

living better together



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1.1 Foreword by the CEO

The year 2023 was another challenging year globally and regionally, which put us to the test as a community and also as individual leaders. Against the backdrop of unfortunately mostly quiet but all the more devastating climate change, geopolitically autocratic systems are aggressively exploring their options for expansion and cooperation, while the common values of democratic systems are coming under pressure. Europe's security architecture is viewed as being critical and efforts must be stepped up to safeguard collaborative relationships in the Western world. Despite these challenging framework conditions, we rely on our resilience and adaptability. We see these restraints as opportunities to create a sustainable economy, to improve coexistence and to increase cohesion. Our commitment is reflected in consistent steps, small or big, to further develop our business model and achieve net-zero emissions in Austria by 2040 and internationally by 2050.

Overcoming the many social and health challenges goes beyond mere insurance coverage and requires competent advice and comprehensive support, which are integral parts of our services. We actively integrate European environmental objectives and are committed to respect for human rights. At the same time, our commitment to the fight against human-induced climate change remains firmly anchored as an essential cornerstone of our "living better together" claim. This report provides information on the progress we

have made over the past year in integrating sustainability into our business model. Specifically, we have derived our medium-term and long-term goals for the core areas of investment and own operational management according to scientific principles and had them successfully validated by the Science Based Targets initiative (SBTi). For the core area of property insurance coverage, we have also calculated indirect emissions according to current frameworks and aligned our medium-term and long-term goals accordingly. We create action plans and implement them through consistent steps. Despite challenging political, social and economic conditions, we strongly believe that our strategy strengthens our resilience. The majority of our stakeholders appreciate, and are even calling for, all our efforts to achieve a sustainable form of economic development and coexistence. We are already anticipating the forthcoming Sustainable Finance regulation in many of the lines of action being pursued and are thus on a safe and sustainable path. We call for climate action through our intensive dialogue as part of our memberships and actively promote our climate strategy through targeted measures and action plans.

This would not be possible without a common system of values that we all live by as UNIQA employees, and that makes me proud of what we have achieved. Our Management Board team's thanks go to all our colleagues who have made these successes and progress possible!



Yours, Andreas Brandstetter
CEO UNIQA Insurance Group AG



1.2 About this report

In this Sustainability Report for UNIQA Insurance Group AG, we would like to present the economic, environmental and social impact of our business activities during the year under review, 2023. We would also like to provide insight into the direction we are moving in with our holistic business approach. The aim of this report is to provide our stakeholders with transparency on where we stand on sustainable corporate governance, what we intend to work on and what we want to improve in future.

This Sustainability Report was prepared in accordance with the Global Reporting Initiative (GRI 2021) standards. A summarised (consolidated) non-financial report was also prepared in accordance with the Austrian Sustainability and Diversity Improvement Act (Directive 2014/95/EU) and is published as such in the 2023 Group Report. Last year's report was published on 5 April 2023. This ensures the transparency and comparability of the information provided. The GRI codes for the indicators presented are noted in the relevant report sections and tables of key figures, as well as shown clearly in the GRI content index in the notes. This report includes information and data relating to UNIQA Insurance Group AG (UNIQA Group). The reporting period for the published performance indicators and descriptions is the financial year, which covers the period from 1 January to 31 December 2023. Reporting takes place annually. Due to the scope of the information required by the EU Taxonomy Regulation, this information is only disclosed in the 2023 (consolidated) non-financial report. This report contains the content of the climate report to be published annually in accordance with the Green Finance

Alliance (GFA) criterion 1.2.1. The corresponding content can be found in the sections on the sustainability strategy (2.1) and core business (3.1, 3.2, 3.3 and 3.4).

All content and data in this report refer to the UNIQA Group and its fully consolidated Group companies. Should any content or key performance indicators not cover the entire UNIQA Group, this is clearly indicated in the report or explained in more detail in footnotes in the respective sections. The Telemedi Group, a Polish start-up, was acquired to supplement our health insurance services effective 31 December 2023. The company has 49 employees. As the company was acquired just before the year-end financial statements, it cannot be included with corresponding ESG-related data for the 2023 financial year. In mid-2023, UNIQA withdrew completely from the Russian market and sold its subsidiary Raiffeisen Life in full to the Russian insurance company Renaissance Life. Since then, UNIQA only operates in 17 countries. As UNIQA continues to assume responsibility for employees and the environment in the 2023 financial year, this data is included in this report.



1.3 UNIQA at a glance



The UNIQA Group is one of the leading insurance companies in its core markets of Austria and Central and Eastern Europe (CEE). More than 15,000 employees serve over 16.7 million customers across 17 countries. UNIQA offers its products and services via all distribution channels (hired sales force, general agencies, brokers, banks and direct sales) and covers virtually the entire range of insurance lines. UNIQA is the second-largest insurance group in Austria, with a presence in 14 countries of the CEE growth region: Albania, Bosnia and Herzegovina, Bulgaria, Croatia, the Czech Republic, Hungary, Kosovo, Montenegro, North Macedonia, Poland, Romania, Serbia, Slovakia and Ukraine. In addition, insurance companies in Switzerland and Liechtenstein are also part of the UNIQA Group.



- Central Europe (CE)
 - Eastern Europe (EE)
 - South-Eastern Europe (SEE)
- The pin shows the market position in the relevant country.



Most of our customers that we support hold property and casualty insurance policies, which account for 59 per cent of premiums, followed by health insurance at 19 per cent and life insurance at 22 per cent. We are particularly proud to be the best known insurance brand in Austria, to serve our customers with a nationwide sales network and to build on a successful sales partnership with the Raiffeisen Banking Group. The insurance market in Austria is already mostly saturated, whereas in CEE we clearly have growth potential. Austrians currently spend around €2,148 on average on insurance products each year. Annual per capital insurance expenditure in Central and Eastern Europe is still significantly lower than in Austria: the average premium in these markets is around €250, roughly €435 in Poland, Slovakia, Czech Republic and Hungary, which we have jointly defined as our second core market – and this with a clearly rising trend. All further information on the UNIQA Group’s business activities can be found in the 2023 Group Report.





1.4 Emerging risks: keeping an eye on future challenges at all times

The insurance industry operates in a risk landscape that is constantly changing and that features new ecological, technological, geopolitical, economic and legal developments as well as their increasing dependencies. The risks arising from this environment are defined as “trends or emerging challenges (emerging risks) with a high degree of uncertainty in terms of probability of occurrence and expected claim amount”. Each year, the UNIQA Group Risk Management team identifies the most important emerging risks for the UNIQA Group as the first step. These risks are then evaluated by experts from the UNIQA Group in terms of impact and time horizon in the second step. The evaluation was carried out by 44 participants (100 invited experts; mostly B-1 managers at UNIQA International and UNIQA Austria, as well as the respective local risk managers) completing an online survey.

1. Geopolitical conflicts and terrorism:

The significance of this risk has increased in recent years, from 17th place in 2018 to 1st place in 2023. Alongside Ukraine, the (potential) areas of geopolitical tension are the Korean Peninsula, the South China Sea and Taiwan and the Middle East. The potential consequences of geopolitical conflicts may be political instability and violent social unrest, particularly where there are instances of high food and energy prices, water scarcity, high unemployment, income inequality and a deterioration in public services. These conflicts may also impact financial markets and lead to insured losses arising from business interruptions and ownership rules. High value concentration areas are particularly affected, which are not taken into account in actuarial models. The UNIQA Group’s experts are responsible for monitoring and reporting on this particular risk category on a regular basis. In doing so, they can influence the strategic asset allocation, new business and products.

2. Cyber risks:

Cyber risks were at the top of the most significant emerging risks for the UNIQA Group from 2018 and 2022, and this year they came in second place for the first time. Increasingly sophisticated and technologically advanced cybersecurity attacks have increased in recent years, not only in terms of attack patterns and frequency, but also in terms of impact. One observable trend is that ransomware groups constantly “retire” and change their identity to circumvent law enforcement and sanctions. It is likely that this trend will continue, new ransomware groups will emerge within a short period of time and smaller groups will be bought up, which may lead to an overlapping use of different ransomware versions.

The top three emerging risks for the UNIQA Group in 2023

3. Extreme weather events and natural disasters:

Extreme weather events and natural disasters (NatCat events) have been among the most significant emerging risks for the UNIQA Group since 2018. The risk is that these events cause unexpectedly high damage that leads to a loss of assets (e.g. as a result of property damage or harm to human health). Climate change poses a serious threat to nature and society as a whole. The negative impacts are already being felt today and will intensify in the future. The extent to which planned packages of measures to mitigate the effects of climate change are implemented in a timely manner and actually become effective is a risk derived from this. The risk of “climate action” (6th place), cited here because it is significant in the context of ESG, is defined as “interventions in the climate system to counteract climate change” (e.g. techniques to capture carbon dioxide, solar geoengineering...), resulting in stranded assets, unknown receivables in the areas of property, liability, mortality, D&O and health. The experts rated this risk in 27th place last year. We mitigate the risk caused by extreme weather events and natural disasters by constantly reviewing our calculation model, underwriting guidelines and reinsurance program. We also have our own team of experts in place, who are explicitly responsible for dealing with this particular topic.



1.5 Sustainability risks: key element of our risk management

Clear and sustainable risk management

Our goal is to protect our customers from risks, minimise these risks through effective bundling and generate profits for the company. The UNIQA Group has created its own Management Board role at Group level with the Chief Financial and Risk Officer (CFRO) to ensure we remain focused on minimising risk. The role of the Chief Financial and Risk Officer (CFRO) is also embedded in the management boards at the various Group companies, which ensures that decision-making is risk-based in all the relevant bodies. The UNIQA Group Risk Management team actively follows the various developments in sustainability, analysing their impact on the Group as part of the risk management process. The risk strategy is validated on a regular basis and also discussed in the Risk Committee with the Management Board's input. The UNIQA Group's risk management system is based on our risk management policy, in which we have anchored the definition of sustainability risks. We do not define sustainability risks as a separate type of risk, but as a general risk classification that influences existing risk categories which the UNIQA Group is exposed to. The occurrence of sustainability risks may have an actual or potential material adverse impact on the value of the Group's assets, liabilities, financial position or reputation. The UNIQA Group's risk management system already takes into account potential short (<1 year), medium (1 - 10 years) and long-term impacts (>10 years), measured parameters and objectives in terms of sustainability in the individual elements of the risk management process.

- 1. Risk identification:** The UNIQA Group's risk catalogue is expanded to include sustainability risks and potential ESG-related causes. This ensures sustainability risks are explicitly taken into account. We implement this within the framework of our internal control system (ICS). The risk identification process and risks are reviewed annually Group-wide. Short-term impacts are defined with a horizon of one year.
- 2. Risk assessment and scenarios:** For the assessment of sustainability risks, we currently focus on climate scenarios from the IPCC (Intergovernmental Panel on Climate Change) and corresponding RCPs (Representative Concentration Pathways). Both Early Action (i.e. RCP 4.5) and No Additional Action (i.e. RCP 8.5) scenarios and their impact on the value of the UNIQA Group's investments and NatCat claims are taken into account here. Data from the Bank of England scenarios are used for both scenarios. We take short-term, medium-term and long-term impacts into account.
- 3. Risk monitoring using a limit system:** The UNIQA Group monitors the ESG-related investment profile of its international subsidiaries on an ongoing basis. Limits are set in such a way as to achieve continuous improvement in the Group's ESG profile and a reduction in the transient risk. This is done on a monthly basis.
- 4. Risk controlling:** We define a risk mitigation plan or strategy for each significant residual risk, describing the imminent response to that risk (including sustainability risks or risks with a sustainability-related cause).

- 5. Risk reporting:** Sustainability risks are integrated into the UNIQA Group's most important internal (ORSA) and external reports (SFCR, RSR, Group Report). Regular updates are carried out on an annual basis, as well as in the context of possible ad hoc reports.

