# ESG Business Card

## UNIQA Insurance Group AG

April 2026

# Content & Overview

UNIQA is one of the **leading insurance companies** in its core markets **of Austria and Central & Eastern Europe.**
The UNIQA Group offers a comprehensive range of products and services in property and casualty, life and health insurance. That's why we find solutions for every need – from car insurance for individuals to cyber protection for businesses.


**UNIQA Group ESG Dashboard**

**UNIQA Sustainability Strategy & Ambitions**

1 **Sustainability & Climate Strategy**

2 **ESG Governance**

3 **Investment Policy**

4 **Product Policy**

5 **Operational Management**

6 **Transparent Disclosure**

7 **Stakeholder Management**

8 **People & Culture**


This document is a summary of the (consolidated) non-financial statement that can be found in the Annual Report. This is prepared in accordance with the CSRD (Corporate Sustainability Reporting Disclosure) and the ESRS (European Sustainability Standards). The full report will be published on the Group's Homepage.

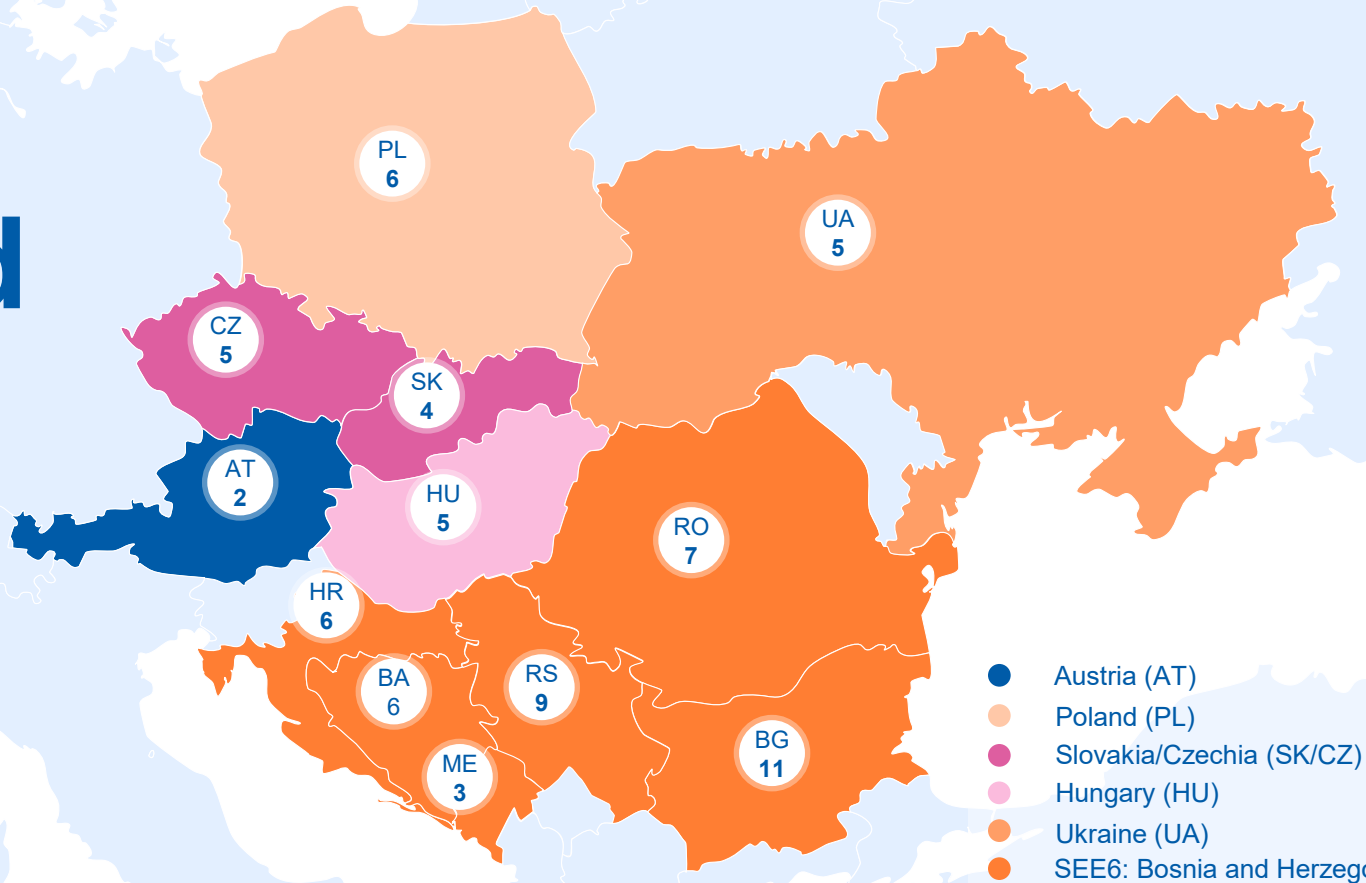
**Reservation regarding forward-looking statements**: This publication contains statements relating to the future development of the UNIQA Group. These statements represent estimates made based on all information available at the time of publication. If underlying assumptions do not materialize, actual results may differ from those currently expected. Therefore, no guarantee can be given for the achievement of the desired results.

# UNIQA Group ESG Dashboard

**> 15,800** employees

**18.2 million** customers in **14** countries

## Growth region CEE in 11 countries




The number shows the market position in the respective country.

# UNIQA Group ESG Dashboard

## Key figures & targets at a glance (2025)

### Investments

**Emission intensity** of the investment portfolio (WACI)

($tCO_2e$ / million € turnover)

| 2024 | 2025 | Objective 2030 |
|---|---|---|
| 44 | 42 | 20 |
| -55.6%[1] | -57.5%[1] | |

**Sustainable Investments**

(€ billion)

| 2024 | 2025 | 2025 Min. |
|---|---|---|
| 2,4 | 2,5 | 2 |

### Operational Management

**Greenhouse gas emissions** from owner-occupied buildings and vehicles

($tCO_2e$)

| 2024 | 2025 | 2030 |
|---|---|---|
| 9,965 | 10,010 | 6,900 |
| -16.3%[1] | -15.9%[1] | -42%[1] |

**Electrification** of the UNIQA vehicle fleet

(%)

| | 2024 | 2025 | 2030 Objective | |
|---|---|---|---|---|
| AT | 57.2 | 74.0 | 100 | 2030 |
| UI | 1.1 | 0.9 | 100 | 2040 |

### Underwriting

**GHG emissions** from corporate underwriting (Scope 1, 2)

($tCO_2e$)

| | 2024 | 2025 | 2030 Objective |
|---|---|---|---|
| | 117.921[2] | 113.137 | -15%[1] |
| | 33.933[2] | 35.314 | -20%[1] |
| | AT UI | AT UI | AT UI |

**Corporate customers** with net-zero targets[3]

(%)

| 2024 | 2025 | 2030 Objective | |
|---|---|---|---|
| 55.3 | 68.6 | 100 | 2040 |

**Greenhouse gas emissions** from the motor insurance portfolio

($tCO_2e$)

| 2024 | 2025 |
|---|---|
| 393.405 | 389.531 |

### People

**Employees**

(Headcount / Heads)

| 2024 | 2025 |
|---|---|
| 57.1% / 42.9% | 58.2% / 41.2% |
| 16,394 | 15.866 |
| 9,354 Women | 9,228 Women |
| 7,040 Men | 6,636 Men |

**Gender Pay Gap** (adjusted)

| 2024 | 2025 | 2025 Max. |
|---|---|---|
| 3.4% | 2.4% | 2.8% |

**Engagement Index (EX)**

| 2024 | 2025 | 2028 |
|---|---|---|
| 4.0/5 | 4.1/5 | 4.5/5 |

### ESG Ratings

| | |
|---|---|
| CDP A- | ISS ESG C+ |
| MSCI A | SUSTAINALYTICS 17,1 |
| S&P Global Ratings 56 | VONIX B+ |

**Note:** The ratings do not always reflect UNIQA's current ESG performance, as the rating agencies sometimes use the available information from the previous year.

[1] Compared to the base year 2021.
[2] The previous year's figures for these figures have been recalculated and adjusted for 2024. Further details can be found in the non-financial statement in the 2025 Group Report.
[3] Proportion of corporate clients reporting under NFRD/CSRD with net-zero targets.

UI... UNIQA International
AT... UNIQA Austria

UNIQA at a glance:

# Commitments, Memberships & Important Publications

## 2017

First sustainability report in accordance with GRI standards

## 2018

UNIQA Policy for Responsible Investments

Commitment to SDGs

## 2019

Commitment to the Paris Agreement

## 2020

UN Global Compact

United Nations Environment Programme Finance Initiative (UNEP FI)

United Nations Principles for Responsible Investment (UN PRI)

Principles for Sustainable Insurance (PSI)

## 2021

Net-Zero Asset Owner Alliance (NZAOA)

## 2022

Green Finance Alliance (GFA)

Climate Action 100+

## 2023

UNIQA Sustainability Strategy in Corporate Business

SBTi (Science Based Targets initiative) validation

## 2024

UNIQA Transition Plan

## 2025

Partnership for Carbon Accounting Financials (PCAF)

First sustainability report according to CSRD/ESRS

UNIQA's Business Strategy

# UNIQA 3.0 Growing Impact

## Our Vision

UNIQA is the promise of a better life. We will be the best service provider for safety, health and prevention in people's lives.

## Our goals

We want to increase the effectiveness of all our projects and translate the high investments that we will continue to make in the coming years faster and better into customer satisfaction, growth and earnings.

## Our ambition

We want to increase the impact of all our projects and translate the high investments that we will continue to make in the coming years faster and better into customer satisfaction, growth and earnings.

**Focus on:**

- Increase service quality
- Strengthen new business models

**Focus on:**

- Increase technical excellence
- Drive profitable growth

**Focus on:**

- Enable group wide collaboration
- Shape a culture that promotes resilience, learning and adaptability.

## Our Guiding Principles

**Customer first**
We are relentlessly focused on the need of our customers.

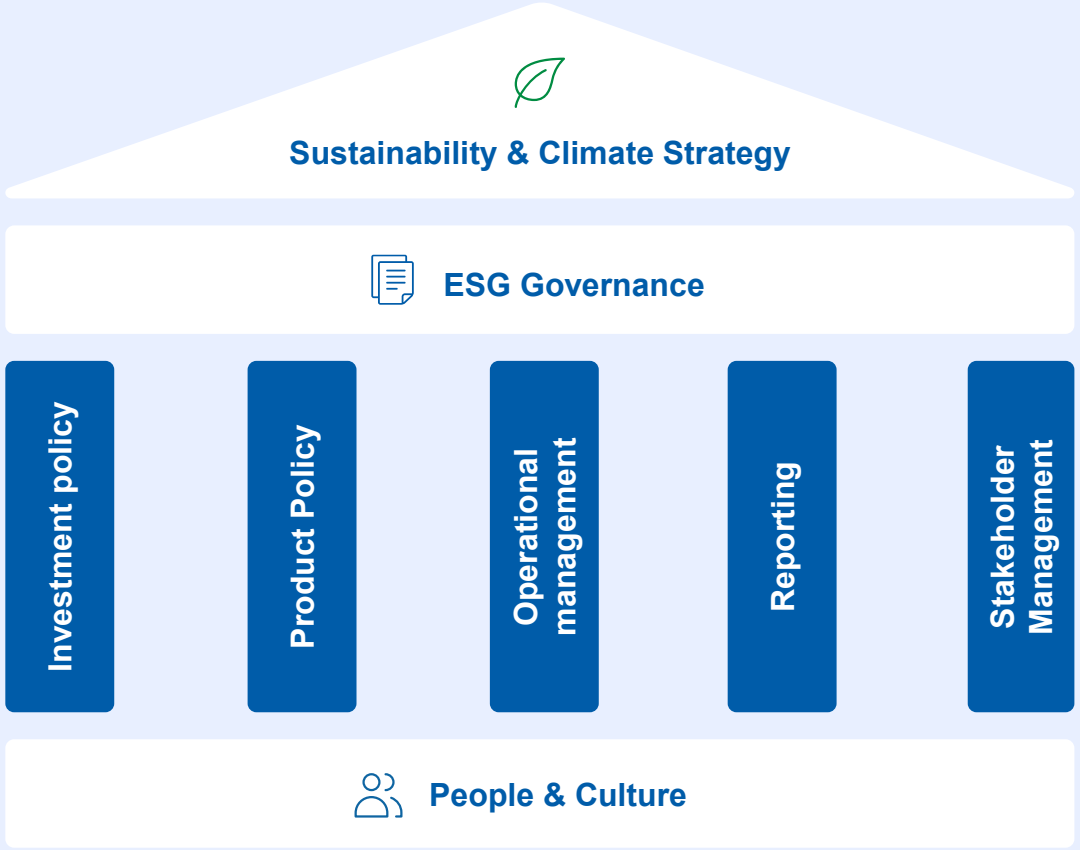
**Simplicity**
We take action and learn from our mistakes.

