









ERGO Sustainability Reporting (GRI) 2018

ERGO

A Munich Re company

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GRI 102 | General disclosures

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102-1 | Name of the organisation

ERGO Group AG

102-2 | Activities, brands, products and services

ERGO is one of the major insurance groups in Germany and Europe. The Group is active worldwide, focusing mainly on Europe and Asia. ERGO offers a comprehensive spectrum of insurance policies, provisions and services.

In its home market of Germany, ERGO is among the market leaders across all lines of business. In Germany, the insurance group operates under its own name ERGO and under the brands of its specialists: health insurer DKV for health, and asset manager MEAG for fund solutions. The Group approaches customers via a number of sales channels.

> ERGO International

> ERGO Germany

102-3 | Location of headquarters

Düsseldorf (Germany)

102-4 | Location of operations

ERGO is represented in almost all countries in Europe, and is also present in Asia and Canada.

> ERGO Germany

> ERGO International

102-5 | Ownership and legal form

The Group is a joint-stock company (Aktiengesellschaft, AG) under German law. It is a subsidiary of Munich Re, one of the world's leading reinsurers and risk bearers. The DAX-listed company holds 100 percent of the shares in the ERGO Group.

> ERGO Group Portrait

102-6 | Markets served

The ERGO Group offers a comprehensive range of insurance policies, provisions and services in about 30 countries and supports both private and corporate customers.

> ERGO Germany

> ERGO International

102-7 | Scale of the organisation

Around 40,000 people work as employees or as registered sales agents for the Group. In 2018, ERGO recorded a premium income of 18.7bn euros and issued insurance benefits to customers amounting to 15,2bn euros.

> Key employee figures

> Key financial figures

102-8 | Information on employees and other workers

At the end of the year under review, the ERGO Group had a workforce of 28,522 (2017: 27,405), including 23,692 in-house staff and 4,830 salaried field staff.

> Key employee figures

102-9 | **Supply chain**

We procure goods, work and services mainly in the following sectors:

- Information technology (software, strategic licence management, workplace systems, telecommunications, service, central systems, strategic commercial provider management)
- Travel management
- External resources (advice, consulting, HR services, qualification, translation, language services)
- Marketing services (promotional articles, print media, marketing services, media services, web media)
- Facilities and real estate (health and safety)
- Fleet management (leasing)
- Office support (office supplies, operating and business equipment)
- Transport and logistics (courier and logistics services)

As part of our supplier management, we expect our service providers and suppliers to comply with the principles of the UN Global Compact and accept an anti-corruption agreement.

> [Business partners](#)

102-10 | **Significant changes to the organisation and its supply chain**

In January 2018, the Leben Klassik division (traditional life insurance business) was established in Germany, with around 1,200 employees. This division manages the portfolios of the legal entities ERGO Lebensversicherung, Victoria Lebensversicherung and ERGO retirement fund. ERGO Vorsorge became the risk carrier for new business.

In 2018 we continued to optimise the existing international portfolio, as announced in the ERGO Strategy Programme. By the end of 2018, ERGO companies in Switzerland, Slovakia, Luxembourg, Croatia, Ukraine, Russia, Ireland, Belarus, the Czech Republic and Romania had been sold. In Belgium, new business in the life insurance product segment was discontinued. In April 2019, nexible, ERGO's entirely digital provider for motor insurance, expanded its operations into Austria.

Under the umbrella of ERGO Group AG, ERGO Deutschland AG, ERGO International AG and ERGO Digital Ventures AG each manage German and international business, as well as direct and digital business. The beginning of 2019 saw the addition of ERGO Technology & Services Management AG, the new company for managing global IT activities. In the course of 2019, the brands ERGO Direkt, ERV (travel insurance) and D.A.S. (legal protection) were successively incorporated into the ERGO brand.

102-11 | **Precautionary principle or approach**

With its risk management and its sustainability strategy, ERGO observes the precautionary principle in order to prevent or mitigate possible burdens on or damage to society and the environment.

> [ERGO sustainability strategy](#)

ERGO aims to continuously increase its contribution to protecting the environment. Our Group-wide environmental management system enables us to continuously improve our practices throughout all business operations. At our locations in Germany and Spain, which are certified according to ISO 14001, we are developing comprehensive environmental programmes in the form of “targets and measures” catalogues. Our locations are regularly reviewed by independent external environmental auditors. A standardised environmental management system is in place for our large locations in Belgium, Estonia, the United Kingdom, Latvia, Lithuania, Austria, Poland, Russia, Spain and Turkey, which is based on the requirements of the internationally recognised standard DIN ISO 14001. The carbon footprint of our business activities is the key indicator for measuring and assessing environmental performance. Every year, our national and international locations determine their CO₂ emissions from energy, paper and water usage, business trips and waste. The resulting CO₂ emissions are measured and quality assured externally for the Munich Re Group (see independent auditor's limited assurance report by Ernst & Young in Munich Re's CR Report 2018, p. 74).

> [Our environmental management](#)

102-12 | External initiatives

The ERGO Group has voluntarily committed itself to the following international guidelines:

- UN Global Compact
- Principles for Sustainable Insurance (PSI)
- Principles for Sustainable Investment (PRI)

Our Group-wide **corporate responsibility strategy** is derived from Agenda 2030 and its affiliated Sustainable Development Goals which were passed in 2015 by all the members of the United Nations.

In July 2013, the ERGO Group, with all the operational German insurance companies and the sales company ERGO Beratung und Vertrieb AG, was one of the first companies to adopt the “Code of Conduct for selling insurance products” of the German Insurance Association (GDV).

ERGO’s German insurance companies had already signed the “Code of Conduct for the handling personal data by the German insurance industry” (Data Protection Code of Conduct) in 2013. This Code regulates the collection, processing and use of personal data. ERGO also participates in the German insurance industry initiative entitled “Gut beraten – Die Weiterbildung der Versicherungsvermittler in Deutschland” (Well advised – Advanced training for insurance agents in Germany).

- > [GDV Code of Conduct for self-employed sales agents](#)
- > [Privacy statement](#)

ERGO is also one of the signatories to the “Charta der Vielfalt” (Charter of Diversity): all the signatories undertake to create a work environment that is free of prejudice and exclusion.

