthquake and the Japan tsunami/earthquake in early 2011, which caused tragic losses of life and property and threatened the business operations of many of our clients, Aon was able to relieve some of the stress of the recovery.

Our colleagues negotiated advance contingent business interruption payments, accessed rapid response plans to conduct onsite inspections and conducted numerous client seminars on capturing loss data for insurance recoveries. “Aon’s team in Japan was very aware of the business risks that an earthquake or tsunami could create for its clients in the region, and we were able to act immediately,” noted Bharat Kannan, a director at Aon Japan.

On the people side, Aon Hewitt’s support centers and experience played a significant role in invoking clients’ business continuity programs in the affected regions, ensuring employees were safe and that businesses could get up and running quickly. For example, one of Aon’s global HR Business Process Outsourcing (HR BPO) clients has more than 2,500 employees in Japan. When the disasters hit, the client—immediately concerned with the safety of its employees—turned to Aon Hewitt for help in enacting their business continuity program. Aon Hewitt assembled over the weekend to open the Aon Hewitt call center and made sure that the proper IT support was in place to begin assisting the client’s employees—all in under two hours.

“We help not just because it’s the right thing to do from a business standpoint, but because we are in the business of people and we truly care about them.”

Maria Yao, Leader, Aon Hewitt Business Process Outsourcing Group
The Aon Client Promise

Designed for clients by clients, the Aon Client Promise® is Aon’s global approach to ensure each Aon client receives personalized service based on their individual business needs.

The four-step methodology, starting with the Aon Client Promise Assessment and ending with the Client Promise Review, creates the industry’s most transparent view of the work we perform; and holds our teams accountable for delivering value to a client’s business where it can have the most impact.

The feedback we receive via the Client Promise Assessment, and the discussions with colleagues in building Client Promise Plans, enable Aon to think outside of a standard risk management solution and focus on the wider scope of resources and tools that can help empower results for our clients.

The Aon Client Promise is based on 10 attributes that our clients tell us they value most in a risk management and human resources advisor

1. A focus on optimizing clients’ total cost of risk, rather than just the size of insurance premiums.

2. A program designed entirely around client needs, bringing the right combination of solutions to address clients’ priorities.

3. A dedicated team and a world of resources that know our clients’ business and who can tap into the specialists they need.

4. Local access to the world’s best markets, finding the most appropriate insurer for our clients and ensuring confidence in their ability to perform.

5. Constant investment in new ideas and solutions to address existing and new business challenges.

6. A powerful partner who will defend clients’ best interests.

7. Powerful benchmarking capabilities that help clients see how their risk and people solutions stack up to their peers.

8. Industry-leading service from a team that delivers what clients need when and where clients need it.

9. Performance driven by client feedback. We listen to our clients and change what we do as a result.

10. Open and honest dialogue about the value we add to our clients’ business.
United in Character
Focus on Ethics and Governance

Our commitment to providing a positive contribution to society begins at Aon. Just as we expect our colleagues to live our corporate values, we offer programs and provide opportunities to colleagues that empower them to make the most of their own possibilities. In turn, they are better equipped to deliver distinctive value to our clients around the world.

**Corporate Governance**

Aon has adopted strong corporate governance practices to ensure our firm is managed with integrity while delivering value to clients and stakeholders. Our best-in-class corporate governance practices are illustrative of the culture of ethics at Aon.

**Ethics and Compliance**

Aon’s success as a global corporate citizen is founded on an unwavering commitment to the highest levels of professional integrity, ethical decision making and honesty in our dealings.

Integrity is one of Aon’s core values and a guiding principle for how we approach our work, business relationships, decisions and actions. Our colleagues live this value every day by doing what we say we are going to do and by always conducting our business according to the highest ethical and legal standards.

Aon’s robust compliance and ethics program is characterized by thorough policies, global communication and training initiatives; and strong support from senior management and Aon’s Board of Directors. As our business evolves globally, Aon readily adapts new strategies to ensure full compliance with all regulatory and legislative requirements.
United in Character

Code of Business Conduct
Aon’s Code of Business Conduct sets the standard for all Aon colleagues and outlines the fundamental requirements for how we conduct business. It provides a practical overview of Aon’s principles across many content areas including antitrust and competition law, conflicts of interest, anti-corruption, data privacy and financial reporting. The Aon Code of Business Conduct is the foundation for our standards and identifies resources that can assist colleagues in evaluating and responding to difficult questions.

All Aon colleagues, officers and directors are required to certify annually they have received, read and understand the Code. In addition, all colleagues and officers are required to complete compliance learning on an annual basis.

Anti-Corruption Program
Aon is committed to complying with anti-corruption laws in all of the countries where Aon operates. Aon has a global zero tolerance policy on corruption and prohibits any kind of improper payment, including payments to government officials, third parties, competitors or commercial customers. Aon’s Anti-corruption Program has been deemed a model of best practice for other firms to adopt by the Financial Services Authority in the U.K.

Ethics Helpline
Aon’s Ethics Helpline is a confidential, toll-free hotline available 24 hours a day, seven days a week for reporting, in good faith, any possible violations of Aon’s Code of Business Conduct, Aon policies or applicable laws. Colleagues may also contact the Ethics Helpline via the internet, where they can seek guidance or report suspected misconduct. To ensure confidentiality, the helpline is operated by EthicsPoint, an independent, third-party provider.
Focus on a Diverse & Talented Team

**Hire the Best, Build the Best, Be the Best.** This statement captures both Aon’s promise and our potential. Aon’s growth and success is directly correlated to our ability to attract, engage and retain highly talented professionals.

**Hire the Best**

**Recruiting World-Class Talent**

As a people-based business operating in over 120 countries worldwide, our ability to attract and retain the best talent is critical to our success. Aon’s Unmatched Talent agenda—one of three components to Aon’s overall strategy—focuses on developing our colleagues and ensuring they have the support and resources to grow their career within our firm.

Aon has a number of professional partnerships with organizations and educational institutions around the world and has created talent programs that focus on recruiting, as well as career development and planning, for all of our colleagues.

To identify experienced candidates from diverse backgrounds, Aon has strategic relationships and affiliations with organizations such as Out & Equal, the National African American Insurance Association, the Hispanic Alliance for Career Enhancement’s Mujeres Latinas En Accion Program, the National Black MBA Association and the Wounded Warrior Project.

“We are extremely proud of our diversity, not only in gender, race and ethnicity, but in thought and in style.”

Greg Besio, Chief Human Resources Officer, Aon
Build the Best

Supporting a Diverse and Inclusive Workplace

As a global workforce, our leadership position and ability to serve clients is dependent on our ability to build a workforce of talented professionals. Our commitment to Diversity and Inclusion is how we meet that challenge; by bringing colleagues from various business units, locations, backgrounds and experiences together to work effectively in a way that supports innovation and drives results for our clients.

Diversity and inclusion is an organization-wide commitment at Aon. Just as with any other business goal and initiative, Aon management is held accountable for the successful implementation of our diversity efforts. Aon’s Diversity and Inclusion group partners with Aon’s senior leadership team to make workplace diversity and inclusiveness a priority across the company.

As a company that thinks globally and acts locally, Aon has Local Talent and inclusion groups around the world that work closely with Aon’s Diversity and Inclusion group to ensure compliance with Aon’s company-wide workplace diversity initiatives and enhance smaller local office inclusiveness through awareness activities and community-focused events.

Business Resource Groups

Open to all employees, Aon’s Business Resource Groups (BRGs) are one way our firm is working to provide colleagues with tools to foster growth. Aon’s BRGs are independent, voluntary non-profit associations of people with a common interest in working together to enhance Aon’s culture. By encouraging innovative thinking and teamwork within our workplace, BRGs play a valuable role in fostering individual development, as well as supporting communication among colleagues, community partners and company management. They also help Aon identify opportunities where diversity plays a key role in our ability to better serve and connect with our clients.

Aon Link
(Companions just starting their career/recent college graduates)

Aon Pride Alliance
(Gay, lesbian, bisexual, transgendered and allies)

Asian

B.U.I.L.D.
(Blacks United In Leading Diversity)

Generations
(Companions approaching retirement)

LEAD
(Latinos Engaging and Achieving Diversity)

People with Disabilities

Veterans

Virtual Connections
(Companions working virtually or from a remote location)

Women’s International Network

Working Parents

Each year, the Human Rights Campaign generates a Corporate Equality Index report that rates U.S. employers on a scale from 0 to 100 percent on their treatment of gay, lesbian, bisexual and transgender employees, consumers and investors.

