

DIVERSITY **WITH ADDED VALUE**

HIGHLIGHTS 2023

Since July 2023, VIG Holding has had a

new Managing Board.

Former Chairwoman Elisabeth Stadler and former member of the Managing Board Peter Thirring chose not to extend their mandates. Hartwig Löger, who served as Deputy Chairman, took over the leadership of the Board, while Managing Board member Peter Höfinger stepped into the role of Deputy Chairman.

See interview with Hartwig Löger on page 20

As part of the VIG 25 strategic programme, the Group also developed a new sustainability programme. In a collaborative process with the VIG insurance companies,

6 spheres of impact

with specific focal points were defined.

See page 12

In 2023, VIG expanded its approach towards

responsible investment.

Existing criteria for investment decisions were tightened and supplemented with new criteria.

See page 30

The Ringturm building in Vienna, VIG's head office that was built in the 1950s, has been compliant with EU Taxonomy requirements since 2023 and is therefore considered

officially environmentally friendly.

Aspects that contributed to this certification include the use of district cooling, LED lighting, thermal refurbishment and the installation of photovoltaic systems.

See page 44

Underwriting and claims experts from 30 Group companies took part in the training programme

VIG Renewable Days

to deepen their knowledge of renewable energies. VIG is supporting the energy transition by insuring wind, solar and other green power plants and building up the corresponding know-how within the Group.

See page 40

A survey carried out in 2023 showed that many people are not even aware of certain risks. A focal point of VIG's sustainability programme is therefore the promotion of

risk literacy

in their markets. Better education in regard to risks will help the public to adequately protect themselves.

See page 64

Motor vehicle insurance customers are receiving valuable services through a new app that provides information on driving behaviour and rewards

responsible driving

through a cashback programme. The app is currently being offered by Kooperativa in the Czech Republic and Wiener TU in Poland, with further companies expected to follow in 2024.

See page 61

VIG Holding took

first place

among all insurance companies in Austria, Germany and Switzerland in the "Best Recruiters" study. Of all 1,200 companies considered, VIG Holding was ranked third. The award takes employer branding and recruitment activities into account.

See page 54



Diversity is one of VIG's core values. It does not consider itself as a purely centrally managed group, but rather as a group of companies that act independently. This enables quick decision-making, motivates our approximately 29,000 employees, and makes VIG flexible and innovative. This is also expressed on the covers of the 2023 reports. Diversity creates added value – both for VIG and for its stakeholders.

Consolidated non-financial report

VIENNA INSURANCE GROUP AG
Wiener Versicherung Gruppe publishes this consolidated non-financial report (Sustainability Report) in addition to its Group Annual Report. The titles of the two reports this year are “Added Value Through Diversity” and “Diversity with Added Value”. Together they express the holistic approach of the Group.

For VIG, economic success, social responsibility and environmental awareness belong together. This is because both a healthy environment and a functioning society are required for a future worth living. Because VIG thinks ahead, it is able to grow sustainably and meet the challenges of the future.

“Our resilience and stability are the prerequisites for achieving sustainable value.”

Dear Ladies and Gentlemen,

VIG is special. This is exactly why it can make a difference. As a group of over 50 companies with some 29,000 employees, we have an impact on the lives of a great number of people: for our approximately 32 million customers, we protect what matters. We also have an impact on our shareholders, the national economies in which we operate, local communities, the environment, and even future generations. With our VIG 25 sustainability programme, we aim to ensure that this impact is positive and sustainable.

What makes VIG special? We put the core value of diversity into practice. This is reflected in our decentralised structure and in the vast scope for decision-making given to our local insurance companies. This makes us flexible as well as innovative – and therefore resilient. Our resilience and stability are the prerequisites for achieving sustainable value.

Sustainability for us means not least a profitable business model that ensures the Group's continued economic existence. At the same time, we want to generate added value for all of our stakeholders. This position has been embodied by our Group from the very beginning. What has changed in recent years, though, is that we have made this position explicit and have systematically embedded it into our business model.

The most recent milestone of this development is our VIG 25 sustainability programme, which we created in 2023 in collaboration with the CEOs of all Group companies. The programme sets out six spheres of impact in which VIG has a particularly relevant impact and, therefore, can make a particularly significant differ-

ence. We want to therefore act especially responsibly in these areas (more details on this can be found on pages 12 and 13).

We have defined specific focal points for every sphere of impact. In the three spheres of impact with a social aspect, for example, we want to promote risk literacy for the people in our markets so that they can make responsible decisions and can better deal with the risks of modern life. VIG will continue to improve customer satisfaction and also be an attractive employer who promotes diversity and equal opportunity.

In the three spheres of impact with an environmental focus, our commitment is clear: In the area of investments, in the underwriting portfolio and in our own office operations, we are striving for net zero by 2050, in line with the EU's climate targets. We intend to reduce our greenhouse gas emissions—such as CO₂—as much as possible by this date, and to neutralise any remaining emissions.

As you can see: the added value that VIG creates takes many forms. It is as diverse as our stakeholders – and VIG itself.



Hartwig Löger

Chairman of the Managing Board

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The company names in this report have been shortened.
A list of abbreviations can be found on page 70.





THE INSURANCE GROUP AT A GLANCE

Together, the VIG companies form the **leading insurance group** in Central and Eastern Europe, with VIG Holding headquartered in Vienna. VIG Holding manages and supports over **50 insurance companies and pension funds**. The roots of the Group reach back to the year 1824.

The insurance companies are established in their respective regional markets. Around **29,000 employees** provide protection against a wide range of risks for roughly **32 million customers** with insurance solutions tailored to the respective markets.

VIG Holding has been awarded an A+ rating with a stable outlook by the internationally recognised rating agency Standard & Poor's. VIG shares are listed on the Vienna, Prague and Budapest Stock Exchanges.

Around 72% of the shares are held by Wiener Städtische Versicherungsverein, and the approximately 28% remaining are in free float. **Wiener Städtische Versicherungsverein** is a stable **principal shareholder** that focuses on the long term. It assists VIG companies with cultural and social matters and provides support for many projects in these areas.

Employees in 2023
(FTEs, annual average):

29,405

Gross written premiums in 2023:

EUR 13.8 billion

Insurance service revenue
for 2023:

EUR 10.9 billion

Result before taxes in 2023:

EUR 772.7 million

Solvency ratio in 2023:

269%

THE VIG VALUE CHAIN

This simplified chart shows the inputs and internal processes that VIG companies use to create value and their products, namely insurance solutions. One of the simplifications is that reinsurance is not only purchased on the market, but also provided internally within the Group by VIG Re.

Private households
Suppliers of services
Suppliers of materials
Reinsurers
Capital providers

PROCUREMENT MARKETS

Product
development

Underwriting

Risk bearing/
risk
transformation

Asset
management

Claims
management

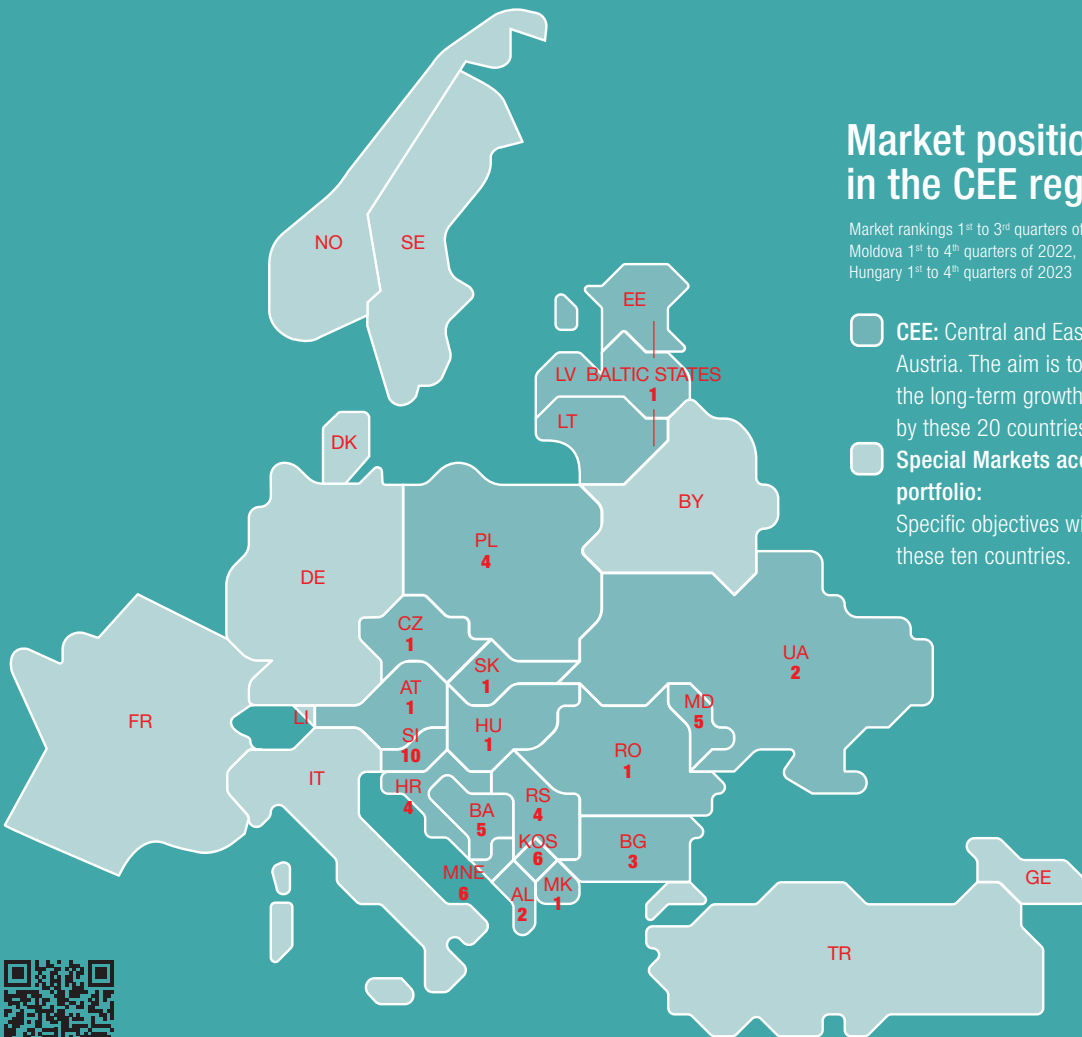
Corporate Governance, Strategy, Controlling, Human Resources, General Secretariat and Legal, Risk Management, Compliance, IT, Finance and Accounting, Business Organisation, etc.

Sources used: Dieter Farny, 2011, Versicherungsbetriebslehre (Insurance Operations), Verlag Versicherungswirtschaft GmbH, Karlsruhe, p. 98 ff
Thomas Köhne, 2017, Industrialisierung (in) der Versicherungsbranche (Industrialisation in the Insurance Industry), in: Wagner, F. (editor), Gabler Versicherungswörterbuch (Gabler Insurance Encyclopaedia), Wiesbaden, p. 430 ff

Market positions in the CEE region

Market rankings 1st to 3rd quarters of 2023,
Moldova 1st to 4th quarters of 2022,
Hungary 1st to 4th quarters of 2023

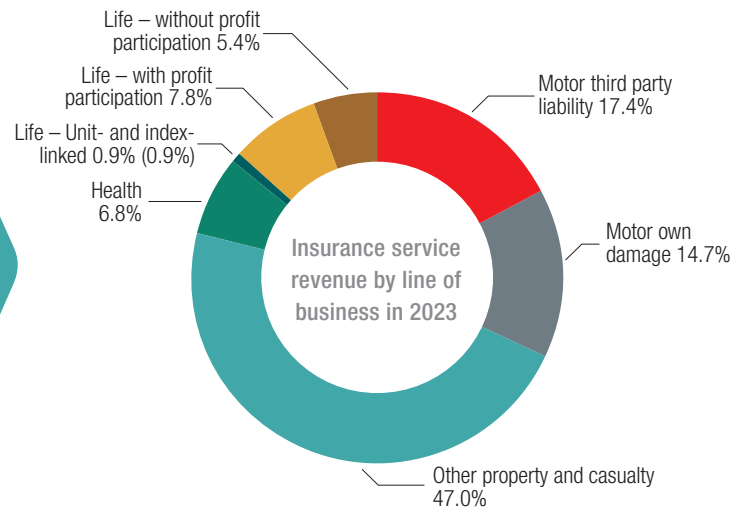
- CEE:** Central and Eastern Europe, including Austria. The aim is to take advantage of the long-term growth opportunities offered by these 20 countries.
- Special Markets according to the country portfolio:**
Specific objectives will be pursued in each of these ten countries.



Who is VIG?

Find out more about the leading insurance group in CEE in this video at annual-report.vig/2023/profile

VIG serves private and corporate customers in its insurance business and also provides reinsurance. The product range includes, among others, motor third party liability and motor own damage insurance, accident insurance, liability insurance, fire and natural hazards insurance as well as travel insurance. A large number of life and health insurance products are offered for individuals and groups. These include, for example, supplementary health insurance, nursing care insurance, endowment insurance, term life insurance and investment-oriented products. In accordance with VIG's strategic cornerstones, products are sold through a variety of distribution channels in all markets.



STRATEGIC PRINCIPLES

The VIG mission statement, strategic objectives and clear management principles determine the long-term course followed by the Group.

Mission statement

Our vision

We want to be the first choice for our customers. Our stakeholders see us as a stable and reliable partner. This enables us to consolidate our position as the leading insurance group in Central and Eastern Europe.

Our mission

We stand for stability and competence in the field of risk protection. We use our experience, know-how and diversity to move closer to our customers. We see it as our responsibility to protect the values that matter to our customers.

Our values

Diversity
Customer proximity
Responsibility

Our promise

We enable customers to live a safer and better life:
Protecting what matters.



Strategic objectives

- ▶ Expansion of leading market position in CEE
- ▶ Creating sustainable value
- ▶ Sustainability goals in six spheres of impact

On the basis of this long-term strategic orientation VIG formulates medium-term objectives. For example, the Group aims to be at least one of the top three insurance groups in each CEE market by 2025 (with the exception of Slovenia). It intends to increase premium volume by taking advantage of long-term opportunities in health insurance and future provisions in the CEE region, among other things. Creating sustainable value improves aspects such as efficiency in the operating business, for example by making more targeted use of synergies between companies. The Group-wide sustainability programme aims to further strengthen sustainability as an integral component and foundation of the business model and thereby also ensures the Group's future success (see page 12).

Management principles

Local entrepreneurship

VIG's decentralised organisational structure gives local management and employees the flexibility needed for their business operations. In the end, they know best about the needs of the local population and the specifics of their markets. This allows products and sales to be adjusted optimally to local circumstances. VIG Holding is responsible for steering the Group.

Multi-brand strategy

VIG relies on regionally established brands. With over 50 insurance companies and pension funds in 30 markets it can address various target groups directly and personally. This also strengthens its regional identity and creates greater customer and employee loyalty to the company. In addition to the local brand names, "Vienna Insurance Group" conveys the internationality and strength of the Group.

Multi-channel distribution

In order to best meet the individual preferences of its customers for receiving advice, VIG insurance companies use their own field staff, brokers and agents, multi-level marketing, direct and digital sales. Bancassurance is also very important. The banking cooperation agreement with Erste Group, which is also firmly established in the CEE region, has existed since 2008.

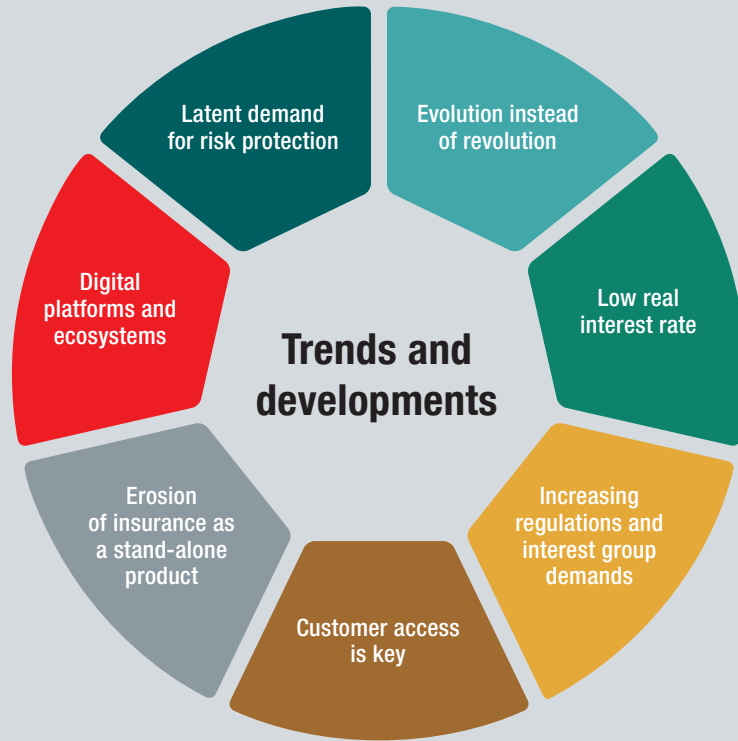
Conservative investment and reinsurance policies

The investments held at VIG's own risk amount to EUR 35,288.7 million. Security and sustainability (see page 30) are at the focus of the investment strategy, which is why investments are predominantly made in bonds. Diligence also guides the reinsurance policy. To obtain the optimal risk balance, risks are bundled at the Group level and partially placed on the international reinsurance market.



VIG 25 ▶

Strategic programme until 2025



MORE SUCCESS: THE VIG 25 STRATEGIC PROGRAMME

The VIG 25 strategic programme sets down the goals for 2025. More efficiency, more customer proximity and more added value prepare the ground for sustainable success.

The VIG 25 strategic programme was developed for the period from 2021 to 2025. As an answer to the trends and developments cited in the above graphic and their effects on the insurance industry have led to clear requirements for the Group: Further strengthening sustainability as an integral part and foundation of the business model, and promoting greater efficiency and productivity through digitalisation. In addition, new ways to approach and retain customers and promoting a general understanding of risk provisions is to be fostered. The business model is therefore

being optimised, enhanced and expanded through targeted activities in three strategic focus areas. These will consolidate VIG's sustainable success and help achieve its strategic objectives (see page 8).



More information on the trends that were analysed as a basis for the VIG 25 strategic programme is available in the online version of the Group Annual Report at annual-report.vig/2023/strategy-VIG-25

Requirements

- ▶ **Further strengthening sustainability as an integral part and foundation of the business model**
- ▶ **Further increasing the efficiency and productivity of the operating business thereby continuing and intensifying the associated digital transformation**
- ▶ **Developing new ways to approach and retain customers in order to respond to changing consumer expectations and behaviours**
- ▶ **Promoting understanding in society for the importance of risk provisions**

Strategic focus areas on three horizons

- ▶ **More efficiency**

Optimise the business model by increasing productivity and efficiency

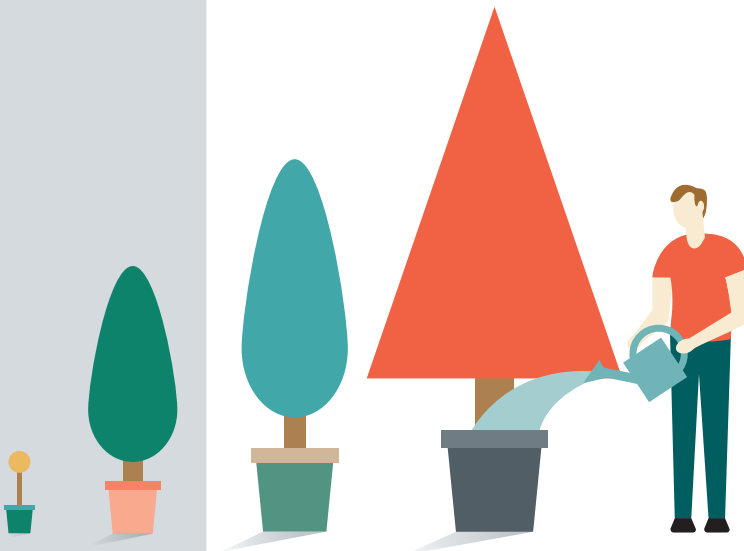
 - Process simplification and automation
 - Exchange and implement best practice examples
 - Further optimise underwriting and pricing
- ▶ **More customer proximity**

Enhance the business model with new ways to approach customers and enrich the product range with services that provide additional value for customers

 - Increase brand visibility and the attractiveness of products
 - Increased use of a hybrid distribution approach that combines personal and digital contact
- ▶ **More value added**

Expand the business model and value chain beyond the insurance business

 - Increased focus on asset management and the pension fund business
 - Establish ecosystems
 - Promote awareness of precaution and risk protection



THE NEW SUSTAINABILITY PROGRAMME

As part of the VIG 25 strategic programme, the Group also developed a new sustainability programme. This strengthens the position of sustainability as an integral part of the business model.

For VIG, sustainability means creating economic value today without doing so at the expense of tomorrow. This definition, which is derived from the 1987 Brundtland Report “Our Common Future”, takes into account four components that ensure the Group’s long-term success:

1. Economic component: VIG pursues a profitable business model that creates sustainable value for the Group’s stakeholders, thereby ensuring the Group’s continued economic existence.
2. Governance component: Corporate governance that is responsible, transparent and geared towards long-term success is central to VIG. The Group is a dependable partner on the market and for the society.
3. Social component: VIG wants to contribute towards a well-functioning community and a stable, economically resilient society in which all members can participate. VIG offers its customers a comprehensive range of insurance products and creates an attractive working environment for its employees.
4. Environmental component: VIG takes into account the impact of its business activities on the environment and helps to reduce the negative effects of climate change so that it can continue to operate in a world worth living in for everyone in the future.

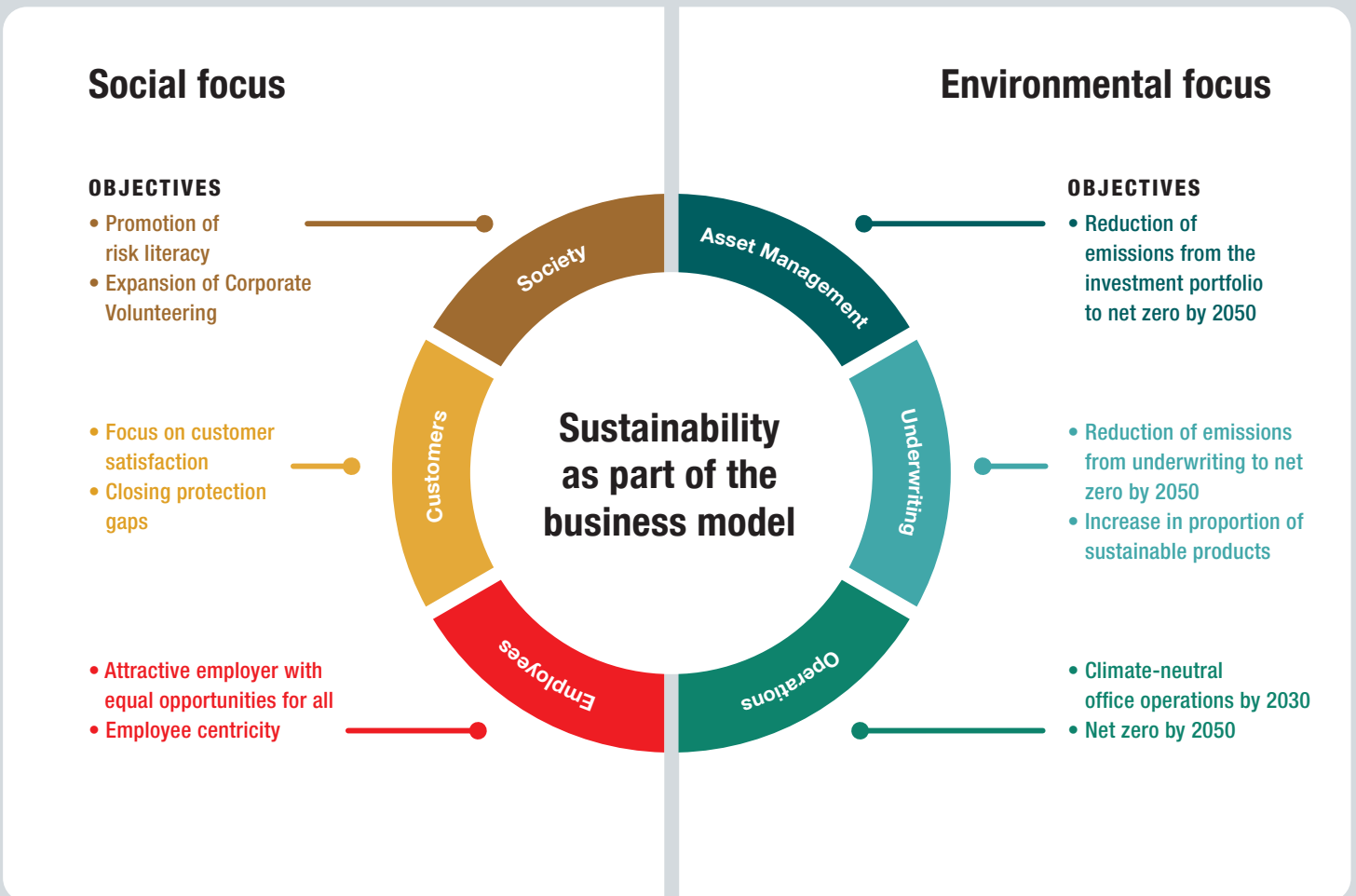
The spheres of impact of the sustainability programme

The VIG 25 sustainability programme was developed in a collaborative process with the VIG insurance companies as part of the VIG 25 strategy programme and is based on the definition of sustainability. The Group-wide programme aims to further strengthen sustainability as an integral part and foundation of the business model. The VIG 25 sustainability programme is divided into six spheres of impact in which the Group-wide sustainability efforts have been aggregated. Common objectives have been defined in every sphere of impact, with the areas of asset management, underwriting and operations primarily addressing environmental aspects and the three areas employees, customers and society predominantly focussing on social aspects.



Learn more about the new sustainability programme in this video: annual-report.vig/2023/sustainability

The six spheres of impact under the VIG 25 sustainability programme set out the sustainability-related focus areas for the coming years. The sections of this report look at the individual spheres of impact and provide more detailed information on the measures already in place. In some cases, the sections also provide information that goes beyond the focal points of the sustainability programme.



Asset Management: Insurance companies are important providers of capital for national economies. Therefore, VIG's investment decisions have an impact on society and can help to reduce climate-related risks. The Group's long-term objective is to reduce greenhouse gas emissions from the investment portfolio to net zero by 2050. Measures such as the application of exclusion criteria, an engagement approach and an increase in the proportion of green investments serve this purpose.

Underwriting: In addition to investment, underwriting, as a core activity of insurance companies, is a key lever for contributing to a sustainable future. The Group's long-term objective is to reduce greenhouse gas emissions from the corporate and retail underwriting portfolios to net zero by 2050. Furthermore, VIG wants to help its customers to better adapt to climate change and increase the proportion of products and services that are helpful in

this regard. In addition to the application of exclusion criteria and engagement activities, the measures also include comprehensive service offerings for corporate customers.

Operations: When it comes to operations, the focus is on the emissions from operating the office infrastructure and from business travel by car and aeroplane. The aim is to become climate neutral by 2030 and to achieve net-zero greenhouse gas emissions by 2050. We envisage achieving these targets through conscious energy consumption, the increased use of renewable energies, or by travelling for business less frequently and in more environmentally friendly ways.

