

# Corporate Responsibility Report 2019.

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# Preamble

## Dear Readers,


The strength of a company's corporate responsibility (CR) is measured by how well they interact with interest groups and communities on both a local and a global level. This is what enables them to act as partners for the development and implementation of solutions. International institutions, voluntary standards, governments, cities and communities all play a key role in this. They bring people together, develop networks and create connections that extend beyond geographical and professional borders. After all, economic, environmental and social challenges are all closely interwoven.

This has become very evident during the current coronavirus pandemic. These times of crisis confirm just how important integration between our different stakeholder groups is. Only a sustainable, inclusive economic and value system can guarantee the necessary flexibility and the societal unity required to fight this virus effectively. We have seen how the emergency measures that have been implemented not only serve to protect employees, customers and business partners, but are also having a positive impact in many other areas such as climate change.

At Helvetia, as at many other companies, we cannot afford for the coronavirus to become the one and only priority, however. Our ESG efforts cannot be put on hold, even during this times of crisis. Sustainability only truly works when theoretical considerations become concrete actions. In 2019 at Helvetia, these included the introduction of a voluntary climate protection contribution for motor vehicles, the offer of solutions that help our customers keep track of their water usage, the resolute development of our roadmap for sustainable investments, signing the UN Principles for Responsible Investment (PRI), and our commitment to combatting the effects of climate change.

Our 2020 CR strategy aims to integrate ESG criteria across all company levels. In our third Corporate Responsibility Report, you can read about where we have succeeded and where we have been less successful. The aim of this report is to let readers know how we are keeping our corporate responsibility activities up to date.

Best regards,



**Doris Russi**  
Chairwoman of the Board of Directors



**Philipp Gmür**  
Group CEO Helvetia

GRI 102-14



*'We are working continually to put our corporate responsibility into practice and develop it further.'*

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*'The precautionary principle is the foundation of our corporate policy, and sustainability plays a key role in every decision we make.'*

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# Helvetia Group

## Overview

Helvetia is a Swiss insurance group with international operations. It provides services for more than 5 million customers with 6,829 full-time employees. Helvetia Holding AG, with its registered office in St.Gallen, is a Swiss limited company listed on the Swiss Stock Exchange (SIX). The main activities of Helvetia are to be found in the business activities Non-Life and Life and to a lesser extent in the reinsurance business. Helvetia subdivides its business activities into the three market areas Switzerland, Europe and Specialty Markets. The market area Europe combines the country markets Germany, Austria, Spain and Italy. In the Specialty Markets area, Helvetia provides tailor-made cover in the areas of marine/transport, art and technical insurance. In addition to Switzerland and France, Helvetia is also present in Liechtenstein, Miami, Singapore and Malaysia. You can find more detailed information on our business and our products in our [company brochure 2019](#).

GR 102-2, 102-3, 102-4,  
102-5, 102-6, 102-7

## Business development in 2019

For the year under review, Helvetia recorded a business result with a profit of CHF 538.1 million. Total business volume increased by 4.2 per cent in the original currency to CHF 9,454.1 million. The Swiss domestic market accounted for 54 per cent of this, the other European countries for 33 per cent and the Specialty Market area for 13 per cent. In the Life business, business volumes rose by 2.2 per cent at constant exchange rates. The Non-Life business makes up 49 per cent of the business volume of Helvetia and registered premium growth of 6.4 per cent at constant exchange rates. The net combined ratio was 92.3 per cent. Since the 2018 financial year, Helvetia has reported its results according to IFRS. Please consult the [financial report](#) for more details.

i see Financial report,  
p. 51 ff.



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*'We are signatories and members  
of global sustainability initiatives  
that inform our actions.'*

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# Our focus

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# Our values

## Over 160 years of trust, drive and enthusiasm

In the course of over 160 years, Helvetia has grown from its beginnings as the 'General Insurance Company Helvetia' in 1858 to an insurance group with international operations. Today, as then, we are a reliable partner for our customers, employees and business partners. Our mission and values are laid down in our [Company policy](#). They apply to all country markets. We also live our corporate values 'trust', 'drive' and 'enthusiasm' in our commitment to corporate responsibility (CR).

GRI 102-16

- **Trust:** We act honestly and responsibly and stand for long-term, fair and balanced partnerships. In doing so, we pursue the ambition of being a trustworthy company and being perceived as such.
- **Drive:** We think in a way that is modern and future oriented. We operate in a dynamic global environment, characterised by uncertainties, with new methods and innovative solutions. Thanks to the anchoring of our CR commitment in our core business, as a sustainable insurance provider we respond to global challenges such as climate change, the observance of human rights, fair working conditions and the preservation of the natural environment.
- **Enthusiasm:** We take an open, interested and committed approach to our environment. In all country markets, we see ourselves as a committed location partner and an attractive employer that can rely on the joy and enthusiasm of its employees.

## Fit for the future: *helvetia 20.20*

The insurance business is currently confronted with major challenges: the capital markets are characterised by a long-lasting low-interest phase, which puts insurance companies in a difficult position. More and more national and international regulations are expected, especially in the fields of corporate governance, consumer protection and corporate responsibility (CR). Client structure and client expectations are changing in step with demographic change. Finally, digitisation is affecting the entire value chain of insurance. On the one hand, this provides opportunities, such as more efficient processes, the development of new and individualised insurance solutions, and the opening-up of new distribution channels. On the other hand, we also have to face new challenges. For example, the demands on distribution are changing, data security is playing an increasingly important role, and the trend to individualisation has put the solidarity principle of the insured into question. Moreover, due to the market launch of providers with purely digital business models, the competitive pressure is increasing.

As a reaction to this and other challenges, we developed the strategy *helvetia 20.20* for the Helvetia Group. As a result, we will concentrate even more on our customers in the years to come and will become more innovative, digital and agile as a company. This orientation is also expressed by our new Group-wide brand positioning under the motto 'simple. clear. helvetia': we provide clear and simple solutions for our customers.

Video link



 see Company brochure, p. 18 ff.



## CR Strategy 20.20

With the conclusion of our first CR programme at the end of 2015 and based on the *helvetia 20.20* strategy, we reviewed our CR commitment at the level of the Helvetia Group four years ago and developed it further. For this purpose, we tested the major CR themes that had already been identified in 2012 in relation to their current relevance and overhauled the strategic approach points and goals. The CR Strategy 20.20 supports the goals of the *helvetia 20.20* strategy as a functional strategy. It was approved by the Executive Management of the Helvetia Group in June 2016 and constitutes the framework for the CR commitment of the country markets. With it, we hope to achieve four CR ambitions:

GRI 102-46

- As a provider of ‘sustainable insurance’, we make provision for an attractive product range to secure environmentally friendly technologies and maintain service-oriented dealings with our customers as partners.
- As a ‘trustworthy company’, we are reducing our CO<sub>2</sub> emissions and conduct business cautiously and with respect for our stakeholders.
- As an ‘attractive employer’, we take care of our employees and offer them interesting opportunities to harmonise their professional career with their personal objectives.
- As a ‘committed location partner’, we play an active role in the preservation and reforestation of protection forests and support social projects in our area.

### Strategic starting points and goals by 2020

Based on these ambitions, the CR Strategy 20.20 defines our top CR topics, starting points and goals for the years 2016 to 2020. They apply to the entire Helvetia Group. During this period, the main aims for the strategy are the following:

1. Increased integration of environmental, social and governance (ESG) criteria in the core business
2. Implementation of measures to reduce CO<sub>2</sub> emissions
3. Alignment with CR industry standards and compliance with national and international regulation on CR
4. Expansion of the stakeholder communication and reinforcement of the management system

The targets deduced are in part quantitative and in part qualitative and thereby reflect the ‘degree of maturity’ of our CR efforts. In all areas, we have achieved good progress in recent years and set ourselves individual additional and supplementary targets.

## Objectives CR Strategy 20.20

Ambitions and goals for 2020	Trend	Expected impact/motivation	2019 developments and progress
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### Sustainable insurance

#### ESG aspects have been integrated in the core business

- |  |   |
|--|---|
| <p>→</p> <ul style="list-style-type: none"> <li>- Offering new products and investment protection for new, energy-efficient technologies</li> <li>- Opening up new customer groups</li> <li>- Indirect contribution to reducing negative effects on the environment and society</li> <li>- Promotion of a more inclusive and lower carbon economy</li> <li>- Observing customer interests and handling the data and information entrusted carefully</li> </ul> | <p><b>New</b></p> <ul style="list-style-type: none"> <li>- E-scooter insurance (DE)</li> <li>- CO<sub>2</sub> climate protection contribution (CH)</li> <li>- Risk analysis/sensitisation of Helvetia customers on the topic of water consumption (DE)</li> <li>- Group-wide information security awareness campaign</li> </ul> <p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>- 32 per cent increase in premium volumes for products with additional environmental/social benefits</li> <li>- Successful activities by the arbitration body (CH)</li> <li>- No threat to sensitive customer interests</li> <li>- No serious data protection incidents, no proceedings regarding violations of data protection regulations</li> </ul> |
|--|---|

**i** see also p. 25, Sustainable insurance offering

**i** see also p. 32, Customer expectations and protection

#### ESG criteria given systematic consideration in the investment process

- |   |   |
|---|---|
| <p>↻</p> <ul style="list-style-type: none"> <li>- More comprehensive risk evaluation for financial and real estate investments by adding non-financial information and reducing risks in the investment portfolio</li> <li>- Contribution to observance of fundamental human rights, labour rights and environmental standards</li> <li>- Reduction of the portfolio footprint</li> <li>- Compliance with international CR standards, conventions and laws</li> <li>- Observance of the fiduciary obligation vis-à-vis the insured to protect customer funds</li> </ul> | <p><b>New</b></p> <ul style="list-style-type: none"> <li>- Implementation of the ESG policy and the Responsible Investment Roadmap 2025 by the Board of Directors</li> <li>- Signing the PRI (UN Principles for Responsible Investment)</li> <li>- Participation in the climate compatibility test for financial institutions by SBTi (Science Based Target Initiative)</li> <li>- Introduction of an ESG investment strategy by the Helvetia employee pension fund (CH)</li> </ul> <p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>- ESG quality (A) confirmed for financial investments</li> <li>- Reduction of investments with a high ESG risk to 1.5 per cent</li> <li>- Controversy screening for financial investments</li> <li>- Carbon footprint measurement for financial investments</li> </ul> |
|---|---|

**i** see also p. 28, Sustainable investments

### Trustworthy company

#### Ensuring sustainable company management

- |   |  |
|---|--|
| <p>→</p> <ul style="list-style-type: none"> <li>- ESG risk management as an additional long-term dimension and contribution to the avoidance of reputational risks</li> <li>- Providing an operational framework for employees</li> <li>- Establishing a fair and trustworthy relationship with relevant stakeholders</li> <li>- Transparency and feedback culture for regular CR strategy revision</li> <li>- Evaluation of our sustainability performance in industry comparison</li> </ul> | <p><b>New</b></p> <ul style="list-style-type: none"> <li>- Verification of ESG risk governance in order to further hone the management of ESG risks</li> <li>- Analysis of the development of CR hard and soft law</li> <li>- CR Report filed with SIX (opt in)</li> <li>- Analysis of suitability of SDGs for reporting</li> <li>- Participation in the Focused Reporting project</li> </ul> <p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>- Review of transactional ESG risks</li> <li>- Carrying out a compulsory training programme on the Code of Compliance and compliance training sessions</li> <li>- Participation in the Swiss Sustainable Finance, Swiss Insurance Association (SIA) and UNGC working groups</li> <li>- Carrying out external stakeholder interviews</li> <li>- Annual reporting (GRI, UNGC, CDP and PRI)</li> </ul> |
|---|--|

**i** see also p. 35, Corporate Governance

**i** see also p. 38, Risk management

Ambitions and goals for 2020	Trend	Expected impact/motivation	2019 developments and progress
<b>Environmental and climate protection at Helvetia sites</b>	↗	<ul style="list-style-type: none"> <li>– Contribution to combating climate change</li> <li>– Compensation of the negative effects of our business activities</li> <li>– Implementation of the 2020 environmental and climate protection strategy with the aim of: <ul style="list-style-type: none"> <li>– 10 per cent reduction in absolute CO<sub>2</sub> emissions by 2020 (compared with 2012)</li> <li>– 20 per cent reduction in CO<sub>2</sub> per FTE (compared with 2012)</li> <li>– Maintaining CO<sub>2</sub> neutrality</li> <li>– 100 per cent renewable energy</li> </ul> </li> <li>– Cost reductions for operation and maintenance of office real estate</li> <li>– Sensitisation of employees regarding environmentally conscious behaviour</li> <li>– Gentle handling of natural resources</li> <li>– Promotion of a circular economy (waste management)</li> </ul>	<p><b>New</b></p> <ul style="list-style-type: none"> <li>– Participation in the UNGC Peer Learning Group Climate Strategy</li> <li>– Travel management sensitisation campaign</li> </ul> <p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>– Group-wide verification of environmental data</li> <li>– Carrying out energy efficiency audits</li> <li>– Exclusively using energy from renewable sources</li> <li>– 10.8 per cent reduction in absolute CO<sub>2</sub> emissions</li> <li>– 34.8 per cent reduction in CO<sub>2</sub> emissions per employee</li> <li>– Confirmation of CDP score 'B'</li> <li>– Neutralisation of unavoidable CO<sub>2</sub> emissions and certification as a climate-neutral company</li> </ul>
<b>ESG criteria given systematic consideration in the procurement process</b>	→	<ul style="list-style-type: none"> <li>– Compliance with voluntary commitments in the procurement process</li> <li>– Contributing to goods, services and buildings whose lifecycles meet high economic, environmental and social standards</li> <li>– An important contribution to the Sustainable Development Goals</li> <li>– Profitability, financial savings, avoidance of external costs and resource preservation</li> </ul>	<p><b>New</b></p> <ul style="list-style-type: none"> <li>– Centralised purchasing</li> <li>– Analysis of real estate procurement</li> </ul> <p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>– Consideration of ESG aspects when concluding supplier agreements</li> </ul>
<b>Attractive employer</b>			
<b>Active promotion of a diverse workforce and dedication to equal opportunities</b>	→	<ul style="list-style-type: none"> <li>– A wider range of skills, perspectives and ways of thinking</li> <li>– Strengthening collaboration and a sense of belonging among employees</li> <li>– Promoting tolerance</li> <li>– Increasing the proportion of female employees overall and in management positions</li> <li>– Reducing the fluctuation rate</li> <li>– Strengthening the company image</li> </ul>	<p><b>New</b></p> <ul style="list-style-type: none"> <li>– Equal opportunities campaign for the Swiss sales force</li> <li>– Member of the Swiss gender equality network Advance</li> <li>– Award for diversity and inclusion (IT)</li> <li>– DIVÖRSITY pilot project for blind applications (AT)</li> </ul> <p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>– 'We Pay Fair' certification from the University of St.Gallen (CH)</li> <li>– The proportion of women in management positions remains at 19.9 per cent</li> <li>– The proportion of women within the Helvetia Group remains at 36 per cent</li> </ul>

**i** see also p. 40, Sustainable procurement

**i** see also p. 40, Sustainable procurement

**i** see also p. 45, Incentives and benefits

↗ = positive   → = neutral   ↘ = negative

Ambitions and goals for 2020	Trend	Expected impact/motivation	2019 developments and progress
<b>Promoting well-being and qualifying employees and managers</b>	➔	<ul style="list-style-type: none"> <li>– Supporting Helvetia’s agility and adaptability</li> <li>– Promoting innovation and productivity</li> <li>– Greater efficiency, dedication and satisfaction among employees</li> <li>– Improving the company’s external image by offering further training opportunities</li> <li>– Preparing for future activities and changes in the professional world</li> <li>– Enabling employees to achieve their personal goals</li> </ul>	<p><b>New</b></p> <ul style="list-style-type: none"> <li>– Renewal of certification as a ‘Friendly Work Space’</li> <li>– New modules added to the leadership training programme: ‘Leadership in times of change’ and ‘Leadership in the age of digitalisation’</li> <li>– Rollout of the ‘&amp;go’ employer campaign</li> </ul> <p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>– Offering flexible working time models with ‘work smart’</li> <li>– An average of 28 hours of training per employee</li> <li>– Regular employee performance evaluations</li> <li>– 27 talent management conferences held</li> <li>– Regular annual performance evaluations for over 70 per cent of employees</li> <li>– Innovative training opportunities in the fields of agile methods and design thinking</li> <li>– Specialist training, training in methodological and social skills, IT skills, compliance regulations, health and safety training and language lessons</li> <li>– Various training formats available: classroom sessions, e-learning, webinars, individual training sessions for groups and individuals</li> </ul>
<b>Helvetia employees can integrate sustainability aspects in their work conduct</b>	➔	<ul style="list-style-type: none"> <li>– Long-term success of Helvetia taking sustainability aspects into account is ensured</li> <li>– Efficient deployment of employee knowledge and skills for environmental and/or social concerns in their immediate workplace</li> <li>– Make full use of energy-saving potential in the workplace</li> <li>– Enhance motivation of employees to also commit themselves to sustainability in their personal environment</li> </ul>	<p><b>New</b></p> <ul style="list-style-type: none"> <li>– Introduction of the ‘green’ search engine Ecosia</li> <li>– Integration of sustainability issues into CEO communications</li> <li>– New projects for junior staff – Inspiration Day and Climate Challenge (CH)</li> </ul> <p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>– Regular employee updates on CR activities</li> <li>– ‘Idea’ platform for discussing sustainability concepts</li> <li>– Members of the CR Advisory Board support employees in implementing the sustainability principles and guidelines</li> <li>– CR presentation at the Helvetia Welcome Day for new employees (CH)</li> </ul>
<b>Helvetia promotes co-determination and voluntary commitment by employees</b>	➔	<ul style="list-style-type: none"> <li>– Involvement of employees in the company</li> <li>– Collaborative answers to new questions about the company and work processes</li> <li>– Safeguarding employee interests by encouraging them to make use of their participation rights</li> <li>– Productivity enhancements and stronger ties of employees to our company</li> <li>– Efficient deployment of employee knowledge and skills for environmental and/or social concerns</li> </ul>	<p><b>New</b></p> <ul style="list-style-type: none"> <li>– Rollout of new employee survey ‘Puls-messer’</li> <li>– Empowerment of junior staff – ‘Brilliants@ Helvetia’ project (CH)</li> </ul> <p><b>Ongoing</b></p> <ul style="list-style-type: none"> <li>– Re-election of the personnel commission (CH)</li> <li>– ‘Idea’ platform for submitting and discussing employee suggestions</li> <li>– Monitoring current developments in the area of corporate volunteering</li> <li>– Granting Helvetia employees working time to engage in politics</li> </ul>

**i** see also p. 45, Incentives and benefits

**i** see also p. 52, Employee commitment

**i** see also p. 52, Employee commitment

Ambitions and goals for 2020	Trend	Expected impact/motivation	2019 developments and progress
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**Committed location partner**

**Representation of interests in a social and political environment**

- ➔ – Commitment to cohesion in society
- Promotion of economic/social development and reinforcement of life and business area
- Pursuing shared industry goals and policy management as a member of associations
- Contribution to risk awareness
- Supporting socio-political debates, e.g. on climate protection, social and job market policies

- New**
- Supporting the ‘year of volunteering work’ (CH)
  - Participation in the ‘Tour de Suisse on Responsible Business’ by the Global Compact Network Switzerland
  - Supporting ceo4climate (CH)

- Ongoing**
- Information management, specialist and committee work as part of the Swiss Insurance Association (SIA)
  - Monitoring and analysis of political debates and legislation initiatives
  - Granting Helvetia employees working time to occupy political offices (CH)
  - Maintaining relationships with key stakeholders and contact with municipal administrations at Helvetia locations
  - Disclosure of political party financing (CH)

**i** see also p. 55, Public Policy

**Commitment to public welfare at Helvetia sites**

- ➔ – Implementation of Group-wide projects in collaboration with Patria Genossenschaft
- Reinforcement of social cohesion
- Promotion of children and adolescents
- Sensitisation for natural hazards
- Support of (re-)forestry to protect against rockfall, avalanches and mudflows
- Promotion of resistant forests in relation to climate change

- New**
- National initiatives, e.g. ‘Puces de Mer’ (FR), ‘Telefono Donna’ (IT)
  - Rollout of the Helvetia Patria Jeunesse foundation (DE)
  - Rollout of protection forest projects in Spain
  - Protection forest volunteering: planting days for Helvetia employees (CH)

- Ongoing**
- Erich Walser Generations Prize
  - Furniture donations for Romania (CH)
  - ‘B2Run’ donations for CompiSternli (CH)
  - Helvetia Patria Jeunesse foundation: slight increase in donations compared to previous years (CH, AT, DE)
  - Protection forest planting in Europe: 42 protection forest projects with a total of 430,000 trees
  - Alpine Protection Forest Award Helvetia

**i** see also p. 58, Corporate Citizenship

➔ = positive ➔ = neutral ⬇ = negative

## Our material topics

It is important to us that we get involved where our actions have the greatest impact on the environment and society and where we can make positive contributions. This is why we reviewed our material themes. As a first step in this direction, we identified 15 potentially relevant aspects for CR at Helvetia. To do so, we analysed national and international sustainability and industry standards, checked feedback on the previous materiality matrix and conducted a screening of our most important stakeholder groups and their concerns. In autumn 2015, we discussed these 15 aspects with 29 representatives of internal and external stakeholder groups and tested or specified them in relation to their current and medium-term relevance. The materiality matrix derived from this was finally approved for the entire Helvetia Group in June 2016 by the Executive Management. It applies to all country markets.