**Responsibility**
We empower each other to take responsibility

**Integrity**
We keep our promises.

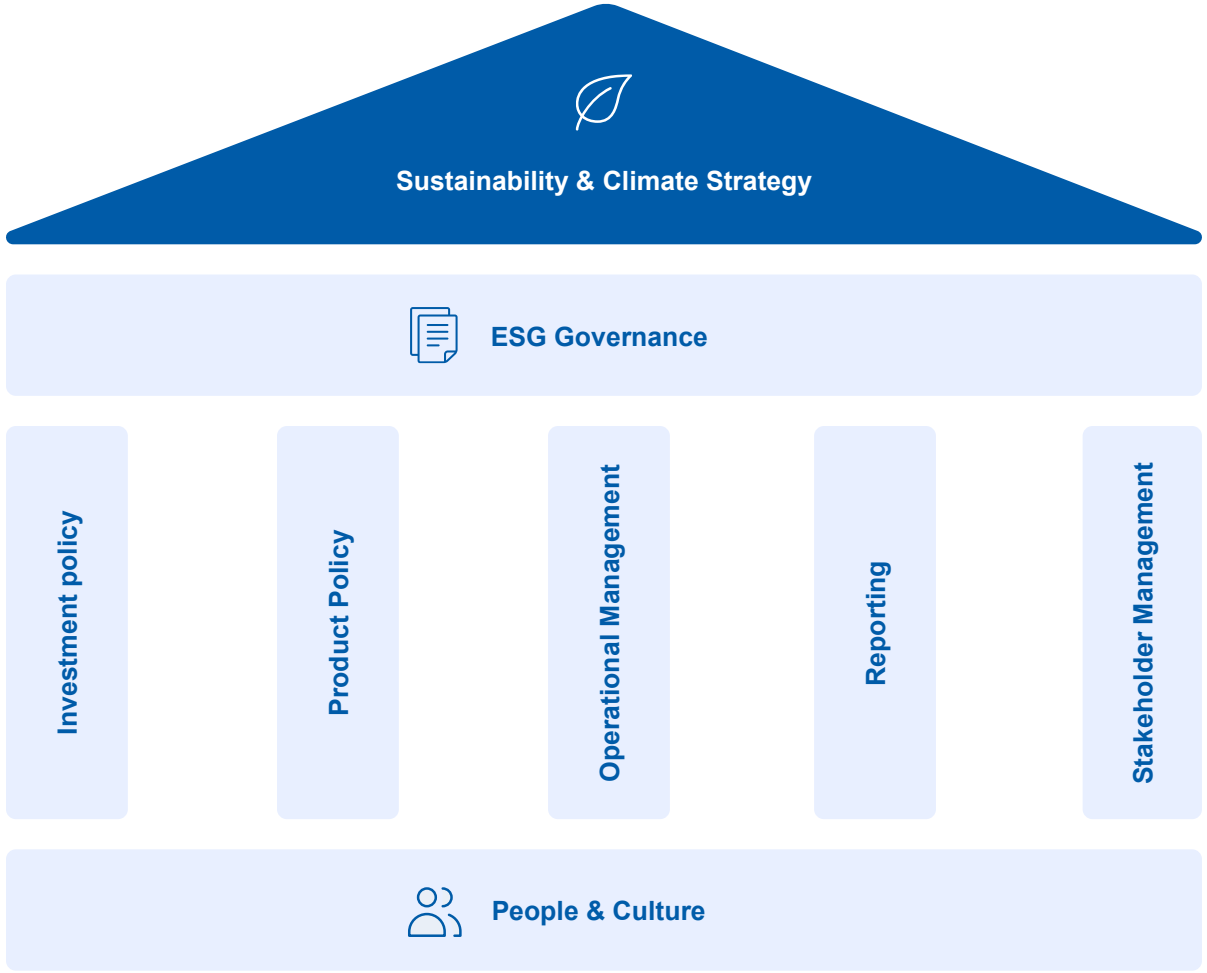
**Community**
We collaborate beyond conventional boundaries.

# UNIQA Sustainability Strategy




1. **Five pillars** build the UNIQA Sustainability Strategy
2. Strong **ESG Governance** paves the way for the five pillars
3. **Investment Policy** based on ESG criteria
4. ESG-oriented **Product Policy** with sustainable added value
5. Exemplary sustainable **Operational Management**
6. Transparent **reporting and** continuous independent **ratings**
7. Committed **stakeholder management** for greater social and environmental responsibility
8. Building on **people & culture** as a foundation

# 01
# Sustainability & Climate Strategy



# Key targets & climate transition

## Key targets in the UNIQA Sustainability Strategy

- Pursuing the **Paris climate path** in investment, underwriting and operational ecology, considering the two EU environmental targets *Climate Change Mitigation* and *Climate Change Adaptation*
- **Net-zero emissions in the business model** by 2040 in Austria (insurance business, operational management) and by 2050 in the Group as a whole (investment, insurance business, operational management)
- Track and deliver on validated science-based **SBTi interim targets** for 2030
- **Maintaining sustainable investments** at least at EUR 2 billion

## UNIQA on the way to climate transition

The UNIQA Transition Plan is a dynamic, strategic **plan to achieve net-zero emissions** in line with the CSRD (Corporate Sustainability Reporting Directive) and the ESRS (European Sustainability Reporting Standards). It contains clear fossil phase-out plans, interim targets and measures in the core business areas: **investment, insurance business and in the company's own operational management**.

UNIQA Transition Plan

**Good to know**

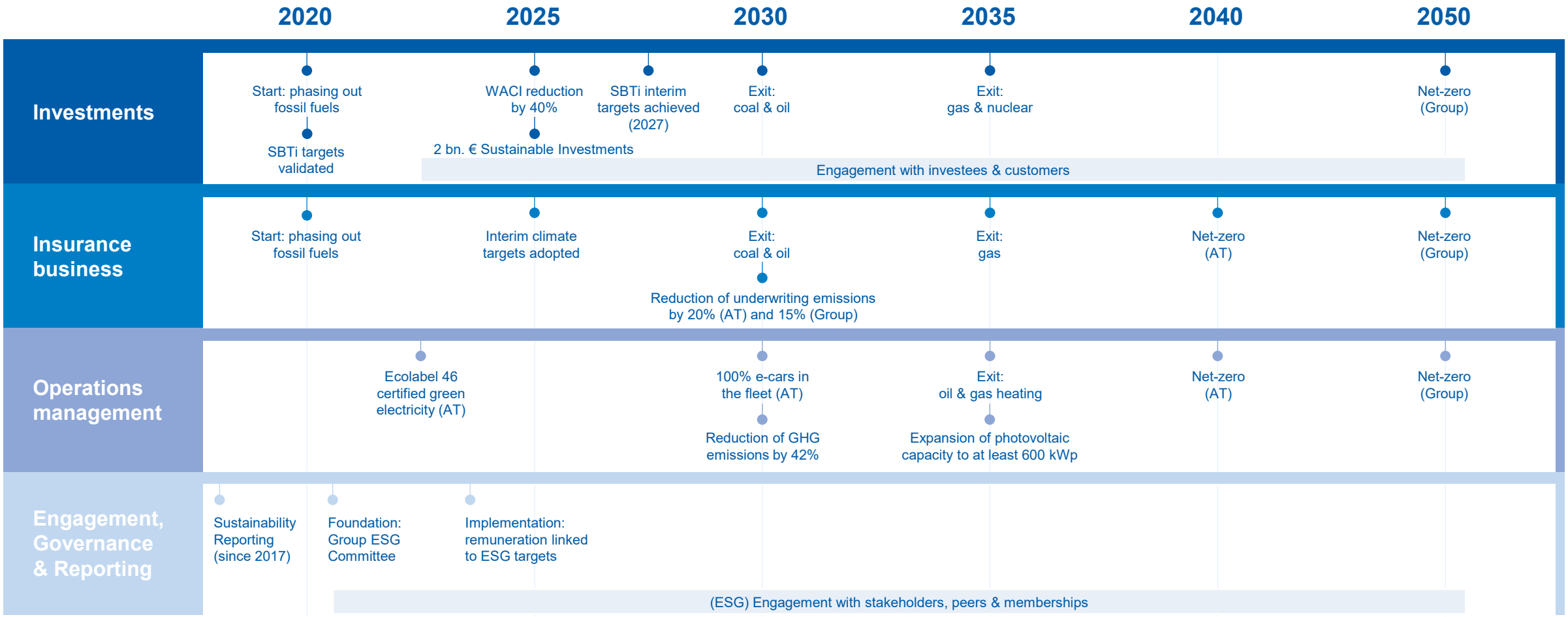
### Net-zero emissions

We define net-zero emissions as...

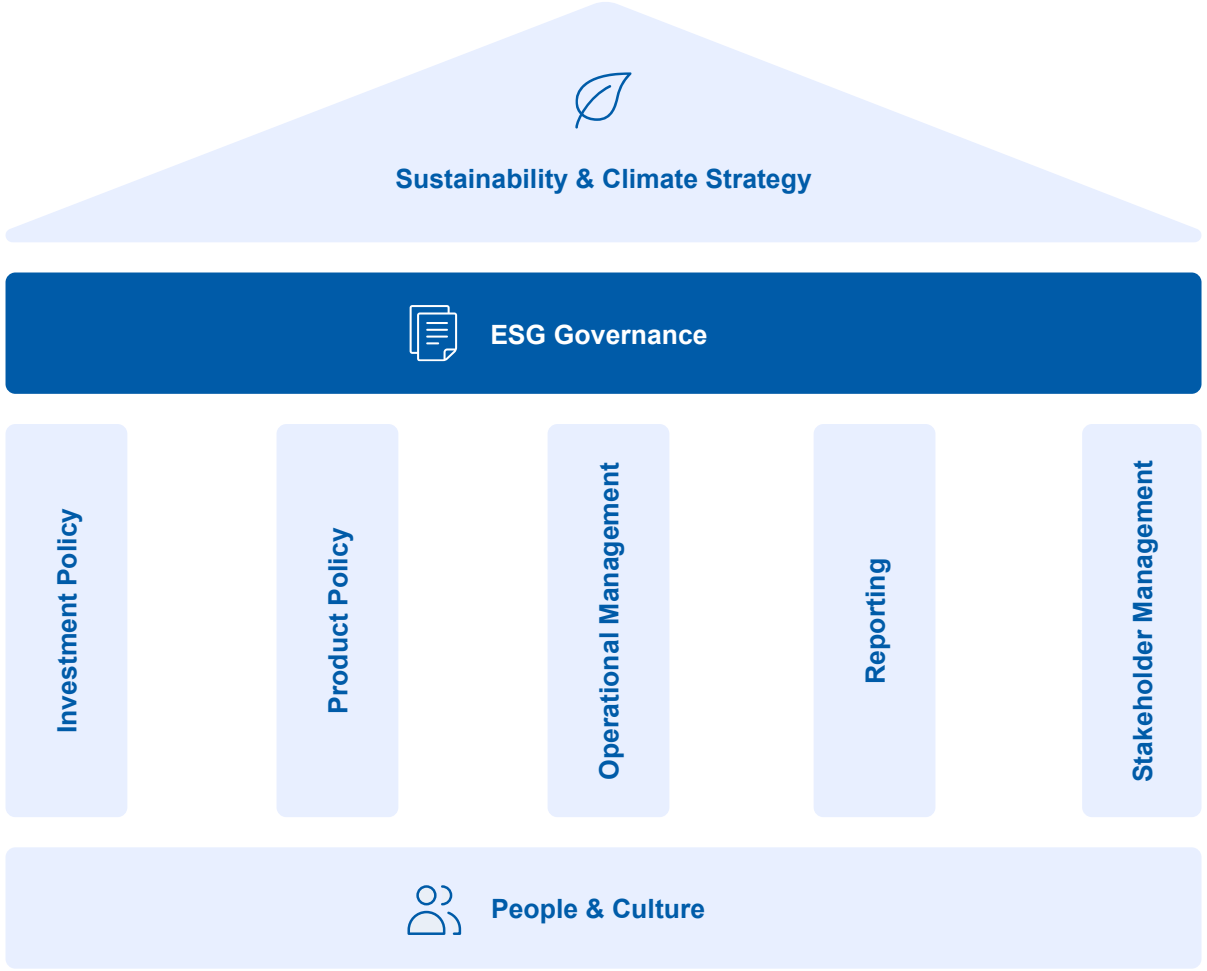
... the reduction of our operational GHG emissions (Scope 1, 2 and 3) to zero at best or to a residual level that is compatible with achieving net-zero emissions at global or sectoral level in corresponding scenarios or sector paths within the framework of the targets of the Paris Agreement.

… the neutralisation of all residual emissions by the net-zero target year and all GHG emissions released into the atmosphere.

# UNIQA on the way to climate transition



# 02 ESG Governance



# ESG-Governance & Integration

## ESG Integration

Strong corporate governance, clear responsibilities, sound stakeholder engagement, and comprehensive reporting and evaluations through renowned ratings contribute to the active implementation and application of various sustainability measures.

**Supervisory Board** deals with sustainability reporting annually as part of the Audit Committee and regularly discusses the progress of the sustainability strategy.

## Group ESG Committee

meets twice a year and drives ESG integration in the core business

**Members**: two members of the Management Board and Heads of Asset Management, Corporate Business, Retail Business, Operations, Legal & Compliance, Group ESG Office

### Responbilities

- Strategic definition and continuous development of Group-wide ESG ambitions
- Ongoing monitoring of stakeholders' awareness of environmental and social impacts as well as setting topics for the focal points in discourse with stakeholders
- Adoption of the materiality analysis and discussion of material impacts, risks and opportunities
- ESG targeting and KPI monitoring
- Monitoring of the Group-wide climate strategy and environmental management

## Code of Conduct

The corporate culture and the associated guiding principles are anchored in the Code of Conduct. This defines internal standards for ethical conduct that go beyond legal requirements, are binding for employees and form the basis for dealing with customers, investors and other public actors

The UNIQA Code of Conduct is published on the Group's website.

UNIQA Code of Conduct

## ESG expertise across the Group

### Group ESG Office

- Group-wide coordination of sustainability agendas and reports to the Executive Board member responsible for sustainability.
- Reporting quarterly to the Board of Directors on the progress of the sustainability strategy, the status of ongoing projects and the climate strategy to ensure effective monitoring and control

### Investments

ESG experts and ESG teams are anchored in UNIQA Asset Management

### Underwriting

ESG experts and ESG teams are anchored in the respective business areas (corporate clients, private clients)

### Group Functions

ESG experts are anchored in the areas of Human Resources (People), Operations Management, Group Procurement, NatCat Competence Center, Risk Management, Compliance & Legal, among others

Regarding the **international business units, strategic ESG coordinators were** already integrated into the local organisational structure and governance in all countries of the UNIQA Group in 2023.

# ESG-Governance & Integration

## ESG in the remuneration strategy*

The following applies to the UNIQA Group Board of Management and the Austrian core market managers:

- The variable remuneration is linked to climate-relevant interim targets, which connects the incentives to sustainability performance and underlines their importance.
- The defined targets depend on the type of program (short-term or long-term variable remuneration component) and the target group.
- The members of the Executive Board (Group-wide), local board members and the Austrian top management have the reduction of the WACI and the adjusted gender-specific pay gap as a target in their short-term incentive.