- > [Diversity](#)

102-13 | Membership of associations

In 2018, the Group was a member of around 100 sector organisations, associations and networks, including:

- Arbeitsgemeinschaft für betriebliche Altersversorgung e.V. (ABA) (working community for company pension schemes)
- Charta der Vielfalt e.V. (Charter of Diversity, network)
- Deutsche Aktuarvereinigung e.V. (DAV) (German Association of Actuaries)
- Deutscher Verein für Versicherungswissenschaft e.V. (German Association for Actuarial Sciences)
- Global Compact
- UPJ e.V. (German CR network)
- Deutsches Aktieninstitut e.V. (German Equities Institute)
- Deutsches Institut für Compliance e.V. (German Institute for Compliance)
- Gesamtverband der Deutschen Versicherungswirtschaft e.V. (GDV) (German Insurance Association)
- Industrie-Club e.V. (Industrial Club)
- Kulturkreis der deutschen Wirtschaft im BDI e.V. (Association of Arts and Culture of the German Economy at the Federation of German Industries)
- RKW Rationalisierungs- und Innovationszentrum der Deutschen Wirtschaft e.V. (Cultural Group of the German Economy in the Rationalisation and Innovation Centre of Germany Industry)

102-14 | Statement from senior decision-maker

- > [CEO statement](#)

102-16 | Values, principles, standards and norms of behaviour

Complying with applicable laws and regulations is self-evident for all staff at the respective ERGO Group AG companies. The laws are supplemented by in-house regulations. Breaches of the law or of provisions of the Code of Conduct or internal guidelines are not tolerated at ERGO; they are remedied and penalised appropriately. This is the only way to prevent financial, liability and reputational risks for ERGO in the long term.

- > [Corporate governance](#)

Topic-specific directives such as the ERGO Environmental Guidelines are developed in the respective business units and rolled out in the relevant companies of ERGO Group AG. Where individual rules and regulations do not apply in all ERGO companies abroad, ERGO gradually develops minimum standards there. ERGO guidelines are regularly reviewed and updated if required.

ERGO also imposes special requirements on external service providers: they have to sign an anti-corruption agreement and observe the principles of the Global Compact.

> **ERGO business partners**

In addition, the Principles for Sustainable Insurance (PSI) and the Principles for Responsible Investment (PRI) signed by Munich Re are binding for the ERGO Group. ERGO had also made a commitment to the ten principles of the UN Global Compact.

102-18 | Governance structure

In accordance with the Articles of Association of ERGO Group AG, the Board of Management consists of at least two persons. The number is determined by the Supervisory Board. The company is represented by two members of the Board of Management or one member of the Board of Management together with an Authorised Signatory. The Board of Management of ERGO Group AG has five members. It is chaired by Dr. Markus Rieß.

The Supervisory Board is the company's highest governance body and is composed of 16 people: nine men and seven women. It has been chaired by Dr. Joachim Wenning since 27 April 2017. The Supervisory Board has established five committees (Audit Committee, Standing Committee, Board Committee, Mediation Committee and Nomination Committee).

The ERGO Reputation and Integrity Committee (RIC) assesses the reputational risks of individual business transactions, including environmental, social and governance (ESG) risks. Our corporate responsibility strategy and activities are bundled in the Corporate Responsibility unit, which, as part of the Corporate Communications Division, reports directly to the Chairman of the Board of Management.

> **ERGO Articles of Association
Management**

102-40 | List of stakeholder groups

ERGO values an open and ongoing dialogue with its stakeholders. This allows us to identify, at an early stage, any relevant issues or emerging challenges for ERGO – both now and in the future – from the perspective of our stakeholders.

Our stakeholders include:

- customers,
- sales partners,
- employees,
- investors
- and society as a whole.

102-41 | Collective bargaining agreements

Almost 74 percent of employees at our German companies fall under collective bargaining agreements. This indicator is not recorded at our companies outside Germany.

> **Key employee figures**

102-42 | Identifying and selecting stakeholders

Our stakeholder groups are customers, sales partners, employees, investors and society as a whole. We communicate with them through a variety of channels.

Our customers

We demonstrate our customer focus through clear communication, high-quality advice, and transparent, easily accessible products, as well as through numerous feedback options. As a participant in the ERGO Customer Workshop or as a member of the ERGO Customer Advisory Board, customers can play a role in influencing the company with their ideas and feedback.

Our sales partners

Our sales partners support our customers at every stage of their lives, and advise them according to their individual needs. Uniform advice standards ensure that our advice and support are of consistently high quality. We are in continuous communication with our sales partners via various dialogue formats and social media platforms.

Our employees

We want to promote the diversity and varied potential of our workforce. Ultimately, their expertise and innovative powers make them key drivers for the success of our business. That is why we are in dialogue with them worldwide and on every level.

Investors

ERGO belongs to Munich Re. Munich Re is in constant and intensive communication with private and institutional investors, analysts and rating agencies. Find out more on the [Munich Re](#) website.

Society

Through the responsible departments, we are in constant contact with a large number of industry and business associations, interest groups, associations, networks and scientific institutions. (See 102-13 for a selection of our memberships of associations.)

102-43 | **Approach to stakeholder engagement**

We are in contact with our stakeholder groups in many different ways.

- **Customers:** sales partners, customer service and client managers at the companies, ERGO Customer Advisory Board, ERGO Customer Workshop
 - **Sales partners:** dialogue formats, sales agent surveys, online platforms, sales agent representatives
 - **Employees:** dialogue formats, employee surveys, HR departments, employee representatives, ombudsman (external)
 - **Investors:** financial reporting, Annual General Meeting
 - **Society:** through the responsible departments, we are in constant contact, nationally and internationally, with numerous industry and business associations and interest groups, associations, networks and scientific institutions.
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102-44 | **Key topics and concerns raised**

At the beginning of 2019, we reviewed and reassessed sustainability topics with regard to their materiality for ERGO and our stakeholder groups.

The sustainability topics were determined from our 2016 materiality analysis, voluntary commitments of the Munich Re Group, findings from dialogue with stakeholders, external standards like SDGs, GRI and PSI, as well as business trends, and bundled into areas of activity by topic. In the early summer of 2019, we carried out an online survey of around 730 participants in the ERGO Customer Workshop and asked them to weigh the topics according to their relevance. Such a survey had already served as the basis for our 2016 materiality analysis. We supplemented this classification of the topics from the stakeholders' point of view with a similar assessment by in-house sustainability experts.

The upshot was that those taking part in the survey attached great importance to sustainable and responsible company management. When asked specifically about ERGO, as in 2016, the majority attached particular importance to customer focus and customer satisfaction. The participants also considered sustainability in the insurance sector and climate and environmental protection in their own company to be particularly important areas for action. These two topics gained in relevance for respondents compared with 2016. The survey findings will be integrated into our Sustainability Programme and also into our Sustainability Reporting.

> [ERGO Sustainability Programme](#)

102-45 | **Entities included in the consolidated financial statements**

See list of shareholdings in the [Munich Re Annual Report](#).

102-46 | **Defining report content and topic boundaries**

See 102-43 and 102-44.

The Sustainability Reporting was prepared in accordance with GRI standards and the reporting principles. The results of the stakeholder dialogue described under 102-44 will be reflected in the reporting.

102-47 | **List of material topics**

The ERGO Sustainability Programme gives a full picture of the topics and areas of activity identified as important.

