



2020 SUSTAINABILITY REPORT
UNIQA GROUP

SEEDING THE FUTURE

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Its commitment to transparent and comprehensive reporting makes UNIQA a pioneer.



Dear Readers,

The year 2020 demanded a great deal from all of us. Every area of a healthy, open and future-oriented society was confronted with major challenges. Some of these, such as the Covid-19 crisis or the Vienna terror attack, could hardly have been predicted. Others, such as our increasingly ageing society, rising old-age poverty due to pension short-falls, and accelerated digitalisation, have been shaping our company's understanding of the future for many years now. However, no challenge will be more important to UNIQA over the long term than the fight against the climate crisis – and thus the struggle to preserve the environment in which we live.

As a relevant insurer in Europe, we are conscious of our responsibility: it was therefore out of a deep sense of conviction that we signed up to the Paris climate targets and are striving to make UNIQA climate-neutral by 2040. We entered into key strategic partnerships with leading climate networks and assumed comprehensive reporting obligations in 2020. Sustainability has now become a non-negotiable criterion in our core business. We will be continuing along this path in future with our new corporate strategy – UNIQA 3.0 – and the sustainability strategy that forms an integral part of it.

Today, we are not at the end but at the beginning of a long journey. Only by working together with our staff, customers and other stakeholders will we be able to make an effective contribution to a better life and a better world. This Sustainability Report documents some successful measures and thus important milestones along our journey.

I hope you find it an interesting read.

Best regards,

Andreas Brandstetter
CEO UNIQA Group

Strategic manifesto:

AWAKENING TO A SUSTAINABLE FUTURE

Our UNIQA 2.0 strategy programme (2011–2020) made us a different company – a much better one. We have kept our promises and are now a relevant insurer in Europe.

Bold progress

We have been bold and resolute in developing processes and systems further. When we went public in 2013, we gave ourselves an excellent capital base and improved our earnings capacity significantly. By focusing clearly on decarbonisation, we committed ourselves to a holistic investment strategy in late 2018. This strategy was launched in 2019, and its long-term targets were fine-tuned a year later. Today we are strong, independent and free.

Inspiring coaches

People have been taking out UNIQA insurance since 1811, and our mission has not changed since then: risks that cannot be borne by the individual alone are shared across the shoulders of our Group.

UNIQA is the organiser and facilitator of this risk pool. Looking after 15 million people in 18 countries, we see it as our mission to improve the lives of our customers and their families as inspiring coaches with innovative products and services relevant to their everyday lives, while at the same time using our combined strength to support the sustainable, responsible development of our society and environment.

Response to future challenges

Our forward-looking project UNIQA 3.0 is the response to the challenges and the wind in our sails that will enable us to emerge into a sustainable future. Our sustainability strategy, like our corporate goals, forms an integral part of our “strategic manifesto”. We are conscious of our responsibility towards people and nature and want to embrace it by playing an active role. ■

UNIQA 3.0:

DIVERSITY AS A STRATEGY

We can already feel the impact of climate change. Extremely hot summers are causing crop failures and water shortages and are posing a health risk to elderly people in particular. The winter tourism industry, which is so important to the Austrian economy, is facing huge challenges. Increasingly frequent storms, bringing landslides and flooding, are endangering people’s lives and property and incurring ever higher costs for the whole of society. Some regions are suffering even more severely from the impact of climate change. Every year, therefore, more people will be forced to leave their homeland – with far-reaching financial and social consequences for their destination countries.

Sowing now what we want to reap in future

We still have time to do something about it. Let us seize the opportunity and sow now what we want to reap in future. Investing in green technologies and in staff who embody sustainable action will go a long way towards combating the climate crisis – and thus to ensuring a better life for our customers.

UNIQA 3.0 gives us the guiding framework that we need in order to respond flexibly to challenges and act more sustainably throughout the whole company. We have launched a wide range of initiatives so that we can achieve the objectives set out in the strategic programme. We will be embedding diversity and sustainability at the heart of UNIQA. Like nature, we want to draw our strength from diversity. Enjoying long-term success while preserving resources instead of literally leaving only scorched earth in our wake: this has always been our aim. We want to lead by example and show the world how to behave.

Living sustainably and injecting sustainability with life

We have been improving the lives and health of our customers and protecting their livelihoods for 200 years. By investing our capital in sustainable ventures, as we are doing now, we are putting all our strength into creating a better, sustainable future – a future that is in harmony with our fellow human beings and the environment in which we live. ■

SEEDING A SUSTAINABLE FUTURE

UNIQA's sustainability strategy is based on five key pillars.

If anything, 2020 has shown us that the transformation in our society is shaped by expected developments just as much as unexpected ones. The Covid-19 crisis has taught us how quickly circumstances can change and how flexibly we need to respond to major challenges.

Our efforts over the past few years to embed sustainability more closely into our structures and decision-making processes have had a far-reaching positive impact on our company. Our guidelines for responsible investments have helped us focus more strongly on sustainability factors in our investing activities. It has become clear that sustainable investments experienced lower fluctuations in value that

were easier to cope with. Our prudent economic principles for action also enabled us to successfully mitigate the effects of continued low interest rates.

As we had more or less completed the overhaul of the social aspects of our working conditions, such as working from home and the requisite technical equipment as long ago as 2019, we have largely been able to continue operating during the coronavirus crisis. Our internal cohesion and the reliability of our services have remained highly robust at all times. One key element of our new UNIQA 3.0 corporate strategy is a comprehensive sustainability strategy aligned with ESG

*The term **ESG** has entered common usage all over the world and describes the three areas of a company's responsibility with regard to sustainability:

E stands for the environment (the climate, environmental pollution, biodiversity, etc.).

S refers to social impacts (human rights, occupational health and safety, diversity, etc.).

G means the rules, values and steering processes that make up sustainable (corporate) governance.



Investment policy:

TARGETING CLIMATE NEUTRALITY

criteria.* We want to use it to integrate sustainability ever more closely into our core business and thus make an important contribution to tackling the climate crisis.

Our strategy is built on the following five key pillars:

- 1. An investment policy** that aims for climate neutrality.
- 2. A product policy** aligned with ESG criteria.
- 3. A company management approach** that considers and supports our environmental and social objectives.
- 4. Transparent reporting:** "counting, measuring, weighing" the benefit created, and a willingness to be rated.
- 5. Memberships and partnerships:** pursuing social objectives together and engaging in constant dialogue via stakeholder management. ■

In future, our investment approach will focus more closely on environmental and social factors impacting our assets from outside (e.g. natural catastrophes, environmental pollution, tighter regulations for certain industries). We will also be recording with great precision the environmental footprint and social impact of the countries and companies in which we are invested. Thus we are building new databases so that we can factor the latest estimates into our investment decisions on an ongoing basis. In so doing, we are pre-empting forthcoming stricter legislation and new requirements in some cases.

Supporting the EU's climate targets

In order to provide consistent support in particular to the climate targets set by the EU and the Austrian federal government, we will be logging the indirect CO₂ emissions generated by our invested assets and will be steadily reducing these in accordance with a system of targets backed by

science. By the end of the century, global warming is to be limited to below two degrees at least, preferably below 1.5 degrees, compared with the level at the start of the Industrial Revolution in the early 19th century.

Europe's interim target of becoming climate-neutral by 2050 is an important yardstick. In this context, we will be recording the data underlying our climate strategy in much greater detail and, by 2025, will draw up a UNIQA climate pathway that fits the Paris targets.

Partnerships boosting efficiency

We have joined networks of like-minded companies and associations in order to support these major long-term ambitions. These memberships enable us to devise and implement potential solutions constructively and in the best possible spirit of partnership. Constant dialogue in the

networks is essential in order to develop new areas of expertise, spot where intervention is required sooner and act promptly. Our joining of the United Nations Environment Programme (UNEP) Finance Initiative and our collaboration with all signatories of the Principles for Responsible Investment are helping us to apply the right methods and, through our joint efforts, to provide efficient support to the real economy as it transforms into one that conserves more resources. As an insurer with over €25 billion in assets under management, we had a duty to forge resolutely ahead down this path, which we are now doing. ■



1. Investment policy

“WHEN IT COMES TO PROTECTING THE CLIMATE, INVESTMENTS ARE THE BIGGEST LEVER AN INSURER CAN HAVE.”

With an investment policy aligned with ESG criteria, i.e. taking account of environmental, social and corporate governance aspects, UNIQA is making a key contribution to sustainability and protecting the climate.

Peter Eichler, the Management Board member responsible for personal insurance and asset investment, and Andreas Bertl, Managing Director of UNIQA Capital Markets, discuss the relevant details and what measures are in the pipeline.

Investments are a key part of UNIQA's sustainability strategy – why is that?

Peter Eichler: When we fine-tuned our sustainability strategy last year, we came up with a five-point investment policy. We will be integrating the Paris climate targets into our investing activities by 2025. Also by that date, we will be accumulating at least a billion-euros worth of sustainable investments as per the EU taxonomy, and we want the whole Group to be climate-neutral by 2040. We are assembling the core areas of specialist expertise and making UNIQA's responsible investment policy an integral part of what we do. Our strong and clear statement of the Group's focus on sustainability will underpin every investment step we take from now on.

Andreas Bertl: Put simply, an insurer's assets are made up almost exclusively of investments, giving them a sizeable volume. Assets can also be adapted more quickly than liabilities, which leads to results on the sustainability front that soon become visible.

So our investment policy is a key part of our sustainability strategy. As a relatively large investor, not only are we able to do our bit – it is our great desire to do so too.

Peter Eichler: Naturally, the question immediately arises of how fast we can restructure our portfolio.

We are wholeheartedly committed to the idea of protecting the planet against any further destruction. Without question, this requires companies like us to take responsibility. Investments are the biggest lever that we as an insurer can pull. Of course, this also includes making our buildings green and saving paper, but it is only with our investments that we can really act efficiently. Everything revolves around this.

Andreas Bertl: How easily can you tell these days whether or not an investment is sustainable? You can rarely give a clear “yes” or “no” answer to this question. Just consider how countries are assessed, for instance – depending on the coverage fund, government bonds make up around half of our investments – and you can imagine how tricky this task is. Companies are definitely a bit easier to evaluate. In other words, we will be able to switch some parts of our portfolio over faster than others. By this I mean that, in the broader view, we are in the middle of a gradual process of moving towards the sustainable portfolio we envision. For this reason, exerting an influence on the companies themselves has also become such an important factor as it makes them embrace this systematic shift to a way of doing business that preserves more resources. In our capacity as an investor, we can give companies a great deal of support in this area and thus also pursue the Paris climate targets in our portfolio approach.

How much progress has UNIQA made exactly on its sustainable investment policy?