In 2011, Aon received the highest rating possible (100 percent) for the fifth consecutive year.
Empowering Results Through Women in Leadership

In 2011, Aon took a number of steps to broaden our support for women in leadership initiatives. We expanded our relationship with Catalyst, a research and advisory organization working globally with businesses to build workplaces and expand opportunities for women and businesses. Building off a successful five-year relationship as a U.S. member, Aon is now partnering with Catalyst on a global level.

Aon also united our women’s strategy by combining our legacy Aon Hewitt Women in Leadership organization with Aon’s Women’s International Network (WIN), a global community dedicated to the development of women leaders at Aon.

“The mission of WIN is to deliver superior business results by developing and supporting women to lead and succeed at Aon,” said Carol Murphy, head of WIN in the U.S. “WIN also plays a significant role in helping Aon become the destination of choice for high-quality female talent by enhancing the firm’s ability to attract, develop and retain women.”

Aon’s local and regional WIN chapters host a number of seminars, workshops and networking events throughout the year. For example, in October 2011, Aon sponsored the Women’s Luncheon held at the Federation of European Risk Management Associations conference in Stockholm, Sweden. Two distinguished speakers, Josephine Green, former director of trends and strategy at Philips Desing, and Mirella Visser, advisor to the European Commission on women in decision-making positions, provided their insights on current global and European developments, trends, leadership and diversity to more than 80 female insurance professionals.

The WIN chapter in Australia sponsored the Australian British Chamber of Commerce International Women’s Day event in February 2011, which was attended by a number of Aon colleagues and clients. Also in 2011, Aon President and CEO Greg Case provided his support at a WIN leadership event in the U.S. focused on the development of personal brand and the role of mentors and sponsorship. This event attracted more than 100 colleagues and featured speakers such as WIN leader Carol Murphy and Aon Chief Financial Officer Christa Davies.

Business Insurance’s Women to Watch Awards

Each year, Business Insurance magazine, a leading insurance industry publication, recognizes the outstanding work of 25 women in commercial insurance, reinsurance, risk management, employee benefits and related fields through its Women to Watch Awards. Since the awards began in 2006, at least one woman from Aon has been included on this list every year. Kristi Savacool, chief executive officer of Aon Hewitt (right), and Kelly Superczynski, senior managing director of Aon Benfield (far right), were named to the 2011 Women to Watch list.
In October 2011, Aon entered into a Black Economic Empowerment transaction with the Vurhonga Consortium, consisting of the Tamela Consortium and Precious Prospects, a women’s group. The consortium acquired a 25.1 percent shareholding in Aon’s South African business.

The Tamela consortium comprises black-owned and managed companies including black women-controlled companies and broad-based groups.

Precious Prospects Group is led by three experienced business women and includes two broad-based trusts focused on the development of women entrepreneurs and the development of women in sports.

During 2012, a portion of the shareholding held by Vurhonga Consortium, representing three percent of the common equity in Aon, will be allocated to an employee share ownership scheme, including historically disadvantaged Aon employees.

“Vurhonga is comprised of a team of remarkable professionals, including women professionals in the financial services sector. We look forward to a successful long-term relationship with Aon South Africa.”

Vusi Mahlangu, former chairman of the Vurhonga Consortium and current board member of Aon South Africa
Supporting U.S. Veterans’ Re-Entry into the Workforce

Aon participates in a number of programs to positively impact unemployed or underemployed U.S. veterans and their families.

For the past three years, Aon has supported The Wounded Warrior Project, a U.S.-based organization whose mission is to honor and empower veterans who were wounded while on duty. Since then, we have sponsored three “Aon Salute to America’s Wounded Warriors” events in the U.S., which included programs for dozens of local veterans who were unemployed or underemployed and looking for meaningful careers in business. During the events, veterans received job training and attended networking sessions with representatives from local businesses.

“Aon Salutes America’s WOUNDED WARRIORS

“The Wounded Warrior Project provides U.S. veterans with a tremendous opportunity to make a successful transition into the private sector and have a chance for economic prosperity,” noted General Richard B. Myers, retired chairman of the U.S. Joint Chiefs of Staff and a member of Aon’s Board of Directors.

Aon is also an active member in American Corporate Partners, a nationwide mentoring program dedicated to helping veterans transition from the armed services to the civilian workforce through mentoring, career counseling and networking.

“My Aon mentor helped me define my professional character by improving my basic interviewing, resume and business etiquette skills,” said Matthew Kirschenman, a protégé in the American Corporate Partners program. “I am glad I was able to meet him through this great program and know many of the things I have learned will help me throughout my career.”

Supplier Diversity

Aon is committed to a meaningful supplier diversity strategy, both within our own organization and for our clients. In 2009, Aon launched Aon Cornerstone Innovative Solutions, the industry’s only dedicated entity focused on diverse supplier/provider relationships. Aon Cornerstone partners with Minority Business Enterprises (MBE) in the professional services industry to create unique supplier diversity-based opportunities for our clients. In the past two years, Aon Cornerstone has built a nationwide network of more than 30 top MBEs with whom Aon clients work, including risk consulting and health and benefits consulting organizations.

Aon’s own suppliers include businesses owned by minorities, women, disabled persons, veterans and disabled veterans as well as small businesses. In 2007, Aon launched its Strategic Diversity Supply Council, which includes women and minority-owned brokerage firms in our diversity supply strategy. Additionally, we launched a Partnership Council of Minority/Women-Owned Brokerage Firms to serve as our advisors in building a robust Strategic Supplier Diversity Program. The goal of the council is to share knowledge and best practices, provide mentorship and ensure a rewarding partnership that delivers exceptional value to our clients.
Focus on Colleague Health & Safety

Keeping Colleagues Healthy

As a people company, the health and physical well-being of our colleagues are high priorities for Aon. We place a high emphasis on preventive care, as evidenced by the many health and wellness programs we offer colleagues and their family members around the world.

From London to Singapore and from South Africa to Canada, Aon’s health and wellness programs help colleagues and their family members develop plans of action to manage their health, with incentives for participation. In the U.S. for example, Aon colleagues can visit four on-site wellness clinics, which offer doctors and staff to monitor and manage colleague health.

Ensuring Colleague Safety

At Aon, we address risk daily on behalf of our clients and employees. Our clients expect us to be experts in providing the right combinations of people, processes and technology to safeguard their information. Clients place a premium on knowing their data is protected, who has access to it, where it is stored, whether it is transmitted in a secure fashion and how it is disposed of.

At the most fundamental level, security is about protecting information and the people and property that support it. Aon’s Security Risk Management Team (SRM) integrates a full range of global security practices into one cohesive organization. As a result, priorities, policies and processes are converged to create the most appropriate security profile for the people and data of both Aon and our clients.

To help our people stay safe during a crisis or to report potential incidents or security risks, Aon provides access to a Global Emergency Operations Center (GEOC), which is a 24/7 operations center staffed by experienced consultants who offer immediate advice, resources and support to address a wide range of travel, security (including data privacy and computer security), colleague health and safety and business operations issues such as office closures or system outages. Contacting the GEOC triggers a coordinated and efficient response, utilizing all of Aon’s resources, to provide a successful resolution and closure of an issue.
Be the Best

Leveraging Colleague Expertise to Provide Distinctive Client Value

The Aon Leadership Model (ALM) is the foundation of our global talent management program. The ALM provides a transparent, consistent method to evaluate, reward and promote Aon colleagues in every business unit and across every job level and geography. It centers on Aon’s core value of acting with the highest level of integrity.

Aon Leadership Model

Live Aon’s values by always acting with integrity, and by working every day in a way that positively impacts our clients, colleagues and communities.

Deliver business results with excellence and the best balance of investment and efficiency.

Deliver client value by leveraging relationships, client and industry knowledge and the “Best of Aon” to provide distinctive solutions.

Develop unmatched talent and high-performing teams through continuous learning, honest feedback, rigorous development and disciplined talent management.

Build differentiated capability through innovation, proven solutions and deep content expertise.
Colleague Development

Fostering the development of our colleagues’ careers is a business imperative for Aon. Our colleagues are the primary owners and architects of their own careers and are fully supported by our managers and leaders. Aon defines clear career opportunities for colleagues, across both professional and management tracks, both of which are equally important to the business. Career growth at Aon occurs in many ways, through lateral or vertical movement and promotions. Development opportunities also take many forms, including expanding professional skills, taking on projects or adding management responsibilities.