> [ERGO Sustainability Programme](#)

102-48 | **Restatements of information**

From the 2018 financial year, the Sustainability Reports and the GRI Content Index have been downloadable as closed PDF documents.

102-49 | **Changes in reporting**

At the beginning of 2019, we reviewed and reassessed sustainability topics with regard to their materiality for ERGO and our stakeholder groups (see 102-44). This did not result in any significant changes in the topics reported on. The weighting given by our stakeholder groups does, however, go into the preparation of the topics for our Sustainability Reporting. We have thus expanded the key environmental figures and given more precise information on CO₂ emissions. In our Sustainability Programme, we now show which of the United Nations' sustainable development goals (SDGs) the individual measures support.

> [ERGO Sustainability Programme](#)
> [Key environmental figures](#)

102-50 | **Reporting period**

January 2018 to 31 May 2019

102-51 | **Date of most recent report**

July 2018

102-52 | **Reporting cycle**

Annual

102-53 | **Contact point for questions regarding the report**

ERGO Group AG
Corporate Responsibility
Sabine Mende
verantwortung@ergo.de

102-54 | **Claims of reporting in accordance with the GRI Standards**

The Sustainability Reporting was prepared in accordance with the GRI Standards: Core option.

102-55 | **GRI Content Index**

See GRI Content Index

102-56 | **External assurance**

The report has not been verified by an external auditor.



GRI 200 | **Economic performance**

GRI 200 | Economic performance

GRI 200 | Economic performance

103-1/-2/-3 | Management approach

Changes in customer needs, long-term low interest rates, the digitalisation of all areas of work and life, and new disruptive business models – challenges that are rapidly changing our environment and intensifying competition. ERGO aims to meet these requirements with its current Strategy Programme, which is scheduled for completion at the end of 2020. Being fit, digital and, thus, successful - that is what we have set ourselves out to do. The Group wants to become leaner and more efficient, and vigorously push ahead with digitalisation.

We manage our business with a focus on customers, service and earnings. This centres on the integrated control of business fields and their administration processes, modern risk management and active investment management, as well as the value-based and risk-oriented management of all business activities. These activities include all forms of life insurance, annuities and health insurance, and virtually all branches of property and casualty insurance, as well as legal protection.

We tailor our products and services to our customers' needs and requirements, which we get to know through constant contact with them. Our mission is to provide tailored advice and customised products which understand and take account of customers' personal concerns. In this regard, we are investing massively in digitalisation and working intensively to give our customers intuitive and efficient access to our products and services, both on- and offline. Our aim is to offer them a seamless customer experience.

ERGO sees good corporate governance as an essential prerequisite for sustainable value creation, by which we understand the responsible management and control of the Company in accordance with legal requirements and other relevant rules and regulations, such as the Code of Conduct for all Group employees. A dedicated unit headed by a Chief Compliance Officer monitors compliance with guidelines, rules and regulations, and is the point of contact for reporting breaches of the law or other serious breaches of regulations within the Company.

- > Sustainable business practices
- > Corporate Responsibility Strategy
- > Code of Conduct – Munich Re (Group)

201 | Economic performance

103-1/-2/-3 | Management approach

See above: Economic performance management approach

201-1 | Direct economic value generated and distributed

In the 2018 financial year, total premium income was €18.6bn (2017: €18.5bn).

- > ERGO key financial figures
- > Munich Re Group Annual Report 2018

Our expenditure on community involvement (e.g. donations, social sponsoring, foundations) was almost €2.1bn.

- > Key figures for community involvement

201-2 | Financial implications and other risks and opportunities related to climate change

As insurers, our business is affected by losses due to natural disasters caused by climate change. At the same time, we also see business opportunities in the challenges that climate change presents. We strive to support climate protection solutions with innovative products such as insurance policies for renewable energy technologies.

Our Group-wide corporate responsibility strategy applies a shared-value approach. This means that we aim to have our business activities combine economic growth with social progress in order to meet significant global challenges. We have therefore set our sights on mitigating the impact of climate change, improving worldwide access to healthcare for all groups in society, and strengthening risk awareness within our Group and among our stakeholders. For example, together with our project partner EIC Climate-KIC (the largest public-private climate initiative of the European Union), we are active in the field of adaptation to climate change, providing support to young companies that are working on climate protection solutions.

> Key figures for community involvement

We want to contribute to dealing with the impact of climate change and support the transformation towards renewable energies with our products. As a Group, we have therefore decided, on principle, not to insure any new coal-fired power plants or coal mines. On the investment side too, we have decided not to invest in companies that make more than 30 percent of their revenues from coal mining or coal-fired power generation.

201-4 | Financial assistance received from government

In the year under review, there were no tax grants from the public sector for ERGO in Germany. This indicator is not recorded for the international units of ERGO Group AG.

GRI 203 | Indirect economic impact

103-1/-2/-3 | Management approach

See above: Economic performance management approach

203-1 | Infrastructure investments and services supported

MEAG is the asset manager of ERGO and Munich Re and invests in global infrastructure projects. These include equity investments in renewable energies (e.g. solar plants and wind farms).

> Investments

ERGO develops insurances tailored to the financial situation and personal circumstances of people in emerging countries. In rural India, the German-Indian joint-venture company HDFC ERGO sells microinsurances, such as health, accident and fire insurance. Cooperation with local institutions has frequently proven effective in achieving the aim of reaching as many people as possible. These initiatives are often supported by non-governmental organisations and microfinance institutions. ERGO uses these activities to support infrastructure development in regions with restricted access to financial services.

> Microinsurance

203-2 | Significant indirect economic impacts

As a major employer and provider of work, the ERGO Group exerts a positive impact on business and community development at its locations.

Indirect positive environmental effects are generated by our insurance tariffs designed to support environmentally conscious customers and technologies. For example, ERGO promotes the growing market for electric cars with particularly favourable tariffs in motor liability and fully comprehensive insurance. In motor insurance, ERGO also offers the Elektro Plus module, in order to provide an even better package which meets the insurance requirements of electric and hybrid vehicles.

Special insurance solutions support the use of renewable energies. For example, operators of photovoltaic plants can take out reduced-yield insurance with us. This offers protection if the expected annual energy yield of the plant is not achieved. At the same time, the policy provides cover against theft, material failure or damage caused by snow load. Our homeowners' insurance also covers fire or storm damage to privately-used photovoltaic, solar and heat-pump systems. In insurance for commercial buildings, environmentally conscious owners can also insure additional costs for replanting and improved energy efficiency. Since September 2014, ERGO has played a pioneering role in insuring residential buildings in extremely flood-prone areas of Germany.

In developing and emerging countries, ERGO's special solutions contribute to the development of insurance markets which are still underdeveloped. For example in India, where the vast majority of the population has no access to traditional insurance products. In rural areas of India, the German-Indian joint-venture company HDFC ERGO sells microinsurances, such as health, accident and fire insurance.