Peter Eichler: About two years ago, we started working with an Austrian service provider that assessed our portfolio. This analysis confirmed UNIQA's good starting position and even secured us a bronze rating from ÖGUT, the Austrian Society for Environment and Technology. This award clearly demonstrates UNIQA's innate



Peter Eichler:
"We are wholeheartedly committed to the idea of protecting the planet against any further destruction."



Andreas Bertl: *"We'll be able to switch some parts of our portfolio over faster than others."*

attitude, i.e. how sustainable UNIQA's investments have been even up to now. This has provided the sound basis for some initial sustainability guidelines for investing, which are focused on getting a general overview of the portfolio. We decided not to adopt a strategy of picking out and switching individual investments piecemeal while leaving others untouched. Instead, we want to improve our whole portfolio step by step. The sole exception is coal-related investments, which we dropped entirely as long ago as 2019.

Andreas Bertl: First and foremost, we are benefiting from the experience that external service providers bring to the table. By their very nature, they have a broad view of other companies and their strategies. In particular, we are using this expertise to transform our existing portfolio based on a standard that is even more closely aligned with the ESG criteria.

On the subject of future investments, what will be the biggest challenges over the next five years?

Peter Eichler: ESG criteria are much easier to apply to new investments. In this respect, we have got our eye on the infrastructure asset class in particular, but also private equity, and we want to invest a billion euros in these areas over the next

few years. We are investing in wind power and other alternative energies, amongst other things, but we are not the only ones backing investments like these. The result is a run on these assets, which erodes returns. Our task is to keep up an attractive rate of return so we can comply with our obligations on the liabilities side. This is why there are minimum limits, and the big challenge of the next few years will be to find sustainable investments delivering attractive returns without modifying our appetite for risk. But that is not all. Our UNIQA policy will soon be focusing much of our attention on a carbon-neutral portfolio and introducing the necessary monitoring.

Andreas Bertl: The realignment of our current portfolio is likely to happen in small steps. Although they will not be all that spectacular by any means, they will bring us steadily closer to our goal, e.g. by switching a bond that is maturing anyway for a different one. Selection will be our most important task. We will have to watch out for suitable return parameters without neglecting the level of security that we need for the sake of our customers. If we have got two or three possible investments that offer the same returns and the same degree of security, we will choose the one that is more sustainable. This is an ongoing process that requires a lot of time and intuition and that may

even have an impact that goes beyond the one billion euros that we are investing in explicitly sustainable projects.

Peter Eichler: We are part of a big community of institutional investors and cannot afford to either over- or underestimate our role. If everyone does their bit as a financial investor, however, I believe there is a good chance of our environment being treated sustainably. UNIQA will be taking another step forward in 2021 and integrating the Principles for Responsible Investment (PRI) into its investment process – the first Austrian insurer to do so. The PRI are geared towards embedding and operationalising a focus on ESG in a systematic way, giving it active support and promoting acceptance of the principles behind it.

Are the upcoming regulations forming part of the EU's Sustainable Finance Action Plan a welcome development or more of a burden caused by excessive legal requirements?

Peter Eichler: If we ask ourselves whether things could carry on without these regulations, then the clear answer is "no". The EU needs to inject some speed into the issue because, if it does not, sustainable investing will happen much too slowly, if at all. So I do believe that these require-

ments are necessary. Whether they are well-thought-out in some places, whether they are potentially over-the-top in others, this will only become clear in practice in the next few years or so.

Andreas Bertl: Given the necessary pace of change, deploying strong regulatory instruments makes perfect sense. But I also have some criticism. The EU has already come up with some complex administra-

tive instruments for financial regulation in the past few years, and a few more are in the pipeline. These regulations are not comparable with the situation in the USA or China and, in addition, have to be borne by the one part of the world that is experiencing much weaker economic growth, namely Europe. Experience has shown that additional regulation does not necessarily boost economic growth. By setting the pace and setting standards for

the rest of the world, you undoubtedly serve as a role model. It is just that we also need to know the costs of all this, which we will have to bear.

UNIQA has joined several networks in order to support its sustainability strategy. How significant are these partnerships?

Peter Eichler: Needless to say, we are extremely eager to keep on expanding our sustainable investment expertise, and we are building up databases and new knowledge for this purpose. However, our size in relation to some of our other big competitors on the market means we do not have the resources for large teams dedicated exclusively to sustainability criteria. For this reason, we also rely on external knowledge that we buy in. This is the background to our memberships, which give us a platform for dialogue and enable us to learn from one another. We are also fans of synergy effects, not least because they simply save us time. Regulations have had an impact on the market in the past across the board and will continue to do so in the future. ■

UNIQA TO ADD MORE SUSTAINABLE FUNDS

With its FlexSolution products, UNIQA currently offers a number of ESG funds in the area of life insurance. Covering various aspects, these include a climate fund, an ethical fund and a global equity fund that pursues general ESG objectives.

The degree of sustainability is up to customers

There are plans to expand the range of sustainable funds. "With customer demand increasing, we will be offering additional funds so that customers can determine their own risk profile and how

much sustainability they want," explains Andreas Bertl, Managing Director of UNIQA Capital Markets.

Sustainability to be incorporated into investment process

The UNIQA Portfolio I to IV funds of funds are the basic building blocks of many customers' investments. "We want to take our proven investment process, which has enjoyed very good results over many years, and add sustainability to it in 2021," says Hugo Prenn from UNIQA Capital Markets.

Working on a targeted ESG investment strategy

To this end, we are working hard on a targeted ESG investment strategy in order to meet specific exclusion criteria and guarantee certain social or environmental characteristics.

These products are based on picking investments in companies with a good standard of corporate governance. "In so doing, we're giving our new customers an attractive reason to choose UNIQA's in-house funds of funds," Prenn points out. ■

GREEN SUCCESS

Awards and “green bond” reaffirm our strategy.



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NEW RULES OF THE GAME FOR SUSTAINABLE INVESTING

2020 was a ground-breaking year for the European financial industry in terms of developing and implementing forward-looking regulatory approaches to investment. This shift towards sustainable investing that meets the EU’s ESG criteria is being underpinned by the Sustainable Finance Action Plan (SFAP).

As well as being an environmental necessity, sustainable investments also make economic sense. As a member of the United Nations Environment Programme (UNEP), we adhere to the Principles for Responsible Investment (PRI). We put large parts of our overhauled sustainable investment strategy into practice in 2020 and have already enjoyed some “green” success.

UNIQA awarded ÖGUT bronze rating

In 2019 UNIQA became the first insurer to be recognised by the Austrian Society for Environment and Technology (ÖGUT) for its sustainable investments. We repeated this achievement in 2020, winning another bronze sustainability certificate from the Austrian Society for Environment and Technology from ÖGUT for our overall portfolio aligned with the principle of responsible investing. “For us as an insurer, investments are the most effective lever for tackling challenges in society,” underlines Franz Hagmann, Managing Director of Capital Markets. “We adopted a structured process to identify which areas required action and act quickly. It’s now

nice to see these initial successes reaffirming our strategy.”

UNIQA receives Austrian Ecolabel

In the financial sector, the Austrian Ecolabel honours ethically focused projects as well as companies that generate earnings from sustainable investments. It is thus regarded as a seal of quality for environmentally and ethically responsible investing. Thanks to our sustainable



Franz Hagmann: “It’s nice to see initial successes reaffirming our strategy.”

investment strategy, we have also been able to celebrate our first success in this area too and have been officially entitled to bear the Austrian Ecolabel since 2020. A key reason for the award was the issue of our green bond last year.

UNIQA places €200 million green bond

One major sustainability initiative from UNIQA in 2020 was the placement of a “green” subordinate bond worth €200 million. As part of the acquisition of the AXA companies in Central and Eastern Europe, UNIQA raised €800 million in outside capital and placed a quarter of this amount on the market in the form of a green bond. In so doing, we are committing to invest this sum in projects geared towards protecting our environment and our climate. “The performance of our green bond, the first instrument of its kind issued by an Austrian insurer, delivers impressive proof of the high demand for sustainable investment models,” says Hagmann with satisfaction. “Much of the €200 million has already been invested in renewable energy in Europe and the OECD countries.”



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Now that the most important regulations within the SFAP have been approved, a pioneering framework has been created for facilitating sustainable investments. The action plan forms part of the European Green Deal and, as such, is geared towards mitigating climate change, reducing environmental pollution and preserving biodiversity. Financial companies are to be encouraged to accelerate their investments in sustainable technologies and firms, finance growth sustainably and over the long term, and play their part in a climate-friendly circular economy. The aims of the SFAP serve as confirmation that the path UNIQA has been following resolutely in its investment policy for a few years now is the right one.

Investors demand more sustainability

As well as the underlying political framework, the requirements of investors have also changed. Portfolios that fail to meet sustainability criteria are growing increasingly unattractive. “Nowadays, ‘sustainability’ is no longer a buzzword for some PR measures,” explains Danika O’Neal, Capital Markets Strategist. “On the contrary, it’s become a key precondition of our investment decisions.”



“We at UNIQA support the latest regulatory initiatives and are firmly committed to sticking to our chosen path towards greater sustainability in investing and implementing our strategy across the board in our company.”

One billion euros in sustainable investments by 2025

By supporting the Paris Climate Agreement, UNIQA has also dedicated itself to limiting global warming to well below two degrees Celsius. UNIQA intends to integrate this target into its investing activities by 2025 and is also planning to build up sustainable investments worth €1 billion. In addition, UNIQA is even aiming to become climate-neutral by 2040 as part of its efforts to actively embrace the UN’s Principles for Responsible Investment (PRI) and Principles for Sustainable Insurance (PSI).



SFDR to bring greater transparency

Besides encouraging sustainable investments, another key mission of the SFAP and the Paris Climate Agreement is to ensure appropriate reporting. This prompted the EU Commission to pass the Disclosure Regulation (SFDR), which significantly expedited the implementation of sustainable regulatory approaches in investing activi-

Danika O’Neal: “Sustainability has become a key precondition of our investment decisions.”

ties as long ago as late 2019. ESG-specific information on companies and their products will need to be disclosed to existing and potential investors via multiple channels (website, precontractual documents) from 10 March 2021 onwards. Instead of a straightforward ESG-based breakdown into “good” and “bad” companies, as used to be common practice, the focus is now on the progress companies have made towards environmentally friendly value creation that conserves resources. Sustainability became a definitive, integral part of investment policies in the European financial industry in 2020 as a result of the disclosure obligations for investment decisions. This made the EU the global pioneer for regulating sustainable investing. The USA is also keen to carve out a stronger position for itself in future with its own

ESG initiatives, a move that will provide momentum for further regulation.

Where are we now?