### WACI = weighted average greenhouse gas intensity

With the help of the WACI, the portfolio is managed according to the greenhouse gas emission efficiency of the companies in which it invests.

| Programme | Short-term variable remuneration (STI)-ESG-relevant functions | Short-term variable remuneration (STI) | Short-term variable remuneration (STI) | Long-term variable remuneration (LTI) |
|---|---|---|---|---|
| Target group | CEO, CFRO, member of the Management Board responsible for ESG | Members of the Management Board excl. CEO, CFRO and the member of the Management Board responsible for ESG | Other executives (members of the management boards of international insurance companies and executives with an STI agreement in Austria) | All Management Board members |
| Target | Reduction in the weighted average $CO_2$ intensity of the investment portfolio (WACI) | | | Reducing the carbon footprint of the investment portfolio |
| Share of the annual target bonus | 5% | 5% | 5% | 10% |
| Share of the individual target bonus | 10% | 0% | n/a | n/a |
| Target | Narrowing the adjusted gender pay gap | | | Increase in the proportion of women in top management positions |
| Share of the annual target bonus | 5% | 5% | 5% | 10% |
| Share of the individual target bonus | 0% | 0% | n/a | n/a |
| Target | Increase customer satisfaction (Harmonized C-SAT) | | | |
| Share of the annual target bonus | 10% | 10% | 10% | |
| Share of the individual target bonus | 0% | 10% | n/a | |

The percentage of compensation awarded to Executive Board members in **2025** that is linked to climate-related considerations is **10.2%** (2024: 18.1 percent)

* The remuneration policy for the Management Board is drawn up by the Supervisory Board in accordance with Section 78b (1) of the German Stock Corporation Act (AktG) and reviewed annually and submitted to the Annual General Meeting for a vote every four years or in the event of a material change. The current remuneration policy was drawn up by the Supervisory Board in April 2024 and adopted at the Annual General Meeting in June 2024.

# Material Impacts, Risks and Opportunities

## Double Materiality Analysis & Resilience Analysis

Based on the **double materiality analysis carried out in 2025**, the following submission obligations were identified as material*:

**Environment**

**ESRS E1** (Climate Change)
**ESRS E4** (Biodiversity & Ecosystems)

**Social**

**ESRS S1** (Own Workforce)
**ESRS S2** (Value Chain Workforce)
**ESRS S4** (Consumers & End Users)

**Governance**

**ESRS G1** (Business Conduct)

The **materiality assessment** was generally carried out based on assessments by internal experts from the specialist departments and stakeholders and based on the following criteria:

- Scale
- Scope
- in the case of negative effects of remediability
- in the case of potential effects of likelihood

For each identified positive or negative impact, a quantitative classification is made for the above criteria.

A combined value of magnitude, extent, irreversibility (if applicable), and probability of occurrence (if applicable) is calculated to determine the significant impacts.

The analysis of each impact was conducted separately in up to three different time horizons (short, medium and long-term).

The **assessment of the materiality of the risks and opportunities** based on the following criteria

- Extent (magnitude)
- Probability of occurrence (likelihood)

The UNIQA Group analyses physical and transitory climate risks for its investment portfolio and the corporate underwriting portfolio in various scenarios:

- Physical climate risks: e.g., floods, storms and hail events
- Transitory climate risks: e.g., default risks of corporate bonds and equities due to sector-specific risks

**Resilience analysis & scenario analysis**

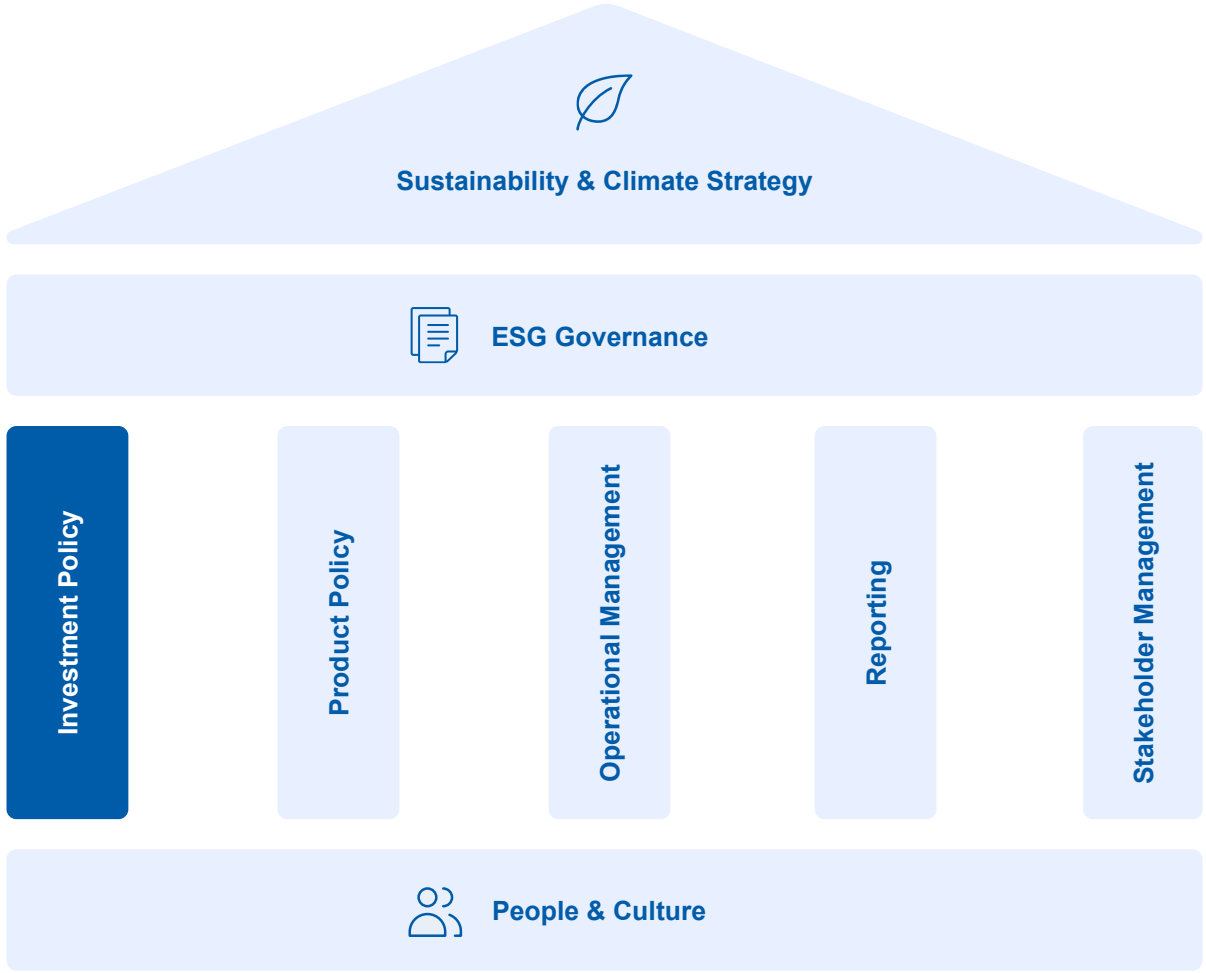
The **inclusion of climate change scenarios in risk management** aims to assess and strengthen resilience to climate-related risks. **UNIQA uses two scenarios** (from NGFS) to simulate climate-related risks:

“early action” | “no additional action”

These two scenarios were chosen because they represent the two most plausible and relevant extremes (high transition risks & low physical risks, low transition risks & high physical risks).

* A detailed list of the material topics, sub-topics and sub-sub-topics can be found in the (consolidated) non-financial statement in the Group management report.

# 03 Investment Policy



# Concepts related to climate change mitigation and adaptation

## Decarbonisation levers

A sustainable investment policy strategy that considers both sustainability risks and opportunities is economically successful in the long term and represents a positive complement to the classic investment objectives of return, security and liquidity.

**Decarbonisation Strategy**

Phase-out of coal, oil, natural gas and nuclear energy

**Engagement Strategy**

Proactive and reactive engagement

**Strategy for Sustainable Investments**

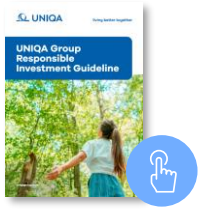
Green, Social und Sustainability Bonds

**Monitoring processes**

Responsible Investment Steering Committee

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

The climate targets of the investment portfolio are based on the Paris Agreement and have been validated by the Science-based Targets initiative (SBTi) 2023.




The requirements for our sustainable investment policy are enshrined in the UNIQA Group Responsible Investment Guideline.

# Decarbonization strategy for own investments

## Phase-out of fossil fuels

### Oil

- Since 2023, no direct investments or financing of new unconventional oil projects (shale oil, oil sands and Arctic oil) involving activities in the oil sector, including oil production (extraction), processing, energy (power and heat) generation.
- Since 2025, no new direct investments in or provision of new financing to conventional projects or companies that generate more than 30% of revenue from activities in the oil sector, including oil production (extraction), processing and electricity generation. In addition, a separate revenue threshold of 30% applies to the generation of heat from crude oil.
- By the end of 2030, UNIQA will have phased out all direct investments in companies and projects that generate more than 5% of revenue from activities in the oil sector, including oil production (extraction), processing and energy (power and heat) generation.
- Issuers with SBTi-certified climate reduction targets are exempt.

### Coal

- Implementation of coal exclusion criteria since 2019
- Since April 2022, no investments in third-party investment funds that hold positions in any company whose involvement in thermal coal mining exceeds 10% of its revenue
- Since 2025, no direct investments or financing of companies or projects that generate more than 5% of revenue from activities in the coal sector, including coal production (extraction), processing and electricity generation. In addition, a separate revenue threshold of 5% applies to the generation of heat from coal.

### Natural gas

- As of 2026, UNIQA will not make new direct investments in or provide new financing to natural gas projects or for companies that generate more than 30% of their revenue from activities in the natural gas sector, including gas production (extraction), processing and electricity generation. In addition, a separate revenue threshold of 30% applies to the generation of heat from gas.
- By the end of 2035, UNIQA will have phased out all direct investments in companies and projects that generate more than 5% of their revenue from activities in the natural gas sector, including gas production (extraction), processing and energy (power and heat) generation.
- Exceptions apply to companies with SBTi-certified targets or full taxonomy alignment from revenue or CapEx. Projects are exempt if they show full taxonomy alignment from revenue or CapEx.

### Nuclear energy

- Since 2025, no new direct investments in or provision of new financing for new projects in the energy sector that use nuclear fission to expand nuclear power infrastructure.
- By the end of 2035, UNIQA will have phased out all direct investments in companies that generate more than 5 per cent of their revenue from activities in the energy sector that use nuclear fission, and from all projects whose purpose is to produce energy from nuclear fission.
- Exceptions are granted for companies with SBTi certified targets in place or companies that conduct fully EU Taxonomy-aligned activities in terms of revenue and CapEx. Projects are exempt if they show full taxonomy alignment from revenue or CapEx.

# Engagement Strategy
## Investment Policy

### Engagement Strategy for sustainable investment

The engagement with companies aims to improve the performance of the invested companies, especially regarding their climate strategy, decarbonisation targets and measures. As part of this commitment, UNIQA focuses on the following areas to promote climate protection:

- Implement a governance framework that defines responsibilities and oversight duties for climate risks.
- Measures to reduce GHG emissions along the entire value chain in line with the Paris climate pathway, as well as the setting of SBTi-validated targets, if not already set.
- Transparent disclosure of the resilience of the corporate strategy to different climate scenarios.

### Membership since November 2022: Climate Action 100+

Since 2022, UNIQA has been pursuing a reactive (collaborative) commitment as part of our membership in the Climate Action 100+ investor initiative, which focuses its commitment on more than 160 companies with the highest emissions worldwide and aims for three targets:

- Implementing strong corporate governance with board accountability and oversight of climate change risks
- Implementing measures to reduce greenhouse gas emissions across the value chain (in line with the Paris Agreement)
- Improving corporate disclosures in line with the Task Force on Climate-Related Financial Disclosures (TCFD) and the sector-specific Global Investor Coalition on Climate Change (GIC)

Sustainable Investment Strategy:
**Engagement Strategies**

**Proactive engagement** = direct bilateral engagement with individual invested companies. The aim is to support and guide these companies to significantly reduce their greenhouse gas emissions, implement more sustainable business practices and increase their disclosures.

Targeted measures for the companies with the highest greenhouse gas emissions have the greatest positive impact on UNIQA's climate targets.

**Reactive engagement** = a collaborative engagement in which a group of international investors work with companies that are among the world's most emission-intensive companies to align their climate strategy and disclosure with science-based climate targets (Climate Action 100+).

# Targets – Decarbonisation Strategy

## Science-Based Climate Targets (SBTi) & Carbon Emission Intensity (WACI)

### Science-based climate targets for the investment portfolio (2025)

| Target definition | Unit | Base year (2021) | 2024 | 2025 | Target year (2027) | Target year (2030) |
|---|---|---|---|---|---|---|
| **Exchange-oriented equities and corporate bonds** | | | | | | |
| SBTi validated share of the investment volume for this asset class | % of investments | 23% | 22.2% | 21.7% | 48% | - |
| **Project financing for electricity generation** | | | | | | |
| Reducing financed GHG emissions by 74.2% per MWh | t $CO_2$e/ MWh | 0.224 | 0.029 | 0.035 | - | 0.058 |
| **Other long-term corporate loans** | | | | | | |
| SBTi validated share of investment volume for this asset class | % of investments | 3% | 0.0% | 0.0% | 34% | - |
| **Corporate loans for electricity producers** | | | | | | |
| Provision of corporate loans exclusively for the generation of renewable electricity by 2023 | At present, corporate loans are available exclusively for the generation of renewable electricity. The target is to continue financing only corporate loans for renewable electricity generation. | | | | | |

### Climate targets for the investment policy

The focus of the SBTi targets as part of the decarbonisation strategy is on reducing emissions intensity, promoting renewable energies and investing in SBTi-validated companies.

UNIQA has set itself interim targets in four asset classes of investments that have been validated by the SBTi and correspond to the Paris climate target path.

The SBTi interim targets affected a share of 23% of investments in the base year 2021. The portfolio portion is the activities required by the SBTi guidance. The remaining part of investments consisted of 19% of optional activities and 58% of activities outside the scope.*

### Weighted average carbon emission intensity (figures in $tCO_2e$)

| **Weighted Average Carbon Emission Intensity** in t $CO_2$e | Base year (2021) | Fiscal Year (2024) | Fiscal Year (2025) | Target year (2025) | Target year (2030) |
|---|---|---|---|---|---|
| Scope 1 and Scope 2 emissions | 99 | 44 | 42 | 60 | 40 |

The greenhouse gas emissions of the individual companies are calculated based on the **weighted average "Carbon Emission Intensity"** (WACI).