GRI 205 | Anti-corruption

103-1/-2/-3 | Management approach

See above: Economic performance management approach

205-1 | Operations assessed for risks related to corruption

The functions of ERGO Compliance in Germany include training and advising staff on corruption prevention issues. The unit regularly carries out checks in German ERGO companies to determine which business processes may be prone to compliance risks and, if necessary, agrees on suitable risk-reduction measures with the process owners.

The ERGO Compliance Unit also defines minimum mandatory standards for the international companies. The latter carry out their own risk analyses in relation to corruption risks and define individually appropriate measures where necessary.

ERGO Compliance has not carried out any specific reviews of corruption risks at international companies.

> ERGO Compliance System

205-2 | Communication and training about anti-corruption policies and procedures

Regular communication on compliance topics like anti-corruption increases employees' awareness, and so strengthens the compliance culture within the company. For that, we use internal communication channels like the intranet or print magazines, as well as regular training events. This means that all the guidelines are always available on the intranet and always up-to-date.

As part of our training concept, our compliance goals and a uniform understanding of various compliance topics are imparted to our managers and employees. Attendance at these training courses is obligatory for our in-house staff and salaried field staff.

Our Board members, all managers and all our in-house staff and salaried field staff in Germany underwent training in 2015 and 2017, and have a new cycle of training in 2019.

> ERGO Compliance System

We require our business partners to comply with the principles of the Global Compact and to accept our anti-corruption agreement.

> Business partners

205-3 | Confirmed incidents of corruption and actions taken

We are not aware of any incidents of corruption at ERGO in the year under review.



GRI 300 | Environmental performance

GRI 300 | Environmental performance

GRI 300 | Environmental performance

103-1/-2/-3 | Management approach

Environmental protection has been a key priority for ERGO for many years. Since 2010, we have had our own Environmental Guidelines, in which we acknowledge our responsibility for protecting the environment and climate, and commit to actively promoting environmental awareness among our staff.

As a service provider, our direct impact on the environment is limited, since our business model is not energy- or resource-intensive. We get involved in areas where we can have a tangible and beneficial influence, and strive to keep energy and resource consumption, as well as CO₂ emissions, as low as possible to save natural resources. To reduce our impact on the environment, we focus on measures to improve energy efficiency in the operation of our buildings, replacing fossil fuels with renewable energy sources, organising our business trips in an environmentally friendly way and using environmentally friendly products.

Since 2012, ERGO has been managing the Group-wide environmental and climate protection strategy using a standardised system. Our business's carbon footprint constitutes the key indicator for measuring and evaluating our environmental performance. We calculate our CO₂ emissions annually from energy, paper and water consumption, business trips and waste. This is done in standardised form on the basis of internationally recognised methods and conversion factors such as the GHG Protocol.

Compliance with the standards for key environmental figures by the whole of the Munich Re Group was confirmed by an external audit firm (see [Munich Re Corporate Responsibility Report 2018, p. 74](#)). In 2018, almost 82 percent of our employees worked at locations integrated into the Group-wide environmental management system. At the same time, our large locations in Germany and Spain are certified to inter-

national standard ISO 14001. During the year under review, certified environmental management covered about 42 percent of our employees (2017: 42 percent). The systems at our certificated locations are regularly audited by an independent external environmental auditor. If all the requirements have been complied with, certification is upheld – a continuous process which generates consistent improvement.

Responsibility for the Group-wide environmental strategy and all environmental protection measures lies with the General Services Division of the Board of Management of ERGO Group AG. Group-wide environmental managers prepare the environmental protection strategy, as well as concrete measures, and coordinate the Group-wide environmental management system. Depending on the size of the international companies, local environmental managers are responsible for achieving the environmental objectives and carrying out the associated measures.

Since 2015, we have been offsetting any unavoidable CO₂ emissions in our global business operations by buying carbon certificates. Since 2009, we have managed to reduce our Group-wide carbon emissions by almost 48 percent per employee.

We install modern building and facility technology in order to minimise energy consumption at our locations. Each individual employee is asked to help reduce the consumption of resources – including by saving energy, paper and water, and by reducing waste and superfluous business travel. That is why we promote open dialogue and provide regular information and updates about our activities in areas of environmental concern. In 2019, a survey on mobility topics was carried out in Germany. We promote employee awareness of environmentally friendly behaviour Group-wide. For example, we encourage cycling to work by having appropriate infrastructure such as covered and lockable bike racks, repair kits, solar pumps, showers and changing rooms, besides also encouraging commuters to form car pools. Wherever possible, we make a contribution to the expansion of electro-mobility.

- > [Environmental Guidelines](#)
- > [Our environmental management system](#)

An overview of our environmental objectives and measures can be found in the [ERGO Sustainability Programme](#).

GRI 302 | **Energy**

103-1/-2/-3 | **Management approach**

See above: Environmental performance management approach

302-1 | **Energy consumption within the organisation**

In the 2018 financial year, total energy consumption amounted to 1,019,091 gigajoules (GJ). The most important energy sources were natural gas, district heating and cooling, and electricity (produced by both conventional and regenerative means).

- > [Key environmental figures](#)
- > [Sustainability Programme](#)

302-2 | **Energy consumption outside of the organisation**

For energy consumption outside of our organisation, we record our business travel in particular. These include flights and travel by company car or rental car, as well as rail journeys made by ERGO in-house staff and salaried field staff. In 2018, a distance of 102,452 km was travelled on business trips in the Group as a whole. The resulting CO₂ emissions are taken into account and offset in our Group-wide CO₂ balance.

- > [Key environmental figures](#)
- > [Sustainability Programme](#)

302-4 | **Reduction of energy consumption**

In the 2018 financial year, the specific energy consumption per employee was 35.73 gigajoules (GJ). Since 2009, we have managed to reduce our Group-wide energy consumption per employee by 21.4 percent.

In order to reduce our energy consumption sustainably in the long term, we are implementing various energy efficiency measures. In particular, we have modernised our technical building services in recent years.

All drivers of company cars throughout Germany have to take an eco-driving course to learn how to save fuel. Travel should be avoided wherever possible and replaced by technical options such as tele- and video-conferencing.

We are gradually converting our vehicle fleet to fuel-efficient models. In 2018, the average CO₂ emissions of the company car fleet, according to manufacturer specifications, was 115 g/km in Germany. We also provide our employees with video- and web-conferencing infrastructure, thus creating alternatives to business trips.

- > [Key environmental figures](#)
- > [Sustainability Programme](#)

GRI 303 | **Water**

103-1/-2/-3 | **Management approach**

See above: Environmental performance management approach

303-3 | **Water withdrawal**

ERGO locations obtain their water from local (municipal) networks. In the 2018 financial year, total water consumption amounted to 415,652 cubic metres. Consumption per employee was 14.57 cubic metres.