GRI 102-46

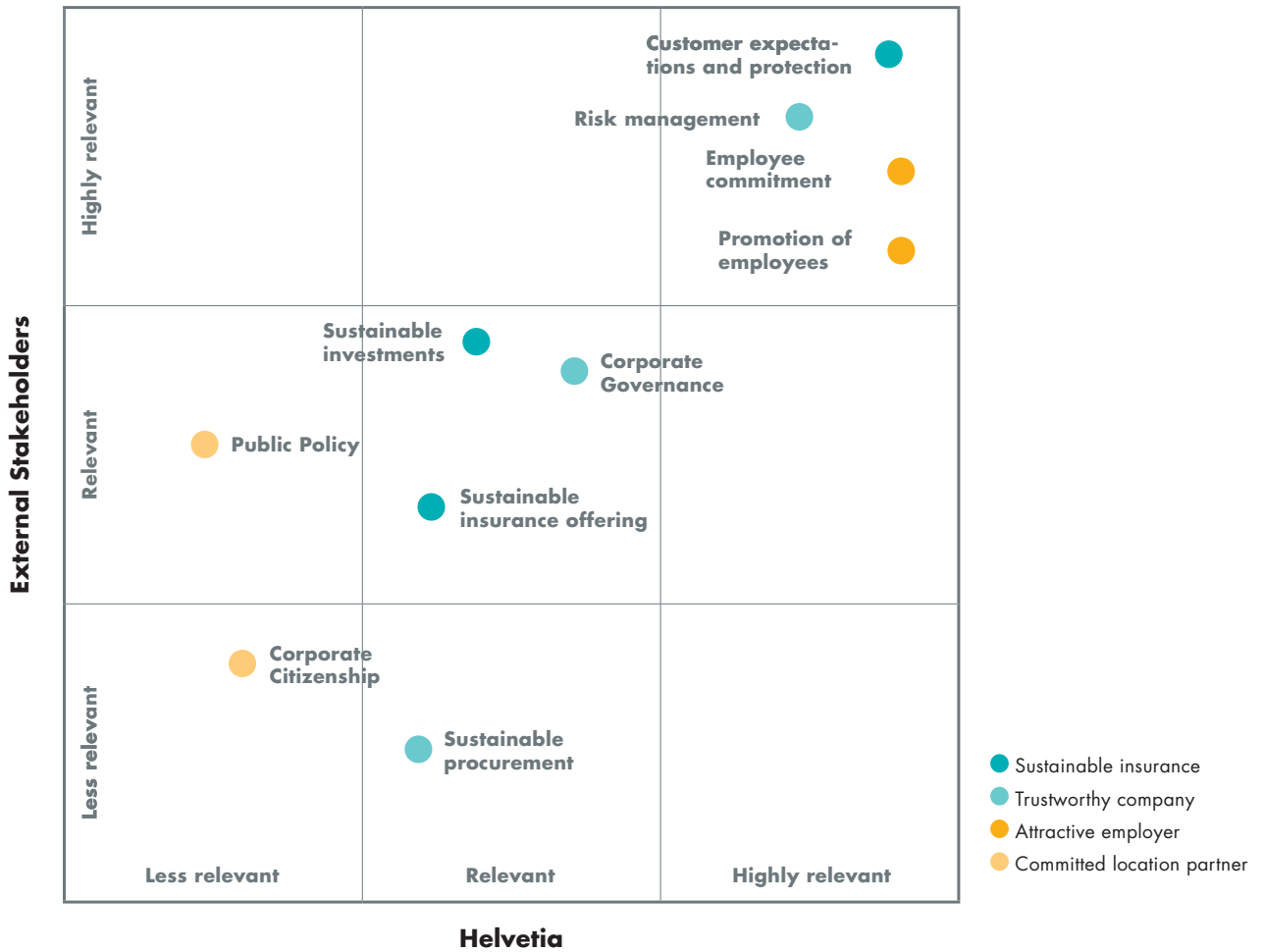
Our material topics can be assigned to the four ambitions that constitute the objectives of the [CR Strategy 20.20](#). The following diagram presents Helvetia's current materiality matrix. It illustrates the assessment of the relevance of the individual topics from the point of view of our internal and external stakeholders. Topics were regarded as relevant if they were important for achieving the goals of the respective stakeholders, if Helvetia was assigned a certain effect regarding this aspect and/or if the stakeholders assumed that the topic would have a major influence on the environment or society. This is not yet associated with an objective impact assessment. It will replace the current relevance assessment in the next strategy period.

GRI 102-47

To add to this assessment, in autumn 2019 we asked our external stakeholders about the positive and negative impact of our business activities in terms of their economic, environmental and social effects. In doing so, we hope to make a qualitative and, if possible, quantitative or monetary assessment of our social and environmental impact. This will help us to define measures that will contribute to the UN's [Sustainable Development Goals](#).

**Materiality matrix**

GRI 102-47



### **The value chain and material corporate responsibility topics**

GRI 102-9

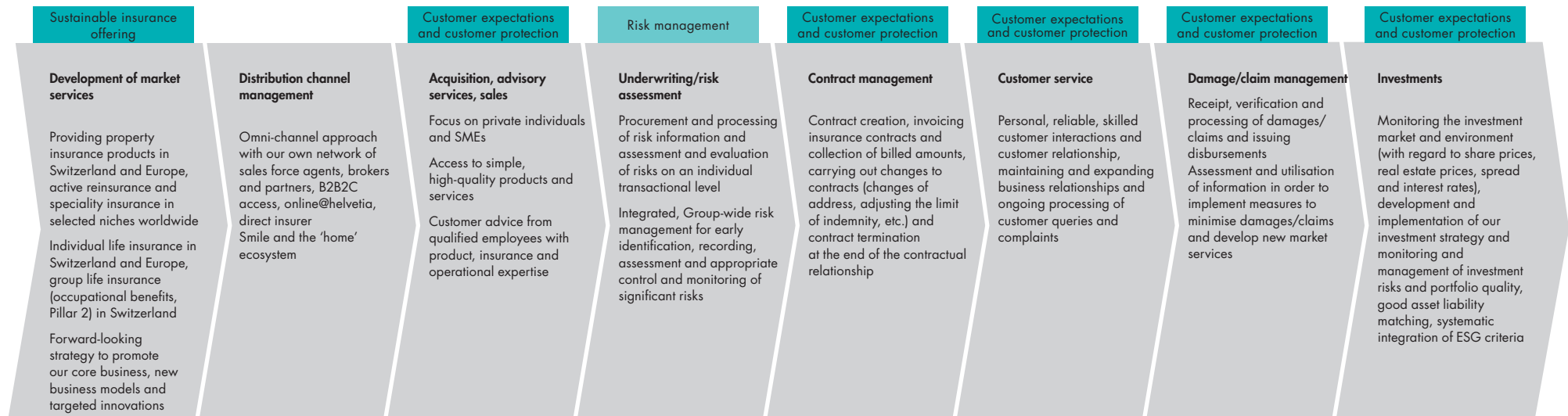
Across Helvetia's value chain, including its core and support processes, positive and negative impacts are made on the environment, the economy and society, which we address in our CR topics.

- By protecting investments and providing personal protection, the provision of insurance products contributes to societal prosperity, economic development and competitiveness.
- By offering additional products and services with social or ecological benefits in addition to protection, Helvetia enables its customers and promotes sustainable behaviour on a small scale.
- Our systematic attention to ESG criteria in the investment process contributes to the preservation of fundamental human rights, labour rights and environmental standards, combats corruption and bribery and promotes sustainable corporate governance.
- Creating and maintaining jobs within Helvetia itself, at our partner companies and clients, and throughout our supply chain also has a social and macroeconomic dimension.
- Office buildings and business trips have an environmental impact in the areas of energy and resource consumption and CO<sub>2</sub> emissions.
- Helvetia considers its participation in CR initiatives, its dialogue with stakeholders, its contact with the general public and the resulting contributions to business development, public welfare and political discourse to be positive.



## The value chain and material corporate responsibility topics

GRI 102-9



## Contribution to sustainable development

Since January 2018, we have been a member of the [UN Global Compact](#) and are thus committed to its ten principles in the areas of human and labour rights, the environment and corruption prevention. Engagement with these issues is nothing new for us. For example, we have already established very solid foundations across the areas of risk management, investment policy, procurement and our employer strategy. By joining the UN Global Compact, we are confirming our commitment to responsible corporate governance and supporting worldwide efforts for a more sustainable development. At the heart of this are the Sustainable Development Goals (SDGs). These were adopted by the United Nations in 2015 and comprise a total of 17 goals with 169 targets that cover social, ecological and economic topics. With this, the United Nations calls on states, civil society and businesses to assume responsibility for global well-being.

In 2018, following the debate on how best to report on the SDG impact, we conducted an initial analysis of our activities. This gave us an overview of the five goals to which, overall, we are able to contribute (see page 12 of our Sustainability Report 2018).

In 2019, we went a step further and tried to unite our main activities with these five goals in detail. In doing so, we realised that our business activities and their relation to the SDGs and associated sub-goals are complex and interlinked in many ways. Identifying and measuring the impact of our contribution – be it positive or negative – remains a major challenge.

The evaluation that took place in the year under review was a valuable step for Helvetia. In defining our next CR strategy, we will continue this journey based on the stakeholder feedback we have received and our collaboration with the UN Global Compact Network Switzerland. However, we do not yet currently consider the results of the evaluation to be a fully developed approach to measuring our SDG impact across different business segments. For this reason, we have decided not to provide an overview of our contribution to the SDGs in this report.

# How we work

## CR management

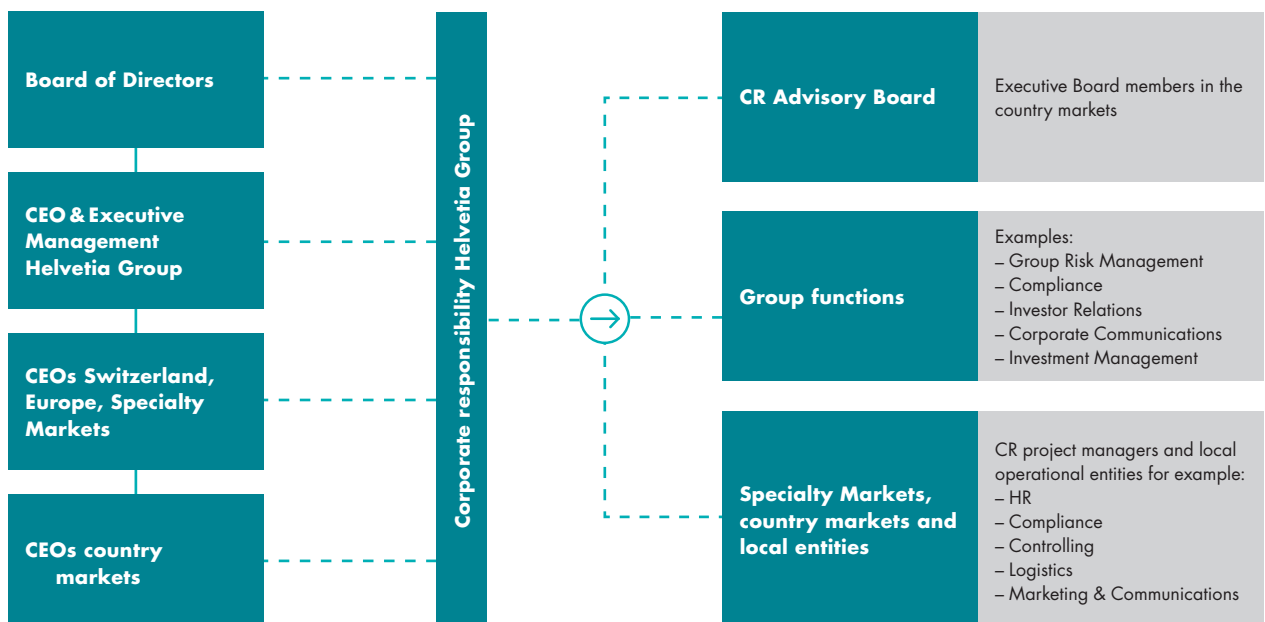
Ultimate responsibility for the CR commitment of the Helvetia Group is held by the Helvetia Board of Directors, which is informed on material sustainability topics twice a year and consistently takes social and environmental considerations into account in its activities. On behalf of the overarching board, the Group's Sustainability Report is approved by the Nomination and Compensation Committee.

GRI 102-18

The company's top management body responsible for the CR strategy and basic strategic decisions regarding CR topics is the Executive Management and, in particular, Philipp Gmür, CEO of the Helvetia Group. The highest CR committee is the CR Advisory Board. As an advisory and controlling committee, it steers and coordinates the strategic orientation of CR in the country markets and provides resources for national implementation. Each country market has one responsible Executive Board member in this committee.

At Group level, the Corporate Responsibility team is responsible for the further development of the CR strategy and CR programme and advises the country- and Group-level Executive Boards on CR questions. The team is assigned to the CEO's office and is supported by the CR representatives of the country companies, who carry out this function with a workload of at least 50 per cent.

To better embed sustainability within the Group, the Group's CR team cooperates directly with experts from the relevant Group functions and CR representatives from country markets when implementing new projects and carrying out operational CR tasks. They are the contacts for the CR team and participate in the adjustment of internal business processes in relation to sustainability. These ensure smooth information management and dialogue with stakeholders regarding sustainability topics. They provide support regarding the CR strategy, CR risk management, sustainability reporting and sustainability communication.



## Stakeholder commitment

Helvetia maintains regular and constructive exchanges with its most important stakeholder groups. These include employees, customers, investors, competitors, business partners, supervisory authorities, NGOs, politics and society. In this regard, we pursue the following objectives:

GR 102-42, 102-43

1. Compare internal and external points of view
2. Receive critical feedback to see where there is potential for optimisation
3. Reinforce consensus formation and sensitisation on priority CR topics
4. Compare and validate the main sustainability topics of Helvetia
5. Facilitate further development of the CR programme and CR strategy

The scope and form of the commitment differ according to the needs of the stakeholders. Employees, customers, shareholders and investors are kept regularly informed via benchmark studies and surveys, as well as at events, investor conferences and at the Shareholders' Meeting. They are also involved in dialogues in which CR topics are discussed. Direct exchange with NGOs, supervisory authorities, associations, politicians and business partners occurs on a subject-specific basis. In order to pool resources both within the industry and across industries, Helvetia is also involved in a variety of [initiatives and associations](#).

i see also table pp. 21–22

Dialogue with our stakeholders helps us to understand their needs and find solutions to the challenges we face together. To achieve this, we carried out a detailed survey of representatives of external stakeholders in 2019 to help us prepare our next CR strategy. In 2020, this analysis will be complemented by a survey of the CR Advisory Board and the whole of Helvetia's Executive Management. Through this, we aim to ensure that the key topics of our future corporate responsibility strategy and reporting continue to focus on the most important issues and areas.

Helvetia has dedicated a significant part of its Group and country-specific [websites](#) to the topic of corporate responsibility. This provides readers with information on the current status of our activities across the value chain, such as environmental management and the sustainability of our investment portfolio, as well as transparent updates on the progress we have achieved. A page with facts and figures offers readers an additional direct benefit by presenting key figures such as employee and environmental data in factsheets with additional explanations.

## Stakeholders and their core concerns

Stakeholders	Core concern
<b>Customers</b>	
Discussions with sales force employees are the most important platform for exchange with our customers. Concerns and feedback expressed there are recorded by the sales force employees and passed on internally. In addition, the Helvetia Service Center (HSC) ensures systematic and competent management of customer concerns. Formal customer surveys occur at two- or three-year intervals.	<ul style="list-style-type: none"> <li>- Transparent information</li> <li>- Generous, fast claims processing</li> <li>- Comprehensive insurance coverage and access to insurance</li> <li>- Data protection</li> </ul>
<b>Employees</b>	
Regular discussions with superiors, including the annual performance reviews, are the basis for our dialogue with employees. The Helvetia intranet also provides comprehensive information and opportunities for dialogue across hierarchies, specialist areas and country companies. In addition, various formal and informal occasions take place annually at which employees can engage in exchanges with each other. Regular satisfaction surveys round off the dialogue with our employees.	<ul style="list-style-type: none"> <li>- Performance-related payment</li> <li>- Health in the workplace</li> <li>- Flexible working hours, work-life balance</li> <li>- Development of own ideas and capacities</li> <li>- Further education</li> <li>- Equal opportunities</li> <li>- Integration, social attachment, networking</li> <li>- Co-determination and participation</li> </ul>
<b>Sales partners/brokers</b>	
Sales Management organises contact with our sales partners, exchanges information with them regularly and thus obtains important feedback and suggestions for improvements. Regular broker surveys provide additional feedback.	<ul style="list-style-type: none"> <li>- Long-term relationship as partners</li> <li>- Attractive product range</li> <li>- Guarantee of high-quality advisory services and protection of customer interests</li> </ul>
<b>Suppliers</b>	
Exchange with suppliers occurs via the central Group Procurement department. Targeted supplier surveys are also conducted occasionally in order to obtain input for the further optimisation of procurement processes.	<ul style="list-style-type: none"> <li>- Long-term relationship as partners</li> <li>- Transparency regarding purchase criteria and supplier selection</li> <li>- Prompt payment of supplies and services received</li> </ul>
<b>Investors</b>	
We inform our shareholders about the course of business on a regular basis by means of annual and semi-annual reports, CR reports and at the annual Shareholders' Meeting. We also maintain regular dialogue with the approximately 500 institutional investors who hold Helvetia shares by means of road shows and investor conferences. With an open and shareholder-friendly strategy, Helvetia is targeting a shareholder base that is as widely distributed, international and long-term in orientation as possible.	<ul style="list-style-type: none"> <li>- (Dividend) income and price increases</li> <li>- Reputation, compliance, good governance</li> <li>- Transparency of reporting</li> <li>- Forward-looking risk management</li> </ul>
<b>Analysts</b>	
We engage in regular exchanges with analysts and provide them with transparent information on our business activity. In doing so, we are receiving more and more requests for information regarding our sustainability performance. Helvetia is working continuously to improve the information basis through its CR reporting, answering of questions and developing its Internet presence. In addition, we orient ourselves to the assessment of our CR service by sustainability experts and analysts.	<ul style="list-style-type: none"> <li>- Information on making business decisions and CR</li> <li>- Governance and transparency in accounting</li> <li>- Readiness to provide information by Helvetia on CR aspects</li> </ul>

GRI 102-40, 102-43, 102-44

**i** see also p. 32, Customer expectations and protection

**i** see also p. 45, Attractive employer

**i** see also p. 40, Sustainable procurement

**i** see also Financial report, p. 8 ff.

Stakeholders	Core concern
<b>Local communities</b>	
<p>Representatives of Helvetia, especially Executive Boards and General Agents, are in regular contact with representatives of local communities. This occurs at local events or directly in bilateral discussions.</p>	<ul style="list-style-type: none"> <li>- Tax revenue and location development</li> <li>- Reputation, compliance, good governance</li> <li>- Job offers, job security and professional training</li> <li>- Social commitment</li> </ul>
<b>NGOs and universities</b>	
<p>Cooperation with NGOs and universities occurs selectively on the basis of projects, talks or requests. For example, Helvetia Switzerland supports the starting week at the University of St.Gallen and the Institute of Insurance Economics.</p>	<ul style="list-style-type: none"> <li>- Taking the company's own interests into account when making business decisions</li> <li>- Corporate commitment to the environment and society</li> </ul>
<b>Associations and initiatives</b>	
<p>Helvetia is a member of various initiatives and associations and maintains a regular exchange as part of these memberships. For example, our Group CEO Philipp Gmür is a member of the Executive Board of the Swiss Insurance Association (SIA), in which questions on climate risks and financial market regulations are also handled. Moreover, Helvetia is also a founding member of Swiss Sustainable Finance (SSF) and acceded to the UN Global Compact in early 2018. <u>Initiatives and associations</u> with great relevance for CR topics in which Helvetia plays an active role at the Group level:</p> <ul style="list-style-type: none"> <li>- Carbon Disclosure Project (CDP)</li> <li>- RE 100</li> <li>- Swiss Sustainable Finance (SSF)</li> <li>- UN Global Compact</li> <li>- UNEP Finance Initiative</li> <li>- Principles for Responsible Investment (PRI) from 01/01/2020</li> <li>- Sustainability network for financial institutions e. V. (VfU)</li> <li>- World Demographic &amp; Ageing Forum (WDA Forum)</li> </ul> <p>For specific information on commitment in our country markets, please consult the respective CR webpages.</p>	<ul style="list-style-type: none"> <li>- Corporate commitment to the environment and society</li> <li>- Positioning in socially relevant questions</li> <li>- Cooperation on sustainability aspects at industry level</li> </ul>
<b>Media and publicity</b>	
<p>Helvetia's Media Relations office engages in active media work with a high service standard and balanced reputation management.</p>	<ul style="list-style-type: none"> <li>- Open and transparent information</li> </ul>

GRI 102-40, 102-43, 102-44

GRI 102-12, 102-13

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*'We are convinced that we will  
only be able to continue with  
our business model in future if  
we act responsibly.'*

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# CR progress

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# Sustainable insurance – CR in the core business

With the CR Strategy 20.20, Helvetia has decided to integrate ESG criteria into its core business processes to a greater extent, especially in underwriting, product development and investment decisions. These are the areas in which we can make the greatest contribution to sustainable global development. The approaches defined in 2016 were verified and expanded by the CR Advisory Board in 2019 based on the progress achieved. In addition to the integration of ESG criteria in investment management, the CR managers of the Helvetia national companies continue to see market opportunities for new insurance solutions in the environmental area.