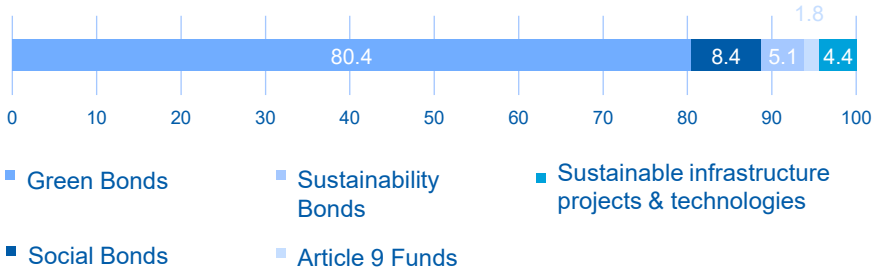
*Investments allocated to unit-linked and index-linked life insurance business were not included in the target, as UNIQA has only limited influence on the selection of investments.

# Sustainable Investments & Absolute Financed Emissions

## Sustainable Investments

- Through sustainable investments, UNIQA finances companies that contribute to reducing emissions or social projects.
- As part of its membership of the Net-Zero Asset Owner Alliance, UNIQA has set itself a target volume of 2 billion euros in sustainable investments by 2025. This target was already exceeded in 2023 and was further expanded to **2.5 billion euros** in 2025 (2024: 2.4 billion euros).
- The share of sustainable investments in the total portfolio thus amounts to 11.1% in 2025 (2024: 11%).

**Composition** in %




Sustainable investments are not analysed according to their emissions, but according to their transformation potential.

## Absolute financed emissions

### Absolute financed emissions from investments in companies (Scope 3.15)

- These financed emissions include Scope 1, Scope 2 and Scope 3 emissions of the companies in which the investment is made.
- By applying the PCAF methodology, UNIQA achieves 100% greenhouse gas emissions coverage for relevant direct investments (2024: 82.3%). In terms of total assets under management, the current coverage is 59.5% (2024*: 58.6%). In the financial year, the invested volume amounts to **6,109.2 million euros** (2024*: 5,556.8 million euros).
- Absolute financed emissions are subject to the Group's net-zero target by 2050.

| **Scope 3, Category 15: Financed GHG emissions produced by companies** in $tCO_2e$ | **2025** | **2024*** |
|---|---|---|
| Scope 1 and Scope 2 financed corporate emissions | 284,728 | 401,025 |
| Scope 3 financed corporate emissions | 3,595,841 | 3,873,258 |

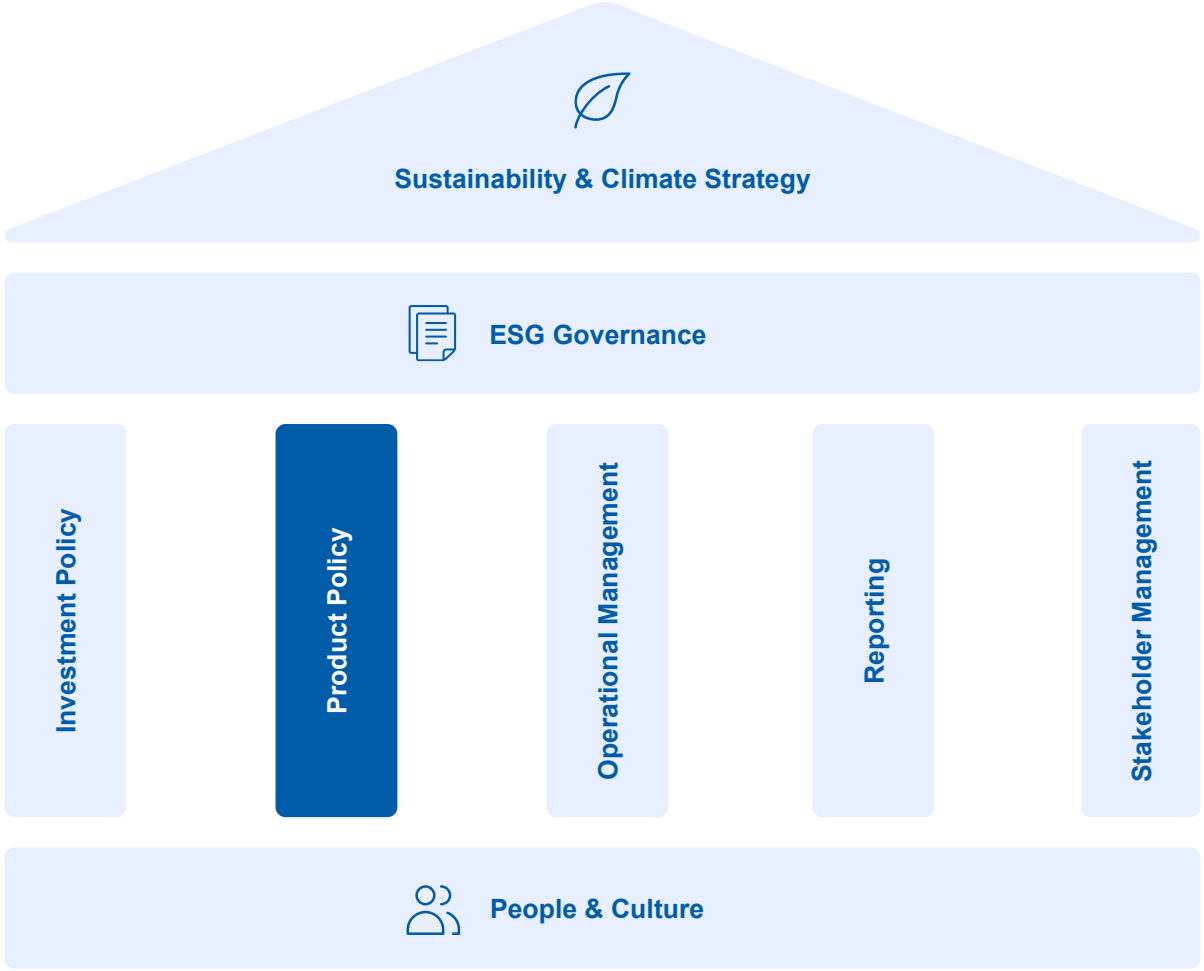
### Absolute financed issuance from government bonds (Scope 3.15)

- The financed emissions from investments in government bonds cover the Scope 1, Scope 2 and Scope 3 issues of the states.
- The data cover 100% (2024: 99.2%) of direct investment in government bonds. According to the PCAF methodology, the issues financed by UNIQA result from the value of the respective government bond, divided by the inflation-adjusted gross domestic product, multiplied by the sum of the government's Scope 1, Scope 2 and Scope 3 emissions.

| **Scope 3, Category 15: Financed GHG emissions produced by government bonds** | **2025** | **2024** |
|---|---|---|
| Financed GHG emissions from government bonds (Scope 1, 2 & 3) | 2,046,441 $tCO_2e$ | 1,924,006 $tCO_2e$ |
| Invested volume | 7,474.5 million euros | 7,105.6 million euros |

*The previous year's figures for these metrics have been recalculated and adjusted for 2024. Further details can be found in the Non-Financial Statement in the 2025 UNIQA Group Report.

# 04 Product Policy



# Concepts related to climate change mitigation and adaptation

## Underwriting – Corporate Clients

### Strengthening customer resilience to climate-related risks

Supporting customers to strengthen their financial resilience and manage the impacts of climate change adaptation:

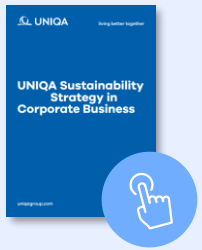
- Advice & prevention
- Improving competency & quality
- UNIQA Sustainable

### Decarbonisation Strategy

- Decarbonisation targets to achieve net-zero emissions
- Expansion of the renewable energy business
- Engagement strategy: Engagement with the corporate clients with the highest share of issuance in the portfolio (top 10 emitters)

### Development of new sustainability products and services

UNIQA is pushing ahead with the development of innovative sustainability products and components to respond to growing market requirements and the increasing demand for environmentally friendly solutions.




The requirements relating to sustainability in the insurance business with corporate customers are centrally regulated in the **UNIQA Sustainability Strategy in Corporate Business**.

# Strengthening customer resilience to climate-related risks

## Underwriting – Corporate Clients

This component includes an active role for UNIQA in supporting our customers to strengthen their **financial resilience** and manage the impacts **of climate change adaptation**.

### Advisory & prevention

UNIQA advises companies on how they can strengthen their resilience to the risks arising from climate change. This is done by providing so-called first aid measures by providing policyholders with advisory services to mitigate losses in the event of severe weather events. In addition, preventive measures to prevent climate risks are developed and offered.

### Competence & quality improvement

In this area, the aim is to expand customers' expertise in dealing with climate risks, improve the quality of standard risk resilience measures and provide comprehensive advice to meet the growing needs of companies regarding increasing climate risks.

### UNIQA Sustainable

Founded in 2024, the subsidiary UNIQA Sustainable develops and operates professional services relating to sustainability, climate risks and training and supports companies in developing their sustainability performance strategically, transparently and effectively.

# UNIQA Sustainable

## Developing resilience together

**UNIQA Sustainable** develops and operates professional services relating to sustainability, climate risks and further education. Companies are supported in developing their sustainability performance strategically, transparently and effectively.

## UNIQA Sustainable – Services at a glance

### Risk Engineering

- **Asset Protection** (Property Damage & Business Interruption)
- **Building Valuations** (Valuation of Buildings & Machinery)
- **Liability assessments** (product, recall, environmental liability, general liability)
- **Car Fleet Reviews**
- **Project Evaluations** Construction Project Risks / All Risk Assessments

### Sustainability

- **Sustainability Report for SMEs** (VSME)
- **Climate Risk Analyses** (CRA)
- **Corporate Carbon Footprint** (CCF)

### Resilience

- **Cyber Checks / Reviews**
- **Business Continuity Management**
- **Stress tests for business models**

### Academy

- **ESG & Sustainability Fundamentals**
- **Operational Risks & Resilience Awareness**
- **Cyber & AI Risk Trainings**

# Decarbonization strategy

## Underwriting – Corporate Customers

### Oil

- Since 2024, no new insurance contracts with companies that generate more than 30% of their revenue from activities in the oil sector (exploration, processing/production, distribution, power generation, heat generation).
- By 2030, all portfolio items with companies that generate more than 5% of their revenue from activities in the oil sector will expire.

### Coal

- Since 2019, no new insurance contracts with companies that generate more than 30% of their revenue from activities in the coal sector (exploration, processing/production, distribution, power and heat generation).
- Since 2023, no new business with companies that generate more than 5% of their revenue from activities in the coal sector.
- By 2030, all portfolio items with companies that generate more than 5% of their revenue from activities in the coal sector will expire.

### Natural gas

- Since 2025, no new insurance contracts with companies that generate more than 30% of their revenue from activities in the natural gas sector (exploration, production, processing, distribution, power and heat generation).
- By 2035, all portfolio items with companies that generate more than 5% of their revenue from activities in the natural gas sector will expire.
- **Exception**: In deviation from the gas phase-out stipulated in the decarbonisation strategy, UNIQA made a temporary exception for the territory of Ukraine and offered new insurance coverage for small-scale gas-fired power plants considering the ongoing war and the energy infrastructure that has been severely affected as a result.

### Nuclear energy

UNIQA does not insure nuclear energy risks either directly or by way of reinsurance.

# Decarbonisation Strategy

## Underwriting – Corporate Customers

### Expansion of the renewable energy business

- Decarbonising the energy supply is crucial: this sector should
  be supported with insurance solutions
- The premium volume in the renewable energy sector is growing year after year. The premiums for renewable energies are defined as follows
  - Premiums from companies whose main economic activity is generating power from renewable energy sources (solar energy, wind, biomass, hydropower, geothermal energy)
  - Premiums for insured renewable energy installations owned by companies that primarily engage in other eco-nomic activities (photovoltaic installations, hydropower plants, biomass power plants)

### Exposure to the companies with the highest share of emissions in the portfolio

- Insurance-related emissions show a wide dispersion of $CO_2$ emission shares: large shares are accounted for by large industrial companies
- Detailed analysis of the top 10 issuers: since 2024, in each country in which UNIQA operates and in which insurance-related emissions are calculated, the ten customers who contribute the most to the portfolio's $CO_2$ emissions have been analysed for the existence of a climate strategy and targets that are in line with the Paris Climate Agreement
- The analysis supports UNIQA on its way to the net-zero emissions target and improves the overview of how the specific customer structure is dealt with in each market, especially in the sectors with high emissions.

### ESG risk assessment

The following sustainability risks are assessed:

| E – Environmental matters | S – Social matters | G – Governance matters |
|---|---|---|
| Climate change | Human rights | Corruption and money laundering |
| Pollution | Labour rights | Poor corporate governance |
| Use of resources | Working conditions | Poor product and service quality |
| Impacts on biodiversity and ecosystems | Supply chain risks | Legal conformity |
| Waste & circular economy | Impact on local communities | |

### Results of the ESG risk assessment

| | 2025 | 2024 |
|---|---|---|
| **Number of enquiries subject to ESG risk** | **510** | **120** |
| of which rejected | 43 | 69 |
| of which approved subject to conditions | 128 | 21 |
| of which approves | 339 | 30 |

# Decarbonisation Strategy – KPIs & Targets

## Underwriting – Corporate Customers

### Gross premiums in the corporate customer non-life insurance business for companies that operate in the coal, crude oil or natural gas sectors

in € millions

| | 2025 | 2024* |
|---|---|---|
| Coal | 15.4 | 16.1 |
| Crude oil | 4.4 | 5.0 |
| Natural gas | 11.1 | 12.4 |
| Share of premiums from coal companies in property and casualty insurance products | 0.3% | 0.3% |
| Share of premiums from crude oil companies in property and casualty insurance products | 0.1% | 0.1% |
| Share of premiums from natural gas companies in property and casualty insurance products | 0.2% | 0.3% |

### Share of customers with net-zero targets subject to mandatory reporting requirements under NFRD/CSRD

in %

| | 2025 | 2024* | Target year (2040) |
|---|---|---|---|
| Ratio between the number of insured companies subject to NFRD/CSRD reporting requirements with a net-zero target for their core business and the total number of insured companies subject to NFRD/CSRD reporting requirements | 68.6 % | 55.3 % | 100% |
| Ratio between the gross annual premiums of insured companies subject to NFRD/CSRD reporting requirements with a net-zero target for their core business and the gross annual premiums of insured companies subject to NFRD/CSRD reporting requirements | 66.8 % | 78.3 % | 100% |

*The previous year's figures for these metrics have been recalculated and adjusted for 2024. Further details can be found in the Non-Financial Statement in the 2025 UNIQA Group Report.