- > [Key environmental figures](#)

GRI 305 | **Emissions**

103-1/-2/-3 | **Management approach**

See above: Environmental performance management approach

305-1 | **Direct (Scope 1) GHG emissions**

In 2018, the ERGO Group's CO₂ emissions from primary energy consumption (natural gas, heating oil, emergency diesel generators and fuel for company cars) amounted to 37,946 tonnes. Compared to the emissions in 2009, the year we set as the baseline year, this is a reduction of 31.81 percent

- > [Key environmental figures](#)

305-2 | Energy indirect (Scope 2) GHG emissions

In the 2018 financial year, 16,803 tonnes of indirect energy-related CO₂ emissions were released. This corresponds to a 73.3 percent reduction compared with the emissions released in 2009. This value is calculated on the basis of emissions from energy obtained from procured electricity, district heating and district cooling.

[> Key environmental figures](#)

305-3 | Other indirect (Scope 3) GHG emissions

We calculate other indirect emissions from the CO₂ emissions from business trips (flights, rental cars and rail travel), consumption of paper and water, and waste. In 2018, other indirect CO₂ emissions amounted to 7,761 tonnes. Since 2009, we have managed to reduce these CO₂ emissions by 38.88 percent.

[> Key environmental figures](#)

305-5 | Reduction of GHG emissions

We have already achieved our target of reducing our carbon emissions by 35 percent by 2020. Since 2009, we have managed to reduce our Group-wide carbon emissions by almost 48 percent per employee. In 2018, Group-wide altogether 62,510 tonnes of CO₂ were released (2009: 131,216 tonnes).

The entire ERGO Group's operations have been carbon-neutral since the end of 2015. We offset unavoidable CO₂ emissions after deduction of green electricity by purchasing CO₂ certificates. In 2018, certificates for 62,510 tonnes of CO₂ were purchased. Through these purchases, we supported the following projects:

- Energy-efficient stoves for the Kampala region in Uganda
- Wind power plant in Shandong province, China

GRI 306 | Effluents and waste

103-1/-2/-3 | Management approach

See above: Environmental performance management approach

306-1 | Water discharge by quality and destination

Our discharged water is used sanitary water. The amount almost exactly corresponds to the amount of water withdrawn (see 303-3). We discharge it into the local sewage system.

306-2 | Waste by type and disposal method

In the 2018 financial year, the amount of waste per employee was approximately 220 kg. In the previous year, the amount per employee was 250 kg.

Our Environmental Guidelines, which apply Group-wide, require us to steadily reduce the amount of waste we produce. The type of waste disposal, however, largely depends on the respective infrastructure for waste disposal and the local regulations. Wherever possible, waste and recyclable materials are separated, recycled and disposed of through regional service providers.

[> Key environmental figures](#)

GRI 307 | Environmental compliance

103-1/-2/-3 | Management approach

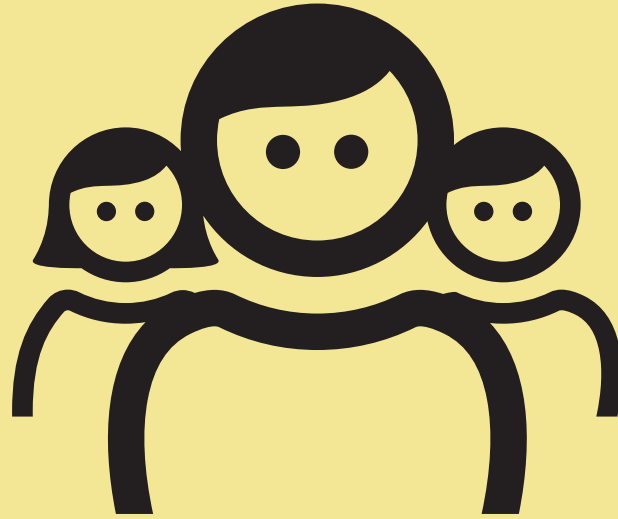
See above: Environmental performance management approach

307-1 | Non-compliance with environmental laws and regulations

We comply as a matter of principle with all national and international environmental protection regulations, as well as other binding obligations and voluntary commitments in relation to environmental protection.

We are not aware of any breaches in this regard in the financial year.

[> Environmental Guidelines](#)



GRI 400 | **Social performance**

GRI 400 | Social performance

GRI 400 | Social performance

103-1/-2/-3 | Management approach

We are well aware of our responsibility as the employer of over 28,000 people. As far as we are concerned, a sense of responsibility means ensuring that ERGO is future-proof and remains competitive. The aim is to make sales more agile and the Company more digital.

In this process of change, we support our employees by offering a range of special professional development courses in addition to our general training courses and seminars. We realise our employees' potential by actively promoting them, and giving them leeway to balance their family needs with their careers while safeguarding their health. This is the foundation of our success.

Our independent sales partners can take part in comprehensive training packages which focus on service and advisory competence. In order to consistently maintain the quality and relevance of advanced training for insurance agents at a high level, ERGO also participates in the German Insurance Association initiative "Gut beraten – Die Weiterbildung der Versicherungsvermittler in Deutschland" (Well advised – Advanced training for insurance agents in Germany).

ERGO benefits from the varied qualifications, experiences and mindsets of its workforce. We want to be more proactive in promoting this diversity. ERGO is one of the signatories to the "Charta der Vielfalt" (Charter of Diversity). All the signatories make a commitment to creating a work environment that is free of prejudice and exclusion. Employees should be respected – regardless of their gender, nationality, religion, physical ability, age, sexual orientation or identity. Our Code of Conduct for employees also clearly prohibits discrimination.

ERGO is committed to including people with disabilities at the Company. At our German sites, we have a dedicated integration team with representatives of disabled staff, the Human Resources Department and the Works Council. The team ensures

that the needs of disabled people are taken into account over the long term – for example through furnishing appropriate workstations, or offering trial periods. At our locations in Poland and Spain, the "Integralia" company foundations are working towards facilitating the integration of disabled people into the workplace. Both DKV Seguros and ERGO Hestia offer workplaces that are adapted to the needs of the disabled. Both company foundations offer comprehensive advice to encourage other employers to follow suit.

In Germany, the Group takes part in the "Fair Company" initiative, which is dedicated to fair and paid internships, and opportunities for university graduates.

The protection of personal and particularly sensitive data is an important concern for ERGO, even more so given that the digitalisation of business processes is one of our key strategic goals. We ensure that personal data is processed in accordance with the EU's General Data Protection Regulation and Germany's Federal Data Protection Act. German insurance companies have undertaken to comply with regulations for the handling of personal data by the German insurance industry (Data Protection Code of Conduct).

We support the political decision-making process through donations to parties, as well as through memberships of industry associations and party-affiliated organisations.