2023 – a year of further development

One of our main topics in 2023 was the further development of the long-term climate scenarios, taking into account experiences from the previous reporting period in the assessment process. A quantitative approach was developed for the entire UNIQA Group. Both physical risks (NatCat risk, physical risk exposure of issuers) as well as transitory risks (climate-related assets) were analysed in the UNIQA Group's portfolio. In addition, the UNIQA Group identified sustainability risks and potential causes in the operational risk cycle (internal control system and risk identification) at an early stage by critically reviewing different departments and business units and raised awareness of ESG risks across the entire UNIQA Group. The starting point was the implementation of upcoming changes resulting from a review of the Solvency II quantitative reporting templates. This involves reporting quantitative data on physical and transitional risks directly to the national supervisory authority and the European Insurance and Occupational Pensions Authority (EIOPA). We also further developed the process for evaluating outsourcing risks throughout the Group, explicitly taking the sustainability of our outsourcing partners into account. All the relevant ESG data was integrated into our IT risk analysis software in 2023 to enable the daily monitoring of ESG limit utilisation rates from 2024 onwards.



Main objectives for 2024: Further develop our risk management activities

- 1. Identify sustainability risks at an early stage:**
 - Identify, regularly address and manage sustainability risks at an early stage
- 2. Monitor the market and best practice continuously:**
 - Continuously monitor industry regulations and best practice
 - Adapt risk management strategies to new sustainability guidelines
- 3. Develop climate scenarios further:**
 - Further develop the climate scenario concept
 - Optimally prepare for long-term climate-related risks
- 4. Implement legislative changes:**
 - Ensure compliance with regulatory changes
 - Disclose KPIs on physical and transition risk
 - Materiality analysis for regulatory requirements and financial impact
- 5. Improved limit system:**
 - Develop the reporting process further
 - Automate data analysis in the limit system
 - Assess sustainability risks for responsible investment practice more comprehensively



1.6 NatCat Competence Centre

The UNIQA Group's Natural Catastrophes Competence Centre (NCCC) deals with the complexity of natural disasters and their development, especially in connection with climate change. The NCCC plays a crucial role in analysing various risk aspects for the Group. This includes understanding the risk exposure that changes over time, identifying risk concentrations and calculating the expected annual losses based on specific natural hazards and locations, both individually and on an aggregated basis.

An essential part of the NCCC's work is to analyse scenarios that realistically depict future events, including extreme and rare events, as well as the impacts of climate change under different temperature scenarios with a focus on floods, storms and hail. One essential feature of the NCCC's approach is the use of advanced stochastic models that simulate hundreds of thousands of potential natural events. These models are not only state-of-the-art, but are also regularly refined to incorporate the latest data and methods.

A unique feature of the NCCC's approach is that two-thirds of these models incorporate the UNIQA Group's own historical claims data and thus offer a tailored risk perspective that differs from the non-specific assessments of general market models. The insights gained from these stochastic natural disaster models are fundamental to the Group's comprehensive natural disaster risk management strategy. The NCCC also plays a crucial role in the assessment of the Group's underwriting and reinsurance strategies, in particular through the annual stress scenario tests.



1.7 On the way to the climate transition – Highlights 2023

Climate targets validated by SBTi



In 2023, the Science-Based Target initiative (SBTi) successfully validated our interim climate targets for four areas of our investment portfolio, which accounted for 23 per cent of our total investment volume in the baseline year 2021, as well as the 2030 interim targets for our own operational management. This is an important step for us to optimally align our portfolio and our own operation's CO₂ emissions (Scope 1 and 2) with a 1.5 degree Celsius climate target path.

Clear targets to reduce insurance-associated emissions

As a member of the Austrian Green Finance Alliance (GFA), it is particularly important for us to set clear targets to reduce our insurance-associated greenhouse gas emissions to net-zero in Austria by 2040 and in CEE by 2050. We were able in the 2023 reporting year to finalise the analysis of our Austrian corporate

portfolio for the 2022 financial year using the PCAF (Partnership for Carbon Accounting Financials) methodology to measure insurance-associated emissions. We were also able to carry out the calculation for the year 2023 in Austria. We will use 2022 as the baseline year for tracking of targets in future. Details can be found in the section "Sustainability in insurance activities in corporate business" on pages 50–57.

EMAS environmental management system for the core market of Austria

With the adoption of an environmental statement, the implementation of seven internal EMAS environmental audits and the development of expertise, we have set the first important foundations for the introduction of an EMAS environmental management system at our sales locations in Austria. Our goal is to be recognised as an EMAS company by the end of 2024.

Acting responsibly together

In October 2021, the UNIQA Group joined the United Nations Net-Zero Asset Owner Alliance (NZAOA), which represents approximately US\$10 trillion in assets under management. Its members have committed to transitioning their investment portfolios to net-zero GHG emissions by 2050. In 2023, the UNIQA Group reported to the NZAOA for the first time and contributed to the annual progress report. The UNIQA Group has been a member of the Green Finance Alliance (GFA) since April 2022. Members play a leading role in climate action and demonstrate how protecting the climate and sustainable management are compatible. Their specific goals include, among others, clear exclusion criteria and phased exit strategies for investments and insurance business related to coal, oil and gas-based value chains. As part of our membership, we focused on the requirements for calculating emissions and corresponding targets in underwriting in 2023.

Sustainable advice reinterpreted

By recording our customers' sustainability preferences digitally in a structured manner, we focus on individual wishes and needs and offer tailor-made advice. We support the sustainability training of our sales colleges in Austria specifically by offering special training formats, drawing on the support of experts for sustainability from the university and NGO sector and having entered into a cooperation with the Austrian Federal Ministry for Climate Action.

Our Austrian customer portal myUNIQA reduces our environmental footprint:

- 565,000 registered customers
- 21 per cent of our private customers use the electronic mailbox
- 465,000 applications are signed electronically

Diversity and inclusion make all the difference!

Our diversity and inclusion (D&I) strategy is the basis for all our activities and is part of our UNIQA 3.0 agenda for the future. A D&I policy was prepared and rolled out for the entire Group to establish commitment and clear responsibilities. The policy will be reviewed annually and revised as necessary to reflect any legislative changes and other developments in the UNIQA Group. Individuals have been entrusted with D&I agendas and a contact person responsible for D&I has been appointed in our core markets.



Stages along the employee journey – Annual employee survey 2023

4.4	★★★★★	I get hired
4.0	★★★★	I am onboarded
4.0	★★★★	I am working
3.7	★★★☆☆	I am engaged
3.7	★★★☆☆	I am learning
3.6	★★★☆☆	I am performing
3.5	★★★☆☆	I am changing my roles
3.4	★★★☆☆	I am rewarded

Group-wide employee survey

In 2023, the first Group-wide Employee Experience (EX) survey achieved an impressive response rate of 75 per cent. A total of 9,588 colleagues from 12 UNIQA countries shared valuable insights into their experience at work. In October 2023, we surveyed a group of 869 new colleagues about their experience during the recruitment and onboarding process. The overall result measured by the UNIQA EX Index is 3.8 stars (on a 5-star scale).



1.8 Facts & Figures

Three huge challenges in future

1

Geopolitical conflicts and terrorism:

Regions like Ukraine, the Korean Peninsula, the South China Sea and Taiwan and the Middle East are potential areas of conflict. Consequences: political instability, social unrest, impacts on the financial markets and insurance losses.

3

Extreme weather events and natural disasters:

These events cause unexpectedly high losses, not accounted for in actuarial models, leading to a loss of assets. Climate change poses a serious threat to nature and society as a whole.

2

Cyber risks:

More sophisticated cybersecurity attacks with increasing frequency. Trend: Ransomware groups constantly change their identity and overlap their ransomware versions, resulting in a continuing threat.

Key objectives in our climate strategy

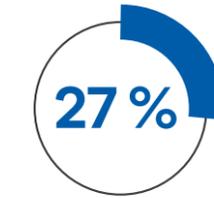
- Pursuit of climate target trajectory in line with the 1.5 degree Celsius target set under the Paris Agreement in investments and underwriting, and operational ecology in compliance with both EU climate change mitigation and climate change adaption targets
- Net-zero emissions in our business model by 2040 in Austria and by 2050 throughout the entire Group
- Pursuit of and compliance with specific science-based SBTi interim targets for 2030 based on the 1.5 degree Celsius target set under the Paris Agreement
- Maintenance of green investments at more than €2 billion by 2025
- Observance of measures to prevent any negative impact on other EU environmental targets
- Compliance with minimum social standards



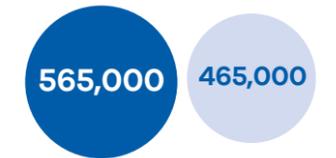
Validation of the interim climate targets for our investments and operational management by the **Science Based Targets initiative (SBTi)**



Increase in sustainable investments to roughly **10 per cent of the total portfolio value**



Reduction in carbon emission intensity in our investment portfolio by **27 per cent** (compared to previous year)



565,000 registered customers in Austria in our customer portal myUNIQA – **Processing of 465,000 applications** by electronic signature in Austria



7 internal EMAS environmental audits carried out in Austria



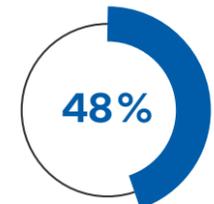
Energy savings of approximately **580,000 kWh** at Austrian sales locations



Installation of **e-charging stations at 40 locations** in Austria



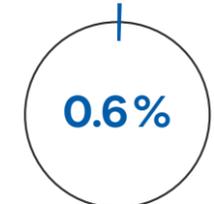
Corporate carbon footprint (excluding investments and underwriting): **9,909 t CO₂e**



Increase in share of **electric cars** in the Austrian fleet to **48 per cent**



ESG performance score for our investment portfolio: **51.6**



Adjusted **gender pay gap** for back office positions in Austria: **0.6 per cent**



57.9 per cent share of women in the total workforce at the UNIQA Group



UNIQA Group **Employee Experience index: 3.8 stars** (on a scale of 5 stars)

Climate targets for our insurance-associated **CO₂ emissions from the corporate underwriting portfolio**

Sustainability ratings	Performance in 2022	Performance in 2023
CDP	B-	B
ISS ESG	C-	C-
MSCI	BBB	BBB
Sustainalytics	High risk	Low risk



The UNIQA sustainability strategy and ESG integration



2.1 The UNIQA Group's sustainability strategy

Our sustainability strategy pursues a holistic approach and ties our economic ambitions to a clear environmental and social obligation to the environment and society, which we take seriously. We are constantly fine-tuning our sustainability strategy

and aligning our targets and measures with established international and domestic frameworks to an even greater extent. We not only report on progress annually, but also on an ongoing basis on our website.



Our sustainability strategy is based on five key pillars

1. Investment policy based on ESG criteria
The assessment of environmental and social impacts on our assets on an ongoing basis (outside-in) as well as the assessment of the ecological and social impact of our investments (inside-out) are incorporated into the structure and management of our portfolio. Inside-out also includes indirect CO₂ emissions. To do this, we rely on transparent, standardised data sources as well as appropriate databases. Our target systems, based on scientific data, are aligned with the rules issued by

recognised NGOs and are effective tools for reducing our indirect carbon emissions in accordance with the Paris Agreement. Our membership in renowned networks, such as the Principles for Responsible Investments (PRI) overseen by the UNEP Finance Initiative and UN Global Compact, the Net-Zero Asset Owner Alliance (NZAOA) or the Climate Action 100+ initiative, support our commitment to greater sustainability in investments. The climate targets for our investment portfolio are based on the climate target trajectory in line with the 1.5 degree Celsius target set under the Paris Agreement and have been successfully validated by the Science Based Targets initiative (SBTi).