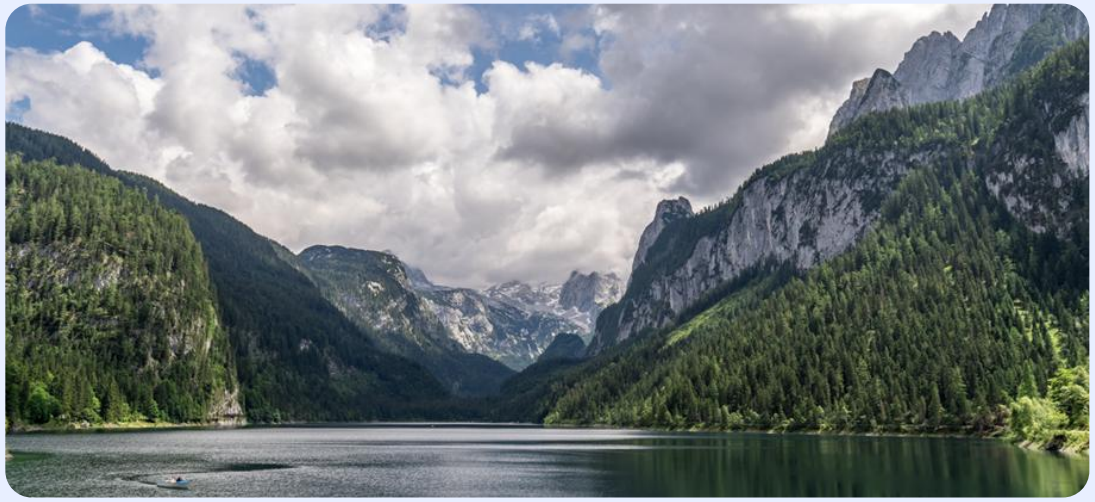
## Insurance-associated emissions

As a member of the Green Finance Alliance (GFA), UNIQA strives to report insurance-related greenhouse gas emissions and set targets to reduce emissions to net-zero by 2040 in Austria and to net-zero by 2050 across the Group.

In 2023, the PCAF methodology for measuring insurance-related greenhouse gas emissions was used to analyse the Austrian corporate banking portfolio for the first time.
Compared to 2024, insurance-related greenhouse gas emissions in 2025 were calculated for the entire scope required by PCAF Standard C.

### Targets for insurance-associated greenhouse gas emissions (Scope 1 & 2)

| | Austria | Other countries in which UNIQA operates |
|---|---|---|
| **2022 baseline** in t $CO_2e$ | **29.603** | **87.855** |
| 2025 | -5% | -5% |
| 2030 | -20% | -15% |
| 2035 | -40% | -25% |
| 2040 | -60% | -40% |
| 2045 | - | -45% |
| 2050 | - | -50% |



### Insurance-associated emissions

Gross GHG emissions in Scope 1, 2 and 3 categories and total GHG emissions

In 2025, insurance-associated emissions from corporate underwriting totalled 316,263 t $CO_2e$ (2024*: 301,019 t CO2e).

| **Insurance-associated GHG emissions** in t $CO_2e$ | Austria | | Other countries in which UNIQA operates | |
|---|---|---|---|---|
| | **2025** | **2024*** | **2025** | **2024*** |
| Scope 1 & Scope 2 | 35.314 | 33.933 | 113.137 | 117.921 |
| Scope 3 | 37.477 | 36.700 | 130.335 | 112.464 |
| Total | 72.791 | 70.634 | 243.472 | 230.384 |

*The previous year's figures for these metrics have been recalculated and adjusted for 2024. Further details can be found in the Non-Financial Statement in the 2025 UNIQA Group Report.

# Sustainability within the Retail Business

## Life and Non-Life Insurance

UNIQA offers customers interested in sustainability **transparency in their purchasing decisions.**

### **Strategic target:** Supporting customers in reducing emissions

- Sustainable elements in retail insurance products can help customers adapt to climate change while reducing their risk of climate-related impacts.
- UNIQA can provide incentives for decarbonisation and increasing the energy efficiency of customers through appropriate products.
- This development is leading to considerable insurance claims in the agriculture, motor and household sectors, among others

### Gross GHG emissions of Scope 3

- Insurance-associated Scope 3 emissions from the private motor portfolio.
- **Basis**: Calculation models & estimates according to the PCAF standard.
- **2025**: insurance-related emissions from the engine portfolio 389,531 tCO2e (2024: 393,405 $tCO_2e$).
- **Measures & targets**: UNIQA aims to improve the accuracy and transparency of the motor portfolio calculations. A refinement of the data sources used for the kilometres driven in the respective countries is planned.

### Sustainability in product development

With the ESG Retail Strategy in Austria and the ESG Customer Strategy in the international UNIQA markets, UNIQA has set itself the target of developing insurance products and services in the spirit of sustainability and pursuing an ecologically and socially sustainable approach to value creation. The focus is on non-life insurance products & services.

The integration of sustainability aspects into product development is in line with the UNIQA Sustainability Strategy.

The ESG Product Check acts as a tool for the uniform, internal classification of ESG features in insurance products.

# Sustainability within the Retail Business

## Measures

### Measures in Austria

- In 2025, new ESG components were launched on the market through product innovations and revisions:
  - Accident insurance: “Hitzestress-Klausel” (heat stress clause)
  - Health insurance: “Privatarzt neu”
- The following products (modules) continue to exist in property insurance:
  - Module “Renewable Energy Technology”
  - Independently insured usage systems (e.g. solar panels and heat pumps)
  - Special benefits for electric vehicles and their batteries as well as a $CO_2$ pricing model
- Numerous training and further education courses for sales employees
- **ESG Retail Strategy**, internal ESG Guideline and ESG Product Check for the classification of sustainable features in insurance products and services

### Measures in international markets

- In 2025, the **ESG Customer Strategy** was developed and implemented for the international UNIQA insurance companies in addition to the ESG Retail Strategy applicable in Austria. It includes
  - Product development process,
  - Climate risk prevention,
  - Social issues,
  - Consulting Approaches
- **Target**: Support those customers who are affected by corresponding climate-related impacts and risks and are interested in corresponding products.
- In addition, the internal classification system and process has been extended to international insurance companies, which will apply from 2026:
  - ESG Guideline and ESG Product Check

# Social aspects related to our value chain

## Corporate customers, private customers & suppliers

UNIQA is committed to the **10 principles of the UN Global Compact**, which also include respect for human rights. These principles are evident in terms of the observance of human rights towards corporate customers, private customers and suppliers.

### Corporate customers

The insurance coverage offered indirectly influences the business activities and working conditions of the company's employees.
The evaluation of corporate customers during the acceptance review and ongoing evaluation is decisive.

#### Concepts

- The assessment of corporate clients regarding ESG risks in the underwriting process is ensured by the UNIQA Sustainability Strategy in Corporate Business and the ESG Underwriting Standard.
- Risk assessment regarding ESG issues is carried out for insurance offerings in property, liability and marine insurance and the financial lines of the industrial customer segment.

### Retail customers

The provision of insurance services, as a core business activity, can have an impact, especially on policy holders. Insurance products offered are adapted as precisely as possible to the needs of the customer.

#### Concepts & Procedures

- ESG Retail Strategy & ESG Customer Strategy including diversity and inclusion
- Inclusion of customer opinions & customer satisfaction:
  - Feedback options
  - Surveys with evaluation options (five-star ratings)
- Market research as part of the product development process
- Promoting sustainability awareness among advisors

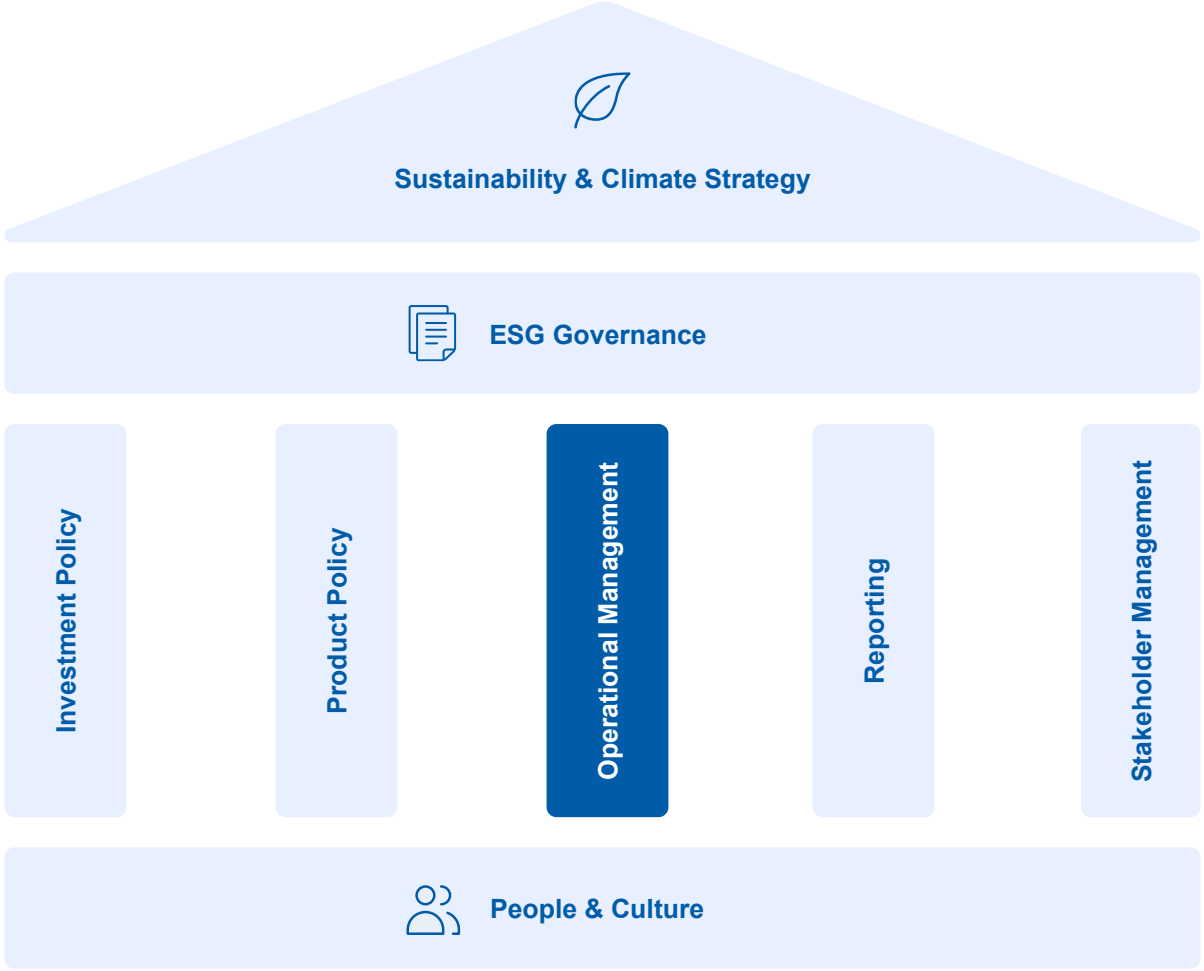
### Suppliers

Supplier selection can affect the working conditions of workers in an indirect way. In 2025, new processes related to selection were implemented. The annual evaluation of suppliers prevents labour rights violations.
In the future, this topic will be considered by the Corporate Sustainability Due Diligence Directive (CSDDD).

#### Concepts

- Group Procurement Policy as a Framework for Procurement Operations
- Suppliers with a defined order value or more must fill out a questionnaire on the topics of human trafficking, forced labour and child labour

# 05 Operational Management



# Concepts related to climate change mitigation & adaptation

## Decarbonisation levers

**The UNIQA Sustainability & Climate Strategy also applies to our own operational management, to owner-occupied properties and to properties held as investments.**

UNIQA's own sustainability efforts are intended to inspire corporate customers, private customers, investors, employees and other stakeholders to take ecological and social action.

The UNIQA Group is setting a good example and consistently implementing its commitment to the continuous reduction of $CO_2$ emissions from its own operations.

The climate targets for the company's own operations are based on the Paris climate target path. The interim targets for 2030 have been successfully validated by the Science Based Targets initiative (SBTi).

### Decarbonisation of real estate/ vehicle fleets and increase in energy efficiency

**SBTi-validated target:** Reduce GHG emissions (Scope 1 & 2) from owner-occupied properties and vehicle fleet by 42% by 2030 compared to 2021

### Electrification of the vehicle fleet

The target is a **complete switch to electric vehicles** – in Austria by 2030 and Group-wide by 2040.

### Use of renewable energies

**Ecolabel 46 certified electricity** in Austria since 2024

Continuous **expansion of photovoltaic systems**

**Heating systems:** Switching to renewable energies

### Management systems

At Austrian sales locations and at selected Mavie Med* locations, internal energy management has been integrated into an **environmental management system certified in accordance with EMAS and ISO 14001**.

*Change of company name from PremiQaMed to Mavie Med in March 2025

# Science-based targets

## Science Based Target initiative (SBTi): Scope 1 & 2 $CO_2$ emission targets of the UNIQA Group

**1** **Scope 1** includes GHG emissions from heating energy (natural gas and heating oil), coolants and own vehicles (diesel and gasoline).

**2** **Scope 2** covers GHG emissions from purchased district heating and electricity (market-based approach).

Up to and including 2025**, Scope 1 and Scope 2 GHG emissions decreased by 15.9%** (compared to 2021). The reference value (2021) was retroactively changed to 11,900 t $CO_2$e in 2025, and now includes all owner-occupied real estate (owned and rented) and the vehicle fleet.

### Scope 1 and 2 $CO_2$ emission targets for UNIQA

**- 42%**
**Scope 1 & 2 GHG emissions from owner-occupied real estate and vehicle fleets by 2030 (2021)**

The UNIQA Group has set itself **SBTi-validated interim targets** for its own operational management*.

We commit to reducing our direct Scope 1 and indirect Scope 2 GHG emissions from owner-occupied properties and vehicle fleets by 42% by 2030 (2021).