To integrate CR aspects permanently into core business processes, Helvetia is taking a bottom-up approach. This is based heavily on the cooperation between CR experts and market and support function managers: based on an initial suggestion from the CR department, we have formulated ideas and starting points in dialogue with internal and external stakeholders. Together with internal specialists and business line managers, we have developed and are implementing (pilot) projects from this. Ideas that have proven themselves during the pilot implementation will then be introduced into our business processes by experts from the departments. In this way, we will establish the know-how transfer that ensures that CR aspects are permanently considered in the core business.

## Sustainable insurance offering

As an all-lines insurer, we cushion the existential risks of our customers and in this way contribute to stable social and economic development. For example, simple and flexible insurance solutions permit young people with a small budget to protect against the most important risks. For small and medium-sized companies, we are a competent partner offering innovative products such as insuring cyber risks or protecting against risks in the value chain.

GRI 103-1

Moreover, as part of its entrepreneurial responsibility, Helvetia provides insurance that takes specific sustainability aspects into account. These products and services support the path to a low-carbon and inclusive economy and protect our environment and resources. In addition, they permit our customers to better mitigate the impact of climate change.

## Sustainable insurance solutions

We orient ourselves to the needs of our customers with our product range. This also includes investment protection for the use of environmentally friendly technologies for private and corporate customers. For example, in the technical insurance/Specialty Lines area, Helvetia provides artesian well, ground source heat pump and photovoltaic insurance, and in this way supports the development of these forms of renewable energy. Customers benefit from Helvetia's advanced know-how in the areas of construction, transport and energy. Moreover, Helvetia rewards owners of energy-efficient vehicles with premium discounts of between 15 and 20 per cent, and has developed tailor-made solutions for new vehicle types such as e-bikes and, as of 2020, e-scooters.

GRI 103-2

**32%**

growth in sustainable insurance solutions

Due to the fact that the insurance coverage offered only has an indirect effect on the decision to purchase an energy-efficient vehicle or install a photovoltaic system, we can only provide very limited incentives for more sustainable behaviour by our customers. Nevertheless, where possible and economically viable, we want to offer our customers solutions that promote economically sustainable behaviour.

In the area of Speciality Lines, we also selectively insure major infrastructure projects, power stations and conveyor systems as well as goods transportation, e.g. in container ships. In doing so, we pursue a selective and risk-conscious underwriting policy that also includes aspects of social responsibility and environmental questions. As a member of the [UNEP Finance Initiative](#) and the [UN Global Compact](#), we have committed ourselves to incorporating relevant ecological, social and governance aspects (ESG) into our underwriting.

**i** see also p. 38, Risk management

**GRI** 103-2

### 2019 review and progress

In the year under review, the share of sustainable insurance products in the Helvetia Group was 0.5 per cent, measured by the total business volume. Considering exclusively property insurance, which accounts for the majority of sustainable products, the previous year's ratio of almost 1 per cent was maintained, measured by gross Non-Life premiums. Growth was recorded in the Swiss, Italian and Austrian markets. In Austria, this encouraging trend is due in part to the introduction of sustainable life insurance products. In addition, the premium volumes for vehicles with alternative drives rose in Switzerland, Italy and Austria. As of 2019, Germany no longer offers discounts for vehicles with alternative drives.

**GRI** 103-3

Sustainable insurance product premiums in CHF	2017	2018	2019	Change compared to previous year in %
Artesian well and ground source heat pump insurance	900,000	850,000	700,000	-17.6
Photovoltaic insurance	450,000	400,000	300,000	-25.0
Insurance for vehicles with hybrid drives	4,874,000	6,043,000	7,072,000	17.0
Insurance for vehicles with natural gas or electric drives	1,014,000	1,318,000	1,745,000	32.4
<b>Total Switzerland</b>	<b>7,238,000</b>	<b>8,611,000</b>	<b>9,817,000</b>	<b>14.0</b>
Photovoltaic insurance	3,467,520	3,625,495	3,714,407	2.5
Insurance for vehicles with alternative drives (electric, hybrid, gas)	516,704	692,938	-	-
Insurance for e-scooters	-	-	3,596 <sup>1</sup>	-
<b>Total Germany</b>	<b>3,984,224</b>	<b>4,318,433</b>	<b>3,718,003</b>	<b>-14.0</b>
Photovoltaic insurance, renewable energy and liability against environmental pollution	938,459	1,380,720	1,555,843	12.7
Insurance for vehicles with electric drives	58,606	79,984	114,188	42.8
Supplementary insurance for ecological construction	7,032	-	-	-
<b>Total Italy</b>	<b>1,004,097</b>	<b>1,460,704</b>	<b>1,670,031</b>	<b>14.3</b>

**GRI** FS8

Sustainable insurance product premiums in CHF	2017	2018	2019	Change compared to previous year in %
Insurance for vehicles with electric drives	325,381	1,031,066	311,133	-69.8
Insurance for vehicles with hybrid drives	781,199	957,647	1,024,475	7.0
Insurance for small electric vehicles	-	-	12,364	
<b>Total Spain</b>	<b>1,106,580</b>	<b>1,988,713</b>	<b>1,347,972</b>	<b>-32.2</b>
Photovoltaic insurance	158,720	172,475	172,378	-0.1
Insurance for vehicles with hybrid drives or CO <sub>2</sub> bonus	14,603,923	19,257,539	24,652,200	28.0
E-bike insurance	46,555	62,149	76,008	22.3
FairFuture Lane	-	-	2,090,493	
Sustainable life insurance products	-	-	3,846,252	
<b>Total Austria</b>	<b>14,809,198</b>	<b>19,492,163</b>	<b>30,837,331</b>	<b>58.2</b>
<b>Total France<sup>2</sup></b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Helvetia total</b>	<b>28,142,100</b>	<b>35,871,013</b>	<b>47,390,337</b>	<b>32.1</b>

<sup>1</sup> Helvetia Germany has been offering insurance for e-scooters since 2019. The discounts for vehicles with alternative drives are no longer offered.

<sup>2</sup> In France, Helvetia exclusively offers marine and transport insurance.



## Helvetia promotes environmentally friendly behaviour

Offsetting vehicle emissions with the CO<sub>2</sub> climate protection contribution: since November 2019, Helvetia has been offering its motor vehicle and fleet customers in Switzerland the opportunity to offset CO<sub>2</sub> emissions through a climate protection contribution. Based on a small number of details about the type of vehicle, the type of fuel, fuel consumption and mileage, our partner myclimate calculates the vehicle's CO<sub>2</sub> emissions. The aim of offsetting is to reduce the amount of CO<sub>2</sub> emitted elsewhere. myclimate invests customers' climate protection contributions in offsetting projects that meet the highest standards and are proven to prevent greenhouse gas emissions or permanently remove them from the atmosphere.

Smart, simple protection against water damage: Helvetia Germany is combining data analytics with IoT (Internet of Things) technology to reduce water leakage. In the year under review, Helvetia worked with the Belgian technology company Shayp and the reinsurance company Munich Re to develop a solution to identify relevant risk factors in buildings insured by Helvetia and carry out damage prognoses. This enables a more accurate calculation of the risk of water leakage. Helvetia Germany is also offering owners of insured buildings an on-site risk assessment from January 2020. The inspection of water installations enables owners to prevent anticipated water damage before it occurs. This has both a positive impact on water usage and also reduces or avoids unnecessary water loss.

## Sustainable investments

As a leading European insurance company with financial and real estate investments worth CHF 54.4 billion, Helvetia has a lot of leverage with regard to shaping ecological, social and economic realities. We are convinced that taking sustainability information into account improves the overall performance of an investment portfolio. For us, responsible handling of capital means taking the criteria of ecology, social issues and governance (ESG) into account. In connection with this, we take an active role in the issues of climate change, environmental catastrophes and disregard for basic labour and human rights or poor corporate governance.

GRI 103-1

In recent years, considering ESG criteria as part of investment analysis and deciding on investments has grown beyond being a niche. Requirements have also risen correspondingly on transparency in reporting and cooperation with other investors. This is reflected in the growing interest of our stakeholders, especially analysts, shareholders and customers.

By contrast, when it comes to greenhouse gas emissions, the discussion is being driven more by the need to implement the Paris Agreement and the financial perspective: if many countries agree on strong environmental protection measures, large quantities of coal, oil and gas resources could drop greatly in value. Some investors have already reacted to this risk with a 'decarbonisation' of their portfolio.

### ESG criteria in the investment process

GRI 103-2

Helvetia invests the premiums of its customers in high-return, long-term instruments. As a responsible investor, in addition to financial criteria we also apply ESG criteria when making investment decisions. The aim is to meet the high return requirements of our pension customers while maintaining an average sustainability rating for the financial investment portfolio.

We conduct semi-annual assessments of the ESG quality of our portfolio, drawing on the evaluation of the independent provider [MSCI](#), which rates more than 13,500 companies and governments on the basis of their sustainability. They are assessed relative to 37 key issues, ranging from greenhouse gas emissions and energy efficiency to occupational safety and corruption. With this analysis, we cover all of the financial securities for which a corresponding rating is available. These are primarily government and corporate bonds and equity as well as fund products based on these securities, which make up about two thirds of our financial investment portfolio. No corresponding ESG rating can be obtained for the remaining financial assets (mortgages, liquid funds and loans to policyholders and employees).

GRI FS11

Findings are discussed in Investment Management area meetings and by the national Investment Commissions, the CR Advisory Board, Executive Management and the Board of Directors' Investment and Risk Committee. The Portfolio Management team also utilises monthly information updates on issuers that evidence low ESG quality and/or are the subject of serious controversy. When a security is put on this portfolio watchlist, an alternative investment is recommended. This ensures that negative ESG ratings are taken into account in the investment process without excluding specific investment vehicles based on predefined thresholds or industry affiliation. Systematic exclusions are made, however, in areas where this is required due to statutory provisions. For example, we do not invest in manufacturers of banned weapons under the Swiss War Material Act and the Oslo Convention.

GRI 103-2

**Portfolio emissions**

Forward-looking investment policy cannot ignore climate change. Every half-year, Helvetia calculates its portfolio emissions. In this regard, we only identified slight changes in relation to the data coverage and underlying metrics, such as carbon intensity key figures. This information on climate effectiveness tends to be retrospective and incomplete, and only provides an initial assessment of shares and fixed-interest securities. Since 2016, Helvetia has been publishing a [report on climate risks](#) for its financial investment portfolio in the context of Article 173 of the French Energy Transition Act.

**Real estate management**

Our real estate portfolio (direct portfolio without funds) comprises CHF 7.5 billion, accounting for around 14 per cent of our investment portfolio. These properties have a lot of leverage when it comes to the optimisation of the three sustainability factors of society, the environment and the economy. The focus here is on the Swiss domestic market in which almost 92 per cent of our real estate portfolio is located.

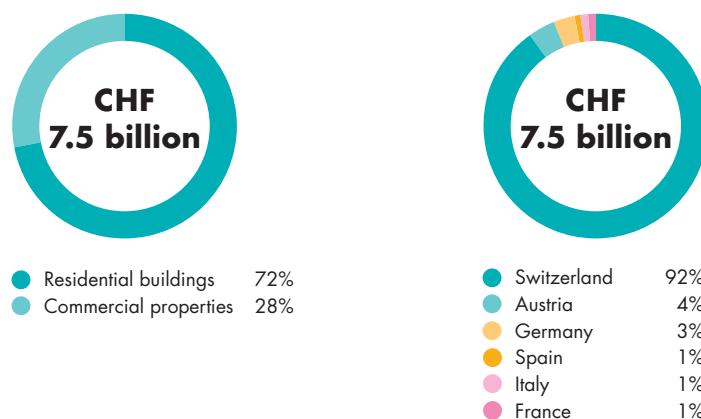
For new buildings and renovations, we rely on the most environmentally friendly and attractive method of construction possible, and in this respect rely on recognised labels like [Minergie](#) and [SNBS](#). As a result of the high real estate prices and rents in many places and the growing concentration in cities, social aspects in real estate development are becoming increasingly important.

GRI 103-2

**Real estate investments by the Helvetia Group by investment purpose and country (2019)**

GRI 103-3

Real estate (property without real estate funds) as of 31.12.2019



## 2019 review and progress

Our investments, worth CHF 54.5 billion, are divided into 54 per cent interest-bearing securities, 14 per cent properties for investment purposes, 9 per cent mortgages, 5 per cent shares and 18 per cent other, including funds, loans, etc. You can find more information on our investment strategy in the [financial report](#). Helvetia's financial investment portfolio has low ESG risks for all countries with an average MSCI 'A' rating as of the end of December 2019. Financial investments worth CHF 36.0 billion were evaluated, of which slightly over 10 per cent have no ESG rating. The share of investments with a high ESG risk (rated B-CCC) has been reduced at the Group level from around 2.2 per cent in the previous year to 1.5 per cent. In some countries, it is even well below this at 0.3 to 1 per cent.

GRI 103-3

**i** see also Financial report, p. 58

### Responsible Investment Roadmap

In the year under review, Helvetia developed a new 'Responsible Investment Roadmap' that aims to ensure sustainable investment across all possible investment categories by 2025, in accordance with our ESG strategy. The roadmap is based on clear role allocation and governance, and has been approved by the Board of Directors and Executive Management. In order to implement this roadmap, the binding Group-wide framework for the integration of ESG factors into the investment process was reviewed.

### Principles for Responsible Investment

In addition, Helvetia prepared to sign the UN's [Principles for Responsible Investment](#). By becoming a member, the company explicitly commits to supporting the six PRI guidelines for sustainable investment. The expansion of our information and training programmes was also initialised, with the aim of making access to ESG and climate change information as easy as possible for all employees in investment functions from 2020 onwards.

### Climate compatibility test

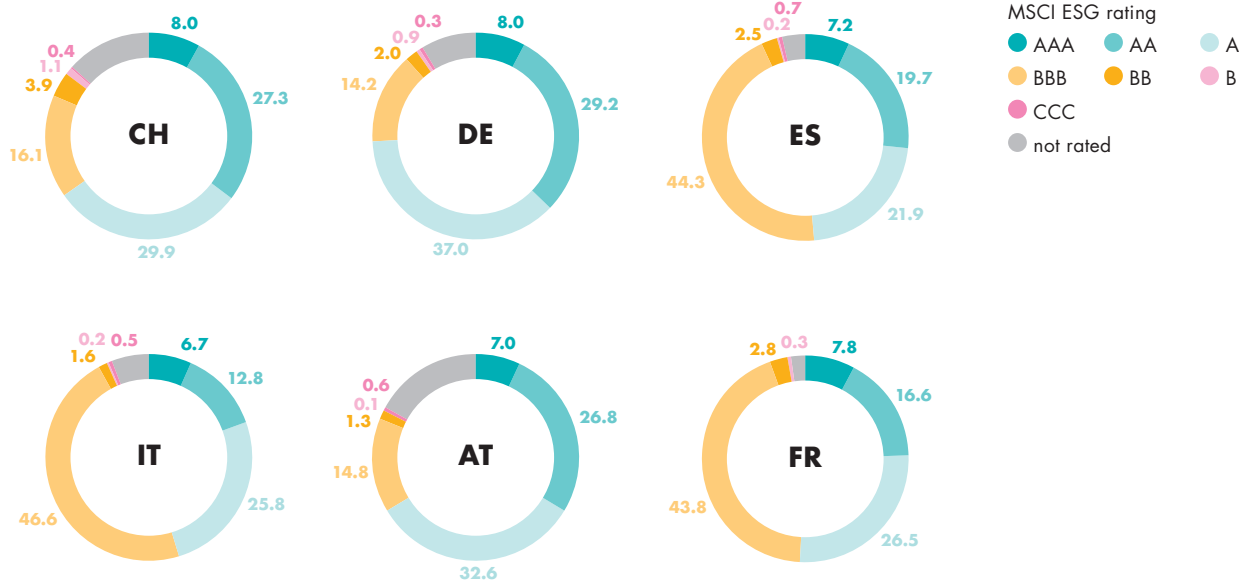
Based on our voluntary participation in the climate compatibility test in 2017, we were the only financial service provider in Switzerland to participate in the [road testing for financial institutions](#) carried out by the Science Based Targets initiative in the year under review. This has enabled us to review the results for equity and bonds based on additional scenarios and data and to test new methods for assessing the environmental impact of our financial investments. Other asset categories such as real estate and mortgages were also incorporated into the climate compatibility test. This means that Helvetia has access to an initial valuable data set for the FOEN climate compatibility test, which will be relaunched in 2020. The resulting transparency regarding measures for adapting to climate change and mitigating its effects on our investments were also incorporated into the new Responsible Investment Roadmap.

### ESG investment strategy for the Helvetia pension fund

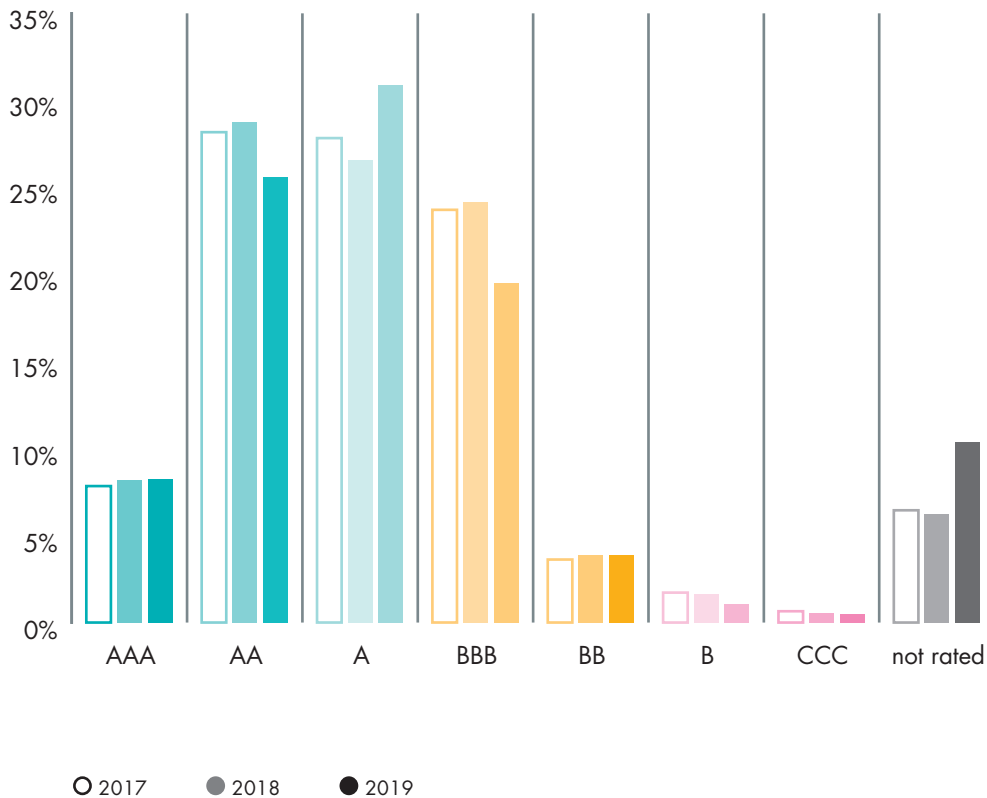
Helvetia offers its employees an independent and attractive pension fund. With very few exceptions (such as those with temporary employment contracts), all Helvetia employees are insured against the economic impact of old age, disability and death through the Helvetia Insurance pension fund. In the year under review, the Helvetia pension fund, whose regulatory benefits extend far beyond the minimum statutory requirements, adopted the ESG investment policy of the Group Investment area.

ESG risks for financial investments by country (2019)

GRI FS11



Development of ESG risks for Group financial investments



## Customer expectations and protection

A balanced partnership with our customers is the foundation for long-term business relationships and, as a result, the basis of our corporate success. Fair and transparent advisory is just as important for this as the responsible handling of customer data and offering attractive services. As customers make a prepayment with the payment of their premiums, trust in the reliability of Helvetia is crucial for them. Drawing benefits in the event of losses is often associated with a negative experience, which can be of vital significance for the parties affected. Easily accessible and unbureaucratic claim management creates trust and is part of our benefit promise to our customers. Fair dealings with our customers have made a decisive contribution to our reputation.

GR1 103-1

### Customer orientation as a cornerstone of *helvetia 20.20*

Customer orientation is one of the three pillars of the *helvetia 20.20* strategy. Our goal is to optimise the customer journey and give our customers the easiest possible access to our services across digital and analogue communication channels. In addition, we want to get to know the expectations, habits and needs of our customers as well as possible and use these as the starting point for developing new products and services. These findings are integrated directly in the strategic considerations of the Corporate Development department.

GR1 103-2, 103-3

### Customer satisfaction and advisory services

Irrespective of whether customers make direct contact with us through an advisor or via a website, social media channel or otherwise, they should be able to come to informed decisions regarding whether and to what extent they want to take advantage of a product or service. We ensure this through transparent and understandable product information and regular training of our sales force employees. For example, as part of the training programme Cicero (Certified Insurance Competence) launched by the Swiss Insurance Association (SIA) and recognised throughout the industry, all sales force employees in Switzerland must complete accredited training modules amounting to 60 Cicero credits within two years. This corresponds to about seven training days.

Nevertheless, some customers find some of the information and documents relating to our insurance products difficult to understand. As our contracts have to meet the applicable regulatory requirements, which involve a high number of rules, our insurance documents are indeed comprehensive. Within the bounds of what is legally permissible, we are constantly improving information on our product offers and inform customers as comprehensively and clearly as possible with detailed calculation and product documentation.