2. A product policy aligned with ESG criteria, featuring sustainable additional benefits

As one of the leading insurance companies in our core markets of Austria and Central and Eastern Europe (CEE), we are on hand to support our customers on their way to a better life, but we also keep our company's value creation processes in mind at all times too. Risk prevention and mitigation are therefore key areas in which environmental and social impacts increasingly need to be integrated into the advisory approach, meaning that our insurance products need to be significantly adapted. In addition to our existing portfolio, we therefore also offer other environmentally friendly investment opportunities, including in particular more sustainable products (unit-linked insurance products). One of our other targets is to gradually expand our range of health and property insurance products that satisfy environmental and social criteria so as to promote a sustainable lifestyle and sustainable corporate governance on a broad basis. To do this, we rely on complementary product modules (such as e-mobility or low-emission financial/operational management) as well as improving the quality of advice we offer regarding resource efficiency and reducing emissions.

3. Exemplary sustainable business management

Our sustainability efforts aim to inspire our customers and partners to act in a more environmentally friendly and socially responsible way overall. When we undertake our activities and deal with our suppliers, we ensure that we apply international certification and standards. We want to set a good example, particularly with regard to climate targets, and implement our commitment to continuously reducing our own operational management's carbon footprint in a consistent way. To achieve this, we pursue specific CO₂ reduction targets in five areas of our operational management:

- Installation of photovoltaic systems
- Greening of heating and cooling systems
- Optimisation of energy monitoring
- Conversion to LEDs throughout the company
- Greening of the vehicle fleet

The climate targets for our own operational management are also based on the climate target trajectory in line with the 1.5 degree Celsius target set under the Paris Agreement and our interim targets for 2030 have been successfully validated by the Science Based Targets initiative (SBTi).

4. Transparent reporting and ongoing independent ratings

We provide comprehensive information regarding our targets and the progress achieved in reaching them in a timely and transparent manner. We also do this in a way that goes beyond statutory disclosure requirements. Alongside our existing reporting processes, this is also based on guidelines that arise from our membership in ESG networks and our support for various initiatives. As well as having high levels of transparency in our reporting, we also actively seek dialogue with ESG rating agencies and endeavour to continuously improve our ESG rating through additional reporting processes (see Overview of ESG ratings on page 21). External auditing processes provide us with additional valuable insights, allowing us to specifically optimise our reporting and also improve our sustainability efforts in general.

5. Committed stakeholder management ensuring greater social and environmental responsibility

Part of our management approach involves maintaining continuous dialogue with all of our stakeholders and their representatives. We therefore stand by our positions, even in cases where we disagree. The key partners in our stakeholder dialogue are as follows:

- Customers and their interest groups
- Public representatives (government ministries, municipalities, regulators, NGOs, etc.)
- Employees
- Investors





Our climate strategy

The climate strategy is at the heart of our sustainability strategy, as protecting our environment by reducing CO₂ emissions requires clear and efficient measures to be put into operation quickly. As an insurer, we are committed to assuming clear responsibility both for our direct as well as indirect emissions, i.e. those emissions that are caused in the real-world economy by our financing, investments and property insurance. The agreement to limit global warming to a maximum of 1.5 degree Celsius, reached at the UN Climate Change Conference in Paris in 2015, is our unequivocal goal. We took our first major step in this direction in early 2019, when we approved UNIQA's decarbonisation policy. Alongside the decision to phase out coal in our investments and underwriting, this policy also included the creation and implementation of a comprehensive sustainability strategy, which entered into force at the end of 2020. This was also linked in 2021 to our accession to the Net-Zero Asset Owner Alliance, which was accompanied by reaffirming

the 1.5 degree Celsius target set under the Paris Agreement, as well as our commitment to net-zero emissions, which we aim to achieve in Austria by 2040, and in CEE by 2050. We define net-zero emissions as (a) the reduction of our scope 1, 2 and 3 CO₂ emissions 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 1.5 degree Celsius target; and (b) the neutralisation of all residual emissions to the net-zero target year and all greenhouse gas emissions subsequently released into the atmosphere. Our accession to the Green Finance Alliance in April 2022 and commitment to the associated obligations complete our memberships perfectly. One major success in 2023 was the validation of our interim targets for 2027 and 2030 by the Science Based Targets initiative (SBTi), both for our investment portfolio and for our own operational management.



On the way to the climate transition

We want to give a comprehensive overview of our progress so far on our way to the climate transition. In the following sections, we summarise the relevant developments in the core

areas of investment, corporate underwriting and own operational management. The table below is a compact presentation, while detailed information is provided in the relevant sections of this report.

	Investments	Corporate underwriting	Own operational management
Sustainability and climate strategy	✓	✓	✓
Engagement strategy	✓	✓	✓
Phase-out fossil fuel energy sources	✓	✓	✓
Targets based on 1.5°C	✓ Interim targets for 2024/27/30 	✓ Interim targets for 2025/30/35 	✓ Interim targets for 2030 
Action plans	✓ Net-zero emissions 2040 AT 2050 CEE Development of SBTi-compliant action plans	✓ Net-zero emissions 2040 AT 2050 CEE Alignment with best practice and existing frameworks	✓ Net-zero emissions 2040 AT 2050 CEE Development of SBTi-compliant action plans
Integration and management	✓ KPIs for planning and variable remuneration	✓ KPIs for planning	✓ KPIs for planning and variable remuneration

Integration into governance and organisation



UNIQA's active role in decarbonisation since the phasing out of coal in 2019

Since the coal phase-out in 2019, the UNIQA Group has been actively committed to decarbonising our investment and underwriting business. Our membership in the Green Finance Alliance (GFA) has reinforced and accelerated this path. We have already developed comprehensive sustainability and climate strategies in the key pillars for our climate transition – investments, underwriting and own operational management. We are fully committed to phasing out fossil fuels, and have established detailed phase-out plans for coal, oil and gas in our own investments and underwriting:

- **Since 2019:**
Sale of shares in coal-based companies and commitment not to insure new customers/projects related to coal (implemented) and exit by 2030 (final threshold of 5 per cent)
- **Between 2023 and 2035:**
Exit from all investments related to the oil, gas and nuclear sectors (gradual approach with a final threshold of 5 per cent)
- **Between 2023 and 2035:**
Exit from insurance for oil and gas as well as all new fossil fuel and nuclear projects (gradual approach with a final threshold of 5 per cent)

Climate targets for investments, underwriting and operational management

In 2023, the interim climate targets for our investments and operational management were successfully validated by the Science Based Targets initiative (SBTi). For the first time, we have also defined interim targets for our corporate underwriting portfolio, which guide us on the path to net-zero emissions:

- In line with the SBTi framework, we have set interim targets for our investment portfolio for 2030 in four areas, which account for 23 per cent in total of our investment volume in the baseline year 2021. We focus on project financing and corporate loans for power generation, other long-term corporate loans, and listed stocks and corporate bonds. We will implement our Science Based Targets by 2027 and 2030 with our commitment activities and decarbonisation target trajectory. For our weighted average carbon intensity (WACI), we have set ourselves the target of achieving a reduction of 15 per cent by the end of 2024 compared to 2021. We also want to expand our sustainable investments to €2 billion by 2025.
- In 2023, we developed reduction targets for our insurance-associated emissions (in accordance with PCAF) for our corporate underwriting portfolio. With these, we are committed to reducing underwriting emissions by 20 per cent by 2030 in Austria and by 15 per cent by 2030 in the CEE region (baseline year 2022). The targets are based on the main UNIQA markets' local decarbonisation ambitions, the insurance portfolio's current industry distribution, the main decarbonisation initiatives (such as the phase-out of fossil fuels, growth of the renewable energy business) and the countries' respective decarbonisation plans for the most important industries.
- The UNIQA Group has also set itself interim SBTi targets for its own operational management. We are committed to reducing our direct Scope 1 and indirect Scope 2 greenhouse gas emissions by 42 per cent by 2030 compared to the baseline year 2021.

The specific targets are described in detail in the relevant sections of this report.

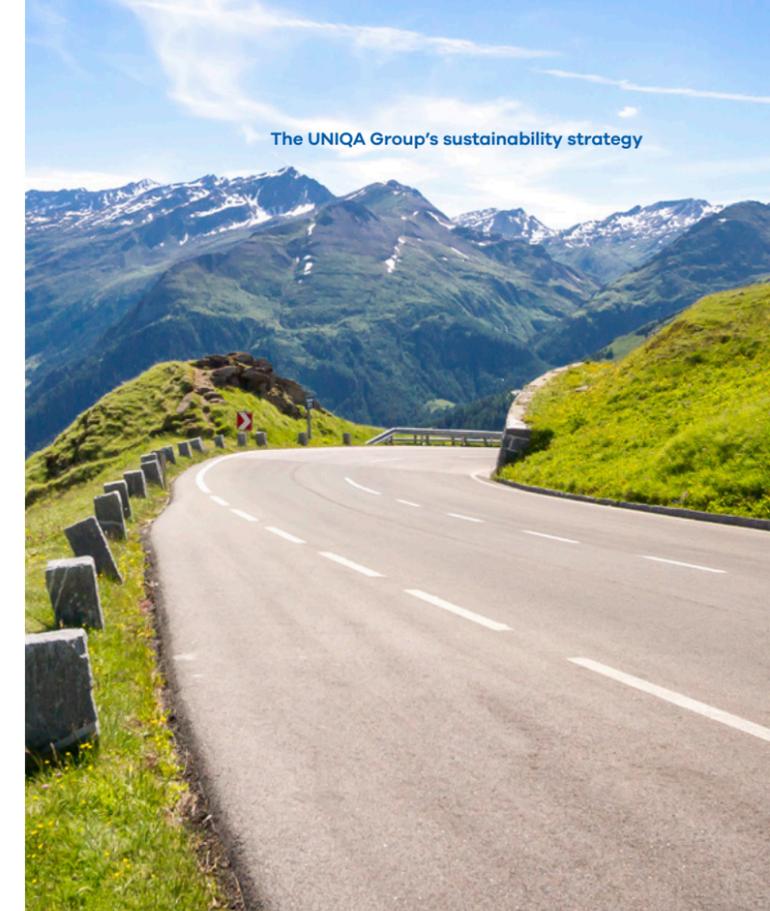
On the way to net-zero emissions

Our long-term goal is ambitious: we are aiming for net-zero emissions in Austria by 2040 and throughout the entire CEE region by 2050. To achieve this goal, we are working intensively on SBTi-compliant action plans. In underwriting, we are focusing on best practice and existing frameworks, as there is still a lack of clear external guidelines. Existing plans and measures, including timescales, can be found in the relevant sections of this report.

Climate transition is already firmly anchored in our governance, integrated into our core business' key policies and standards and organisationally established in our own ESG teams. The Management Board's and executives' variable remuneration is also aligned with climate-relevant investment and operational management KPIs to ensure that they actively contribute to achieving our climate goals. These measures show our commitment to a sustainable future and the clear steps we are taking for a successful climate transition at the UNIQA Group.

Memberships

We firmly believe that the protection of environmental, social and governance issues can only be achieved through joint efforts. Continued knowledge sharing, increased transparency, developing common approaches to solutions and integrating best practice are of paramount importance to us. We are therefore very proud to be a signatory and member of a variety of global sustainability initiatives that have been approved by the Group Executive Board, our second-highest decision-making body. These memberships underline our commitment to good governance, which goes far beyond the legal requirements. The most important memberships are listed:



The UNIQA Group's sustainability strategy



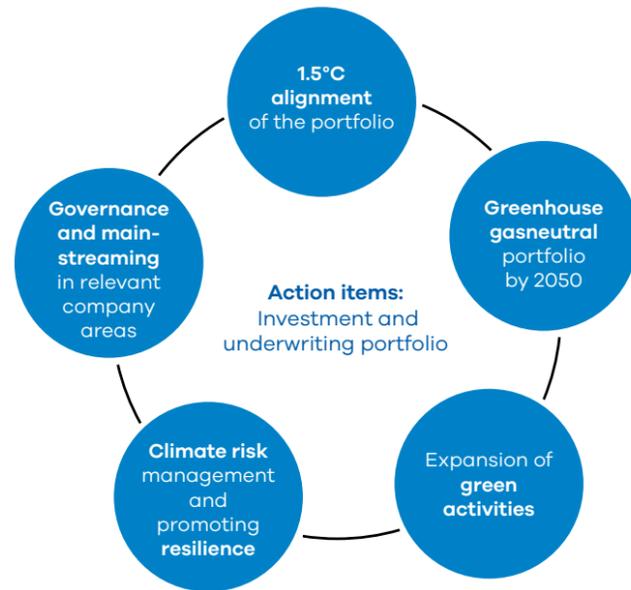
Green Finance Alliance

The UNIQA Group has been a member of the Green Finance Alliance (GFA) since April 2022. This is an initiative implemented by the Ministry for Climate Action for forward-thinking financial companies. Members of the Green Finance Alliance play a leading role in climate action and demonstrate how protecting the climate and sustainable management are compatible. Their specific goals include, among others, clear exclusion criteria and phased exit strategies for investments and insurance business related to coal, oil and gas-based value chains. In 2023, we focused on the requirements for calculating emissions and corresponding targets in underwriting.