Employees: Employee motivation and commitment are important for the long-term success of a company. VIG therefore strives to be an attractive employer who promotes equal opportunities, employee centricity and diversity. It is planned to

measure the attractiveness as an employer for the majority of Group companies using an international index that will provide insights on potential development opportunities for individual companies at a local level.

Customers: VIG companies serve roughly 32 million customers in 30 countries. The Group relies on a decentralised management approach and local entrepreneurship to satisfy this large diversity of needs and expectations. A centre of competence for customer experience, established in 2023, focuses on aspects such as creating additional benefits for customers and measuring their satisfaction in a standardised manner. Additionally, the VIG insurance companies want to help to close existing protection gaps, particularly with regard to customers. As part of this, they are concentrating on products that target personal resilience and are evaluating product ranges for under-served or socially disadvantaged customers.

Society: People can only protect themselves against a risk if they are aware of it, can accurately estimate its relevance, have knowledge about risk management instruments (such as insurance policies) and ultimately take appropriate action – in short, if they are “risk literate”. A key focus in the sphere of impact “society” is therefore the promotion of risk literacy. VIG wants to support the people in its markets in making well-informed decisions when it comes to risk and will bolster its efforts in the area of risk education. Furthermore, as part of VIG's Corporate Volunteering initiative, thousands of employees dedicate one working day a year to causes that benefit society.

INVOLVING STAKEHOLDERS

VIG is aware of the added value of diverse interests and perspectives. Depending on the topic and the stakeholder group, VIG offers channels of communication so that queries can be raised.

Sustainable success is based on a long-term and broad perspective and on the understanding that, ultimately, everyone benefits from a healthy environment and a functioning community. For this reason, VIG is in constant dialogue with its stakeholder groups, which represent a wide range of interests. Taking different perspectives into account enables VIG to react to challenges and opportunities in an appropriate way and to make well-informed decisions for the future.

VIG uses a wide range of communication channels for its ongoing dialogues with stakeholders. The frequency of communication varies depending on the stakeholder group and communication channel concerned. Stakeholders also have different contact options. An overview of these opportunities can be found in the adjacent graphic.

The concerns and interests of the stakeholders can vary greatly. The involvement, processing and integration of the respective topics in processes and decisions can therefore also differ. Since VIG is a decentralised Group, the companies have a great deal of decision-making leeway to respond to local stakeholder interests. The employees responsible – who will vary depending on the matter in question – endeavour at all times to handle any and all concerns in a professional manner and to use the knowledge gained for the future.

Customers

- Contact by personal advisors, service offices or by video, telephone and email
- Feedback via social media channels
- Surveys
- (Market) analyses

Contact options:

- VIG insurance companies: group.vig/en/vig-inside/group/markets
- VIG Holding: info@vig.com

Professional public

- Membership in insurance associations and sustainability initiatives
- Industry networking events
- Participation in conferences

Contact options:

- Communication, Collaboration, Cooperation, Karin Kafesie, karin.kafesie@vig.com
- info@vig.com

Sales and business partners

- Personal contact
- Workshops and trainings
- Newsletters
- Distribution portals
- Events

Contact options: see “Customers”

(Potential) employees

- (Virtual) events
- VIG Group intranet
- Regular, structured objective and development dialogues
- Surveys
- Contact with students through cooperations with universities, etc.

Contact options:

Human Resources, Barbara Hohl, barbara.hohl@vig.com

Shareholders/investors

- Continuous capital market information
- Information exchange and communication via social media channels
- Contacts in the Investor Relations team
- Regular telephone conferences when publishing results
- Annual general meeting
- Participation in conferences

Contact options:

Investor Relations, Nina Higatzberger-Schwarz, investor.relations@vig.com

Society, media, NGOs, authorities

- Press conferences and interviews
- Personal contact
- Voluntary work
- Regular dialogue with NGOs
- Participation in initiatives, supporting projects
- Implementation of own art and social projects
- Dialogue with regulatory and political institutions

Contact options:

- Communication, Collaboration, Cooperation, Karin Kafesie, karin.kafesie@vig.com
- Sponsoring, Alexandra Mühlbacher, alexandra.muehlbacher@vig.com

Customer concerns

Suggestions from customers are handled with the utmost care at VIG. Our aim is to achieve the best possible customer satisfaction. For this reason, VIG insurance companies perform regular customer satisfaction analyses.

If complaints nevertheless arise, the employees in complaint management ensure that they are handled quickly, fairly and without complications. The Group's decentralised approach can also be seen here, as each Group insurance company has its own contact persons for complaints.

They handle a wide variety of concerns, mainly about products and services. Data from the processing of complaints regarding VIG Holding and its branch companies is analysed on an ongoing basis to ensure that recurring or systemic problems and potential legal and operational risks are identified and rectified. The Managing Board is informed annually about the complaint activity.

Reports on perceptions of misconduct (Whistleblower Portal)

There are various channels within VIG for reporting perceived misconduct to the department Compliance (including AML). Depending on the legal area to which the perceived misconduct relates, complainants can use either the new VIG Whistleblower Portal, which was set up in 2023, or other communication channels.

More information can be found on page 26 or at group.vig/en/vig-inside/corporate-governance/whistleblowing

Other contacts: [annual-report.vig/2023/contacts](https://group.vig/2023/contacts)

General sustainability-related concerns: Group Sustainability Officer, Klaus Mühleder, email: groupsustainabilityoffice@vig.com

INVOLVEMENT THROUGH MEMBERSHIPS

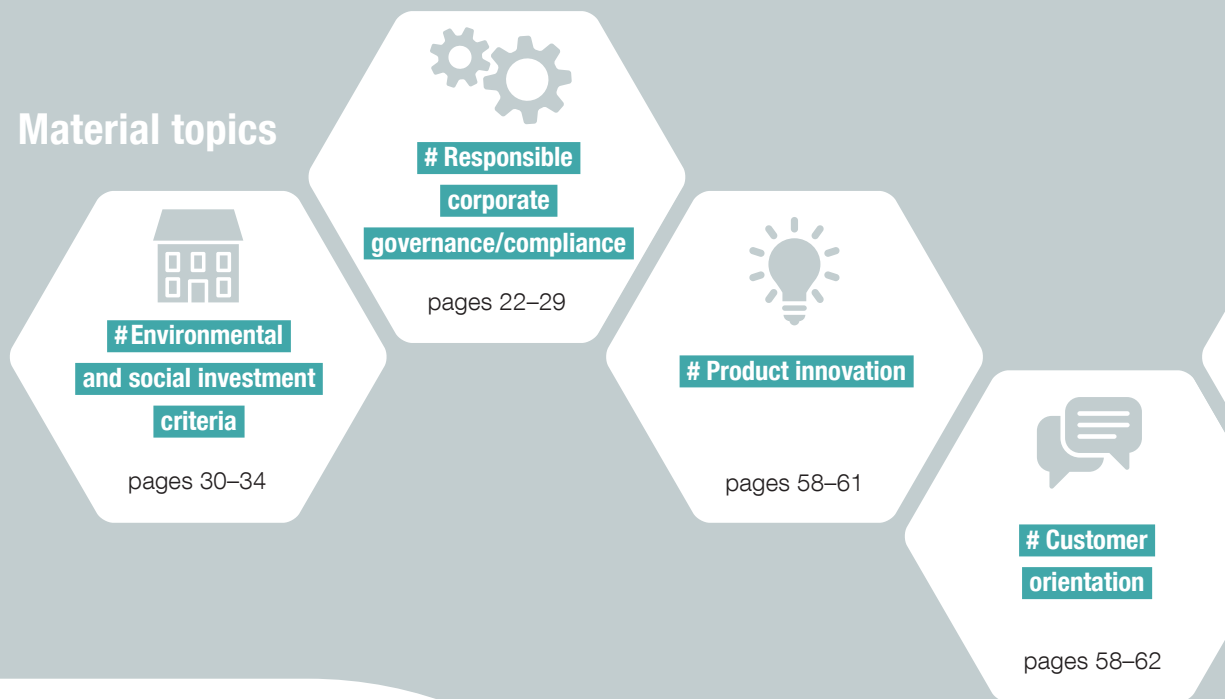
As a group of insurance companies, VIG operates in a highly regulated environment and wants to make its contribution towards further development in this respect. At a global level, CEO Hartwig Löger is a member of the Geneva Association, an international think tank for the insurance industry. At a European and national level, VIG actively contributes to the work of a number of insurance associations (e.g. Insurance Europe, Austrian Insurance Association [VVO Verband der Versicherungsunternehmen Österreichs]) as well as general industry-specific professional associations (e.g. Austrian Federal Economic Chamber [WKO]). As a member of the Insurance and Reinsurance Stakeholder Group (IRSG), CRFO Liane Hirner represents the interests of the insurance industry when taking part in decisions by the

European Insurance and Occupational Pensions Authority (EIOPA) for planned regulations and measures on insurance matters. Since 2023, VIG has also been a member of the Chief Risk Officer Forum (CRO Forum) and uses this platform to make a positive contribution to shaping the statutory framework for the European insurance industry.

VIG is also a member and sponsor of the Vienna Economic Forum (VEF), with Deputy Chairman of the Managing Board of VIG, Peter Höfner, serving as Vice President. Since it was founded, this NGO has promoted regional economic cooperation between companies of member countries in the CEE region.

VIG does not make political contributions, i.e. it does not make any donations and/or sponsorship payments to political parties or persons related to them. VIG Holding discloses relevant memberships in the European Transparency Register (see transparency-register.europa.eu/ – VIG's Transparency Register number is: 720555724263-16).

Material topics



Focus on relevant topics

As part of a materiality analysis, VIG has defined those topics that are specifically highlighted in this report.

The materiality analysis shows which topics, among others, a company should focus on in its reporting. VIG last fully updated its materiality analysis in 2021. In the first step, 19 potentially material sustainability topics were identified along the value chain. These were then assessed in three dimensions:

- An online survey of various stakeholder groups showed which topics are relevant from their point of view (see “How the online stakeholder survey worked” to the right).
- During a workshop, internal experts analysed, with external support, the Group’s social and environmental impacts (using the severity of the impact, the

number of parties affected and the probability of occurrence) and identified the topic areas where the Group has a major impact.

- Internal experts assessed, with external assistance, the potential financial impacts of the individual topics on the Group.

The results of the analysis

Nine material topics were identified during the assessment described above. They are relevant to stakeholders, potentially have a major financial impact on the Group and/or the activities of the Group can actually make a difference. These nine topics (see below) form the basis for this Sustainability Report.

HOW THE ONLINE STAKEHOLDER SURVEY WORKED

In 2021, the materiality analysis was revised in collaboration with the interest groups. Stakeholders, both internal and external, were asked online about the material topics.

In a workshop, internal experts from VIG Holding then ascertained which interest groups should take part in the online survey. In an initial brainstorming session, all stakeholders were listed and then arranged in a stakeholder matrix in order to better understand the influence they have on the company and the extent of the company’s impact on the individual groups.

In the survey, the stakeholders classified the following topics as being the most material: customer orientation, product innovations, comprehensibility of products, data protection and security, and learning and development.



Comprehensibility of products

pages 59, 62, 64–65



Learning and development

pages 49–51



Climate change

pages 38–47



Data protection and security

pages 62–63



Demographic change

page 68

GLOBAL DEVELOPMENT GOALS

VIG supports international agreements, such as the SDGs and the UN Global Compact.

Sustainable Development Goals (SDGs)

The United Nations 2030 Agenda is an action plan that aims to contribute to sustainable development world-wide. It defines 17 goals (Sustainable Development Goals, SDGs) and 169 targets based on the three dimensions environment, economy and society. The SDGs show that everyone can make a positive contribution and are aimed at both countries and companies. VIG has dealt with the SDGs since 2019 and has integrated them into its sustainability reporting since then. The chart shows the goals to which VIG can make the greatest contribution.

respACT is Austria's leading corporate platform for responsible business and supports the implementation of the SDGs. As a member, VIG is committed to the "Vision for sustainable business" as a basis for long-term success, and uses the platform as a way of sharing knowledge and information.



VIG's contribution: "Responsible Insurance" and "Responsible Investment" declarations, the issuance of a sustainability bond, increase of green bonds, measures in own office operations (see pages 30–32, 38–41, 44–46)



VIG's contribution: Investments in affordable housing with energy-efficient construction (see pages 32–33)



VIG's contribution: Diversity strategy with design options for local concepts, women's networks and initiatives (see pages 55–56)

UN Global Compact

By joining the United Nations Global Compact (UNGC), VIG has committed itself to the Ten Principles of the UNGC. VIG submits an annual Communication on Progress, that provides information on the implementation of these principles and the SDGs. VIG also makes use of

Austria's local UNGC network and has, for example, taken part in the Business & Human Rights Accelerator Programme. The table below shows the pages of this report that deal with VIG's contributions to the Principles of the UNGC.

No.	Principles	VIG's contribution
Human rights		
1	Businesses should support and respect the protection of internationally proclaimed human rights.	pages 23–24, 30–31, 42, 48–49
2	Businesses should make sure that they are not complicit in human rights abuses.	
Labour		
3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	pages 23–24, 48–49, 55–56
4	Businesses should uphold the elimination of all forms of forced and compulsory labour.	
5	Businesses should uphold the effective abolition of child labour.	
6	Businesses should uphold the elimination of discrimination in respect of employment and occupation.	
Environment		
7	Businesses should support a precautionary approach to environmental challenges.	pages 12–13, 30–32, 34, 38–47, 50, 61, 65
8	Businesses should undertake initiatives to promote greater environmental responsibility.	
9	Businesses should encourage the development and diffusion of environmentally friendly technologies.	
Anti-corruption		
10	Businesses should work against corruption in all its forms, including extortion and bribery.	pages 23–28, 31



VIG's contribution:
Provision products, services, a variety of sports and mental health programmes for promoting health within the company (see pages 52–53, 61)

SUSTAINABILITY

AS A FOUNDATION OF THE BUSINESS MODEL

Global warming is already changing the risk landscape, says Chairman of the Managing Board Hartwig Löger. At VIG, he values inter-company collaboration based on partnerships.

In July 2023, you took over as Chairman of the Managing Board and CEO of VIG. Where will VIG go under your leadership?

HARTWIG LÖGER: The members of the Managing Board are well attuned to each other and have already been working together for a number of years now. We have prepared the transition thoroughly. Within the Managing Board, I have had a say in many of the projects and strategies pursued in the last few years and, of course, I support VIG's principles. That includes, as the covers of our current reports show, the commitment to diversity within our Group: We create added value through diversity. This has always been the case, and we will preserve this. VIG is not a group company that is managed in a purely centralised manner. We act as a consciously decentralised Group that empowers its Group companies to make autonomous decisions so that local market circumstances and customer needs can be addressed quickly and individually. A strategy that has proven successful for many years. We want to strengthen our Group's characteristic diversity of innovations and ideas, and

make the cooperation between the companies even closer. At the same time, we are responding to current trends and challenges by implementing the VIG 25 strategic programme, which has been developed in collaboration with the CEOs of the Group companies.

How do you ensure that the companies plot a common course and that diversity creates added value for the Group?

LÖGER: VIG Holding is responsible for setting and coordinating a strategy and ensuring that the companies stay on track. Of course, the VIG 25 strategic programme is applicable to the entire Group. In 2023, we created the new CO³ department, which aims to intensify the interaction between the Group companies: the abbreviation stands for "Communication, Collaboration & Cooperation". The CO³ team will make the relevant activities visible and ensure a more comprehensive dialogue of best and worst practices. I see a lot of potential here to creating added value for our Group through greater dialogue and bundling of activities.

What significance does sustainability have in your activities?

LÖGER: I consider sustainability to be one of the most important tasks in our society in general, and in the insurance industry in particular. The consequences of global warming are already influencing the risk landscape, and they will be even more noticeable in the future.

How is VIG responding to this?

LÖGER: Together with the Group companies – and on the basis of the VIG 25 strategic programme – we have developed a new sustainability programme over the past two years. This programme allows us to further strengthen the position of sustainability as an integral part and fundamental element of our business model. We are aiming to achieve net zero by 2050 in the areas of asset management, underwriting and office operations, i.e. to not increase the amount of greenhouse gases in the atmosphere as a result of our activities. Specifically, and in addition to other actions, we finalised the new "Responsible investing" declaration in 2023, which includes new



“VIG has the necessary culture and structure to contribute to a society and environment that is worth living in, both now and in the future.”

Hartwig Löger,
Chairman of the Managing Board

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and enhanced sustainability criteria for investment activities. Another highlight from the reporting year came from our own office operations: The company headquarters at the Ringturm building in Vienna have met the requirements of the EU Taxonomy, so they have been officially recognised as environmentally and climate friendly.

What role does social sustainability play for VIG, alongside environmental aspects?

LÖGER: The Group has lived a culture of social responsibility and solidarity since its origins in the 19th century. This tradition continues in a modern context with the VIG 25 sustainability programme. Within the three spheres of impact of “Employees”, “Customers” and “Society”, we have defined priorities. Let me highlight our social commitment by way of example. For some time now, we have placed the spotlight on the need for such involvement through our

Social Active Day. This initiative has now been expanded to include another area of action: We are aiming to promote risk literacy among the people in our markets. This is because a survey commissioned by us in the CEE region shows that a large proportion of the population is not seriously concerned with the significant risks associated with modern life. We see an urgent need for education and information to increase the population’s knowledge of risks.

How are you ensuring that the objectives of the VIG 25 sustainability programme are being implemented in practice?

LÖGER: In 2023, we established a Sustainability Office within VIG Holding. This office is responsible for coordinating sustainability activities across the Group. Since the reporting year we also have a sustainability committee, which is composed of the Deputy Chairman of the

Managing Board, two other members of the Managing Board (CFRO and COO) and various heads of department within VIG Holding. The committee has an advisory function and serves as a link between the operational levels of the Group and the Managing Board, which has overall responsibility. This all means that VIG has both the culture and the necessary structures and processes for making a considerable contribution to a society and environment that is worth living in, both now and in the future.

Responsible corporate governance

Effective corporate governance is also necessary for long-term growth.

The goal of all of VIG's corporate governance measures is to ensure responsible corporate management aimed at long-term value creation while simultaneously maintaining effective corporate control. The Managing Board, Supervisory Board and employees consider observance of and compliance with the rules of the Austrian Code of Corporate Governance to be highly important for the practical implementation of corporate governance. VIG Holding complies with the relevant rules. The deviation from C-Rule 52a of the Austrian Code of Corporate Governance for the 2023 reporting year and the composition and working methods of the Managing Board and the Supervisory Board are set out in the consolidated Corporate Governance Report 2023 (group.vig/en/vig-inside/corporate-governance).

Clear communication channels

Complete, reliable information is needed to make sound strategic decisions. The Group therefore has experts who provide the Managing Board and local company management with in-depth analyses to support them in their decision-making. Clearly defined channels of communication ensure the necessary exchange between individual Group companies and VIG Holding. Group policies are approved by the Managing Board of VIG Holding. A detailed, defined document governance system sets out who is authorised to draw up binding regulations for the companies and in what form, who must approve these regulations, and how these regulations need to be implemented at company level.

Group Sustainability Office

The Group Sustainability Office, which was set up in 2023 in the Opportunity Management department of VIG Holding, actively coordinates Group-wide sustainability tasks. The Head of the Group Sustainability Office and Group Sustainability Officer reports directly to the Chairman of the Managing Board. As sustainability is seen as an integral part of the business model, overall responsibility lies with the Group's Managing Board. A sustainability committee was also set up in the reporting year. This committee is composed of the Deputy Chairman of the Managing Board, the CFRO, the COO and heads of department within VIG Holding – primarily from the six spheres of

impact under the sustainability programme. It is an advisory committee that serves as a link between the operational levels of the Group and the Managing Board, which has overall responsibility.

Information for the Supervisory Board on sustainability and shareholder interests

The Managing Board of VIG Holding regularly informs the Supervisory Board members about important matters relating to sustainability, data protection and information security. Topics discussed during the reporting year included the VIG 25 sustainability programme, the new statutory framework for sustainability reporting and transition plans for mitigating climate



change. The audit committee and Supervisory Board reviewed and checked the sustainability report for 2022 that was provided by the Managing Board and reviewed by KPMG during the reporting period.

The Supervisory Board as a whole receives reports on relevant capital market developments four times a year during Supervisory Board meetings. The information provided focuses in particular on share price performance, research coverage and Investor Relations activities in the period concerned. In addition, Investor Relations informs the Supervisory Board at least once a year about the shareholder structure and a review of the Annual General Meeting. Before Annual General Meetings, Investor Relations also passes on the voting recommendations for the proposed resolutions on the agenda and the underlying motives to the Chair of the Supervisory Board and his deputy.

Remuneration policies for members of the Managing Board and Supervisory Board

Remuneration of the Managing Board takes into account the significance of the Group and the associated accountability, the company's financial situation and appropriateness in the market environment. The remuneration system for the Managing Board is designed for the long term. Variable remuneration depends on business development over several years and sustainability factors are also included when assessing target achievement. The variable remuneration component is also capped. The key performance criteria for variable remuneration for 2023 are, in particular, premium growth, profit before taxes, the solvency ratio and (as a non-financial target) the strengthening of social responsibility.

The Supervisory Board members are granted remuneration as resolved by the Annual General Meeting.

Further details can be found in the "Remuneration policy" document available at group.vig/remuneration-policy and from the remuneration reports, which are published annually, at group.vig/en/vig-inside/corporate-governance.

Code of Business Ethics

The Code of Business Ethics is based on the VIG mission statement and values: diversity, customer proximity and responsibility. This was approved by the Managing Board of VIG Holding and must be implemented across the Group companies by means of a Managing Board resolution. It serves as a uniform code of conduct in the Group by setting binding minimum standards. It is a general guideline for day-to-day business and for relationships with customers, business partners, shareholders and the general public. Additional supplementary guidelines or provisions may apply to individual areas of the Code, such as those relating to procurement principles, international sanctions and anti-money laundering matters to ensure compliance with minimum standards. The Code includes 15 principles, ranging from compliance, the protection of human rights, diversity and environmental protection to data protection, fair competition, reliable communication, conflict of interest avoidance and anti-corruption. Dealing with inappropriate behaviour and its consequences are also addressed. In this regard, local compliance officers or the Compliance department (including AML) offer guidance on these matters and on reporting channels that are compliant with local legislation that can be used to report perceived misconduct (see pages 26–27). The code of conduct applies to all employees, regardless of their position in the Company. Furthermore, it calls for customers and business partners to also behave in accordance with the principles of the code of conduct. Each Group company is responsible for appropriate and

effective implementation of the code and proper communication to all employees. This also includes training sessions given in the Group companies. The code is available on the Group-wide intranet and online at group.vig/code-of-business-ethics. In the reporting year, the code was adjusted as follows: The principle on the protection of human rights was expanded to ensure compliance with international conventions (UN Global Compact, UN Sustainable Development Goals, International Bill of Human Rights); the definition of conflicts of interest was set out in more precise detail; the passage on reporting breaches was adjusted in line with the statutory provisions on whistleblower protection that came into force in 2023; and a reference to the measures to be taken in cases of non-compliance to identify, prevent and mitigate negative impacts was expanded.

Human rights and employee rights

VIG makes a clear commitment to human rights in its Code of Business Ethics and takes this into account in its business activities. To make this commitment more concrete, compliance with international conventions (UN Global Compact, UN Sustainable Development Goals, International Bill of Human Rights) has been explicitly stipulated in the Code of Business Ethics. In VIG's immediate sphere of influence, protecting human rights primarily concerns how it treats its own employees. Good working conditions and recognition of employee rights form the basis for a fair and respectful team spirit. The diversity strategy (which is described in more detail in the Corporate Governance Report) promotes diversity and equal opportunities when hiring and promoting employees, regardless of their beliefs, religion, gender, worldview, ethnic background, nationality, sexual orientation, age, skin colour, disability or marital status (see page 48 for more information on employee rights). ➤

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To protect personal information and ensure confidentiality, top priority is given to exercising due care when processing customer and employee data (see pages 62–63). The Group also uses international sanction lists and chooses its business partners with the greatest care (see pages 28–29). Violations of human rights, employee rights and the Code of Business Ethics can be reported to the compliance officers both at the individual Group company and Group levels (for the procedures set up for reporting breaches, see page 26). Furthermore, the code of conduct makes it clear that non-compliance with the provisions will result in appropriate measures being taken to identify, prevent and mitigate the negative effects of such behaviour.

Risk management

The insurance industry – and, therefore, the Group's business – faces many challenges and risks, such as investment and underwriting risks (including natural disaster risks). This broad range of uncertainties makes a robust risk culture necessary for the Company to remain profitable over the long term. The Group has an integrated risk management system for this purpose, consisting of a risk management department for the Group at VIG Holding and local risk management units. The risk management processes include risk inventory and risk management. The first of these processes quantitatively and qualitatively identifies all types of risks across the Group. The second process specifies how the risks are managed and monitored. Both of these processes are subject to continuous quality assurance and are further developed if needed.

Among other things, the audit committee monitors the effectiveness of the risk management system. The relevant meeting for this took place on 5 December 2023. At this time, the audit committee examined the report prepared by the financial statement

auditor on the audit of the functioning of the risk management system and reported its findings to the Supervisory Board.

More information on risk management is available in the detailed risk report in the Group Annual Report 2023 starting on page 211.

Risks related to the geopolitical situation and current macroeconomic environment

Despite the ongoing war of aggression in Ukraine, the economic situation calmed during the reporting period. A latent potential for threats to the macroeconomy persisted, however, as a result of the conflict surrounding Taiwan, and was exacerbated by the terror attack on Israel in October and the subsequent escalation in the Middle East. Although inflation slowed significantly in almost all markets in which VIG operates, it remained at a high level. Future financial market performance and economic performance on the whole continues to be subject to a high degree of uncertainty, and this represents one of the most significant risks for VIG.

Managing sustainability risks

Sustainability risks include both risks to which the Company is exposed (outside-in perspective) and risks that have a potential negative impact on society or the environment as a result of VIG's business activities (inside-out perspective). These risks have always been considered implicitly or, in some cases, explicitly in risk management.

To ensure a structured approach to the identification of sustainability risks in the Group and to adequately reflect both perspectives, a Group-wide list of risks explicitly for sustainability risks was prepared taking into account the guidelines of the Austrian Financial Market Supervisory Authority on dealing with sustainability risks. The VIG insurance companies regularly review this list of risks for completeness

and add new risks, if necessary, as part of a standardised Group risk management process. The list therefore also provides a basis for considering sustainability risks in existing risk management processes for the assessment, analysis and control of Group risks. At the same time, the handling of sustainability risks as part of risk management was also explicitly addressed in internal (risk management) guidelines.

In addition, the sustainability risks relevant to the Group were identified and assessed in the individual insurance companies and at the Group level based on the list of risks during the reporting period. The results were recorded in the Group Own Risk and Solvency Assessment (ORSA) report. Overall, the analysis showed that VIG sustainability risks are currently mainly low to medium-level risks. They are nevertheless expected to become more relevant, due to the increasing importance of this topic. The process described above for identifying and assessing sustainability risks across the Group is being significantly expanded as part of the preparations for the new reporting obligations pursuant to the European Sustainability Reporting Standards (ESRS).

MATERIAL TOPIC:**#Responsible corporate governance/compliance****Why the topic is important**

Compliance with all statutory and regulatory requirements and voluntarily assumed obligations (e.g. the Code of Business Ethics) is an important part of responsible corporate governance. Insurance companies are subject to a myriad of requirements. An efficient and effective compliance management system aimed at ensuring compliance with all these requirements is therefore a key element of functional corporate governance – for the benefit of the Company and society.