Aon University

Aon believes that colleague development comes from a combination of work experience, feedback and formal training. Aon University is an online learning portal that provides colleagues with a centralized location for developing their careers. Colleagues can access career maps, training opportunities, development planning and new tools that enable them to work together with their managers to create a rewarding career experience. Aon University also has six academies aligned to address specific skill sets within Aon, including a Leadership & Management Academy, a Sales & Accounts Academy and the Center for Women in Leadership.

Mentoring Programs

At Aon, we view mentoring as something all of our colleagues do every day. Aon partners with a third-party vendor to offer Momentum Through Mentoring, a program available to all Aon colleagues that provides a variety of mentoring group options—from career advice to situational or topical mentoring.

Development Programs

Aon offers colleagues a number of learning and development programs for colleagues at all levels within the organization. More than 1,500 colleagues attend these programs each year, which represents an investment in more than 2.5 percent of our top colleagues globally, including:

• Launch, an 18-month development program that helps recent college graduates build their professional proficiency and technical skills.

• Impact, a development program designed for senior contributors as they transition into higher levels of leadership and expanded responsibilities.

• Advance, a six-month program for managers focused on developing their skills in leading people, projects and client accounts.

• Catalyst Global, a six-month leadership program that provides in-classroom and virtual development opportunities to high-performing, high potential colleagues at the senior management level.

• Pinnacle, a 24-month executive leadership program designed to prepare the next generation of Aon leaders.

2011 AON UNITED CUP Champions

Aon United Champions

Aon applauds colleagues’ contributions to building our firm, and we believe strongly in recognizing and rewarding them. Aon United Champions is a program that recognizes colleagues and teams that personify our Aon Leadership Model and values. Since the program began in the spring of 2010, Aon has named 135 Aon United Individual Champions and 33 Champion Teams from across the globe. These individuals and teams were rewarded not only with the prestige of being recognized globally as an Aon United Champion, but with a substantial monetary award.
Focus on Brand

Aon and Manchester United: A Perfect Match

Football is dynamic and competitive and appeals to a global audience. It transcends cultures and people and brings communities together like no other pastime.

Much like Aon, Manchester United has a truly global reach and an outstanding pedigree. The club shares Aon’s ambition for worldwide appeal, teamwork and the pursuit of excellence.

In June 2010, Aon began a four-year principal partnership and global shirt sponsorship with the world’s most popular sports team. The Manchester United kit is iconic, and the chance to appear on it is very rare — Aon is only the fourth company to do so in the 133-year history of the club.

Our partnership with Manchester United provides a number of ways to connect with our clients, colleagues and communities:

With Our Clients

Aligning with the Manchester United brand enhances Aon’s visibility and favorability in emerging markets such as Asia and Latin America, where the club experiences a very strong and loyal following.

Manchester United players, legends and executives have joined Aon colleagues at multiple client events around the world. For example, in May 2011, 25 Aon clients attended Aon Pitch Day, an exclusive client symposium held at Manchester United’s famous stadium, Old Trafford. Clients participated in a football training session led by Manchester United Soccer Schools coaches and competed on the legendary pitch in a match coached by club legends Andy Ritchie and Denis Irwin.

In Portugal and Spain, the Aon United Iberia League involved 159 children of Aon’s clients, ages 10 through 12, who played several matches against 50 children of Aon’s colleagues. These once-in-a-lifetime events took place on the pitches of four of the most recognizable football teams in Portugal and Spain—Athletic Bilbao, Benfica, FC Barcelona and Real Madrid.

With Our Colleagues

Aon’s partnership with Manchester United presents a single global platform to unite our more than 60,000 colleagues around the world. At the start of the partnership, all Aon colleagues received Manchester United jerseys as a way to personally promote the Aon brand with pride.

Support for Manchester United among our colleagues has been so strong that match viewing parties have been held at all hours of the day and night in countries across the globe, including Botswana, Ecuador, Sweden and Turkey.

“...Aon and Manchester United possess shared values of leadership, teamwork and a passion for excellence.”

Greg Case, President & CEO, Aon
With Our Communities

Both Aon and Manchester United consider giving back to the community a vital aspect of being a global leader. Aon has partnered with the Manchester United Foundation to help support numerous charitable organizations. For example, Aon supported United for UNICEF events in Hong Kong and Kuala Lumpur and the Special Olympics in the U.S. Our firm has also donated match tickets and Manchester United merchandise to help generate donations to the American Cancer Society, The Christie and additional charities around the world.

Aon has also held Skills and Drills events in nearly a dozen countries across three continents. These programs feature coaches from the Manchester United Soccer Schools conducting soccer clinics for children, offering both developmental soccer training and lessons on the importance of teamwork and a healthy lifestyle.
Aon’s Pass It On program is just one example of how Aon is using its partnership with Manchester United to unite the firm and its communities.

Pass It On is a multi-faceted global program that combines elements of employee engagement, community service and client partnerships. As part of the eight-month program, which started in October 2011 and will end in June 2012, three regional route teams from Aon—Asia Pacific; Europe, Middle East and Africa; and the Americas—have been competing for points as they pass Manchester United footballs along three transcontinental routes covering approximately 180,000 kilometers, nearly four-and-a-half times the Earth’s circumference. The footballs have been stopping at Aon offices and additional points of interest around the world. The balls have been competing for points as they pass Manchester United footballs along three transcontinental routes covering approximately 180,000 kilometers, nearly four-and-a-half times the Earth’s circumference. The footballs have been stopping at Aon offices and additional points of interest around the world. The end of 2011, the footballs had already visited 67 offices in 11 countries, traveling more than 27,000 kilometers.

As the balls pass through each office, Aon colleagues are celebrating the firm’s commitment to the communities in which it operates by organizing local charitable activities and client events. In Cape Town, South Africa, for example, Aon colleagues coordinated a Skills and Drills football program for disadvantaged children with the official Manchester United Soccer School. In Australia, Aon colleagues in Brisbane partnered with Conservation Volunteers, a non-profit organization that works on important environmental and wildlife conservation projects, to clear weeds and debris from an area so as to attract butterflies back to the region. Aon colleagues in Brazil organized a charity golf tournament for clients and colleagues that supported local food banks and community charities.

Pass It On is the second phase in Aon’s global employee engagement program designed to bring together the firm’s colleagues, families and communities. In 2010, Aon’s inaugural Follow the Football initiative focused on the launch of its four-year global sponsorship with Manchester United. Nine official Manchester United footballs visited 50 Aon offices in 28 countries around the world and traveled 154,000 kilometers in nine months. To create a high level of excitement for the sponsorship, Aon held an Aon United REDy day in June 2010, where Aon colleagues from more than 400 offices around the world participated in fundraising events and raised nearly USD 150,000 for over 200 unique charity partners.

Did You Know?

Aon is featured in the Guinness Book of World Records for the Most Number of Penalty Kicks. Together with charity partners Boys’ Town, Assumption English School and St. Andrew’s Secondary School, Aon Singapore colleagues set a world record of 364 consecutive penalty kicks in 2010, breaking the previous record of 350!
Aon is committed to establishing and maintaining environmentally sustainable business practices both within our own operations and for our clients. While Aon continually strives to be a leader in our industry sector, we place a great deal of importance on environmental stewardship and community and stakeholder involvement. We promote these principles in the services and products we offer our clients on a global basis with the belief that every corporation has a responsibility to its community to achieve sustainable growth and value.

**Our Commitment to Our Clients**

Exposure to environmental risk affects far more companies than only those directly involved with hazardous materials. Aon Risk Solutions’ global team of environmental specialists works with clients to create and maintain sustainable and productive environments. This includes analyzing, quantifying and mitigating environmental risks associated with business operations such as management of hazardous materials, clean-up of existing contamination and due diligence processes for acquisition and divestiture of real estate. Aon also tracks emerging risks such as climate change, energy usage and water availability to ensure these risks do not adversely impact the financial performance of our clients.

Through such vehicles as insurance, financial mechanisms and liability buyout programs, Aon minimizes the impact of legacy environmental contamination, provides Green Building assessments and specialized energy efficiency insurance offerings; assists with carbon footprinting and securing greenhouse gas credits and off-sets, and provides insurance coverage for possible natural resource damages.