### Organisation

Customer service at Helvetia is decentralised in national companies in order to be able to address local customer needs and expectations optimally. We carry out surveys and benchmark studies regularly to compare our image, our advisory and other services and the quality of our products with those of our competitors. Moreover, feedback from our customers after interactions with us enables us to continually identify approaches for further improvements in our customer support.



## 2019 review and progress

Surveys were carried out in all country markets to provide an independent assessment of the quality of our customer service. In Switzerland, the largest country market, regular surveys on the quality of products and services were carried out in 2019 in the areas of private and occupational pensions, the services of brokers with whom Helvetia collaborates for the distribution of Life and Non-Life products for corporate and private customers, and the assessment of claim management. Once again, private customers in Switzerland rated the handling of their claims by Helvetia as satisfactory. This positive performance is supported by a recommendation result above the market average.

GRI 103-3

There were no breaches against regulations or voluntary agreements with regard to product information in the entire Helvetia Group in the year under review.

GRI 417-2

### Arbitration body

In its second year of operation, the independent arbitration body introduced in Switzerland in April 2018 recorded a significant decrease in the number of complaints regarding private pensions and non-life insurance filed with the Swiss Ombudsman of Private Insurance and of Suva. In addition, very few entries regarding Helvetia now appear on the consumer platforms [www.reklamation.ch](http://www.reklamation.ch) and [www.plaintes.ch](http://www.plaintes.ch). This has significantly reduced the amount of time invested in handling these processes and the risk of reputational damage. In the year under review, the arbitration body was involved in settling a total of 80 conflicts. The cases concerned the Non-Life, private pensions, Specialty Markets, occupational pensions and real estate business segments. In most cases, a mutual solution could be found or Helvetia's perspective comprehensibly explained.

GRI 103-3

### Data protection

As digitalisation continues, data and the information gleaned from it are becoming increasingly important. As a result, the requirements for the responsible handling of data are also increasing. Companies need to be able to trust the data they have concerning their customers and employees in order to be able to draw accurate conclusions from it. Customers and employees, in turn, need to trust companies enough to provide and entrust them with the data required for the necessary and intended purposes. When handling this data, companies need to meet the highest standards in terms of data ethics, data protection and information security. In addition, data and systems are often targeted by criminal attacks, meaning they require particular protection in the eyes of customers, employees and companies.

GRI 103-2, 103-3

Security, trust and transparency are just a few of the principles that Helvetia adheres to when it comes to using the data it has available. These principles are part of the regular risk and control processes at Helvetia and are reviewed on an ongoing basis.

**i** see also p. 35,  
Corporate Governance

## Organisation

In organisational terms, data protection at Helvetia in Switzerland is embedded centrally in a competence centre (Data Protection department) and decentrally through many data protection specialists. Local compliance officers and specialists ensure data protection in the country markets. Our experts exchange information on current developments with each other and in the national industry and specialist associations, and thus ensure up-to-date data protection compliance.

Management is responsible for effective data protection: it prescribes the requirements for the use of personal data and provides the resources required. Our employees who have access to personnel data in the context of their areas of responsibility are specially trained in handling it. Electronic learning programmes are available for their sensitisation. Moreover, data protection and the obligation to confidentiality is part of the terms and conditions of employment and of the Code of Compliance mandatory for all employees.

GR1 103-2

Regular compliance mechanisms ensure observance of the data protection provisions at Helvetia. In this respect, specialists for various control functions (e.g. data protection, information security and risk management) engage in intensive cooperation.

## 2019 review and progress

In the year under review, valuable experience was gained from the introduction of the General Data Protection Regulation in the European Union and the Principality of Liechtenstein. In addition, Helvetia has been closely involved in the complete revision of the Federal Act on Data Protection in Switzerland. Helvetia sees great potential in these regulatory changes, the implementation of which will play an active role in professionalising data processing. In the year under review, there were a total of 17 justified complaints by customers regarding our handling of personal data. One complaint was filed with the authorities in Austria. Helvetia makes these data protection incidents a top priority and immediately undertook appropriate adjustments to instructions and IT systems and took all the necessary measures (e.g. briefing and re-training the employees involved) to ensure that no risk was posed to the affected individuals. At no point and in no cases were the valid interests of the affected individuals clearly under threat.

GR1 418-1, 103-3

### Group-wide information security awareness campaign

The Group-wide awareness campaign was successfully concluded at the end of 2019. Social media, IoT (Internet of Things) and AI (artificial intelligence) modules were added in the year under review. In Switzerland, all the trainings relating to Hacker 'BETA' were optional. Employee participation was, however, compulsory for all other Helvetia market entities. The campaign and associated events were a success from a Group perspective, and additional training modules were even added in some country markets.

# Trustworthy company – Helvetia pursues sustainable management

Trust is one of the most important resources in customer-oriented insurance and is reflected correspondingly in our corporate values. We would like to earn this trust not only with our services in our core business, but also in the manner we do business. For us, this includes observance of the applicable laws and voluntary standards that go further as well as forward-looking risk management and the deliberate handling of resources. This requires the cooperation of very different areas of our company. The Corporate Responsibility team is responsible for monitoring the main sustainability developments in international and national discussions in this respect. It works with line of business and market unit managers to integrate these developments in the processes of corporate management, control and transparency.

## Corporate Governance

Credible and honest company management is the foundation for the integration of compulsory and voluntary standards in day-to-day business. As a result, good corporate governance is a prerequisite for proactively handling short- and long-term social and environmental challenges. The expectations of our stakeholders regarding fair and transparent action often exceed the prevailing legal position. Breaches can have considerable negative consequences in the form of reputational damage, financial losses, sanctions and fines up to and including restrictions of business activities. On the other hand, good corporate governance promotes the positive effects Helvetia has on its business environment by supporting fair competitive conditions and hindering breaches of environmentally or socially relevant standards.

GRI 103-1

### Approach for reliable compliance

The configuration and division of labour of our management and controlling bodies, is based on recognised frameworks and applicable regulatory codes such as, in particular, the [Swiss Code of Best Practice for Corporate Governance](#), the guidelines regarding information on corporate governance of the SIX Swiss Exchange ([Directive on Corporate Governance, DCG](#)), the [‘Corporate governance – insurers’ circular of the Swiss Financial Market Supervisory Authority \(FINMA\)](#), the [Ordinance against Excessive Remuneration in Listed Companies Limited by Shares \(ERCO\)](#) and the [FINMA circular ‘Remuneration schemes’](#), and report on them transparently in our annual [financial report](#).

GRI 103-2

i see also Financial report, p. 10 ff.

To provide market participants with more comprehensive information, Helvetia is one of 24 listed Swiss companies to take advantage of the opportunity to publish its Sustainability Report on the SIX Exchange Regulation website. Through this voluntary communication, Helvetia declares that it will create a Sustainability Report ([‘opting in’ in accordance with Art. 9 para. 2.03 of the Directive on Regular Reporting Obligations](#)) and commits to publishing a CR report within eight months of the annual report reporting date and keeping it on its website for five years. The opt-in is published by SIX Swiss Exchange AG on its [website](#).

In addition, Helvetia has positioned itself as a reliable and compliance-conscious financial services company. We do all we can to support conduct in compliance with regulations and values, from the highest executive body to new recruits. The [Code of Compliance](#) serves us as a guideline here and is the expression of our corporate responsibility and corporate culture.

We are reducing environmental, business and social risks with the help of our management systems and approaches. We are focusing on environmental standards, human rights and avoiding bribery and corruption. Group guidelines and directives ensure that the requirements

GRI 103-2

are taken into account in our core business and also in projects. The principles and guidelines of compliance management are defined in the Compliance Regulations of the Helvetia Group, which were commissioned and approved by the Board of Directors.

### Organisation

The Strategy and Governance Committee of the Board of Directors ensures the good corporate governance of the Helvetia Group at the highest level. The Group Compliance Officer is organisationally part of the Corporate Center and reports to the Executive Management and Board of Directors. The country markets have their own compliance officers, who in each case are supported by specialists in the areas of money laundering, data protection, competition law and other fields such as sanctions and embargoes.

The compliance officers of the country markets submit reports on important topics and any cases and breaches that have occurred to the Group Compliance Officer at least every half year. The latter informs the Executive Management and Board of Directors of the Helvetia Group of the compliance process, corresponding activities and the evaluation of the compliance risks. The Group Compliance Officer also presents an annual and semi-annual report.

During the identification, evaluation, control, monitoring and documentation of the risks, the Group Compliance Officer cooperates closely with qualitative risk management. Current developments are observed on an ongoing basis as part of the ICOR process (Internal Control System and Operational Risk Management) and are placed on the compliance agenda as required. Based on the regulatory requirements, we have defined thresholds for this purpose in relation to financial, operational and regulatory risks as well as reputational risk and made sure there is a corresponding reporting process.

### Involvement of employees

We have recorded the main regulations and basic principles for the 15 most important compliance subjects in the [Code of Compliance](#). Beginning with business behaviour in compliance with regulations, through to avoiding fraud, bribery and corruption, and including transparent communication, it formulates guidelines for our corporate actions. If necessary, these are specified through internal directives. It is binding on all business units and employees of the Helvetia Group. Regular courses at all levels promote an awareness for value-oriented conduct in accordance with the regulations. An e-learning basic training is compulsory for all employees on joining and is repeated subsequently every two years. For this purpose, specific training courses occur regularly for especially exposed functional areas (e.g. awarding mortgages or with regard to money laundering) and we set special store by behavioural integrity in management training.

GR1 102-18, 103-3

 see also p. 38, Risk management

We are aware that violations of rules can occur in daily business or that an evaluation is not always clear. For example, there is sometimes only a small difference between trivial and acceptable gifts and bribery or corruption to gain illegitimate benefits. In the event of uncertainty, our employees can contact the corresponding compliance officers in their country markets with complaints or observations. Information and contacts can be found easily on the intranet and are transparently communicated.

GRI 103-2

### 2019 review and progress

In the year under review, there were no confirmed cases of corruption in any of the country markets and accordingly no sanctions were issued. In 2019, there were no significant breaches of laws and regulations in the social and economic sphere.

GRI 103-3

GRI 205-3

GRI 419-1

The Code of Compliance was communicated to all employees again in 2019, including an intranet link via which it can be viewed at any time. For technical reasons, there has not been any explicit assessment of how many employees at which hierarchical level in which countries consulted the Code of Compliance in the year under review. In Switzerland, the largest country market, all new employees were invited to complete an e-learning module on the Code of Compliance. Employees who had already completed a basic course were reminded to refresh their knowledge after two years. Of the 1,173 employees who were invited to take part in the training, 91 per cent of new employees and 75 per cent of employees who have been at the company for a longer period successfully completed the Code of Compliance training. Those employees who failed to do so were given a warning by their superiors and made to complete the course without delay.

Across the Group, 22 compliance training sessions were carried out. In addition to introductions to compliance, these were chiefly courses on the subject of anti-corruption, sanctions/embargoes and the prevention of money laundering and terrorism financing.

GRI 205-2

### Focused Reporting – a chance for Swiss companies

In 2019, Helvetia took part in the review of sustainability reports carried out for the fifth time by engageability and öbu in partnership with RepRisk. The project [Focused Reporting – a chance for Swiss companies](#) was supported by a high-ranking consortium of multi-stakeholder experts, the Federal Office for the Environment (FOEN) and the [World Business Council for Sustainable Development \(WBCSD\)](#). The main goal of Focused Reporting is to promote comprehensive sustainability reporting that is credible and puts emphasis on relevant sustainability topics. The analysis of Helvetia's 2018 Sustainability Report put the company in the 'Advancing' category, with a score of 59 per cent. The greatest potential for improvement lay in the areas of comprehensiveness (with a score of 50 per cent) and credibility (with a score of 40 per cent). The relevance of the report, however, received an above-average score of 87 per cent. Some of the recommendations – such as presenting the value chain and its direct and indirect impact as a means of improving comprehensiveness, and reporting on the targets and results of partnerships – have already been implemented in this report.

## Risk management

For Helvetia, respect for human and labour rights or environmental standards is part of reliable corporate behaviour. Compliance with them is assuming increasing importance in public opinion, as are discussions about future energy use and water shortages. They have the potential to lead to great changes and global imbalances, which could have financial consequences in the medium and long term.

GRI 103-1, 102-11

For example, the potential effects of climate change are to date difficult to assess. Increasing natural catastrophes can influence the frequency and sums of claims, but also have effects on real estate evaluations, reinsurance premiums and the stability of financial markets as a whole. Moreover, there are also reputational risks in this area for Helvetia. Perceptions regarding which circumstances or behaviours are classified as social, ecological or also economically legitimate or illegitimate are changing continually. The [EU's action plan for financing sustainable growth](#) and the reorientation of the [UN Global Compact](#) with the discussion of the contribution of companies to the achievement of the [Sustainable Development Goals](#) show that companies and, in particular, financial service providers are assigned an important role in increasing sustainability performance, and their behaviour is thus critically evaluated.

### Comprehensive consideration of sustainability risks

Professional handling of risks is part of everyday business for Helvetia. In this respect, we continuously include social developments in the preparation of our strategies for risk evaluation and avoidance. The consideration of ecological, social and governance risks is correspondingly part of our risk management processes. Our goal in this regard is to minimise the risk of human rights violations or non-compliance with environmental standards within our sphere of influence. For example, in the annual Group-wide comprehensive risk profiling process (CRP), potential ESG risks are identified and evaluated on the basis of varied sources. We distinguish between four classes of risk – from marginal risks with low potential impact to critical risks that could massively impair our business activity. We take ESG risks into account in underwriting in a multilevel process.

GRI 103-2

**i** see also Financial report, p. 4 ff.

We observe all applicable economic sanctions in the countries in which we operate. Furthermore, our underwriting guidelines cover human rights and environmental aspects. These are checked as part of the due diligence process for insurance decisions. In addition, we identify countries in which there are systematic violations of human rights or where sanctions and embargoes have been imposed by the UN, the [OECD](#) or the Swiss State Secretariat for Economic Affairs (SECO). Detailed guidelines apply to transactions in these countries, which provide for an in-depth review if material risks are identified. In addition to the responsible divisional management, other units such as CR, Compliance and if necessary, the responsible member of the Group Executive Board is involved.

In general, we are committed to limiting risk and taking preventive measures. If this is not possible, we may classify risks as 'unacceptable'. Guidelines for this assessment are the degree of non-compliance or the potential extent of damage to people and the environment and also the economic relevance. This also applies to cases in which our influence is limited, such as, for example, when we are not the leading insurer.

GRI 103-2

In order to sensitise employees in underwriting for ESG risks, they receive a current evaluation on high-risk sectors and a compilation of the most important emerging ESG risks every quarter.

We are also working with other companies, industry associations and representatives from civil society as part of initiatives such as the [United Nations Financial Initiative](#) and the [UN Global Compact](#). This helps us to raise awareness of sustainability risks both within our company and beyond and to develop effective responses to avoid these risks.

### 2019 review and progress

GRI 103-2, 103-3

The risk posed by climate change continues to be one of the biggest challenges for Helvetia and makes decisive action imperative today. In acknowledgement of the target set by the World Climate Conference in Paris, we therefore dealt intensively with the recommendations of the international [Task Force on Climate-related Financial Disclosures \(TCFD\)](#) in the year under review. They go not only far beyond simple environmental reporting, but also support the holistic integration of the risks and opportunities arising from climate change and a low-emission economy into the value chain.

#### UNGC Peer Learning Group Climate Strategy

To expand on the knowledge gained, Helvetia took part in the Peer Learning Group Climate, part of the UN Global Compact Network, in 2019. Items on the agenda included the risks and opportunities for adaptation to the 1.5 degree scenario, climate-compatible CO<sub>2</sub> reduction targets for Scope 3 emissions and opportunities for involvement in the area of climate policy. In addition, best practice examples of corporate climate strategies were presented and discussed. The comparison with companies from other industries showed that Helvetia still has some catching up to do in terms of the management of climate risks. As a result, climate change risk was therefore reclassified as a top risk. In addition, the relevance and potential impact of all other ESG risks was reassessed.

#### Analysis of the development of hard and soft CR law

In 2019, Helvetia also carried out a comprehensive analysis of current and, in particular, future corporate responsibility soft law developments in order to be able to incorporate them in a more targeted way when analysing risks and opportunities. In doing so, Helvetia aims in particular to improve the information and reporting it offers its stakeholders and, based on this, to conduct an increased internal and external exchange. The results were intensively discussed in the CR Advisory Board and cross-divisional cooperation between the functions concerned was established.

## Sustainable procurement

Protection of the environment and the climate is one of the most important global challenges. Helvetia supports the development of a low-carbon and inclusive economy. Compared to manufacturing companies, the flow of materials and resources in a financial services company is limited. Our direct influence on the environment and society arises above all through the procurement and use of the infrastructure we need to render our services. This in particular includes the office buildings, business travel, the IT and office infrastructure, as well as office and marketing material. We do not want to cause any negative effects on the environment and society, either in the procurement or in the use of these products.

GRI 103-1, 102-9

### Sustainable and climate responsible procurement

We pay attention to local, environmentally friendly and socially responsible procurement and use of our infrastructure and consumable materials. With our [principles for sustainable procurement](#), we define guidelines for environmentally and socially compatible procurement. An internal procurement guideline specifies this for our purchasing managers. It defines clear minimum requirements and additional voluntary criteria that are intended to promote environmentally friendly and socially compatible purchasing for 13 goods categories. The product categories extend from the food in the staff restaurant, the IT infrastructure and cleaning materials to customer gifts. The guideline is based on recognised labels and standards, such as [Blue Angel](#), the [energy label](#) and the [Business Social Compliance Initiative \(BSCI\)](#). In addition, it informs those responsible for the procurement of goods and services on the relevant social or ecological aspects and provides advice on how to address them in supplier discussions. Procurement is organised decentrally in the country markets with managers for individual product groups. IT infrastructure, which is procured Group-wide, is an exception.

GRI 103-2

### CO<sub>2</sub> emissions and environmental management

For our environmental management, we record all emissions arising from our buildings, business travel, paper and water consumption and waste disposal. In 2015, we set ourselves the goal of lowering our absolute CO<sub>2</sub> emissions by 2020 by 10 per cent compared to 2012. We would even like to cut the relative CO<sub>2</sub> emissions per employee (in FTE) in the period 2012 to 2020 by 20 per cent. To calculate our greenhouse gas emissions, we rely on the methodology of the VfU sustainability network for financial institutions in the version of the reference year 2012. We also define our measures to reduce our emissions on the basis of this data.

GRI 305-1, 305-2, 305-3

We want to reduce greenhouse gas emissions by increasing efficiency and using renewable energy sources. After switching to 100 percent electricity from renewable sources at the level of Helvetia Group in 2015, the CR Advisory Board decided to focus on the areas of heating and business transport until 2020.



### Helvetia is climate neutral

Since 2017, we have been compensating unavoidable greenhouse gas emissions through investments in climate protection projects. We see emission offsetting only as a temporary solution; however, as a responsible company, we already want to make as positive a contribution as possible today. Therefore, we take care that our donations flow into projects whose climate protection effect has been independently reviewed and which have positive economic and social effects. Based on the independent verification of environmental data and our greenhouse gas balance, Helvetia has been granted the status of a climate neutral company with the [ClimatePartner ID 12937-1809-1001](https://climatepartner.com/12937-1809-1001).



### Organisation and environmental reporting

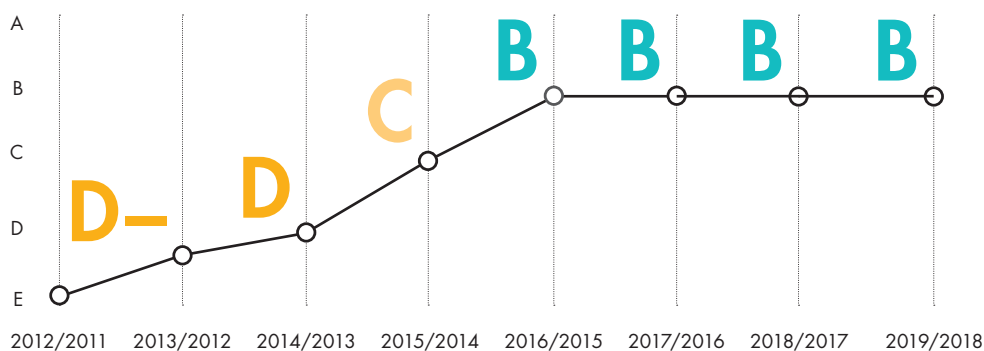
The specialist managers for the procurement and management of the corresponding product groups, facilities and infrastructure are responsible for the optimisation of environmental management. When it comes to implementing individual measures, they are supported by the Corporate Responsibility team at the Group level. A Group-wide CO<sub>2</sub> plan of action bundles the planned measures.

GRI 103-2

To make the results of our efforts transparent, credible and traceable for our stakeholders, the Helvetia Group has been reporting annually on its climate protection measures since 2012 as part of the [Carbon Disclosure Project \(CDP\)](#). As a member of the [RE100 initiative](#) by the [Climate Group](#), we publicly affirm that we make exclusive use of electricity from renewable sources and in this way would also like to motivate other companies to convert to environmentally friendly electricity.

### Environmental performance: CDP climate rating

A = best assessment



**Climate rating**

- Public disclosure: (D- and D)
- Awareness: (C- and C)
- Active management: (B- und B)
- Leadership: (A- und A)

### 2019 review and progress

Helvetia invests a lot in external goods and services. In order to counter the increasing complexity of the procurement process, support ongoing projects more effectively and ensure maximum added value within Helvetia, the two previously separate entities IT Sourcing & Procurement and Central Purchasing were merged to form Group Procurement, part of IT Service Management, on 1 October 2019. Group Procurement is now the central point of contact and competence centre for all procurement questions. This will further standardise systems and processes, ease communication, create purchasing synergies and, reduce the

GRI 103-3

number of intermediaries. In future, projects will receive more targeted content-related support and the quality of ESG advisory services for specialist departments will increase.