In order to ensure SFDR-compliant reporting, we successfully trialled and defined some complex interdepartmental reporting processes in 2020, an achievement that could not have been possible without the amazing hard work and dedication of our experts. We need comprehensive, high-quality data on CO₂ emissions in the various parts of the company so that we can guarantee as much transparency as possible. UNIQA is planning to build a powerful ESG database in 2021. Erik Leyers, the Management Board member responsible for Operations & IT, puts it clearly: “The data management that a

listed insurer is called on to do is also evolving rapidly in terms of their non-financial reporting. We are committed to improving and broadening the scope of our disclosures, particularly with regard to indirect CO₂ emissions from investing activities. Data analyses take up a huge amount of processing power. We want to maintain the high performance of our algorithms and obtain our processing power energy-efficiently.”

O’Neal adds: “Data integration is an essential tool for our sustainable investments and thus a key pillar of our reporting. ESG is constantly evolving. The focus that is now being placed on the transition to better ESG scores is increasing the pressure on companies and countries to tackle the issue head on.”



Erik Leyers: “We want to maintain the high performance of our algorithms and obtain our computing power in an energy-efficient manner.”

2. Products and services

SUSTAINABILITY AS STANDARD



Peter Humer,
Management Board,
Customers & Markets Austria

Sustainability will not be optional in future – it will be the standard. And, the sooner we address it, the more able we will be to embed the issue into the company's DNA and into all its products, processes and workflows.

We firmly believe that more and more customers will ask what UNIQA's stance on sustainability is and factor it into their decision-making.

Setting market trends as a pioneer

We do not simply want to go along with the crowd on this issue – we want to be out in front, setting trends for the rest of the market to follow. At the same time, as an insurer we also have an interest in leaving future generations with a planet worth living on.

2020 was the "setup year" for us, so to speak: we put our business processes under the microscope and found out where sustainability can play a role. Our product development process was identified as being

particularly relevant in this regard. We also put together a sustainability inventory: where do we already offer sustainable solutions? And how can we bring these even more into the spotlight?

Overhauling all core products

As an insurer, we are capable of achieving a great deal with our products – it is a question of tweaking what we already have rather than starting again from scratch. This also includes directing people towards sustainable investment products and providing incentives for sustainable mobility.

We are well aware of the responsibility that this brings. As we overhaul all our core products, therefore, we want to elevate sustainability to a standard criterion and integrate it into our product development process over the next few years.

In future, the same question will have to be asked of every product: how sustainable is it?

And only if it demonstrates the right characteristics and generates the right incentives will it be approved – and make it onto the market.

Enhanced risk assessments

Even if we are not intervening directly into value creation processes or the private lives of our customers, we still have a shared responsibility in terms of the insurance cover and financial products that we provide. Risk prevention and provision are the key areas of advice in which there is also an ever-increasing requirement to integrate environmental and social impacts as part of risk assessments. These assess-

ments need to be accompanied by new ones, including some with a scientific and sociopolitical focus, by making a prudent appraisal of future living conditions. Within the framework of our new membership of the UNEP Finance Initiative (Principles for Sustainable Insurance), we are working with some committed associations and companies as we adapt our market approach.

It is already clear that we are providing our customers with additional environmentally responsible investment opportunities alongside our existing portfolio, particularly by expanding our range of sustainable provision products (unit-linked life insurance) through to entirely green products.

We also want to step up our broad-based support for sustainable living and sustainable corporate governance in health and property insurance by gradually building up our range of products with environmental and social elements. In this, we will be focusing on complementary product models and higher-quality advice with regard to reducing CO₂ and using resources efficiently. We will also be working rigorously to implement our "Statement on Decarbonisation" and reporting continuously on our progress. ■



Hans Christian Schwarz,
Head of Retail Austria

CONSISTENT WITHDRAWAL FROM COAL

UNIQA Corporate Business is turning its focus to resource-efficient energy production and is fully committed to pulling out of the coal industry.

A cut in CO₂ emissions that meets the Paris climate targets can only be achieved if everyone joins forces. We therefore want to motivate our corporate clients to work towards reducing CO₂ levels together with us. This will enable significant volumes of harmful emissions to be avoided, especially amongst our energy-intensive industrial customers.

Focus on energy producers

The focus is primarily on the energy producers. "We're supporting the shift towards more resource-efficient value chains and have our eye on the energy sector in particular," underlines Olivera Böhm, Chief Corporate Business Officer International Markets & Austria. "We've developed some specific insurance solutions,

particularly for photovoltaic systems and wind turbines, and honed our advisory expertise."

With its decision, announced in 2019, to stop investing in the coal industry, UNIQA has already taken a ground-breaking decision and has sold all its investments in coal-based companies. New customer activities involving the international industrial business with a significant coal-related element of over 30 per cent were also discontinued at the same time.

Helping corporate clients cut CO₂

Our commitment to reducing CO₂ levels also has far-reaching consequences for existing customers. "If, for instance, a customer doesn't have a specific plan for

phasing out coal or a clear commitment to reducing CO₂ emissions, we won't be able to renew their policy any more," explains Gerhard Sirucek, Head of International Risk Engineering & Survey. "Customers that can prove they're working to cut their emissions are given a grace period to get their coal business to under 30 per cent of their activities."

Five-category model

Since 2019, UNIQA's monitoring system has divided industrial customers into five categories, ranging from those that have already turned their back on coal (E) to those without a suitable phase-out plan (A). "We're actively supporting our customers with their internal sustainability plans," stresses Sirucek.



Olivera Böhm:
"We have our eye on the energy sector in particular."

Long-term benefits of decarbonisation

UNIQA's sustainability strategy has so far seen the Group forego some €8 million in premiums across the board. But Sirucek is convinced: "The long-term benefits of decarbonisation easily outweigh the short-term costs. Every cut in CO₂ emissions will reduce the impact of climate change and the associated climatic events in the future. At the same time, the extra need for insurance solutions for renewable energy is opening up potential for new business that is helping to reinforce our sustainability strategy."



Gerhard Sirucek: "We're actively supporting customers with their sustainability plans."

Safe electromobility thanks to UNIQA

Electric cars are regarded as being quiet, efficient and environmentally friendly. Just like any other vehicle, electric cars also require motor vehicle liability insurance by law in Austria, with their engine power in kilowatts used to calculate premiums. Here too, UNIQA is already supporting tangible steps being taken towards reducing our carbon footprint: if they take out UNIQA insurance, not only will electric car owners get a 25 per cent discount on their motor vehicle liability premium, they will also be exempt from paying engine-related insurance tax and standard consumption tax (NoVA). In addition, we now offer our "Compact" and "Premium" comprehensive vehicle insurance for electric bikes, bikeboards and electric mountain bikes. These policies also cover indirect lightning damage during charging.

Health insurance with sustainable product features

Health insurance has always been one of the core components of UNIQA's product range, and ESG features have already been integrated into most of our health insur-

ance products. Key sustainability-related benefits include health benefits geared towards preventing illness: for instance, the UNIQA VitalPlan and UNIQA VitalCoach provision schemes are included in various health insurance products to inspire our customers to live a sustainably healthy life.

A similar aim is shared by FitnessBonus health insurance, which rewards a healthy lifestyle and promises premium refunds for unused benefits. Our telemedicine services, which enable video consultations with medical specialists, are also being expanded continuously together with LARA, our partner network of Austrian healthcare providers. The service is proving its great worth, and not just during the Covid-19 pandemic. Our healthcare benefits are helping our customers on their journey towards a healthy future and making sure that UNIQA remains a pioneer in the provision of sustainable health insurance. ■

René Fürst:
"We'll be focusing even more on entirely green products."



"GREENER" PRODUCTS ON THE RISE

In our work towards a better and more sustainable life, our products are one of the keys to success.

Keen to play a pioneering role and set market trends on the sustainability front, we began to make sustainability an integral aspect of our product development process in 2020.

"We've already got a lot of ESG-oriented features in our products," explains René Fürst from Product & Market Management. "Going forward, however, we'll be focusing even more on entirely 'green' products."

Structuring a sustainable product portfolio step by step involves sales products that are due for an overhaul as well as the development of brand-new products and services. Only if they demonstrate the right characteristics will new products be approved and make it onto the market in future.

ESG funds for pension provision

In terms of sustainable investments, we already offer ESG funds from Amundi – Europe's largest asset manager – as part of unit-linked life insurance. ESG funds actively complement the portfolio with the addition of sustainable investments and their investment strategy excludes companies that do not meet ESG requirements. In other words, they invest in equities and bonds issued by companies that fulfil the UN's sustainability criteria.

UNIQA's customers can thus make a conscious decision to help fight climate change through their investments. Our Amundi ESG funds pursue a range of objectives: while the Amundi CPR Climate Action fund is committed to actively com-

bating climate change, the Amundi Ethik fund allows investors to structure their individual provision in a more ethically responsible way. The Amundi Index Solutions MSCI World SRI is the sustainable version of the MSCI World equity index produced by the US financial service provider MSCI and invests based on exclusion criteria reviewed on an ongoing basis.

The Amundi ESG funds did not only succeed in weathering the Covid-19 pandemic fairly well last year: Amundi CPR Climate Action and the Amundi Ethik fund were also presented with the Austrian Ecolabel. Awarded by the federal government, this seal of quality guarantees that, if something claims to be sustainable, then that is what it will be.



"In bank sales, we're building on a virtually identical understanding of our ambitions for sustainability with the Raiffeisen Insurance Austria brand. As a partner to the Raiffeisen Sustainability Initiative, we're committed to sustainable products and an investment approach that integrates ESG features."

Klaus Pekarek,
Management Board, Customers & Markets Bancassurance Austria



Established in 2018, CHERRISK is an insurance start-up and a member of the UNIQA Group. Insurance policies can be taken out and managed electronically, fully automatically and without wasting any paper on CHERRISK's online platform.

CHERRISK: ACHIEVING MORE TOGETHER

The successful pilot phase in Hungary was followed in June 2020 by the launch in Germany. A range of digital services and the "CHERRISK GO" app are designed in particular to encourage the sustainable lifestyle of the CHERRISK community and support social initiatives. As well as benefiting from insurance services, for instance, CHERRISK customers can also do their bit for a more caring society, greater climate protection and a better life.

Supporting charitable projects with virtual "cherries"

The "CHERRISK GO" app allows users to support charitable projects. This comes at no extra cost to the customers themselves, as they use "cherries", a digital currency that they earn by replacing unhealthy habits with healthier and safer lifestyles. "You get cherries by walking, running or cycling more often, for example," says CHERRISK's CEO Krisztián Kurtisz. "Driving without using your phone also gets rewarded." Since the scheme was launched, CHERRISK customers have already spent 1.7 billion minutes walking, cycling, or

driving phone-free. The cherries collected in the process have been converted into donation vouchers worth over €74,000 and invested in supporting no fewer than 40 charitable projects. "The link that CHERRISK has forged between social responsibility and an innovative digital solution is a successful example of how social engagement can also be supported from one's core business," says a firmly convinced Wolfgang Kindl, the Management Board member responsible for Customers & Markets International.