**Dedicated to Renewable Energy**

Aon also has a dedicated renewable energy team that manages some of the largest renewable energy projects in the world. The group, which includes experts from across Europe, the U.S., Canada, Asia and Australia, focuses on all key areas of renewable energy, including offshore and onshore wind, photovoltaic and thermal solar, hydroelectric, geothermal, biomass, biofuel, landfill gas, wave and tidal generation.
Green Investing

As the world’s largest investment advisor, Aon recognizes that long-term investors such as insurance companies, endowments and pension schemes take account of a wide range of long-term risks, including environmental risks. Aon Hewitt’s global investment practice integrates the consideration of environmental risks and opportunities into the manager and asset advice we provide.

Through Aon Hewitt’s socially responsible investment team, we look into ways clients can improve the sustainability credentials of their investment portfolios while still reaching their investment return objectives.

Aon Hewitt is also a professional service partner of the United Nations Principles for Responsible Investment, which is a network of international investors working together to implement a voluntary framework by which all investors can incorporate environmental, social and corporate governance issues into their decision-making and ownership practices to better align their objectives with those of society at large.
Our Commitment to Our Firm

Aon is committed to establishing and maintaining environmentally sustainable business practices within our own operations. Many of Aon’s offices around the world have established a network of green champions that play an important part in helping Aon shape the way we deal with the many issues that are on our green agenda, generate ideas and identify local solutions that help make a difference.

While Aon is not a significant emitter of carbon dioxide and other greenhouse gases, we work to reduce our environmental footprint in many ways.

Where We Work

Aon takes steps to reduce our use of energy, water and other resources in our offices through effective building management and by partnering with our internal clients and vendors to ensure they closely follow our environmental values. We make every effort to locate our operations in high-performing buildings that are LEED certified or that use green building practices for high energy and water efficiency, which may include using renewable energy resources and recycling rainwater for landscaping needs.

To maximize energy efficiency, our most modern buildings contain motion-sensing lighting, while older facilities have been retrofitted with lighting timers to turn off lights during periods of inactivity. Some Aon offices also use automatic shutdown systems for computers left on after the close of business.

Aon has taken advantage of alternative lighting design in its newer facilities to ensure the greatest possible efficiency. We also promote extensive use of energy-efficient computers and business machines, which reduces emissions and saves energy.

ClimateWise Insurance Initiative

Aon is a founding member of and the first broker involved in the global ClimateWise insurance industry initiative, which focuses on the risks and opportunities climate change presents. Aon participates in two key initiatives: 1) a sustainable claims management initiative, which aims to identify how the insurance industry as a whole can reduce the environmental costs of the claims process, and 2) an initiative on the role of insurers in adaptation, which explores how insurers can increase customer resilience to weather events by focusing on actions being taken across the globe.

In 2011, Aon placed 136 out of 500 in Newsweek magazine’s Green Rankings, which assesses the environmental performance of America’s largest public companies.

In the U.K., Aon was the first insurance organization to have its carbon footprint certified by the globally recognized Certified Emissions Measurement and Reduction Scheme standard.
Reduce, Reuse, Recycle

In most of our offices, Aon participates in recycling programs for paper, plastic, newsprint, cardboard and aluminum cans. For example, Aon Hewitt eliminated all Styrofoam and disposable cups from its offices across Canada, the U.S. and the U.K., and Aon Benfield discontinued the use of water bottles in all of its meetings worldwide.

To reduce our use of paper, many of our office printers are defaulted to double-sided printing. Aon also recycles cellular phones and batteries. In the U.S., many of the cellular phones we collect are donated to the American Red Cross. Outdated computers, monitors and other technology equipment are either sent back to manufacturers for refurbishing or recycled directly through partnering organizations. All data is destroyed before recycling to ensure data privacy for our clients and colleagues.

When We Travel

As a global firm, we have made significant efforts to reduce travel by airplane and automobiles. We have invested in state-of-the-art audio and video conferencing technology and encourage colleagues to utilize it as an alternative to travel whenever possible.

Aon also promotes the use of public transportation systems by locating its facilities in areas convenient to available mass transit systems. In many of our locations, employees are able to purchase public transportation at pre-tax and subsidized rates through Aon’s benefits website. Where public transit is not available, carpooling, vanpooling and ride sharing are encouraged by management and also may be supported by subsidy programs. When practicable, we also allow colleagues to work from home and have equipped colleagues with the means to communicate with clients, other colleagues and business partners through web-based technology and communication systems.

Aon Canada’s offices lead the way in their environmental efforts. Colleagues use their own beverage containers, saving more than 324,000 Styrofoam cups and 144,000 plastic lids every year!
When it is completed in 2014, Aon’s new corporate headquarters, located at the Aon Centre at 122 Leadenhall Street in London, will have achieved the BREEAM Excellent rating—the highest rating in the industry. BREEAM is the leading global method of assessing a building’s sustainability and environmental performance. Features that contribute to achieving the BREEAM rating include the insulating properties of a building’s glazing, internal and external cladding and its energy management technology.

Aon is taking an active role in specifying how sustainable technology is built into the fabric of the offices. “We are working with Aon’s own architects on a design that will incorporate what clients are asking for in terms of environmental best practice,” said Greg Lowe, senior manager for sustainability at Aon’s U.K. office. “As a result, we will have an industry-leading space that will give us greater control over our energy usage, as well as meet the environmental needs of our clients.”
Aon Hewitt’s Tree Giveaway

For the past three years, Aon Hewitt’s green team in Lincolnshire, Illinois, has sponsored a Tree Giveaway in partnership with Living Lands and Waters, a non-profit organization that aids in the protection, preservation and restoration of the natural environment of the nation’s major rivers and their watersheds. Each spring, Aon Hewitt gives away at least 500 trees to colleagues in the office.

Partnering With Communities to Improve the Environment

Aon colleagues around the world have found ways to not only do good for the environment, but to give back to their communities at the same time. Aon South Africa recently partnered with Pik-it-up, a local waste management company, to assist them with a major clean-up of the area surrounding Minerva High School in Alexandra Township. Littering, which was once a major problem in the area, has decreased significantly since the start of the clean up. Aon also is working with Pik-it-up to educate the high school students about waste separation and recycling.
United in Giving
The same passion and values that drive Aon’s work with clients extends into our work with communities. Our charitable partnerships and firm-wide community involvement efforts focus on empowering people, especially youth, and working with communities at risk.

Aon’s philanthropy and colleague giving support hundreds of global, national and local organizations that are making a positive difference in the lives of people and that are helping mitigate risks in communities around the world — from the local orphanage in Kenya and the soup kitchen in Minneapolis, Minnesota to global organizations such as Red Cross and Red Crescent, United Way and UNICEF.

As a member of the American Red Cross Annual Disaster Giving Program, Aon’s USD 500,000 contribution helped ensure that International Red Cross Federation members had the funds needed to be among the first on the scene when disaster struck in New Zealand and Japan in 2011. In addition, more than 1,100 Aon colleagues from across our firm contributed to the American Red Cross and members of the International Federation of Red Cross and Red Crescent Societies to support relief and recovery efforts in these regions. Colleague donations totaled almost USD 150,000, which were matched dollar-for-dollar by the Aon Foundation.

“Every office has found a way to contribute that is unique to the interests of the local client and colleague base. It’s simply part of our culture here to get involved and support our communities.”

Beth Gallagher, Director of Community Involvement
The Aon Foundation

The Aon Foundation is our principal vehicle for philanthropic programs in the U.S. We invest in educational programs that make a marked difference in the academic achievement of young people, as well as in organizations that help develop our future workforce, such as the International Risk and Strategic Management program at INSEAD, the Insurance Industry Charitable Foundation, St. Johns University School of Risk Management and the Spencer Educational Foundation. We also support organizations such as the American Cancer Society, the Initiative for Global Development, Habitat for Humanity and United Way, which focus on serving and improving communities at risk.

Through the Aon Foundation, we invested more than USD 10 million in monetary and in-kind donations to approximately 1,800 organizations around the world in 2011. These funds were directed in the following manner:

### Serving Communities at Risk

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<thead>
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<td>Disaster Relief / Response</td>
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### Empowering People

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<td>Civic &amp; Community Affairs</td>
<td>12%</td>
</tr>
<tr>
<td>Arts &amp; Culture</td>
<td>7%</td>
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</tbody>
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### Volunteer Service Awards

Each year, Aon recognizes colleagues who are doing exceptional work on behalf of communities through our Volunteer Service Awards. Aon colleagues from around the world submit nominations, and five winners are awarded USD 5,000 to donate to an eligible charity on their behalf.