GRI 103-3

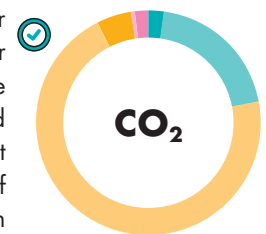
### Travel management sensitisation campaign

In the year under review, a group of experts made up of members of the logistics department and various other business segments addressed questions relating to Helvetia's travel management. The main objectives of this working group were to identify business travel that may not have been recorded correctly and to develop resources to enable 'greener' business travel. The key considerations were how to conduct necessary business travel while using the fewest possible resources and causing the lowest CO<sub>2</sub> emissions, how the CO<sub>2</sub> emissions resulting from business travel can be recorded, how events can be organised so as to be carbon neutral, how employees can be motivated to make bookings that favour sustainable, low-emission modes of transport, and which criteria should be used to assess and select conference, accommodation and mobility providers. The investigation once more revealed how important it is to consider sustainability criteria when planning business travel and to unite environmental, social and economic interests. As with all transformation processes, the important thing is to start somewhere and consistently expand the steps taken in the next strategy period. We started with the people who are travelling. Information and communication measures were taken to raise awareness among employees.

### Slight reduction in absolute CO<sub>2</sub> emissions

Compared with the figure from the previous year – which was adjusted to a slightly lower value of 15,254.45 tonnes following a review – absolute CO<sub>2</sub> emissions sank by 1.7 per cent in 2019. For the first time since the company started to measure emissions in 2012, the figure fell below 15,000 tonnes. Over 70 per cent of our total carbon emissions are caused by business travel, followed by heating energy at around 20 per cent and paper usage at around 5 per cent. In fourth place is electricity usage, which accounts for 2.4 per cent of total CO<sub>2</sub> emissions. In the year under review, 100 per cent of the electricity we use again came from renewable sources. We achieved this through corresponding supplier agreements on the one hand and through the acquisition of certificates of origin on the other. By purchasing hydropower from Switzerland, we retrospectively offset the proportion of atomic energy, energy from unknown sources and energy from fossil fuels.

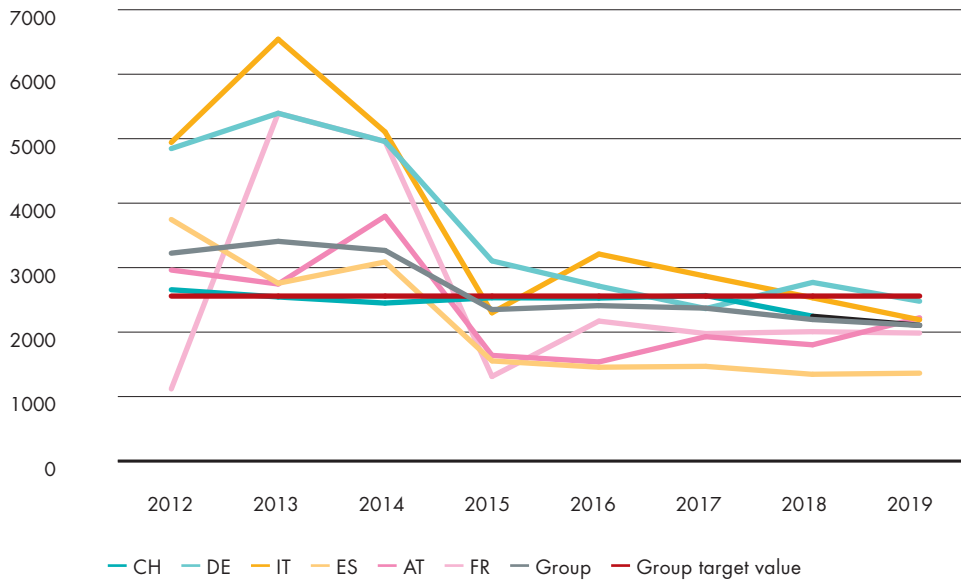
The relative CO<sub>2</sub> emissions per full-time equivalent also fell by 4.2 per cent in 2019 and now amount to 2,104 kg (2018: 2,195 kg). Our goal of reducing our CO<sub>2</sub> emissions per employee by 20 per cent by 2020 compared with the reference year 2012 has already been exceeded with a reduction of 34.8 per cent.



- Electricity 2.4%
- Heating 19.7%
- Business travel 70.4%
- Paper 5.0%
- Water 0.7%
- Waste 1.8%

Share of absolute CO<sub>2</sub> emissions 2019

**Development of CO<sub>2</sub> emissions per employee (FTE) in kg**



In the 2019 reporting year, we identified further emissions sources in the area of business travel. For the first time, data from incentive travel was recorded for employees in the Austrian and Swiss markets and the resulting CO<sub>2</sub> emissions were calculated. At Group level, we are pleased to record a slight reduction in CO<sub>2</sub> emissions of 2.3 per cent, despite a small increase in the number of kilometres travelled. This is due to a partial shift to public transport and the ongoing modernisation of our vehicle fleet, both of which led to a reduction in CO<sub>2</sub> emissions per kilometre travelled. Due to the high CO<sub>2</sub> intensity in the mobility sector, this 97 percent reduction in emissions from business traffic also determines the group-wide decrease in absolute CO<sub>2</sub> emissions.

GRI 103-3

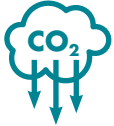
Overall, the development of the carbon footprint across country markets presents a mixed picture. In Austria, taking incentive travel into account resulted in a significant increase in CO<sub>2</sub> emissions from business travel and thus overall CO<sub>2</sub> emissions. A slight increase in absolute CO<sub>2</sub> emissions was also recorded in Spain and France. This was caused by an increase in business travel and a greater need for heating energy in Spain. In Switzerland, Germany and Italy, however, absolute CO<sub>2</sub> emissions decreased, mainly due to a reduction in electricity usage and improved mobility management.

Our environmental key figures were independently reviewed at Group level for the 2019 financial year.

see also p. 87, Assurance statement

The respective projects and quantities to compensate for Helvetia’s unavoidable CO<sub>2</sub> emissions in 2019 can be tracked under Helvetia’s [ClimatePartner ID 12937-1809-1001](https://climatepartner.com/12937-1809-1001).





### *Target for reduction in absolute CO<sub>2</sub> emissions met*

Helvetia set itself the goal of reducing the CO<sub>2</sub> emissions from its own operations by at least 10 per cent by 2020. With the acquisition of the insurance group Nationale Suisse in 2015 this target has become much more ambitious as we deliberately refrained from the option to recalculate emissions for the base year. Despite the more than 1,500 additional employees, who initially caused a significant increase in our greenhouse gas balance, we achieved our CO<sub>2</sub> reduction target in 2019 with a decrease of 10.8 per cent compared with 2012.

GR1 103-3

# Attractive employer – for and with our employees

As a financial service company, Helvetia is dependent on capable and committed employees in order to maintain its position on the market in the long term. Helvetia can best meet current challenges – such as digitisation, changing customer needs and demographic developments – with well educated and agile employees. This places high demands on our employees and our human resources management (HR). Requirement and job profiles are changing rapidly and require flexibility, networked thinking, and pragmatic and collaborative working attitude.

Moreover, the expectations of our (future) employees are shifting. In addition to attractive compensation models, flexible life and work models, sufficient room for own ideas and creativity, work that gives individual sense, is now at the forefront for the evaluation of an employer.

Accordingly, Helvetia attaches great importance to its role as an attractive employer. For us, this includes good employment conditions, that enable us to attract capable employees and retain them with the company in the long term. On the other hand, they also include a working environment in which employees can develop their full potential. An attractive working environment is the basis for the physical and psychological well-being of our employees and, as a result, also for their commitment to the company and to society. Responsibility for HR at Helvetia resides with the Head of Human Resources who reports directly to Group CEO Philipp Gmür.

## Incentives and benefits

Our goal is to employ satisfied and efficient employees in the long term, who have the skills and competences to master challenges in a constantly changing working world. We need employees with the right capabilities in the right place at the right time.

In recent years, we have carried out comprehensive analyses of the positioning of Helvetia as an employer. It became clear that the attractiveness of our employment conditions, the development opportunities as well as our culture may be considered as sound both from internal and external perspectives. The relatively long duration of employment, particularly among managers, indicates a high level of satisfaction with Helvetia as an employer. At the same time, there is still optimisation potential in terms of flexibility, agility, promotion of above-average performance, innovative strength and diversity.

We responded to this by developing a ‘Group HR strategy’ that will formulate the direction of HR management, completed by the end of 2020. At its core is the promotion of a more heterogeneous employee structure in relation to background, gender, education and talents. However, seniority and loyalty as well as basic attitudes, ways of thinking and life concepts are also subject of the strategy. To achieve this, we develop individual working models that employees can make use of depending on their needs and expectations. So-called life-phase-oriented benefits, give our employees the opportunity to adjust the conditions across their professional career according to their needs and thus achieve consistently attractive working conditions at Helvetia.

GRI 103-1

Video link



GRI 103-2

At the same time, a heterogeneous employee structure also requires extensive scope for action and room to manoeuvre in order to make the best possible use of individual potential. For the managers in particular, this requires switching to a culture based more on setting individual guiding principles than on the equal treatment of all employees.

GRI 103-2

The HR strategy includes the following directions, which can be adapted to the specific local requirements by the country markets in their individual HR strategies.

### **Active workforce management**

Helvetia pursues the aim of having the appropriate number and quality of employees at all times. In 2017, we launched a comprehensive talent and succession management, which was developed further in 2019. Based on standardised annual employee performance reviews, employees who are willing to take on a new challenge, are identified and given targeted support for their professional development. The goal is to expand the individual scope for action and make optimum use of employees' potential. At the same time, managers are to be developed internally and open positions should mainly be filled from own ranks. Furthermore, we support various market and support functions in transforming their business. Internal key figures, such as the job vacancy rate and data on internal mobility, permit us to continually monitor achievement of objectives.

### **Cultural transformation**

We are initiating a cultural transformation towards more customer orientation, innovation and agility. The goal is to change the understanding of work and leadership from within and foster stronger international collaboration. For this purpose, we connect the many different initiatives within Helvetia and promote the exchange of ideas and joint learning. Employees should develop an understanding of what our strategic objectives actually mean in everyday work and how they can support their implementation. By means of customer and employee surveys and, last but not least, the business results, we can find out whether we are on track.

In addition to an internal cultural identity, Helvetia is also promoting greater diversity of staff. A diverse employee structure promotes the exchange of knowledge and experience and enables the development of creative problem solving. For example, various measures aim to achieve a balanced generational relationship and increase the proportion of women in the sales force and in management positions.

### **Employer of choice**

We have positioned ourselves as an attractive employer and would like to attract the right employees in the long term. To this end, we have expanded the above-mentioned offering of life-phase-oriented employer benefits and have adopted new approaches in recruiting. This enables our employees in the course of their career at Helvetia, for example, to adapt their workload, their remuneration and their place of work to a certain extent according to their individual needs. Furthermore, we are continuously investing in attractive framework conditions and promote an environment in which our employees can contribute their strengths and ideas. Helvetia also attaches great importance to the physical and mental well-being of its employees and promotes this as part of its occupational health management (CHM). We check whether we are on track with our measures by means of employer attractiveness studies and internal key figures, such as the length of time new employees stay with the company. Moreover, since 2016, we have been honoured in our domestic market of Switzerland with the 'Friendly Work Space' quality seal from Health Promotion Switzerland.

We support our managers by providing them with strategically relevant HR key figures and straightforward HR processes and workflows (e.g. with the introduction of modern recruitment tools). With processing options independent from time and location as well as improved communication channels, we enable our managers and employees to execute their tasks and concerns smoothly.

GRI 103-2

### 2019 review and progress

Three years ago, in 2016, Helvetia was awarded in its domestic market of Switzerland with the 'Friendly Work Space' label from Health Promotion Switzerland. After three years, prize-winning companies undergo another assessment to show that they continue to make a sustained commitment to the health of their employees and are systematically working to optimise their framework conditions. Helvetia passed this assessment successfully passed this assessment in 2019 and was recertified as a 'Friendly Work Space' in March 2020.

GRI 103-3



### Employer campaign '&go'

The new campaign for employer positioning started in Switzerland in September 2018. We encourage our workforce of over 6,800 people to get up &go. &go stands for our combination of proven strengths with an entrepreneurial approach to tomorrow's challenges. It embodies a culture of fault tolerance, that supports testing of innovative and unconventional solutions. Our aim is to encourage our employees to question the status quo, explore and discuss new methods, rather than simply agreeing. The Group-wide rollout of the campaign was intended to link the employer positioning with our corporate brand in terms of content and visuals. In Switzerland, for example, we were able to recruit a total of 16 employees from various areas with newly designed job advertisements. Job adverts now also include information about working at Helvetia and a link to the new recruiter profiles, as well as the option to integrate videos and links to the manager's XING or LinkedIn profile. Exciting blog articles and videos were also produced, which can be found at [www.helvetia.ch/career](http://www.helvetia.ch/career). Thanks to the campaign the number of hits on the career website increased significantly and the number of employee recommendations more than doubled. In 2019, the employer campaign was successfully rolled out in all country markets.

GRI 103-3

### Leadership@Helvetia with a new focus

In order to strengthen the agility and flexibility of our managers and improve their cross-departmental cooperation, a company-wide development programme for managers was introduced in 2018 as part of the group-wide employer campaign &go. The focus in the year under review was particularly on topics such as 'Leadership in times of change' and 'Leadership in the age of digitalisation'. This is intended to prepare the whole management team for the upcoming challenges of the new working world and the associated cultural change. By the end of 2019, around 450 employees (around half of managers) had taken part in Austria, Germany, Italy and Switzerland. The rollout in France and Spain is planned for 2020.

GRI 103-3

### Education and training

In 2019, Helvetia invested an average of 28 hours per employee in training. This 40 per cent rise is due to an increase in training regarding the new EU [General Data Protection Regulation \(GDPR\)](#).

GRI 404-1

#### Training

in hours per FTE	2017	2018	2019
Sales force	44.8	33.5	51.1
Internal service	14.7	8.1	19.5
Women	19.4	17.3	27.0
Men	24.7	21.0	29.2
Executive Board members	14.7	20.4	17.2
Management	21.6	18.7	26.0
Specialists	11.8	8.6	27.0
Clerks	23.1	12.2	24.0
<b>Total</b>	<b>22.8</b>	<b>19.6</b>	<b>28.4</b>

GRI 404-1

**i** see also p. 66,  
Key figures  
employees

In order to ensure that our sales force employees can advise our customers competently and up-to-date advice at all times, the average amount of training they receive is significantly higher than for internal service staff. At Helvetia, however, our focus is not on the number of training hours but on the orientation towards the current and future needs of both employees and the company. Helvetia promotes innovative approaches to training and development and is also continually expanding the e-learning product range.

GRI 103-3

### Diversity@Helvetia

In 2019, the Diversity@Helvetia statement was approved and the approach and measures for the three areas of activity defined: 'generation balance@helvetia' (ensuring a balance of generations and knowledge transfer), 'rush hours of life@helvetia' (offering flexible working hours and formats for all staff) and 'women@helvetia' (continually increasing the proportion of women in the total workforce).

In our traditional diversity focus on gender equality we were unfortunately only able to make partial progress in the year under review. For example, Helvetia succeeded in appointing women for important management positions, such as on the Executive Boards in Germany and France, in the actuarial office or for the management of the General Council.



However, the proportion of female managers at Helvetia stagnated at 19.9 per cent in 2019, with an overall average proportion of female staff at just 36 per cent. Whereas the gender proportion of the employees under 30 is almost balanced, the female proportion falls markedly in those over 30 years of age. This complicates the development of female managers. The measures introduced in the area of life-phase-oriented benefits, which we offer under the term '[WorkReallySmart@helvetia](#)', unfortunately had less effect. Despite flexible working time models, part-time work management positions and job sharing, as well as the promotion of day care places to improve the compatibility of work and family life, we were not able to increase the proportion of women. In the year under review, Helvetia therefore introduced additional activities, for example in Switzerland. We conducted an analysis in the sales force to find out why not more women are working in sales. The results were intensively discussed at the annual General Agents' Conference. Among other measures, it was agreed as a goal to hire 40 new female sales representatives in 2020. At the same time, more part-time positions in the sales force have been and are being advertised. Job adverts have been re-designed using images and text in such a way that women can be addressed. Joining the gender equality network 'Advance' in 2019 is also a measure by which we hope to actively increase the proportion of women in Switzerland, particularly in management positions.

### Salary and equal opportunities

A review of salaries by the [Competence Centre for Diversity & Inclusion at the University of St.Gallen](#) in the year under review confirmed that Helvetia paid fair salaries in accordance with the principle of 'equal pay for equal work'. In the reporting year, Helvetia Italy was recognized for its efforts in the area of gender diversity as one of the twenty leading companies in terms of equal opportunities. Moreover, in our domestic market Switzerland, we employ staff with psychological or physical handicaps and in this way enable them to continue to participate in working life. In 2019, this corresponded to 13 full-time equivalents.

Video link



### Employee performance reviews and succession management

GRI 404-3

Most Helvetia Group employees take part in annual formalised performance reviews with their superiors, in which, in addition to the achievement of objectives, the current work situation and the aptitude for further development is discussed. The performance reviews, which take place at regular intervals, offer the opportunity to give feedback to the manager on the current working experience, cooperation within the team and work-life balance. Following the example of Switzerland, other country markets are gradually transitioning to annual performance reviews as well.

#### Proportion of employees with regular performance reviews<sup>1</sup>

in %	2016	2017	2018	2019	Change compared to previous year in %
Women	84.2	71.6	73.4	67.5	-8.1
Men	86.3	78.1	74.0	71.7	-3.1
Executive Board members	100.00	100.00	100.00	100.00	0.0
Management	98.2	94.5	88.0	83.0	-5.7
Specialists	88.8	87.3	75.7	82.3	8.7
Clerks	82.6	70.0	74.6	65.7	-12.0
Junior staff	95.9	99.1	88.9	9.3 <sup>2</sup>	-89.5
<b>Total</b>	<b>86.4</b>	<b>76.8</b>	<b>73.75</b>	<b>70.1</b>	<b>-4.9</b>

GRI 404-3

<sup>1</sup> Units and corporations within Helvetia's consolidated companies, such as Smile Insurance, Helvetia Service AG, ERV and MoneyPark (see the financial report 2019, p. 180), were not taken into account. The proportions are all calculated based on the total number of employees in the Helvetia Group.

<sup>2</sup> University interns (75.4 FTEs) with temporary employment contracts (generally 6–12 months) are not included. They do not receive regular performance evaluations as they are employed on a temporary basis and are active in a clearly defined area after an initial training period.

The table lists all employees who take part in formalised performance reviews with their managers. The sharp decline in the number of junior staff is due to the fact that they no longer take part in standard performance reviews but are assessed on site by the Young Talent Management team and specialist trainers in accordance with their training objectives.

As part of the Group-wide Helvetia succession management process, which coordinates the preparation of employees for more extensive management functions, 16 talent conferences were held in Switzerland in 2019. A further 11 conferences were held in the country markets.



### ***DIVÖRSITY project 2019***

#### ***A blind date for a career with Helvetia Austria***

Vienna – As part of a pilot project, Helvetia Insurance Austria has been labelling its job adverts as 'a blind career date' – 'blind' here meaning in the literal sense. The 'blind date' already starts with the application. General Directorate for Austria in Vienna used an anonymous application form on the homepage and requested its candidates to simply leave out their name, age, gender and nationality. Numerous applications were submitted anonymously via the website and interviews were held 'blindly' behind a curtain. The results were pleasing on both sides: two candidates made it to the second round. Equal opportunities remains a top priority.

## Employee commitment

GRI 103-1

Committed employees and an open culture of sharing ideas and making mistakes are prerequisites for our employees assuming responsibility in their respective areas and integrating CR commitment to all relevant business processes and decisions. They strengthen innovative energy and, as a result, also the resilience of Helvetia to respond to challenges in the ESG area and beyond. This is why we promote a corporate and business culture in which initiative and participation are requested, encouraged and valued. Employees can only develop their potential in an open environment where calculated risks are taken and new ideas and innovation are valued. This requires formal contact points and opportunities for participation, such as regular feedback meetings with the supervisor and the (legally provided) opportunities for employees to participate or to receive advice. Furthermore, regular campaigns and workshops address motivated employees and encourage them to actively participate in the further development of innovations, within and across departments.

## Employee co-determination

GRI 103-2

The legal requirements for the participation of Helvetia employees differ in the individual countries, in some cases considerably. Helvetia grants all employees the participation opportunities legally provided for and grants them the opportunity to organise themselves in employee representative bodies.

While in Germany, Austria, Spain, Italy and France the rights of employees are represented by works councils and trade unions, co-determination in the Swiss domestic market has been regulated for 15 years through a voluntary agreement between the personnel commission 'PEKO' and Helvetia as an employer. Helvetia has set up a European forum with representatives of the EU market units for the cross-border exchange of information and consultation of employees. It meets at least once a year, chaired by Executive Management member for Europe, Markus Gemperle. The collective wage agreement structure also differs considerably between the national markets. While in the Swiss insurance industry no collective labour agreements exists, in Spain, for example, all employees, with the exception of interns, are covered by a collective bargaining agreement.