Actively embracing sustainability and accessibility

The CHERRISK team is made up of young people who view sustainability as an especially important part of their lives. Accessibility is another cause dear to CHERRISK's heart. "We firmly believe that we need to reach out in particular to people with



disabilities, both when we develop our products and as part of our social engagement. Only an inclusive society can pave the way to a better life," Kurtisz adds. For this reason, the company buys gifts and treats from providers and suppliers from the region that employ people with disabilities. Kurtisz sums it up like this: "The values that we actively embrace in our team make CHERRISK and its services unique – a company that takes responsibility and shows that, together, you can achieve more." ■

SANUSX: FOR A HEALTHIER SOCIETY

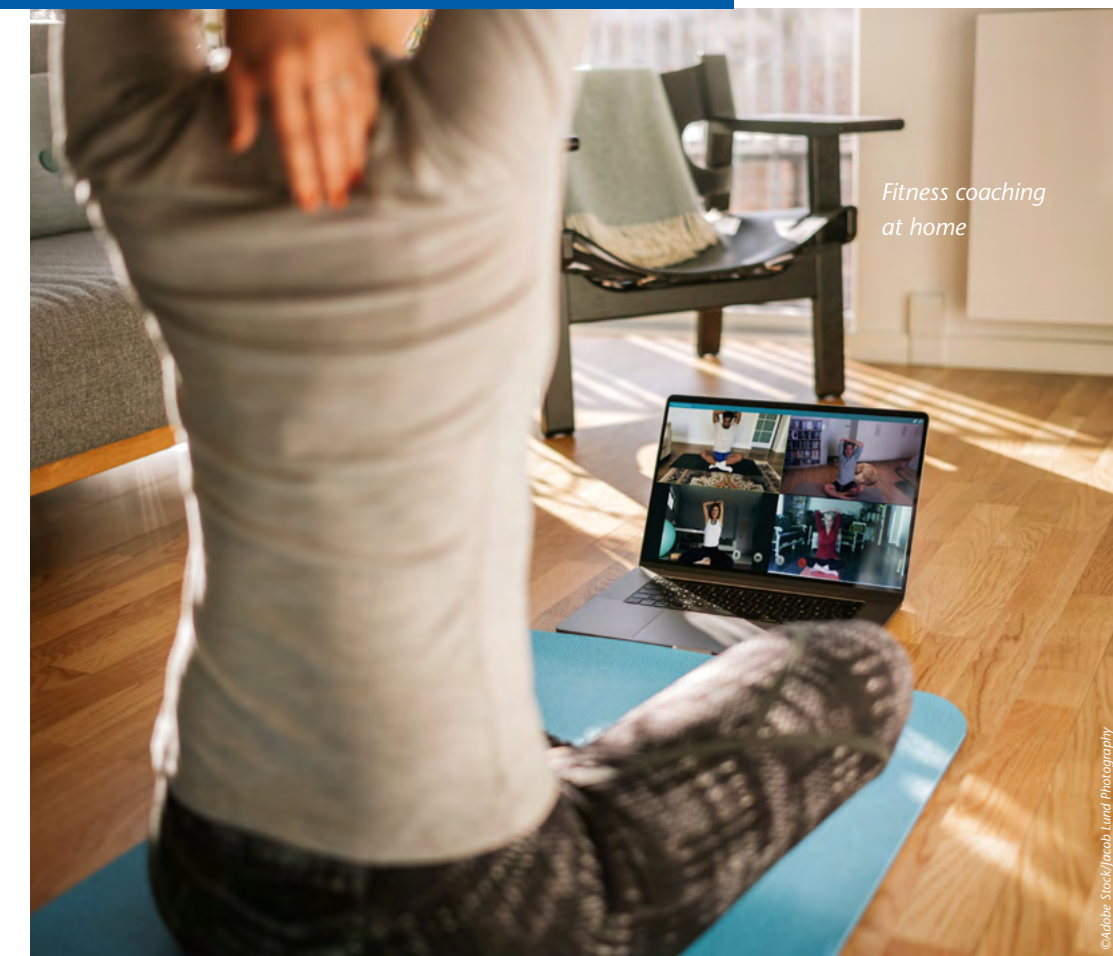


Here at UNIQA we continue to build up our innovative strength in the health sector, and in 2020 we founded a corporate start-up – SanusX.

Health issues were certainly the dominant topic of 2020. But even before the global pandemic it was clear that the healthcare sector faces significant challenges and dramatic upheaval. With a diverse, dynamic team – consisting of 24 innovation-driven pioneers from eleven countries – SanusX's mission is to identify, develop and scale up solutions to improve health and wellbeing.

Holistic health solutions tailored to individual needs

Ever-increasing life expectancy means that the demands on healthcare providers are growing massively too. Experts have calculated that by 2030, the treatment of chronic illnesses alone will cost the world economy around €47 billion. SanusX has set itself the target of developing innovative products and services in the key areas of "active aging", and primary and mental healthcare, that will make a valuable contribution to improving health and wellbeing, while using resources in the



most efficient way possible. Erich Kruschitz, Managing Director at SanusX: "At the heart of this process with well-known partners in the health sector, is a holistic approach to the needs of individuals at different stages of life. SanusX provides expert advice for people who want to get well, and dependable support for those seeking a healthier lifestyle."

Promoting employee health and mental fitness

One focus area for SanusX is helping companies to enhance the health of their employees. To support employees' physical

and mental health, SanusX offers a central point of contact and simplifies access to a wide range of services to maintain and improve their health and wellbeing. One example is SanusX Health Shield, which offers companies a rapid and unburdened service for Covid-19 tests.

"Our vision is to create solutions for a healthier society. Especially in these challenging times, our job is to provide effective solutions, delivered rapidly and with the minimum of bureaucracy. Collaborations with companies have proved to be an efficient way of doing this, which has a promising future," concludes Lukas Mayrl, Managing Director of SanusX. ■

DOCTORS' APPOINTMENTS ONLINE WITH UNIQA TELEMEDICINE



Since March 2020 UNIQA customers have had the option of telemedicine consultations.

The current pandemic presents major challenges for all of us. We used to have no reservations about going to the doctor's with any health issues, but at the moment many people feel insecure about that due to the risk of Covid-19 infection. Since March 2020 UNIQA has offered customers the option of a medical consultation by smartphone – a pioneering initiative in the Austrian insurance market. The service is provided through a collaborative partnership with eedoctors.

Using digitalisation to improve our health care

Telemedicine consultations emerged before the Covid-19 pandemic, but in 2020 they really proved their worth and potential. As an e-health technology, telemedicine is

part of a large and ever-expanding market. Modern media such as smartphones make it possible for patients to communicate easily with medical specialists – without spending time travelling and in the waiting room at medical practices or hospitals. This also reduces the risk of infection. Particularly for people living in rural areas, or those with limited mobility, telemedicine services offer huge advantages.

By providing access to telemedicine services via the eedoctors app, UNIQA is taking responsibility and supporting our health system, which is already stretched by the pandemic. "At this challenging time our aim is to provide not just insurance, but also dependable support and inspiring coaching for all our customers, actively helping them to lead a safe, better and healthier life," emphasises René Knapp,

the Management Board member responsible for Human Resources & Brand. This venture into telemedicine is also a clear indication of UNIQA's commitment to innovation. "With this initiative we are not only supporting the health of our customers, but also responding to their increasing affinity for all things digital," explains Peter Humer, the Management Board member responsible for Customers & Markets Austria.

Expanding range of services

In future UNIQA will also be able to offer customers the option of online appointment bookings and telemedicine consultations through the LARA network – an Austrian network of healthcare providers working with UNIQA. ■

SIMPLY SAVING LIVES

Effective action against Covid-19 with the "Stopp Corona" app.



Burkhard Gantenbein: "This life-saving tool needed to be made available as quickly as possible."

As Austria's largest health insurance provider, UNIQA is making a valuable contribution to a healthier society. During the coronavirus pandemic this commitment is our top priority. One effective component of the fight against the pandemic is the Austrian Red Cross's "Stopp Corona" app, which was created in record time, thanks to financial support from the UNIQA Stiftung foundation.

UNIQA Privatstiftung supported app development

As early as March 2020 the Red Cross had already come up with the concept of a contact-tracing app to interrupt emerging chains of infection quickly. UNIQA Stiftung, as core shareholder of the UNIQA Group, swiftly agreed to provide support. "It was clear to us that we needed to help without delay and with a minimum of bureaucracy, to make this life-saving tool available as quickly as possible to Austrians, and so also to people insured by UNIQA Austria," says Burkhard Gantenbein, Chairman of the Management Board of UNIQA Stiftung, explaining the motivation. The "Stopp Corona" app was developed in the record time of two



Patrick Hasler: "The 'Stopp Corona' app is the simplest way to break chains of infection."

weeks, in collaboration with Accenture Austria. By the end of March it was already available for download – making it one of the first functioning contact-tracing apps in Europe.

High usability, exemplary data protection

The app identifies contacts of people with confirmed or potential infections, and sends them recommendations for what to do next. This means the "Stopp Corona" app is saving health authorities the

time-consuming work of tracing contacts manually, and so conserving valuable resources. The app uses an automatic digital "handshake" and records all close contacts of its users in an anonymised format; it works on the Android, iOS and Huawei operating systems and also guarantees exemplary data protection. The app is being optimised continually to improve its accessible usability and to optimise interaction with other international contact-tracing apps.

Staying safe in 2021

More than 1.35 million people are now using the "Stopp Corona" app (as at January 2021). It has already helped to prevent thousands of infections. Given the dynamic situation with infections and the emergence of new virus mutations, the app will be just as important in 2021 – and the rollout of the vaccination campaign will not change this either. "The 'Stopp Corona' app remains the simplest way to help, by breaking chains of infection," says Patrick Hasler from the Red Cross with conviction. "It costs nothing, it can be used as soon as it's downloaded, and it's saving lives." ■



UNIQA International: WE SUPPORT CHILDREN, HEALTHY LIVING AND “GREEN” WORKPLACES



Cycling for the climate: employees from UNIQA Ukraine cycle to help the environment

Improving children's opportunities

UNIQA initiatives for children in Croatia have proved highly successful. In 2020 UNIQA Croatia provided funding for three projects: the online platform “Pukotine”, the “I am the Future” project, which organises nature workshops for school students, and the P.U.Z.L.A. initiative. This enables children with autism to be supported by professional therapists and provides psychosocial counselling. In Hungary too several charity projects were realised, such as the Special Olympics. To boost equal opportunities in education, colleagues in Poland donated laptops to children in the Skierniewice orphanage near Łódź. For our subsidiaries in Romania and Ukraine the focus in 2020 was on health initiatives: UNIQA Ukraine increased its long-standing commitment to children with Down's syndrome and is



Wolfgang Kindl:
“Across 18 countries, UNIQA supports millions of people throughout their lives.”