### Aon Memorial Education Fund

In 2002, Aon established The Aon Memorial Education Fund to provide post-secondary educational financial assistance to the dependent children of the 176 Aon colleagues who were lost in the September 11 World Trade Center attacks. Over the years, the contributions of Aon clients, colleagues and friends have helped to ensure the Fund will be able to assist every eligible child in fulfilling their educational goals. To date, more than USD 3.2 million in educational grants have been issued, and 72 students have been supported to pursue their career interests.
Landmines are a leading cause of death and maiming to the men, women and children who live in impacted areas, which span 70 countries. UNICEF estimates one-third of all landmine victims are children under the age of 15.

Find A Better Way is a charity dedicated to improving the technology needed to identify and eradicate the threat of landmines worldwide. The initiative is also committed to raising awareness of the risk of landmines and improving access to health services for victims.

Aon was introduced to Find A Better Way in 2010 through our Manchester United sponsorship. The initiative was started independently by one of the club’s most legendary players and distinguished ambassadors, Sir Bobby Charlton, who was moved to action after seeing the impact of landmines on the lives of children in Bosnia and Cambodia.

Aon is committed to making Find A Better Way an industry-wide corporate social responsibility initiative. We raised more than USD 1.5 million in 2011 by securing the support of many leading insurance carriers, which helped to establish the charity as an entity and support its vital research projects.

Moving forward, Aon will be working with businesses across many industries to support Find A Better Way and help secure the treatment, services and materials required to make an impact on the risk of landmines.

“...It would take more than 1,000 years and cost an estimated USD 30 billion to clear the 110 million active landmines in place using current technologies. Through Find A Better Way, we hope to increase the speed, efficacy and safety of eradicating landmines to create a safer environment for millions of men, women and children around the world.”

Sir Bobby Charlton, Manchester United Legend
Serving Local Communities Around the World

Aon’s philosophy is that we support and give back to those communities in which we do business, and considering we do business in more than 120 countries, this provides a wide scope for charitable work. Our efforts take many shapes and forms, from raising funds for sick children to repairing school houses to delivering food to the needy, but they are all centered on the Aon trait of service. The stories you will read on the following pages are just some examples of how Aon’s colleagues are serving their communities every day.
For more than a decade, Aon Benfield colleagues in Buenos Aires, Argentina, have supported Escuela No 151, a rural school in Argentina’s Chaco Province, by providing much-needed material resources and hands-on support to improve this very remote and underserved school.

Young people who attend this school face a number of challenges in trying to pursue their education. Chaco has the highest illiteracy rate in the country; it is the second poorest province in Argentina, with 33 percent of families unable to meet basic needs; and it suffers from extreme climate conditions, including regular flooding, which makes it difficult and sometimes even dangerous for children to travel to school. In addition, the schools in this area suffer from limited budgets, infrastructure problems, poor equipment and furniture, a lack of teaching materials, underprepared teachers and no means of helping to transport children to school.

Fernando Rodriguez, CEO of Aon Benfield Argentina, describes why Aon first became involved with Escuela No 151. “We believe promoting access to education by supporting this school is the most important contribution we can make to the community. These rural children deserve to have the same educational possibilities as the children who attend Argentina’s well-resourced, urban schools.”

Every year, Aon Benfield colleagues travel more than 800 kilometers to visit the school and spend a day doing facility enhancement projects, such as promoting access to clean water and building additions to the school including a new kitchen, dining area and computer room.

Prior to Aon’s partnership with the school, classes were delivered by one teacher in a three-room house with no running water. With Aon Benfield’s support, the school has been able to make significant facility improvements. It has also been able to increase the number of teachers on staff to serve the growing student population.

Aon Benfield also holds resource drives and sends three care packages to the school throughout the year. Colleagues and their families donate food and clothing, as well as school supplies like pencils, books and bags, to ensure that students have the materials needed to pursue their studies. At the end of the school year, Aon colleagues send gifts to the students, with special recognition for graduates. In 2011, two girls and three boys completed their primary education and entered high school.

“The success of the partnership is not about the money we have donated; but lies rather with the consistency in which we have set out objectives, involved parents and remain connected to the community. We rotate the visiting team every year so that all colleagues can have the opportunity to understand their reality and feel inspired to continue participating in our shared commitment to the Chaco community.”

Fernando Rodriguez, CEO, Aon Benfield Argentina
Aon Australia has a long history of supporting numerous charitable organizations. The Aon Charitable Foundation (ACF) in Australia creates long-term partnerships with national charities and encourages colleagues to engage with them. The focus of ACF’s activities is centered on five key areas: health care, welfare, education, environment and research. ACF has four major charity partners, and Aon colleagues volunteered over 1,500 hours to these charity organizations in 2011.

Since 2006, Aon Australia has donated more than AUD 450,000 to the Leukaemia Foundation, a national not-for-profit organization dedicated to the care and cure of patients and families living with leukemia, lymphomas, myeloma and related blood cancers. Aon colleagues have shown support by participating in the World’s Greatest Shave, which requires them to shave or color their hair in return for pledges, and Light the Night, which are community walks to raise awareness of blood cancers.

“The annual financial commitment made by Aon to the Leukaemia Foundation enables us to provide Australians diagnosed with blood cancers with information, education and practical support as well as a broad range of free services like patient accommodations and transportation,” explains Peter Cox, CEO of the Leukaemia Foundation of Australia. “Aon’s contribution also plays a significant role in our National Research Program, which funds cutting-edge research in Australia for better treatments and cures.”

The ACF also partnered with The Smith Family, a national, independent, social enterprise that helps disadvantaged children create a better future through education to sponsor 50 students across Australia. In the last four years, ACF has donated approximately AUD 300,000 to The Smith Family, which provided both personal support for books, uniforms, clothing and excursions as well as funding for literacy programs. Colleagues volunteer hundreds of hours each year to assist with reviewing student profiles, sorting and packing toys and books and delivering hampers at Christmas time. They also mentor disadvantaged students with online and tertiary mentoring programs and raise funds for the organization by participating in fun runs and cycling events. “This year, Aon Australia undertook its first Sydney City2Surf Charity Challenge, which was designed to boost morale, encourage colleagues to keep fit and raise vital funds for The Smith Family,” said Melinda Todd, compliance analyst at Aon Australia. “It was a huge success, with Aon colleagues raising more than AUD 37,000 to support disadvantaged children in The Smith Family’s Learning for Life programs.”

“The ACF has been a valued partner for the past four years,” noted Dr. Lisa O’Brien, CEO of The Smith Family. “Aon colleagues are highly engaged in our work, generously donating their time and skills to volunteer for activities that support students with their education. With the help of the ACF, students supported by The Smith Family are developing vital life skills and receiving the necessary support to help them stay engaged in their education.”
Since 2002, Aon Brazil has partnered with Associação Creche Viva, a local child care association serving more than 400 children from the Rocinha area in the South Zone of Rio de Janeiro. Rocinha is the largest favela in Brazil with a population of approximately 200,000 residents. The region also has one of the highest per capita income levels in the state. It is within this contrast of extreme poverty and wealth that Creche Viva has spent the last decade working on behalf of young people.

Creche Viva provides children from birth to 10 years of age with day care and educational enrichment programs that promote positive youth development. This includes early childhood education and after-school programs, as well as arts and sports activities and monthly field trips to cultural institutions in Rio de Janeiro. Creche Viva also provides no-cost pediatric care, dental treatments, speech therapy and psychological intervention services.

Maria Christina de Salles Nioac, president of Creche Viva, says these services are so important to the future success of young people in Rocinha. “Only through the benefits of education can these children move from mere survival into living a full life. Educational opportunities create broader awareness and understanding and open a new world of possibility for them.”

In addition to regular financial support, Aon Brazil uses its relationships with health care providers to help secure free health prevention and treatment programs offered to the hundreds of children who attend Creche Viva programs.

Aon colleagues bring added value to Creche Viva through donations and social, educational and emotional support. Ongoing collections of food, clothing, toys, holiday gifts, building materials and computer equipment provide much-needed resources for families. The office also conducts social activities and outings with children from Creche Viva centers several times a year.