As a subsidiary of Munich Re, which was one of the signatories to the UN Global Compact, ERGO is committed to upholding human rights. The principles of the Global Compact include a commitment to maintaining, promoting and implementing basic values in relation to human rights, decent working conditions, environmental protection and combating corruption within our area of influence.

We also expect our suppliers and service providers to comply with the principles of the UN Global Compact.

We base our approach on the Principles for Responsible Investment (PRI) and the Principles for Sustainable Insurance (PSI). On the basis of the PSI, we have defined our goal as focusing even more effectively, within our core business, on environmental, social and governance criteria – also known as ESG criteria. By signing up to the PRI, we have also made a commitment to systematically implement ESG criteria in the management of our investments.

GRI 401 | Employment

103-1/-2/-3 | Management approach

See above: Social performance management approach

401-1 | New employee hires and employee turnover

In 2018, employees had worked an average of almost 14 years for the ERGO Group. The turnover rate of in-house employees and salaried field staff in Germany in 2018 was 12.1 percent (2017: 16.3 percent). In the year under review, a total of 3,329 employees were recruited Group-wide (525 in Germany and 2,804 abroad).

GRI 404 | Training and education

103-1/-2/-3 | Management approach

See above: Social performance management approach

404-1 | Average hours of training per year per employee

ERGO offers employees a comprehensive training programme across all levels of hierarchy. In 2018, our in-house employees and salaried field staff in Germany attended more than 70,540 days of training. The average number of days invested in training each employee was 4.8 days in 2018.

This indicator is not recorded in our international companies.

- > [Key employee figures](#)
- > [Career](#)

404-2 | Programmes for upgrading employee skills

We support learning and development for staff at every career stage, through e-learning packages, specialised training and foreign secondments. We strive to ensure that our employees’ professional and private lives remain in balance. The respective measures fall within the responsibility of our companies and are locally managed and implemented as required.

In Germany, for example, within the scope of the “Konzernbetriebsvereinbarung zur besseren Vereinbarkeit von Beruf und Familie” (Group Works Agreement on better compatibility of family and work), we have set up various work/leisure time models which enable employees to strike a balance between the various challenges that occur in particular life phases and the needs of their job. Options in this respect include, for example, temporary part-time, working from home, sabbaticals, and the conversion of bonuses into free time.

ERGO is particularly keen to recruit and develop the next generation of managers. Our Talent Identification Process (TIP) in Germany aims to strategically promote our employees, based on a systematic analysis of their potential skills. The existing process is currently being further developed and geared more closely to the specific requirements of the business, in order to organise promotion of talent and succession planning more effectively. The new concept is aimed at different development paths such as management, project management, or specialists, and at target groups such as young potentials, Board assistants, or high-potential female candidates. The concept will be progressively implemented from 2020.

To promote female managers, in Germany ERGO offers its own mentoring programme – an experienced manager acts as mentor for each potential junior manager, providing support and encouragement. These tandem partnerships are matched so that the mentees are provided with optimum support according to their skills and future requirements.

- > [Key employee figures](#)
- > [Promoting development](#)

404-3 | Percentage of employees receiving regular performance and career development reviews

The annual employee interview is an important tool for HR development at ERGO in Germany. Supervisors use the interview to provide their employees with systematic feedback and to agree suitable measures for advanced career training. We expect our managers to offer their employees this kind of performance assessment and development planning every year. We do not record participation rates, because participating in these annual interviews is voluntary for employees.

Feedback concepts in our international companies are locally managed and implemented as required. We do not collect Group-wide participation rates.

GRI 405 | Diversity and equal opportunity

103-1/-2/-3 | Management approach

See above: Social performance management approach

405-1 | Diversity of governance bodies and employees

In 2018, the proportion of female employees was approximately the same as in previous years, at 59 percent. The proportion of women in management positions (based on all management levels) for in-house staff and salaried field staff in Germany again increased slightly compared with previous years and now stands at 27.9 percent (2017: 24.7 percent). Across the Group as a whole, the figure is 38.8 percent. In 2018, none of the five members of the Board of Management of ERGO Group AG was a woman. The proportion of women on the Supervisory Board was 37.5 percent.

The number of severely disabled or equivalent employees among in-house staff and salaried field staff in Germany stands at 1,120.

- > [Key employee figures](#)
- > [Diversity](#)

GRI 406 | Non-discrimination

103-1/-2/-3 | Management approach

See above: Social performance management approach

406-1 | Incidents of discrimination and corrective actions taken

In the 2018 financial year, one case of alleged discrimination was investigated at ERGO in Germany and partially confirmed. Another case only came to light in 2019 and is currently still being looked into. Appropriate measures are taken on a case-by-case basis. The indicator is not recorded internationally.

- > [Diversity](#)

GRI 412 | Human rights assessment

103-1/-2/-3 | Management approach

See above: Social performance management approach

412-3 | Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening

We are committed to considering ESG (environment, social, governance) aspects, including human rights criteria, in the management of our investments. The Principles for Responsible Investment (PRI) and the General Investment Guidelines of our parent company, Munich Re, define the Group-wide framework for this approach.

GRI 414 | Supplier social assessment

103-1/-2/-3 | Management approach

See above: Social performance management approach

414-1 | New suppliers that were screened using social criteria

Sustainability and transparency along the value chain are just as decisive for us as price or quality, when it comes to dealing successfully with suppliers. These principles apply to all the business units of our parent company, Munich Re.

Consequently, besides having to complete the supplier's self-disclosure form, as a first step suppliers are also required to adhere to the principles of the UN Global Compact, and accept the anti-corruption agreement in order to be considered as potential suppliers.

In 2018, this requirement applied for all new suppliers in Germany. The indicator is not recorded internationally.

GRI 415 | Public policy

103-1/-2/-3 | Management approach

See above: Social performance management approach

415-1 | Political contributions

ERGO supports the democratic process of political decision-making and thus donates to the following parties: Bündnis90/Die Grünen, CDU, CSU, FDP and SPD. They all receive the same donation amount, corresponding to an annual total amount of 75,000 euros for all parties. The donations are transferred exclusively to the parties' federal headquarters.

In addition, membership fees are paid to party-affiliated organisations. These may not exceed 25,000 euros per financial year for ERGO.

> [Our figures for community involvement](#)

GRI 417 | Marketing and labelling

103-1/-2/-3 | Management approach

See above: Social performance management approach

417-1 | Requirements for product and service information and labelling

We want to design insurance policies for our customers that are as simple, quick and convenient as possible, and we are constantly developing proximity to our customers. We therefore seamlessly combine our expert advice with modern mobile and online services.

In order for our customers to know exactly what services they are getting from us, we pay particular importance to comprehensibility and plain language. With the help of outside experts, we have therefore developed our own comprehensibility standards and revised our letters, contract documents and product information accordingly. External auditors have supported this process for several years as part of regular comprehensibility checks.