Opportunities

Promotion of a culture of integrity, greater employee motivation through clear requirements, transparency towards internal and external stakeholders, trust in the organisation and in the people involved.

Risks

Penalties and other financial losses (e.g. claims for damages, regulatory measures, exclusion from public tenders, legal and advisory expenses) and reputational damage

Due diligence processes and measures

Compliance organisation and reporting of breaches (see pages 26–27)

Taking lessons learnt into account

Compliance risk analysis, findings from the results of regulatory audits and from compliance-related incidents

Guiding principles/guidelines

Code of Business Ethics, compliance management system policy, guideline for compliance management implementation, guideline on procurement principles, guideline on international sanctions, guideline on the prevention of money laundering and terrorist financing, and other specialised policies and guidelines

Responsibility

Like the Group itself, the Compliance organisation also has a decentralised structure. Compliance officers who are locally responsible for further developing and implementing the compliance management system have been appointed in

all (re)insurance companies. These compliance officers are assisted, supported, managed and monitored by the Compliance department (including AML) of VIG Holding.

Aspirations

- Continuous expansion of the compliance management system
- Raising awareness of compliance-related issues among employees
- Avoiding penalties and other financial losses

Successes

- Regular, close contact with the Group companies
- Exchange of good-practice examples between Group companies
- Expansion of the Group-wide compliance management system to include relevant non-insurance companies, especially asset management companies and pension funds



Compliance: In line with all rules

VIG has continued to further develop its compliance management system, with a focus on early warnings, prevention and monitoring.

VIG has to comply with extensive statutory and regulatory requirements, as well as obligations that it has voluntarily assumed. All these rules have to be observed by around 29,000 employees in all the Group companies, and the Compliance organisation ensures that this actually takes place. This is done in two ways: by the Compliance organisation creating rules itself, raising awareness and monitoring compliance with the rules, and by promoting a culture of integrity.

Compliance organisation

Like the Group itself, the Compliance organisation also has a decentralised structure. It is represented by the Group Compliance Committee, which consists of the local compliance officers and the head of the Compliance department (including anti-money laundering [AML]). In addition to the insurance and reinsurance companies, compliance officers have also been appointed in all of the Group's asset management companies and pension funds since 2023. A policy approved by the Managing Board and a guideline define Group-wide roles, responsibilities and minimum standards for the Compliance organisation. These documents must also be implemented accordingly at the local level. The compliance officers report directly to and are responsible only to the local managing boards. They are responsible for monitoring the legal situation and recommending necessary measures, identifying and assessing compliance risks, taking measures to prevent breaches of the rules, advising employees and the members of the Managing Board and/or Supervisory Board, monitoring existing procedures and handling compliance incidents. Beyond these duties, the local compliance officers also have comprehensive regular and ad-hoc reporting obligations to the local managing board and/or the Supervisory Board and the Compliance department (including AML). This includes the annual compliance

report as well as reports on regulatory audits and the results thereof, precisely defined compliance incidents, and conflicts of interest involving certain groups of persons (see page 28). The Compliance department (including AML) assists, supports, manages and monitors the local compliance officers in the performance of their duties. In the reporting year, the Group AML Officer was organisationally integrated into the Compliance department in order to benefit from synergies in the related departments and to optimise existing procedures.

Reporting breaches

Internal and external persons can report any perceptions of misconduct to the compliance officers both at the level of the individual Group companies and at Group level. In line with the Austrian Whistleblower Protection Act (Hinweisgeber:innenschutzgesetz), which implemented the EU's Whistleblower Directive in Austria, VIG Holding has set up a VIG Whistleblower Portal ([whistleblowerportal.vig](https://whistleblowerportal.vig.com)) as an internal channel to allow people to report – at any time and anonymously – perceived violations of the statutory provisions set out in the Whistleblower Protection Act. Perceived violations in other legal areas can be reported to a dedicated email address (whistleblowing@vig.com) and to the Compliance department (including AML) by post. In VIG Holding, a dedicated guideline on protecting whistleblowers has been implemented and provided to all employees. There is also a page on the intranet dedicated to whistleblowing where employees can access detailed information about whistleblower protection. Information on this topic can also be found on the website (group.vig/en/vig-inside/corporate-governance/whistleblowing). Regardless of the chosen reporting channel, all reports will reach the Compliance department (including AML). Their validity is then reviewed in line with the provisions of confidentiality and employee and data protection. A report

The Compliance organisation ensures that employees in all Group companies follow the rules in place.



is evaluated by a committee consisting of members from the Compliance (including AML), General Secretariat & Legal, Human Resources and Internal Audit departments, and follow-up measures are recommended. The department Internal Audit is responsible for implementing the follow-up measures.

Group companies with headquarters in the EU are, depending on the implementation of the EU Whistleblower Directive into the law of the respective country, obliged to comply with the relevant whistleblower protection provisions, especially those relating to the reporting channels to be established. In Group companies outside of the EU, there are also corresponding reporting channels in compliance with the relevant local provisions.

No incidents relating to confirmed breaches of anti-corruption regulations were reported in the reporting year, nor were any contracts with business partners or employees terminated or not extended on account of such incidents. 75% of the Group companies actively provided information on anti-corruption policies and procedures in 2023 and approximately 48% provided training on this topic. Seven antitrust proceedings involving Group companies were pending in the reporting year, five of which have since been legally concluded. In addition, three incidents were reported in 2023 that also meet the internal criteria for material incidents in accordance



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with GRI 2–27 (see page 82 for further information).

Group-wide exchange of information

To achieve Group-wide coordination and continuously improve the compliance management system, the Compliance department (including AML) holds in particular an annual meeting with the local compliance officers. The topics of the meeting are determined based on the legal environment, the compliance risk situation and the needs of the Group companies, and are used for both informational and training purposes as well as the exchange of experience and good practices. The meeting was held in hybrid format during the reporting period. Around 80 people took part. The topics discussed included: aspects of the Group-wide Compliance organisation, legal developments at EU level, the European Sustainability Reporting Standards (ESRS), global minimum taxation in the EU, the EU Digital Operational Resilience Act (DORA), international sanctions, and conflicts of interest. Panel discussions on procurement principles, conflicts of interest and whistleblowing also took place. As part of these discussions, local compliance officers described the processes that they have set up and discussed these with colleagues from other Group companies.

Developments during the reporting period

The Group-wide compliance management system was further expanded in 2023,

with a focus on monitoring the legal environment, the (greater) integration of newly acquired and existing non-insurance companies into the compliance organisation, and the monitoring of the implementation of legal or regulatory changes.

Contact with Group companies: The Compliance department (including AML) is in constant communication with local compliance officers on the basis of established country and functional responsibilities. Extensive, regular contact is the basis for the targeted management and monitoring of Group companies, so that support can be tailored to local organisational and legal circumstances and quality can be improved at all levels of the Compliance organisation. As required, on-site visits were made to selected Group companies. With the other companies, extensive communication was maintained through virtual channels. Periodic and event-driven reporting to the Compliance department (including AML) was expanded in the reporting year to include the reporting of (potential) conflicts of interest of certain groups of persons (see page 28).

Ongoing organisational expansion of the Group-wide compliance management system:

The integration of non-insurance Group companies was pursued further in 2023. Local compliance officers were trained and assisted in analysing the risk exposure of newly acquired or newly established Group companies and in defining the degree of their inclusion in the local compliance management system and/or in annual monitoring. After completion of the risk analysis, the relevant companies were integrated into the corresponding local compliance management systems. In the reporting year, the main focus was on the incorporation of the newly acquired companies in Poland and Romania. Group-

wide policies and guidelines were reviewed to ensure that they were up to date, adjusted in line with organisational changes and then rolled out accordingly.

Newsletters: The Compliance department (including AML) performs a regular, standardised legal monitoring with the support of the European Affairs and the General Secretariat & Legal departments. Newsletters were prepared on this basis for both the Group companies and VIG Holding during the reporting period. As in previous years, the “EU Lex & Compliance Newsletter” was sent to Group companies on a quarterly basis and the “VIG Lex & Compliance Newsletter” for VIG Holding was published monthly. These newsletters provide an overview of relevant changes in the legal and regulatory environment and relevant case law, along with recommendations on how to address these changes. Information on new and revised governance documents was also provided to the Group companies on a monthly basis. In addition, many specialised newsletters were published, especially on the topic of international sanctions (“Sanction Alerts”).

Compliance risk analysis: During the compliance risk analysis, all the compliance risks in the business processes of Group companies are identified and assessed, existing controls are described and their effectiveness evaluated. All compliance risks are assigned to eleven sub-categories (including, for example, financial crime or competition law). Each company reports the results of its local analysis to the local managing board and to the Compliance department (including AML), which then prepares an overall analysis for VIG and informs the Managing Board of VIG Holding of the results. The compliance risk analysis once again resulted in an overall medium level of compliance risk for both VIG and VIG Holding in 2023 (on a scale of low/medium/high/very high). All Group



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companies have assessed and monitored risks related to corruption as part of the compliance risk analysis. No significant risks relating to corruption were identified.

Training: VIG Holding maintained an extensive training programme during the reporting period. Firstly, new employees were offered an induction programme for office staff, which also covers the topic of compliance. Additionally, in the reporting year, the employees of VIG Holding had to complete a training on the topic of international sanctions. In the area of capital market law, training courses were held for new employees and refresher courses were provided to existing employees. In 2023, a total of 510 participants were counted in the above-mentioned training programmes. The established compliance e-learning programme for VIG Holding includes the following modules: data protection, information security, code of conduct, anti-corruption and money laundering prevention. Since the e-learning programme had already been completed by all existing employees in 2021, the programme was mandatory for all new employees in 2023 as well.

Avoiding conflicts of interest: During the reporting period, measures for avoiding and dealing with conflicts of interest were made more precise and further enhanced. On the one hand, the definition of a conflict of interest in the Code of Business Ethics was expanded, and then being implemented accordingly for VIG Holding. On the other hand, an ad-hoc reporting obligation was introduced for (potential) conflicts of interest identified by Group companies with regard to the members of the Supervisory Board, members of the Managing Board and holders of governance positions. Furthermore, all Group companies were instructed to establish an office within the organisation that is responsible for collecting and assessing reported conflicts of interest. For VIG Holding, too, a corresponding process was

established, according to which employees must report (potential) conflicts of interest to the Compliance department (including AML), unless separate procedures for this are already in place.

Due diligence measures: The Group-wide guideline "International Sanctions" provides for the mandatory screening of all customers, business partners, payees, employees and board members in relation to international sanctions using the sanction screening tool that was rolled out across the Group in 2019. This tool is also used to screen for the status of politically exposed person in relation to anti-money laundering procedures in the companies in question. The tool also contains information on negative media reports and criminal prosecution. The natural persons and legal entities involved in potential transactions such as investments and acquisitions were subject to particularly detailed due diligence. A Group-wide project is currently working on automating the screening processes.

International sanctions: The dynamics, complexity and scale of international sanctions remained at a persistently high level in the reporting period, partly due to the ongoing Russian attack on Ukraine and the human rights situation in Iran. Sanctions were extended in relation to persons listed as blocked persons and to further restrictions on goods. Additionally, new sanctions focused on persons who have contributed to the circumvention of existing sanction regulations. In the reporting year, Group companies were again informed promptly and in detail about the main restrictions multiple times and clear guidelines were issued regarding the actions to be taken. VIG's sanctions exposure was continuously monitored and assessed. The "International Sanctions" guideline at Group level and that in place at holding company level were updated in 2023. VIG Holding employees were required to complete training on international sanctions in the reporting period.

Monitoring activities: As part of its monitoring activities, the Compliance department (including AML) regularly queries the Group companies about the implementation of legal and internal requirements. Queries concerning outsourcing, the Foreign Account Tax Compliance Act (FATCA), implementation of Group-wide governance documents, implementation of whistle-blowing guideline, implementation of the Level 2 regulation on the Disclosure Regulation including disclosures on key adverse impacts on sustainability, and penalties imposed by the authorities were submitted during the reporting period. Furthermore, a Group-wide Compliance audit focusing on international sanctions was conducted.

Tasks and challenges for 2024

Changes in the legal environment, many related to the EU Sustainable Finance Action Plan, are also the main challenges expected in 2024. In particular, the Group companies and VIG Holding will have to modify their business processes due to the following legislation:

- Corporate Sustainability Reporting Directive (and EU sustainability reporting standards) (starting 01/01/2024)
- EU Whistleblower Directive (especially national implementations still being carried out)
- Changes due to the amendment of the Motor Insurance Directive (starting 23/12/2023)
- EU Directive on ensuring a global minimum level of taxation for multinational enterprise groups (starting 01/01/2024)
- Digital Operational Resilience Act (starting Q1 2025)
- EU Data Act (starting Q3 2025)

Further developments in the area of international sanctions also remain relevant.

PREVENTION OF MONEY LAUNDERING AND TERRORIST FINANCING

VIG supports international efforts to prevent misuse of the financial system for money laundering and terrorist financing. The guideline on the prevention of money laundering and terrorist financing is aimed at all Group companies that operate a direct life insurance business as part of primary insurance. The guideline includes, for example, provisions on the duties of anti-money laundering officers, due diligence requirements to be observed and procedures to be implemented, performance of a risk analysis at company and customer level, and training for employees. The Group companies covered in the guideline each have anti-money laundering officers who report to the local managing board at least once per year and to the VIG Group Anti-Money Laundering Officer every half-year. The Group Anti-Money Laundering Officer then collates the results and submits a special AML report directly to the entire Managing Board of VIG Holding at least once per year. The VIG Group Anti-Money Laundering Officer has been embedded in the Group Compliance department (including AML) at an organisational level since 2023.

OUTSOURCING

Group companies can outsource functions and business activities in, for example, the IT and claims handling areas, to external service providers in order to handle tasks better and more efficiently. Outsourcing involves risks, however, such as possible dependency on the service providers used, or potentially more extensive quality control. The Group is therefore very careful when choosing service providers and naturally observes all statutory and regulatory

requirements. An outsourcing policy establishes Group-wide minimum standards for outsourcing within and outside the Group. It defines processes for monitoring and quality control that are aimed at ensuring that the contracted services are actually provided. Outsourcing of critical or important functions or business activities is governed by rules that are more comprehensive and stricter. Such cases must, for example, satisfy more stringent selection criteria and be assigned a person responsible for the outsourcing.

TAX TRANSPARENCY

VIG's business activities are subject to a number of different tax obligations, including corporation tax, payroll tax, insurance premium tax, stamp duty and other transaction taxes, and real estate tax and property tax. VIG also levies and pays withholding taxes and indirect taxes (e.g. value-added tax). As a taxpayer, VIG embraces its obligations. In doing so, it aims to act in a sustainable and transparent way with regard to tax matters and endeavours at all times to improve its tax transparency.

The obligation to comply with tax legislation and with regulatory and internal provisions in a diligent manner and to uphold an open and professional relationship with tax authorities and other stakeholders is derived from the Code of Business Ethics. VIG's tax principles are as follows:

- Fiscal obligations must be met on time and in a proper manner.
- The relationship with financial authorities and the Austrian Insurance Association (VVO) is based on cooperation and honesty.
- Information lawfully requested by the tax authorities is disclosed in good time.

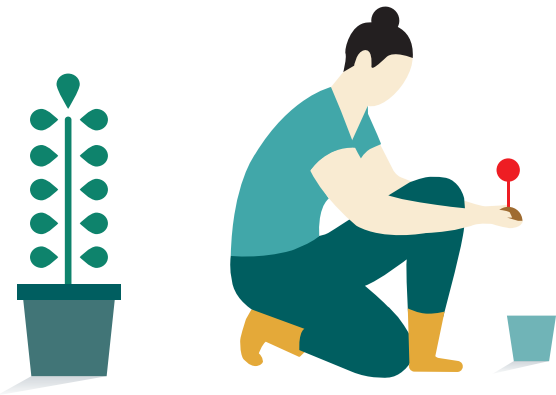
- Local transfer price regulations are observed.
- No aggressive tax planning is conducted, nor are any transactions concluded that could threaten the Group's reputation. This principle is also embedded in VIG's Group-wide conservative approach to risk.

From an organisational standpoint, the central tax function is located in the VIG Holding Tax Reporting & Transfer Pricing department under the leadership of the Head of Tax Reporting & Transfer Pricing, who reports directly to the CFRO responsible for the department and regularly provides information on national and international tax-related matters. The Group's decentralised organisational structure means that local Group companies are responsible for complying with local tax regulations and obligations.

VIG avoids establishing new corporate units in countries that do not comply with the international standards of transparency and exchange of information for tax purposes, unless this is necessary for business reasons and provided that this does not contradict the VIG Code of Business Ethics.

ASSET MANAGEMENT

Environmental and social investment criteria



Environmental and social investment criteria

New investment criteria

In 2023, VIG expanded its approach towards responsible investing. Existing investment criteria were tightened and new criteria were added.

The way that we invest today has an impact on our future. Responsible investments can make a contribution to the climate and energy transition and to overcoming social challenges. This is why VIG is pursuing the long-term objective of reducing greenhouse gas emissions from the investment portfolio to net zero by 2050. In addition, social aspects such as respect for human rights should also be taken into account during the decision-making process for investments. VIG has been consciously taking social and environmental criteria into account in its investment activities since 2019.

The Group-wide climate change strategy also previously provided for the exit from the coal sector. In 2023, VIG replaced its climate change strategy with two new declarations: “Responsible Investment” and “Responsible Insurance”, with the latter relating to underwriting activities; see page 40. These declarations can be found on the VIG website (group.vig/en/sustainability/downloads).

Responsible investment

Existing criteria for investment decisions have been tightened and new criteria have been added. The “Responsible Investment”

declaration relates to the combination of multiple strategies:

- Investments in certain companies are excluded. VIG has set out **exclusion criteria** in four areas for this purpose.
- VIG also pursues an **engagement approach**. This sets out the process of actively entering into discourse with companies to encourage them to improve their ESG ratings. Instead of simply excluding a company from an investment opportunity, we rely on dialogue. To implement this approach, we have entered into a collaboration with the internationally renowned external partner ISS ESG. From 2024, we will draw up and publish an annual report on our engagement activities.
- VIG is committed to increasing the proportion of investments based on the VIG Sustainability Bond Framework (e.g. renewable energies, environmentally friendly construction, renovating existing buildings held by residential construction companies for affordable housing).
- The proportion of investments in **green bonds** will be increased.

VIG's exclusion criteria in detail

- **Thermal coal:** While the exclusion criteria relating to coal with regard to new direct investments has been in place since 2019, much stricter limits have been applicable since 2023. For example, VIG now excludes new direct investments in companies that generate more than 5% of their turnover from the mining of thermal coal (the previous limit was 30%). The same applies for companies that produce more than 10 million tonnes of thermal coal per year (the previous limit was 20 million tonnes). By the end of 2025, existing investments will be reduced by more than 50% compared to the base year of 2019, and will be eliminated completely by the end of 2035 at the latest.
- **Unconventional oil and gas:** New direct investments in companies that generate more than 5% of their turnover

from unconventional oil and gas are also excluded. This includes, for example, income from oil sands or shale gas. Existing investments that have an end date may continue to be held until their respective maturity dates, but investments without an end date were eliminated by the end of 2023.

- **Controversial weapons:** VIG continues not to invest in companies that produce or trade in controversial weapons. VIG understands controversial weapons to be weapons that cause excessive suffering when used and that are governed by various international conventions.
- **Violations of the UN Global Compact and of human rights:** New direct investments in companies that grossly violate human rights or that violate the principles of the UN Global Compact are excluded. These principles include human rights and labour rights, environmental protection and anti-corruption. Existing investments that have an end date may continue to be held until their respective maturity dates, but investments without an end date were eliminated by the end of 2023.

SUSTAINABILITY BOND

In 2021, VIG became the first insurance company in Europe to issue a benchmark sustainability bond. The issuance proceeds amounting to half a billion euro is used to finance sustainable projects such as green buildings, renewable energies, environmentally friendly transport and affordable housing.

EUR 35,288.7 million

The investments held at VIG's own risk amount to EUR 35,288.7 million. The Group makes it an absolute priority to invest the premium payments in a way that ensures it can fully meet its obligations to customers at any time. It therefore focuses on security for investments, which is why good credit ratings and stable returns are preferred. Social and environmental aspects are also taken into consideration when making investment decisions.

More and more green bonds

In addition to the half a billion invested (see page 31) in green and social projects in accordance with the sustainability bond framework, VIG also invests in green bonds (those that are used to finance environmentally friendly projects).

2018

EUR 70 million

2019

EUR 154 million

2020

EUR 238 million

2021

EUR 436 million

2022

EUR 829 million

2023

EUR 1,199 million

Environmental and social investment criteria

Socially responsible real estate investments

VIG companies create affordable and environmentally friendly housing, such as that in the Northern Railway district (Nordbahnviertel) of Vienna. The life-cycle assessment of existing real estate is also being improved.

Many of the Group's investments in the real estate sector have a positive impact on society and the environment. For instance, Wiener Städtische, one of Austria's largest real estate investors, provides thousands of units of affordable housing with open-ended tenancy agreements. At the same time, environmentally friendly characteristics play a key role in new construction projects. Energy supplied from renewable sources and measures to improve energy efficiency reduce greenhouse gas emissions. In this way, the Group is helping to resolve two of today's greatest societal

challenges: global warming and increased housing costs (especially in metropolitan areas).

New district in Vienna

Wiener Städtische is currently having around 1,850 rental apartments built on a usable floor space of roughly 141,000 m² in the North Railway district (Nordbahnviertel) of Vienna – three-quarters of which is affordable housing with rent caps. In this new district, Wiener Städtische is employing infrastructure such as district heating and cooling, as well as photovoltaic systems



© Manfred Sodja Photography

Housing that is affordable and environmentally friendly is being built in the Northern Railway district (Nordbahnviertel). Electricity comes in part from photovoltaic systems on the roofs.



© Manfred Sodja Photography

The apartments at Leystraße were handed over to tenants in February.



© Manfred Sodja Photography

The new Northern Railway district (Nordbahnviertel) is taking shape: The 327 apartments in the “Snow White” project, which measures almost 100 metres in height, will be completed in 2025.

on roofs and, in some cases, energy-saving component activation, that provides heating in the winter and cooling in the summer. Green roofs create a favourable microclimate, among other things.

Tallest building with certification

In 2023, around 600 apartments in the Northern Railway district were handed over to the new tenants. In the meantime, construction continued on the tallest building in the new district, measuring almost 100 metres in height. The approximately 300 apartments in the “Snow White” project will be completed at the start of 2025. The building meets the requirements of the EU Taxonomy Regulation and will receive “klimaaktiv Gold” certification – both of which indicate that a building is particularly sustainable.

Old properties become eco-friendly

According to the European Commission, buildings account for around 40% of energy consumption and around a third of greenhouse gas emissions in the EU. Promoting thermal renovations and the use of renewable energies in buildings is therefore important for achieving an environmental transformation of the economy. This is a particular challenge for older buildings, but VIG is proving that even properties from historical eras can be adapted and operated in an environmentally friendly way.

In 2022, VIG received the verification certificate from the Austrian Sustainable Building Council (ÖGNI) for an apartment building in Vienna dating from 1911 after improvements and energy-related optimisations were made to the building. This

certification confirmed that the old property met the climate-protection requirements of the EU Taxonomy – the first in Austria to be recognised in this way. Building on this success, another ten properties have been verified as being taxonomy-aligned. In the middle term, VIG Holding is aiming, on the whole, to have its real estate portfolio verified as being taxonomy-aligned. In 2023, the Ringturm – a historic office building in Vienna’s first district and the headquarters of the Group – received the ÖGNI’s EU taxonomy verification (also see pages 44–45).

MATERIAL TOPIC:

#Environmental and social investment criteria

Why the topic is important

Insurance companies are important providers of capital for national economies. VIG's investment decisions could have indirect impacts on social and environmental matters. In addition to the effects on its own portfolio, a change in investment behaviour, such as the withdrawal from coal, also has effects on the companies in which it invests. The loss of investors could make certain lines of business economically unattractive or no longer funded.

Opportunities

Responsible investment sets an example for a sustainable economy and can contribute to improving the environment and society. In addition to the expected increases in value due, for example, to the development of new technologies, if sustainability factors are taken into account in addition to the traditional key figures, then risk management can also be expected to improve.

Risks

Negative indirect effects on the environment and society, losses in the value of non-sustainable investments, e.g. due to changes in the legal framework and compliance risks due to an exceptional pace of regulatory change can arise.

Due diligence processes and measures

Application of the exclusion criteria as part of the general investment strategy is checked once a month during the standard limit checks. Regular discussions also take place with the local employees responsible for investments to examine various aspects of the portfolio.

Taking lessons learnt into account

The expansion of the ESG approach in investment and the implementation of an engagement approach will further strengthen VIG's position as a responsible investor and will actively contribute to a reduction in emissions from investments.

Guiding principles/guidelines

In 2023, the ESG approach in investment underwent a comprehensive overhaul. Existing criteria were tightened and new criteria were added. These can be found in the "Responsible Investment" declaration (group.vig/en/sustainability/downloads) and in the asset management policy.

Responsibility

The individual insurance companies are responsible for the operational implementation of asset management. VIG Holding manages all of the Group's investments by reaching an agreement with the Group companies on a strategic asset allocation and limits for the individual components of their portfolios.

(Future) projects

- Reduction of existing direct investments in coal
- Reduction of existing direct investments in unconventional oil and gas
- Reduction of existing direct investments in companies that seriously violate human rights or that violate the principles of the UN Global Compact
- Implementation of the engagement approach
- VIG is committed to increasing the proportion of investments based on the VIG Sustainability Bond Framework

(e.g. renewable energies, environmentally friendly construction, renovating existing buildings held by residential construction companies for affordable housing)

Successes

- Implementation of an enhanced ESG approach
- Establishment of an engagement approach
- Continuous increase of investments in green bonds
- Continuous decrease of investments that are not aligned with VIG's criteria



Key figures for investment under the EU Taxonomy Regulation

VIG key figures specified in the EU Taxonomy Regulation for investments provide information on the proportion of environmentally sustainable activities.

The EU Taxonomy Regulation is a classification system that specifies criteria for determining whether an economic activity qualifies as environmentally sustainable. The criteria are related to the six EU environmental objectives:

- Climate change mitigation
- Climate change adaptation
- Sustainable use and protection of water and marine resources
- Transition to a circular economy
- Pollution prevention and control
- Protection and restoration of biodiversity and ecosystems

Starting in financial year 2021, large capital market-oriented companies with more than 500 employees must provide information on the share of their turnover, capital expenditures and operating expenditures associated with sustainable activities (in the sense of the taxonomy). This transparency is intended to make it easier for financial market participants to invest their capital in environmentally sustainable sectors of the economy. The future entry into force of new sustainability reporting requirements (in the form of the Corporate Sustainability Reporting Directive) is aimed at tightening these criteria, thereby requiring considerably more companies to provide sustainability reporting. Due to reporting at Group level, separate reporting by VIG's fully consolidated subsidiaries is not necessary.

Special key figures were defined for insurance companies. This industry has a special responsibility, among other things, because it manages large amounts of capital, namely the premiums paid by its customers. The key figures for the insurance industry concern the share of "green" investments and non-life insurance premiums.