Following a visit to one of Creche Viva’s pre-school classes in December 2011, Carla Abrunhosa, client relations and marketing director for Aon Brazil, describes her experience. “It was incredibly rewarding to spend part of my day playing games and sharing stories with the children, many of them who were similar in age to my own kids. It was just wonderful to see the smiles and joy on the faces of these young people. Creche Viva is a haven of possibility and promise in an area of Rio that is challenged by high rates of poverty and violence.”
Aon Canada Collaborates to Support Local Charity Partners

Across Aon’s 40 Canada offices, Aon colleagues support local charities through various activities—from rebuilding parks and participating in athletic races to pot-luck dinners and going bald for charity.

For the fifth year in a row, Aon sponsored a community service event at The Risk Management Society’s (RIMS) annual conference, held in Vancouver in 2011. More than 120 Aon Risk Solutions colleagues joined local colleagues from the Aon Vancouver office to refurbish the Britannia Micro Footie Oval Soccer Field, which is used by 800 inner-city youths for sports-related activities. Aon colleagues spent the day building spectator bleachers, refurbishing storage facilities and repainting a large mural under the direction of a local artist.

In Calgary, “I’m sprinting for...” were the words emblazoned on the t-shirts of Aon colleagues who came out to race in The Calgary Spring Sprint, which raised USD 175,000 for the Brain Tumor Foundation of Canada. Aon was also a Runner Sponsor of this local event.

In Toronto, Aon’s 18-member Tower Climb Team successfully ascended 1,776 stairs in the CN Tower building in support of United Way. Thanks to the support of 149 sponsors, the team raised more than USD 8,000—more than double the amount raised in 2010.

An Aon colleague in Quebec recently raised more than USD 3,600 for Leucan, an association that helps cancer-stricken children and their families believe in a brighter future. In addition to volunteering for Leucan’s annual Shaved Head Challenge, she also participated!
Aon and the global risk management industry lost a true friend and colleague when Bernard Fung (pictured above), chairman and CEO of Aon Asia Pacific since 1997, died on May 27, 2010.

Throughout his life, Bernie was very committed to supporting charitable endeavors and set a tremendous example for others to follow. He was particularly passionate about the China Literacy Foundation (CLF), an organization that promotes access to education and the improvement of learning facilities for children living in very poor and remote rural regions of China.

Under Bernie’s leadership and personal commitment, Aon Hong Kong has supported fundraising for the improvement of three rural schools, the Aon Gold Primary School in Ankang City, Shanxi Province; Aon Xiao Wu Shao Primary School at Kaili City, Guizhou; and the Aon Green School in Ceheng County, Guizhou Province, the first green school to be funded by the Hong Kong insurance and risk management community.

Following his passing, Bernie’s family established the Bernard Fung Memorial Fund to continue this important work. To honor Bernie’s legacy and to ensure Aon’s partnership with CLF would continue, the Aon Foundation committed USD 1 million to the Bernard Fung Memorial Fund.

With this funding, CLF was able to deliver on its mission in 2011:

- Eighty-nine students who would not otherwise be able to afford tuition and living expenses received scholarships that will support them through graduation.
- Nine libraries were built in rural schools, benefitting more than 1,300 students.
- Much-needed supplies and furniture were provided to several high-need schools.
- Dormitory facilities were improved at three primary schools, helping to better serve the needs of more than 140 students.
- Zhongbazi Primary School was able to hire an English teacher, a benefit the school had been previously unable to offer its 140 students.

To Bernie’s numerous friends and admirers around the world, he represented the rarest combination of a compassionate leader, a man of deep insight and a colleague and mentor to all who knew him.

Bernie was truly passionate about giving back to his community, and he helped everyone he touched to become a better person. Aon is honored to continue his legacy of service through our support of the Bernard Fung Memorial Fund.
Since 2010, Aon Benfield Colombia has partnered with Fundación Salud Taller (FUNSTALL). FUNSTALL is an organization committed to caring for children from low-income families who are ill with cancer or related diseases. FUNSTALL also provides comprehensive care for children coming from remote areas of Colombia for cancer treatment in Bogotá, including housing, food, transportation and occupational therapy, thus improving their life expectation and reducing the socioeconomic impact of their illness on their families.

Aon Benfield Colombia’s partnership with FUNSTALL began as part of the activities related to Aon’s Manchester United sponsorship launch. In 2010, Aon raised almost COP $2 million for FUNSTALL through donations from colleagues and matching funds from the firm.

In 2011, Aon’s partnership with FUNSTALL developed further through support of a series of ongoing programs that helped improve the quality of life for young people in treatment. Aon colleagues contributed COP 20 million to secure six month’s worth of leasing fees so that children receiving treatment would have a suitable temporary home.

Aon colleagues have also taken a proactive role volunteering in various FUNSTALL events, including lunches and local outings for the children. In 2011, 18 children from FUNSTALL, together with children of Aon Benfield Colombia’s colleagues, attended a sold-out Christmas musical and received special presents. Aon Benfield groups also joined together to adopt FUNSTALL patients for the holiday and provide them with new clothing.

Aon Benfield Colombia has been an advocate for FUNSTALL within the industry, encouraging other members of the insurance sector to participate. In 2011, Aon Benfield Colombia shared its commitment to FUNSTALL by inviting 300 clients and friends to a celebration where children from the charity attended the event and shared their experiences, hopes and dreams with event attendees.

Beyond corporate support, Aon Colombia colleagues have played a special role in helping fulfill the personal needs and dreams of FUNSTALL children individually.

Aon Colombia colleagues recently stepped up to respond to the special needs of one of FUNSTALL’s young patients, a seven-year-old boy who had been blinded by eye cancer and required prosthetic eyes. Colleagues held a special drive and collected the funds needed to help the young boy attend a special school for the blind. He is also now learning to play the accordion, thanks to an Aon colleague who donated the instrument. Aon colleagues were also able to help a former 16-year old cancer patient pursue her dreams as a model by sponsoring a modeling agency scholarship.
Since 2007, Aon Denmark has partnered with the Children’s Aid Foundation (Bornehjælpsdagen), an organization that provides support services each year to approximately 15,000 children who have experienced abuse or neglect and who have been placed outside parental care.

“Our relationship with Aon Denmark has evolved from simply receiving charitable support to a truly collaborative relationship where we work together to engage Aon volunteers and create fundraising and awareness-raising events,” said Jytte Tholstrup Svendsen, CEO of the Children’s Aid Foundation (upper right). “This type of relationship is only possible when you work together with very committed people—people who are dedicated to the cause and who value teamwork. With Aon’s support, the Children’s Aid Foundation is able to continue to promote the strengths, talents and dreams of foster children and children in care.”

Aon Denmark works with the Children’s Aid Foundation in many ways. During the holiday season, Aon volunteers help the Children’s Aid Foundation host seven parties for more than 630 children and young people who live in residential institutions in Denmark. For the past several years, Aon colleagues have donated and passed out gifts and served food. The parties offer the opportunity for Aon colleagues to connect with young people, help brighten their holidays and make them feel special.

Maria Brostørm Jørgensen, a benefit assistant with Aon Hewitt in Denmark, describes her experience volunteering, “It is an amazing and emotional experience to be a part of the Christmas party. It makes me proud that the company I work for has provided a way for me to get involved in supporting such a good cause.”

In addition to ongoing internal fundraising and volunteer efforts, Aon and the Children’s Aid Foundation have sponsored an annual benefit concert since 2009. In 2011, Aon Denmark invited...
United in Giving

In 2011, Aon Denmark was awarded Aon’s Volunteer Service Award for its partnership with the Children’s Aid Foundation. As part of the recognition, Aon awarded the Children’s Aid Foundation with a DKK 29,200 grant, which helped fund a new creative arts program called “See Me!” Ten professional artists worked with 100 children from foster homes in different areas of Denmark to paint self portraits that were exhibited at the ARoS museum of modern art in Aarhus in the fall of 2011. The exhibition will be shown exclusively at Aon’s Denmark office in Strandgade in 2012, providing Aon with a new opportunity to introduce clients and other community members to the Children’s Aid Foundation and further support fundraising and awareness-raising efforts.