As one of the world's first government initiatives, the GFA looks at fulfilling specific criteria to ensure a greener financial market. Members have voluntarily committed to gradually making their portfolios more sustainable, both in terms of investments as well as risk coverage (underwriting activities), thus aligning themselves with the 1.5 degree Celsius target set under the Paris Agreement. The list of criteria includes targets for phasing out fossil fuels, expanding green business activities and compiling transparent annual climate reports. The Ministry for Climate Action, the Environment Agency Austria and the Advisory Board consisting of independent climate experts are on hand to support members and evaluate their progress each year. This form of collaboration between the government and financial companies is a promising new development internationally. From an organisational perspective, the GFA is based within the Ministry for Climate Action in Department VI/3 (Green Finance and Sustainable Economic Development). The Ministry for Climate Action is responsible for the strategic management of the Green Finance Alliance and appointing personnel to the steering committee created for this purpose. The coordination unit (Environment Agency Austria) is responsible for the operational implementation, coordination and supervision of the Helpdesk. Domestic and international experts in green finance are invited to become members of the Advisory Board, which is on hand to provide support in the further development of content, science-based and methodology matters.



Adapted graphic based on Green Finance Alliance Handbook 3.0, 2023

- **Measures and detailed criteria are defined for each target dimension and action item.**
- **These criteria are based on current international climate protection standards and science-based methods.**
- **Annual monitoring and reporting by the GFA members.**
- **The investment portfolio and underwriting portfolio action items are complemented by the business ecology action item.**



UN Global Compact

The UNIQA Group has been a member of the UN Global Compact (UNGC) since 2020, promising to ensuring consistent compliance with its ten principles. These principles have additionally been incorporated into the Group-wide Code of Conduct, which reflects our corporate culture and governs our responsibilities to our customers, business partners and employees. The core areas covered by the UNGC are human rights, labour, environment and anti-corruption.



Sustainable Development Goals

The UNIQA Group also supports the Agenda 2030 for sustainable development adopted by the United Nations in September 2015. At the core of this initiative are the 17 Sustainable Development Goals (SDGs), which are subdivided into 169 targets. The reconciliation table in the section on materiality analysis includes references to the SDGs of particular importance to both the Group as a whole and to the core business activities of UNIQA Insurance Group AG. These are dealt with in priority order. Four SDGs are particularly relevant for the UNIQA Group: SDG 3 (Good health and well-being), SDG 4 (Quality education), SDG 5 (Gender equality) and SDG 13 (Climate action).



UN Principles for Responsible Investment

The UNIQA Group also signed up to the United Nations Principles for Responsible Investment (UN PRI) in 2020. The aim of these principles is to integrate ESG principles into investment decisions and management. Thanks to our own guidelines for responsible investments, we were able to take sustainability factors into greater account with regard to investment. It has also proven to be the case that sustainable investments enjoy less fluctuation in value. We have also succeeded in cushioning the impact of the low interest rate environment as a result of our prudent business practices.



Climate Action 100+

The UNIQA Group joined the Climate Action 100+ (CA 100+) initiative, which focuses its efforts on the 170 companies with the highest emissions in the world, in November 2022. The initiative is committed to three main goals: a strong governance framework which clearly articulates the board's accountability



and oversight of climate change risk, action to reduce greenhouse gas emissions across the value chain in line with the Paris Agreement, and enhanced corporate disclosure in line with the TCFD and GIC guidelines. This engagement is a requirement for the company's membership in the Net-Zero Asset Owner Alliance (NZAOA) and the Green Finance Alliance (GFA) and complements the existing joint commitment in investments. Details can be found in section 3.1 Sustainable investment, on page 40-49 of our report.



Net-Zero Asset Owner Alliance

The UNIQA Group joined the United Nations Net-Zero Asset Owner Alliance (NZAOA) in October 2021. This alliance is an international group of institutional investors who have committed to transitioning their investment portfolios to net-zero GHG emissions by 2050. The Net-Zero Asset Owner Alliance represents managed assets totalling approximately US\$10 trillion and supports a joint approach by investors in aligning their portfolios to the targets set out in the Paris Agreement. In 2023, the UNIQA Group reported to the NZAOA for the first time and contributed to the annual progress report.



UN Principles for Sustainable Insurance

The UNIQA Group has been one of the signatories to the Principles for Sustainable Insurance (PSI) of the United Nations Environment Programme Finance Initiative (UNEP FI) since 2020. This initiative is used as a global framework for the insurance industry in order to address environmental, social and governance risks and opportunities.

Sustainability ratings

In addition to complying with our extensive reporting obligations, we make targeted use of external sustainability ratings to promote transparency and build trust among all our stakeholders, namely our customers, employees and investors. Every year, these ratings results are incorporated into the plans for our sustainability measures and are key points of reference on our journey towards the UNIQA Group enjoying an emission-free and sustainable future (see page 21).

2.2 ESG integration

Sustainability measures only become transformative in nature if they are implemented in a transparent and comprehensible way. We fulfil this requirement at the UNIQA Group thanks to our strong governance, clear responsibilities, well-founded stakeholder engagement and comprehensive reporting and ratings from renowned agencies.

Involvement of the Supervisory Board

The Supervisory Board deals with sustainability reporting each year in the advisory body of the Audit Committee. Here it decides on the sustainability strategy to be pursued. The Group Executive Board reports to the Supervisory Board on a quarterly basis, looking at progress with regard to environmental and social targets. The ESG Committee is embedded in the governance of the UNIQA Group and is responsible for advising the Group Executive Board. The Supervisory Board undertakes training sessions every year in order to improve collective knowledge, skills and experience as regards sustainable development. The Annual General Meeting decides on the assessment of the Supervisory Board's performance when granting the annual discharge.

Sustainability Management

The Sustainability, Ethics and Public Affairs department (SEPA) is responsible for coordinating the UNIQA Group's sustainability agendas and reports to the Board member responsible for People, Brand and Sustainability, who also chairs the ESG Committee. SEPA supports all operational units in integrating and pursuing the sustainability strategy within the business processes. Among other things, the team is also responsible for sustainability governance, sustainability reporting, rating enquiries and monitoring regulatory changes. The Group's operational units are staffed with ESG experts and sometimes even their own ESG teams, which deal with the operational and

subject-specific development and implementation of content and measures. Sustainability is also integrated into the departments' subject-specific policies, standards and governance structures. We report in detail on the departments' integration of ESG in the main sections of this report (sections 3 to 5). In 2023, we started the process of integrating strategic ESG coordinators into the local organisational structure and governance in all the UNIQA Group's countries and regions. The aim is to integrate sustainability into local structures to a greater extent and to tailor relevant initiatives, products and strategies to the specific circumstances of the countries or regions.

The Group ESG Committee as the central committee

The Group ESG Committee, set up in 2021, is the central body for sustainability matters at a Management Board level. It comprises members of the Management Board of UNIQA Insurance Group AG and the heads of the Corporate Business, Sustainability and Ethics and Public Affairs departments, meets every quarter and is responsible for driving forward ESG integration within our core business. Its most important functions include the following:

- Strategic definition and continuous further development of our Group-wide ESG ambitions
- Continuous monitoring of stakeholder awareness of environmental and social impacts
- Management of ESG approach at Group level and approval of annual ESG working plan
- Definition and prioritising of ESG topics for the Group
- ESG targeting and KPI monitoring
- Regular informing of the UNIQA Group's Management Board regarding ESG topics and activities
- Setting of topics to focus on in stakeholder discourse
- Supervision of Group-wide climate strategy and environmental management

ESG in the remuneration strategy

Part of the variable remuneration for the Management Board of the UNIQA Group and managers in our Austrian core market is linked to climate-related interim targets. Linking the short-term incentive programme and sustainability performance highlights the priority given to these targets. This model will be extended from 2024 onwards to the Management Boards in other markets and will also be linked to a social objective. The Management Board of the UNIQA Group had a remuneration target in 2023 on reducing CO₂ in operational management at our larger Austrian locations. This target had a weighting of 25 per cent of the annual target bonus. In addition, individual targets were set for the CEO, the CFO and the Board member responsible for ESG with regard to reducing the weighted average CO₂ intensity of our investment portfolio (WACI), which accounted for 20 per cent of their annual bonus. The long-term incentives (LTI) also reflected this prioritisation of ESG targets. In each case, 20 per cent of the targets were linked to reducing the WACI and increasing the proportion of investments that meet the Paris climate targets (in accordance with the SBTi criteria). Similarly, a provision was introduced for managers in the Austrian core market that 5 per cent of their variable component is to be allocated in each case to CO₂ reduction in operations management and to increasing the proportion of Paris target emitters in our investment portfolio, based on the WACI. We report on the progress of the key figures relevant to remuneration in Chapters 3.1 "Sustainable investment" and 3.4 "Sustainability in our own operational management".

Voluntary independent audit of the Sustainability Report

We have commissioned PwC Wirtschaftsprüfung GmbH to compile the voluntary audit of the Sustainability Report in accordance with GRI Standards requirements for the 2023 financial year. This report on the audit is attached to the Sustainability Report as an annex.

Non-financial report

In terms of reporting, UNIQA Group follows both mandatory as well as voluntary standards arising in particular from these memberships. In accordance with the Austrian implementation of the EU Non-Financial Reporting Directive (Directive 2014/95/EU), we publish relevant non-financial information in the separate summarised non-financial report, which is published as part of the Group report. The listed concepts, due diligence processes, targets and measures contained in the (consolidated) non-financial report are in line with the contents of the sustainability report. The (consolidated) non-financial report was approved by the Supervisory Board of UNIQA Insurance Group AG and audited with limited assurance by PwC Wirtschaftsprüfung GmbH. More detailed information can be found in the 2023 (consolidated) non-financial report of UNIQA Insurance Group AG.

2.3 Stakeholder engagement: achieving more together

In order to be able to respond appropriately to current and future challenges and opportunities, it is essential we involve our various interest groups and stakeholders and ensure we actively collaborate with them. We need to understand what our stakeholders need in order to be able to develop products and services that will have a distinctly positive impact on our customers' lives, whilst also contributing to resolving social issues. In order to continuously improve our sustainability strategy, sustainability activities and sustainability

reporting, we interact regularly with our stakeholders using all kinds of different formats. In addition to making direct contact with them, we also use joint projects and events as well as stakeholder surveys in the context of materiality analyses and customer surveys. Our stakeholder engagement involves concentrating on four key stakeholder groups, who have a material impact on our business and/or are materially impacted by our business. They are customers, employees, investors and the public.