The Taxonomy Regulation differentiates between taxonomy-eligible and

taxonomy-aligned economic activities. Taxonomy-eligible economic activities are described in the technical screening criteria and are in principle suitable for making a positive contribution to one of the six environmental objectives. If the economic activity also meets the specified technical screening criteria and minimum safeguards, i.e. the suitability is actually realised, the economic activity is considered taxonomy-aligned. Financial companies must disclose information on taxonomy alignment for the first two of the six EU environmental objectives starting from the 2023 financial year. The key figures relating to premium volume are provided on pages 42–43. The way the key figures are determined for investments is described below.

Mandatory reporting for investments

For VIG's assets, the Taxonomy Regulation requires that exposures from investment activities have to be analysed and disclosed with respect to their taxonomy eligibility and on their taxonomy alignment. On this basis, the key figures are set out in accordance with Annex X to the Taxonomy Regulation. These key figures are to be provided as a percentage relative to total assets. VIG defines total assets as the sum of real estate holdings and financial instruments. Exposure to governments, central banks and supranational issuers was deducted from the recognised assets and/or the coverage ratio. In accordance with Point 2 of the EU Commission Notice (see also page 36), the disclosures are made based on prudential consolidation. The key figures are based on the fair values as of the reporting date of 31 December 2023.

Only assets that represent investments in economic activities are included in the Taxonomy key figures. These investments essentially consist of all direct and indirect investments, including investments in collective investment undertakings,

participations, loans, mortgages, real estate and tangible assets. If the EU Taxonomy Regulation does not make it clear which weighting should be used for the calculation of a key figure, then the figure based on turnover will be applicable. This also applies to information on investments of unit- and index-linked insurance where taxonomy alignment is indicated for both the numerator and denominator.

If information is directly available for determining the Taxonomy eligibility and/or alignment of an exposure, it is reported under the required Taxonomy key figures. For investments in companies, data from an external data provider was used to determine taxonomy eligibility and/or alignment. Real estate holdings and other direct investments in non-financial assets were recognised using an internal method to determine taxonomy eligibility and/or alignment. Real estate assets under construction are also taken into account to the extent that they are recognised in tangible assets. Alignment has been determined based on the construction plans. If there is no data available for determining the taxonomy alignment of real estate or tangible assets, these are classified as non-taxonomy-aligned.

Exposures to governments, central banks and supranational issuers are not included in the taxonomy-eligible economic activities. It is VIG's understanding that this only applies to national governments, not to federal states, regions, municipalities, cities or communities.

Derivative financial instruments are also not included when assessing taxonomy-eligibility. Additionally, exposures to companies that are not required to publish non-financial information under Art. 19a or Art. 29a of Directive 2013/34/EU are also not included in the Taxonomy key



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figures. These companies were identified using an external data provider.

As a precaution, non-consolidated funds for which no fund content data is available are included under the exposures to companies that are not required to report non-financial information. Only exposures to companies that are required to report non-financial information are reported as non-taxonomy-eligible. The following table presents the investment key figures in accordance with the Taxonomy Regulation.

Finally, it should be noted that on 21 December 2023, the European Commission published a Commission notice with FAQs on EU taxonomy, which, among other things, addresses a number of topics that are relevant to the insurance industry. At the time this report was written, the Commission notice was still in draft form as translations were outstanding. We have taken this document into consideration in a number of areas, however follow-up questions have arisen on some points that could not be sufficiently clarified by the editorial deadline.

Information on activities relating to nuclear energy and fossil gas is provided in the Notes from page 72.

The proportion of the insurance or reinsurance undertaking's investments that are directed at funding, or are associated with, taxonomy-aligned in relation to total investments

The weighted average value of all the investments that are directed at funding, or are associated with taxonomy-aligned economic activities relative to the value of total assets covered by the KPI , with following weights for investments in undertakings per below:		The weighted average value of all the investments that are directed at funding, or are associated with taxonomy-aligned economic activities, with following weights for investments in undertakings per below:	
Turnover-based:	4.19%	Turnover-based:	EUR 1,166,925,587.82
CapEx-based:	5.49%	CapEx-based:	EUR 1,529,456,427.64
The percentage of assets covered by the KPI relative to total investments (total AuM). Excluding investments in sovereign entities.		The monetary value of assets covered by the KPI. Excluding investments in sovereign entities.	
Coverage ratio:	64.39%	Coverage:	EUR 27,848,314,778.00

Additional, complementary disclosures: breakdown of denominator of the KPI

The percentage of derivatives relative to total assets covered by the KPI.		The value in monetary amounts of derivatives.	
	0.06%		EUR 17,747,679.80
The proportion of exposures to EU financial and non-financial undertakings not subject to Articles 19a and 29a of Directive 2013/34/EU , over total assets covered by the KPI:		Value of exposures to EU financial and non-financial undertakings not subject to Articles 19a and 29a of Directive 2013/34/EU :	
For non-financial undertakings:	14.86%	For non-financial undertakings:	EUR 4,138,648,339.58
For financial undertakings:	15.32%	For financial undertakings:	EUR 4,266,579,336.99
The proportion of exposures to financial and non-financial undertakings from non-EU countries not subject to Articles 19a and 29a of Directive 2013/34/EU , over total assets covered by the KPI:		Value of exposures to financial and non-financial undertakings from non-EU countries not subject to Articles 19a and 29a of Directive 2013/34/EU :	
For non-financial undertakings:	13.56%	For non-financial undertakings:	EUR 3,775,520,098.26
For financial undertakings:	9.32%	For financial undertakings:	EUR 2,596,208,057.90
The proportion of exposures to financial and non-financial undertakings subject to Articles 19a and 29a of Directive 2013/34/EU over total assets covered by the KPI:		Value of exposures to financial and non-financial undertakings subject to Articles 19a and 29a of Directive 2013/34/EU :	
For non-financial undertakings:	14.45%	For non-financial undertakings:	EUR 4,023,053,874.42
For financial undertakings:	13.54%	For financial undertakings:	EUR 3,771,630,695.20
The proportion of exposures to other counterparties and assets over total assets covered by the KPI:		Value of exposures to other counterparties and assets :	
	18.88%		EUR 5,258,926,695.85

The proportion of the insurance or reinsurance undertaking's investments other than investments held in respect of life insurance contracts where the investment risk is borne by the policy holders , that are directed at funding, or are associated with, taxonomy-aligned economic activities:	0.64%	Value of insurance or reinsurance undertaking's investments other than investments held in respect of life insurance contracts where the investment risk is borne by the policy holders , that are directed at funding, or are associated with, taxonomy-aligned economic activities:	EUR 177,323,643.92
The value of all the investments that are funding economic activities that are not taxonomy-eligible relative to the value of total assets covered by the KPI:	21.13%	Value of all the investments that are funding economic activities that are not taxonomy-eligible :	EUR 5,883,095,289.43
The value of all the investments that are funding taxonomy-eligible economic activities, but not taxonomy-aligned relative to the value of total assets covered by the KPI:	21.56%	Value of all the investments that are funding taxonomy-eligible economic activities, but not taxonomy-aligned :	EUR 6,003,590,388.22

Additional, complementary disclosures: breakdown of numerator of the KPI

The proportion of taxonomy-aligned exposures to financial and non-financial undertakings subject to Articles 19a and 29a of Directive 2013/34/EU over total assets covered by the KPI:		Value of taxonomy-aligned exposures to financial and non-financial undertakings subject to Articles 19a and 29a of Directive 2013/34/EU :	
For non-financial undertakings:	Turnover-based: 2.32% CapEx-based: 3.62%	For non-financial undertakings:	Turnover-based: EUR 646,266,389.38 CapEx-based: EUR 1,008,797,229.20
For financial undertakings:	Turnover-based: 0.00% CapEx-based: 0.00%	For financial undertakings:	Turnover-based: EUR 0.00 CapEx-based: EUR 0.00
The proportion of the insurance or reinsurance undertaking's investments other than investments held in respect of life insurance contracts where the investment risk is borne by the policy holders , that are directed at funding, or are associated with, taxonomy-aligned:		Value of insurance or reinsurance undertaking's investments other than investments held in respect of life insurance contracts where the investment risk is borne by the policy holders , that are directed at funding, or are associated with, taxonomy-aligned:	
Turnover-based:	0.64%	Turnover-based:	EUR 177,323,643.92
CapEx-based:	0.99%	CapEx-based:	EUR 274,767,298.50
The proportion of taxonomy-aligned exposures to other counterparties and assets over total assets covered by the KPI:		Value of taxonomy-aligned exposures to other counterparties and assets over total assets covered by the KPI :	
Turnover-based:	1.87%	Turnover-based:	EUR 520,659,198.44
CapEx-based:	1.87%	CapEx-based:	EUR 520,659,198.44

Breakdown of the numerator of the KPI per environmental objective Taxonomy-aligned activities – provided 'do-not-significant-harm'(DNSH) and social safeguards positive assessment:

1. Climate change mitigation	Turnover: 4.17% CapEx: 5.41%	Transitional activities: (turnover; CapEx)	0.18%	0.21%
		Enabling activities: (turnover; CapEx)	0.82%	1.08%
2. Climate change adaptation	Turnover: 0.02% CapEx: 0.08%	Enabling activities: (turnover; CapEx)	0.01%	0.05%

UNDERWRITING

#Climate change



#Climate change

Expansion of climate know-how

Climate change is leading to more damage as a result of e.g. floods, hail and summer storms. VIG promotes an approach of prevention and resilience.

Global warming is generating more extreme weather events. This means additional challenges for insurance companies that offer their customers protection against the financial consequences of damage caused by natural hazards. For this reason, VIG has greatly expanded its expertise in this area in recent years. Using scenario analyses, VIG estimates how climate change will affect losses and, therefore, the insurance business. The medium- and long-term effects of climate change are also examined in the “Own Risk and Solvency Assessment” (ORSA), a periodic analysis of a company’s own risk situation and capital adequacy

(solvency). The analyses relating to the consequences of global warming consider both transition risks, which are mainly assessed qualitatively, and physical risks, which are also subject to detailed quantitative analyses (see information box to the right and the table on page 39).

Internal and external experts work together to estimate the probability of natural disasters and calculate the potential impacts in all of VIG’s key markets. As part of this, they consider scenarios with three different temperature increases (1.5°C, 2.0°C and 3.0°C). The risk models used are constantly

TRANSITION RISKS

Transition risks are risks arising from the transition to a climate-neutral and resilient economy and society that could lead to a devaluation of assets, for example changes to political and legal frameworks in the real economy (e.g. introduction of a carbon tax), technological developments (e.g. renewable energies, energy storage) and changes in consumer behaviour.

improved based on new data, facts and findings, such as current scientific studies or newly built flood protection measures.

The scenario analyses show that, based on VIG's activities, flooding in particular is a significant risk. In addition to increased losses due to flooding, stronger hail storms and summer storms are also expected to lead to claims. While hail storms also significantly affect the motor own damage line of business, flood claims are increasingly prevalent in other property and casualty insurance lines. VIG's increased underwriting knowledge helps to purchase optimal reinsurance for the risks it assumes, among other things.

Prevention is becoming more important in underwriting

As a result of global warming, preventing losses due to natural hazards is playing an increasingly important role in the underwriting process. The process for supporting corporate and large customers begins with a careful analysis of the natural hazard situation by the VIG partner company Risk Consult. Current natural hazard models, together with local factors (e.g. protective measures already put in place), make it possible to estimate the risks. The experts at Risk Consult use this to develop individually tailored recommendations for further improving the risk situation and preventing losses. The insurance conditions are >

PHYSICAL RISKS

The physical risks of climate change are the direct consequences of changes to the climate, for example an increase in the average global temperature and the associated increase in the frequency and intensity of natural

disasters and extreme weather events, such as floods, hot spells, drought, storms and hail. The following table shows which natural risks are relevant to VIG and, from a scientific point of view, which are influenced by climate change.

Natural risk	Connected to climate change	Part of the VIG analysis	Background
Flooding			Science is expecting this risk to increase. The flood disaster "Bernd" that led to unexpectedly large losses in Germany in 2021 was a harbinger of climate change.
Earthquakes			There are no relevant scientific findings that predict an increase in earthquake risk due to climate change.
Winter storms			Scientific results concerning European winter storms are highly varied, especially with respect to the territorial effects (risk is expected to increase in some countries and decrease in others).
Hail and summer storms			As with flooding, science also expects this natural risk to increase. The events in 2021 (hail storm "Volker" in Austria and a tornado in the Czech Republic) show that weather events are also becoming more extreme. Another example is that the summer of 2023 was characterised by a large number of storms in Austria and neighbouring countries.
Snow loading			Global warming is expected to decrease snowfall in the longterm and therefore potentially reduces losses due to snow loading. In order to take a conservative approach, VIG did not include this in its analysis.
Drought and forest fires			Drought and forest fires currently play a secondary role due to VIG's geographical focus on the CEE region. To enhance risk awareness, the key regions at risk of forest fires are being identified and will be monitored.

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based on this risk situation and in some cases insurance can only be purchased once proposed measures have been implemented. Risk Consult analyses around 2,000 operating sites every year on behalf of VIG, thereby contributing significantly to making the economy more resilient to natural hazards.

Resilience through early warning systems

VIG companies such as **Wiener Städtische** in Austria and **Kooperativa** in Slovakia offer early warning systems to both their corporate and private customers. SMS text messages or app notifications give warnings about extreme weather events such as storms, heavy rain and snowfall, thunderstorms, hail or black ice. This enables owners of real estate or motor vehicles to adapt their behaviour in good time and thereby reduce the risk of a claim.

VIG Renewable Days

From wind power to geothermal energy – the future belongs to renewable energy sources. VIG is supporting the transition to renewable energies by insuring the relevant systems in Austria and throughout Central and Eastern Europe region and continuously augmenting associated expertise. In February 2023, underwriting and claims professionals from 30 Group companies took part in the VIG Renewable Energy Days, a Group-wide training programme with a special focus on renewable energies. The online training provided information on relevant findings

Reduction in coal risks

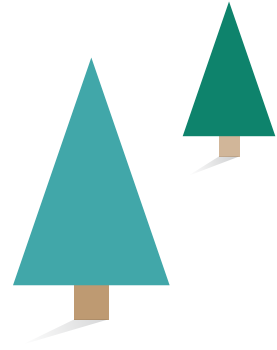
VIG is progressing with its withdrawal from the coal industry.

In its “Responsible Insurance” declaration (available on the website: group.vig/en/sustainability/downloads), VIG has committed itself to excluding the coal industry from new business. Since 2019, no new insurance contracts have been accepted for coal mining or coal-fired power station projects. Existing policies in this area are being gradually reduced.

In 2023, the number of coal risks in the corporate business were reduced by

84%
compared to 2019.

and the impact of VIG’s sustainability programme on Corporate Underwriting. Experts shared their experiences in the areas of hydropower, photovoltaics, biogas and geothermal energy. Case studies with examples of claims and new insurance solutions were presented. Other presentations covered topics such as the aspects of risk management and the insurability and damage potential of installations for generating renewable energy.



BRANCH EXCHANGE

An event gave VIG brokers updates on sustainability.

Business partners and distribution partners are important stakeholders for VIG and play a central role in implementing a wide range of sustainability projects. The ongoing dialogue with these stakeholders is of great importance to VIG. In September 2023, the Austrian companies VIG Holding, Wiener Städtische and Donau Versicherung invited its brokers to an information sharing and networking event in Vienna. A panel discussion on sustainability focussed, among other things, on the question of what the new EU Corporate Sustainability Reporting Directive means for insurance companies, banks and brokers.



VIG is supporting the transition to renewable energies, for instance by insuring stations for wind power and other green energies.

MATERIAL TOPIC:

#Climate change



Why the topic is important

Climate change has an effect on insurance companies, at the same time, insurance companies can have an indirect positive or negative impact on climate change through their investments. VIG can also help its customers and other stakeholders to better deal with the consequences of climate change. The insurance companies can also reduce the carbon footprint of their own office operations.

natural disaster scenarios, such as storms, hail, flooding and earthquakes. The CO₂ emissions generated by the Group's own office operations are measured annually.

Guiding principles/guidelines

"Responsible Insurance" and "Responsible Investment" declarations (group.vig/en/sustainability/downloads), underwriting guideline, asset management policy.

Opportunities

Contributing to society's adaptation to climate change, indirect positive contribution to environmental and climate protection as well as the energy transition, and expansion of the insurance business

Taking lessons learnt into account

Ongoing development of scenario analyses, information sharing within the industry (e.g. by organising events)

Risks

Increase in damage caused by extreme weather events, greenwashing and legal risks related to a rapidly changing regulatory environment.

Responsibility

Adjusting the business model for climate change has an effect on a variety of business areas, such as Asset Management, Underwriting, Reinsurance and Risk Management.

Due diligence processes and measures

A withdrawal from the coal sector in the Corporate Business area was approved in 2019. In addition, both corporate and private customers receive support in the prevention of damages caused by natural disasters. Standardised risk management processes are regularly used to analyse the effects of possible

Aspirations

Gradual reduction of existing insurance contracts in the coal industry.

Successes

Reduction in the number of coal risks in the Corporate Business by 84% in 2023 compared to 2019



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Key figures under the EU Taxonomy Regulation for non-life insurance

As explained in the asset management section on page 35, certain companies have to report the degree to which they are sustainable based on the EU Taxonomy for sustainable economic activities. In addition to the share of “green” investments, the share of “green” non-life insurance premiums must also be published. Non-life insurers can therefore make a significant contribution to the climate change adaptation as one of the EU’s climate and environmental objectives. As of the 2023 reporting year, there is no longer a provision for simplified presentation. The taxonomy-aligned proportion of non-life insurance premiums must now be disclosed, and not just the taxonomy-eligible proportion, as it was the case in previous reporting years.

VIG ensures compliance with the Taxonomy Regulation (EU) 2020/852 in various ways, including through Group-wide requirements and the established product development process. VIG makes a substantial contribution in its markets to helping society adapt to the consequences of climate change. During the consultancy process or via its brokers, VIG ensures that policyholders receive comprehensive coverage and thus that it complies with the requirements of the EU Taxonomy. VIG’s core business consists of business activities that are adjusted over time to meet demand from policyholders.

According to Annex II of the Delegated Regulation 2021/2139 amended by the sustainable finance package from the European Commission on 27 June 2023, eight of the twelve non-life insurance lines of business are taxonomy-eligible in principle under Solvency II (based on Annex I of Delegated Regulation (EU) 2015/35). These are medical expense insurance, income protection insurance, workers’ compensation insurance, motor vehicle liability insurance,

other motor insurance, marine, aviation and transport insurance, fire and other damage to property insurance, as well as assistance. Only those insurance lines of business that also include coverage for climate risks as defined in Appendix A of the above-mentioned Annex I are to be classified as taxonomy-eligible. The VIG insurance companies currently only evaluate climate risks in the form of natural disaster coverage. The natural disaster risks that are relevant under Solvency II are flooding, earthquakes, storms and hail. Since current scientific knowledge has not identified an increase in the earthquake risk as a result of climate change, earthquakes in principal have not been taken into account as part of this evaluation. Coverage for the remaining natural risks exists in the following three insurance lines of business: other motor insurance, marine, aviation and transport insurance, and fire and other property insurance. These three insurance lines of business therefore form the basis for the taxonomy-aligned proportion of the non-life insurance premiums that has to be disclosed.

Article 3 of the Taxonomy Regulation (EU) 2020/852 stipulates that taxonomy-eligible insurance lines of business must fulfil the following requirements to be classified as a taxonomy-aligned proportion of the non-life insurance premiums: The business activities must fulfil the technical screening criteria and the minimum safeguard requirements and do not significantly harm any of the environmental objectives.

The technical screening criteria are used to assess whether an insurance service makes a substantial contribution to the environmental objective “climate change adaptation”. There are five criteria: Leadership role when it comes to climate risk

pricing and modelling; product design requirements; innovative solutions for insurance coverage; data sharing; and high standards of service after disasters. The VIG insurance companies are surveyed on the technical screening criteria using a questionnaire that covers all regulatory requirements. These are then reviewed by VIG Holding and incorporated into the calculation for determining the taxonomy-aligned proportion of non-life insurance premiums.

For a business activity to be taxonomy-aligned, it must also not harm the environmental objective of “climate change mitigation”. Adherence to this criterion is reviewed by VIG in line with statutory requirements. This criterion – referred to as the Do No Significant Harm (DNSH) criterion – is assessed by VIG based on a Group-wide classification system using NACE codes.

Furthermore, the minimum safeguards must be met, i.e. the activities must be carried out in a way that complies with the OECD Guidelines for Multinational Enterprises and the UN Guiding Principles on Business and Human Rights, including the fundamental principles and rights from the eight fundamental conventions, which are set out in the International Labour Organization’s Declaration on Fundamental Principles and Rights at Work, and from the International Bill of Human Rights. Observance of minimum safeguards is ensured across multiple levels and in various areas by means of guidelines and processes.

The taxonomy-aligned proportion of non-life insurance premiums is calculated using the gross premiums written for numerators and denominators, as these are also published in the Group Annual Report 2023 and therefore represent an appropriate basis.

For the calculation of the numerator, the EU Commission interpreted the information in Annex II of the Regulation in a so-called Commission Notice with FAQs on the EU Taxonomy published on 21 December 2023 to the effect that only the part of the premium of a taxonomy-aligned insurance contract that relates to climate-related risks may be applied. Since information on this required premium split is not currently available in this level of detail, it has been derived from claims history and expert judgment estimates. The calculation is based on data from the VIG insurance companies that has been provided exclusively for the Group's external business. The VIG insurance companies submit their data using a standardised form after quality control checks have been carried out. VIG Holding reviews the data and then

calculates the key figures for the non-life insurance business – these key figures must then be disclosed. The data used is internal VIG data, reinsurance data and data from external service providers that is consistent with the data used for the Group Annual Report. The data sources are consistent with other financial reporting systems.

The mandatory key figures to be disclosed for the non-life insurance business are set out in the table below.

Economic activities	Substantial contribution to climate change adaptation			DNSH (Do No Significant Harm)					Minimum safeguards
	Absolute premiums – 2023	Proportion of premiums – 2023	Proportion of premiums – 2022	Climate change mitigation	Water and marine resources	Circular economy	Pollution	Biodiversity and ecosystems	
	EUR millions	%	%	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
A1. Non-life insurance and reinsurance underwriting taxonomy-aligned activities (environmentally sustainable)	446.2	4.8	–	Y	Y	Y	Y	Y	Y
A1.1 Of which reinsured	174.1	1.9	–	Y	Y	Y	Y	Y	Y
A1.2 Of which stemming from reinsurance activity	0.0	0.0	–	Y	Y	Y	Y	Y	Y
A1.2.1 Of which reinsured (retrocession)	0.0	0.0	–	Y	Y	Y	Y	Y	Y
A.2 Non-life insurance and reinsurance underwriting taxonomy-eligible but not environmentally sustainable activities (not taxonomy-aligned activities)	2,453.4	26.3	–						
B. Non-life insurance and reinsurance underwriting taxonomy-non-eligible activities	6,438.3	68.9	–						
Total (A.1 + A.2 + B)	9,337.9	100	–						

OPERATIONS

Office environment



Office environment

Wide range of activities in operations

The companies are implementing a wide range of measures and are generating more and more green energy.

While greenhouse gas emissions arise in the “Asset Management” and “Underwriting” spheres of impact, they also arise in day-to-day operations. This includes, on the one hand, office buildings with their energy consumption for electricity, heating and cooling and, on the other hand, mobility, which comprises the vehicle fleet and business travel – especially by aeroplane. As part of its sustainability programme, VIG has set itself the goal of becoming climate neutral in this area by 2030. To do this, the first step is to reduce emissions and the second step is to compensate or offset any residual emissions.

The actions associated with this are diverse, ranging from energy efficiency measures to generating green electricity through photovoltaic systems and developing new mobility concepts. Since employees have a

considerable influence on this through their individual actions, involving them is a core aspect of our activities for reducing emissions. There are various ways of raising awareness of sustainable office operations and encouraging energy-saving practices (e.g. posts on the intranet, online courses, speeches).

Group-wide webinar

Sustainability officers, construction engineers and vehicle fleet managers all have a significant influence on the life-cycle assessment of office operations. In June 2023, around 60 of them took part in a Group-wide webinar to discuss potential measures for reducing emissions, and shared their own previous experiences in this area. Best-practice examples were collected and then compiled in a document, which was made available to

all companies. The advisory document will serve as a point of reference and support information sharing within the Group. Some of these examples are provided below.

Environmentally friendly Ringturm building

The VIG companies are working on a number of projects to reduce greenhouse gas emissions. In 2023, it was confirmed that the Vienna Ringturm is EU taxonomy-aligned – and therefore an officially environmentally friendly building. This is particularly remarkable since the Ringturm building was dedicated in 1955. The building is home to the headquarters of VIG Holding, Wiener Städtische and the majority shareholder Wiener Städtische Versicherungsverein. The verification required comprehensive maintenance work and ongoing improvements to the building,

including district cooling, LED lighting and thermal refurbishment. Since May 2023, two photovoltaic systems have been providing electricity, with an annual output of approximately 60,000 kilowatt-hours. There are also plans to commission a small wind power station in 2024, which will also be on the roof of the Ringturm building. With an output of 5 kilowatt peak, the system will contribute to the generation of green electricity, even in months where there is not much sun.

VIG to become a green electricity producer with the help of Wien Energie

Our activities in the real estate sector reach far beyond our headquarters. VIG is aiming to generate its own renewable electricity and share it between the company's buildings throughout Austria. In order to implement this, the VIG energy community was founded with the help of Wien Energie. In the future, the energy community will supply green energy to more than half of all VIG sites in Austria. With solar and wind power that produces a total of around three gigawatt hours per year, the energy community offers a very high production volume. The VIG energy community is

therefore not only the first Austria-wide energy community, but is also one of the most powerful energy communities in Austria. Wien Energie is a very capable partner in this respect and provides assistance with a wide range of services. In total, Wien Energie is providing six photovoltaic systems and four wind power systems for the energy community. This figure is set to increase over the coming years. This will result in savings of around 1,300 tonnes of CO₂ each year. With this move, we have taken another important step towards making VIG Holding's real estate portfolio taxonomy-aligned.

The use of green energy is being expanded outside Austria too, with a total of six VIG companies installing new photovoltaic systems in 2023. This means that all companies are able to generate a combined total of around 600,000 kilowatt-hours of solar power every year. Furthermore, they are increasing the amount of environmentally friendly energy in the electricity mix that they buy in. For example, Polish company **Vienna Life** has been using 100% green electricity at their corporate headquarters since 2023.

Energy-saving measures in the Group

VIG companies are also exploiting numerous sources of leverage to reduce their energy consumption. **BTA Baltic** in Latvia, for example, launched a pilot project with intelligent heating control. The measures taken, which included coupling the heating system with temperature and humidity sensors, have reduced energy consumption in the office building by 34%. At the company's headquarters in Riga, heating and cooling are automatically switched off at certain times and minimum and maximum temperatures have been set. This resulted in energy savings of 65% in 2023. The Slovakian company **Komunálna** has reduced its energy consumption by switching to LED lighting, acquiring modern, efficient lifts, and reducing the outdoor lighting of buildings. Among other initiatives, **Donau Versicherung** in Austria focused on raising awareness: As part of an energy-saving week, daily articles were published on the intranet with tips on how employees can make office operations more sustainable. Accompanying information – such as about heating, cooling, water consumption and waste disposal – was also posted in the office premises. **Wiener TU** in Poland began renovating its entire office space in 2022. The redesign has not only addressed the needs of employees, but also fulfilled environmental objectives. The new offices consume less energy, for example, thanks to the installation of energy-efficient lighting and intelligent air conditioning. Moreover, there are now bicycle racks and shower facilities to help employees enjoy a more eco-friendly commute. **Bulstrad Life** in Bulgaria carried out renovations as well, including fitting better insulation in order to reduce energy consumption. The Romanian company **Omniasig**, with more than 100 owned or leased operating sites throughout the country, is currently in the process of gradually modernising all its locations and is encouraging its employees to take energy-saving steps.