## Commitment to and empowerment for sustainability

GRI 103-2

Helvetia supports employees who devote time to volunteer in politics society and for environmental protection. Employees have the opportunity, in consultation with their manager, to take sabbaticals or unpaid leave for personal commitments. Working time can also be made available for a corresponding commitment. The specific arrangements in this matter fall within the competence of country markets.

As a modern company that acknowledges its responsibility towards the environment and society, our CR strategy incorporates our employees. Our workforce has a significant impact for example on our consumption of energy and resources. It is therefore worth sensitising them and motivating them to act in an environmentally friendly manner. At the same time, an increasing number of Helvetia employees don't just care about having work that is well paid, but want work that enables them to do good. This has a strong influence on their commitment and motivation. Various measures motivate employees to learn more about sustainability and adapt their behaviour. Regular information and campaigns in the areas of energy, mobility, resources and equal opportunities are published on the intranet. On the interactive 'Idea' platform employees can submit their suggestions for improvements and have them assessed. With this approach we bring in new momentum and impulses within

teams and improve the working atmosphere. Concrete measures from the CR programme are also frequently addressed in communications of our CEO, Executive Management, Executive Boards within our market entities and business lines. In doing so, we want to integrate sustainability as a value even more strongly into our corporate culture.

### 2019 review and progress

The percentage of employees with contractual terms governed by collective wage agreements was virtually unchanged compared to previous year. In Switzerland there are no employees with a collective bargaining agreement, as the personnel commission in Switzerland has the legal and democratically legitimised responsibility to protect the interests of Helvetia employees.

GRI 103-3

#### Share of employees with collective bargaining agreements

in %	2016	2017	2018	2019	Change compared to previous year in %
Switzerland	0.0	0.0	0.0	0	–
Germany	86.2	86.5	87.2	87.7	0.5%
Italy	97.4	96.7	95.9	95.8	–0.1%
Spain	100.0	98.6	98.8	100.0	1.2%
Austria	82.0	83.0	78.4	79.8	1.9%
France	99.9	100.0	100.0	98.0	–2.0%
<b>Helvetia total<sup>1</sup></b>	<b>40.3</b>	<b>40.0</b>	<b>38.1</b>	<b>38.1</b>	<b>–0.2%</b>

GRI 102-41

<sup>1</sup> The figures in this table are based on unrounded numbers and may therefore show differences due to rounding.

#### Personnel commission Switzerland

Every three years, elections are held for the members of the personnel commission (PEKO) in Switzerland. In August 2019, employees were called on to register as candidates for the 2020 to 2022 term of office. The portraits of the thirteen candidates for the two constituencies – internal service and sales force – were published on the intranet in October.

#### Employee satisfaction survey

In June 2019, 'Pulsmesser' survey was launched. 'Pulsmesser' replaces the 'Commit' employee survey, which was carried out every three years until 2016. The 'Pulsmesser' survey will be conducted twice a year with the help of an external provider. Participation is voluntary and anonymous. The focus is on questions that assess general conditions, such as organisation and processes, corporate culture, leadership behaviour, targets and performance incentives and the flow of information. In addition, focus surveys can be conducted on changing content. With a response rate of 50 per cent, the results of the first 'Pulsmesser' survey for Helvetia Switzerland show a very positive picture. Compared to the already good results of the 2016 'Commit' survey, all dimensions measured have improved further. The results of the 'Pulsmesser' survey were discussed with division management teams. Based on these discussions, any necessary measures for further improvement have been taken. The second 'Pulsmesser' survey will be conducted in all Helvetia countries in March 2020.

Own indicator

### Sustainability perspectives for employees

GRI 103-3

In the year under review, our 300 junior staff members (apprentices, interns and university trainees) were actively involved in promoting a sustainable future for Helvetia. Graduates of the Helvetia trainee programme in Switzerland benefited from the opportunity to explore and understand the [Sustainable Development Goals \(SDGs\)](#) during a workshop. On 'Inspiration Day', young Helvetia employees discussed leadership and sustainability together with [DisruptivePlay](#) and [oikos](#). Helvetia has been supporting the [oikos international foundation](#), a leading student organisation for sustainability in business and administration, since it was founded over 30 years ago.

In collaboration with the [myclimate](#) foundation, Helvetia also launched a pilot competition to become more environmentally friendly with the help of its apprentices. Fifty apprentices in the second year of apprenticeship participated in the competition, announced by the Swiss Young Talent Management team. They took advantage of the opportunity to plan a sustainability project at Helvetia over the course of several weeks. Some project teams, for example, focussed on eliminating plastic cups within the company, others on the development of a platform with sustainability tips for employees and yet others worked on the introduction of a bonus system to reduce internal paper consumption.

Since the end of June 2019, Helvetia has been offering all employees in Switzerland the opportunity to use the search engine [Ecosia](#), a green alternative to the Helvetia standard browser. Ecosia supports international reforestation projects based on the number of searches and ad clicks. The surprising thing was that it was introduced thanks to an employee initiative. A rollout in other Helvetia country markets is currently under review.



### *Brilliant customer advice thanks to Helvetia's junior staff*

More responsibility, direct customer contact and self-management – this is what junior staff want from their employers. Helvetia's [junior staff service centre](#) has created something unique for the industry in Switzerland. From the team leaders to the call centre employees, all of the roles are taken over by apprentices, who deal with customer concerns in the area of motor vehicle insurance. Comprehensive training and coaching by a practical and a vocational trainer ensures that the apprentices are able to live up to their responsibility. The project, called 'Brilliant@Helvetia', has been so successful that the six-month pilot phase has been extended indefinitely.

# Committed location partner – Helvetia is active locally

As a successful international insurance group, Helvetia maintains good and constructive relation with the locations where it operates. With its core business, it contributes to the local community by providing occupational benefit schemes for individuals as well as protecting investments and assets of small, medium and large companies. We also accept our responsibility as a 'good neighbour' and are actively committed to the environment and society.

## Public Policy

Political communication, respect for rules and controls, reduction of complexity, efficiency and, in particular, principles like trust, integrity and Helvetia's reputation have never been more important than they are today. Strategic political management enables us to find out what is happening around us and can help us to preserve our entrepreneurial options for action and initiate internal transformation. Helvetia's policy management is based on its membership in associations. In this context, we use information management and specialist and committee work to pursue our goals and find a mutual industry position. This is reflected in the fact that Helvetia's CEO has a seat on the Executive Board of the Swiss Insurance Association for several years.

GRI 103-1

The environment for insurance companies is constantly evolving due to technological change, demographic challenges and increasing regulations. Helvetia is in constant dialogue with administrations, politics, science, competitors and civil society on with regard to these aspects. In particular international capital and Solvency standards are central to our business. They enable us to prove that, even under difficult circumstances, there is sufficient assurance that we will be able to meet our obligations towards our insurance customers. The statutory reports by insurers aim to make the financial situation of companies transparent to the general public.

## Public Affairs Policy

Helvetia is committed to creating the most conducive political and regulatory framework possible through an active, responsible and permanent dialogue with various social actors and stakeholders. We want to create an environment that allows us to proactively incorporate trends into our business activities, minimise barriers and actively manage reputational risks. In order to do so, we address key issues such as the challenges of pensions and the changes to data protection law in the wake of the [European General Data Protection Regulation \(GDPR\)](#). Our political work includes engaging with concrete legislative plans, formulating contributions to political discussions, taking part in political consultations or direct discussions with decision makers, and participating in hearings.

GRI 103-2

## Organisation

Public Policy is organizationally located in the Public Affairs department, which is part of the CEO Office. Helvetia is committed to the professional standards of the [Swiss Society of Public Affairs \(SSPA\)](#) and integrated the '[Code de Lisbonne](#)', the European Code of Professional Conduct in Public Relations in its professional conduct. The Public Affairs department coordinates the activities within the Group, is active in the Swiss domestic market and monitors the relevant developments at the European and international level. At the operational level, the countries develop individual plans for working with different stakeholders. In particular, this includes maintaining relationships with important stakeholders such as specialised politicians and ministries. When it comes to local communication, maintaining good relationships in the surrounding area, being involved in the community and remaining in contact with municipal administrations is a necessity. This is a regular topic of discussion among all countries at group level.

### Guidelines for political work

GRI 103-2

Our Public Affairs Policy formulates long-term normative guidelines for Helvetia Group and its country markets. At its heart lies participation in the current political formation of opinion related to core business activities. This occurs via cooperation within local industry associations. In these, we coordinate positions and represent them transparently and reliably. The country markets are involved in stakeholder discussions, knowledge transfer, studies, media reports and events. The aim here is particularly to distribute relevant information and expertise as a basis for informed decision making. Political sponsoring is only possible in accordance with clearly defined criteria, for example in the form of event sponsoring for selected topics, support of politically committed employees and political party financing in the Swiss home market. The principles for the latter are laid down in the 'Helvetia party financing' policy. Since 2016, a maximum of CHF 123,000 has been available for constituency work. All of the parties represented in the Swiss Federal Assembly and more than half of those active in Swiss cantons are eligible to receive a contribution on request that they can dispose of freely, without a political quid pro quo. The contribution is based on the respective parliamentary mandates: the total sum is distributed in halves to the two chambers, the National Council and Council of States, corresponding to a contribution of about CHF 308 per National Council and about CHF 1,337 per Council of States mandate. This transparency is in harmony line with the recommendations of the European Council committee [GRECO \(Group of States against Corruption\)](#). On request, Helvetia Switzerland also supports the candidacies of employees for political mandates at a cantonal and national level. As part of its support for the political militia system, Helvetia makes it easier for the relevant employees to combine work with their political engagement, e.g. through appropriate adjustment of working hours.

### 2019 review and progress

GRI 103-3

GRI 415-1

In the year under review, CHF 85,523 of the total amount available for party financing was drawn.

### Membership in the Swiss Insurance Association

A key focus of Helvetia's work on the Executive Board and committees of the [Swiss Insurance Association](#) in 2019 was its involvement in defining the new association strategy for 2020–2024. Guidelines were developed for the main focus areas of 'Sustainability' and 'Care for young and old', and targets and measures were formulated for each guideline by the responsible committees. Helvetia has offered to play a leading role in the new sustainability commission, which will start working at the beginning of 2020.



### Tour de Suisse on Responsible Business

On 9 September 2019, members and interested companies met at Helvetia to assess the current situation with a view to successfully implementing the Sustainable Development Goals. Ten years remain to implement the Agenda 2030 and achieve the global sustainability goals. In light of this, the [Global Compact Network Switzerland \(GCNS\)](#) initiated the [Tour de Suisse on Responsible Business](#) in 2018. In collaboration with the [IHK St. Gallen-Appenzell](#), the [fifth stage of the event series](#) visited Helvetia in St. Gallen on 9 September. Environmental and climate management was the main topic – a highly relevant one considering the Federal Council’s recent decision to reduce greenhouse gas emissions in Switzerland to net zero by 2050. The discussion centred around concrete questions on environmental management. Topics ranged from cost savings due to greater energy and resource efficiency to the integration of environmental and climate risk management into the value chain and the creation of market opportunities through environmentally friendly products and services.

GRI 103-3

### Promotion of militia system

Helvetia strongly supported the ‘year of volunteering work’ headed by the Association of Swiss municipalities in 2019. An ideas competition awarded prizes to promising ideas to further develop the militia system. At workshops and events organised by the [umbrella organisation of Swiss youth parliaments](#), young politicians and parliamentarians were able to play an active role in the social debate with innovative reform proposals. Our politically active and engaged employees took advantage of the regular networking events focusing on militia work in 2019 to discuss the topic across industries and engage in direct dialogue with members of the Federal Assembly. A video campaign presenting short portraits of politically active employees rounded off the activities in terms of communication. Helvetia’s commitment continues beyond 2019: in 2020, we will support a study that investigates possible improvements in the relationship between business and militia system.

GRI 103-2

Video link



### ceo4climate

On 19 September 2019, Philipp Gmür together with 72 CEOs and managing directors submitted a letter to the Council of States calling for the adoption of an ambitious CO<sub>2</sub> law. In doing so, Helvetia is acting in accordance with its environmental and climate targets to promote climate protection, preserve natural resources and pursue an effective Swiss and international climate policy to ensure that the Paris Climate Convention is implemented. The concrete demands made by [ceo4climate](#) include a binding reduction path to net zero CO<sub>2</sub> emissions by 2050, and transparency regarding the climate-related impact, risks and opportunities of financial products and investments.

## Corporate Citizenship

Helvetia sees itself as part of society and, as a result, also as a stakeholder at the locations where it operates. It makes a contribution to the positive development of the environment and society through donations in the form of working time, expertise and funding. Especially in the country markets with a strong sales force network, the employees of Helvetia are closely involved in the local communities and thus have a good understanding of the needs of the population.

GRI 103-1

With our Corporate Citizenship commitment, we would like to play an active role and make a social contribution, which extends beyond the occupational benefit scheme and the protection of investments with our non-life business. Helvetia and the people who work for it should have a positive influence primarily through its business, but also through its voluntary commitment for customers and society. In contrast to traditional sponsoring, where clearly defined quid pro quos are agreed, we understand public welfare commitment as promotion or support for which our service goes clearly beyond any counter performance (such as in the form of communication).

### Community engagement

We focus our commitment on the four core areas of protection forests, cooperation with the Helvetia Patria Jeunesse foundation, art, and the promotion of health and popular sports. Together with our employees, we also support smaller local projects and initiatives. These are based on local needs and permit the country markets and sales force units to set their own priorities. However, the basic principle is always the connection to our core business and close alignment with our central values of 'drive', 'trust' and 'enthusiasm'. Helvetia is also active in traditional sponsoring, especially in sport sponsoring.

In organisational terms, Helvetia's citizenship activities are primarily coordinated by Branding, Corporate Responsibility, Communications and Human Resources. Thus far, Helvetia has not yet adopted a more systematic approach to recording, coordinating and measuring the impact of its charitable commitments.

### 2019 review and progress

In the year under review, around 350 projects were supported in the Helvetia Group with a total of CHF 3.5 million. This did not include the expenditure for protection forest commitment and the Helvetia Patria Jeunesse foundation.

GRI 103-2, 103-3

**Public welfare commitment: number of projects and support amount**

	Number 2017	in CHF 2017	Number 2018	in CHF 2018	Number 2019	in CHF 2019
Switzerland	239	1,871,300	210	2,200,000	272	2,812,803
Germany	22	21,334	22	22,374	1	5,556
Italy	6	14,784	7	15,533	9	17,889
Spain	49	825,102	63	848,164	59	710,265
Austria	3	8,288	5	7,732	8	6,078
France	1	36,960	6	139,223	1	11,111
<b>Helvetia total</b>	<b>320</b>	<b>2,777,768</b>	<b>313</b>	<b>3,233,025</b>	<b>349</b>	<b>3,563,701</b>

GRI Own indicator

The increase in public welfare spending in 2019 is mainly due to greater social commitment in Switzerland as part of the further establishment of our brand identity.

**Protection forest initiative**

GRI 103-2

Protection forests make a major contribution to the protection of settlements and infrastructure against rockfall, landslides, mudflows or avalanches. In collaboration with our largest shareholder, Patria Genossenschaft, we have been involved in the (re)forestation and maintenance of such forests since 2011. The support funds are entirely provided by Patria Genossenschaft. Helvetia covers all personnel, administrative and communication expenses and manages the measures taken from development through to the implementation of the initiative. Thus 100 per cent of the donations can be used for the projects and sensitisation to natural hazards.

Protection forests need to be thinned every 15 to 30 years. The protection forest projects are therefore developed, implemented and maintained in close collaboration with local forest authorities. Patria Genossenschaft finances the planting of around 10,000 trees per project. Employees, Helvetia customers and third parties can participate in the plantings through the acquisition of tree passes and thus help to make the protection forest grow more quickly.

**Alpine Protection Forest Award Helvetia**

The Alpine Protection Forest Award Helvetia has been part of our work since 2014. The prize, awarded in collaboration with the Consortium of Alpine Forestry Associations provides a platform for innovative, practice-oriented protection forest projects. Each year, awards are given for the best concepts among school projects and successful projects, and for communications and public relations work.

## 2019 review and progress

In the year under review, Patria Genossenschaft donated around CHF 280,000 to protection forest commitment. This was used to implement seven new protection forest projects in four Helvetia countries. Over the course of the initiative, Helvetia and Patria Genossenschaft have realized 42 protection forest projects and supported the planting of 430,000 trees in the European Alpine region.

For the first time, employees in Switzerland took part in protection forest volunteering. Intended as a 'different kind of departmental excursion', teams from various areas participated in forest replanting. Led by the project manager for Swiss protection forest projects, several volunteering work assignments were organised. In cooperation with the Office for Forests and Natural Hazards (Amt für Wald und Naturgefahren) of Mittelbünden/Moesano, the Splügen region was selected, which had been heavily damaged by a storm in June 2019.

Four projects in Switzerland and Austria were honoured with an Alpine Protection Forest Award in the year under review. The title of 'protection forest patron' went to Raphael Schwit-ter from Graubünden. As a forest engineer and head of the specialist unit for mountain forest maintenance at the forest education centre in Maienfeld, Schwit-ter has ensured that generations of foresters have been able to carry out their prevention and maintenance work with expert knowledge and dedication, helping preserve the forest's protective function.

For the first time, Helvetia and Patria Genossenschaft in St.Gallen also received a prize. The Consortium of Alpine Forestry Associations honoured the exemplary joint commitment of Helvetia and Patria Genossenschaft to cross-border natural hazard prevention with the 'Helvetia protection forest prize', which is awarded only once.

Teaching material on the topic of protection forests continues to be provided on the Swiss school platform kiknet. As part of the teaching module, school classes can, among other things, take a protection forest excursion and visit one of Helvetia's planting areas. Following an introduction by the local forest ranger, they then have the opportunity to plant trees themselves. The one-day excursion is supported by the Helvetia Patria Jeunesse foundation.

## Helvetia Patria Jeunesse foundation

The Helvetia Patria Jeunesse foundation is a Swiss foundation for children and young people. It was founded in 1978 on the occasion of the 100th anniversary of Patria Genossenschaft. Helvetia works closely with the foundation. The foundation supports projects that promote the physical and mental skills of the younger generation. It supports, among other things, leisure activities, theatre performances and music projects involving young people, and provides toys and equipment for nurseries.

GRI 103-3

Video link



GRI 103-2

Helvetia Patria Jeunesse covers concrete expenses arising from the projects, such as catering, accommodation, travel, theatre costumes, stage sets, toys and non-cash prizes. In doing so, the foundation ensures that its distribution of funds is in line with the charitable aims of its founder. Applicants are usually small, private, charitable organisations and institutions. The work of the foundation is supported by Helvetia's General Agencies. Among other things, they accept applications, pass them on to the foundation office, help the foundation verify projects and, in the case of a commitment of the Board of trustees, coordinate the handover of symbolic prize cheques to applicants.

### 2019 review and progress

In addition to its work in Switzerland, the Helvetia Patria Jeunesse foundation has also been active in Austria since 2018 and in Germany since 2019. In 2019, it supported 102 projects with a total of CHF 337,450. The total amount of funding distributed was higher than the previous year (CHF 291,058). Broken down by country, 74 applicants were supported in Switzerland with a total of CHF 275,578. The remaining sum (CHF 61,872) was allocated to 21 projects in Austria and seven in Germany.

GRI 103-3

### Art commitment

With the art insurance company Artas, Helvetia is active in the safeguarding of works of art in its core business. In addition, it is actively committed to art and artists. The Swiss domestic market has been the focus of this commitment to date as it has its origins in the insurance company Nationale Suisse, which was integrated into Helvetia in 2015. Helvetia maintains a large art collection with roughly 1,800 works by around 400 artists and awards the Helvetia Art Prize, worth CHF 15,000, to a young Swiss artist every year. As part of its art commitment, Helvetia is trying to lower the threshold and widen the audience for art appreciation in addition to this starter fund. For example, digitisation projects in cooperation with renowned museums enable the archiving and cataloguing of selected collections. Based on this, participatory exhibition formats have been developed, which can then also be appreciated beyond the borders of Switzerland.

GRI 103-2

### 2019 review and progress

In the 2019 exhibition 'Odyssee', the Helvetia Art Foyer presented a wide range of works by Peter Wüthrich. The exhibition invited visitors to immerse themselves in the imaginative book cosmos of the Swiss artist. Wüthrich was born in Bern in 1962 and has worked exclusively with books since 1992. He creates various works such as drawings, graphics and paintings, often also three-dimensional works such as sculptures and installations, or photographs and videos.

GRI 103-3

In 2019, the Helvetia Art Prize was awarded to Kaspar Ludwig, whose work spans a range of different areas. The award-winning work 'Why should I buy pillows when all I want is sleep' presents pillow sculptures made from metal sheets inflated with compressed air as a floor-based sound installation.

Video link



The offer of tours as part of the exhibition series 'Kunst zum Dessert' (Art for Dessert) is directed at Helvetia employees in Switzerland. A particular highlight in the year under review was the tour of the '[Borrowed Light](#)' exhibition with the artist Julia Steiner, who transformed the Helvetia Art Foyer into a walk-in drawing made of light and shadow.

GRI 103-3

### Health and popular sports

Helvetia takes an active part in sports sponsoring, focused on Alpine sports and football, primarily in its Swiss domestic market and Austria. Helvetia has partnered with Schweizer Sporthilfe since 2009 to promote young sporting talent and support the next generation of Swiss athletes. Helvetia also supports numerous popular sports activities in all of its country markets. This includes the Helvetia Skifit training sessions, which sports clubs can book to get their members fit for winter sports.