Health initiatives in response to Covid-19

During the Covid-19 pandemic, people living in countries with less well-developed social and health care systems have been particularly hard-hit. In response to this, UNIQA subsidiaries in CEE countries made charitable initiatives in healthcare a particular priority. In Bulgaria the telemedicine campaign MedUNIQA has been running since March 2020, giving people a way to contact medical specialists from home. This consultation service was provided for 500 people free of charge, regardless of whether they were current subscribers to UNIQA health insurance. The telemedicine project “DokTok” set up by UNIQA Serbia has a similar objective, offering free 15-minute consultations online during the pandemic. The “DokTok” network now includes more than 100 experienced specialists.

providing financial support for affected families. UNIQA Romania donated €2,200 to help three-year-old Stefan, who needs expensive treatment for a rare form of spinal muscular atrophy.

Home to 200,000 bees:
beehives on the roof of the UNIQA building in Łódź

UNIQA Poland supported hospitals in Łódź and Warsaw with donations which helped to fund the purchase of modern infusion pumps, amongst other things. In Ukraine the travel expenses of more than 3,000 doctors and care workers were paid by UNIQA.

Green offices: everyday sustainability in the workplace

Our commitment to sustainability should be reflected not just in our CO₂ benchmarks, but also in our day-to-day lives at work. In 2020 this was exemplified by UNIQA subsidiaries in Poland and Ukraine. When UNIQA Poland renovated their offices in Łódź, the work included a pilot project for environmental sustainability: by replacing all the windows and installing a building control system that improves energy management, they have been able to minimise energy losses as well as reduce costs. Additional innovative, “green” measures included installing automatically watered vertical gardens on internal walls and providing water dispensers throughout the premises, to reduce plastic waste. One feature of the environmentally-friendly initiative that is close to everyone's

hearts was the acquisition of four beehives with a total of 200,000 bees, which are now in their new home on the roof of the UNIQA building in Łódź. Naming the individual beehives was the responsibility of the people who work there: the intranet function UNIQA Eko gives them a chance to be actively involved in sustainability measures.

UNIQA Ukraine's “green office” initiative has been operating for eight years now, and includes specific measures for active recycling of paper waste and batteries, amongst other things. The Ukraine company is also pushing ahead with the expansion of our “green” product range – such as insurance packages for e-vehicles. And every spring, our Ukrainian colleagues

Austria wasn't the only place where UNIQA was involved in successful sustainability projects in 2020. UNIQA subsidiaries in the CEE region also intensified their activities for a better, more sustainable and more socially responsible society over the past year.



Active involvement in reforestation: Ukrainian colleagues working to make Kiev a greener place

play their part in an extensive reforestation project in and around Kiev. The aim of the project is to make Ukraine's capital city a greener and more climate-friendly place. Wolfgang Kindl, Member of the Management Board for UNIQA International, is proud of the high level of commitment in CEE countries: “Across 18 countries, UNIQA supports millions of people with varying needs and requirements throughout their lives.

This diversity is what inspires us in our work to improve the quality of people's lives. Our sustainable and social initiatives are an important part of this and demonstrate that a sense of responsibility can and must be an integral part of our lives, beyond national boundaries.”





3. Company management

MULTI-DIMENSIONAL APPROACHES TO CLIMATE PROTECTION

With the aim of continuing to reduce our carbon footprint, we are working to improve energy efficiency, use more renewable energy, reduce carbon emissions, systematically conserve resources and promote environmentally friendly mobility.



© UNIQA/Kainrath

Wolf-Christoph Gerlach,
Management Board, Operations

From the business operations perspective, we are accelerating the shift to electronic handling of standard insurance processes, as part of our digitalisation programme; this not only improves efficiency, customer satisfaction and speed of processing, but also reduces the amount of paper we use.

Pivoting to digital solutions

A key aspect of our digital solutions (e.g. registering and submitting claims via the myUNIQA app) is that they will replace postal communications with our customers to a large extent. This not only saves paper, but also reduces our carbon emissions by avoiding the need for mail transport.

On the procurement side, we make it a priority to monitor the entire supply chain from the point of view of ecological and social impact. It is extremely important to us that our suppliers meet the current statutory requirements and our own internal standards for CSR and sustainability. To this end, all contract documentation, our terms and conditions, and the processes for onboarding and evaluating new suppliers are checked and updated regularly.

Energy monitoring for transparency

Based on the findings from our energy monitoring system, which now records around 600 data points and metrics so that we can analyse our consumption of electricity, heat and water, almost 100 company-wide measures were introduced, focused on heating/climate control/ventilation. These data records and transparency enable configurations and settings to be optimised swiftly, allowing the equipment to respond better to demand and so be more energy-efficient.

We are continuing with existing successful projects and introducing some further tools. These include a package of measures that we have put together, for Austria initially, to address specific CO₂ reduction targets for the period 2021 to 2024, with the aim of further reducing our green-

house gas emissions. These projects are intended as a template for subsequent roll-out in other countries.



© UNIQA/Hähnle

Bernd Hähnle,
Head of Group Procurement

OUR FIVE TOP-PRIORITY PROJECTS IN BRIEF:

- **Photovoltaics offensive:** Installing photovoltaic systems on the roofs of UNIQA buildings enables us to produce solar power. There are 20 installations planned for the first phase, with the aim of covering a large proportion of location-specific electricity consumption with locally-produced power.
- **Environmental optimisation of heating systems:** Out go oil and gas, in come environmentally-friendly heat sources (six locations).
- **We are continuing to replace conventional lighting with LEDs** in UNIQA's premises.
- **Energy monitoring:** Consumption of energy and resources will be further minimised with targeted measures, validated by and based on the data and calculations of the energy monitoring system.
- **More environmentally friendly company fleet:** CO₂ emissions from company vehicles will be further reduced by increased use of hybrid and electric cars. We plan to build up our pioneering role in fleet management.

UNIQA LEET: SUSTAINABLY IN THE FAST LANE

Reducing our carbon emissions and promoting alternative drive systems are the way forward for UNIQA.



We made rapid progress again in 2020 with improving the environmental footprint of our mobility options. According to a recent study by Greenpeace, cars are responsible for around nine per cent of global carbon emissions. So when we are thinking about reducing carbon emissions, we also have to think about how to make “green” improvements in fleet management.

“Our fleet of company cars has been significantly modernised in recent years, and most importantly, includes more and more electric vehicles. So the emissions of our fleet vehicles are already relatively low. However, we do not plan to ease off on the shift to sustainable mobility,” explains Bernhard Spitaler, the head of fleet management. “We want to reduce our CO₂ emissions even further.”

Substantial reduction in carbon emissions by 2025

There are various options for making our travel and transport more environmentally sustainable: avoiding the use of powered vehicles, reducing unnecessary journeys, using alternative drive systems and fuels, and incentivising the use of public transport. These measures will reduce our CO₂ emissions and form the basis of our mobility strategy. Two criteria have now emerged for identifying and analysing potential for improvement in our fleet management: the number of kilometres travelled and the amount of CO₂ emitted. In 2020 we set ourselves an ambitious

target: by the end of 2024 we want to reduce our average CO₂ emissions per kilometre across the fleet, to 80 grams per kilometre travelled. “When it comes to climate change, each and every one of us has a responsibility. The ambitious goals that we have set ourselves here at UNIQA are also intended to inspire others to take a similar course,” emphasises Spitaler.

Electric transport in future

The trend over the last few years is unmistakably towards a consistent increase in the importance of e-mobility all over Europe. Electric vehicles produce no emissions and need significantly less energy to run. The combustion engine will of course continue to be useful where

journey types, distances and commercial factors require it for reasons of performance and distance. However, it is safe to assume that the ratio between the different drive systems will shift even more strongly in favour of electric and hybrid vehicles in future. To encourage this shift, we at UNIQA adjusted our car policy accordingly at the beginning of 2020.

Funding programmes as the key to success

Government funding measures can have a crucial impact on the transformation to resource-friendly mobility and to making significant reductions in our carbon footprint. “Tax advantages exempting employees in Austria from paying for a benefit-in-kind for private use of pure electric company vehicles seem timely and logical. These regulations are an important tax instrument which will have long-term positive effects on the composition of the UNIQA fleet,” says Spitaler. “In this way we are now preparing the ground for future sustainable changes in mobility.” ■



REDUCING GREENHOUSE GASES: AMBITIOUS TARGETS BY 2024

The reduction of greenhouse gases plays a key role in our ambition of continually reducing UNIQA’s ecological footprint. With increasing energy efficiency, greater use of renewable energy sources, systematic resource-saving measures and promoting climate-friendly mobility, we aim to continue our proactive approach towards increased sustainability.

“Based on the findings from our energy monitoring system, which analyses the consumption of electricity, heat and water, we have so far managed to introduce over 400 company-wide sustainability measures,” sums up Stephan Neuberger, energy manager. Bernd Hähnle, Head of Group Procurement, is optimistic too: “With the initiatives planned for Austria, we expect to save 563 tonnes of CO₂ equivalents by 2024.”

Extensive measures to reduce CO₂

To further reduce our environmental footprint by 2025 and to improve our CO₂ balance in line with the Paris climate targets, we are introducing comprehensive measures in five different priority areas (see pages 28–29). It is clear that we need an efficient combination of measures to reduce our ecological footprint: from photovoltaics to making our company fleet more sustainable, we are keen to improve, step by step, and to make a contribution to combating the climate crisis. ■

ENERGY EFFICIENCY: MARKED IMPROVEMENT IN 2020

An important tool for increasing energy efficiency and reducing our environmental footprint: UNIQA energy monitoring.

Its job is to analyse the consumption of electricity, heat and water in about 90 service centres, nine regional offices and the UNIQA Tower. The energy monitoring system was set up initially for our Austrian sites and allows direct access to energy consumption data from a laptop, so that it can be monitored in real time. Graphic representations of the data analyses make it easy to identify even slight deviations from normal operation. The energy monitoring system also allows ongoing monitoring of the effectiveness of our measures to improve energy efficiency and reduce greenhouse gas emissions.