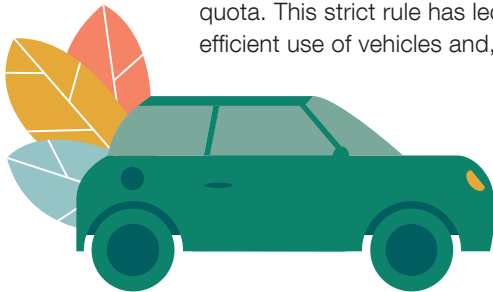
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Christine Dornaus, member of the Managing Board of Wiener Städtische, and Gerhard Lahner, member of the VIG Managing Board, admire the two photovoltaic systems on the roof of their joint corporate headquarters in Vienna. 137 panels generate an annual output of approximately 60,000 kilowatt-hours of electricity.

New driving habits

Employee behaviour plays a crucial role in the implementation of mobility-related measures.

Awareness of the need to change mobility behaviour is growing, and a number of VIG companies are putting specific measures in place in this area. **Wiener Städtische Osiguranje** in Serbia is just one example. The company has defined fuel consumption limits for almost every vehicle in its fleet. Over the course of a quarter, a vehicle may only consume more than its allotted amount if another vehicle is below its quota. This strict rule has led to more efficient use of vehicles and, ultimately,



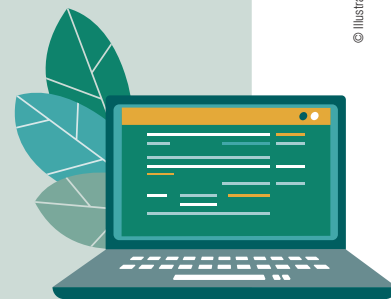
to fuel consumption being reduced by approximately 9,840 litres compared to the previous year. **BTA Baltic**, meanwhile, is focusing on systematically improving its employees' driving skills, because adopting environmentally friendly driving habits reduces the average fuel consumption per kilometre and extends a vehicle's service life. The measures taken include providing educational videos, information on the intranet, fuel consumption monitoring and fun incentives such as acknowledging the most eco-friendly drivers each month. Within a single year, employees' average fuel consumption per 100 kilometres has been reduced from 7.4 litres to 6.5 litres.

Conserving resources together

VIG collaborates with Europe's largest charitable IT company. Together, the companies are extending the lifespan of computers and other hardware, and creating jobs for people with disabilities.

This collaboration between VIG and the charitable IT service provider AfB (Arbeit für Menschen mit Behinderung – Work for People with Disabilities) provides both a societal and an environmental benefit. The Austrian companies **Wiener Städtische, Donau Versicherung, VIG Holding** and the IT subsidiary twinformatics gave 1,148 used devices with a total weight of 4 tonnes to AfB in 2023. 82% of the devices could be sold and reused after data destruction, hardware tests, repairs, up-

grading and cleaning. As a result of this co-operation, one job for people with disabilities could be offered during the reporting period. This saved 126,561 kilograms of greenhouse gases (CO₂ equivalents), 17,677 kilograms of raw materials such as metal and minerals (iron equivalents) and 1.1 million litres of water compared to the production of new equipment. VIG companies and AfB are contributing towards resource conservation and the circular economy through reprocessing and reuse.



Key environmental figures

The following table shows information on electricity consumption and heating use in offices and kilometres of air travel since 2019. Electricity consumption fell by approximately 5% compared to the previous year, while heating use declined by around 7%. These reductions are mainly the result of various energy-saving and efficiency measures implemented by VIG insurance companies, as well as a relatively mild winter in a number of countries. The kilometres of air travel increased sharply compared to the previous year. One of the reasons for this increase is the number of Group meetings that needed to be held in the reporting year after almost three years of restrictions due to the pandemic. These meetings helped to reinforce the personal communication and sharing of information and ideas that is so important for cooperation within VIG.

The table also shows the emissions from VIG's office operations in tonnes of CO₂ equivalents. These emissions are shown both as a total figure and broken down by emissions in Scope 1 (heating energy and fuel consumption), Scope 2 (electricity, district cooling and district heating consumption) and Scope 3 (business flights only). Overall, there was a slight increase in emissions from VIG's office operations (+2%). This is due to an increase in business travel by car (Scope 1) and air (Scope 3).

Energy consumption within the organisation

To fulfill the reporting standards, total energy consumption in megajoules (MJ) was also reported. It is 458,048,238 MJ for the reporting year.

During the reporting period, total fuel consumption within the organisation was 258,417,870 MJ from non-renewable sources (oil, gas, diesel and petrol) and 84,110 MJ from renewable sources (biomass). Electricity consumption was 124,877,696 MJ, heating energy consumption was 66,995,357 MJ and cooling energy consumption was 7,673,205 MJ.

Energy and greenhouse gas intensity

The average energy consumption per EUR 1 million of gross written premiums was 33,230 MJ and the average emissions per EUR 1 million of gross written premiums was 2.5 tonnes of CO₂ equivalents.

Adjustment to electricity consumption and heating use for 2022

The consumption figures reported for electricity and heating energy in 2022 have been adjusted in this report following measures taken at two insurance companies to improve data quality. Electricity consumption in kilowatt hours has been adjusted from 32,585,266 kWh to 36,459,475 kWh and heating use has been adjusted from 46,723,815 kWh to 53,461,649 kWh. As a result, Scope 1 (heating energy consumption) and Scope 2 (electricity and district heating consumption) emissions have also been recalculated. When recalculating these figures for the 2022 reporting year, the emission factors used for district heating were also adjusted following an update to the methodology used. This ensures that these past figures can be compared against the current reporting year.

The total Scope 1 emissions for the 2022 reporting year are therefore 15,980 tonnes of CO₂ equivalents (originally reported: 15,149 tonnes of CO₂ equivalents) and the Scope 2 emissions are 17,405 tonnes of CO₂ equivalents (originally reported: 14,471 tonnes of CO₂ equivalents).

The total energy consumption in megajoules was also adjusted for the 2022 reporting year to 462,153,595 MJ (originally reported: 420,752,426 MJ) and the fuel consumption within the organisation from non-renewable sources for that year was adjusted to 248,136,757 MJ (originally reported: 236,445,464 MJ). Fuel consumption within the organisation from renewable sources remains unchanged.

Explanatory notes for Scope 3 emissions

Scope 3 emissions are indirect emissions generated in a company's value chain. The Scope 3 categories (based on the Greenhouse Gas Protocol) that are relevant may differ depending on the economic activity. For VIG, the Scope 3 emissions from its investment and underwriting portfolio are material. VIG therefore started collecting data on these emissions from the end of 2022. In 2023, the focus was on improving data quality in preparation for reporting in accordance with the future European Sustainability Reporting Standards.

Data on the Scope 3 emissions generated by air travel has already been collected for a number of years (see above).

Key figure	2023	2022 ¹	2021	2020	2019
Electricity use in kWh	34,688,249	36,459,475	31,406,102	31,226,191	37,714,981
Heating use in kWh	49,721,386	53,461,649	50,236,170	48,633,949	49,172,287
Kilometres of air travel	8,194,008	5,737,750	1,660,305	1,175,961	8,618,909
Emissions in tonnes of CO ₂ equivalents	34,889	34,058	28,525	28,652	35,859
Scope 1 (direct emissions) in tonnes of CO ₂ equivalents	16,855	15,980	14,210	13,512	16,213
Scope 2 (indirect emissions) in tonnes of CO ₂ equivalents	17,065	17,405	14,136	15,022	18,714
Scope 3 (air travel) in tonnes of CO ₂ equivalents	969	673	179	118	932
Total energy consumption in megajoules	458,048,238	462,153,595			

¹ Including two additional insurance companies

EMPLOYEES

Learning and development

Life balance and health promotion

Diversity and equal opportunity



An attractive employer

VIG provides for a positive working environment because employee motivation and commitment are essential to the long-term success of a company.

A company is only as good as its employees. This is why VIG aims to be an “employer of choice” that promotes employee centricity, diversity and equal opportunities. The many years of work positioning itself on the employment market – which has been recognised by numerous prestigious awards – is paying off now more than ever before. As part of its VIG 25 sustainability programme, VIG is planning to measure its attractiveness as an employer using an international index for the majority of its Group companies. In future, this will provide information at the local level on potential development opportunities in the Group companies.

OBJECTIVES OF THE HUMAN RESOURCES STRATEGY

- The Group is perceived as a diverse, innovative, learning organisation.
- Leaders create a positive working environment and support employees in facing the challenges of the future.
- We strengthen the feedback culture.

THESE OBJECTIVES WILL BE ACHIEVED THROUGH ...

- strategic HR partnerships,
- a sustainable, value-driven working environment,
- future-fit leaders and employees.

RESPECTING EMPLOYEE RIGHTS

The Group also respects and supports international human rights in its human resources work. There is, of course, no forced labour or child labour in any VIG company. Discrimination is not tolerated. The Group recognises employee rights such as freedom of assembly, collective agreement negotiations and the choice of representatives. Collective agreement results are recognised and associated statutory provisions are observed in each country. Employees and their representatives are regularly informed about important business decisions, and we respect the right to freedom of expression. More information on how we deal with employee concerns can be found on page 15.

REMUNERATION STANDARDS FOR EMPLOYEES

VIG's attractiveness as an employer is also enhanced by appropriate remuneration schemes. The following guidelines, which are also set out in a remuneration policy, apply to the entire insurance group. The compensation policy supports our focus on sustainable business management at all levels of VIG companies and contributes to the current VIG strategy. It is intended to promote responsible conduct and prevent conflicts of interest. VIG takes all relevant statutory requirements into account when setting out and applying the remuneration policy. Working hours, required qualifications, as well as the duties and responsibilities of the position in question are all taken into account when setting remunerations levels. Care is taken to ensure that the salary does not fall below the minimum wage

stipulated under national law or existing collective bargaining agreements. If a variable remuneration component has been agreed, the targets that determine the amount of variable remuneration are transparent and updated once per year. 52.4% of the employees of the fully consolidated insurance companies were covered by explicit collective agreements in 2023. The employees that are not covered work in companies in which collective agreements are not applicable due to national circumstances. These countries, for example, have qualification-based minimum wages or internal company pay scales. In addition to remuneration, the Group companies also offer many fringe benefits that differ from company to company, such as childcare, healthcare services and flexible working hours.

Learning and development

Skills for long-term success

The wide range of learning and development measures are congruent with VIG's strategic objectives.

Learning and development programmes at VIG are based on a solid foundation: the VIG Talent Toolset. This skills model was developed by VIG Holding Human Resources together with the Group companies. It defines the skills that today's employees need in a modern insurance company and also deals with those competencies that are necessary for VIG to achieve its strategic objectives. The wide range of learning and development options supports employees in their personal development and in increasing their competitiveness. Many training programmes are designed locally by the respective companies so that they can be tailored as much as possible to existing needs. There are also Group-wide offerings, which are planned in VIG Holding.

Measures that will best support individual employees in their development are usually discussed in regular target and development reviews led by Human Resources. These take place at least once a year in 90.7% of the fully consolidated VIG insurance companies, representing 95.4% of the employees.

Group-wide trainings

Continuing education initiatives that are designed for the entire Group not only reinforce technical expertise, but also promote a feeling of togetherness and interaction between the companies. These programmes are developed in partnership with highly accredited international partners and serve as a foundation for a Group-wide corporate culture.



Participants in the Executive Leadership Programme in Bled, Slovenia, hone their strategic, teamwork skills and their personal networks.

The **Executive Leadership Programme** is a development programme for managers at VIG and has been running for some years in partnership with a management school in Bled. The content of the programme focuses apart from strengthening strategic skills on the ability of the participants to manage transformation. The programme also aims to strengthen personal networks for exchange and mutual support within the Group.

Our **Talent Programme**, under the motto "Shaping the Future", is intended for talented individuals with and without management experience, as well as people in key functions across all levels. The programme is run in partnership with a university in Berlin. Individual modules focus on



leadership, strategy and innovation, with discussions taking place using an array of case studies. Peer coaching sessions also take place between the modules.

VIG also offers an alternative to traditional management careers through specially developed programmes for experts. The **Expert Development Programme** gives these experts the chance to expand their professional and social skills. During two rounds of training in 2023, they learnt new methods of working and thus increased their day-to-day effectiveness. They also built a lively network of experts from different business areas and countries.

The **Expertise Matters** event series was also targeted at experts within the Group, and one of the main topics in 2023 was “Artificial intelligence”.

Currently, a **digital learning platform** is available to approximately 3,000 colleagues across the Group. This e-learning programme deals with various topics, such as digitalisation, innovation, leadership, sustainability and diversity.

At the two-day VIG “**HR in Disruptive Times**” conference, HR managers from across the Group looked at current challenges in the world of employment. Held in Vienna, the participants discussed with international experts about employer branding, innovation and employee retention. At an exciting keynote speech, a New York

Times bestselling author spoke about a culture of resilience, building agility, and the importance of having an evolutionary mindset for making good use of digital tools. What is more, a renowned agency held an interactive workshop with innovative methods on the topic of employee retention. Furthermore, a well-known innovator, networker and founder led a session for “idea fitness” for the participants and provided inspiration for finding the best applicants.

LEARNING AND DEVELOPMENT WITH A FOCUS ON SUSTAINABILITY

VIG offers a variety of learning and development programmes in the area of sustainability for employees, experts and managers. In the Austrian insurance companies, part of the mandatory introductory programme for new employees includes content on the topic of sustainability. Sustainability aspects are also repeatedly included in existing HR training programmes. The annual sustainability meeting is attended by sustainability experts from the VIG insurance companies and features presentations on current developments, including interactive elements, and promotes Group-wide information sharing. Specialised sustainability topics are also addressed in other Group-wide meetings, such as the 2023 meeting of asset managers and risk managers, which focused on the importance of integrating sustainability topics into the investment process and on dealing with sustainability risks. Additionally, as part of the creation of the new VIG 25 sustainability programme, workshops were held with the CEOs of the VIG insurance companies.

Average hours of learning and development per full-time equivalent by gender and employee category

	2023	2022
Male	43.7	36.9
Female	37.5	34.4
Office staff	22.6	25.5
Field staff	54.4	43.8
Managing Board members	34.3	29.1
Management directly below the Managing Board	36.0	32.5
Employees (not including management)	40.0	35.5



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MATERIAL TOPIC:

#Learning and development

Why the topic is important

Employee learning and development is essential for every company. The technical knowledge of employees, their customer focus, and openness to new developments are some of the most important factors in the success of insurance companies. Employee learning and development are therefore very important to VIG.

Opportunities

Employees can react quickly to changing conditions and new developments; increased employee satisfaction.

Risks

A lack of knowledge in the company, non-compliance with the Insurance Distribution Directive

Due diligence processes and measures

Since the Group companies are responsible for the design and organisation of learning and development programmes – with the exception of Group-wide formats – they can adjust them to meet the needs of their local employees. An annual survey is performed of the average number of training hours completed in each company.

Taking lessons learnt into account

A continuous improvement process that involves employees and partner companies ensures a high-quality of the training programmes.

Responsibility

VIG insurance companies design and organise local training, seminars and other events for their employees. Group-wide learning and development programmes are developed by Human Resources at VIG Holding and carried out with competent international cooperation partners.

Aspirations

Managers and employees are fit for the future.

Successes

- New education programmes, and the continuation of existing education programmes.
- Widespread use of digital learning platforms.



Employees

A VIG conference gave HR managers from across the Group various insights into "HR in Disruptive Times".

#Life balance and health promotion

Striving for life balance

VIG has a number of initiatives that make it easier for employees to align their professional priorities with their personal ones.

VIG values collaboration based on appreciation and partnership, and describes this relationship with the motto “give and take”. The Group creates a working environment in which employees can strike a balance between their professional priorities and their personal ones. VIG uses the term “Life Balance” to refer to the idea that work and private life are intertwined. A number of measures being developed by the Group companies in line with the needs of their employees promote this balance: from initiatives for physical and mental health to programmes for flexible working and family-friendliness.

Employees are particularly positive about VIG’s family-friendly stance on online evaluation platforms.

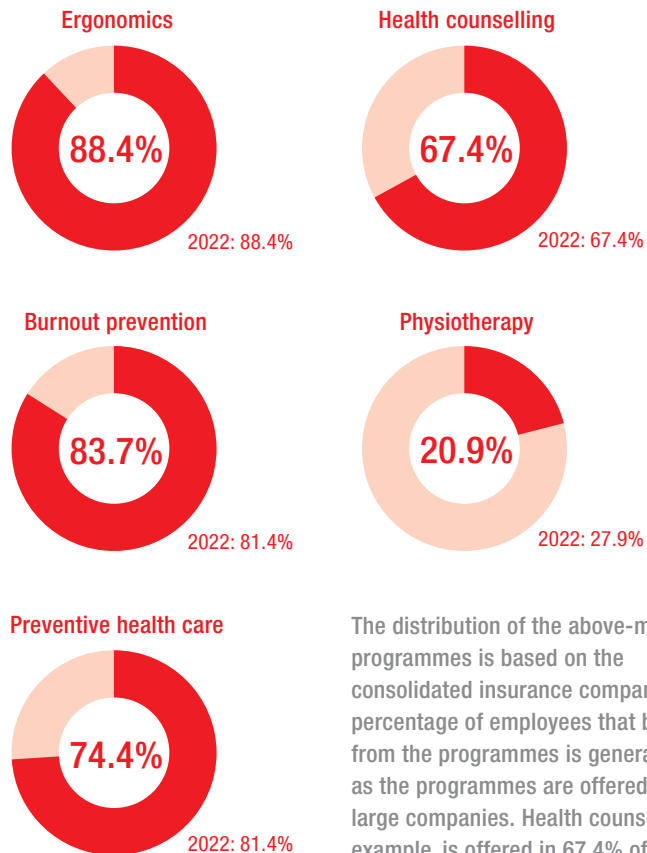


© VIG



Broad range of programmes for better health

Percentage of insurance companies in VIG that are implementing the following programmes for promoting health:



The distribution of the above-mentioned programmes is based on the consolidated insurance companies. The percentage of employees that benefit from the programmes is generally higher, as the programmes are offered more in large companies. Health counselling, for example, is offered in 67.4% of the companies, but 74.6% of the employees work for these companies.

Physical and mental well-being

VIG's employees can choose from a wide range of sports programmes. The companies organise running events, talks, and cycling initiatives, to name a few, and some have partnerships with fitness service providers. Comprehensive programmes, like VIG Holding's "Keep Moving" initiative, offer a whole range of activities. Programmes for healthy exercise are combined with information on sustainability. As well as physical well-being, the topic of mental health is also a top priority. Employees in many VIG companies can take advantage of benefits such as psychological counselling, crisis hotlines, coaching and workshops.

Number of sick days

In 2023, the average number of sick days per employee was 6.9 days (2022: 7.6 days). However, this figure is only of limited significance for the occupational health status of employees in an international service company. For example, a high average number of sick days could be due to a small number of employees with long-term illnesses. Recording employee illness, however, is also connected with local social laws (e.g. to determine whether employees should receive immediate pay compensation).

Flexible working

Many VIG employees have the option to work remotely subject to certain conditions. 85.9% of employees benefit from flexible working time models that go beyond the legal requirements.

Work and family in balance

The VIG insurance companies also offer a number of other measures that help employees strike a balance between work and family life: Working part-time in managerial positions, parental leave coaching, additional parental leave for new additions to the family, childcare programmes, and support when caring for relatives. After all, the needs and expectations of our employees are just as diverse as there are different types of families and stages of life. And this is well received by our employees:

VIG is rated as a top employer on the ratings platform Kununu. Many employees praise the company's family-friendly policies in particular.

"berufundfamilie" seal of approval

The Austrian companies **Wiener Städtische** and **Donau Versicherung** have been recipients of the national "berufundfamilie" (Career and Family) seal of approval for some years now. This confirms the company's commitment to being family-friendly.



Running events such as the Business Run in Vienna promote health and team spirit.



At VIG Holding, fathers are encouraged to take parental leave. The company also supports managers who wish to work part-time.



Numerous awards

Because of its attractive working conditions, VIG leads the way in a number of rankings for the promotion of diversity as well as the quality of its employer branding and recruiting.

VIG continues to be included in the list of **“Diversity Leaders”** prepared by the “Financial Times” and “Statista”. More than 100,000 employees all over Europe were asked to rate their own and other companies with regard to age, gender, ethnic background, disability, LGBTIAQ+ and general diversity. Analyses from experts were also included in the rankings.

The **“Best Recruiter”** study takes employer branding and recruitment activities into account. In 2023, VIG Holding was ranked first among all insurance companies in Austria, Germany and Switzerland. Among all of the 1,200 companies surveyed, VIG Holding came third and continues to be the leader in the candidate experience category.

For the third year in a row, the **“Leading Employers”** study placed VIG Holding in the top 1% of the best employers in Austria. The meta-analysis examines the characteristics of 40,000 companies worldwide.

Every year, Boston Consulting Group and the business magazine “Trend” publish the **BCG Gender Diversity Index**, which ranks gender parity in Austria’s listed companies. VIG Holding was among the top ten companies again in 2023.

VIG Holding in Austria was once again recognised as a **“Top Employer”** on the **Kununu** rating platform this year. Employees gave their employer an average score of 4.2 out of a maximum of 5 points.

“Time Magazine” recognised VIG as one of the **“World’s Best Companies 2023”**. This new award is based on the company’s performance as an employer, its revenue growth and its CSR activities.

Wiener Städtische was honoured several times at the **Employer Branding Awards** for its innovative recruiting practices. The “Jobworld” project was awarded the Gold Digital HR prize and the “Job Ambassadors in Sales” (“Job-Botschafter:innen im Vertrieb”) project was awarded Silver in the Internal Branding, Personnel Marketing and Recruiting category.



Hartwig Löger, Chairman of the Managing Board, and Barbara Hohl, Head of HR, are delighted with the numerous awards for VIG.



Kathrin Donhauser and Lisa Toczyska from Wiener Städtische are proud of the two honours at the Employer Branding Award.

IN THE BEST COMPANY

VIG was also shortlisted for the renowned HR Excellence Award offered by Quadriga University in Berlin and for the Employer Branding category of the Austrian Hermes Business Award (Hermes Wirtschaftspreis).



Every generation has wisdom to offer! This is why VIG is committed to being an attractive employer for all generations.



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Diversity and equal opportunity

Promoting diversity

VIG's diversity strategy is applicable throughout the Group but it also allows for flexible implementation at local level.

At VIG, diversity management means sincere appreciation of, open interaction with and the intentional use of diversity. Diversity is understood to mean the similarities and differences that exist among VIG's different companies, markets, employees, partners and customers. VIG respects the cultures and traditions of the various countries and markets in which it offers its insurance services, and it is committed to equal opportunities in recruiting and to the development of its employees. This commitment is bolstered by the Group's diversity strategy and the appointment of a Diversity Officer. The companies are required to prepare a diversity concept, but can choose their priorities themselves, based on local needs and requirements.

Best practice book demonstrates multifaceted commitment

Flexibility in how actions are implemented locally gives rise to a broad spectrum of measures and solutions. These range from diversity training at **Compensa** in Lithuania to mentoring programmes at **Donaris** in Moldova to promote learning across generations. In Poland, **InterRisk** is taking measures to combat bullying and **IRAO** in Georgia is promoting intergenerational team building. These and numerous other measures and projects from the diversity management activities of the companies can be found in the best practice book compiled by VIG Holding's human resources team. This book is intended for internal use and acts as a source of inspiration for learning and information-sharing throughout the Group.

Learning diversity

Several measures consist of training and awareness-raising about the value of diversity. For example, VIG's Romanian companies offer workshops for managers on managing differences and cultural diversity, as well as an e-learning course for all employees that is designed to promote the understanding and acceptance of diversity.

Equal treatment instead of discrimination

Wiener Städtische in Austria launched the women's network "FRiDA" in March 2022, which is also open to female colleagues from all VIG companies in Austria. Some 350 members across Austria are now part of the 11 project groups offering ideas and support. Online events, talks from experts, workshops and networking events

all contribute to promoting equality within the companies. In 2023, the Austrian companies also launched a campaign to raise awareness of discrimination in a work context.

Women in sales

A number of insurance companies want to make sales roles more attractive for women. **Donau Versicherung** is one of those companies. To help it achieve this goal, in 2023 it organised a two-day workshop with female sales employees to learn from their experiences. Together with employees specialised in personnel development and an external trainer, they discussed topics such as their own strengths, career opportunities, and parental leave in sales.

Diversity facts and figures

GROUP-WIDE NATIONALITIES

21 Nationalities
in the managing boards

2022: 21

18 Nationalities
in the supervisory boards

2022: 18

As part of the Vienna Pride, Austria's largest LGBTIAQ+ event, **VIG's companies in Austria** hold a Virtual Pride event every year. With the social media and intranet campaign, they are showing their support for all members of the LGBTIAQ+ community. The rainbow flag is also put up in prominent places around office buildings, while a Pride Picnic and various events throughout the year offer space for networking among the LGBTIAQ+ community and its allies.



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Again in 2023, VIG's companies in Austria demonstrated their support of solidarity, openness and equality.

Percentage of employees and board members by gender and age group

	Supervisory Board members		Managing Board members		Management directly below the Managing Board		Employees (not including management)		Field staff		Office staff	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Male	77.1%	76.9%	78.5%	74.8%	55.5%	55.4%	35.2%	35.4%	36.2%	36.2%	35.8%	36.3%
Female	22.9%	23.1%	21.5%	25.2%	44.5%	44.6%	64.8%	64.6%	63.8%	63.8%	64.2%	63.7%
under 30	0.0%	0.0%	0.0%	0.0%	1.0%	1.6%	19.3%	19.1%	21.8%	20.8%	15.1%	15.7%
30 to 50	23.6%	28.0%	50.0%	53.1%	64.9%	71.3%	55.7%	55.7%	51.5%	51.9%	61.1%	61.0%
over 50	76.4%	72.0%	50.0%	46.9%	34.1%	27.1%	25.0%	25.3%	26.7%	27.3%	23.8%	23.3%

The key figures on page 55 and above provide information on the gender, nationalities and ages of the employees and board members in the fully consolidated VIG insurance companies (based on headcount). At the end of 2023, more than one fifth of the managing board and supervisory board members were

women. Around 45% of the managers in the management level directly below the managing board were women. 21 different nationalities were represented on the managing boards and 18 nationalities on the supervisory boards (based on citizenship). Although the Group operates in 30 countries, compa-

nies in two countries are not consolidated and therefore not included. The Group is represented by branch offices in another seven countries. There are no managing boards or supervisory boards there.

Total number of employees by gender and region

The following tables provide an overview of the total number of employees by country and various categories. VIIG is a stable, reliable employer in all of its markets.