* Detailed SBTi targets for UNIQA Insurance Group AG: SBTi Target Summary UNIQA Insurance Group AG

# KPIs & Targets: Operational Management

## Use of renewable energy: photovoltaic systems

In 2025, **photovoltaic systems** with a capacity of **176 kWp** (2024: 205 kWp) **were installed** in Austria. This leads to an estimated reduction in Scope 2 greenhouse gas emissions (site-based) of 44 $tCO_2e$ (2024: 64 $tCO_2e$) per year.

**Target**: By 2035, 10% of the electricity consumption of the Austrian sales locations over the year is to be covered by self-generated photovoltaic electricity.

## Energy consumption & energy mix

**Total energy consumption** of owner-occupied and investment properties amounted to **205,791 MWh in 2025** (2024*: 220,013 MWh).

**53.6%** (2024*: 48.7%) of the purchased electricity consumed in owner-occupied real estate comes **from renewable energy sources**.

## Scope 1 & Scope 2 emissions

from owner-occupied properties and vehicle fleets

Up to and including **2025, Scope 1 and Scope 2 GHG emissions fell by 15.9%** (2021).

**Target**: UNIQA is committed to the science-based interim target of reducing Scope 1 & Scope 2 emissions from owner-occupied properties and vehicle fleets by 42% by 2030 compared to the base year 2021.

**- 42%**

## Heating

In 2025, 0.6 million euros (2024: 0.5 million euros) were invested **in the conversion to sustainable heating systems**. By switching to more sustainable alternatives, **approx. 13 t** (2024: 19 t) **of Scope 1 greenhouse gas emissions could be saved per year**.

**Target**: By 2035, all oil, gas and electricity direct heating systems at the sales locations in Austria are to be replaced by ecological alternatives (heat pumps, district heating or biomass heating systems).

## Vehicle fleet

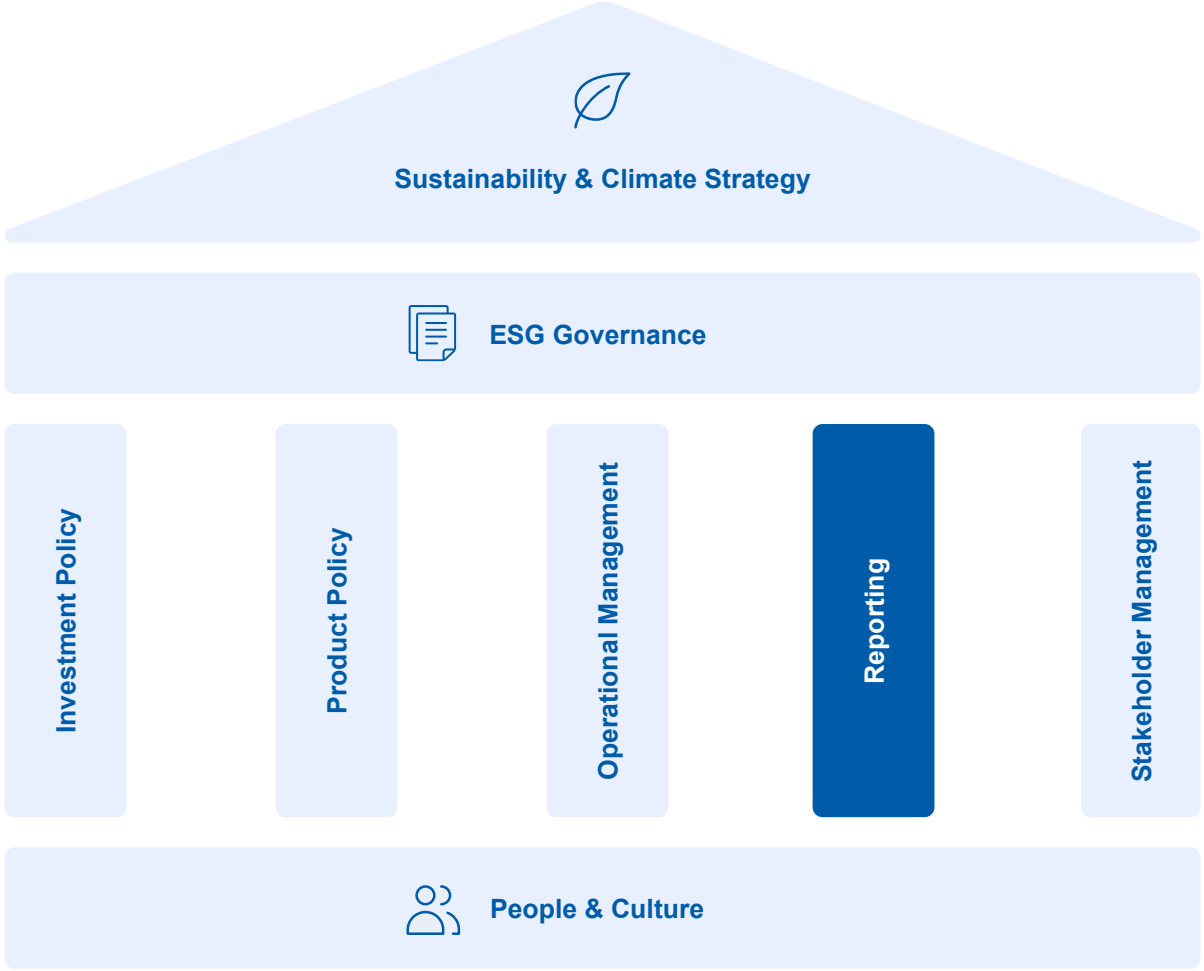
In 2025, the **share of e-cars in Austria increased to 74.0%** (2024: 57%).

The energy consumption of the fleet amounted to **14,400 MWh in 2025** (2024: 15,265 MWh), of which 3.2% (2024: 1.9%) came from renewable energy sources. This results in an energy consumption of the vehicle fleet of 52 kWh/100 km (2024: 56 kWh/100 km).

**Target**: By 2030, the Austrian fleet should consist of 100% electric vehicles. By 2030, the vehicle fleet outside Austria is to consist of 20% and by 2040 of 100% electric vehicles.

*The previous year's figures for these metrics have been recalculated and adjusted for 2024. Further details can be found in the Non-Financial Statement in the 2025 UNIQA Group Report.

# 06 Reporting



# International Memberships & Commitments

## UN Global Compact (UNGC)

UNIQA has been a member of the UN Global Compact since May 2020. The ten principles of the UN Global Compact provide us with guidance for the actions we take in our business and form the basis for our sustainability activities.

## Principles for Responsible Investment (PRI)

In November 2020, UNIQA signed the United Nations Principles for Responsible Investment (UN PRI). These aim to integrate ESG principles into investment decisions and management.

## Sustainable Development Goals (SDGs)

UNIQA supports the 2030 Agenda for Sustainable Development adopted by the United Nations in 2015. The core elements of this initiative are the 17 SDGs with their 169 sub-goals.
Four SDGs are particularly relevant for the UNIQA Group: good health and well-being (SDG 3), quality education (SDG 4), gender equality (SDG 5) and climate protection (SDG 13).

## Green Finance Alliance (GFA)

In April 2022, UNIQA joined the Green Finance Alliance (GFA), a nationwide engagement programme that supports financial companies on their path to climate neutrality. The GFA focuses on the areas of investment, underwriting and operational management, and explicitly refers to exit strategies for coal, oil and natural gas as well as certified environmental management systems.
The UNIQA Group's membership contributes to its active decarbonisation and transformation journey.

## Principles for Sustainable Insurance, (PSI)

The UNIQA Group has been a signatory to the Principles for Sustainable Insurance (PSI) of the United Nations Environment Programme Finance Initiative (UNEP FI) since November 2020. The initiative serves as a global framework to address ESG risks and opportunities and intends to better manage opportunities to provide high-quality and reliable risk protection.

## Science Based Targets initiative (SBTi)

In 2023 UNIQA joined the SBTi (Science Based Targets initiative) by signing the commitment letter and setting targets. The Science Based Targets initiative drives ambitious climate action in the private sector by enabling organizations to set science-based emissions reduction targets.
In March 2023, UNIQA has submitted its targets to the SBTi and was successfully validated in Dec 2023.

## Climate Action 100+

In November 2022, the UNIQA Group joined the Climate Action 100+ (CA 100+) initiative, which focuses its commitment on the world's 169 highest-emitting companies (2025). The initiative is committed to three main goals: strong corporate governance with board responsibility for monitoring climate risks, implementation of greenhouse gas reduction measures along the value chain in line with the Paris Agreement, and improved disclosure in accordance with TCFD and GIC guidelines.
This membership complements the existing commitment to the investment.

## UN Net-Zero Asset Owner Alliance (NZAOA)

In October 2021, the UNIQA Group joined the United Nations Net-Zero Asset Owner Alliance (NZAOA).
The Alliance is an international group of institutional investors committed to transitioning their investment portfolios to net-zero greenhouse gas emissions by 2050. The NZAOA represents approximately $10 trillion in assets under management and advocates for a concerted approach by investors to align their portfolios with a 1.5°C scenario and thus comply with Article 2.1c of the Paris Agreement. In 2023, the UNIQA Group reported to the NZAOA for the first time and contributed to the annual progress report.

## Partnership for Carbon Accounting Financial (PCAF)

Since June 2025, the UNIQA Group has been a signatory to the Partnership for Carbon Accounting Financials (PCAF) and is committed to measuring and disclosing the greenhouse gas emissions of financial products (e.g. loans, investments and insurance) using uniform methods. The aim is to enable better emissions management through transparency and to contribute to the harmonisation of sustainability reporting in the financial sector.

# UNIQA as a member of the Green Finance Alliance

UNIQA is among the **first nine members**

**Leading** the way in climate protection

Voluntary **commitment**

## Target dimensions for the core business

- Managing climate risks
- Push climate governance and mainstreaming in relevant areas
- Scaling up ‘green activities’: promoting positive impact, mobilising capital to finance climate targets
- Greenhouse gas neutrality by 2050: the emissions for which portfolios are responsible are continuously reduced

**Core business:** from long-term targets to concrete criteria

| | |
|---|---|
| **1 long-term target** | GHG neutrality by 2050 |
| **12 Measures**<br>**75 Criteria** | Provide clear guidance for the climate target path |

## Green Finance Alliance

- Measures and detailed criteria are defined for each target dimension and field of action.
- These criteria are based on current international climate protection standards and science-based methods.
- Annual monitoring and reporting by GFA members.
- Support from a team of experts in the GFA coordination office.
- The investment portfolio and underwriting portfolio fields of action are supplemented by the operational ecology field of action.

# Science Based Targets initiative

## Validated interim targets for Scope 1, 2 & 3.15

The **Science-based Targets initiative** (SBTi) is a cooperation between CDP, the United Nations Global Compact, the World Resource Institute (WRI) and the World Wide Fund for Nature (WWF).
The aim of the SBTi is to advance an ambitious climate policies by setting science-based climate targets.

### Targets*

1. Commitment to **reduce absolute GHG emissions** from owner-occupied properties and vehicle fleets in **Scope 1 and Scope 2 by 42%** by 2030 (compared to the base year 2021)

2. Commitment that by 2027, **48% of the listed equities and bonds portfolio** (measured by invested value) will be attributed to issuers that have set science-based targets

3. Commitment that by 2027, **34% of the corporate loan portfolio** (measured by invested value) will be allocated to companies that have set science-based targets

4. Commitment to **finance only electricity generation** from renewable energy sources by 2030 in the Corporate Loan Electricity portfolio

5. Commitment to **reducing GHG emissions** from the Electricity Generation Project Finance portfolio by **74.2% per MWh** by 2030 (compared to the base year 2021)

* Detailed SBTi targets for UNIQA Insurance Group AG: SBTi Target Summary UNIQA Insurance Group AG

# CSRD/ESRS Report

Since the 2024 reporting year, the UNIQA Group has been obliged to prepare comprehensive sustainability reporting in accordance with the **Corporate Sustainability Reporting Directive** (CSRD) and the underlying **European Standards for Sustainability Reporting** (ESRS).
The sustainability report will therefore be integrated into the UNIQA Group management report.

## ESRS (European Standards for Sustainability Reporting)

**12 sector-independent standards**

- Two cross-cutting standards
- Ten topical standards (environment, social and governance)

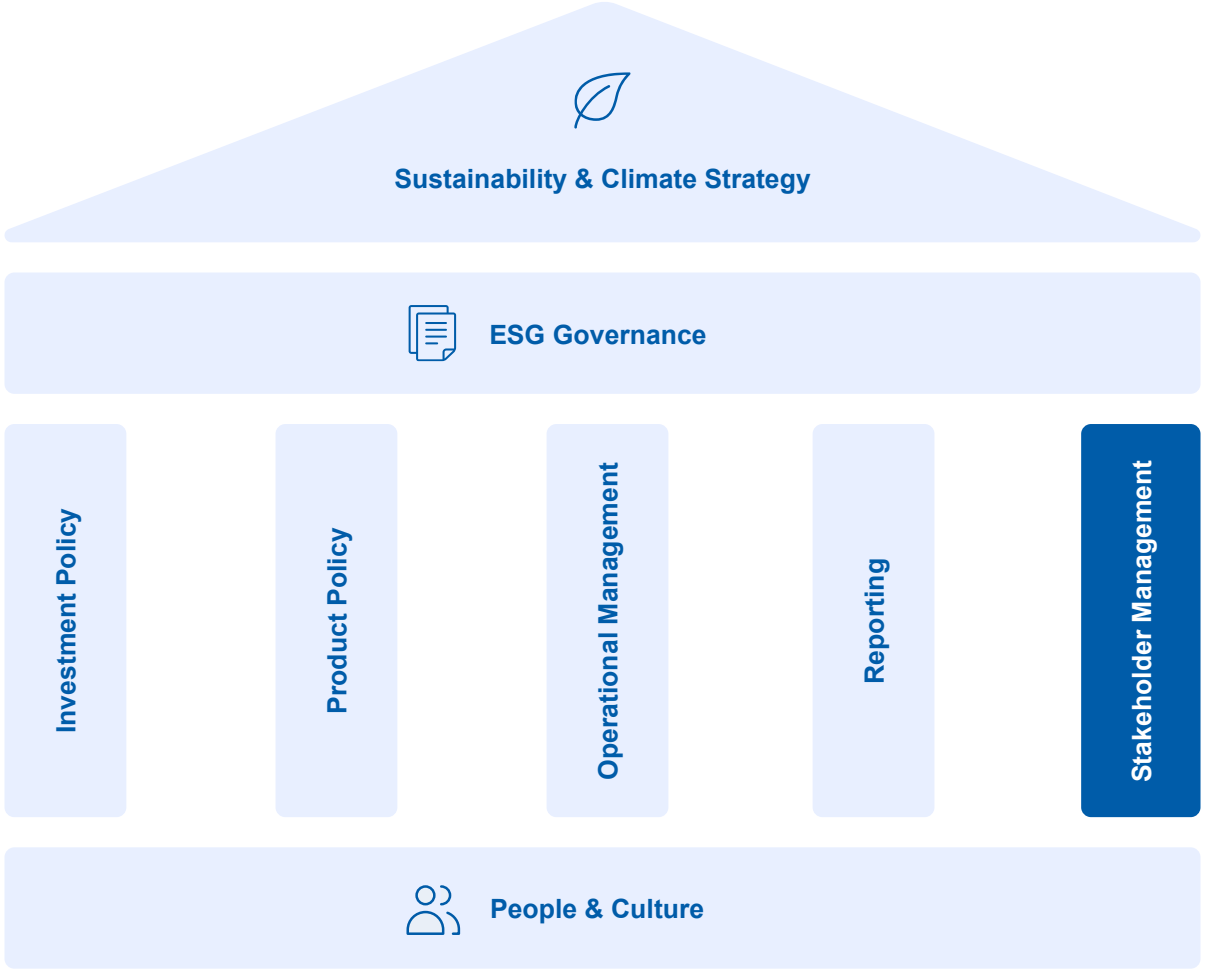
As part of the double materiality analysis, **the following topics were identified as material:**