GRI 103-2

### 2019 review and progress

As a partner of [Schweizer Sporthilfe](#), Helvetia acted as a sponsor for two young female athletes in 2019. The selected athletes received CHF 2,000 a year in support from Schweizer Sporthilfe.

GRI 103-3

As part of Helvetia Skifit, which has been bringing pure sporting pleasure to training for twelve years from clubs throughout Switzerland, a total of 220 training sessions were held. In the year under review, the offer was again directed at sports groups that regularly meet with great enthusiasm for joint training. Helvetia's instructors provided fun and varied winter sports training.

Video link



The commitment to promoting mass sports was rounded off by numerous smaller donations, which enabled sports clubs throughout Switzerland to hold competitions.

### Local projects and initiatives

Long-term business success is only possible in a socially sound and economically stable environment. Together with our employees, we aim to be a reliable partner and contribute to the development of our business regions above and beyond our core business. In the year under review, this was reflected in a wide range of initiatives through which our employees made personal contributions to society and the environment participated part in projects.

GRI 103-2

### 2019 review and progress

In Switzerland, Helvetia employees once again ran together for a good cause in 2019. For the third time, the annual company run '[B2Run](#)' became a fundraising event. For every kilometre run, the [CompiSternli](#) foundation – which Helvetia and the Helvetia Patria Jeunesse foundation have been supporting for many years – received a generous donation for the preparation, organisation and administration of CompiSternli training.

GRI 103-3

Our country markets also supported various charitable projects. As part of the 'Puces de Mer' project, 200 employees at Helvetia France collected donations for the organisation [Les Sauveteurs en Mer \(SNSM\)](#) by purchasing their old laptops when they were replaced with a new device. The donations were contributing to the funding of a new boat for the rescue organisation. In March 2019, Helvetia Italy became a partner of the non-profit organisation [Telefono Donna](#), which provides 24/7 telephone support to victims of domestic violence.

### Furniture for schools, hospitals and public offices


GRI 103-3

In 2019, Helvetia used four articulated trucks to deliver furniture that was no longer needed at its headquarters in Basel to the Romanian city of Turda. Thanks to the collaboration with the foundation 'Hilfe für Kinder und alte Menschen' (Help for children and the elderly), the furniture is once again being used in schools, hospitals, public offices, police stations, care homes, etc. The initiative was launched in 2015, when various branches were closed as part of the merger with Nationale Suisse. Instead of disposing surplus, unused furniture, Helvetia's Facility Management looked for a more sustainable solution and thus came across the foundation. Ever since, furniture that is no longer needed is regularly collected and transported to Romania in collective shipments. To thank us for our support, Helvetia was invited to Romania by the foundation in October. The mayor, Cristian-Octavian Matei, expressed his gratitude for our support on behalf of the city of Turda, saying that our contribution helps improve the infrastructure in the city's public offices, hospitals and schools.



### *Carla del Ponte receives the Erich Walser Generations Prize 2019*

At the World Demographic Ageing (WDA) Forum 2019, Carla Del Ponte was awarded the Erich Walser Generations Prize, which is donated by Helvetia. Her laudatory speech was given by Federal Councillor Ignazio Cassis. The prize is awarded to individuals who have made exemplary efforts to promoting understanding between the generations and to urgent social issues. In her acceptance speech, Carla Del Ponte recounted tales from her time as Chief Prosecutor and member of the UN Special Commission for Syria that were both impressive and distressing. She also revealed that she intended to invest the prize money from the Erich Walser Generations Prize in a project close to her heart: an NGO in Beirut that helps Syrian families escape across the border into the Beqaa Valley.



*'We provide transparent  
information on the develop-  
ment of our key figures.'*



# Overview of our key figures

**66** Key figures employees

**69** Key figures environment

# Key figures employees

	Group		Change compared to previous year in %	CH <sup>3</sup>		DE		ES		IT		AT		FR	
	2018	2019		2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
<b>Personnel structure in full-time equivalents (FTE)<sup>1</sup></b>															
Executive Board members	51	61	19.8	21	28	6	8	7	8	7	7	5	5	5	5
Management	1,060	1,035	-2.3	635	645	105	100	84	39	113	121	65	70	58	60
Specialists	1,059	1,922	81.5	874	1,736	69	69	22	16	11	11	75	81	8	9
Clerks	4,399	3,799	-13.6	2,190	1,499	587	610	446	491	355	362	590	602	231	234
Junior staff	319	300	-6.0	233	220	24	23	7	4	21	22	16	14	18	17
Temporary employees	62	12	-80.6	54	7	7	5	0	0	0	0	0	0	0	0
<b>Employees total</b>	<b>6,949</b>	<b>7,128<sup>2</sup></b>	<b>2.6</b>	<b>4,007</b>	<b>4,134</b>	<b>798</b>	<b>815</b>	<b>566</b>	<b>558</b>	<b>507</b>	<b>523</b>	<b>751</b>	<b>772</b>	<b>320</b>	<b>325</b>
<b>Fluctuation rate</b> (departures in % of existing personnel)	9.5	8.6	-9.6	7.7	7.9	15.1	9.9	11.5	9.7	8.9	7.8	7.8	8.2	19.7 <sup>4</sup>	15.1
Internal service	5,351	5,509	2.9	2,986	3,083	676	699	397	396	507	523	465	482	320	325
Sales force	1,597	1,619	1.4	1,021	1,052	122	116	169	162	-	-	286	290	-	-
Female temporary employees	239	212	-11.3	158	158	16	12	25	12	14	13	8	7	18	10
Male temporary employees	190	191	0.7	135	142	21	21	8	3	7	9	10	7	9	9
<b>Total temporary employees</b>	<b>430</b>	<b>404</b>	<b>-6.0</b>	<b>293</b>	<b>300</b>	<b>37</b>	<b>34</b>	<b>33</b>	<b>15</b>	<b>21</b>	<b>22</b>	<b>19</b>	<b>15</b>	<b>27</b>	<b>19</b>
Full-time female employees	2,303	2,381	3.4	1,142	1,159	289	308	221	231	206	218	277	293	167	173
Full-time male employees	4,216	4,344	3.0	2,572	2,675	472	474	312	313	279	284	456	465	126	134
<b>Total full-time employees</b>	<b>6,519</b>	<b>6,725</b>	<b>3.1</b>	<b>3,715</b>	<b>3,835</b>	<b>761</b>	<b>782</b>	<b>533</b>	<b>543</b>	<b>486</b>	<b>501</b>	<b>733</b>	<b>758</b>	<b>293</b>	<b>306</b>

GRI 102-8

	Group			CH <sup>3</sup>		DE		ES		IT		AT		FR	
	2018	2019	Change compared to previous year in %	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Female temporary employment ratio in %	25.3	25.4	0.5	32.4	32.7	27.0	26.3	0.8	0.0	11.1	9.8	31.3	33.3	13.0	11.9
Male temporary employment ratio in %	4.1	4.5	8.3	5.8	6.2	3.2	3.7	0.9	0.2	1.0	0.8	2.1	2.5	2.1	3.1
<b>Total temporary employment ratio in %</b>	<b>12.1</b>	<b>12.5</b>	<b>2.9</b>	<b>14.7</b>	<b>15.2</b>	<b>12.4</b>	<b>12.6</b>	<b>0.6</b>	<b>0.0</b>	<b>5.1</b>	<b>4.4</b>	<b>13.2</b>	<b>14.4</b>	<b>7.5</b>	<b>7.2</b>
<b>Diversity</b>															
≤ 29 years of age	1,270	1,294	1.9	868	888	111	112	32	32	33	44	172	172	53	46
30 – 39 years of age	1,457	1,529	4.9	888	942	138	153	110	100	85	74	158	176	78	84
40 – 49 years of age	1,803	1,819	0.9	936	951	212	199	211	200	194	198	162	173	87	97
50 – 59 years of age	1,979	2,028	2.5	1,063	1,099	269	285	167	170	172	176	227	219	82	80
≥ 60 years of age	441	458	3.9	253	255	68	65	46	56	23	31	32	32	20	19
Female ratio ≤ 29 years of age in %	49.9	48.4	-3.1	49.5	48.2	50.5	48.5	62.5	56.3	66.7	56.8	44.0	43.0	56.6	58.5
Female ratio 30 – 39 years of age in %	39.8	40.2	1.1	33.7	33.2	44.3	47.0	66.6	67.0	52.9	56.6	33.3	43.0	61.5	55.0
Female ratio 40 – 49 years of age in %	35.2	35.2	0.2	29.4	28.1	38.9	42.4	44.5	47.6	40.3	41.5	34.5	33.3	55.4	55.7
Female ratio 50 – 59 years of age in %	29.6	29.9	1.0	22.8	23.8	32.0	31.8	23.2	26.6	41.6	41.1	43.3	41.4	59.7	57.5
Female ratio ≥ 60 years of age in %	24.8	22.8	-8.0	21.2	19.1	28.8	27.9	43.5	30.4	16.5	29.0	8.5	5.3	50.0	52.6
<b>Female ratio total in %</b>	<b>36.6</b>	<b>36.4</b>	<b>-0.6</b>	<b>32.4</b>	<b>31.9</b>	<b>38.3</b>	<b>39.3</b>	<b>43.5</b>	<b>43.5</b>	<b>43.5</b>	<b>44.1</b>	<b>38.0</b>	<b>38.8</b>	<b>57.8</b>	<b>56.2</b>
<b>Female ratio in management roles in %</b>	<b>19.4</b>	<b>19.9</b>	<b>2.5</b>	<b>16.6</b>	<b>16.0</b>	<b>17.3</b>	<b>18.5</b>	<b>16.7</b>	<b>33.3</b>	<b>19.5</b>	<b>20.7</b>	<b>21.6</b>	<b>22.7</b>	<b>55.2</b>	<b>50.1</b>
Female ratio on Executive Board in %	2.3 <sup>4</sup>	2.1	-6.4	0.0	0.0	0.0	0.0	14.3	12.5	0.0	0.0	0.0	0.0	0.0	0.0
Female ratio on Board of Directors in %	20.0	25.0	25.0	-	-	-	-	-	-	-	-	-	-	-	-

	Group			CH <sup>3</sup>		DE		ES		IT		AT		FR	
	2018	2019	Change compared to previous year in %	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
<b>Training: average in hours</b>															
Sales force	34	51	52.4	30	37	2	8	43	104	–	–	56	92	–	–
Internal service	8	20	142.3	6	23	1	12	20	17	19	23	27	37	14	12
Total	20	28	44.6	19	26	1	12	27	42	19	23	38	57	14	12
Women	17	27	56.1	17	27	1	12	27	28	18	20	28	58	14	11
Men	21	29	39.1	20	26	1	12	27	53 <sup>5</sup>	19	25	45	57	14	13
Executive Board members	20	17	–15.6	0	0	4	14	44	48	36	56	87	25	4	6
Management	19	26	38.9	17	21	4	23	31	46	24	39	28	50	21	13
Specialists	9	27	212.9	7	27	1	35	39	30	18	61	24	20	12	13
Clerks	12	24	97.5	8	19	1	10	26	42	18	17	24	44	13	13

GRI 404-1

<sup>1</sup> The figures in this table are based on unrounded numbers and may therefore show differences due to rounding. Comparisons between years are calculated based on unrounded figures.

<sup>2</sup> Incl. junior staff and temporary workers, in contrast to the total number of 6,829 employees mentioned on p. 5 and in the Company brochure.

<sup>3</sup> The figures for Switzerland include some FTEs based abroad (Active Reinsurance Singapore and Spl International), which are not listed separately due to their small volumes.



<sup>4</sup> Value adjusted compared with 2018 report.

<sup>5</sup> Training hours for sales force employees are not recorded separately by gender.

# Key figures environment

GRI 305-1, 305-2, 305-3

## Helvetia Group

2019<sup>2</sup>  Change compared to previous year in % 

	Unit	2014	2015	2016	2017	2018 <sup>1</sup>	2019 <sup>2</sup>	Change compared to previous year in %
<b>Absolute consumption</b>								
Electricity	kWh	24,188,445	28,780,787	26,944,323	30,701,325	27,367,507	25,555,560	-6.6%
Heating	kWh	16,915,752	18,421,375	18,815,315	17,772,190	17,436,683	16,585,898	-4.9%
Business travel	km	33,929,954	49,346,040	47,925,503	50,646,913	48,300,739	48,644,847	0.7%
Paper	t	682	528	665	695	676	625	-7.5%
Water	m <sup>3</sup>	127,261	113,726	139,011	142,363	116,862	132,710	13.6%
Waste	t	1,048	1,199	1,276	1,318	1,334	1,659	24.3%

<b>Consumption per FTE</b>								
Electricity	kWh	4,509	4,312	4,157	4,593	3,938	3,585	-9.0%
Heating	kWh	3,153	2,760	2,903	2,659	2,509	2,327	-7.3%
Business travel	km	6,325	7,393	7,395	7,576	6,951	6,824	-1.8%
Paper	kg	127	79	103	100	97	88	-9.9%
Water	m <sup>3</sup>	24	17	21	21	17	19	10.7%
Waste	kg	195	180	197	197	192	233	21.2%

<b>Absolute CO<sub>2</sub> emissions</b>								
Electricity	t	4,337	572	436	385	396	357	-10.0%
Heating	t	2,747	3,116	3,368	3,016	2,926	2,960	1.2%
Business travel	t	9,314	11,054	10,696	11,269	10,804	10,553	-2.3%
Paper	t	821	636	800	836	813	751	-7.6%
Water	t	95	85	104	107	88	99	13.6%
Waste	t	206	217	222	247	227	276	21.2%
<b>Total</b>	<b>t</b>	<b>17,520</b>	<b>15,679</b>	<b>15,626</b>	<b>15,859</b>	<b>15,254</b>	<b>14,996</b>	<b>-1.7%</b>

<b>CO<sub>2</sub> emissions per employee (FTE)</b>								
Electricity	kg	808	86	67	58	57	50	-12.2%
Heating	kg	512	467	520	451	421	415	-1.4%
Business travel	kg	1,736	1,656	1,650	1,686	1,555	1,480	-4.8%
Paper	kg	153	95	123	125	117	105	-9.9%
Water	kg	18	13	16	16	13	14	10.7%
Waste	kg	38	32	34	37	33	39	18.2%
<b>Total</b>	<b>kg</b>	<b>3,266</b>	<b>2,349</b>	<b>2,411</b>	<b>2,372</b>	<b>2,195</b>	<b>2,104</b>	<b>-4.2%</b>

<sup>1</sup> Previous year values adjusted on the basis of improved data quality.

<sup>2</sup> Calculation of greenhouse gas emissions was carried out according to the methodology of the VfU sustainability network for financial institutions in the version of the reference year 2012. The environmental key figures of 2019 have been independently reviewed.

 see also p. 87, Assurance statement in the notes

## Country markets

Unit	CH	DE	IT	ES	AT	FR	
	2019 Trend	2019 Trend	2019 Trend	2019 Trend	2019 Trend	2019 Trend	
<b>Absolute consumption</b>							
Electricity	kWh	15,551,405 ↓	2,069,764 ↓	2,406,771 →	1,902,698 ↗	2,336,236 ↗	1,288,686 ↗
Heating	kWh	11,101,223 ↓	1,421,698 ↓	1,833,685 →	428,740 ↗	1,800,553 ↗	–
Business travel	km	28,724,434 →	6,760,410 ↓	1,995,552 ↓	3,017,523 ↗	4,963,210 ↗	3,183,717 ↓
Paper	t	228 ↓	32 ↗	114 ↓	77 ↓	168 →	5 ↓
Water	m³	65,892 ↗	10,117 ↗	19,361 ↓	7,045 →	26,310 ↗	3,985 ↗
Waste	t	805 ↗	165 ↓	172 ↗	118 ↗	363 ↗	37 ↓
<b>Consumption per FTE</b>							
Electricity	kWh	3,762 ↓	2,539 ↓	4,601 ↓	3,409 ↗	3,025 →	3,960 ↗
Heating	kWh	2,685 ↓	1,744 ↓	3,505 ↓	768 ↗	2,331 ↗	–
Business travel	km	6,948 ↓	8,294 ↓	3,815 ↓	5,406 ↗	6,426 ↗	9,784 ↓
Paper	kg	55 ↓	40 →	218 ↓	138 ↓	217 →	16 ↓
Water	m³	16 ↗	12 ↗	37 ↓	13 →	34 ↗	12 ↗
Waste	kg	195 ↗	202 ↓	328 ↗	211 ↗	470 ↗	114 ↓
<b>Absolute CO<sub>2</sub> emissions</b>							
<b>Total</b>	<b>t</b>	8,706 ↓	2,021 ↓	1,146 ↓	761 →	1,716 ↗	646 →
Electricity	t	184 ↓	73 ↓	28 →	22 ↓	34 ↓	15 ↗
Heating	t	1,559 →	393 ↓	474 →	111 ↗	424 ↗	–
Business travel	t	6,491 ↓	1,487 ↓	476 ↓	511 →	982 ↗	608 →
Paper	t	275 ↓	39 ↗	137 ↓	93 ↓	202 →	6 ↓
Water	t	49 ↗	8 ↗	15 ↓	5 →	20 ↗	3 ↗
Waste	t	148 ↗	22 ↓	18 ↗	19 ↗	55 ↗	14 →

↓ Reduction of > 2%   → +/- 2% change   ↗ Increase of > 2% compared to the previous year

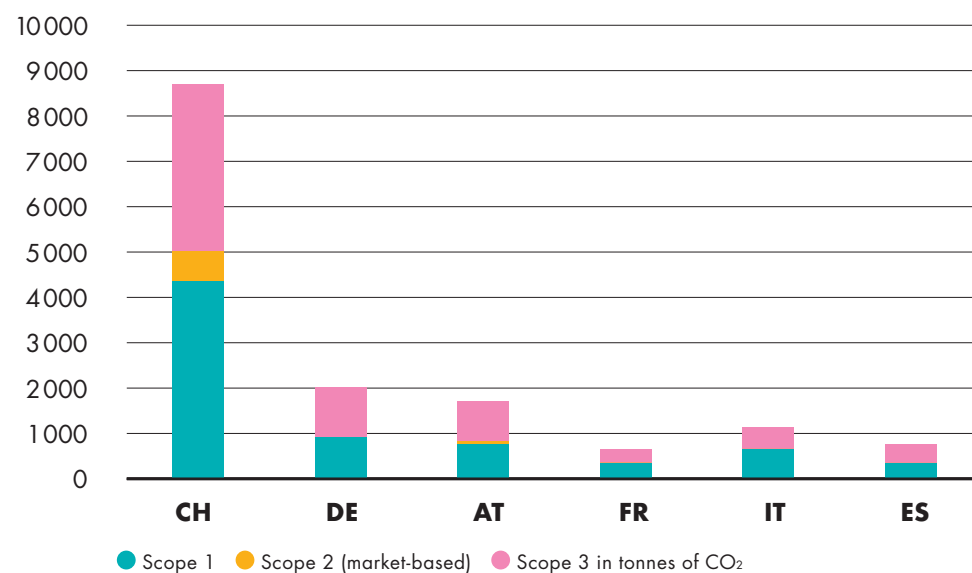
GRI 305-1, 305-2, 305-3

	Unit	CH 2019	Trend	DE 2019	Trend	IT 2019	Trend	ES 2019	Trend	AT 2019	Trend	FR 2019	Trend
<b>CO<sub>2</sub> emissions per employee (FTE)</b>													
<b>Total</b>	kg	2,106	↓	2,479	↓	2,191	↓	1,363	→	2,222	↔	1,985	→
Electricity	kg	44	↓	90	↓	54	↓	40	↓	44	↓	47	↔
Heating	kg	377	↓	482	↓	905	↓	198	↔	549	↔	-	
Business travel	kg	1,570	↓	1,824	↓	909	↓	915	↔	1,271	↔	1,868	→
Paper	kg	66	↓	48	→	261	↓	166	↓	261	→	19	↓
Water	kg	12	↔	9	↔	28	↓	9	→	26	↔	9	↔
Waste	kg	36	↔	27	↓	34	↔	34	↔	71	↔	42	→

GRI 305-1, 305-2, 305-3

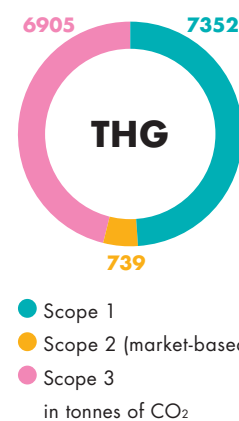
↓ Reduction of > 2%   → +/- 2% change   ↔ Increase of > 2% compared to the previous year

**Greenhouse gas balance sheet of the Helvetia country companies**



**Greenhouse gas balance sheet of the Helvetia Group**

GRI 305-1, 305-2, 305-3



● Scope 1  
● Scope 2 (market-based)  
● Scope 3  
in tonnes of CO<sub>2</sub>

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*'We report according to the internationally recognised GRI standards and have our environmental data independently audited.'*

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# Notes

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## About this report


For the third time, Helvetia Holding AG is providing information on its corporate responsibility activities in the entire Group in the form of this report. Reporting for the country markets Switzerland and Spain occurred for the first time for the years 2012 to 2016. The report simultaneously serves to disclose the non-financial information of the country markets Germany and Spain in compliance with the country-specific implementation of the EU Directive 2014/95. The country companies Italy and Austria publish CR reports independently that refer to this CR Report of the Helvetia Group. The Helvetia Group issues a CR Report annually.