Valuable contribution to climate protection

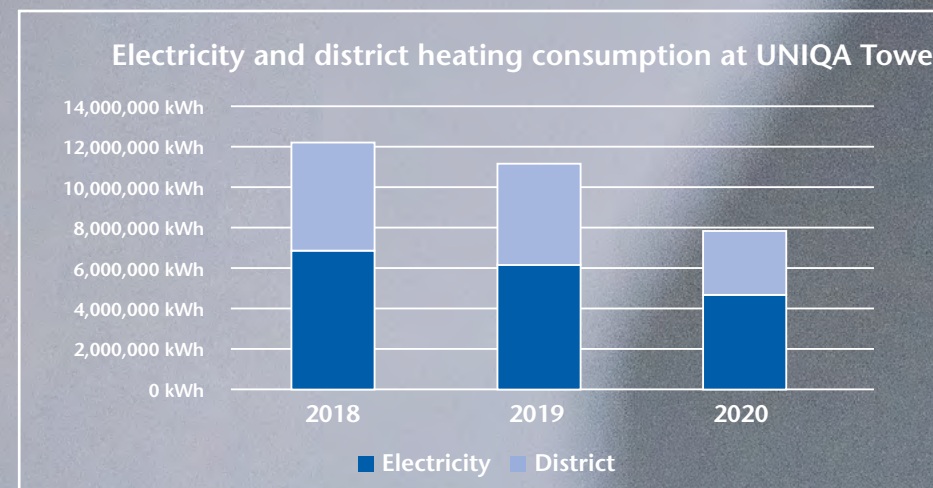
“The UNIQA energy monitoring system is the only one of its kind in use in the insurance sector and exemplifies our ambitious determination to keep reducing our own consumption of energy and resources,” explains Stephan Neuberger, Head of Energy Monitoring at UNIQA. “We track every kilowatt hour of power that we use. Very often, efficiency improvements of 20 per cent or more are observed. So our energy monitoring system is helping us to make a valuable direct contribution to climate protection.”

To allow us to assess the implementation and impact of energy management measures, an in-house method of analysis was developed in 2019. Insights from the energy monitoring system are also made available to our facilities managers throughout Austria. Regional offices receive an automated monthly email with consumption data.

Stephan Neuberger:
“Climate protection is our top priority.”



©UNIQA/Neuberger



25 per cent reduction in electricity consumption at UNIQA Tower

Across Austria in 2020, company energy efficiency measures based on the energy monitoring system saved around 300,000 kWh of electricity and almost 600,000 kWh of district heating and natural gas. That is equivalent to the energy consumed in a year by about 85 households. These savings were achieved by optimising equipment settings: insights from the energy monitoring system allow settings to be adjusted in response to demand, thus improving energy efficiency. These figures do not yet reflect the effects of the coronavirus situation. If we also include the savings resulting from reduced use of technical equipment since the start of the pandemic, the reductions in energy consumption for 2020 were even greater. In the UNIQA Tower alone, demand-based operation reduced our electricity consumption by some 1.5 million kilowatt hours, or 25 per cent compared to the previous year. Reductions in consumption of district heating were as high as 1.7 million kilowatt hours, or around 40 per cent.

Proportion of renewable energy to be increased further

To minimise our environmental footprint further, over the next few years we will increase the proportion of renewable energy used in several of our Austrian sites. This will be achieved by installing photovoltaic systems and in some cases switching from

gas heating to biogenic district heating or heat pumps. In parallel, UNIQA is also committed to further improvements in energy efficiency – including through the use of LED lighting and optimising cooling systems in the UNIQA Tower. On the issue of cooling, we opted for advice from an external energy consultancy.

Data analyses and site visits as key factors of success

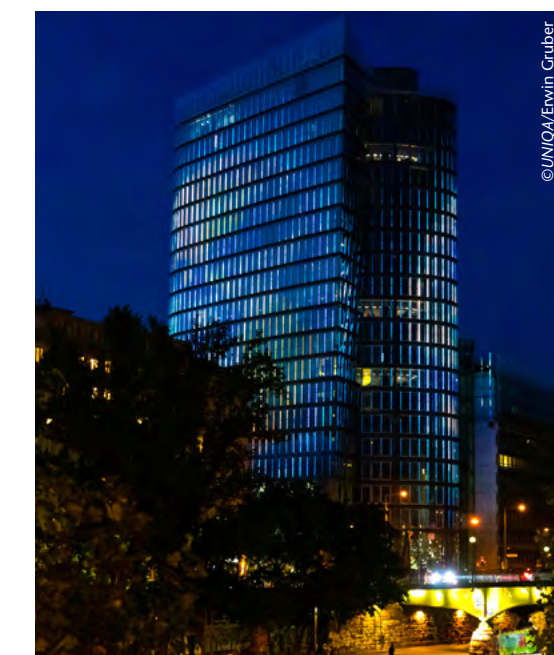
Site closures, renovations and reopening mean that energy monitoring is subject to constant change. Over the past year, the Horn and Leibnitz sites were connected to the energy monitoring system. However, it takes more than data analysis to increase energy efficiency. Constant communication with the relevant site managers and regular site visits are also a key factor.

Increased discourse with UNIQA International

From 2021 we will push ahead with sharing what we have learned from these initiatives with the headquarters in other countries. Stephan Neuberger: “In the insurance business we are one of the first sectors to be impacted by the costs of storm damage and other natural catastrophes, so it is also imperative that we do everything in our power to advance climate protection. Energy monitoring is an effective tool for pursuing our sustainability ambitions in a targeted way.”

UNIQA TOWER MAKES A VISIBLE STATEMENT

The UNIQA Tower and its nightly illuminations have become one of the most impressive features of the Vienna cityscape. Myriad lights form pixels to conjure up spectacular sequences on the façade of the building by Vienna’s Danube Canal. However, these fascinating light shows use very little electricity, as they are created using the latest LED technology.



©UNIQA/Erwin Gruber

Some outstanding designs in 2020 included displays to mark the 25th anniversary of Austria’s entry into the EU, on global warming (“Think taking action, not talking hot air”) and once again, in remembrance of the November Kristallnacht pogrom in 1938. At the beginning of November, during the national period of mourning that followed the terror attack in Vienna, the lights were turned off for three days.

New display sequences are in development for 2021. The UNIQA Tower acts as a beacon for our values, signalling the principles that are important to us – such as sustainability. “The light installations make the tower a visible symbol of our attitudes towards society and our world,” explains Erwin Gruber, Brand & Communication.

4. Reporting

TRANSPARENCY IS THE FIRST COMMANDMENT

Expertise in sustainability risk management is an increasingly important business-relevant factor in a competitive market, and it also enables companies to identify new opportunities and potential. It is important that this is embedded in the company's operating principles and internal guidelines – and it is also a key part of responsible disclosure. We have readjusted our governance structure to reflect this and aim to make this publicly visible in greater detail.

*René Knapp,
Management Board, HR & Brand:
"We want to evaluate our activities
and ensure they are quantifiable
and comparable."*



Making "reliable evaluation" possible is a key element of the UNIQA sustainability strategy. We believe we have an explicit responsibility to evaluate our activities, and, where possible, to ensure they are quantifiable and comparable by recognised international standards: transparency and clarity are the first commandment.

Disclosure for stakeholders and rating agencies

It is up to our stakeholders and the rating agencies that specialise in this field to judge the quality and relevance of our objectives and the benefits provided. We discuss this with our customers, employees, investors and with members of the public.

Our standards for transparent reporting exceed the statutory requirements for disclosure, and are guided by the principles that we have set ourselves, based on our own objectives and our declarations of support for various affiliations.

Our orientation and discussions on this are strongly influenced by our commitment to the following affiliations:

- UN Global Compact (UNGC)
- Principles for Responsible Investment
- Principles for Sustainable Insurance

Important milestones in 2020

The year 2020 was a milestone for UNIQA in terms of our efforts towards climate protection and sustainability. As part of our strategic programme "UNIQA 3.0 – Seeding the Future", a clear sustainability and climate strategy was defined and implemented.

Public reporting of our progress and on-going discourse on this will help to ensure we continue moving forward in this area and to meet our sustainability targets. We are also committed to this principle in our investment activities – and open to the possibility of further development and standardisation of disclosure regulations.

Sustainability Report – further developments on the way

A more substantial overhaul of the UNIQA Sustainability Report will not take effect until the 2021 financial year, but all the relevant preparations for this were finalised in 2020. In addition to the affiliations listed above for compliance with international standards, the rating processes carried out in 2020 are a key part of this. One important rating is that of the Carbon Disclosure Project (CDP), and another is the ESG sustainability rating by the Institutional Shareholder Services (ISS) agency. These ratings enabled us to make a structured and standardised analysis, providing a starting point from which improvement measures can be developed.

This also gives us a focus for more comprehensive information on sustainability issues on the UNIQA Group website. What today often looks like a voluntary exercise for best-practice community engagement is for us a fundamental set of rules, and one which will soon be more widely obligatory – at least within the EU. The sooner we get to grips with these measures, the better!

Transparency is an essential component of the UNIQA climate strategy and a key pillar of all ESG measures. Since accountability for responsible practice with regard to sustainability issues depends on transparent reporting, major policy statements now also tend to be followed by specific reporting requirements.

UNIQA sustainability reporting:

TRANSPARENT REPORTING MEANS ACCOUNTABILITY



Kurt Svoboda: "We need to channel this information into a strategic report."

In 2020 UNIQA underwent its first comprehensive evaluation by CDP.

From a standing start, UNIQA achieved a top rating

The CDP evaluation is based on a four-step rating process (D to A). The first stage is the evaluation of transparent disclosures (D). This is followed by "awareness and positioning", which evaluates critical self-reflection (C). If there is appropriate

awareness at active management level, and if ESG initiatives are being systematically pursued, a B rating is awarded. Genuine role-modelling in terms of leadership is awarded the sought-after A rating. We did not report any data to CDP in previous years. Over the last two years, however, UNIQA already made substantial progress on sustainability issues. This included, amongst other things, our systematic withdrawal from new business and investment in the coal industry, sustainable investment guidelines, exclusion criteria for underwriting, environmental criteria for our procurement procedures, and CO₂ monitoring in our operations management. Thanks to these extensive sustainability measures, UNIQA was awarded an excellent rating of B- in the 2020 CDP evaluation, from a standing start, so to speak. Andreas Rauter: "Our rating of B- in the 2020 CDP evaluation affirms the systematic progress we have made in recent years towards increased sustainability, which we will continue to pursue. We are very proud of this – even if we need to improve further in some areas." The commitment to comprehensive reporting requirements demonstrates

UNIQA's willingness to do whatever is needed to achieve climate neutrality within the company by 2040. This is the only way the Paris climate targets, to which UNIQA has made a commitment, can be met.