We apply the ERGO sustainability icon to designate our insurance products with environmentally friendly elements.

417-2 | Incidents of non-compliance concerning product and service information and labelling

We are not aware of any cases during the year under review. This indicator was not recorded for the international companies.

417-3 | Incidents of non-compliance concerning marketing communications

We are not aware of any cases during the year under review. This indicator was not recorded for the international companies.

GRI 418 | Customer privacy

103-1/-2/-3 | Management approach

See above: Social performance management approach

418-1 | Substantiated complaints concerning breaches of customer privacy and losses of customer data

We are not aware of any complaints during the year under review. This indicator was not recorded for the international companies.

GRI 419 | **Socio-economic compliance**

103-1/-2/-3 | **Management approach**

See above: Social performance management approach

419-1 | **Non-compliance with laws and regulations in the social and economic area**

We are not aware of any cases during the year under review.
This indicator was not recorded for the international companies.



GRI Balance 2018
Sustainability Programme

GRI Balance 2018 | Sustainability Programme

Our targets and measures

We are convinced that long-term success can only be achieved if we succeed in reconciling economic, ecological and social factors. To meet this challenge, we have set ourselves targets as part of our sustainability management, and are pursuing them with specific activities.

The programme addresses our key sustainability topics, which were identified as part of a systematic materiality analysis. It provides information on the status of target achievement in the particular reporting year. We also specify the sustainable development goals (SDGs) of the United Nations, which the measures help us to achieve.

The Sustainability Programme is mainly being implemented at our locations in Germany. Goals or measures that apply for the entire Group are identified accordingly.



Responsible corporate governance

Our actions are governed by strict social and ethical standards, and we attach importance to maintaining fair and trusting relations with our stakeholders.



Targets	Period	Measures and progress in 2018
Ensuring conduct in conformance to rules	2018	<ul style="list-style-type: none"> • Roll-out of the revised Group-wide Code of Conduct from Munich Re (Group), which replaces the ERGO Code of Conduct • A binding minimum standard for conflicts of interest was defined and communicated for the international operational companies. • Expansion of the online whistleblower portal: In the future, both external parties and employees can report legal violations and serious violations of internal regulations anonymously and in confidence. • Start of an international project to implement standardised measures to avoid financial sanctions

Customer focus and customer satisfaction

At regular intervals, we ask our customers their opinions to allow us to align our products, benefits, services and advice to their needs in the best possible way. We place an emphasis on transparency and comprehensibility, so that customers know what they can expect from us in the event of claims or benefits. We are also using the opportunities that are being opened up by digitalisation to ensure easy access to our products and services.

Targets	Period	Measures and progress in 2018
<p>Ensuring comprehensible and transparent communication with customers</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • ERGO Customer Advisory Board: regular and open exchange with 25 active customers of all ERGO companies in Germany; D.A.S. Austria: Customer Advisory Board with 20 customers (since April 2018); transfer of relevant results and analyses to the organisation (products, processes, services, sales) • ERGO Customer Workshop: ERGO online community in Germany with some 4,600 registered users; regular surveys and online discussions on products, processes and services • Continuous customer surveys at all customer contact points in Germany/in various international companies; systematic feedback process

Sustainability in core business

For ERGO, sustainability is also reflected in its own insurance solutions. We make allowance for protection of the environment and technological developments, as well as changes in customer needs, which are then incorporated into our product development.



Targets	Period	Measures and progress in 2018
Systematic integration of ESG criteria ¹ into our core business	Ongoing	<ul style="list-style-type: none"> • New products and product modifications are checked for ESG (environmental, social, governance criteria) conformity. Assessment of the ESG criteria is based on a specific checklist and forms an integral part of the product development process. • Internal position papers and guidelines govern the treatment of particular, sensitive business topics. These are updated as and when required, and further position papers can be added on new topics.
Promotion of environmentally friendly technologies and adaptation to the consequences of climate change	Ongoing	<ul style="list-style-type: none"> • Continuous monitoring and analysis of insurance solutions in the field of renewable energies, as well as of future-oriented technology and services in the mobility sector • Promotion of cleantech startups in the accelerator programme of business partner EIC Climate-KIC, as part of our social involvement
Appeal to insurance customers with a focus on sustainability	Ongoing	<ul style="list-style-type: none"> • Use of ERGO Sustainability Icon to identify products with environmentally friendly elements

¹ Environmental, social, and governance criteria

Sustainable investment

The sustainability principles also apply for ERGO investments. We meet this responsibility by adopting a cautious and forward-looking approach to asset management, and through the use of a sophisticated control system.

Targets	Period	Measures and progress in 2018
Responsible asset management	Ongoing	<ul style="list-style-type: none"> • The Responsible Investment Guidelines of Munich Re and the UN Principles for Responsible Investment (PRI) as a guiding framework (since 2006) • Advancement of the systematic integration of ESG criteria into asset management • Advancement of the investment process for shares and bonds: consistent ESG integration, i.e. evaluation of the ESG performance in addition to the financial analysis • Integration of MSCI ESG Research into the investment process for liquid assets

Climate and environmental protection in business operations

We are actively helping to protect the climate through our carbon-neutral business operations. To ensure the necessary level of transparency, the ERGO environmental management system is based on the international standard ISO 14001.



Targets	Period	Measures and progress in 2018
Group-wide carbon neutrality	Ongoing	<ul style="list-style-type: none"> • Compensation for the carbon footprint from business operations through the purchase of carbon emission certificates: 62,510 tonnes in 2018 • Implementation of additional energy efficiency measures at the various ERGO locations (e.g. LED lighting, replacement of technical equipment) and the optimisation of processes • Identification of key measures to improve energy efficiency and reduce carbon emissions/annual preparation of a Group-wide carbon reduction plan • Improvement in data transparency at the international locations
35 percent reduction in carbon emissions Group-wide (base year 2009)	2020	<ul style="list-style-type: none"> • Reduction in carbon emissions of almost 48 percent compared to 2009 through a further reduction in the consumption of resources

Targets	Period	Measures and progress in 2018
Promotion of environmentally friendly mobility	Ongoing	<ul style="list-style-type: none"> • National situation analysis (including an employee survey), while taking into consideration environmentally friendly forms of mobility • Eco fuel saving training for drivers of company cars (approx. 100 drivers) • Launch of a company car driver portal: drivers of company cars obtain information on their own fuel consumption along with a traffic light rating (since 2018) • Electromobility: expansion of charging infrastructure for electric cars and e-bikes at the locations Düsseldorf, Hamburg and Cologne; electric cars introduced to the vehicle pool at the locations Düsseldorf and Hamburg • Car sharing can be integrated for business trips. • Promotion of cycling to work (through infrastructure such as covered and lockable parking areas for bicycles, repair sets, solar pump, showers and changing rooms); bike leasing offer with employee-friendly conditions • Promotion of car pools for driving to work (Germany: online platform for car pools, Poland: reservation of a quota of parking spaces for car pools)
Promotion of environmentally friendly mobility	Ongoing	<ul style="list-style-type: none"> • In Germany: alternative sustainable products are proposed for all orders from the online office supplies catalogue before the order is placed. • Environmentally friendly products account for 60 percent of orders from the office supplies catalogue (target for 2021: 65 percent).
Consistent implementation of our Group-wide environmental management	Ongoing	<ul style="list-style-type: none"> • The survey of environmental key data covers 82 percent of the Group-wide company locations. • 42 percent of employees across the Group work at ISO 14001-certified locations. In Germany: re-certification of six locations (May 2018)

Employee development

Active development of our employees, providing scope to balance work and family life, and health protection all make a valuable contribution to our success.