Søren Lindbo, managing director, Aon Denmark, says the Children’s Aid Foundation is a natural partner for Aon. “Both Aon and the Children’s Aid Foundation share a common goal in working to empower human potential. The Children’s Aid Foundation strives to develop the strengths and competencies of the children in care and to equip them with the self confidence and learning opportunities that will help these young people grow into active, contributing citizens. Aon is committed to investing in the future workforce through programs and partnerships that ensure these young people have a chance to reach their full potential.”

clients, colleagues and partners to a musical performance in Copenhagen featuring Danish singers Signe Svendsen, Julie Berthelsen, Bryan Rice and Sko/Torp. The concert and subsequent reception attracted 450 guests and yielded DKK 110,000 for the Children’s Aid Foundation.
For many years, Aon Hewitt India has sponsored Goonj, a globally recognized organization that redistributes 50,000 kilos of clothes and additional basic amenities to millions of people in India’s rural areas. With more than 9,000 colleagues in India, Aon Hewitt partners with Goonj in a number of ways. Collection camps are regularly held at Aon Hewitt’s India offices, many of which have collection boxes permanently placed in either the cafeteria or in a prominent area in the office where colleagues can donate items. Many Aon colleagues offer their time and support at Goonj events throughout the year, including Vastrasamman, a clothes collection drive, and Rahat Flood relief, a collection of relief materials for flood victims.

Aon Hewitt India has also been the sole sponsor of Goonj’s award-winning Pratibimb event since it began in 2006. Pratibimb, which means reflection, is part of Goonj’s School-to-School program that aims to forge long-term strategic relationships between urban and rural schools. This one-to-one interaction event brings hundreds of urban and rural children together for three days to interact and learn from each other. Urban students in India also donate notebooks, stationary, shoes, uniforms, school bags and additional supplies to their rural, disadvantaged counterparts.

“Goonj’s association with Aon Hewitt India on Pratibimb has been one of mutual trust and confidence in each other’s ideas and principles,” said Anshu Gupta, founding director of Goonj. “At a time when we were experimenting and establishing some news ideas, Aon Hewitt showed immense faith in the concept, which translated into a much needed continuity and sustained work in this field.”

“This event has been an eye-opener for our colleagues in many ways,” added Bindu Krishnan, India business group manager and India’s CSR leader. “By participating in the School-to-School program, we can bring about a positive change in the lives of so many underprivileged children.”
Aon Hewitt India recently partnered with one of its clients, Centrica, to provide school furniture and supplies to the OM Foundation School. The OM Foundation School aims to provide underprivileged children in Noida, India with access to a high quality education. Through Aon Hewitt’s donations, the OM Foundation School was able to furnish three classrooms in a newly built wing of the school, which serves more than 160 students.
In 2011, Aon Hong Kong colleagues demonstrated the spirit of giving back to their local communities by supporting several organizations.

For the second consecutive year, Aon was the official apparel sponsor of UNICEF’s Charity Run 2011: United for Children, United for AIDS, the second-largest distance running event in Hong Kong with more than 13,000 runners. In addition to sponsoring the event, more than 120 Aon colleagues participated in the race and raised more than HKD 84,000, winning second place in the race’s Participation Award. Aon’s Hong Kong office also took third place in the team half-marathon event with a total time of 04:57:24.

Overall, the event raised a record-high HKD 8.5 million in donations, which were used to purchase more than 900,000 HIV Test Kits that help mothers-to-be determine whether they are HIV positive at an early stage of their pregnancy. Mothers who test HIV positive receive care and treatment from UNICEF in an effort to prevent mother-to-child transmission of HIV.

In addition to supporting the UNICEF Charity Run, Aon Hong Kong colleagues raised over HKD 28,000 for Action 121, a program aimed at creating a library program in Kaili City, China, and volunteered more than 300 hours to helping elderly and mentally handicapped people during the Give and Gain week, an event hosted by Community Business, a non-governmental organization that promotes corporate social responsibility.
For many years, Aon colleagues in Kenya have been volunteering and making charitable donations to improve the lives of underprivileged children in the region.

In 2011, Aon colleagues came together to volunteer at the Tunza Children’s Center. The Tunza Children’s Center was established in 1998 by founder Dimina Khasiala, who is famously known as Mama Tunza, which means “taking care of” in Swahili. Approximately 300 children are currently under Mama Tunza’s care, one-third of who stay in the center. The majority of the children living in the home are HIV-positive, disabled, orphans or who have other special needs. Aon also assists the center by donating medical care, food supplies and personal items.

Aon colleagues in Kenya also participated in the Mater Heart Run, an annual event hosted by The Mater Hospital that raises funds for underprivileged children with cardiac problems so they can get the surgery they need to survive. Aon donated more than KES 100,000 to the hospital. To date, 1,800 children in need of heart surgery have benefited from the fundraising event, which attracted more than 34,000 participants in 2011.
In 2011, Aon Netherlands founded the Aon Talent Foundation, which provides a structured way for colleagues to contribute and support local community programs in three key areas: education, youth and access to sports.

“For many years, Aon has contributed significant resources to sponsor a large variety of corporate social responsibility initiatives,” explained Arjen Vissers, director of Marketing & Communications for Aon Netherlands. “With the Aon Talent Foundation, we can invest with a much higher focus to create a clearer impact.”

The Aon Talent Foundation also supports two primary charity partners: The Disabled Sports Fund and The Giving Back Foundation, both of which provide greater opportunities for young people with otherwise limited prospects.

**Fonds Gehandicaptensport — The Disabled Sports Fund**

Aon sponsors The Disabled Sports Fund’s Cool on Wheels program, which brings free programs to schools that help make children (with and without disabilities) familiar with the themes of sports and life with a disability. As part of the program, volunteers who are professionals with a physical disability speak with students about their experiences living and working with a disability. The program also focuses on healthy activity and inclusion through a wheelchair sport competition. Aon’s support brings seven of these programs to local schools each year.

**Mentorschap — The Giving Back Foundation**

Aon Netherlands also works with The Giving Back Foundation, an organization that supports talented and ambitious secondary school students who have had fewer opportunities to use their talents because of their background. Students are partnered with mentors who help guide these young people so they can develop into successful adults in Dutch society, and in turn, serve as role models to others.

Aon provides program funding to The Giving Back Foundation and also offers mentor screening, training, volunteer toolkits and matching services for colleagues who are interested in becoming Giving Back mentors. Mentors commit to volunteering a minimum of 75 hours per school year and working with their student for two years.

 Depending on the mutual interests of the mentor and student, monthly activities together might include visiting an Aon office for job shadowing or meeting other colleagues, going to museums, attending concerts or cultural events; or assisting with school projects. These meetings are enriching for the student and mentor.
As part of the Aon Talent Foundation launch in September 2011, Aon partnered with local restaurants in Amsterdam, Eindhoven and Rotterdam to sell charity footballs and water, where a portion of the proceeds from each purchase was donated to the Aon Talent Foundation. Also in September, Aon Netherlands colleagues participated in a charity bike ride, raising money by collecting pledges for each kilometer ridden. The event raised approximately EUR 5,191 for the Aon Talent Foundation, which was distributed to The Giving Back Foundation and the Disabled Sports Fund.

Dorine Wekking, HR director for Aon Benelux and Nordics and a member of The Netherlands Corporate Social Responsibility team, explains that the mentoring program is a clear win-win for Aon colleagues in the Netherlands. “By working closely with young adults, we, as mentors learn what drives young talented people. This helps create greater diversity of thought. For mentees, it is a great opportunity to have dedicated coaches who can provide support and help them succeed in school and make better choices for their future.”
When it comes to encouraging people to find their humanity and empathy for those less fortunate, Aon South Africa is passionate about their community responsibilities. Aon South Africa supports their local communities in many ways with a focus primarily on education, including mentoring and educating disadvantaged children, working with vulnerable children and families in South Africa’s inner cities, and greening projects at local schools.

In August 2011, Aon South Africa partnered with Columba 1400SA, an organization focused on helping disadvantaged youth maximize their full potential, to host a leadership academy with Minerva High School in Alexandra Township. Ten students, carefully selected from a group of over 700 candidates, along with their educators, members of Aon’s leadership team and the Columba 1400SA facilitators, participated in a week-long summit focused on leadership and the values of awareness, focus, creativity, integrity, perseverance and service. At the end of the event, students formed a group called Youth Stand Together, which identified three key projects for their school: environmental awareness to reduce littering on school grounds, classroom upgrades and painting projects to discourage vandalism and graffiti, and enforcement of the school’s uniform policy.

“When I checked in with the 10 students involved in the academy, they shared how they have changed as individuals and what they are doing differently,” said Disebo Monama, Aon South Africa’s transformation director. “These actions ranged from giving
Since 2005, Aon’s Johannesburg office has sponsored the education of Silindile, a young deaf girl whose family did not have the resources to send her to school. Silindile attends St. Vincent’s School for the Deaf in Johannesburg. Aon’s annual donation covers the cost for Silindile’s school fees, uniform, hearing aid, transportation costs and stationery. Silindile has learned sign language and has gained the social and educational enrichment to help ensure she is able to enter the workforce and be self-sufficient.