Responsible investments with the help of ISS ESG

In the first half of 2020 UNIQA took part in the annual ESG sustainability rating exercise by the ISS – Institutional Shareholder Services agency, based on the information in the 2019 Sustainability Report. This evaluation includes not only environmental factors but also social and governance issues, which are all reflected in the rating process. In 2020 UNIQA was awarded a rating of C-, placing us just below the threshold for the "prime" segment, from C upwards. Even the C- rating puts UNIQA amongst the top 20 per cent of all insurance companies assessed. Building on this ISS evaluation, over the next few years we plan to systematically extend the focus of our ESG programme beyond environmental measures and strengthen it further with strategic network memberships (e.g. the Finance Initiative within the UN Environment Programme).

Sustainability is anchored in our Code of Conduct

Because UNIQA has made a whole-hearted commitment to transparency in our ESG-related measures, our reporting obligations also have far-reaching effects on our own behaviour and actions. These are embedded in our Code of Conduct. This is the underlying set of principle-driven rules that guide our company culture and all internal processes, and is already publicly accessible on our website. As evidence of our determination to promote sustainability, in 2020, UNIQA decided to join the United Nations Global Compact (UNGC) and to integrate its ten principles officially into our internal rulebook. This means UNIQA is now also committed to sending an annual progress report to the Secretary General of the UN.

The ten principles of the UNGC

The UN Global Compact was formed in 2000, as a pact between companies and the UN, with the aim of steering processes of globalisation along a socially and economically responsible course. By joining this compact, we at UNIQA have committed ourselves to upholding the following ten principles:

1. Supporting and respecting the protection of internationally proclaimed human rights within our sphere of influence
2. Making sure that we are not complicit in human rights abuses
3. Upholding the right of our employees to engage in union activities
4. Eliminating all forms of forced and compulsory labour
5. Ensuring the effective abolition of child labour
6. Eliminating discrimination in respect of employment and occupation
7. Supporting a precautionary approach to environmental challenges
8. Undertaking initiatives to promote greater environmental responsibility
9. Encouraging the development and diffusion of environmentally friendly technologies
10. Working against corruption in all its forms, including extortion and bribery

Linking our reporting obligations to memberships of leading international sustainability networks is an effective strategic instrument for making sure UNIQA is geared towards long-term sustainability. 2020 was a year of key steps in this direction. ■

In the Austrian insurance industry, UNIQA took a pioneering position in this respect, and made a commitment to comprehensive reporting obligations in 2020. "By committing ourselves to several sets of ESG standards and principles, we are making our position clear: at UNIQA, sustainability is not just a PR measure, but a genuine and increasingly important feature of our core business," explains Andreas Rauter, Head of Sustainability. "We have been working intensively to prepare the data required, and from 2021 onwards will publish the detailed information, which is used for evaluations by sustainability rating agencies, in a standardised format."

This will enable UNIQA to meet the expectations of investors for responsible business practice and create accountable structures so that in future our operations, insurance benefits and investments will be more closely aligned with sustainability principles. Kurt Svoboda, Management Board member responsible for Finance & Risk, adds: "The steps we are taking now towards more transparent and comprehensive sustainability reporting are impor-

tant, but there is still more to be done. In the long term, financial and non-financial reporting information needs to be channelled into a 'strategic report', to help us make the right decisions for the company and for our customers. In the coming years we will be working to develop innovative solutions."

UNIQA and the path to CDP success

The Carbon Disclosure Project (CDP) is an international non-profit organisation which analyses and evaluates the climate-related positioning of companies and their approach to climate risks and opportunities, using an established and recognised method. CDP has become an important international player in business and poli-



tics and collaborates intensively with the European Commission. The sought-after CDP rating provides a guiding framework for countries, organisations and companies which provides direction in the planning of ESG initiatives.

5. Memberships and partnerships

JOINING FORCES

We recognise that there are some objectives that can only be achieved with collaboration and by pooling strengths. We need to use all our combined talents to achieve the major goals of our society – such as maintaining our quality of life and safeguarding living environments – and to protect them for the future.

This principle of collaboration can be observed in many living organisms in nature. And where humans are concerned, it has been understood and practised for thousands of years: partly by learning from others and modelling how it is done, and partly by systematically sharing our tasks according to the relevant talents. What works so effectively for an ant colony, a beehive or a family of monkeys can serve as an example for us humans – today more than ever. Here at UNIQA we joined several very important organisations in 2020 so that we can pursue our shared social and environmental objectives together. In this way we hope to learn from others, to exchange ideas and to help where we are needed with things that are easier for us than for others.



STAKEHOLDER MANAGEMENT

The internal dialogue between employees and managers provides a solid foundation for stakeholder management. Based on the ambitions agreed internally among our employees and managers, we then carry on an ongoing discourse with clients, investors and the public about our goals and positions.

Ultimately, we want to use factors that are valuable, coherent and desirable for all stakeholders as a common denominator. Based on an honest approach and careful awareness and respect for diversity we can make the best use of our various talents. We are aligning our governance accordingly, establishing a Stakeholder Council, an ESG Committee and – for daily coordination – an ESG Office.

What we learn through experience, collaboration and from experts flows into our product and investment policies and supports our holistic approach to value creation, which is designed to provide demonstrable social benefits in the form of pension provision and insurance cover.

The principles behind these commitments are enshrined in our governance structures. We will ensure accountability and transparency by making regular disclosures of our progress towards realising these principles.

Ten principles of the UN Global Compact

With the UN Global Compact – the largest movement in the world that brings together industry, politics and civil society to steer globalisation in a more socially and environmentally responsible direction – we aim to follow the ten defined principles and to provide help towards achieving the Sustainable Development Goals (SDGs). We will submit an annual report of progress in which we disclose the contributions we have made. Under the Finance Initiative of the UN Environment Programme (UNEP FI) we have subscribed to the Principles for Sustainable Insurance (PSI) and the Principles for Responsible Investment (PRI).

Environmental, social and governance criteria

We will include environmental, social and governance issues of relevance to our insurance business in our decision-making. Likewise we will work together with our customers and business partners in a focused way to raise awareness of environmental, social and governance issues, to manage risks, and to develop solutions.

One particularly specific objective here is the fight against climate change: here we will base our actions on scientifically determined data, using metrics which reflect the global climate goals of the 2015 Paris Agreement.

Collaboration with governments and NGOs

Our collaborative activities will include not only memberships of organisations, but also relationships with governments, regulatory authorities and other key interest groups, in order to encourage broad-based action throughout society on environmental, social and governance issues. We are working with the Federal Ministry for the Environment (BMK), for instance, on the Green Finance Agenda, taking guidance from the experts at the Environment Agency Austria, and are involved in dialogue with NGOs, such as Greenpeace, on various aspects of climate protection policy.



Andreas Rauter, Head of Sustainability:
“We want to encourage a wide-ranging socially responsible approach to ESG issues.”

“EQUAL OPPORTUNITIES AND SUSTAINABILITY ARE CLOSELY INTERTWINED”

As of 1 August 2020 UNIQA has a diversity officer: Ulrike Kienast Salmhofer, has been with the company for 27 years, and is committed to the topic. In this interview, she explains what diversity has to do with sustainability, what role inclusion plays and what steps she has taken towards more plurality in 2020.

With this new position, the topic of diversity has been given a face at UNIQA – congratulations!

Thank you. The fact that someone at UNIQA is now responsible for diversity is an important step.

What were the first things you did in this role?

The first task was to collect the many individual measures that are already happening throughout the company in this area and combine them into an overall concept. In September I launched the project diversity@uniqa.at. We defined focal points, and asked ourselves which dimensions we want to address.



What else is needed to promote equal opportunity?

We need a clear commitment that is driven by the Group Management Board. The more often the topic is actively addressed, the higher its acceptance and relevance. In this context, quotas are a much-discussed topic. Studies show that quotas do work. Personally, though, I prefer setting specific goals rather than quotas. We need to talk about these specific goals at all levels – at the management and department level as well as across the business lines – and discuss variations. Only if we keep bringing the issue up will it stay present and in the consciousness of all our management.

How can plurality be measured in concrete terms?

This is not very easy, but incredibly important. There is, for example, the Women's Career Index (FKI). This is a system of indicators that analyses the current situation. It is intended to show the most effective way to move more women into management positions and enable a comparison with other companies.

Ulrike Kienast-Salmhofer, former Head of Customer Service and Debt Collection, has dedicated herself to the topic of diversity.

Sustainability is becoming an increasingly important goal for companies – as is diversity.

Yes, exactly. Companies are now expected to actively assume responsibility for ecological and social issues in addition to their economic responsibilities – and they are expected to do this voluntarily and above and beyond the legal requirements. Diversity – both plurality and equal opportunities – is a central element in the implementation of Corporate Social Responsibility (CSR) in the company. Conversely, CSR provides a good breeding ground for successfully developing and implementing diversity. That means that equal opportunities and sustainability are closely intertwined. If we want added value in sustainability, these two forward-looking topics must be closely linked with one another.

Equal opportunities for women appear to be very important to you?

Absolutely. And that is not only because of my personal history. Advisors recommend starting with the gender issue. If you manage to make an organisation permeable and open to women, then the other diversity issues will automatically follow.

Do diverse companies have other advantages?

Quite a few studies show that diverse teams are more productive. Diverse companies score with higher profitability, more innovations and greater employee satisfaction. That means that diversity makes companies more successful. In addition: diverse teams increase the external impact and enhance the attractiveness of a company, especially for young people. Young talents are increasingly making their applications dependent on whether a company is diverse. The key is to have your teams as mixed as possible.

That alone is sufficient?

Not quite. In this context, I think the idea of Professor Stephan Alexander Böhm from St. Gallen is very important: “Diversity is an opportunity – inclusion is when you take advantage of it.” What this means is that the potential of a mixed team can only be fully developed if you have created a climate of inclusion. So diversity alone does not bring any advantages. If you have mixed teams that do not work well together, in some circumstances this can actually be even more troublesome. You may end up with conflicts, communication problems, prejudice or mistrust.

What are the characteristics of an inclusive work climate?

An inclusive corporate culture can be recognised by the fact that every person in a team can behave authentically, feels that they are part of the team and are treated fairly. The appreciation and recognition of each employee increases their personal satisfaction and thus motivation and willingness to perform.

Will 2021 be a diverse year for UNIQA?

By all means! Although there is a risk that diversity will slip down on the list of priorities due to the coronavirus. However, I am convinced that effective measures will help to overcome the consequences of the crisis more quickly and create a win-win situation for companies, employees and society. ■

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November:

Awarded the equalitA seal of approval for gender equality within the company by the Federal Ministry for Digital and Economic Affairs.

23/11 Virtual kick-off of the UNIQA Women's Network. Numerous initiatives and actions are planned to make women more visible in the company.

Joined the MyAbility Business Forum. The goal of MyAbility is the inclusion of people with disabilities in the economy. On 23 November, René Knapp, Management Board, HR & Brand, was a speaker at the Disability Confidence Day 2020.