Employees

Key stakeholder groups

- Management Board
- Management
- Employees
- Works Council

Dialogue through

- Employee appraisals
- Surveys and complaints procedures
- Intranet and emails
- Networks and dialogues
- Career fairs
- Programmes for voluntary activities



Customers

- Private customers
- Corporate customers

- Face-to-face and digital customer service
- Feedback via social media channels
- Customer satisfaction surveys
- Customer and market analyses
- Complaints management



Investors

- Small and private investors
- Institutional investors
- Core shareholders

- Personal and digital exchange of information
- Annual General Meeting
- Attendance at conferences
- Ratings and benchmarks



Public

- Legislators, regulators, federal government, ministries
- Industry associations
- Interest groups
- NGOs
- Rating agencies
- Media
- Suppliers

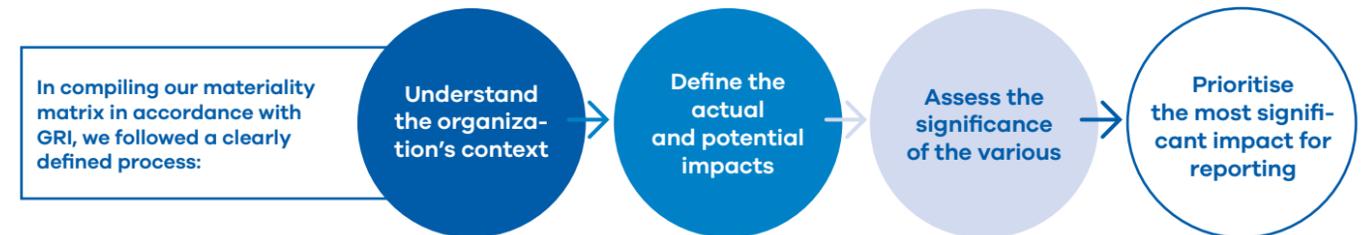
- Press conferences and interviews
- Dialogue formats
- Memberships
- Online and social media channels
- Industry events



2.4 Our materiality analysis

As an international group, it is important to define the sustainability issues that are important to us. We are able to identify our impact and derive any associated risks and opportunities through materiality analysis. It takes into account impacts that are of the highest relevance for both our stakeholders and us as an insurance company. This allows us to place the focus where our

stakeholders' concerns are and where we can achieve maximum impact through our activities as an insurance company. In this way, we ensure that we address the essential sustainability aspects comprehensively and integrate them into our strategy.



The last materiality analysis was carried out in 2021 in accordance with the GRI standards. Taking into account current megatrends and sustainability risks, no significant changes were required in 2022 and 2023. In 2021, we consolidated our stakeholder groups into four groups, namely employees, customers, investors and the public, and contacted a total of 313,081 representatives to ask for their views on the identified topics by means of a quantitative materiality survey. To prioritise the identified key topics, an impact assessment was carried out with various departments in the Group, the results of which were finally evaluated by management. The UNIQA materiality matrix was then derived from the combination of the stakeholder survey and impact assessment. More detailed information about the process can be found in our 2021 Sustainability Report.



The top five topics with the greatest impact on the environment and society as well as the risks and opportunities for UNIQA are as follows:

- Health and satisfaction of employees
- Diversity and equal opportunity
- Data security and processing
- Training and education
- Engagement for the environment



Reconciliation table

Material topics	Chapter reference	Information and topics covered by the GRI standards	SDGs	UNGC principles
All material topics	3 Sustainability in UNIQA's core business 4 Sustainability in our UNIQA community 5 Sustainability in UNIQA's governance	GRI 3-3 Management approaches		1 – 10
Health and satisfaction of employees	4 Sustainability in our UNIQA community	GRI 401 Employment GRI 402 Labour/management relations GRI 403 Occupational health and safety GRI 404 Training and education		3 – 6
Engagement for the environment	2 The UNIQA sustainability strategy and ESG integration 3 Sustainability in UNIQA's core business 6 Key figures and performance	GRI 301 Materials GRI 302 Energy GRI 303 Water GRI 305 Emissions		7 – 9
Engagement for climate change	2 The UNIQA sustainability strategy and ESG integration 3 Sustainability in UNIQA's core business 6 Key figures and performance	GRI 301 Materials GRI 302 Energy GRI 303 Water GRI 305 Emissions		7 – 9
Advice and prevention for natural disasters	3 Sustainability in UNIQA's core business	GRI 417 Marketing and labelling		7 – 9
Digital service and customer focus	3 Sustainability in UNIQA's core business			
Training and education of employees	4 Sustainability in our UNIQA community	GRI 404 Training and education		3 – 6
Cyber risk	5 Sustainability in UNIQA's governance			
Diversity and equal opportunity	4 Sustainability in our UNIQA community	GRI 405 Diversity and equal opportunity GRI 406 Non-discrimination		3 – 6
Sustainable investment	3 Sustainability in UNIQA's core business			7 – 9
Sustainable products	3 Sustainability in UNIQA's core business			7 – 9
Data security and processing	5 Sustainability in UNIQA's governance	GRI 418 Customer privacy		
Environmental and social risk management	1 Introduction 3 Sustainability in UNIQA's core business			
Ethics and compliance	5 Sustainability in UNIQA's governance	GRI 205 Anti-corruption GRI 206 Anti-competitive behaviour		10
Human rights	5 Sustainability in UNIQA's governance			1 – 2



Outlook: The new "double materiality"

In the 2023 financial year, the UNIQA Group initiated a Group-wide project aimed at preparing the Group for the reporting requirements of the Corporate Sustainability Reporting Directive (CSRD) and the mandatory applicable European Sustainability Reporting Standards (ESRS). The reporting boundaries are defined by what is known as a "double materiality analysis". The UNIQA Group was able to build on the existing materiality analysis from 2021, but the CSRD and ESRS require a more comprehensive analysis distinguishing between the inside-out perspective, also called impact materiality, and the outside-in perspective, also called financial materiality. The inside-out perspective is used to identify the actual and potential positive

and negative impacts that our business activities have on people and the environment. The outside-in perspective considers the opportunities and risks arising from sustainability issues for the financial situation and sustainability of our business model (such as regulatory developments, climate-related events, etc.). An inside-out effect can also cause an outside-in effect. The initial collection and assessment of impacts, opportunities and risks for the entire Group along the value chain was completed in the reporting year. This also included content and topics from key stakeholders such as NGOs or rating agencies. The analysis will be finalised in 2024 and will then form the basis for our future reporting.



Sustainability in UNIQA's core business

As a large insurance company, we are aware that our actions have an impact on the environment and on society. Our primary goal is to shape these impacts positively and minimise negative effects. We make targeted, sustainable investments, through which we actively commit to climate protection and promote low-emission technologies. At the same time, we see our risk coverage and our advisory approach as an opportunity to incentivise climate protection and the transformation to sustainable business models.

The sustainable shaping of our own operations is equally important to us. We minimise our negative impact to ensure long-term business success and promote a positive corporate culture. We are determined to make an active contribution to combating climate change and promoting sustainable transformation.

The insurance industry can contribute to the fight against climate change and to sustainable transformation – we are therefore setting a positive example with our overarching goal of achieving net-zero emissions by 2040 in Austria and by 2050 in the CEE region.



3.1 Sustainable investment in line with the 1.5 degree Celcius climate target pathway

In our investment strategy, we are guided by the principles of sustainability, are committed to the 1.5 degree Celcius Paris climate target pathway to achieve net-zero emissions across the Group by 2050 and are actively driving decarbonisation as a company and investor. By analysing our portfolio in terms of CO₂ emissions, we are able to identify climate risks and opportunities at an early stage and assess our emitters' readiness for

transformation in line with the Paris climate target pathway. Targeted sustainable investments help to finance the energy transformation, reduce our exposure to ESG risks and increase sustainability-related opportunities. We maintain an intensive dialogue with companies and asset managers in order to fulfil our role as an investor.

Key achievements in 2023



- Alignment of our portfolio with a 1.5 degree Celcius climate target pathway through successful validation of the interim targets for our portfolio as part of the Science Based Targets initiative (SBTi).
- Established the decarbonisation target pathway for our investments, taking into account the requirements of our memberships of the NZAOA and the GFA, in order to align the analysable¹ portfolio with the 1.5 degree Celcius target by 2040 and achieve net-zero emissions in our investment portfolio by 2050.
- Increased sustainable investments by 49 per cent compared to 2022.
- Expanded engagement activities with investees: Carried out proactive and reactive engagements on environmental and standards-based topics.

Organisational structure and governance

Our UNIQA Group Responsible Investment Standard is monitored at least once a year by the Responsible Investment Steering Committee. This is made up of the head of Group Asset Management, representatives from Asset Management's ESG team and the portfolio managers as well as representatives from Sustainability, Ethics & Public Affairs. Internal meetings are held with the Head of Asset Management to report on current developments and progress. The ESG Asset Management team is in constant contact with Sustainability, Ethics & Public Affairs, which coordinates the overarching sustainability strategy. We report on the status of our ESG activities in annual reports. Our engagement policy is anchored in our UNIQA Group Responsible Investment Standard and covers various areas of engagement, which can be divided into proactive and reactive engagement.

¹ To analyse our portfolio, we follow the guidance of the Science Based Targets initiative (SBTi). These do not cover all asset classes and sectors, resulting in a part of the portfolio that we can analyse. In 2021, the share of our portfolio that we could analyse is 23 per cent of our assets under management. An expansion of the asset classes and sectors covered by SBTi is to be expected in the future.

On the road to net-zero emissions by 2050 – our commitment to decarbonisation in line with the Paris targets

Decarbonisation strategy

As part of our membership of the United Nations Net-Zero Asset Owner Alliance (NZAOA) and the Austrian Green Finance Alliance (GFA), we are committed to the gradual decarbonisation of our portfolio in order to best align ourselves with the Paris 1.5 degree Celcius climate target pathway and achieve net-zero emissions across the Group by 2050 for our investments. This year's successful validation of our interim climate targets by the Science Based Targets initiative (SBTi) further rounds off our sustainability strategy for our investments. We aim to gradually transform our portfolio by 2030 and reduce our Scope 3 emissions, which are due to our investments largely in Scope 3.15 (investments) by encouraging our investees to set their own science-based climate targets. By working with our specialised data provider ISS (Institutional Shareholder Services), we are able to carry out a comprehensive analysis of our investments in regards to various sustainability factors. We need this data on our investees to put our exclusion and phase-out strategy into effect, which provides for the following limits:

Coal:

- Coal exclusion criteria applied since 2019
- From 2024, no new direct investments in companies with more than 5 per cent revenue from coal business
- By 2030, phase-out of existing direct investments with more than 5 per cent revenue from coal business
- New investment products are only offered coal-free

Oil:

- Orderly withdrawal from oil by 2030
- From 2025, no new direct investments in oil projects that aim to expand the oil infrastructure
- No new direct investments in companies with more than 30 per cent revenue in the oil sector from 2025
- Divestment of direct investments in companies with more than 5 per cent revenue from oil transactions by 2030

Natural gas:

- Orderly withdrawal from natural gas by 2035
- From 2026, no new direct investments in natural gas projects that aim to expand the natural gas infrastructure
- No new direct investments in companies with more than 30 per cent revenue in the natural gas sector from 2026
- Divestment of direct investments in companies with more than 5 per cent revenue from natural gas transactions by 2035
- If a company has SBTi-validated targets, engages in EU taxonomy-aligned activities or publicly commits to the Paris Climate Agreement, an exception can be made to our limitations.

Nuclear energy:

- From 2025, no new direct investments in nuclear energy projects that aim to expand the nuclear energy infrastructure
- Divestment of investments in companies with more than 5 per cent revenue from nuclear energy by 2035
- If a company has SBTi-validated targets, engages in EU taxonomy-compliant activities or publicly commits to the Paris Climate Agreement, an exception can be made to our limitations.



Strategy for sustainable investments

The UNIQA Group finances emitters that make contributions to reducing emissions or to social projects. We are guided by the following sustainability definitions for each asset class: Green, social and sustainability bonds in accordance with the International Capital Market Association (ICMA) Principles. Funds are included in our sustainable investments in accordance with Article 9 (dark green funds) of the EU Sustainable Finance Disclosure Regulation (SFDR). This means they are investments that pursue a sustainability objective as defined in the SFDR. In addition, qualified investments in infrastructure projects are included in our sustainable investments. The sustainable investment strategy is set out in the UNIQA Group Responsible Investment Standard. The investments made are regularly monitored by Risk Management.