	Male		Female	
	2023	2022	2023	2022
Austria	3,013	3,015	2,456	2,402
Czech Republic	1,568	1,538	3,923	3,837
Poland	1,096	1,105	1,832	1,822
Extended CEE¹	3,884	3,983	8,931	8,865
Special Markets²	1,326	1,077	2,287	2,035
Group Functions³	219	201	296	271
Total⁴	11,106	10,919	19,725	19,232

Total number of employees by employment contract, gender and region

	Indefinite-term contracts				Fixed-term contracts				Apprentices, trainees ⁵			
	Male		Female		Male		Female		Male		Female	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Austria	2,846	2,849	2,224	2,179	1	0	8	4	166	166	224	219
Czech Republic	1,429	1,386	3,385	3,325	136	152	533	510	3	0	5	2
Poland	995	971	1,592	1,582	101	134	240	240	0	0	0	0
Extended CEE¹	3,724	3,814	8,529	8,468	159	168	402	397	1	1	0	0
Special Markets²	1,324	1,066	2,247	2,018	1	8	32	11	1	3	8	6
Group Functions³	204	192	277	262	4	4	10	3	11	5	9	6
Total⁴	10,522	10,278	18,254	17,834	402	466	1,225	1,165	182	175	246	233

Fixed-term contracts are only used in certain situations, such as parental leave replacements or for projects. There are no seasonal employees.

Total number of employees by employment type, gender and region

	Full-time employees				Part-time employees				Other employees ⁶			
	Male		Female		Male		Female		Male		Female	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Austria	2,849	2,847	1,668	1,598	142	143	652	656	22	25	136	148
Czech Republic	1,543	1,505	3,376	3,272	24	30	185	176	1	3	362	389
Poland	651	628	1,482	1,437	442	473	276	299	3	4	74	86
Extended CEE¹	3,433	3,479	7,669	7,553	426	477	901	918	25	27	361	394
Special Markets²	1,299	1,077	2,254	2,007	27	0	32	26	0	0	1	2
Group Functions³	202	187	236	200	14	14	41	51	3	0	19	20
Total⁴	9,977	9,723	16,685	16,067	1,075	1,137	2,087	2,126	54	59	953	1,039

In Poland, many employees work part-time for insurance companies and part-time for non-insurance companies at the same time. The insurance companies consider these employees as part-time.

¹ Extended CEE: Albania incl. Kosovo, Baltic states, Bosnia-Herzegovina, Bulgaria, Croatia, Moldova, North Macedonia, Romania, Serbia, Slovakia, Ukraine, Hungary

² Special Markets: Germany, Georgia, Liechtenstein, Türkiye

³ Group Functions: VIIG Holding, VIIG Re, Wiener Re

⁴ Fully consolidated insurance companies, headcount

⁵ Trainee contracts (apprentices, student trainees, trainees, etc.); excl. temporary workers

⁶ Employees on parental leave and leave of absence (parental leave, military service, etc.)

CUSTOMERS

- # Product innovation
- # Customer orientation
- # Comprehensibility of products
- # Data protection and security



Product innovation

Useful innovation

VIG is consistently following its course for innovation and digitalisation, always keeping added value for its customers in mind.

Measures taken as part of the VIG 25 strategic programme are largely aimed at creating additional customer benefits. Establishing greater customer proximity is the basis for sustainable success. A major challenge here is the fact that consumer expectations and behaviour can change quickly. This is why VIG values a culture of innovation which allows to keep pace with these requirements.

One focus is on developing new digital services and communication channels. The basis for this is the digital transformation that has been systematically driven forward across the Group for some years now. In 2022, VIG introduced a Digital Execution Scorecard to push digitalisation across

the Group to the next level. KPIs related to digitalisation reveal the ambitions, strengths and areas for improvement in various departments and companies. In 2023, the companies began to draw conclusions from the initial results and, for example, increased investment in certain areas.

Innovation Hub

VIG Holding's Transformation and Research department offers support to the insurance companies through an Innovation Hub, which offers a range of services, including the Digital Base, which is an online platform that the companies can use to share examples of best practice. The hub also provides information on startups and connects the companies with each other in order to build

a Group-wide digitalisation and innovation community. The Innovation Hub also facilitates collaborations, such as those with the InsurTech fund VENPACE and the global innovation platform Plug and Play.

Partnerships with added value

The venture capital fund VENPACE has already invested in eight startups that are relevant to the insurance industry. This enables VIG to deepen its knowledge of innovative business models. VIG is one of four partners working with the Cologne-based investment company. The collaboration with Plug and Play gives VIG access to a network of 20,000 pre-screened startups. It also provides support to the individual companies in expanding

MATERIAL TOPIC:

Product innovation

Customer orientation

Comprehensibility of products

Why the topics are important

An orientation to customer needs, comprehensible products and needs-based services are the key to long-term success. Designing products and services is part of our core business.

Firstly, it has benefits for customers, such as providing protection against the financial consequences of an insured loss. It can, however, also have positive effects on the environment, e.g. due to products such as “green” life insurance.

Opportunities

Increase customer satisfaction with, for example, new products and services, especially value-added services

Risks

Customer expectations are not being sufficiently addressed and employees are not prepared for new market trends and developments (employee learning and development see pages 49–51)

Due diligence processes and measures

The VIG 25 strategic programme includes a wide variety of initiatives in this area (e.g. promotion of the digital transformation, customer retention). The Digital Execution Scorecard was introduced in 2022. It uses digital performance indicators to help track the progress achieved in implementing digital strategies. VIG Holding also

supports the companies with advice and the transfer of know-how within the Group, and uses the internal Group innovation competition VIG Xelerate to promote the development of new ideas.

Taking lessons learnt into account

Creation of a Voice of Customer Community to further improve customer satisfaction

Responsibility

The local Group companies are responsible for designing products and services that meet the needs of their local customers.

Aspirations

Continuing and intensifying the digital transformation; developing new ways to approach and retain customers in order to respond to changes in their expectations and behaviour; promoting risk literacy (see pages 64–65)

Successes

Continuous development of new products and services (see pages 58, 60–62)



>

their own innovative capabilities through measures that are tailored to the specific company, such as innovation workshops.

VIG Innovation Day

In 2023, the Innovation Hub organised the first VIG Innovation Day with Plug and Play. The event in Vienna marked the starting point for the VIG Innovation Community which provides opportunities for Group-wide knowledge sharing and joint innovation projects. More than 40 employees from 27 VIG companies networked at the event and discussed global innovation trends in a workshop. Selected InsurTech start-ups also presented their solutions for digital customer retention, efficient processes and digital automation. This first Innovation Day was so successful that further events are being planned.

VIG Xelerate

The internal innovation competition VIG Xelerate has been held regularly by the Innovation Hub since 2018. It recognises companies' innovation projects and provides financial support for implementing promising projects. Some 41 projects have been co-financed so far, with total funding of EUR 10.5 million. All VIG companies can submit innovation projects, which are evaluated in collaboration with Plug and Play. The Managing Board of VIG Holding then invites the best teams to present their projects in person on a Pitch Day.

In 2023, the purpose of VIG Xelerate was revised and the focus of the competition shifted from digitalisation to innovation. Since December, the new VIG Xelerate platform has also been helping to professionalise the competition, scale successful projects more effectively and improve collaboration between innovative thinkers in the Group.



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The first VIG Innovation Day took place in 2023. The event gave opportunities for Group-wide networking and knowledge sharing.

The winners of the Pitch Day in March 2023 were:

- 1. Compensa** (Poland) with the “Discovery Evaluation” project: With the help of artificial intelligence, Compensa can automate 80% of the claims settlement process – from analysing documents to making decisions, such as about claims for damages. Customers receive feedback after just a few minutes, which significantly increases their satisfaction. This enables claims processors at Compensa to focus fully on exceptional claims.
- 2. Compensa and Compensa Life** (Lithuania) with “SAX”: A digital platform consisting of an e-shop and a self-service portal makes it easier for customers to take out life insurance and non-life insurance policies. They can also manage claims via a partially automated process. What’s more, the platform offers upselling and cross-selling options, as well as tools for analysing customer behaviour.
- 3. Global Assistance** (Czech Republic) with “Digital Clinic”: Companies can purchase assistance products for their employees via an e-shop platform. These are then made available to staff in the form of voluntary social benefits, for example. The first phase of “Digital Clinic” involves offering a wide range of telemedicine services.

#Product innovation

#Customer orientation

Greater added value for customers

VIG's companies are developing new products and services and are enhancing existing ones with additional features.

Services for improving health



VIG is developing additional health-related programmes for its customers. To this end, the Group is systematically building

up its expertise in this area. For example, VIG has invested in two healthcare start-ups; firstly, in Diagnose.me from the Netherlands, which provides consultations with highly specialist doctors from all over the world; and, secondly, in the Austrian start-up TeleDoc, which is one of Europe's leading telemedicine providers. VIG insurance companies in a number of countries are collaborating with these start-ups and are providing digital healthcare services primarily to their customers.

Wiener Städtische is one of these companies, and it already offers its customers online doctor's appointments through TeleDoc. This smartphone-based virtual doctor's surgery gives patients a quick and well-informed (second) opinion. General practitioners are available via video call around the clock and can issue digital prescriptions to patients. Private health insurance covers the associated costs.

Wiener Städtische gives customers with children access to Aumio, a meditation and relaxation app that offers a child-friendly audio experiences in the form of meditation, calming tales and bedtime stories, relaxing sounds and children's yoga. It improves sleep and concentration, and helps children to grow up healthy, self-confidently and less stressed. For adults, Wiener Städtische also offers HelloBetter, an online psychological training programme that provides courses for managing stress and preventing depression. Customers with private medical insurance or the BESSER-

LEBEN wellbeing package can improve their complaints in a self-determined way and increase their own quality of life.

Reward for responsible and eco-conscious driving



VIG is using a new telematics app to offer motor vehicle insurance customers valuable services and promote responsible driving.

Users of the app benefit from features such as an automatic driver's logbook, information about their driving behaviour (such as speed or making calls while driving) and tips for improvement. Customers receive a percentage of the insurance premium they paid as cashback according to their driving score. Those who drive less frequently and more safely help the environment, reduce the risk of accidents and save money. The app's SOS emergency button offers another helpful benefit: At the push of a button, customers can be connected to VIG's assistance company, which will provide immediate, needs-based help. The app is currently available to **Kooperativa** customers in the Czech Republic and **Wiener TU** customers in Poland, with further companies expected to follow in 2024.

Environmental benefit for property owners



If damage to a property exceeds 75% of the sum insured, customers of the Czech company **Kooperativa** receive 5% of the sum insured in

addition to the payment of their claim. The prerequisite for this is that the funds are invested in the ecological modernisation of the building concerned, such as improved insulation, a photovoltaic system or a system to collect and use rainwater.

Help with online hate speech



With "Hate Stop", **InterRisk** in Poland is offering an innovative additional benefit as part of EDU Plus, an accident insurance

policy for children, adolescents and students. If young people fall victim to online violence, online harassment or hacking, they will receive support from IT experts, psychologists and lawyers.

Green retirement provisions



Some insurance products not only protect against personal risks, but also provide added value for the environment and society. VIG

insurance companies, for example, offer unit-linked life insurance policies that invest in funds with ESG characteristics. Examples of these include **Wiener Städtische's** "Eco Select Invest" and "s Fonds-Polizze Eco" fund policies and "Green Protect" from **Donau Versicherung**, all of which have been awarded the Austrian Ecolabel. A further example is the wide range of funds with ESG characteristics in the field of unit-linked life insurance offered by **Union Biztosító** in Hungary.

Customer orientation

Comprehensibility of products

Competence centre for satisfied customers

A newly formed team in Warsaw is supporting the entire VIG to understand customer needs even better.

In 2023, VIG established a centre of competence for customer experience in Warsaw, which supports the entire Group in creating additional benefits for customers and is part of the VIG 25 strategic programme. Specifically, the centre of competence will define uniform parameters and tools for all companies to measure and improve satisfaction. It will also come up with solutions for improving customer retention. A first step was to develop a joint framework to define the focus areas and methods for measuring satisfaction as well as determining the key points of contact with customers, analysing the latest tools for obtaining feedback, and gathering examples of best practices how to increase customer loyalty.

One of the main tasks of the customer experience competence centre is to establish a “voice of the customer” community with representatives from every VIG insurance company. The aim is a twofold exchange of knowledge. Firstly, fostering mutual learning and secondly, co-developing tools and activities for customers.



MATERIAL TOPIC:

Data protection and security

Why the topic is important

The Group is in possession of sensitive data, particularly in relation to life and health insurance. The impacts of data protection breaches occur inside and outside the organisation, with employees and customers the first to be affected.

Opportunities

Greater customer and employee trust through responsible handling of data

Risks

Data protection breaches, cyber attacks

Due diligence processes and measures

A data protection management system exists. Data protection incidents reported to local data protection authorities must be reported to VIG Holding as and when they occur. IT security incidents must be reported to VIG Holding in monthly reports, critical incidents are reported to the responsible Managing Board member immediately.

Taking lessons learnt into account

Data protection breaches are analysed and the findings are used to prevent similar events in the future.

Guiding principles/guidelines

Data protection guideline, IT security guideline (based on the ISO 27001 standard and also applies to external service providers).

Responsibility

VIG Holding and each VIG insurance company have data protection responsible persons. A data protection coordinator at VIG Holding is responsible for the coordination within the Group. In addition, all VIG insurance companies have people responsible for IT security. VIG Holding also has a steering committee responsible for IT security and a Chief Information Security Officer (CISO).

Aspirations

Provide the best possible protection for customer data and information assets and ensure overall information security for the Group

Successes

A variety of training and awareness-raising measures have been implemented (e.g. using e-learning, intranet articles) to ensure that employees know about data protection breaches, cyber risks, cyber threats and how to securely manage all types of information.

Careful handling of sensitive data

VIG protects the sensitive data of its employees and customers. One basis for this is the professional management of IT risks.

Personal customer and employee data is a valuable asset; VIG therefore implements many measures to protect it. A data protection coordinator at VIG Holding manages all such projects. Data protection responsible persons at the individual companies are responsible for implementing specific measures. They also analyse new projects from a data protection point of view and train employees. The data protection management system includes technical and organisational measures, as well as measures to raise the awareness of risks.

The data protection experts in the Group share information with each other. In meetings held virtually, they either discuss a pre-arranged topic, such as a recent decision by the European Court of Justice, or deal with a variety of topics in an “open meeting”. During the reporting period, there were 85 data protection breaches for the VIG insurance companies that were reported to the data protection authority, and five substantiated complaints based on official procedures, with three complaints relating to data protection breaches in 2020 and 2021. Data protection breaches and related complaints are analysed by the local data protection responsible persons and the results of the analyses are used to prevent similar events in the future.

Focus on IT risks

Reliable data protection is only possible with professional IT operations. VIG uses a multi-level security concept for managing IT risks. It ensures that electronic information and data, applications, hardware and infrastructure are protected as far as possible against cybercrime and other threats. The Group IT security guideline, which is based on the ISO 27001 standard, is binding for all VIG companies and is reviewed and

updated regularly. It also applies to external service providers in the respective area of application. They must also have certain internationally recognised certifications in order to provide IT services for the Group. All internal IT providers in the VIG Group must be certified under ISO 27001. Other layers of the security concept include physical access controls, alarm and monitoring systems and logical network security systems that identify and prevent unauthorised access to data. In addition, regular security checks are carried out by external security specialists.

The human factor

Since cyber criminals are using increasingly sophisticated methods, the VIG companies inform their employees intensively about cyber threats. This is because well-informed, aware employees play an important role in preventing IT security breaches. In addition to the VIG Holding steering committee responsible for IT security, the security experts at VIG Holding and the VIG insurance companies exchange information

regularly on current IT security topics. Any IT security incidents are reported to the VIG Chief Information Security Officer (CISO) on a monthly basis. Information about critical incidents is reported to the responsible Managing Board member immediately.

More details about information security are available on the company website at: group.vig/information-security



SOCIETY

Comprehensibility of products

Risk literacy

Climate change

Peace & solidarity

Demographic change



Comprehensibility of products

Risk literacy

Improvements required in risk literacy

VIG promotes risk literacy in its markets. A study commissioned by VIG in nine CEE countries reveals big gaps in knowledge.



People will only protect themselves against risks if they are aware of these risks and familiar with possible hedging strategies. However, this knowledge is often lacking, as a recent study in nine CEE countries reveals. VIG commissioned Gallup International to interview 9,000 people over the age of 18 in Bulgaria, Croatia, Austria, Poland, Romania, Serbia, Slovakia, the Czech Republic and Hungary. The key takeaway? Seven out of ten respondents are unable to tackle risks in a knowledgeable way. Many people are unaware of certain risks or believe that the risk scenarios will not materialise anyway. This includes risks in the areas of, for example, health, ability to work

and housing, liability for personal accidents, and online fraud.

One focus topic in the sustainability programme

It is striking that around 60% of respondents believe that the state or society would intervene in the event of major claims. However, in most cases this does not correspond to reality and is therefore a dangerous fallacy. It is clear from these findings that there is a significant need for increased risk literacy overall. “As part of our VIG 25 sustainability programme, we have defined increasing risk literacy as a key focus of our social sustainability goals,” says Hartwig

Löger, CEO of VIG Holding. “Working in collaboration with our companies, our aim is to contribute to increasing this literacy over the coming years.” This market study forms the basis for targeted activities. VIG considers risk literacy to be the ability to make informed and considered decisions in relation to risks.

Measures by VIG companies

Many VIG insurance companies are already helping to close the aforementioned gaps in knowledge. For example, **Asirom** in Romania and **Wiener Städtische Osiguranje** in Serbia are working together with Junior Achievement, an organisation committed

to providing financial education in schools. Some of the companies' employees volunteer to mentor pupils as part of this collaboration. In Slovakia, **Kooperativa** is promoting financial education in primary schools, while **Komunálna** is improving the financial literacy of employees in cities and municipalities. Staff at Romanian company **Omniasig** volunteer to visit schools and social centres to give talks intended to help young people understand financial matters. **Union Biztosító** is participating in a project run by the Association of Hungarian Insurance Companies, which has developed an online financial education game, among other things.

Support for reconstruction

VIG continues to show solidarity with its Ukrainian colleagues.

The VIG Family Fund will continue to be available to employees of the Ukrainian companies for reconstruction in Ukraine. Additionally, in June 2023, VIG entered into a partnership with Lloyd's in London and AON, whereby the three companies undertake to provide foreign (re)insurance capacities to strengthen Ukraine's economic resilience and thereby support work on rebuilding the country.

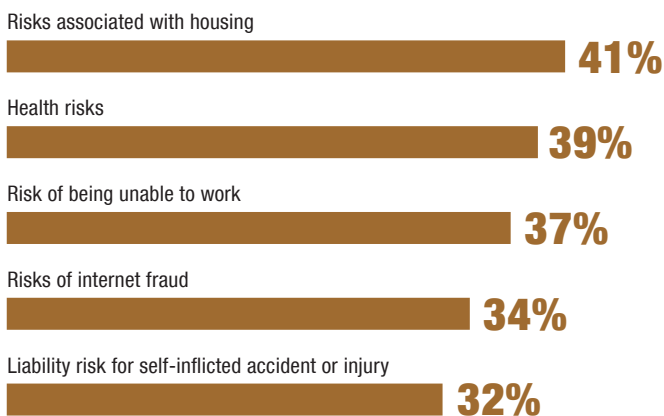
Help for earthquake victims

After the disaster in Türkiye and Syria, VIG provided emergency financial aid.

When Türkiye and Syria were hit by earthquakes in February 2023, 60,000 people lost their lives. After this catastrophe became known, the Managing Board of VIG Holding decided to donate EUR 1 million in emergency aid to the Red Cross for the victims of the earthquake in Türkiye. In addition to this amount, a further EUR 500,000 was provided to each of the aid funds set up by the two VIG companies in Türkiye, with the aim of supporting the affected employees and their families.

RISK AWARENESS

Risk literacy among the population is low and risk awareness perceived to a limited extent in the CEE countries surveyed.



Considered in a lot of detail/in detail (Response options: "in a lot of detail", "in detail", "a little", "not at all")
Percentage figures, n=9,000, July 2023

#Climate change

Youth cinema

The "EU Youth Cinema" informed pupils about ecological challenges.

In 2023, VIG Holding was the main sponsor of "EU Youth Cinema: Green Deal". School classes in Austria, Croatia, North Macedonia, Slovenia and Romania were able to watch selected films for free in cinemas or stream them in their classrooms. The films provided information about ecological challenges, opportunities and risks, and raised the younger generation's awareness of climate change.

Peace and solidarity

A day for helping others

The Social Active Day is a day for helping people – also in Ukraine.

The Social Active Day has been an annual fixture for many VIG employees since 2011: an initiative whereby they can take a working day to participate in social or sustainable projects. In 2023, around 15,000 people from 21 countries took part in the initiative. This engagement can take many forms, from helping out in the social market to cooking for the needy, supporting the soup counter, visiting care and retirement homes, refugee shelters, neighbourhood centres or even gardening and collecting litter. What these activities have in common is people offering their time and energy for the benefit of their fellow human beings and the environment.

Engagement in Ukraine

Employees of the Ukrainian company **Kniazha** had a particularly special Social Active Day helping owners of private homes near the capital of Kyiv with rebuilding work. A team led by Kniazha's CEO Dmytro Grytsuta went to Hostomel to help an elderly couple remove debris,

stabilise the basement and build a small house in place of their previous one that had been destroyed. A second team led by CFO Vyacheslav Kalyta worked in the neighbouring village of Horenka, which, like Hostomel, lies only a few miles from Bucha – a town that has sadly gained notoriety during the war. They also helped by clearing up and removing the ruins of a destroyed house.



© VIG

In Ukraine, a team from Kniazha helped to rebuild houses that had been destroyed.

© Kniazha

Volunteering

The “Award in Recognition of Commitment to Voluntary Activities” honours the social engagement of employees in the VIG companies.

Every year since 2013, Wiener Städtische Versicherungsverein has given the “Award in Recognition of Commitment to Voluntary Activities” to VIG employees who volunteer in their free time to help others in a special way. In 2023, more employees were nominated by their colleagues than ever before: 49 from 14 countries. Of the nominees, ten received awards. The winners come from

Bosnia-Herzegovina, Croatia, Latvia, Lithuania, Austria, Poland, Romania, Slovakia, the Czech Republic and Hungary. The range of volunteering activities carried out by the winners is as diverse as ever: They work as mentors for cancer patients, support people with a migration background and their children with integration, help elderly people living alone and families in need, get involved in

promoting inclusion in team sports, work as voluntary firefighters, and support their country with providing disaster relief. What all the award winners have in common is the responsibility they assume for others and their dedication to helping those in need.



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© Mirno More

14-year-old Barbare Chikviladze from Georgia (image, left) was awarded "The Children's Peace Image of the Year 2023".

Fun, diversity and sustainability were on the agenda at Kids Camp (image, centre).

800 children and young people took part in the Mirno More sailing project in Croatia in 2023 (image, right).

Peace and solidarity

For peaceful coexistence

VIG supports a number of projects that aim to promote cross-border understanding.

As an insurance group that operates in 30 countries, VIG knows the value of peaceful coexistence. "People and companies both need peace in order to flourish", says Hartwig Löger, Chairman of the Managing Board. This is why VIG is involved in a number of projects that support cross-border cooperation and understanding, tolerance, respect and an exchange of views between different cultures.

Pictures with a message

What does peace look like? More than 19,000 photographs from 133 countries tried to answer this question. Of those submitted, five were recognised by the jury of the **Global Peace Photo Award 2023**. In addition, 14-year-old Georgian Barbare Chikviladze received the special prize "The Children's Peace Image of the Year 2023". VIG Holding has been one of the main partners of the award since 2022, alongside the Austrian Parliament and other organisations. It has also sponsored the prize in the children's and youth category for even longer. The aim is to give hope and to honour pacifistic endeavours.

Holidays with added value

The **VIG Kids Camp** provides a unique kind of holiday. In addition to lots of sports, fun and games, numerous excursions, hikes, discovery tours and sightseeing, the 14-day programme also includes internationality, diversity and social engagement. At the camps held in 2023, children also

visited facilities for the elderly and treated the residents there to performances of folk and modern dance and songs. They also planted apple trees under specialist supervision. Initiated by VIG's majority shareholder Wiener Städtische Versicherungsverein, the aim of the summer camp is to teach even the youngest children about solidarity, mutual understanding, social awareness and sustainability in a fun way. In 2023, around 400 children of VIG employees from 45 companies were able to take part in three camps in Vienna, Salzburg and Carinthia. The employees' children were given the chance to take part in the photo competition "How I Want to Make the World a Better Place", which was held at the start of the year. The most creative submissions were rewarded with an invitation to the camp and were entered in the Global Peace Photo Award (see above). Barbare Chikviladze from Georgia took part in a VIG Kids Camp and ultimately went on to win the prize in the children's and young people's category.

Dialogue and discussion

The **EYFON VIG Youth Days** are dedicated to building bridges on an international level and discussions between people from different countries. During the summer, 30 young people aged between 14 and 17 spent a week at Forchtenstein Castle in Styria, where they discussed ideas for a better world. The forum for dialogue and discussion is sponsored by VIG's

majority shareholder Wiener Städtische Versicherungsverein and was held for the fourth time in 2023.

Making music together

For some years now, VIG Holding has supported the **Gustav Mahler Jugendorchester** (GMJO). Founded by Claudio Abbado in Vienna in 1987 and based there ever since, the GMJO is regarded as the world's leading youth orchestra and is also a peace project. In addition to promoting young musicians, it also helps them play music with their colleagues from other countries. Since 1992, the orchestra has been open to musicians up to the age of 27 from all over Europe and guarantees the more than 2,500 candidates applying each year a level playing field and absolutely equal opportunities through auditions in around 30 European cities.

Friendship fleet

This year, the world's largest socio-pedagogical sailing project brought together some 800 children and young people, including those from children's homes, SOS children's villages and counselling facilities, onto 95 boats. **Mirno More** was originally launched to bring young people who had been affected by wars in Yugoslavia together in a peaceful environment. VIG Holding sponsored this peace project once again in 2023.

#Demographic change

Meeting social challenges

VIG creates products that are intended to provide an ageing population with adequate retirement, health and long-term care provisions.

Society is getting older, bringing with it a number of challenges, including a rise in chronic illnesses and greater financial pressure on the pension, health and care systems. Private insurance companies can help eliminate the risk of gaps in future provisions. VIG companies are therefore further developing their range of retirement provision and health insurance products, thereby supplementing government provision systems. Private life insurance, for example, is the only financial product that guarantees lifelong income.

Commitment to care

Austria-based **Wiener Städtische** is committed to ageing with dignity, an issue that is becoming increasingly challenging as a result of demographic change and a shortage of skilled workers. For example, the VIG company supports the Caritas caregiver campaign and is partnered with Caritas Vienna for providing psychosocial counselling services for relatives working as caregivers. It has also been providing support for many years to the large Austrian care organisations Volkshilfe and Hilfswerk, thus making a major contribution to the provision of in-home nursing care services.

Alles Clara: help for those caring for relatives

The Alles Clara app offers digital relief for the approximately one million people in Austria who are providing nursing care to those close to them. In the app, users can reach out to professional online advisors

with their questions, concerns and fears relating to nursing care. The service is currently still in the test phase and is available free of charge to all employees of partner companies, including VIG's companies in Austria.



MATERIAL TOPIC:

#Demographic change

Why the topic is important

Demographic change is putting Europe's social systems under pressure. The products offered by insurance companies can help to reduce this pressure and to eliminate the risk of gaps in future provisions for pensions, health care and nursing care. Awareness-raising activities can also be used to draw society's attention to these gaps.

Opportunities

Demographic change offers insurance companies an opportunity, but also the social obligation, based on their purpose in society, to expand their existing range of products and services, develop needs-appropriate solutions and provide broad access to future provisions and risk protection.