Kick-off DisAbility Performance Check.

12

December:

UNIQA is one of the first companies to sign the declaration #positivarbeiten ("working positively").

This initiative is directed against discrimination of people who are HIV-positive.

2020 – STEP BY STEP TOWARDS MORE DIVERSITY

These projects and measures have been launched or implemented by UNIQA on the way to more diversity in 2020.

10

October:

Kick-off of the Women's Career Index (FKI). The evaluation will be completed in the first quarter of 2021.

Lead F – batch #3 of Female Founders: a total of six women employed at UNIQA are undergoing a three-month digital accelerator programme for female managers and potential leaders. Lead F is an employer branding and HR initiative with a focus on the individual development of selected (junior) executives in the topics of Digital Leadership and Innovation.

9

September:

UNIKATE award ceremony 2020

As part of the UNIKATE ideas competition, five inclusive teams were awarded prizes for their outstanding ideas for people with disabilities. UNIKATE is a joint project of UNIQA, the Austrian Disability Council and the Institute for Design and Assessment of Technology at the Vienna University of Technology.

8

August:

Ulrike Kienast-Salmhofer becomes the first UNIQA Diversity Officer – giving the topic of diversity a face of its own.

7

January:

Continuation of "demography consulting" with a focus on knowledge transfer.

6

June:

Get ready – Event on generation management (see page 45).



"GET READY" – FOR AN INCLUSIVE FUTURE MARKED BY EQUALITY

The topics in focus relate to health, family, career and finances on the one hand, and on the other hand to specific diversity and inclusion issues," explains Astrid Napetschnig, Head of UNIQA's Human Resources Development. "Many elements of diversity and inclusion have already become a matter of course for the UNIQA Group, but in some areas we still have some catching up to do. And these are the areas that we want to focus on more in our work."

Focus on dialogue and discourse

Who does this format address in particular? "We welcome employees for whom equal opportunities in future is a genuine concern," explains Napetschnig. The heart of "Get ready" is the exchange of ideas, discussions and presentations by internal and external experts. "The platform is a mixture of various formats, including dialogue, discourse, panel discussions and short lectures on current topics that are of interest to men and women."

Since 2019, the "Get ready" event format has offered employees from all over Austria a platform to exchange ideas on various topics.

"Generation Management – what does this have to do with me?"

In June 2020, "Get ready" was all about the diversity focus on generation management. René Knapp, Member of the Management Board for Human Resources & Brand, state director Waltraud Rathgeb, customer advisor Katrin Lee and Daniel Mikl, trainee in project management at UNIQA IT Services, discussed ways and opportunities for facilitating the coexistence of different age groups.

Everyone can make a contribution

What was the outcome of the event? "Since each and every one of us belongs to a generation, each and every one of us can also make a corresponding

contribution," Napetschnig emphasises. "That can be by communicating openly and appreciatively with each other and thinking about how we can benefit from each other," she said, adding that such interaction is the foundation of "an equal and inclusive future at UNIQA". There is certainly an awareness of the importance of generation management.

Approaching the topic in a more structured way

"In the next few years, we will focus on approaching the topic in an even more structured and systematic way," emphasises René Knapp. There are plans, for example, to intensify the use and processing of data in order to also set UNIQA internally on a successful path into the future. ■

ON THE MOVE THANKS TO SIMPLY STRONG



The school association SIMPLY STRONG supports children and parents with fitness programmes for body, mind and soul.

School children and their parents are among those suffering most from the current crisis. Not only are they burdened because of the health hazards and limitations, but they also have to cope with homeschooling and working from home. This exceptional situation often pushes both children and parents to their physical and psychological limits. Supporting them is therefore particularly close to our hearts.

“The programmes help parents and children bring more structure and exercise into their daily routines. In addition, joint training sessions also strengthen relationships within the family – this makes it a little easier to get through the crisis together,” explains school association founder Werner Schwarz.

Even in the age of homeschooling, it is important to take regular study breaks to prevent feelings of being overwhelmed. The “Vital4Brain” programme therefore contains 16 short concentration units to help pupils refresh their concentration and attention during breaks.

To relieve worry, anxiety and tension, SIMPLY STRONG offers short relaxation sessions and mindfulness exercises in the “Vital4Heart” programme. “The sessions should be done whenever you notice stress taking over and anxiety and worry increasing,” Schwarz explains.

Fitness programme via livestream

The above training sessions are available online at <https://www.simplystrong.at> around the clock. In addition to the workout programmes and the livestream, the school association offers parents and children tips and exercises for more enjoyable homeschooling and family life on the SIMPLY STRONG@home blog.

Keep moving at all levels

That is why the SIMPLY STRONG school association, with the support of UNIQA Stiftung, has developed three exercise programmes that school children can either do on their own or together with their parents. No fitness equipment or sportswear is needed.

Training for body, mind and soul

The “Vital4Body” programme promotes physical fitness. “When gym class is cancelled, we bring it into the living room digitally with this programme,” says Schwarz. With these short workout units, students and parents can train their endurance, strength and speed.



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Presentation of the EUCUSA Award: Mario Filoxenidis (Managing Director EUCUSA), Astrid Napetschnig (Human Resources Development and Training), Doris Blauensteiner (Human Resources Development and Training), Julia Gödel (Project Manager EUCUSA) from left



©EUCUSA/Susanne Einzenberger

EMPLOYEE SURVEY PROMOTES OPEN DIALOGUE

As a community in which each and every individual actively helps to shape the future of UNIQA, we would like to enter into a regular open dialogue with our employees. One important channel for this is the employee survey, which has been conducted every two years since 2017, in cooperation with the consulting company EUCUSA.

“Through the employee survey, we can quickly identify problem areas and also involve employees right from the start in finding solutions to those problems. This creates trust and strengthens the

power of our community,” explains Doris Blauensteiner, Human Resources Development and Training. Almost 600 measures were derived from the results of the 2019 employee survey, many of which have already been implemented.

EUCUSA Award for excellent employee orientation

Due to this outstanding implementation of measures, UNIQA also received the “Award for Excellent Employee Orientation” in 2020 from EUCUSA.

“The result of the last employee survey confirms our efforts to sustainably improve the ‘Employee Experience’ at UNIQA. We were able to improve noticeably in 43 of the 44 areas surveyed,” says a pleased Astrid Napetschnig, Head of Human Resources Development and Training. “One example of how the employee survey also leads to tangible improvements is our meeting culture. We made extensive changes in this area based on the last survey results. Today, employees have a much more positive perception of our meeting culture.”

HELP DURING THE CRISIS: THE STRENGTH OF OUR COMMUNITY

It is especially important to us to support our employees in overcoming all their challenges as quickly and as well as possible – and not to leave them alone in the coronavirus crisis.

Telephone consultation with KEEP BALANCE

The advisory service KEEP BALANCE – a cooperation with Hilfswerk Austria – provides ongoing support with informa-

tive and varied articles on important topics. UNIQA employees in Austria can take advantage of the telephone counselling service free of charge.

“For example, the experienced counsellors can provide tips and suggestions on how to organise your new daily routine and are on hand to offer advice and help on issues such as stress, what to do when you feel overwhelmed, isolated and much more,” explains occupational psychologist Ursula Gessl.

Online platform “Living better, together”

The online format “Living better, together” offers virtual coffee breaks, joint fitness sessions and chatrooms on different topics, as well as a wealth of information on health, medical and preventive care topics. “With this platform, we would like to counteract the loneliness of working at home with something effective: the strength of our community” emphasises René Knapp, Management Board, HR & Brand.

MANAGERS AS INSPIRING COACHES

In the course of the leadership development programme #leader_ship, managers have the opportunity to strengthen their expertise in the areas of employee leadership and management.

The focus of this offer, which is based on the UNIQA 3.0 future programme, is on personal and future-oriented development, with the goal of becoming an Inspiring Coach.

Sustainable employee management in times of crisis

Managers are particularly challenged in times of crisis. Giving them the best possible support is also essential for dealing with the coronavirus crisis. In virtual one-on-one coaching sessions, managers in 2020 were able to obtain input on how to successfully adapt their work processes and communication to the new circumstances.

“The current situation is as challenging as it is unique. During the crisis, our managers must not only take decisive action against the risk of infection and coordinate our work processes, they also need to have an open ear for our employees,”



Doris Blauensteiner: “During a crisis, leaders need to be especially attentive to employees.”

emphasises Doris Blauensteiner, Human Resources Development and Training. “That is why HR’s rapid support for our managers – including with this special coaching offer – was a particular concern for us.”

Leadership skills in diverse teams

The #leader_ship programme empowers managers to conduct development conversations in which goals and measures are set out to help find the best further development for their employees. In order to take the increasing importance of diversity into account in the further training of managers, webinars with targeted training settings strengthen their leadership skills in dealing with diverse teams.

PROVIDING OPPORTUNITIES FOR YOUNG PEOPLE

Supporting young people at the beginning of their career planning: this is the goal of the cooperation between the social business Sindbad and UNIQA.

Sindbad brings pupils from disadvantaged schools together with people who are firmly established in (professional) life. These mentors receive specialised training in advance in order to be able to accompany the young people on their way in the best possible manner. In November 2019, eight UNIQA employees began their exciting journey as mentors.

After extensive personality training, they accompanied the young people for a year – forming strong relationships from which not only the young people benefited. “As mentors, we immerse ourselves in

new realities of life with which we would normally have little contact. This deepens our understanding of our fellow human beings, strengthens our social competence and thus has real added value,” explains Florian Graßmück, co-initiator of the cooperation.

Mentors and mentees benefit equally

For the second season, starting in November 2020, six UNIQA employees were selected to act as mentors and coach young people in the best possible way. The total

time required for personality training as part of the mentoring is around 38 hours.

Provides intrinsic motivation

The costs for this are borne by UNIQA. “I really enjoy defining goals with my mentee and trying to create an intrinsic motivation for him. Main lesson for my work life: how to look at challenges and decisions from different angles. The balance between relationship building and leadership is also exciting,” says mentor Daniel Mikl.

UNIQA INF SUSTAINABILITY AWARD FOR MEDITERRANEAN PROJECT MERA

In October 2020 the INTERNATIONAL NATURE FESTIVAL (INF) in Innsbruck held the 19th Innsbruck Nature Film Festival (INFF). The hybrid event once again offered the opportunity to see and discuss films on nature and the environment from all over the world.

For the first time, the UNIQA INF Sustainability Award was presented at the festival,

endowed with €3,000. From more than 30 international entries, the MedMicroplastiCS initiative of the Mediterranean Education & Research Association (MERA) came out on top. The project, based in Graz and Pula, is actively working to reduce plastic pollution in the Mediterranean. The prize money is to be used for further basic research on the topic of microplastics.



SEEDING THE FUTURE



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