



Solutions for people and the environment

ERGO

A Munich Re company

As insurers, we assess current and future risks and protect against them accordingly. When doing so, we consistently focus on our customers' needs and consciously choose sustainability when designing products and investing.

Ambition 2025

In our insurance business and our investments, we aim to reduce our greenhouse gas emissions to net-zero by 2050. We aim to phase out existing insurance of thermal coal activities by 2040; we already no longer take oil and gas production companies, thermal coal mines and power plants under contract. Similarly, we already no longer invest in companies that generate more than 30% of their revenue from coal mining or from the use of coal to produce electricity, or in companies that generate more than 10% of their revenue from oil sands mining.

Focus on customer needs

In addition to precisely tailored safety and prevention, we aim to offer our customers optimal service. To this end, we are further expanding our digital offerings and make it easy to access our products and services via integrated online and offline channels.

So that our customers know exactly what services they can get from us, we make a point of clear communication. With their feedback – as participants in our ERGO Customer Workshop online community, for example – our customers help shape our product range and also help us to improve further.

Products for a sustainable society

With our products and services, we support the energy transition, help customers who wish to live sustainably, and develop solutions for new risks. This includes the challenges of climate change and loss or damage caused by natural disasters.

Among other things, we offer our customers:



- Insurance for photovoltaic and solar installations with reduced-yield coverage
- Coverage for damage to wind, hydropower and biogas plants
- Sustainable investments annuity insurance
- Environmentally friendly renovations under homeowners' insurance

Responsible investing

The sustainability principles also apply to ERGO investments. Our forward-looking asset management minimises long-term risks and helps enable us to meet our obligations towards customers at all times. The steering of investments is in the hands of a joint department with Munich Re, and they are mainly managed by the joint asset management company MEAG.

The Group-wide Responsible Investment Guideline forms the framework and defines four pillars:

1. Integration of ESG criteria into the investment process
2. Investment focuses (e.g. renewable energies)
3. Defined exclusion criteria
4. Engagement dialogues with selected companies

Development of sustainable products

We routinely consider ESG criteria when developing tariff business products and when writing individual insurance covers. In the case of particularly sensitive topics, our employees are guided by position papers and guidelines which are regularly reviewed and revised. Thus, for example, we do not insure any companies that manufacture, trade in or transport banned weapons such as cluster munitions or land mines.