Risks

Gaps in pension and healthcare provisions

Due diligence processes and measures

Developing a healthcare ecosystem is one of the initiatives in the VIG 25 strategic programme.

Taking lessons learnt into account

Close collaboration on and development of new solutions with institutions such as Caritas, Hilfswerk and Volkshilfe.

Responsibility

The local Group companies are responsible for designing products and services that meet the needs of their local customers. This also applies to adjusting products for demographic change.

Projects

Developing a healthcare ecosystem

Successes

The insurance service revenue in the health insurance business increased by 13.4% in 2023 compared to the previous year.

Peace and solidarity

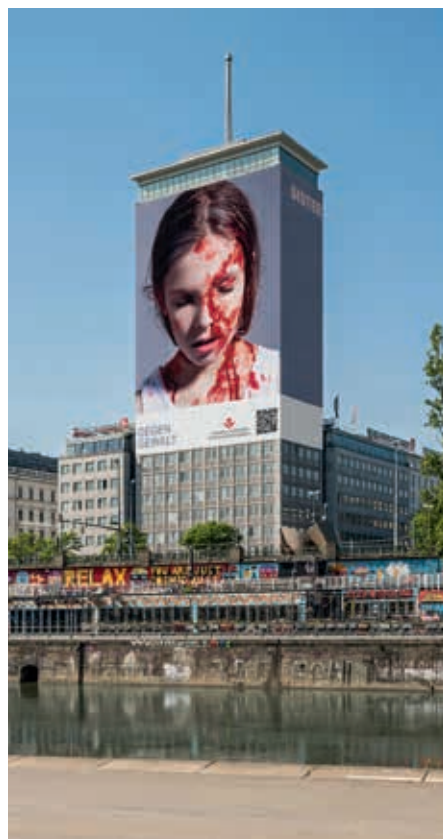
Appeal against violence

The extraordinary wrapping of the Ringturm building, an exhibition and a range of events sent a clear message about peaceful coexistence that is free from violence.

Along with the annual summer wrapping of the Ringturm building – which this year was called “Wandering icebergs” and was designed by Slovenian artist Vanja Bućan – the Group’s headquarters was fitted out with an extra wrapping for the first time. In October, artist Gottfried Helnwein used a 3,000-m² image to raise awareness of acts of violence experienced by women and children. Helnwein’s collaboration with Wiener Städtische Versicherungsverein sent a clear message: Violence – whether physical, mental or virtual – should never be tolerated. While the wrapping was in place, a free exhibit called “Gegen Gewalt” (“Against Violence”) was displayed in the Ringturm building. A wider programme featuring panel discussions and workshops also provided opportunities for deeper reflection on the topic.

VIG companies in different countries also took this as an opportunity to address the issue of violence. **VIG Holding** and the Austrian companies **Wiener Städtische** and **Donau Versicherung** organised multiple events for their employees. Talks given in person and online provided information on cyber bullying and hate speech and violence in public. In Macedonia, **Makedonija Osiguruvanje** used part of its prize money

from the Günter Geyer Award, which it received in the previous year, for a project against domestic violence and violence against women. As part of its 2023 Christmas fundraising drive, **VIG Holding** additionally supported UN Women, an organisation set up by the United Nations that is dedicated to gender equality and strengthening the position of women.



The artist Gottfried Helnwein was responsible for wrapping the Ringturm in Vienna in October.

Doing good together

Outstanding social engagement is rewarded internally with the Group’s “Günter Geyer Award for Social Conscience”.

In 2023, three VIG insurance companies were honoured with this award, named after the President of the Supervisory Board of Wiener Städtische Versicherungsverein. The award is endowed with prize money totalling EUR 100,000 which is intended for social projects and is provided entirely by the VIG majority shareholder.

First place went to **Wiener Städtische** for its continually outstanding societal engagement, and especially its multi-faceted support for children and young people from financially disadvantaged backgrounds. For example, the company supported the establishment of “CAPE 10 – Haus der Zukunft und sozialen Innovation” (“CAPE 10 – House of the Future and of Social Innovation”) and also provides support for operating the facility. It additionally supports Vienna Children’s University and also partners with a number of social organisations that operate across Austria.

Second place was awarded to **Asirom** from Romania for its extraordinary engagement. Employees suggested various social activities and helped implement these as part of their volunteering efforts, with financial support from the company. Asirom’s main focus is on giving children a helping hand, but Romania’s environment is also close to the hearts of the company and its employees.

Third place went to **Bulstrad Life** in Bulgaria, which also relies heavily on the involvement of its employees. A number of different social projects were carried out across the country, with the majority helping Ukrainians displaced by the war. For many years now, Bulstrad Life has also had a partnership with the “Ready for Success” initiative, which provides grants to outstanding students who have lost one or both parents. The company has been providing grants continuously for 12 years.

List of abbreviations

Full company name, registered office	Country	Abbreviations
Alfa Vienna Insurance Group Biztosító Zrt., Budapest	Hungary	Alfa (Hungary)
Asigurarea Românească - ASIROM Vienna Insurance Group S.A., Bucharest	Romania	Asirom
BCR Asigurări de Viață Vienna Insurance Group S.A., Bucharest	Romania	BCR Life
BTA Baltic Insurance Company AAS, Riga	Latvia	BTA Baltic
"BULSTRAD LIFE VIENNA INSURANCE GROUP" EAD, Sofia	Bulgaria	Bulstrad Life
Česká podnikatelská pojišťovna, a.s., Vienna Insurance Group, Prague	Czech Republic	ČPP
Compania de Asigurări "DONARIS VIENNA INSURANCE GROUP" Societate pe Actiuni, Chișinău	Moldova	Donaris
Compensa Life Vienna Insurance Group SE, Tallinn	Estonia	Compensa Life (Estonia)
Compensa Towarzystwo Ubezpieczeń Na Życie S.A. Vienna Insurance Group, Warsaw	Poland	Compensa Life (Poland)
Compensa Towarzystwo Ubezpieczeń S.A. Vienna Insurance Group, Warsaw	Poland	Compensa Non-Life (Poland)
"Compensa Vienna Insurance Group", ADB, Vilnius	Lithuania	Compensa Non-Life (Lithuania)
DONAU Versicherung AG Vienna Insurance Group, Vienna	Austria	Donau Versicherung
Insurance Company Vienna osiguranje d.d., Vienna Insurance Group, Sarajevo	Bosnia-Herzegovina	Vienna osiguranje (Bosnia and Herzegovina)
INSURANCE ONE-SHAREHOLDER JOINT-STOCK COMPANY BULSTRAD VIENNA INSURANCE GROUP EAD, Sofia	Bulgaria	Bulstrad Non-Life
InterRisk Lebensversicherungs-AG Vienna Insurance Group, Wiesbaden	Germany	InterRisk Life
InterRisk Towarzystwo Ubezpieczeń S.A. Vienna Insurance Group, Warsaw	Poland	InterRisk
InterRisk Versicherungs-AG Vienna Insurance Group, Wiesbaden	Germany	InterRisk Non-Life
INTERSIG VIENNA INSURANCE GROUP Sh.A., Tirana	Albania	Intersig
Joint Stock Company Insurance Company GPI Holding, Tbilisi	Georgia	GPIH
Joint Stock Company International Insurance Company IRAO, Tbilisi	Georgia	IRAO
Joint Stock Insurance Company WINNER-Vienna Insurance Group, Skopje	North Macedonia	Winner Non-Life
KOMUNÁLNA poisťovňa, a.s. Vienna Insurance Group, Bratislava	Slovakia	Komunálna
KOOPERATIVA poisťovňa, a.s. Vienna Insurance Group, Bratislava	Slovakia	Kooperativa (Slovakia)
Kooperativa pojišťovna, a.s., Vienna Insurance Group, Prague	Czech Republic	Kooperativa (Czech Republic)
OMNIASIG VIENNA INSURANCE GROUP S.A., Bucharest	Romania	Omniasig
PRIVATE JOINT-STOCK COMPANY "INSURANCE COMPANY "KNIAZHA LIFE VIENNA INSURANCE GROUP", Kyiv	Ukraine	Kniazha Life
PRIVATE JOINT-STOCK COMPANY "UKRAINIAN INSURANCE COMPANY "KNIAZHA VIENNA INSURANCE GROUP", Kyiv	Ukraine	Kniazha
Private Joint-Stock Company " Insurance Company "USG ", Kyiv	Ukraine	USG
Ray Sigorta A.Ş., Istanbul	Türkiye	Ray Sigorta
Sigma InterAlbanian Vienna Insurance Group Sh.a, Tirana	Albania	Sigma InterAlbanian
Stock Company for Insurance and Reinsurance MAKEDONIJA Skopje - Vienna Insurance Group, Skopje	North Macedonia	Makedonija Osiguruvanje
UNION Vienna Insurance Group Biztosító Zrt., Budapest	Hungary	Union Biztosító
VIENNA INSURANCE GROUP AG Wiener Versicherung Gruppe, Vienna	Austria	VIG Holding
VIENNALIFE EMEKLİLİK VE HAYAT ANONİM ŞİRKETİ, Istanbul	Türkiye	Viennialife (Türkiye)
Vienna-Life Lebensversicherung AG Vienna Insurance Group, Bendorf	Liechtenstein	Vienna-Life (Liechtenstein)
Vienna Life Towarzystwo Ubezpieczeń na Życie S.A. Vienna Insurance Group, Warsaw	Poland	Vienna Life (Poland)
VIG RE zajišťovna, a.s., Prague	Czech Republic	VIG Re
Wiener Osiguranje Vienna Insurance Group ad, Banja Luka	Bosnia-Herzegovina	Wiener Osiguranje (Bosnia and Herzegovina)
Wiener osiguranje Vienna Insurance Group dioničko društvo za osiguranje, Zagreb	Croatia	Wiener Osiguranje (Croatia)
WIENER RE akcionarsko društvo za reosiguranje, Belgrade	Serbia	Wiener Re
WIENER STÄDTISCHE OSIGURANJE akcionarsko društvo za osiguranje, Belgrade	Serbia	Wiener Städtische Osiguranje (Serbia)
WIENER STÄDTISCHE VERSICHERUNG AG Vienna Insurance Group, Vienna	Austria	Wiener Städtische
WIENER TOWARZYSTWO UBEZPIECZEŃ SPÓŁKA AKCYJNA VIENNA INSURANCE GROUP, Warsaw	Poland	Wiener TU

The name Vienna Insurance Group or VIG is used when referring to the Group.

Information about this report

This report covers the Group-wide activities of Vienna Insurance Group in the area of sustainability. Unless indicated otherwise, the non-financial key figures that are presented refer to VIG's consolidated insurance companies. The scope is therefore not completely identical to the Group Annual Report. Alignment with the scope of consolidation in the Group Annual Report is planned for the reporting year 2024.

Sustainability Reports have been prepared each year starting in 2017. The financial year 2023 is the reporting period for this report. Activities taking place in different time periods are indicated separately.

VIG has reported in accordance with the Global Reporting Initiative (GRI) Standards for the period from 1 January 2023 to 31 December 2023.

The Sustainability Report mainly provides information on social and environmental matters. Please see the 2023 Group Annual Report for additional information on the Company profile, business development, corporate governance and an overview of the Group companies (*www.annual-report.vig/2023*). Many of the company names mentioned in this report have been shortened (see list of abbreviations on page 70).

This report includes forward-looking statements based on current assumptions and estimates that were made by the management of VIG Holding to the best of its knowledge. Disclosures using the words "expected", "target" or similar formulations are an indication of such forward-looking statements. Forecasts related to the future development of the company are estimates made on the basis of information available as of the date this report went to press. If the assumptions on which the forecasts are based do not materialise or risks occur

to an extent that has not been calculated, the actual results may deviate from the forecasts.

The report has been prepared with the greatest possible care to ensure the accuracy and completeness of the information in all parts. The possibility of rounding, type-setting or printing errors, however, cannot be ruled out completely.

The employee key figures on pages 49–57 refer to the fully consolidated VIG insurance companies. The total number of employees (averages based on full-time equivalents) used to calculate training hours is therefore not the same as the number (also averages based on full-time equivalents) on page 6 of this report.

Information on environmental key figures

The emissions from VIG's office operations were calculated based on the Greenhouse Gas Protocol Corporate Standard on the basis of the available data. The calculated greenhouse gas emissions, presented in CO₂ equivalents (taking into account all Kyoto gases, including NF₃), encompass the emissions created directly at the Company (heating energy and fuel consumption – "Scope 1") and indirectly by the Company (electricity, district cooling and district heating consumption – "Scope 2"). The emissions due to employee business flights are also included ("Scope 3"). The current emission factors from the International Energy Agency (IEA) were used for electricity consumption in the current financial year 2023. In addition to the IEA emission factors (due to the lack of local emission factors for Group country Liechtenstein, those for Switzerland were used), factors from the Austrian Environmental Agency (updated 2023) and ecoinvent (version 3.10) were also used to calculate emissions. When calculating district heating

emissions (Scope 2), country-specific data from a study from the EU Publication Office and from the German Automotive Industry Association (Verband der Automobilindustrie – VDA), both for 2022, was used. Where available, country-specific residual mix data from the Association of Issuing Bodies (AIB) was used for unknown energy sources with respect to electricity generation. Scope 2 emissions were calculated using the location-based method (in accordance with the GHG Protocol Corporate Standard).

The calculations of energy consumption in megajoules are based on the same activity data as the emissions data, which has been calculated in accordance with the Greenhouse Gas Protocol. The factors from the Austrian Environmental Agency were used to perform the conversion for the density and calorific value of the fuels.

The fully consolidated insurance companies were included in the calculation of energy consumption and greenhouse gas emissions.

Feedback

We would be pleased to receive feedback on this Sustainability Report and invite all stakeholders to send us their comments.

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In case of doubt, the German version is authoritative.

Legally required standard templates regarding activities in the areas of nuclear energy and fossil gas

Template 1 Nuclear and fossil gas related activities, Capex

Row	Nuclear energy related activities	
1.	The undertaking carries out, funds or has exposures to research, development, demonstration and deployment of innovative electricity generation facilities that produce energy from nuclear processes with minimal waste from the fuel cycle.	NO
2.	The undertaking carries out, funds or has exposures to construction and safe operation of new nuclear installations to produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production, as well as their safety upgrades, using best available technologies.	YES
3.	The undertaking carries out, funds or has exposures to safe operation of existing nuclear installations that produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production from nuclear energy, as well as their safety upgrades.	YES
	Fossil gas related activities	
4.	The undertaking carries out, funds or has exposures to construction or operation of electricity generation facilities that produce electricity using fossil gaseous fuels.	YES
5.	The undertaking carries out, funds or has exposures to construction, refurbishment, and operation of combined heat/cool and power generation facilities using fossil gaseous fuels.	YES
6.	The undertaking carries out, funds or has exposures to construction, refurbishment and operation of heat generation facilities that produce heat/cool using fossil gaseous fuels.	YES

Template 1 Nuclear and fossil gas related activities, Turnover

Row	Nuclear energy related activities	
1.	The undertaking carries out, funds or has exposures to research, development, demonstration and deployment of innovative electricity generation facilities that produce energy from nuclear processes with minimal waste from the fuel cycle.	NO
2.	The undertaking carries out, funds or has exposures to construction and safe operation of new nuclear installations to produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production, as well as their safety upgrades, using best available technologies.	YES
3.	The undertaking carries out, funds or has exposures to safe operation of existing nuclear installations that produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production from nuclear energy, as well as their safety upgrades.	YES
	Fossil gas related activities	
4.	The undertaking carries out, funds or has exposures to construction or operation of electricity generation facilities that produce electricity using fossil gaseous fuels.	YES
5.	The undertaking carries out, funds or has exposures to construction, refurbishment, and operation of combined heat/cool and power generation facilities using fossil gaseous fuels.	YES
6.	The undertaking carries out, funds or has exposures to construction, refurbishment and operation of heat generation facilities that produce heat/cool using fossil gaseous fuels.	YES

Template 2 Taxonomy-aligned economic activities (denominator), Capex

Row	Economic activities	Amount and proportion (the information is to be presented in monetary amounts and as percentages)					
		CCM + CCA		Climate change mitigation		Climate change adaptation	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
2.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	1,515,664.82	0.01%	1,515,664.82	0.01%	–	0.00%
3.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	20,565,892.47	0.07%	20,565,892.47	0.07%	–	0.00%
4.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
5.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
6.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
7.	Amount and proportion of other taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the applicable KPI	1,507,374,870.35	5.41%	1,484,512,272.20	5.33%	22,862,598.15	0.08%
8.	Total applicable KPI	1,529,456,427.64	5.49%	1,506,593,829.49	5.41%	22,862,598.15	0.08%

Template 2 Taxonomy-aligned economic activities (denominator), Turnover

Row	Economic activities	Amount and proportion (the information is to be presented in monetary amounts and as percentages)					
		CCM + CCA		Climate change mitigation		Climate change adaptation	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
2.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	19,616.44	0.00%	19,616.44	0.00%	–	0.00%
3.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	16,386,933.88	0.06%	16,386,933.88	0.06%	–	0.00%
4.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
5.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
6.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
7.	Amount and proportion of other taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the applicable KPI	1,150,519,037.50	4.13%	1,144,868,175.92	4.11%	5,650,861.58	0.02%
8.	Total applicable KPI	1,166,925,587.82	4.19%	1,161,274,726.24	4.17%	5,650,861.58	0.02%

Template 3 Taxonomy-aligned economic activities (numerator), Capex

Row	Economic activities	Amount and proportion (the information is to be presented in monetary amounts and as percentages)					
		CCM + CCA		Climate change mitigation		Climate change adaptation	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
2.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	1,515,664.82	0.10%	1,515,664.82	0.10%	–	0.00%
3.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	20,565,892.47	1.34%	20,565,892.47	1.34%	–	0.00%
4.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
5.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
6.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
7.	Amount and proportion of other taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the numerator of the applicable KPI	1,507,374,870.35	98.56%	1,484,512,272.20	97.06%	22,862,598.15	1.49%
8.	Total amount and proportion of taxonomy-aligned economic activities in the numerator of the applicable KPI	1,529,456,427.64	100.00%	1,506,593,829.49	98.51%	22,862,598.15	1.49%

Template 3 Taxonomy-aligned economic activities (numerator), Turnover

Row	Economic activities	Amount and proportion (the information is to be presented in monetary amounts and as percentages)					
		CCM + CCA		Climate change mitigation		Climate change adaptation	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
2.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	19,616.44	0.00%	19,616.44	0.00%	–	0.00%
3.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	16,386,933.88	1.40%	16,386,933.88	1.40%	–	0.00%
4.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
5.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
6.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
7.	Amount and proportion of other taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the numerator of the applicable KPI	1,150,519,037.50	98.59%	1,144,868,175.92	98.11%	5,650,861.58	0.48%
8.	Total amount and proportion of taxonomy-aligned economic activities in the numerator of the applicable KPI	1,166,925,587.82	100.00%	1,161,274,726.24	99.52%	5,650,861.58	0.48%

Template 4 Taxonomy-eligible but not taxonomy-aligned economic activities, Capex

Row	Economic activities	Amount and proportion (the information is to be presented in monetary amounts and as percentages)					
		CCM + CCA		Climate change mitigation		Climate change adaptation	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
2.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
3.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	1,210.91	0.00%	1,210.91	0.00%	–	0.00%
4.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	6,724,361.76	0.02%	6,724,361.76	0.02%	–	0.00%
5.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	5,422,644.00	0.02%	5,422,644.00	0.02%	–	0.00%
6.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	3,948.21	0.00%	3,948.21	0.00%	–	0.00%
7.	Amount and proportion of other taxonomy-eligible but not taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the applicable KPI	5,628,907,383.52	20.21%	5,628,876,508.85	20.21%	30,874.67	0.00%
8.	Total amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activities in the denominator of the applicable KPI	5,641,059,548.40	20.26%	5,641,028,673.73	20.26%	30,874.67	0.00%

Template 4 Taxonomy-eligible but not taxonomy-aligned economic activities, Turnover

Row	Economic activities	Amount and proportion (the information is to be presented in monetary amounts and as percentages)					
		CCM + CCA		Climate change mitigation		Climate change adaptation	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
2.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	–	0.00%	–	0.00%	–	0.00%
3.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	1,210.91	0.00%	1,210.91	0.00%	–	0.00%
4.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	10,140,800.75	0.04%	10,140,800.75	0.04%	–	0.00%
5.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	5,521,480.22	0.02%	5,521,480.22	0.02%	–	0.00%
6.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	3,821,352.61	0.01%	3,821,352.61	0.01%	–	0.00%
7.	Amount and proportion of other taxonomy-eligible but not taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the applicable KPI	5,984,105,543.73	21.49%	5,984,105,543.73	21.49%	–	0.00%
8.	Total amount and proportion of taxonomy eligible but not taxonomy-aligned economic activities in the denominator of the applicable KPI	6,003,590,388.22	21.56%	6,003,590,388.22	21.56%	–	0.00%

In agreement with the auditor, standard template 5 is not recognised as the activities listed therein are taxonomy-eligible by definition.

GRI content index

Disclosure	Page references or reference to another document	Additional notes and omissions
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GRI 2: General Disclosures (2021 standard)

1. The organisation and its reporting practices

	The organisation shall:		
2-1 Organisational details	a. report its legal name		
	b. report its nature of ownership and legal form	pages 6–7, General Information	
	c. report the location of its headquarters		
	d. report its countries of operation		
2-2 Entities included in the organisation's sustainability reporting	a. list all its entities included in its sustainability reporting	page 70	
	b. if the organisation has audited consolidated financial statements or financial information filed on public record, specify the differences between the list of entities included in its financial reporting and the list included in its sustainability reporting		
	c. if the organisation consists of multiple entities, explain the approach used for consolidating the information, including:	page 71	
	i. whether the approach involves adjustments to information for minority interests		
	ii. how the approach takes into account mergers, acquisitions and disposal of entities or parts of entities		
	iii. whether and how the approach differs across the disclosures in this Standard and across material topics		
2-3 Reporting period, frequency and contact point	a. specify the reporting period for, and the frequency of, its sustainability reporting	page 71	
	b. specify the reporting period for its financial reporting and, if it does not align with the period for its sustainability reporting, explain the reason for this	see notes	The reporting period for the Sustainability Report is the same as the reporting period for the Group Annual Report.
	c. report the publication date of the report or reported information	see notes	The publication date is 24 April 2024.
	d. specify the contact point for questions about the report or reported information	page 71	
2-4 Restatements of information	a. report restatements of information made from previous reporting periods and explain:		
	i. the reasons for the restatements	page 47	
	ii. the effect of the restatements		
2-5 External assurance	a. describe its policy and practice for seeking external assurance, including whether and how the highest governance body and senior executives are involved		
	b. if the organisation's sustainability reporting has been externally assured:		
	i. provide a link or reference to the external assurance report(s) or assurance statement(s)	pages 88–89	
	ii. describe what has been assured and on what basis, including the assurance standards used, the level of assurance obtained and any limitations of the assurance process		
	iii. describe the relationship between the organisation and assurance provider		

Disclosure	Page references or reference to another document	Additional notes and omissions
2. Activities and personnel		
2-6 Activities, value chain, and other business relationships	<p>a. report the sector(s) in which it is active</p> <p>b. describe its value chain, including:</p> <p>i. the organisation's activities, products, services and markets served</p> <p>ii. the organisation's supply chain</p> <p>iii. the entities downstream from the organisation and their activities</p> <p>c. report other relevant business relationships</p> <p>d. describe significant changes in 2-6-a, 2-6-b, and 2-6-c compared to the previous reporting period</p>	<p>pages 6–7, 14–16; Group Annual Report 2023 (starting on page 36, www.annual-report.vig/2023)</p> <p>see notes</p> <p>There were no significant changes compared to the previous period.</p>
2-7 Employees	<p>a. report the total number of employees, and a breakdown of this total by gender and by region</p> <p>b. report the total number of:</p> <p>i. permanent employees, and a breakdown by gender and by region</p> <p>ii. temporary employees, and a breakdown by gender and by region</p> <p>iii. non-guaranteed hours employees, and a breakdown by gender and by region</p> <p>iv. full-time employees, and a breakdown by gender and by region</p> <p>v. part-time employees, and a breakdown by gender and by region</p> <p>c. describe the methodologies and assumptions used to compile the data, including whether the numbers are reported:</p> <p>i. in head count, full-time equivalent (FTE), or using another methodology</p> <p>ii. at the end of the reporting period, as an average across the reporting period, or using another methodology</p> <p>d. report contextual information necessary to understand the data reported under 2-7-a and 2-7-b</p> <p>e. describe significant fluctuations in the number of employees during the reporting period and between reporting periods</p>	<p>pages 56–57, see notes</p> <p>Due to national circumstances, there were 369 employees with non-guaranteed working hours (87 male and 282 female, on headcount basis) in the Czech Republic as of 31 December 2023. These employees are assigned to different areas of the company as required, including for administrative support. They are mainly student employees and temporary workers.</p>
2-8 Workers who are not employees	<p>a. report the total number of workers who are not employees and whose work is controlled by the organisation and describe:</p> <p>i. the most common types of worker and their contractual relationship with the organisation</p> <p>ii. the type of work they perform</p> <p>b. describe the methodologies and assumptions used to compile the data, including whether the number of workers who are not employees is reported:</p> <p>i. in head count, full-time equivalent (FTE), or using another methodology</p> <p>ii. at the end of the reporting period, as an average across the reporting period, or using another methodology</p> <p>c. describe significant fluctuations in the number of workers who are not employees during the reporting period and between reporting periods</p>	<p>see notes</p> <p>The number of workers who were not employees was 530 based on a headcount as at 31 December 2023. The data is requested from the local companies. Depending on the country in question, the workers work in different areas such as claims processing, administrative and sales support or cleaning staff.</p>

Disclosure	Page references or reference to another document	Additional notes and omissions
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3. Governance

2-9 Governance structure and composition

a. describe its governance structure, including committees of the highest governance body

Corporate Governance Report 2023 (pages 18–30, www.annual-report.vig/2023)

b. list the committees of the highest governance body that are responsible for decision-making on and overseeing the management of the organisation’s impacts on the economy, environment and people

pages 22–23; Corporate Governance Report 2023 (pages 26–28, www.annual-report.vig/2023)

c. describe the composition of the highest governance body and its committees by:

i. executive and non-executive members

ii. independence

iii. tenure of members on the governance body

iv. number of other significant positions and commitments held by each member, and the nature of the commitments

page 56; Corporate Governance Report 2023 (pages 18–30, www.annual-report.vig/2023), see notes

v. gender

vi. under-represented social groups

vii. competencies relevant to the impacts of the organisation

viii. stakeholder representation

When drawing up the nominations for the election of new members to the Supervisory Board, the candidate’s personal qualifications and experience are taken into account, with particular focus being placed on VIG in Austria and Central Europe. In addition to a professionally balanced composition of the Supervisory Board, aspects of Board diversity with regard to the representation of both genders, the age structure and the internationality of the members are duly taken into account.

In addition to the provisions of the Austrian Stock Corporation Act (§ 87 AktG) and rules of the Austrian Corporate Governance Code, the provisions of the Austrian Insurance Supervision Act (Versicherungsaufsichtsgesetz – VAG) relating to the supervisory board of an insurance company are also observed when nominations are made.