“We are so grateful for the opportunity to be a part of Silindile’s life and education, and we are proud to invest in a brighter future for her and her family,” said Disebo Monama.
For many years, Aon Spain has partnered with the Carmen Pardo-Valcarce Foundation, an organization that integrates young, intellectually disabled professionals into the workplace. In 2011, they collaborated with the foundation to help them execute an important yet time-consuming task—transforming Aon Spain into paperless offices.

To make this project a reality, six new Aon colleagues from the Carmen Pardo-Valcarce Foundation worked in various departments within Aon Spain, including Operations, Offices, Claims, HR and Legal, to scan and digitize more than 44,000 documents in 10 months.

Thanks to their commitment and efforts, today all of Aon’s offices in Spain are paperless. Aon’s account executives now have direct access to information critical to providing complete service to clients, including claims, placement, coverage and registration information. It was also a significant step toward Aon Spain’s efforts of becoming more environmentally friendly and encouraging colleagues to go green.

“The project is a real change in the way we do business and present our total value to clients,” said Rafael Esteban Muguiro, chairman of Europe, Middle East and Africa for Aon Risk Solutions. “We could not have achieved this task without the help from our new colleagues. It was an honor and pleasure for us to welcome them to our team, and we all have a lot to learn from their courage to overcome personal challenges.”

The response from Aon Spain’s colleagues was incredibly positive. “What a great experience for us. Our new colleagues were not only incredibly effective in their task but they were committed to Aon and easily integrated into our team,” noted Gabriela Suanzes.

In November 2011, Aon was recognized for its Paperless Office Integration Project by la Caixa Foundation, an organization that works alongside companies to encourage social change. Aon received a special mention at la Caixa Foundation’s INCORPORA awards, which recognizes projects that encourage the independence of people with reduced mobility or people with mental disabilities.

“Aon has been very innovative in creating a new way of developing the professional abilities of this disabled group of young people,” said Jaime Lanaspa, chairman of la Caixa Foundation. “Scanning and filing offers them new opportunities and represents a very important change for them.”
In 2001, the Aon mentoring program in the U.K. kicked off with 35 volunteers. A decade later, it has grown to 140 volunteers and counting.

“We believe that mentoring not only benefits our local communities, but also plays an important part in our colleagues’ personal development,” explains Sally Coode-Bate, Aon’s Community Affairs manager in the U.K. “We provide a wide range of opportunities to suit personal skills and different levels of commitment, ranging from one-hour lectures to single day workshops to regular weekly commitments. This gives all of our colleagues the opportunity to participate according to their individual availability.”

Some of the activities Aon’s mentoring program offers include helping young children develop their reading and math skills and preparing older students for the world of work. Volunteers also help with sports coaching, as well as becoming school governors or acting as “special friends” for children with severe learning and physical disabilities.

In 2011, Aon U.K.’s mentoring program got involved with The Challenge Network, a newly formed U.K. government-funded charity initiative aimed at encouraging young people to make a difference in their communities. As part of the initiative, young people visited Aon’s offices in the U.K. to present their ideas for a community project. The ideas were assessed by a panel of judges who chose projects to pursue, which included working with a local park to provide sporting opportunities for locally deprived youth and improving a local African school by painting the office and replanting the school garden.

Feedback from The Challenge Network was very positive. “It was a real pleasure to work with professionals who are passionate about what they do and happy to share their knowledge with our young people,” said Lindsey Round Turner, program manager at The Challenge Network. “We received great feedback from the young people, who were clearly impressed with the offices and what they had learned. Our best professional visits come from giving the young people the “wow factor” and from interacting with people who genuinely take an interest in them.”

Having helped 3,000 young people this year, The Challenge Network has increased its target to 10,000 for 2012. Aon U.K. plans to expand its involvement to include assisting with the development of the selected community projects or helping to establish new ones.

On November 3, 2011, Aon colleagues joined forces with almost 1,000 volunteers to help raise money for the Poppy Appeal, which provides support for members of the Royal British Legion and their families.

At key locations across London and the city, Aon colleagues encouraged Londoners to donate generously to help raise as much as possible to support the worthy cause. The total raised on the day was GBP 450,000—which set a Poppy Appeal record for a collection in a single day.

The Aon-manned Liverpool Street collection tripled its total amount in 2011, collecting more than GBP 16,000 and ranking fifth highest of all London stations.
Throughout the U.S., Aon colleagues have dedicated their time, talents and resources to improving the communities in which they work and live. In 2011, Aon U.S. supported multiple organizations, including the Special Olympics, the American Heart Association and Meals on Wheels.

During Manchester United’s 2011 North American tour, Aon teamed up with the club to host a series of Skills and Drills clinics for Special Olympics athletes. The clinics, held in Boston, Seattle, Chicago, New Jersey and Washington, D.C., were part of a growing relationship between Aon, Special Olympics and Manchester United.

At each clinic, John Shiels, chief executive of the Manchester United Foundation, and his coaching staff led the Special Olympics athletes through a series of drills, exercises and activities all designed to help the athletes improve their technique and demonstrate the unifying power of the world’s most beautiful game.

With more than 150 Special Olympics athletes and 130 Aon volunteers participating, the five clinics were a huge success. At each event, Manchester United first team players, such as Wayne Rooney, Phil Jones, Tom Cleverly and Nemanjic Vidic, arrived before or after their scheduled practice time. The players participated in drills, gave high-fives and imparted words of wisdom to the athletes. The players also posed for a group photo at each clinic and signed autographs for the Special Olympics athletes.

Volunteers at each of the events were colleagues from local Aon offices. The Aon Foundation sponsored the events with a donation to each of the local Special Olympics chapters and provided Aon United t-shirts and Aon-branded water bottles to the athletes.

“My heart is so warmed. It is just a fabulous opportunity. I don’t think one person, whether they’re an athlete or a spectator, will ever forget this moment.”

Shari Chase, mother of a Special Olympics participant
Aon also has a long history of supporting Children’s Memorial Hospital in Chicago, Illinois. Since 1985, we have sponsored various fundraising events for the hospital, including the Children’s Ball, the Founders’ Board Pro Am Golf Outing and Step Up for Kids.

In 2011, Aon made a USD 500,000 pledge to support the construction of the Ann and Robert H. Lurie Children’s Hospital of Chicago, which is currently being built on the campus of Northwestern University’s Feinberg School of Medicine. When it opens in June of 2012, Lurie Children’s Hospital will be a state-of-the-art facility that will bring together world-class clinical care, research, education and advocacy to transform pediatric health care in Chicago and its outlying regions.

For the past five years, Aon has sponsored Children’s Memorial’s Step Up for Kids stair climb challenge, which is held each January at the Aon Center in Chicago. In 2011, Aon’s team of 100 steppers helped raise a total of more than USD 31,500 for the hospital.

“We take pride in our partnership with Aon and greatly value their longstanding commitment to advancing health care for young people,” says Tom Sullivan, president of Children’s Memorial Foundation. “Through the new hospital, Children’s Memorial will be even better equipped to provide the best pediatric care available. We are grateful for all that Aon and its colleagues do to support the pioneering research and health care programs here.”

In addition to supporting the health and well-being of children, Aon colleagues in the U.S. partner with the Meals on Wheels program to promote the independence of seniors and people with disabilities by delivering healthy meals to their homes. Since 2002, more than 40 colleagues from the Aon Benfield Minneapolis office—ranging from administrative assistants to attorneys—volunteer to staff one delivery route, which serves 12 to 20 clients each week. In addition to delivering food, the team also provides vital social interaction and wellness checks to these individuals.
About This Report

The Aon Global Citizenship Report is written for our clients, colleagues, investors, nongovernmental organizations and other stakeholders with an interest in our approach to corporate citizenship. The report highlights our contribution to society, our ethics and governance, our diverse and talented team, our focus on sustainability and our charitable giving and philanthropic partnerships. The company’s financial performance is covered in our 2012 Annual Report, which is available online at http://ir.aon.com.

Contact Us

Your feedback is important to us. We invite you to provide ideas for advancing our citizenship activities. Please send your comments to the following address: globalcitizenship@aon.com.