Engagement strategy

In our engagement strategy, which we launched in 2022, we pursue both proactive and reactive engagement in direct and indirect contact with our investees. In 2023, we broadened our engagement strategy. The exchange with companies is intended to improve the performance of our investees, particularly with regard to their climate strategy, decarbonisation targets and measures. With the help of our engagement, we are trying to use an active dialogue to promote the idea of transition in order to prevent divestment wherever possible.

Proactive engagement is what we consider our direct bilateral engagements with individual companies, with a focus on companies that together account for 65 per cent of our financed issues. We intend to drive this forward over the next four years in bilateral discussions with the ESG teams of the respective companies about their specific goals.

Reactive engagement is what we consider to be collaborative engagement. We have been pursuing this since 2022 as part of our membership of the Climate Action 100+ (CA 100+) investor initiative. Here, a group of international investors engages with one of the world's 170 most carbon-intensive companies to

align their climate strategy and disclosures with science-based climate targets.

On the other hand, since 2023 we have also been pursuing controversial or standards-based engagement, which is led by ISS. ISS enables investors to engage with companies that commit serious and structural violations of normative criteria in the areas of corporate governance, human and labour rights, the environment, bribery and corruption, or that fail to take steps to respond appropriately and take countermeasures. These include, in particular, violations of the principles of the UN Global Compact (UNGC) and the Guidelines for Multinational Enterprises of the Organisation for Economic Co-operation and Development (OECD).

As part of our engagement, we endeavour to convince our investees of the value of the following activities:

- Implementation of a governance framework that defines responsibilities and supervisory duties concerning climate risks.
- Measures to reduce greenhouse gas emissions along the entire value chain, in line with the 1.5 degree Celsius Paris climate target pathway, as well as the definition of SBTi-validated targets, if they have not yet set them.
- Transparent disclosure to show the resilience of their corporate strategy in various climate scenarios.

Sustainability progress in 2023

Interim climate targets validated by SBTi

With our science-based targets successfully validated in 2023 in four areas of our portfolio, which accounted for 23 per cent of our total investment volume in the base year 2021, we are focussing on project financing and corporate loans for power generation, other long-term corporate loans, as well as on listed equities and corporate bonds. We will implement our science-based targets by 2030 with our commitment activities and decarbonisation target trajectory.

Gradual phase-out of fossil fuels

With regard to our gradual phase-out of fossil fuels, we made progress as follows in 2023:

- As at the end of 2023, we do not hold any direct investments in the business of coal mining or energy production from coal.
- In 2023, no new earmarked direct investments were made for new unconventional oil projects aimed at expanding the oil infrastructure.

Sustainable investments of €2 billion by 2025

In 2023, we further sharpened our sustainability approach and focused on positive contributions to sustainability goals in order to achieve €2 billion in sustainable investments by 2025. In accordance with the EU Sustainable Finance Disclosure Regulation (SFDR), we only include Article 9 funds in our sustainable investments alongside green, social and sustainability bonds and selected infrastructure projects.

Further development of our engagement activities

In 2023, we were able to expand our understanding of the climate strategies of the companies in which we are invested by engaging directly with the relevant companies as part of our bilateral engagements. In 2023, we focussed our discussions on the following points:

- Presentation of their climate strategy and associated measures and objectives
- Ambitions for setting SBTi targets
- Problems in the pursuit of emissions reduction

Key figures and targets

Weighted Average Carbon Emission Intensity (WACI) and Sustainable Investments

With our portfolio-based key figures, we focus on two key indicators, which are shown in the table below:

1. "Carbon Emission Intensity" (WACI): The focus of our decarbonisation target pathway is on individual emitters whose greenhouse gas emissions are calculated using the weighted average carbon emission intensity (WACI) method. For companies, this indicator is calculated as the sum of Scope 1 and Scope 2 emissions per company revenue, weighted according to our investment volume. We also monitor Scope 3 emissions, but they are not included in the indicator. As soon as meaningful Scope 3 emissions are reported by companies, we plan to include them. We use the end of 2021 as the base year for measuring our actions and targets. The WACI of the UNIQA Group portfolio fell by 29 per cent between 2021 and 2023 and by 27 per cent since the previous year. This shows the improvement in efficiency of the companies in which we are invested in terms of reduced Scope 1 and greenhouse gas emissions in relation to the revenue generated. It shows that we have already achieved our emissions reduction target of 15 per cent compared to 2021, which was set for the beginning of 2025, an entire year earlier. The decrease from 2022 to 2023 was mainly due to the reduction in the emissions intensity of our existing investments.

WACI	2021 (base year)	2022	2023	2025 (target)
Weighted Average Carbon Emission Intensity [Scope 1 & 2 t CO ₂ e/ million € revenue]	99	96	70*	84

* The remuneration of the Management Board for 2023 is linked to the WACI ratio among other things.



2. Sustainable Investments: The UNIQA Group's sustainable investments also increased by 67 per cent to €2.17 billion between 2021 and 2023. We were therefore able to exceed our target of €2 billion for 2025 a year early. This target was previously set in 2021, including the investments in Article 8 funds. However, due to our stricter reclassification of what we define as sustainable investments, these funds are no longer included. Nevertheless, we have achieved our target, primarily due to the significant increase in our investments in green bonds, which have more than doubled since 2021. In addition, the proportion of sustainable investments in our overall portfolio almost doubled to 10 per cent in 2023. In 2022, our sustainable investments including Article 8 funds totalled €1.7 billion. After removing Article 8 funds from our definition of sustainable investments, the value for 2022 is €1.46 billion.

At the end of 2023, our sustainable investments are made up as follows:

- 79 per cent green bonds (2022: 64 per cent)
- 8 per cent social bonds (2022: 7 per cent)
- 5 per cent sustainability bonds (2022: 5 per cent)
- 3 per cent Article 9 funds in accordance with the EU Disclosure Regulation (SFDR) (2022: 4 per cent)
- 5 per cent sustainable infrastructure projects and technologies, including renewable energies such as wind energy and social projects such as promoting nurseries (2022: 20 per cent).



Additional key ESG figures concerning our portfolio

Our aim is to continuously improve the following ESG figures:

Carbon Risk Rating: represents an overall rating on a scale of 0 to 100 of a company or the country for climate risk management, as determined by ISS. The higher the rating, the better the company manages the CO₂ aspects. For corporate emitters, this assessment is based on an evaluation of over 100 industry-specific indicators and a classification of the CO₂ risk at industry and sub-industry level. For countries, the rating assesses the effectiveness of a country's government in implementing measures to reduce greenhouse gas emissions by state, corporate and private players and in adapting to a changing climate by reducing vulnerability to climate risks. The carbon risk rating is weighted according to the investment volume of the individual investment assets. In 2023, by optimising the

Sustainable Investments	2021	2022	2023
Sustainable investments as a percentage of the total portfolio value	5.4 %	7.2 %	10.0 %

climate risk management of the companies in which we are invested, we were able to achieve a 4 per cent improvement in the carbon risk rating compared to 2022. This was partly due to our investment decisions and partly due to the improvement in the internal risk management of the companies in which we are invested.

Carbon Risk Rating	2022	2023
Carbon Risk Rating	50.2	52.4

ESG performance score: monitors the ESG profile of our investments based on the ISS rating. The score can range from 0 to 100. A score of over 50 is considered "prime" and indicates above-average ESG performance. The score is made up of sector-specific and non-sector-specific sub-indicators. Depending on the industry, sector-specific indicators are given a different weighting in the overall score, reflecting the materiality of the respective topics. The topics range from dealing with suppliers and corporate governance to ecological aspects along the value chain. The ESG performance score is weighted according to the investment volume of the individual investment assets. Compared to 2022, the ESG performance score of our portfolio remained relatively stable at the ISS Prime level of 51.6.

ESG performance score	2022	2023
ESG performance score	51.3	51.6

Absolute financed emissions: provides an indication of the CO₂e emissions that we finance through our investments in companies and countries. This is calculated by multiplying our ownership interest in a company by its Scope 1 and Scope 2 emissions. We obtain this data from ISS. The financed emissions by the UNIQA Group increased by 7 per cent compared to 2022, but are still 21 per cent lower than in 2021. However, the proportion of our financed emissions to companies that have set themselves SBTi emission reduction targets rose to 31 per cent in 2023 compared to 24 per cent in 2022. For this reason, a decline in the financed emissions of our corporate portfolio is expected for the future.

Financed Emissions	2022	2023*
Financed emissions from corporate investments* [t CO ₂ e]	383,746	409,714
Proportion of financed emissions from corporate investments that have targets approved by the SBTi	24 %	31%**

* The coverage for the financed emissions in 2023 from our investments in listed companies, corporate bonds (excluding collateralised debt obligations) and corporate loans is 77 per cent.
** The remuneration of the Management Board for 2023 is linked to the SBTi ratio, among other things.

The following table breaks down the financed emissions by the UNIQA Group according to NACE codes (Statistical Classification of Economic Activities in the European Community). The table shows that the majority of the UNIQA Group's emissions information per NACE code has an average PCAF data quality score of 1 and none has more than 2. This means that most emissions data have a high degree of accuracy, as they originate from reported emissions.



NACE code	Volume invested [€]	2023 Financed emissions (Scope 1 & 2) [t CO ₂ e]	Weighted average PCAF Data quality factor*
B – Mining of coal and lignite	€ 10,501,359	11,905	1.0
C – Manufacturing	€ 497,313,199	152,124	1.1
D – Electricity, gas, steam and air conditioning supply	€ 242,403,644	82,212	1.0
F – Construction	€ 660,424,932	113,587	1.0
G – Wholesale and retail trade; repair of motor vehicles and motorcycles	€ 41,365,810	2,706	1.4
H – Transporting and storage	€ 143,457,399	8,539	1.0
I – Accommodation and food service activities	€ 14,576,975	35	2.0
J – Information and communication	€ 189,098,756	3,830	1.0
K – Financial and insurance activities	€ 2,251,504,517	6,475	1.1
L – Real estate activities**	€ 17,913,839	149	1.8
M – Professional, scientific and technical activities	€ 4,243,354	100	1.0
N – Administrative and support service activities	€ 469,260	7	1.0
O – Public administration and defence; compulsory social security	€ 11,604,820	0.01	2.0
Q – Human health and social work activities	€ 5,391,499	204	1.0

* The PCAF Data Quality Score covers 97 per cent of the UNIQA Group's company-financed emissions. The data quality factor for the other 3 per cent is not covered by ISS.
 ** This item only includes real estate funds. Physical real estate investments are not included.

For government bonds, we began monitoring further country-specific emissions in 2023 in line with our NZAOA membership using the PCAF methodology². The monitoring will subsequently be used for NZAOA reporting and provide a key figure as a basis for future targets. For the first time, in 2023 we are reporting the absolute financed emissions from government bonds.

Financed emissions	Volume invested [€]	CO ₂ emissions 2023 (Scope 1) [t CO ₂ e]*
Financed emissions through government bonds	€ 6,029,700,423	2,088,428

* The data is taken from the database of the UNFCCC (The United Nations Framework Convention on Climate Change). The data covers 100 per cent of direct investments in government bonds.

Together, the financed emissions in 2023 through our investments in listed companies, corporate bonds (excluding collateralised debt obligations), corporate loans and government bonds covered 47 per cent. In the near future, we plan to increase this coverage through engagement in other asset classes.

² PCAF methodology: Investment position in government bonds (EUR) / GDP adjusted for purchasing power (EUR)
 * Scope 1 production emissions for the country (tCO₂e)

Engagement key figures

We also review our engagement activities using key figures. In 2023, in line with our proactive bilateral engagement strategy, we contacted two companies that were selected based on their high share of our financed emissions. This gave us an initial overview of the climate-relevant goals, measures and strategies of our engagement partners. These two companies together represent 33 per cent of our financed emissions. As part of our membership of CA 100+, we were able to participate in a collaborative engagement case last year. Together with ISS, we were involved in 25 standards-based engagements in the 2023 reporting year. These include 15 cases of social offences and 10 cases of environmental offences. In 23 cases, the companies concerned have already taken measures or made commitments to help remedy the offence. As part of our membership of the UN Net-Zero Asset Owner Alliance, we were able to participate in a collaborative engagement with one of the world's largest asset managers in 2023, focussing on climate-specific issues.