Targets	Period	Measures and progress in 2018
Promotion of professional and personal education for employees and managers	Ongoing March 2018	<ul style="list-style-type: none"> Comprehensive training programme with digital and face-to-face events (blended learning approach) for employees and managers in Germany, which is updated each year. Outside the training catalogue, customised offers are also designed for units with special requirements. New programme, “transformation@ergo”, designed for the digital work environment, promotes the willingness to change in Germany against the background of the digital transformation, using digital formats such as learning nuggets, a digital readiness check and face-to-face training. Start of the ERGO Leadership Programme for top executives operating internationally (target: at least 40 percent women employees)
Promotion of junior management	Ongoing 2020 Ongoing	<ul style="list-style-type: none"> International Group trainee programme EXPLORE from Munich Re (Group) with periods spent at ERGO and in the other business fields Expansion of talent management through refinement of the talent identification process (TIP) in Germany and tighter alignment with business requirements Continuation of the best-of-year programme to promote former trainees
Promotion of diversity	2018	<ul style="list-style-type: none"> Diversity Day for employees to raise awareness of the benefits of having different types of people in the Group

Targets	Period	Measures and progress in 2018
<p>Equal participation of men and women in management positions²</p>	<p>2018/ 2019</p>	<ul style="list-style-type: none"> • Proportion of women in management positions in Germany: 27.9 percent; Group-wide, the proportion of women in management positions is 38.8 percent. • Mentoring programme for female junior managers in Germany held for the eighth time in 2018/2019 • In 2018, ERGO was again awarded the “top4women” badge. This recognises that women in the Group are supported and assisted in terms of professional development.
<p>Better reconciliation of family and job</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • For the fourth time, ERGO’s administrative locations in Germany were certified by the audit “berufundfamilie” (work-and-family) • Continuation of the offer “Managing while working part-time” (reduction in working hours for managers) • Continuation of the advice and service offering in Germany to help employees with acute family childcare or nursing need

² ERGO defines management positions as all management levels.

Communication on sustainability topics

In our Environmental Guidelines, we acknowledge our responsibility for protecting the environment and climate, and commit to actively promoting environmental awareness among our staff. We sensitise our customers to environmentally friendly behaviour using consumer advice and legal tips.



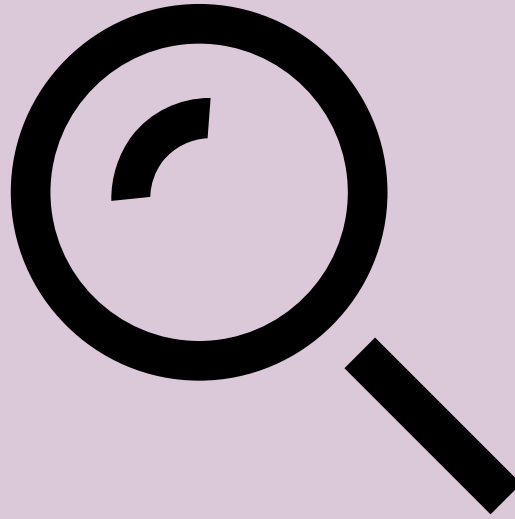
Targets	Period	Measures and progress in 2018
Raising the awareness of employees to responsibility and sustainability	Ongoing	<ul style="list-style-type: none"> • Promotion of social activities by employees in Germany and at international locations (see also the topic “Community involvement”) • Raising awareness for environmentally friendly mobility through employee campaigns on the subject of cycling at the company locations in Austria, Germany and Poland • “Marketplaces for sustainability” for employees (2018: Düsseldorf) • Participation in the worldwide event Earth Hour • Articles and tips in employee media and topic-specific events
Raising awareness of customers to responsibility and sustainability	Ongoing	<ul style="list-style-type: none"> • Consumer advice and legal tips on environmentally friendly and energy-conscious behaviour
Raising awareness of business partners to responsibility and sustainability	Ongoing	<ul style="list-style-type: none"> • Code of Conduct for self-employed sales agents (since 2011) • Observance of the principles of the UN Global Compact and signing of the ERGO anti-corruption agreement as a condition for consideration as a potential supplier/service partner • Information of sales partners to the subject of “natural hazards” (e.g. by preparing specific information)

Community involvement

As a responsible company, we wish to make specific contributions to solving social problems. Our particular focus: we wish to address the challenges presented by climate change, which is already having a noticeable impact on our business today.



Targets	Period	Measures and progress in 2018
Promotion of employee involvement	Ongoing	<ul style="list-style-type: none"> Corporate volunteer programmes held at our locations in Austria, Czech Republic, Germany, Lithuania, the Netherlands, Poland, Russia, Spain, Turkey and the UK. Employee involvement competition: employees are given awards for their private involvement in the fields of environment, healthcare/social work.
Group-wide social involvement on focus topics	Ongoing	<ul style="list-style-type: none"> Continuation of the Group-wide initiative from Munich Re and ERGO, “Tackling Climate Change together” with partners EIC Climate-KIC and SOLARKIOSK (2017–2019) Publication of studies on socially relevant topics in the fields of health (DKV report) and risk awareness (ERGO risk report) Total expenditure on social commitment: 2,120,964 euros
Strategic refinement of sustainability management	Ongoing June 2018	<ul style="list-style-type: none"> Review and refinement of environmental programme for the locations, lines of business and units in the certified environmental management system Roll-out of the CR strategy of the Munich Re Group in the international ERGO units: focus on shared value approach on three central topics: <ul style="list-style-type: none"> mitigating the effects of climate change, improving access to healthcare, and enhancing risk awareness.



GRI 102-55
GRI Content Index

GRI 102-55 | GRI Content Index

Our Sustainability Reporting is based on the international guidelines defined by the Global Reporting Initiative (GRI). The balance was prepared in accordance with the GRI “core” option. The Content Index gives information on what standards (with title and year of publication by GRI) were applied and on what pages of the report the respective content can be found.

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ERGO Group AG
Corporate Responsibility
verantwortung@ergo.de

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