GRI 102-45


Unless stated otherwise, the data and information listed in this CR Report of Helvetia Holding AG refer to the financial year 2019 (1 January 2019 to 31 December 2019) and supplement the [Company brochure 2019](#) and the [financial report 2019](#). The data from the previous year were in part adjusted on account of improvements in data collection. This is indicated at the corresponding place in each case by a footnote. If the report refers to 'Helvetia', this means the Helvetia Group.

GRI 102-52

GRI 102-48, 102-50

We collected the information carefully. Information marked  has been externally reviewed by Ernst & Young AG (limited assurance).

GRI 102-56

 see also p. 87,  
Assurance statement in  
the notes

This report has been prepared in accordance with the GRI Standards: Core option. You can find an overview of the standards selected and the corresponding references in the [GRI Content Index](#). At the same time, this report serves as a progress report in the meaning of the UN Global Compact.

GRI 102-54

# GRI Content Index



GRI 102-55

For the GRI Content Index Service, GRI reviewed that the GRI Content Index is clearly presented and the references for all disclosures included align with the appropriate sections in the body of the report. This GRI service was conducted on the German version of this report.

## GRI 101: Foundation 2016

### General Disclosures

GRI Standard	Disclosure	Page number	Comments and further sources
<b>Organisational profile</b>			
<b>GRI 102: General Disclosures 2016</b>	102-1 Name of the organisation		Helvetia Insurance
	102-2 Activities, brands, products, and services	5	You can find a detailed description in the <a href="#">Company brochure 2019</a> pp. 23–29.
	102-3 Location of headquarters	5	
	102-4 Location of operations	5	
	102-5 Ownership and legal form	5	Helvetia Holding AG, with its registered office in St.Gallen, is a Swiss limited company listed on the Swiss stock market (SIX).
	102-6 Markets served	5	<a href="#">Company brochure 2019</a> , p. 23
	102-7 Scale of the organisation	5	<a href="#">Company brochure 2019</a> , cover page <a href="#">Financial report 2019</a> , p. 179
	102-8 Information on employees and other workers	66/67	Helvetia did not employ any supervised workers in the year under review.
	102-9 Supply chain	17/40	
	102-10 Significant changes to the organisation and its supply chain		There were no important changes in the corporate structure in the year under review (e.g. acquisitions or sales) compared to the previous year.
	102-11 Precautionary principle or approach	38	<a href="#">Financial report 2019</a> , pp. 4–7 <a href="#">Company brochure 2019</a> , pp. 46–47
	102-12 External initiatives	22	
	102-13 Membership of associations	22	
<b>Strategy</b>			
102-14 Statement from senior decision-maker	3		
<b>Ethics and integrity</b>			
102-16 Values, principles, standards, and norms of behaviour	8	<a href="#">Helvetia's values</a> , <a href="#">Company policy</a> , <a href="#">Code of Compliance</a>	
<b>Governance</b>			
102-18 Governance structure	19 36	<a href="#">Financial report 2019</a> , pp. 13–29	

GRI Standard	Disclosure	Page number	Comments and further sources	
<b>GRI 102: General Disclosures 2016</b>	<b>Stakeholder engagement</b>			
	102-40	List of stakeholder groups	21/22	
	102-41	Collective bargaining agreements	53	
	102-42	Identifying and selecting stakeholders	20	
	102-43	Approach to stakeholder engagement	20/21/22	
	102-44	Key topics and concerns raised	21/22	
	<b>Reporting practice</b>			
	102-45	Entities included in the consolidated financial statements	74	<a href="#">Financial report 2019</a> , pp. 177–179
	102-46	Defining report content and topic boundaries	9/14	
	102-47	List of material topics	14/15	
	102-48	Restatements of information	74	
	102-49	Changes in reporting	None	
	102-50	Reporting period	74	
	102-51	Date of most recent report	April 2019	
	102-52	Reporting cycle	74	
	102-53	Contact point for questions regarding the report	86	
102-54	Claims of reporting in accordance with the GRI Standards	74		
102-55	GRI Content Index	75		
102-56	External assurance	74		

## Material topics

GRI Standard	Disclosure	Page number	Omissions and further sources
<b>Sustainable insurance offering</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	25	
	103-2 The management approach and its components	25	
	103-3 Evaluation of the management approach	26	
Specific Standard Disclosures for Financial Services: Product Portfolio 2013	FS8: Monetary value of products and services designed to deliver specific environmental benefit for each business line broken down by purpose	26/27	
<b>Sustainable investments</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	28	
	103-2 The management approach and its components	28/29	
	103-3 Evaluation of the management approach	29/30	
Specific Standard Disclosures for Financial Services: Active Ownership 2013	FS11: Percentage of assets subject to positive and negative environmental or social screening	28	Omission, no information available: the share of assets subject to an ESG audit is currently only available for financial assets. The screening will be expanded to include other investment categories by 2025 (see p. 25).
<b>Customer expectations and protection</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	32	
	103-2 The management approach and its components	32/33/34	
	103-3 Evaluation of the management approach	32/33/34	
GRI 417: Marketing and Labelling 2016	417-2 Incidents of non-compliance concerning product and service information and labelling	33	

<b>GRI Standard</b>	<b>Disclosure</b>	<b>Page number</b>	<b>Omissions and further sources</b>
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	34	
<b>Corporate Governance</b>			
GRI 103: Management Ap- proach 2016	103-1 Explanation of the material topic and its boundary	35	
	103-2 The management approach and its components	35/36/37	<a href="#">Financial report 2019</a> , pp. 10–34
	103-3 Evaluation of the management approach	36/37	
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	37	
	205-3 Confirmed incidents of corruption and actions taken	37	
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	37	
<b>Risk management</b>			
GRI 103: Management Ap- proach 2016	103-1 Explanation of the material topic and its boundary	38	<a href="#">Financial report 2019</a> , pp. 4–7
	103-2 The management approach and its components	38/39	<a href="#">Financial report 2019</a> , pp. 4–7, <a href="#">Company brochure 2019</a> , pp. 46–47
	103-3 Evaluation of the management approach	39	
(Own indicator)	Number of major projects reviewed		Omission: no information available. The reason for the omission is low data quality due to a lack of internationally recognised methodology. In future, Helvetia aims to rely on the global guidance on the integration of environmental, social and governance risks into insurance underwriting that was published by the UNEP FI and PSI in November 2019. A report is being prepared for the 2025 strategy period accordingly.
<b>Sustainable procurement</b>			
GRI 103: Management Ap- proach 2016	103-1 Explanation of the material topic and its boundary	40	
	103-2 The management approach and its components	40/41	
	103-3 Evaluation of the management approach	41/42/43/ 44	
GRI 305: Emissions 2016	305-1 Direct GHG emissions (Scope 1)	40/69/70/ 71	
	305-2 Energy indirect GHG emissions (Scope 2)	40/69/70/ 71	
	305-3 Other indirect GHG emissions (Scope 3)	40/69/70/ 71	

GRI Standard	Disclosure	Page number	Omissions and further sources
<b>Employee motivation</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	45	<a href="#">Company brochure 2019</a> , pp. 44–45
	103-2 The management approach and its components	45/46/47	<a href="#">Company brochure 2019</a> , pp. 44–45
	103-3 Evaluation of the management approach	47/48/49	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	48/68	
	404-3 Percentage of employees receiving regular performance and career development reviews	50	
<b>Employee commitment</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	52	
	103-2 The management approach and its components	52	
	103-3 Evaluation of the management approach	53/54	
(Own indicator)	Employee satisfaction	53	Omission: no information available. Due to the change in the employee survey, no data is available for the year under review. The next survey will take place in spring 2020.
<b>Public Policy</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	55	
	103-2 The management approach and its components	55/56/57	
	103-3 Evaluation of the management approach	56/57	
GRI 415: Public Policy 2016	415-1 Political contributions	56	
<b>Corporate Citizenship</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	58	
	103-2 The management approach and its components	58/59/60/ 61/62	
	103-3 Evaluation of the management approach	58/60/61/ 62/63	
(Own indicator)	Community Investments	59	

# Index on non-financial information

Index on non-financial information according to the requirements of Spanish legislation (Ley 11/2018 en materia de Información No Financiera y Diversidad)

The following table shows where information demanded according to Spanish legislation on non-financial reporting is to be found in the report.

## Non-Financial Disclosures as per Ley 11/2018

	Environmental matters	Employee and social matters	Respect of Human Rights	Anti-bribery and corruption
Policies, Due-Diligence	<a href="#">CR Strategy 20.20</a> <a href="#">Risk management</a>	<a href="#">CR Strategy 20.20</a> <a href="#">Employee motivation</a> <a href="#">Risk management</a>	<a href="#">CR Strategy 20.20</a> <a href="#">Risk management</a>	<a href="#">CR Strategy 20.20</a> <a href="#">Corporate Governance</a> <a href="#">Risk management</a>
Results and Indicators	<a href="#">CO<sub>2</sub> emissions and environmental management</a> <a href="#">Key figures environment</a>	<a href="#">Attractive employer</a>	<a href="#">Comprehensive consideration of sustainability risks</a>	<a href="#">Corporate Governance</a>
Main risks and risk management	<a href="#">Risk management</a>	<a href="#">Risk management</a>	<a href="#">Risk management</a>	<a href="#">Risk management</a>

## Non-Financial Disclosures as per Ley 11/2018

Aspects	Subtopics and Indicators	Chapter	Comment
<b>Business model</b>			
Business model	–	<a href="#">Helvetia Group</a>	
<b>Environmental matters</b>			
Pollution	Measures to prevent, reduce or compensate carbon and other emissions (air emissions, noise and light emissions)	<a href="#">Objectives CR Strategy 20.20</a> <a href="#">CO<sub>2</sub> emissions and environmental management</a> <a href="#">Sustainable and climatically responsible procurement</a> <a href="#">Key figures environment</a>	
Circular economy and waste management	Measures to prevent and eliminate waste, to recycle and reuse	<a href="#">Objectives CR Strategy 20.20</a> <a href="#">CO<sub>2</sub> emissions and environmental management</a>	
	Actions against food waste	–	In our materiality analysis, this topic has been identified as being less relevant for the insurance sector.



**Non-Financial Disclosures as per Ley 11/2018**

Aspects	Subtopics and Indicators	Chapter	Comment
Sustainable resource management	Water use and water management in accordance with local limits	<a href="#">Objectives CR Strategy 20.20</a> <a href="#">CO<sub>2</sub> emissions and environmental management</a> <a href="#">Key figures environment</a>	
	Raw materials used and measures to improve material efficiency	<a href="#">Key figures environment</a>	As an insurance provider, we focus on paper consumption when reporting materials used.
	Energy consumption (direct and indirect), measures for energy efficiency and use of renewable energy	<a href="#">Procurement guidelines</a> <a href="#">CO<sub>2</sub> emissions and environmental management</a> <a href="#">Helvetia is climate neutral</a>	
Climate change	Carbon emissions (incl. emissions from the use of the company's products and services)	<a href="#">Portfolio emissions</a> <a href="#">Objectives CR Strategy 20.20</a> <a href="#">CO<sub>2</sub> emissions and environmental management</a> <a href="#">Helvetia is climate neutral</a> <a href="#">Key figures environment</a>	
	Measures to adapt to the effects of climate change	<a href="#">Portfolio emissions</a> <a href="#">Comprehensive consideration of sustainability risks</a>	
	Mid-and long-term reduction targets for carbon emissions and related measures	<a href="#">Objectives CR Strategy 20.20</a> <a href="#">CO<sub>2</sub> emissions and environmental management</a>	
Biodiversity	Measures to protect or restore biodiversity, biodiversity impacts of the company and activities in protected areas	–	In our materiality analysis, this topic has been identified as being less relevant for the insurance sector.

**Non-Financial Disclosures as per Ley 11/2018**

Aspects	Subtopics and Indicators	Chapter	Comment
<b>Employee and social matters</b>			
Employment	Total number of employees broken down by gender, age, country and employee category	<a href="#">Key figures employees</a>	
	Contract types by permanent/temporary, by full-time/part-time and by gender, age and employee category	<a href="#">Key figures employees</a>	Data covers the number of contracts as of 31/12/2019. Variations throughout the year are minimal. A breakdown of temporary contracts by age or employee category is not provided as temporary contracts account for less than 6 per cent of the workforce of Helvetia Group. The breakdown of part-time employees by age or employee category is not provided as part-time employees only account for less than 1 per cent of the workforce of Helvetia Seguros.
	Turnover by gender, age and employee category	<a href="#">Key figures employees</a>	Data collection systems currently do not allow reporting the breakdown by gender, age and employee category.
	Average remuneration by gender, age and employee category. Gender pay gap	–	Group and level men Group 1 73,049.47 Group 2 35,862.85 Group 3 17,312.66 Group and level women Group 1 53,704.15 Group 2 28,335.41 Group 3 17,596.66 Group and level gender pay gap Group 1 26.48% Group 2 20.99% Group 3 -1.64% Salaries in terms of FTE and seniority. Fixed and variable remuneration included.
	Remuneration of equal or average jobs in society	–	No data on sector average available.
	Average remuneration of Executive Board and supervisory bodies, including variable remuneration, attendance fees and expenses		Information included in the <a href="#">Helvetia Seguros SFCR 2019 report</a> p. 19: Compensación actual de los miembros del Comité de Dirección y Consejo de Administración.
	Payments to retirement plans		Information included in the <a href="#">Helvetia Seguros SFCR 2019 report</a> p. 19: Compensación actual de los miembros del Comité de Dirección y Consejo de Administración.
Policies against continuous reachability of employees	–	There are no specific guidelines at Helvetia Seguros. Availability outside working hours is not required, however.	
Employees with disabilities	<a href="#">Equal opportunities and salary</a>	–	
Working conditions	Definition of working hours	–	The annual working time at Helvetia Seguros is 1,692 hours for full-time employment.
	Number of hours of absenteeism	<a href="#">Employer of choice</a>	Due to materiality considerations, the topic has not been included in CR reporting so far. Numbers on absenteeism are therefore not reported.
	Measures for work-life balance, directed towards both parents	<a href="#">Diversity@Helvetia Commitment to and enablement of sustainability</a>	

**Non-Financial Disclosures as per Ley 11/2018**

Aspects	Subtopics and Indicators	Chapter	Comment
Health and safety	Conditions for health and safety at work	–	In our materiality analysis, this topic has been identified as being less relevant for the insurance sector. Therefore, it is currently not included in reporting.
	Work-related injuries (incl. frequency and seriousness) and work-related ill health by gender	–	
Labour/management relations	Organisation of social dialogue, including proceedings to inform, consult and negotiate with employees	<a href="#">Employee co-determination</a>	
	Percentage of employees covered by collective bargaining agreements	<a href="#">Employee co-determination</a> <a href="#">Share of employees with collective wage agreements</a>	
	Status of collective wage agreements, especially with regards to health and safety	<a href="#">Employee co-determination</a>	Collective bargaining agreements for the insurance sector do not explicitly target health and safety aspects.
Training	Policies for training and further education	<a href="#">Further education</a> <a href="#">Customer satisfaction and advisory services</a>	
	Total hours of training by employee categories	<a href="#">Training</a>	In accordance with GRI Standards, we report hours of training per employee (and not total hours of training).
Accessibility	Universal accessibility for persons with disabilities		Over the course of the year, many measures were taken to improve accessibility on our website. Another review is planned in 2020 to identify and amend any shortcomings and enable us to achieve Level A conformity according to the Web Content Accessibility Guidelines Version 2.0.
Equality	Measures to ensure equal treatment and equal opportunities between women and men	<a href="#">Employee motivation</a> <a href="#">Cultural transformation</a> <a href="#">Diversity@Helvetia</a>	
	Equality plans		Helvetia Seguros has a gender equality plan that includes measures for equal treatment and equal opportunities for men and women in the company and aims to prevent gender inequality. A report with this information is drawn up annually.
	Measures regarding promotion	<a href="#">Employee motivation</a> <a href="#">Active workforce management</a>	
	Policies against sexual harassment and any discrimination based on gender, disability or other criteria and diversity policies	<a href="#">Employee motivation</a>	

**Non-Financial Disclosures as per Ley 11/2018**

Aspects	Subtopics and Indicators	Chapter	Comment
<b>Respect of Human Rights</b>			
Respect of Human Rights	Implementation of human rights due diligence	<a href="#">Objectives CR Strategy 20.20</a> <a href="#">Comprehensive consideration of sustainability risks</a>	
	Prevention of human rights risks and measures to mitigate, manage and remediate possible human rights abuses	<a href="#">Objectives CR Strategy 20.20</a> <a href="#">Comprehensive consideration of sustainability risks</a>	
	Human rights grievances	–	None
	Promotion and compliance with ILO conventions for freedom of association and collective bargaining	<a href="#">Employee co-determination</a> <a href="#">Sustainable and climatically responsible procurement</a>	
	Abolition of forced labour	<a href="#">Comprehensive consideration of sustainability risks</a> <a href="#">Sustainable and climatically responsible procurement</a>	
	Abolition of child labour	<a href="#">Comprehensive consideration of sustainability risks</a> <a href="#">Sustainable and climatically responsible procurement</a>	
<b>Anti-bribery and corruption</b>			
Anti-bribery and corruption	Measures to prevent corruption and bribery	<a href="#">Investment management</a> <a href="#">Approach for reliable compliance</a> <a href="#">Involvement of employees</a>	
	Measures against money laundering	<a href="#">Approach for reliable compliance</a> <a href="#">Involvement of employees</a>	
	Contributions to foundations or non-profit organisations	<a href="#">2019 review and progress</a>	
<b>Society</b>			
Commitment to sustainable development	Impacts on employment and local development	<a href="#">Committed location partner</a>	
	Impacts on society, local communities and regions	<a href="#">Committed location partner</a>	
	Relations and dialogue with local communities	<a href="#">Local communities</a>	
	Partnerships or sponsoring	<a href="#">Public welfare commitment</a>	

**Non-Financial Disclosures as per Ley 11/2018**

Aspects	Subtopics and Indicators	Chapter	Comment
Subcontractors and suppliers	Integration of social, gender and environmental criteria in procurement policies	<a href="#">Sustainable and climatically responsible procurement</a>	
	Consideration of their social and environmental responsibility in relations with suppliers and subcontractors	<a href="#">Sustainable and climatically responsible procurement</a>	
	Supplier assessments and audits and their results	<a href="#">Sustainable and climatically responsible procurement</a> <a href="#">Suppliers</a>	
Customers	Measures for customers' health and safety	–	In our materiality analysis, this topic has been identified as being less relevant for the insurance sector.
	Reclaim systems, complaints received and their resolution	<a href="#">Data protection</a>	
Taxes paid	Revenues by country		Local revenue before tax at Helvetia Seguros 2019: EUR 14,082,490.25
	Taxes paid		Income tax 2019: EUR 3,196,495.80 (includes the final payment of IS 2018 and payments on account for 2019)
	Financial assistance received from government		Helvetia does not receive financial assistance from the Spanish government.

# Legal notice

The Corporate Responsibility Report of the Helvetia Group is available in German and English.

## Points of contact

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To the group management of  
**Helvetia Holding AG, Basel**

Zurich, 27 April 2020

## Independent assurance report


We have undertaken a limited assurance engagement of the information marked with a  in Helvetia Holding AG's Corporate Responsibility Report 2019 for the reporting period from 1 January 2019 to 31 December 2019.

We have not assessed the following KPIs or information disclosed in the report:

- ▶ Information other than marked with a 
- ▶ KPIs of prior reporting periods
- ▶ Qualitative statements



### Responsibility of Helvetia Holding AG's management

The management of Helvetia Holding AG is responsible for the preparation of the disclosed KPIs marked with a  in the Corporate Responsibility Report 2019 in accordance with the applicable criteria. This responsibility includes the design, implementation and maintenance of internal controls relevant for the preparation of KPIs that are free from material misstatement, whether due to fraud or error.



### Applicable criteria

Helvetia Holding AG defined as applicable criteria (hereafter "applicable criteria"):

- ▶ GRI Sustainability Reporting Standards 2016, Core Option

We believe that these criteria are a suitable basis for our review.



### Independence and Quality Control

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The firm applies the International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.



### Our responsibility



Our responsibility is to express a limited assurance conclusion on the above mentioned KPIs based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements 3000, Assurance Engagements Other than Audits or Reviews of Historical Financial Information (“ISAE 3000”). This standard requires that we plan and perform this engagement to obtain limited assurance about whether the KPIs in the report are free from material misstatement.


The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. The procedures selected depend on the auditor’s judgment. This includes the assessment of the risks of material misstatements in the report with regard to the applicable criteria.



### Summary of work performed


Our limited assurance procedures included, amongst others, the following work:

- ▶ Assessment of the suitability of the underlying criteria and their consistent application
- ▶ Inquiries of company’s representatives responsible for collecting, consolidating and calculating the KPIs marked with a  in the report in order to assess the process of preparing the report, the reporting system, the data capture and compilation methods as well as internal controls to the extent relevant for the limited assurance engagement
- ▶ Inspection of the relevant documentation of the systems and processes for compiling, analyzing, and aggregating sustainability data and testing such documentation on a sample of basis
- ▶ Analytical procedures, inquiries and inspection of documents on a sample basis with respect to the compilation and reporting of quantitative data
- ▶ Critical review of the report regarding plausibility and consistency of the information marked with a  in the report

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the KPIs marked with a  in the report have been prepared, in all material respects, in accordance with the applicable criteria.



### Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the KPIs marked with a  in the report are not prepared, in all material respects, in accordance with the applicable criteria.

Ernst & Young AG



Iolanda Dolente  
(Qualified  
Signature)

Partner



Mark Vesper  
(Qualified  
Signature)

Senior Manager



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