Science-based targets for our investment portfolio

Our SBTi portfolio interim targets covered 23 per cent of our total investments by assets under management (AuM)³ as of 2021. Required activities accounted for 23 per cent of total investments by AuM according to SBTi guidance, while optional activities accounted for 19 per cent and out-of-scope activities made up 58 per cent.⁴

Asset class	Target definition	Unit	2021 (Base year)	2027 (Target year)	2030 (Target year)
Project financing for power generation	Reduction of our electricity generation project finance portfolios GHG emissions by 74.2 per cent per MWh by 2030 from a 2021 base year	t CO ₂ e/MWh	0.019	-	0.005
Other long-term debt	34 per cent of our other long-term corporate loan portfolio by invested value sets SBTi validated targets by 2027 from a 2021 base year	% of AuM	3 %	34 %	-
Listed equity and corporate bonds	48 per cent of our listed equity and corporate bond portfolio by invested value sets SBTi validated targets by 2027 from a 2021 base year	% of AuM	23 %	48 %	-
Corporate loans for power-generating companies	Provision of corporate loans exclusively for renewable electricity generation by 2030	We currently have corporate loans exclusively for renewable electricity generation. The aim is to continue to finance only corporate loans for renewable electricity generation.			

³ Assets under management are reported using the fair value of the assets (i.e. in accordance with the investment book of record).

⁴ These targets and coverage per cent do not include unit-linked and index-linked life insurance investments. Unit-linked and index-linked life insurance investments made up 16 per cent of total investment activities by total balance sheet assets based on reported IFRS values.



Outlook for 2024

Portfolio decarbonisation and other ESG factors
We will continuously improve the ESG quality of our assets by further aligning our portfolio with the commitments of our memberships. Our decarbonisation and engagement measures will continue in the following year in line with our science-based targets. Furthermore, in addition to the existing focus on emissions, we will include more ESG factors such as biodiversity and water in our sustainability analysis in order to obtain a comprehensive overall picture of our investments.

Sustainable investments on target

We want to keep our target volume of €2 billion in sustainable investments as stable as possible until 2025, despite possible price fluctuations and, if possible, expand it further.

Expand commitment

In 2024, we will continue our existing commitments and increase the number of our engagement cases. The long-term goal over the next four years is to be engaged in 65 per cent of our financed emissions. In our bilateral engagement, we plan to cover other environmental issues such as biodiversity, water and governance in addition to relevant climate issues.



3.2 Sustainability in insurance activities in the Corporate Business segment

At a time that is characterised by the challenges of climate change, the role of corporate business is growing beyond that of a mere risk taker. As a facilitator for improving financial resilience, the UNIQA Group is at the interface between development of the industry and sustainability responsibility. Developments in the area of sustainability have a significant impact on the insurance industry and on the companies insured. These

include the increase in climate-related damage and growing market expectations for new sustainable products and product components. The UNIQA Group is responding to this and integrating ESG risks into the underwriting process, analysing customers with regard to ESG criteria and publishing the sustainability performance of the underwriting portfolio. These innovations support sustainable management and new technologies.



Key achievements in 2023

- Calculation of CO₂ emissions and ESG risk analysis of the underwriting portfolio by integrating external data into the front-end system for automatic ESG-related calculations with each quote.
- Expansion of the underwriting process to include the ESG risk assessment in the internal "ESG Standard for Underwriting" process regulation document and the ESG consultant role implemented in each business unit to analyse the quotes escalated based on the ESG criteria.
- Continuous further development of the climate and engagement strategy for UNIQA Corporate Business and determination of key figures and targets for decarbonisation of the underwriting portfolio, advice on climate risks and engagement with customers.

Organisational structure and governance

We introduced the new position of ESG advisors into Corporate Business in 2023 in order to integrate sustainability-related activities appropriately into the corporate agenda of UNIQA for all our markets. They are aimed to ensure that every business unit complies with sustainability-related obligations and standards, works together with customers and initiates relevant projects. UNIQA Corporate Business is strengthening its team of ESG experts for this purpose and introducing training programmes aimed at increasing sustainability awareness among corporate employees. There have been three dedicated sustainability experts in the Corporate Business core team at Group level since the end of 2023. Each of the international markets also has an expert for the Corporate ESG agenda. This strengthening of the corporate teams provides a large degree of support for strategic activities.

The sustainability strategy in the UNIQA Corporate Business

The approach towards strategic sustainability in the UNIQA Corporate Business has three main directions:



1. Reinforcing our customers' resilience to climate-related risks
2. Work on decarbonising the underwriting portfolio
3. Development of new sustainability products and product components

We use the commitments of the GFA (Green Finance Alliance) and PSI (UNEP FI Principles for Sustainable Insurance) as a guide in order to prioritise sustainability-related goals and activities correctly.

Advice on reinforcing our customers' resilience to climate-related risks

Due to its particular characteristics, the insurance industry is heavily affected by climate change-related damage, which has an impact on both our company and our customers. The increase in the frequency and severity of extreme weather events poses a significant risk. At UNIQA Corporate Business, we advise companies on how to improve their resilience to

climate risks and overcome the challenges they face as a company. We have expanded the range of our recommendations for avoiding climate risks as part of our "First Aid Measures", and can track the extent to which customers accept and implement our recommendations. We plan to improve our customers' resilience to climate risks further over the coming year through comprehensive projects offering professional advice.

Decarbonisation of the underwriting portfolio

Pursuing the Paris 1.5 degree Celsius climate target pathway in underwriting is one of our most important goals. The UNIQA Group has set itself the commitment to achieve net-zero emissions in the underwriting portfolio by 2040 in Austria and by 2050 in CEE, therefore covering the entire UNIQA Group. The first steps towards decarbonisation was already taken in 2019 with the commitment not to enter into any new business with customers involved in the coal business. Key steps towards portfolio decarbonisation also include phasing out oil (by 2030) and gas (by 2035) in our corporate customer business.

Development of new sustainability products and product components

UNIQA Corporate Business has undertaken to support customers both with their sustainable economic growth, as well as with the development of new sustainable technologies through new innovative products and product components. The ambition with this lies in the circular economy, which includes the sustainable reconstruction and reuse of components in major industries. Any potential developments are focused on environmental liability components and the social components of corporate insurance solutions.



Sustainability progress 2023

There was a significant shift in UNIQA's Corporate Business processes in 2023 towards the integration of sustainability aspects both in the (customised) major customer business (underwriting process, product development) and in the portfolio assessment of broader customer segments such as SMEs.

Adjustments to new processes and policies

The UCB Underwriting Standard (UCB) integrated the UCB Environmental, Social and Governance (ESG) Standard into its standard underwriting process in 2023 in order to adapt business processes to the new ESG risks that are emerging. The Group-wide ESG Standard is a supplementary document to the UCB Underwriting Standard and defines the critical impact of ESG factors on business decision-making, and also describes the process for dealing with customers in sectors with increased ESG risks. The standard also covers the cooperation required with customers in activities prior to and after a claim, with the aim of improving their resilience to climate risks. Implementation of the ESG standard was supported by updates to the IT environment and mandatory training, ensuring user-friendly integration of ESG into existing processes based around education and instruction.

Emission calculations and development of targets

One of our most significant achievements in terms of portfolio decarbonisation in 2023 was the analysis of the CO₂ emissions of our Austrian underwriting portfolio (insurance-associated emissions in accordance with the PCAF standard) and defining corresponding key figures and (interim) targets for long-term portfolio decarbonisation based on this. Our objective is to complete an emissions analysis for all other markets in 2024 and to improve the data quality for portfolio assessment even further over the next few years. In addition to the targets on emission reduction, we have also defined key figures that will enable us to track the implementation of our climate and engagement strategy. These relate to the results of the ESG risk analysis of our portfolio, the premium from the underwriting of renewable energies and the reduction of business with fossil fuels.

ESG risk assessment in the underwriting process

In May 2023 UNIQA Corporate Business introduced the ESG standard for the underwriting process, which integrates an analysis of corporate customers with regard to ESG risks into the process. Special functions in the underwriting platform enable an automated risk assessment of the quotes submitted in relation to the extent of their exposure to environmental, social and governance risks. The risk assessment is conducted by an external data provider and is based on the Principles for Sustainable Insurance (PSI) guidelines "Managing environmental, social and governance risks in non-life insurance business". The following ESG topics (and corresponding detailed topics) are taken into account in the analysis in accordance with the PSI guidelines:

E – Environmental topics	<ul style="list-style-type: none"> • Climate change • Environmental pollution • Protected sites/species • Non-sustainable practices • Animal well-being and testing
S – Social topics	<ul style="list-style-type: none"> • Human rights • Controversial weapons
G – Governance topics	<ul style="list-style-type: none"> • Corruption and money laundering • Poor corporate governance • Poor product and service quality

As the risk assessment of our data provider is based on the PSI guideline for non-life insurance, which evaluates some industries as not applicable when it comes to ESG risk exposures, around 50 per cent of the UNIQA Group company portfolio is currently assigned to the ESG risk exposure assessment. We monitor the development of the guidelines in order to maintain a comprehensive overview of our clients' ESG risk exposure for

the future. Companies with a risk classification of 3 are filtered out based on this risk classification (0 - not applicable; 1 - low potential risk exposure, 2 - potential risk exposure, 3 - high potential risk exposure). The final assessment also takes into account the line of business and the validity of the risks analysed for certain lines of business (e.g. environmental risks are of crucial importance for property insurance, while social risks and governance risks are crucial for employee benefits and/or financial lines). Companies with a high ESG risk are placed on a watch list. Our ESG consultants and senior underwriters subsequently analyse data available publicly on the company (website, data sources available publicly, ESG rating databases), including relevant undertakings, objectives, policies and procedures. A lack of any relevant evidence of sustainable practices may result in a negative decision being taken as regards new business with the company. We had implemented ESG risks in our processes and underwriting platform in full by the end of 2023 and conducted initial analyses of the Austrian portfolio to gain a comprehensive understanding of the portfolio's exposure to ESG risks.

Development of sustainable insurance solutions

The development of insurance solutions for renewable energies was a crucial aspect in supporting this growing sector. It allows us to harness opportunities to expand our renewable energy business both through our expertise and through reliable partnerships that reinforce our internal expertise.

Examples from Austria:

Wind power: We made our expertise and insurance capacity available to selected operators and insurers over the course of 2023 for projects in the wind power sector. Our objective is to support the energy transition from this perspective as well.

Photovoltaic: We are able to address customer needs in a targeted manner and meet the increasing demand for photovoltaic capacity accordingly thanks to a newly developed photovoltaic calculator, which is suitable for different types of installation and performance classes.



Key figures and targets

Insurance-associated emissions

As a member of the Austrian Green Finance Alliance (GFA), we endeavour to report on our insurance-associated greenhouse gas emissions and set ourselves targets to reduce our emissions to net-zero by 2040 in Austria and by 2050 in CEE. We were able in the 2023 reporting year to finalise the analysis of our Austrian corporate portfolio for the 2022 financial year using the PCAF (Partnership for Carbon Accounting

Financials) methodology to measure insurance-associated emissions. We were also able to carry out the calculation for the year 2023 in Austria. We will use 2022 as the baseline year for tracking of targets in the future. The interim targets up until 2040 and 2050 were developed for the entire UNIQA Group and can be found with the emission values for Austria in the following table:

Insurance-associated emissions	2022 (Baseline)	2023	2025	2030	2035	2040	2045	2050
UNIQA Austria	20,164* t CO ₂ e	19,722* t CO ₂ e	- 5 %	- 20 %	- 40 %	- 60 %	-	-
UNIQA International	n.a.**	n.a.**	- 5 %	- 15 %	- 25 %	- 40 %	- 45 %	- 50 %

* Insurance-associated emissions in the Property & Technology Insurance portfolio (100 per cent) and Liability Insurance portfolio (30 per cent). The premium coverage of the portfolio analysed amounts to 53 per cent of the entire insurance portfolio in industrial insurance (including property insurance, liability insurance, transport insurance and financial lines).
 ** Only emissions from Austria are reported in 2023. We will in any case finalise the analysis with all EU markets in 2024, which together account for 85 per cent of UNIQA International's premiums. The Group as a whole will gradually be included in the actual recording and detailed planning over subsequent years.