2-10 Nomination and selection of the highest governance body

a. describe the nomination and selection processes for the highest governance body and its committees

b. describe the criteria used for nominating and selecting highest governance body members, including whether and how the following are taken into consideration:

i. views of stakeholders (including shareholders)

ii. diversity

iii. independence

iv. competencies relevant to the impacts of the organisation

Corporate Governance Report 2023 (pages 18–30, www.annual-report.vig/2023), see notes

When drawing up the nominations for the election of new members to the Supervisory Board, the candidate’s personal qualifications and experience are taken into account, with particular focus being placed on VIG in Austria and Central Europe. In addition to a professionally balanced composition of the Supervisory Board, aspects of Board diversity with regard to the representation of both genders, the age structure and the internationality of the members are duly taken into account.

In addition to the provisions of the Austrian Stock Corporation Act (§ 87 AktG) and rules of the Austrian Corporate Governance Code, the provisions of the Austrian Insurance Supervision Act (Versicherungsaufsichtsgesetz – VAG) relating to the supervisory board of an insurance company are also observed when nominations are made.

2-11 Chair of the highest governance body

a. report whether the chair of the highest governance body is also a senior executive in the organisation

b. if the chair is also a senior executive, explain their function within the organisation’s management, the reasons for this arrangement, and how conflicts of interest are prevented and mitigated

see notes

Reason for omission: Not applicable. This disclosure is not applicable as this is not permitted under the Austrian Stock Corporation Act.

2-12 Role of the highest governance body in overseeing the management of impacts

a. describe the role of the highest governance body and of senior executives in developing, approving, and updating the organisation’s purpose, value or mission statements, strategies, policies and goals related to sustainable development

b. describe the role of the highest governance body in overseeing the organisation’s due diligence and other processes to identify and manage the organisation’s impacts on the economy, environment and people, including:

i. whether and how the highest governance body engages with stakeholders to support these processes

ii. how the highest governance body considers the outcomes of these processes

pages 22–23; Corporate Governance Report 2023 (pages 18–34, www.annual-report.vig/2023)

c. describe the role of the highest governance body in reviewing the effectiveness of the organisation’s processes as described in 2-12-b, and report the frequency of this review

Disclosure	Page references or reference to another document	Additional notes and omissions
2-13 Delegation of responsibility for managing impacts	<p>a. describe how the highest governance body delegates responsibility for managing the organisation's impacts on the economy, environment and people, including:</p> <p>i. whether it has appointed any senior executives with responsibility for the management of impacts</p> <p>ii. whether it has delegated responsibility for the management of impacts to other employees</p> <p>b. describe the process and frequency for senior executives or other employees to report back to the highest governance body on the management of the organisation's impacts on the economy, environment and people</p>	<p>pages 22–23; Corporate Governance Report 2023 (pages 25–34, www.annual-report.vig/2023)</p>
2-14 Role of the highest governance body in sustainability reporting	<p>a. report whether the highest governance body is responsible for reviewing and approving the reported information, including the organisation's material topics, and if so, describe the process for reviewing and approving the information</p> <p>b. if the highest governance body is not responsible for reviewing and approving the reported information, including the organisation's material topics, explain the reason for this</p>	<p>pages 22–23</p> <p>see notes</p> <p>Reason for omission: Not applicable</p>
2-15 Conflicts of interest	<p>a. describe the processes for the highest governance body to ensure that conflicts of interest are prevented and mitigated</p> <p>b. report whether conflicts of interest are disclosed to stakeholders, including, at a minimum, conflicts of interest relating to:</p> <p>i. cross-board membership</p> <p>ii. cross-shareholding with suppliers and other stakeholders</p> <p>iii. existence of controlling shareholders</p> <p>iv. related parties, their relationships, transactions and outstanding balances</p>	<p>page 28</p> <p>Corporate Governance Report 2023 (pages 18–24, www.annual-report.vig/2023)</p> <p>see notes</p> <p>page 6</p> <p>Group Annual Report 2023 (pages 156–160, www.annual-report.vig/2023)</p>
2-16 Communication of critical concerns	<p>a. describe whether and how critical concerns are communicated to the highest governance body</p> <p>b. report the total number and the nature of critical concerns that were communicated to the highest governance body during the reporting period</p>	<p>Corporate Governance Report 2023 (pages 25–34, www.annual-report.vig/2023)</p>
2-17 Collective knowledge of the highest governance body	<p>a. report measures taken to advance the collective knowledge, skills, and experience of the highest governance body on sustainable development</p>	<p>pages 22–23, 50</p>
2-18 Evaluation of the performance of the highest governance body	<p>a. describe the processes for evaluating the performance of the highest governance body in overseeing the management of the organisation's impacts on the economy, environment and people</p> <p>b. report whether the evaluations are independent or not, and the frequency of the evaluations</p> <p>c. describe actions taken in response to the evaluations, including changes to the composition of the highest governance body and organisational practices</p>	<p>Corporate Governance Report 2023 (page 25, www.annual-report.vig/2023)</p>

Disclosure		Page references or reference to another document	Additional notes and omissions
2-19 Remuneration policies	<p>a. describe the remuneration policies for members of the highest governance body and senior executives, including:</p> <p>i. fixed pay and variable pay</p> <p>ii. sign-on bonuses or recruitment incentive payments</p> <p>iii. termination payments</p> <p>iv. clawbacks</p> <p>v. retirement benefits</p> <p>b. describe how the remuneration policies for members of the highest governance body and senior executives relate to their objectives and performance in relation to the management of the organisation's impacts on the economy, environment and people</p>	<p>page 23, see notes</p>	<p>Reason for omission: Not applicable. This disclosure is not applicable, as VIG Holding does not provide bonuses of this type.</p> <p>Reason for omission for the Supervisory Board: Not applicable. This disclosure is not applicable as the Supervisory Board does not receive this form of remuneration.</p>
2-20 Process to determine remuneration	<p>a. describe the process for designing its remuneration policies and for determining remuneration, including:</p> <p>i. whether independent highest governance body members or an independent remuneration committee oversees the process for determining remuneration</p> <p>ii. how the views of stakeholders (including shareholders) regarding remuneration are sought and taken into consideration</p> <p>iii. whether remuneration consultants are involved in determining remuneration and, if so, whether they are independent of the organisation, its highest governance body and senior executives</p> <p>b. report the results of votes of stakeholders (including shareholders) on remuneration policies and proposals, if applicable</p>	<p>page 23; voting results for the 29th Annual General Meeting of VIENNA INSURANCE GROUP AG Wiener Versicherung Gruppe on 25 September 2020. Agenda item 8: Resolution on the remuneration policy. (group.vig/voting-results-agm-2020), see notes</p>	<p>During the preparation of the remuneration policy, various information events by the interest group for Investor Relations and law firms were attended and an intensive exchange took place with VIG Holding Investor Relations, which also monitored developments in Austria closely and reported to the Supervisory Board and HR. A direct exchange also took place with other companies included in the ATX.</p>
2-21 Annual total compensation ratio	<p>a. report the ratio of the annual total compensation for the organisation's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)</p> <p>b. report the ratio of the percentage increase in annual total compensation for the organisation's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual)</p> <p>c. report contextual information necessary to understand the data and how the data has been compiled</p>	<p>see notes</p>	<p>Reason for omission: Information incomplete. To date, this information is not yet available with sufficient quality for the whole Group. To calculate the median, the income for each employee must be centrally available. This involves more than 30,000 data points that are decentrally located in the HR systems of the individual insurance companies and have so far not been part of the annual HR survey. The survey will be adjusted for the 2024 report as part of the preparations for the new ESRS.</p>

4. Strategy, policies and practices

2-22 Statement on sustainable development strategy	<p>a. report a statement from the highest governance body or most senior executive of the organisation about the relevance of sustainable development to the organisation and its strategy for contributing to sustainable development.</p>	<p>pages 3, 10–13, 20–21</p>	
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Disclosure	Page references or reference to another document	Additional notes and omissions
2-23 Policy commitments	<p>a. describe its policy commitments for responsible business conduct, including:</p> <p>i. the authoritative intergovernmental instruments that the commitments reference</p> <p>ii. whether the commitments stipulate conducting due diligence</p> <p>iii. whether the commitments stipulate applying the precautionary principle</p> <p>iv. whether the commitments stipulate respecting human rights</p> <p>b. describe its specific policy commitment to respect human rights, including:</p> <p>i. the internationally recognised human rights that the commitment covers</p> <p>ii. the categories of stakeholders, including at-risk or vulnerable groups, that the organisation gives particular attention to in the commitment</p> <p>c. provide links to the policy commitments if publicly available, or, if the policy commitments are not publicly available, explain the reason for this</p> <p>d. report the level at which each of the policy commitments was approved within the organisation, including whether this is the most senior level</p> <p>e. report the extent to which the policy commitments apply to the organisation's activities and to its business relationships</p> <p>f. describe how the policy commitments are communicated to workers, business partners and other relevant parties</p>	<p>pages 8, 12–19, 22–31, 34, 40–41</p>
2-24 Embedding policy commitments	<p>a. describe how it embeds each of its policy commitments for responsible business conduct throughout its activities and business relationships, including:</p> <p>i. how it allocates responsibility to implement the commitments across different levels within the organisation</p> <p>ii. how it integrates the commitments into organisational strategies, operational policies and operational procedures</p> <p>iii. how it implements its commitments with and through its business relationships</p> <p>iv. training that the organisation provides on implementing the commitments</p>	<p>page 23</p>
2-25 Processes to remediate negative impacts	<p>a. describe its commitments to provide for or cooperate in the remediation of negative impacts that the organisation identifies it has caused or contributed to</p> <p>b. describe its approach to identify and address grievances, including the grievance mechanisms that the organisation has established or participates in</p> <p>c. describe other processes by which the organisation provides for or cooperates in the remediation of negative impacts that it identifies it has caused or contributed to</p> <p>d. describe how the stakeholders who are the intended users of the grievance mechanisms are involved in the design, review, operation, and improvement of these mechanisms</p> <p>e. describe how the organisation tracks the effectiveness of the grievance mechanisms and other remediation processes, and report examples of their effectiveness, including stakeholder feedback</p>	<p>pages 14–15, 23–24, 26–27</p>
2-26 Mechanisms for seeking advice and raising concerns	<p>a. describe the mechanisms for individuals to:</p> <p>i. seek advice on implementing the organisation's policies and practices for responsible business conduct</p> <p>ii. raise concerns about the organisation's business conduct</p>	<p>pages 14–15, 26–27</p>

Disclosure	Page references or reference to another document	Additional notes and omissions
2-27 Compliance with laws and regulations	<p>a. report the total number of significant instances of non-compliance with laws and regulations during the reporting period, and a breakdown of this total by:</p> <p>i. instances for which fines were incurred</p> <p>ii. instances for which non-monetary sanctions were incurred</p> <p>b. report the total number and the monetary value of fines for instances of non-compliance with laws and regulations that were paid during the reporting period, and a breakdown of this total by:</p> <p>i. fines for instances of non-compliance with laws and regulations that occurred in the current reporting period</p> <p>ii. fines for instances of non-compliance with laws and regulations that occurred in previous reporting periods</p> <p>c. describe the significant instances of non-compliance</p> <p>d. describe how it has determined significant instances of non-compliance</p>	<p>a) One incident occurred in 2023 that qualifies as a material instance of non-compliance. A fine was incurred in connection with this incident.</p> <p>b) Fines totalling an equivalent of around EUR 4.84 million were paid in the reporting period for a total of six material incidents.</p> <p>i. For the incident referred to under a), a fine equivalent to around EUR 156,000 was paid in the reporting period.</p> <p>ii. For the instances described under c), which occurred in previous reporting periods, a total equivalent to around EUR 4.68 million was paid in the reporting period.</p> <p>c) A fine was imposed on an Austrian Group company due to non-compliance with due diligence requirements relating to money laundering protection in the reporting period and was also paid in this period. The fine was levied on account of deficiencies identified during a regulatory audit conducted in 2019. A fine was imposed on a Polish Group company in 2022 due to non-compliance with insurance supervision requirements identified during an audit in 2021; the fine was confirmed by the supervisory authority in the reporting period during a revision of the matter and was subsequently paid. The company has appealed the decision. A fine was imposed on a Romanian Group company due to non-compliance with insurance supervision requirements on the basis of a regulatory audit in the reporting period and was also paid in this period.</p> <p>For information on fines paid in 2023 due to violations of antitrust law, see GRI 206.</p> <p>d) Based on internal specifications, material incidents are those that satisfy certain qualitative or quantitative criteria:</p> <ul style="list-style-type: none"> – Qualitative: Violations of corruption or antitrust law – Quantitative: The loss incurred by the Group company concerned exceeds EUR 100,000.
2-28 Membership associations	<p>a. report industry associations, other membership associations and national or international advocacy organisations in which it participates in a significant role.</p>	<p>see notes</p> <p>page 16</p>

Disclosure	Page references or reference to another document	Additional notes and omissions
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5. Stakeholder engagement

2-29 Approach to stakeholder engagement	a. describe its approach to engaging with stakeholders, including:		
	i. the categories of stakeholders it engages with, and how they are identified	pages 14–17	
	ii. the purpose of the stakeholder engagement		
iii. how the organisation seeks to ensure meaningful engagement with stakeholders			
2-30 Collective bargaining agreements	a. report the percentage of total employees covered by collective bargaining agreements		
	b. for employees not covered by collective bargaining agreements, report whether the organisation determines their working conditions and terms of employment based on collective bargaining agreements that cover its other employees or based on collective bargaining agreements from other organisations	page 49	

GRI 3: Material topics (2021 standard)

3-1 Process to determine material topics	a. describe the process it has followed to determine its material topics, including:		
	i. how it has identified actual and potential, negative and positive impacts on the economy, environment and people, including impacts on their human rights, across its activities and business relationships	pages 14–17, 25, 34, 41, 51, 59, 62, 68	
	ii. how it has prioritised the impacts for reporting based on their significance		
b. specify the stakeholders and experts whose views have informed the process of determining its material topics.			
3-2 List of material topics	a. list its material topics		
	b. report changes to the list of material topics compared to the previous reporting period	pages 16–17, see notes	No changes were made to the material topics in the reporting year 2023.

Environmental and social investment criteria

3-3 Management of material topics

- a. describe the actual and potential, negative and positive impacts on the economy, environment and people, including impacts on their human rights
- b. report whether the organisation is involved with the negative impacts through its activities or as a result of its business relationships, and describe the activities or business relationships
- c. describe its policies or commitments regarding the material topic
- d. describe actions taken to manage the topic and related impacts, including:
- i. actions to prevent or mitigate potential negative impacts
- ii. actions to address actual negative impacts, including actions to provide for or cooperate in their remediation
- iii. actions to manage actual and potential positive impacts
- e. report the following information about tracking the effectiveness of the actions taken
- i. processes used to track the effectiveness of the actions
- ii. goals, targets, and indicators used to evaluate progress
- iii. the effectiveness of the actions, including progress toward the goals and targets
- iv. lessons learned and how these have been incorporated into the organisation's operational policies and procedures
- f. describe how engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).

pages 30–37

G4 Financial services sector disclosures

FS 11 Percentage of assets subject to positive and negative environmental or social screening

see notes

During the reporting period, corporate bonds and equities were screened for the exclusion criteria set out on pages 30–31 of the report. The share of total investments that currently do not satisfy our criteria was 1.2% as of 31 December 2023.

Demographic change

3-3 Management of material topics

Own indicator: share of total insurance service revenue contributed by life and health insurance businesses

page 7

Climate change

3-3 Management of material topics

pages 38–43

GRI 302 Energy

302-1 Energy consumption within the organisation

page 47

302-2 Energy consumption outside of the organisation

302-3 Energy intensity

page 47, see notes

302-4 Reduction of energy consumption

302-5 Reductions in energy requirements of products and services

see notes

Reason for omission: Information currently unavailable
To date, this information is not available with sufficient quality. The survey will be adjusted for the 2024 report as part of the preparations for the new ESRS.

Reason for omission: Not applicable
The provision of our service is not energy intensive.

Disclosure		Page references or reference to another document	Additional notes and omissions
GRI 305 Emissions	305-1 Direct (Scope 1) GHG emissions	page 47	Reason for omission: Information incomplete The survey will be adjusted for the 2024 report as part of the preparations for the new ESRS.
	305-2 Energy indirect (Scope 2) GHG emissions		
	305-3 Other indirect (Scope 3) GHG emissions		
	305-4 GHG emissions intensity	page 47, see notes	
	305-5 Reduction of GHG emissions	see notes	
	305-6 Emissions of ozone-depleting substances (ODS)		
	305-7 Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions		

Product innovation

3-3 Management of material topics		pages 58–62, see notes	40 companies used the Digital Execution Scorecard during the reporting period.
Own indicator: internal digitalisation level			

Customer orientation

3-3 Management of material topics		pages 58–62	
Own indicator		page 62, see notes	Reason for omission: This information is currently unavailable. A centre of competence for customer experience was established in January 2023. One of the objectives of the centre of competence is to define uniform parameters and tools for measuring and improving customer satisfaction. The survey will be adjusted for the 2024 report as part of the preparations for the new ESRS.

Comprehensibility of products

3-3 Management of material topics		pages 62, 64–65	
Own indicator		page 62, see notes	Reason for omission: This information is currently unavailable. A centre of competence for customer experience was established in January 2023. One of the objectives of the centre of competence is to define uniform parameters and tools for measuring and improving customer satisfaction. The survey will be adjusted for the 2024 report as part of the preparations for the new ESRS.

Data protection and security

3-3 Management of material topics		pages 62–63	
418 Customer privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		

Learning and development

3-3 Management of material topics		pages 48–51	
404 Training and Education	404-1 Average hours of training per year per employee	page 50	

Disclosure		Page references or reference to another document	Additional notes and omissions
	404-2 Programmes for upgrading employee skills and transition assistance programmes	pages 49–50, see notes	Transition assistance programmes are structured differently in the Group companies due to different national circumstances. Many companies offer coaching and health programmes as part of the Group-wide focus on “life balance”.
	404-3 Percentage of employees receiving regular performance and career development reviews	page 49	

Responsible corporate governance/compliance

3-3 Management of material topics		pages 22–29																									
205 Anti-corruption	205-1 Operations assessed for risks related to corruption	page 28																									
	205-2 Communication and training about anti-corruption policies and procedures	pages 26–28, see notes	<p>Each year, during a Supervisory Board meeting, the VIG Managing Board provides comprehensive information to the VIG Supervisory Board on the precautions taken to combat corruption in the company.</p> <p>Share of Group companies that carried out active communication measures and/or training on combating corruption in 2023, organised by report segment:</p> <table border="1"> <thead> <tr> <th>Region</th> <th>Active communication</th> <th>Training implemented</th> </tr> </thead> <tbody> <tr> <td>Austria</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Czech Republic</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Poland</td> <td>50%</td> <td>17%</td> </tr> <tr> <td>Extended CEE</td> <td>83%</td> <td>46%</td> </tr> <tr> <td>Special Markets</td> <td>43%</td> <td>29%</td> </tr> <tr> <td>Group Functions</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Total</td> <td>75%</td> <td>48%</td> </tr> </tbody> </table> <p>Further details cannot be reported due to currently insufficient data quality.</p>	Region	Active communication	Training implemented	Austria	100%	100%	Czech Republic	100%	100%	Poland	50%	17%	Extended CEE	83%	46%	Special Markets	43%	29%	Group Functions	100%	100%	Total	75%	48%
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	205-3 Confirmed incidents of corruption and actions taken	page 26																									
206 Anti-competitive behaviour	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	pages 26–27, see notes	<p>Seven proceedings were pending in the reporting period.</p> <ul style="list-style-type: none"> – In four proceedings, fines were legally imposed on a total of three Group companies. The fines were equivalent to around EUR 9,920, EUR 835,000, EUR 2,245,080 and EUR 949,420. All companies concerned have paid the fines. – In one proceeding, the fine imposed on a Group company and paid by that Group company prior to the reporting period was confirmed on appeal. – One proceeding was decided in favour of the Group company concerned on appeal. The written copy of the decision is not yet available; the proceeding has not been legally concluded. – One proceeding was decided in favour of the Group company concerned on appeal. However, the antitrust authority has taken this case to the supreme court. This proceeding has not been legally concluded. 																								

Declaration by the Managing Board

This consolidated non-financial report for the financial year 2023 was approved for publication on 26 March 2024.

Vienna, 26 March 2024



Hartwig Löger
General Manager (CEO),
Chairman of the Managing
Board

Areas of responsibility:

Leading of VIG-Group, Strategy,
General Secretariat & Legal,
Opportunity Management, Human
Resources, Subsidiaries and M&A,
CO³, European Affairs, Sponsoring

Country responsibility:

Austria, Slovakia, Czech Republic,
Hungary



Peter Höfinger
Deputy General Manager,
Deputy Chairman of the
Managing Board

Areas of responsibility:

Corporate Business, Reinsurance

Country responsibility:

Albania, Bosnia-Herzegovina,
Bulgaria, Kosovo, Croatia, Moldova,
Montenegro, North Macedonia,
Romania, Serbia



Liane Hirner
CFRO, Member of the
Managing Board

Areas of responsibility:

Group Finance & Regulatory
Reporting, Risk Management,
Planning and Controlling, Tax
Reporting & Transfer Pricing

Country responsibility:

Liechtenstein, Germany



Gerhard Lahner
COO, Member of the Managing Board

Areas of responsibility:

Asset Management (incl. Real Estate),
Data & Analytics, Group Treasury &
Capital Management, Process & Project
Management, VIG IT

Country responsibility:

Georgia, Türkiye



Gábor Lehel
CIO, Member of the Managing Board

Areas of responsibility:

Assistance, New Businesses,
Transformation & Research

Country responsibility:

Belarus



Harald Riener
Member of the Managing Board

Areas of responsibility:

Retail Insurance & Business Support,
Customer Experience

Country responsibility:

Estonia, Latvia, Lithuania, Poland,
Ukraine

The Managing Board as a whole is responsible for Compliance (including AML),
Internal Audit, Investor Relations and Actuarial Services.



To the Managing Board of VIENNA INSURANCE GROUP AG Wiener Versicherung Gruppe, Vienna

This English language independent assurance report is a translation provided for information purposes only. The original German text shall prevail in the event of any discrepancies between the English translation and the German original. We do not accept any liability for the use of, or reliance on, the English translation nor for any errors or misunderstandings that may derive from the translation.

Independent Assurance Report on the Non-financial Reporting according to § 267a UGB

We have performed an independent limited assurance engagement on the combined consolidated non-financial report according to § 267a UGB (“NFI report”) for the financial year 2023, which has been published as Nachhaltigkeitsbericht 2023 of

**VIENNA INSURANCE GROUP AG Wiener Versicherung Gruppe,
Vienna**

(referred to as “VIG” or “the Company”).

Conclusion

Based on the procedures performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the NFI report of the Company is not in accordance with the legal requirements of the Austrian Sustainability and Diversity Improvement Act (§ 267a UGB), the provisions of Article 8 of the Regulation (EU) 2020/852 as amended and the supplementing delegated Regulation (EU) 2021/2178 (hereafter “EU Taxonomy Regulation”) and the sustainability reporting guidelines of the Global Reporting Initiative (GRI Standards) Option “in accordance with” in all material respects.

Management’s Responsibility

The Company’s management is responsible for the proper preparation of the NFI report in accordance with the reporting criteria. The Company applies the legal requirements of the Austrian Sustainability and Diversity Improvement Act (§ 267a UGB) and the sustainability reporting guidelines of the Global Reporting Initiative (GRI Standards) Option “in accordance with” as reporting criteria. In addition, the company

prepares disclosures in accordance with the EU Taxonomy Regulation, which are published as part of sustainability reporting. The Company’s management is responsible for the selection and application of appropriate methods for non-financial reporting (especially the selection of significant matters) as well as the use of appropriate assumptions and estimates for individual non-financial disclosures, given the circumstances. Furthermore, their responsibilities include the design, implementation and maintenance of systems, processes and internal controls that are relevant for the preparation of the sustainability report in a way that is free of material misstatements – whether due to fraud or error.

Auditors’ Responsibility

Our responsibility is to state whether, based on our procedures performed and the evidence we have obtained, anything has come to our attention that causes us to believe that the Company’s NFI report is not in accordance with the legal requirements of the Austrian Sustainability and Diversity Improvement Act (§ 267a UGB), the legal requirements of the EU Taxonomy

Regulation and the sustainability reporting guidelines of the Global Reporting Initiative (GRI Standards) Option “in accordance with” in all material respects.

Our engagement was conducted in conformity with the International Standard on Assurance Engagements (ISAE 3000) applicable to such engagements. These standards require us to comply with our professional requirements including independence requirements, and to plan and perform the engagement to enable us to express a conclusion with limited assurance, taking into account materiality.

An independent assurance engagement with the purpose of expressing a conclusion with limited assurance (“limited assurance engagement”) is substantially less in scope than an independent assurance engagement with the purpose of expressing a conclusion with reasonable assurance (“reasonable assurance engagement”), thus providing reduced assurance. Despite diligent engagement planning and execution, it cannot be ruled out that material misstatements, illegal acts or irregularities within the non-financial report will remain undetected.

The procedures selected depend on the auditor's judgment and included the following procedures in particular:

- Inquiries of personnel at the group level, who are responsible for the materiality analysis, in order to gain an understanding of the processes for determining material sustainability topics and respective reporting thresholds of the Company;
- A risk assessment, including a media analysis, on relevant information on the Company's sustainability performance in the reporting period;
- Evaluation of the design and implementation of the systems and processes for the collection, processing and monitoring of disclosures on environmental, social and employees matters, respect for human rights, anti-corruption as well as bribery and also includes the consolidation of data;
- Inquiries of personnel at the group level, who are responsible for providing, consolidating and implementing internal control procedures relating to the disclosure of concepts, risks, due diligence processes, results and performance indicators;
- Inspection of selected internal and external documents, in order to determine whether qualitative and quantitative information is supported by sufficient evidence and presented in an accurate and balanced manner;
- Assessment of the processes for local data collection, validation and reporting, as well as the reliability of the reported data through a (remotely conducted) survey performed on a sample basis at a site or a subsidiary;

- Analytical evaluation of the data and trend of quantitative disclosures regarding the GRI Standards listed in the GRI-Index, submitted by all locations for consolidation at the group level;
- Evaluation of the consistency of the Austrian Sustainability and Diversity Improvement Act (§ 267a UGB), the EU Taxonomy Regulation and the GRI Standards, Option "in accordance with" to disclosures and indicators of the NFI report, which apply to the Company;
- Evaluation of the overall presentation of the disclosures by critically reading the NFI report.

The procedures that we performed do not constitute an audit or a review. Our engagement did not focus on revealing and clarifying of illegal acts (such as fraud), nor did it focus on assessing the efficiency of management. Furthermore, it is not part of our engagement to audit future-related disclosures, prior year figures, statements from external sources of information, expert opinions or references to more extensive external reporting formats of the Company.

Restriction on use

Because our report will be prepared solely on behalf of and for the benefit of the principal, its contents may not be relied upon by any third party, and consequently, we shall not be liable for any third party claims. We agree to the publication of our assurance certificate and NFI report. However, publication may only be performed in its entirety and as a version has been certified by us.

General Conditions of Contract

Our responsibility and liability towards the Company and any third party is subject to paragraph 7 of the General Conditions of Contract for the Public Accounting Professions.

Vienna, 26 March 2024

KPMG Alpen-Treuhand GmbH
Wirtschaftsprüfungs- und
Steuerberatungsgesellschaft

Mag. Thomas Smrekar
Wirtschaftsprüfer
(Austrian Chartered Accountant)

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**We enable customers to live
a safer and better life:
Protecting what matters.**