- ESRS 1 (General requirements)
- ESRS 2 (General information)
- ESRS E1 (Environment: climate change)
- ESRS E4 (Environment: biodiversity & ecosystems)
- ESRS S1 (Social: own workforce),
- ESRS S2 (Social: workers in the value chain),
- ESRS S4 (Social: consumers & end users),
- ESRS G1 (Governance: business conduct)

A detailed list of the material topics, sub-topics and sub-sub-topics can be found in the (consolidated) non-financial statement in the UNIQA Group Report.

| General | Environment | Social | Governance |
|---|---|---|---|
| **ESRS 1** General requirements | **E1** Climate change | **S1** Own workforce | **G1** Business conduct |
| **ESRS 2** General disclosures | **E2** Pollution | **S2** Workers in the value chain | |
| | **E3** Water & marine resources | **S3** Affected communities | |
| | **E4** Biodiversity & ecosystems | **S4** Consumers & end users | |
| | **E5** Resource use & circular economy | | |

# 07 Stakeholder Management



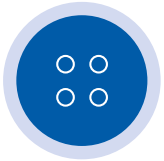
# Sustainable value creation

## The Connection between Sustainability and Business

### Stakeholder Engagement: achieving more together

Combining economic aspirations with a clear ecological and social commitment to the environment and society.

Ensuring ongoing dialogue and discourse with the various interest groups and stakeholders to respond appropriately to current and future challenges and opportunities.



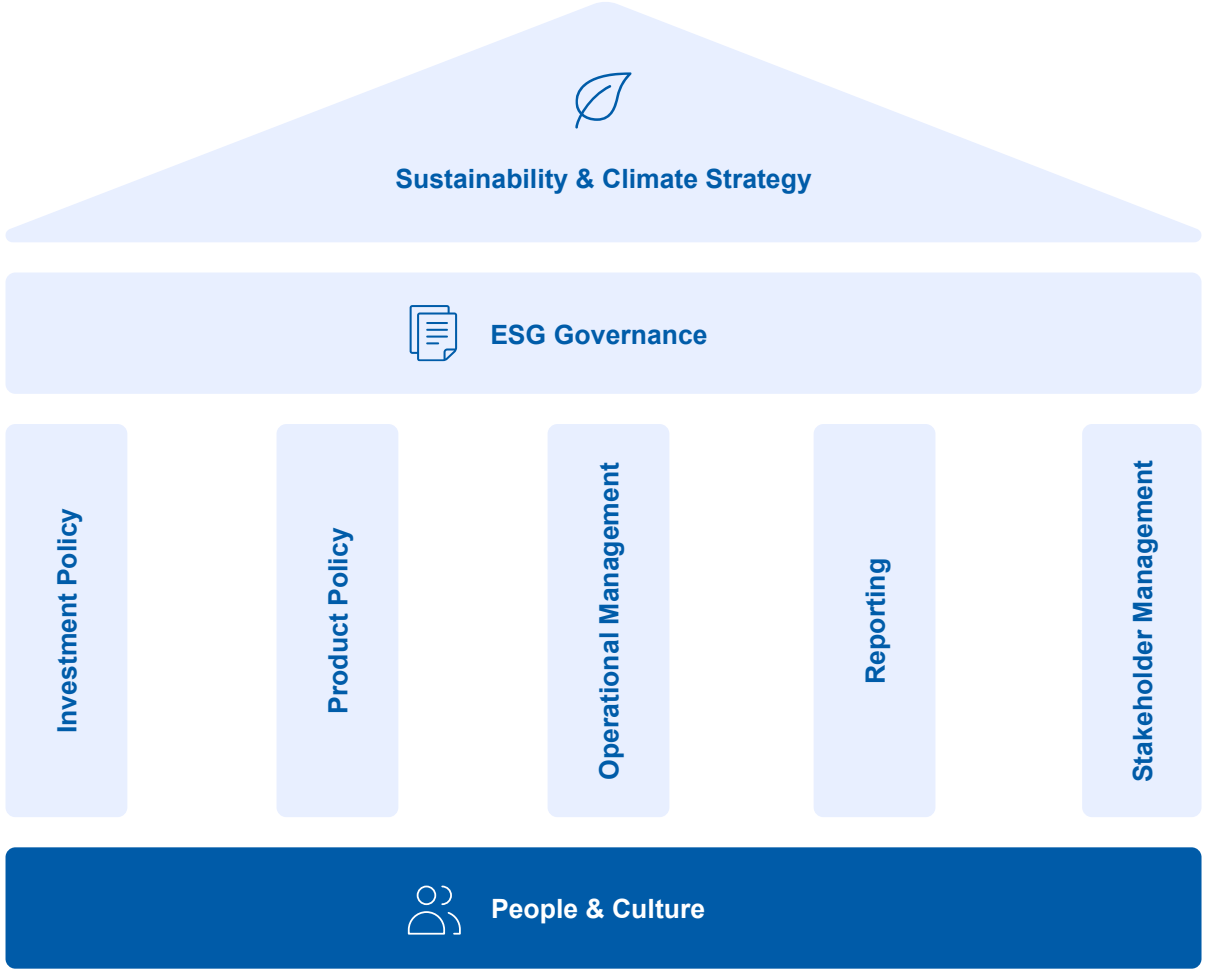
Our stakeholder engagement focuses on five key stakeholder groups that have a material impact on our business and/or are materially impacted by our business: employees, customers, investors, the public and nature.

# Sustainable Value Creation

## The Connection between Sustainability and Business

| Stakeholder Groups | Stakeholders | Dialog & Engagement | Possible Impacts |
|---|---|---|---|
| **Employees** | • Management Board<br>• Management<br>• Employees<br>• Works council | • Surveys<br>• Career fairs<br>• Intranet & Emails<br>• Networks & Dialogues<br>• Volunteer Activities Programs<br>• Surveys & Complaints Procedures | • Updates to internal strategies & policies<br>• Improvement & action plans<br>• Management announcements<br>• Adaptation of key topics |
| **Customers** | • Private customer<br>• Corporate customers | • Face-to-face and digital customer service<br>• Feedback via social media channels<br>• Customer satisfaction surveys<br>• Customer & market analysis<br>• Complaint management | • Product & service improvement<br>• Adaptation of marketing strategies |
| **Investors** | • Small and private investors<br>• Institutional investors<br>• Main shareholders | • Personal and digital exchange of information<br>• Annual General Meeting<br>• Participation in conferences<br>• Evaluation and benchmarks | • Developments of plans to improve the ESG ratings<br>• Adapted internal and external communication about sustainability practices |
| **Public** | • State, regulators & government<br>• Industry associations<br>• Interest groups<br>• NGOs<br>• Suppliers<br>• Rating agencies<br>• Media | • Press conferences and interviews<br>• Dialog formats<br>• Memberships<br>• Online & social media channels, platforms<br>• Industry events<br>• Supplier engagement | • Alignment of the business model and strategy<br>• Value creation and risk mitigation through compliance<br>• Adaptation of material topics |
| **Environment** | • Nature | • Inclusion of studies and ratings in the materiality analysis | • Identification of IROs and derivation of scorings or exclusion criteria for investment or underwriting |

# 08 People & Culture

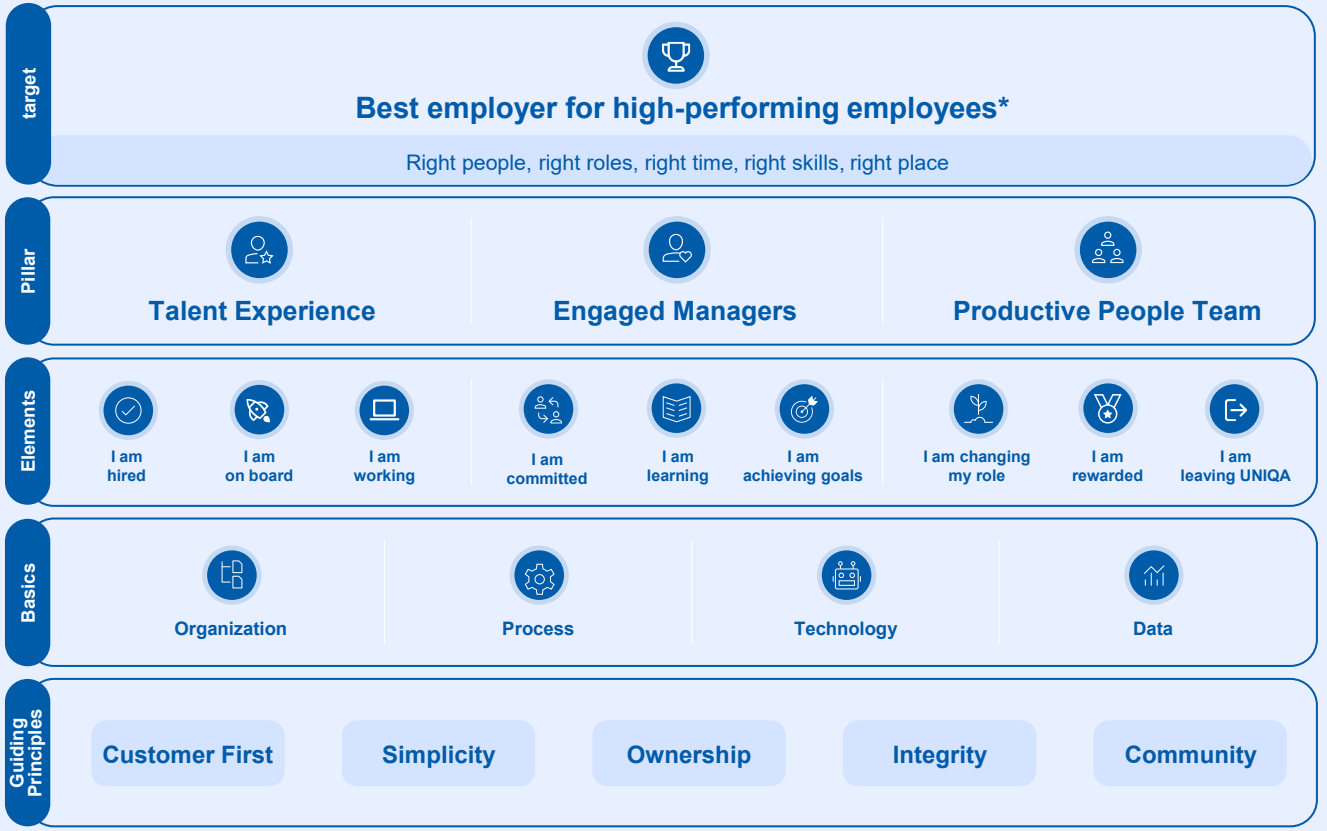


# People Strategy

The People Strategy ensures that **employees are integrated into the business model** throughout the Group. A **uniform people operating model** in all core markets promotes international cooperation, employee development and mobility, thus **strengthening loyalty to the company**.

## Our People strategy is based on the following pillars

- Employee & Customer Experience
- Culture
- Leadership & Upskilling, Re-Skilling
- JEDI (Justice, Equity, Diversity & Inclusion)




## Our Guiding Principles

**Customer first**
We are **resolutely focused** on the needs of our customers.

**Simplicity**
We **act** and learn from our mistakes.

**Responsibility**
We **empower** each other to take responisbility.

**Integrity**
We **keep** our promises.

**Community**
We **collaborate** beyond conventional boundaries.

*The UNIQA Group defines this target as achieving 4.5 stars on a 5-star scale in the internal employee survey at the end of 2028.

# Concepts related to our employees

**… to support the corporate strategy and to be seen as an attractive employer.**

## Labor & human rights

A safe and non-discriminatory working environment

UNIQA Code of Conduct

## Inclusion, diversity & equal opportunities

Equal opportunities

Principle of equality and equal pay

UNIQA Strategy for Justice, Equality, Diversity & Inclusion

## Training & development

UNIQA University as a Group-wide learning platform

Performance and Talent Management

Leadership Programs for a Positive Leadership Culture

## Employee engagement

Employee satisfaction

Dialogue with employees (surveys)

Dialogue with employee representatives

# Targets related to our employees

## Best employer for employees with strong implementation skills

- **Target: Rating with 4.5 out of 5 stars by 2028**
- The target consists of two metrics, both of which must reach 4.5 stars
  - Employee Experience Index (EX-Index)
  - Engagement Index

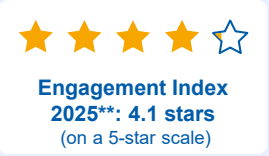
### Employee Experience Index

The **EX Index** is based on the seven stages of the employee journey: “I am hired”, “I am on board”, “I am working”, “ I am learning”, “ I am achieving goals”, “I am changing my role” and “I am rewarded”.

*the reference value was 3.8 stars in 2023, 4.0 stars in 2024; Target (2028: 4.5 stars)

### Engagement Index

Since 2025, the “I am committed” stage has been separated from the original EX index due to its central importance and shown as an **independent engagement index**:




**the reference value is 3.9 stars in 2023; Target (2028: 4.5 stars)

Both indices are evaluated by the employee surveys conducted twice a year.

# Targets related to our employees

## Reducing the adjusted gender pay gap

- The adjusted gender pay gap measures the average pay gap between men and women. Factors such as professional experience, qualifications and position are considered.
- **Adjusted gender pay gap 2025: 2.4%** (2024: 3.4%). This means that the target for 2025 has been achieved.

| | 2025 | 2024 | Target (2025) |
|---|---|---|---|
| **Gender pay gap (adjusted)** in % | 2.4% | 3.4% | 2.8% |

## Increasing the proportion of women in top management positions

- **Top management** comprises the following hierarchy level:
  - **B-0** (members of the Management Board and managing directors within UNIQA Insurance Group AG and major Group service companies – primarily the insurance companies and major Group service companies)
  - **B-1** (managers who directly report to managers in hierarchy level B-0)
  - **B-2** (managers who report to managers in hierarchy level B-1)
- **Proportion of women in top management positions** in **2025: 42.5%** (2024: 39.4%).
- **Target** (2028): 45%

| | 2025 | 2024 | Target (2028) |
|---|---|---|---|
| **Proportion of women in top management positions** in % | 42.5% | 39.4% | 45% |

# Justice, Equity, Diversity & Inclusion (JEDI)

## The seven overarching targets of the UNIQA Strategy for Justice, Equality, Diversity & Inclusion

1. Equal pay for work of equal value
2. Promoting equal opportunities by increasing the proportion of women in management positions
3. Strengthening generation management
4. Promotion of the compatibility of work and family life
5. Using internationality and cultural diversity from 14 countries in all UNIQA countries as a strength
6. Inclusion and promotion of people with disabilities
7. Respect for the sexual orientation and identity of all people

| Top management by gender | Head count | | Proportion in % | |
|---|---|---|---|---|
| | 2025 | 2024 | 2025 | 2024 |
| Male | 522 | 541 | 57,5 | 60,6 |
| Female | 386 | 352 | 42,5 | 39,4 |
| Total | 908 | 893 | 100 | 100,0 |

| Gender Pay Gap in % | 2025 | 2024 | Target (2025) |
|---|---|---|---|
| Gender pay gap (adjusted) | 2,4% | 3,4% | 2,8% |

| Employees by age | Head count | | Proportion in % | |
|---|---|---|---|---|
| | 2025 | 2024 | 2025 | 2024 |
| Employees < 30 years of age | 2.470 | 2.647 | 15,57 | 16,15 |
| Employees 30-50 years old | 9.399 | 9.740 | 59,24 | 59,41 |
| Employees > 50 years of age | 3.997 | 4.007 | 25,19 | 24,44 |

For further information:
UNIQA Strategy for Equity, Equality, Diversity & Inclusion

## The UNIQA Group's engagement in 2025

### Labour & human rights

- Safe & discrimination-free working environment as a priority
- Clear guidelines through Code of Conduct and JEDI Strategy
- Whistleblowing platform for reporting violations
- Mandatory e-learning on equal treatment in Austria

### Diversity & equal opportunities

- Promotion through training, structured talent management and targeted succession planning
- Mentoring Programme & Reverse Mentoring Programme (since 2021 in Austria and SEE countries; since 2025 in all UNIQA countries)
- Flexible working models, such as job sharing and part-time management models
- Salary simulation tool to analyse adjustments and reduce the gender pay gap in a targeted manner

### Inclusion – people with disabilities

- Successful collaborations with local organisations to facilitate access to the labour market and promote inclusive working environments (Austria, Poland and the Czech Republic)
- Austria:
  - Assessment of the current situation on the topic of inclusion: "Key Inclusion Assessment"
  - Election of a representative for the disabled
  - Job postings published on specialized platforms
- Awareness-raising activities
- Accessibility improvements

# Training & Development

## Training initiatives at UNIQA

### Mandatory training for all employees

- Annual Compliance and Cybersecurity Training
- Data protection training every two years or upon new hire

### Leadership Training

- Leadership programs to promote a positive leadership culture and practical leadership skills
- Trainings on “Unconscious Mind, Inclusive Leadership“

Learning strategy is based on the **3 pillars:** Offer, Enable and Optimism

**Comprehensive learning opportunities** to ensure all necessary skills to achieve individual targets

| Average number of training hours per employee by gender | Hours / employee | |
|---|---|---|
| | 2025 | 2024 |
| Male | 20,54 | 20,95 |
| Female | 17,31 | 16,96 |
| **Total** | **18,66** | **18,52** |

The average number of training hours is calculated by dividing the total number of training hours completed by the number of active employees as of December 31, 2025. This includes both mandatory and voluntary training.

# Training and personnel development

## New commitment of the UNIQA Group in 2025

### UNIQA University as a new Learning Management System

- The platform was rolled out gradually and is available to employees and relevant external employees (e.g. brokers) of insurance companies in Bulgaria, Austria, Romania, Slovakia and Hungary.
- The system is equipped with state-of-the-art features (e.g. mobile access, AI-supported course suggestions and advanced monitoring).
- Publication of multilingual e-learning courses that promote the targeted further development of employees in those skills that are particularly relevant to UNIQA's business success.
- Leadership programs are also offered to strengthen a positive leadership culture.
- The Group-wide introduction of this platform is planned for 2026.

### New Systems in People Performance Management and Talant Management

- Pilot projects were launched in the financial year.
- The new People Performance Management enables an ongoing feedback process with transparent criteria and targets.
- Performance targets are defined together with the regarding manager and are based on the UNIQA Guiding Principles.
- The new talent management platform "NAVI" offers employees personalised development opportunities within the company based on their skills.
- The Group-wide introduction of these systems is planned for 2026.

# Employee Satisfaction

## How we promote our employee satisfaction

- Focus on continuous communication with employees
- Employee surveys based on the eight stages of the employee journey
- **Employee surveys**
  - Since 2023: short pulse checks twice a year
  - A large, comprehensive employee survey is conducted every two years
  - 2024 more than 500 measures were derived and implemented
  - from these surveys
- A variety of offers and activities to promote cultural change
- According to local laws: Representation of employees by works councils or trade unions in all UNIQA Group companies

# Employee Engagement

## ESG commUNIty

The **ESG commUNIty** acts as a driving force for sustainable change at UNIQA. It connects, empowers and trains employees across the entire Group to translate sustainability targets and ambitions into measurable results and drive them forward.
Through collaboration, innovation and the sharing of expertise, we are shaping the future at UNIQA.

### Activities

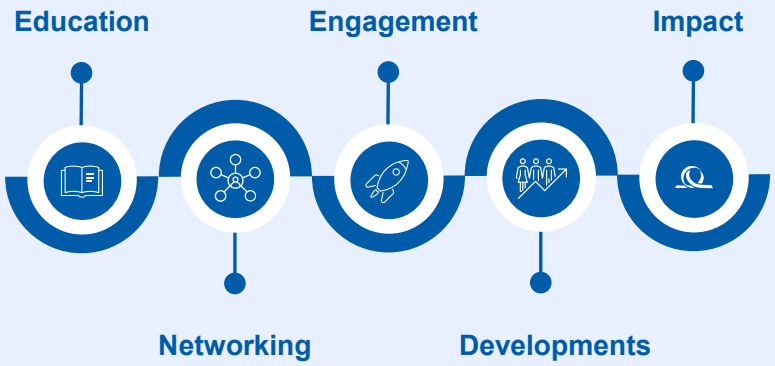
- Participation in strategic initiatives
- Implementation of use cases in the form of projects
- Engagement & ad hoc support
- Skills development & further training

### Targets

- International exchange
- Productive discussions & dialogue
- Implementation of projects to close (strategic) gaps

## UNIQA Sustainability Network (UNIQA Österreich)

Through the **UNIQA Sustainability Network** in Austria, employees have the opportunity to actively engage, to further their education through workshops and webinars, to exchange ideas with like-minded people, to contribute their own ideas and thus to exert a direct influence on the company's sustainability ambitions.



# UNIQA Sustainability Network Austria

## various activities in 2025

### Webinars

Webinar: Energy Communities

Expert Talk: Sustainable Biodiversity in AT

Expert Talk: Urban Gardening

Expert Talk: Sustainable at Clinics x Mavie Med

### Excursions

Workshop: Corporate Mobility

Excursion to the Döbling Private Clinic

Passathon 2025

### Workshops

Bicycle repair workshop

>10 Climate Fresk Workshops

UNIQA Environment Day:
living, building, renovating

EMAS Repair Café

### Meet-Ups

Focus Group Mobility

SDG Flag Day

Sustainability
Meet-Ups

### Social Engagement

Volunteering

UNIQA x WU Wien

# Data Protection & Cybersecurity

**As an insurance company, the UNIQA Group processes an extensive volume of data for business reasons. Data protection and cybersecurity play a particularly important role in this.**

To ensure the protection of personal data – a fundamental right – processes and policies have been implemented that consider the requirements of employees and customers.

## Data protection

### Measures

- The handling of personal data is subject to a variety of regulations
  - EU General Data Protection Regulation (GDPR)
  - EU Regulation on Artificial Intelligence (AI Regulation)
  - UN Global Compact
- Internal data protection management system
- Group-wide applicable data protection management policy
- Internal data protection management standard
- Internal data protection risk management

### Three-Lines-of-Defence Principle

The management of each Group company is responsible for compliance with all data protection regulations and is supported in this by the operational data protection organisation. This includes the respective data protection officers and the data protection coordinators.

### Compliance with the rights of data subjects

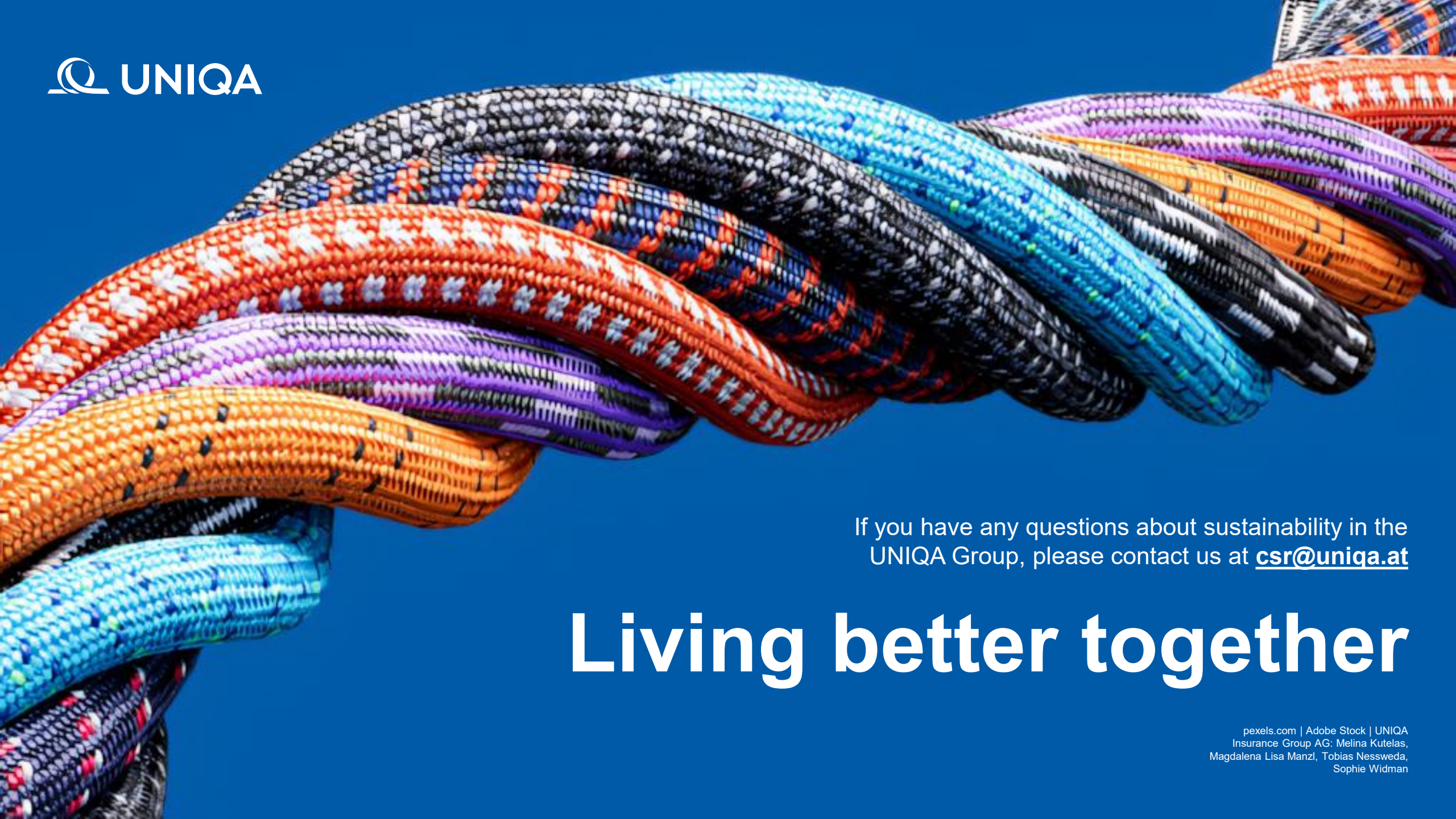
- Setting up an e-mail address for inquiries about data subject rights in data protection
- Privacy-compliant electronic complaint management system
- Indications of compliance or legal violations: e-mail, post, personal contact with the compliance team, UNIQA whistleblowing platform

## Cybersecurity

**Ambition**: constantly minimizing cyber risk and increasing cybersecurity

### Measures

- The UNIQA cybersecurity concept is aligned with legal and regulatory requirements:
  - EU General Data Protection Regulation (GDPR)
  - EU Digital Operational Resilience Act (DORA)
- Crisis management framework
- UNIQA Group Cybersecurity Strategy & Cybersecurity Action Plan
  - Proactive measures to prevent and protect against cyberattacks
  - Network security, automated threat detection, data protection, and recovery plans
- Resilience Management System to strengthen resilience to cyber threats
- Business Continuity Management (BCM) to ensure the maintenance of critical business processes



If you have any questions about sustainability in the UNIQA Group, please contact us at **csr@uniqa.at**

# Living better together

pexels.com | Adobe Stock | UNIQA Insurance Group AG: Melina Kutelas, Magdalena Lisa Manzl, Tobias Nessweda, Sophie Widman