Proxies and estimates used

a) Calculation of insurance-associated emissions
 Industry data procured from external sources on CO₂ emission intensities (Scope 1 and 2) of economic activities (acc. to NACE codes) were used to calculate the insurance-associated CO₂ emissions of the underwriting portfolio. We have calculated the total amount of CO₂ emissions using the PCAF formula from these data combined with the economic activity, revenues and annual insurance premium of our customers. The calculation based on industry data corresponds to a PCAF data quality factor of 5.
 Estimated values: other public sources of company financial data including estimates were used in those cases where no public information was available on revenue values. Internal estimates were used for public institutions, companies with negative earnings and non-commercial enterprises.

b) Determination of the decarbonisation targets

The decarbonisation targets were determined taking the following into account:

- the local decarbonisation ambitions of the most significant UNIQA markets in terms of premium volumes (Austria, Poland, Czechia/Slovakia, Hungary, Romania, Croatia and Bulgaria)
- the current industry distributions for our portfolio,
- important decarbonisation initiatives (such as phasing out fossil fuels, growth of the renewable energy business),
- the emission-reduction plans set out by the states at national level for the corresponding industries represented (in particular energy, heavy industry, transportation and waste).

The level of ambition for the interim targets corresponds with the decarbonisation commitments of the states represented and is reinforced by the comprehensive decarbonisation agenda at UNIQA Corporate Business.

Proportion of customers with climate targets

As a member of the GFA, we want to ensure that all our insured companies within the EU that are required to report under the Non-Financial Reporting Directive (NFRD) (or in accordance with the Corporate Sustainability Reporting Directive (CSRD) as of 2024)

have set climate targets compatible with 1.5 degree Celcius for their respective core business by 2040 (net-zero targets or SBTi targets). The focus for 2022 was determined for the Austrian corporate customer business as a first step using the following key figures:

Proportion of customers with climate targets subject to mandatory NFRD reporting	2022*		2040 target
	Customers with net-zero targets	Customers with SBTi targets	
Ratio between the number of insured companies subject to mandatory NFRD reporting with a 1.5 degree Celcius target for the core business and the total number of insured companies subject to mandatory NFRD reporting	85 %	27 %	100 %
Ratio between the annual gross premiums written by insured companies subject to mandatory NFRD reporting with a 1.5 degree Celcius target for the core business and the gross premiums written by all insured companies subject to mandatory NFRD reporting	97 %	59 %	100 %

* As a first step, we analysed the Austrian corporate client business that is subject to the NFRD (companies listed on the regulated markets, banks, insurance companies with more than 500 employees) for 2022. We have taken into account public information from the companies on their websites and public sources such as SBTi and CA 100+. The business lines analysed are property/technology insurance, motor vehicle, life, casualty and health insurance. We will complete the analysis for 2023 and the other portfolios of the EU markets (Poland, Czechia/Slovakia, Hungary, Romania, Bulgaria, Croatia) in 2024.

Results of our ESG risk assessment

We integrated the ESG risk assessment into our Group-wide underwriting platform in May 2023. The first step that we took following the integration by the end of 2023 was to analyse how these risk levels are reflected in our portfolio and to how customers are allocated to potential high-risk commitments from a quantitative point of view. For 2023 we therefore report on the proportion of customers in the Austrian portfolio to which certain ESG risks are assigned and on the proportion

of companies that were assigned a potentially high risk exposure in this assessment (level 3 - high potential risk exposure). In 2024 we will focus on those portfolio items that have been assigned a high risk. We have installed ESG advisors in each of our markets for this purpose. They monitor the development of the company (e.g. the existence of policies and guidelines) in relation to the risks assessed compared with industry-based data.



A total of 45 per cent of the 15,006 customers assessed overall in the Austrian portfolio had at least one ESG risk assigned. Of these, 45 per cent had at least one high environmental risk, 68 per cent at least one high social risk and 42 per cent at least one high governance risk.

The results are consistent with the assumption that many of the industries in our underwriting portfolio are potentially exposed to at least one of the high ESG risks. We will publish the progress made in analysing the company data in relation to ESG risks in the next sustainability report.

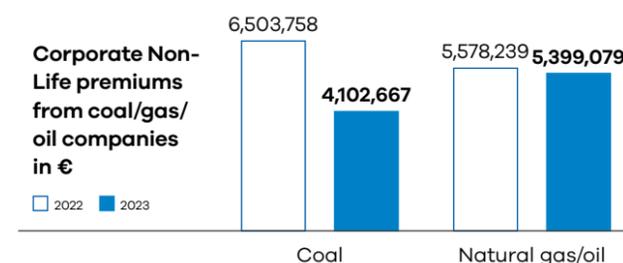
Results of the ESG risk assessment for the Austrian portfolio	2023*
Number of customers assessed with respect to their exposure to ESG risks	15,006
Proportion of customers assessed with ESG risks allocated to them	45 %
Proportion of customers assessed with at least one high E risk	45 %
Proportion of customers assessed with at least one high S risk	68 %
Proportion of customers assessed with at least one high G risk	42 %

*The analysis included companies with standardised insurance products whose premiums cover 25 per cent of the entire SME portfolio. We will also analyse Austrian portfolios of industrial insurers and portfolios of industrial insurers or EU markets in 2024.

Engagement with customers in the area of fossil fuels and high emitters

We are tracking the business volumes in all our markets with companies in sectors that use coal, oil and natural gas as part of our commitment to exit the fossil fuel business. We have defined a clear timetable for this exit and see clear progress in decarbonising the portfolio. The progress is measured as an absolute premium of the corporate business (business lines: property, technology and liability insurance). We plan to incorporate further business lines into the analysis in 2024.

The decline in the coal business in Corporate Business by almost half in 2023 is due to essentially meeting the exit commitments in our Polish portfolio. We monitored all remaining coal customers in the portfolio in 2023 based on available data with regard to their commitment to climate-related targets and relevant climate strategies. We also want to conduct this analysis in 2024 for all oil and gas companies in our portfolio. With respect to the analysis of coal customers, the results of our first step (monitoring data that is available publicly) provide us with a clear overview of those customers that may be subject to written commitment. In accordance with our decarbonisation declaration, we are committed to exiting all portfolio items in companies that generate more than 5 per cent of their revenue from activities in the coal sector by 2030. This does not include companies that have set science-based climate targets (time horizon: 2050, including five-year interim targets) and are decarbonising their core business in line with the Paris Agreement, or projects that are in line with the Paris climate targets. Our customers in the coal sector who already publish such commitments already make up 25 per cent according to our analysis of the disclosed data. We will work with those



Outlook for 2024

Development of further sustainability solutions

Our plans for 2024 include expanding our expertise further in the area of renewable energy solutions, strengthening our portfolio and developing new solutions. One of the projects that we have in our pipeline is the development of a "Green Clause" aimed at covering the additional costs of ecological restoration for damaged properties in the event of damage. The contractual clause is available as an option to customers.

Key figures, targets and data

We plan to continue our portfolio analysis for insurance-associated issues and ESG risks in all UNIQA International markets in 2024. We will pursue our commitment to portfolio decarbonisation with the selected key figures and targets and gradually improve the data. We also plan to analyse publicly available primary data on CO₂ emissions from companies in our underwriting portfolio in 2024 in order to improve the quality of the data. We will also work on solutions for SMEs.

Company to be formed for resilience consulting

The UNIQA Group will be forming a company in 2024 that aims to strengthen the resilience of industrial and commercial customers against any negative operational impact using preventive measures. The core element of the service involves safeguarding operational value creation by means of risk analysis based on scenarios for prioritising any required measures and implementation of these.

Events and partnerships for corporate customers

Education and awareness are fundamental drivers of change. We are planning to hold a series of sustainability events over this next year that will bring industry leaders and experts together with our corporate clients.

customers who have not yet defined their own decarbonisation pathway to obtain confirmation of their climate plans by the end of 2026. We will gradually stop extending policies for those coal customers who do not commit to emission reduction plans in line with the Paris Agreement.

Status* of coal customers in the Corporate Underwriting portfolio 2023	Customers	Status A	Status B	Status C
Number of customers with a connection to coal	47	12	15	20

* Status A: the company sets climate targets in line with the Paris Climate Pathway. Information available from public sources. Status B: no public decarbonisation plan, but significant measures for compliance with ESG standards. Status C: no relevant information available on the climate strategy.

Renewable energy business

We intend to expand our business activities with companies from the following sectors across the Group as part of our solutions for renewable energies: solar power, wind power, hydro-power and biomass energy. We were able to increase our premium volume in the area of renewable energies in 2023 by 30 per cent. There are multiple UNIQA markets behind this growth, i.e. Austria, Romania and Bulgaria, where we are experiencing significant growth in the renewable energy business and specialised projects for technical consulting for photovoltaics.

Renewable energy business	2022	2023
Net annual premium from insured companies in the renewable energy sector	€ 12,648,649	€ 16,434,075



3.3 Sustainability in insurance activities in the Retail segment

As one of the leading insurance companies in Central and Eastern Europe, we have a special responsibility towards the environment and society. For this reason, we not only focus on our customers' needs at all times but are also firmly committed to doing our bit for a healthier, more sustainable and more human world. Developing our products and services further in the interests of sustainability is a key factor in this regard.

Organisational structure and governance

The ESG team set up specifically for UNIQA Austria ensures that product development and the advisory process are developed in a coordinated manner, while intensive market research recognises trends at an early stage, assesses risks and adapts the offering to customer needs. Our challenges for the future include rapid operational implementation of the continuous growth in regulatory requirements and the transfer of expertise in connection with products focused on sustainability. Establishing knowledge and new training concepts are therefore our main priority. We are also in the process of integrating sustainability in the retail business into local governance and developing corresponding products and strategies in our international markets.



Key achievements in 2023

- Wide range of training formats to integrate sustainability into the advice approach; testing and implementation of training formats with the support of experts from the university and NGO sectors.
- Alignment with market trends in the sustainability area through the new "Private cover for living & leisure" tariff and expansion of insurance benefits to include solar fences and wind power.
- Options for customer complaints expanded through personal contact with the ombudsperson's office.

Focus on a green future: sustainability expands insurance benefits and advice in Austria

Sustainability is in the focus of all product developments in Austria in line with the current UNIQA 3.0 strategy. The ESG team, which is based in the Retail AT line and reports to the Head of Retail Austria, ensures an end-to-end approach towards our core market of Austria. It supports product managers in developing forward-looking insurance products. This includes product developments, product launches, accompanying sales measures, as well as continuous monitoring of the market and designing further measures and business models in the area of sustainability to ensure that UNIQA and the sales team are even better prepared for the green transition. Sustainability aspects are already firmly established within our advisory and product development processes across all insurance lines, with the result that the range of sustainable insurance products and the best possible advice meet the growth in demand. This combined effort ensures that environmental, social and governance aspects are integral components in the development process in order to create sustainable and responsible products.

Every product development follows a structured and transparent process that is portrayed in the policy and standard for the product development process. The internal review mechanism that has been in place since 2022 ensures that every product development in Austria is analysed and evaluated from an ESG perspective. We developed and expanded upon this process further in 2023. This ensures that ESG-related issues such as the extent of taxonomy-eligible premium shares or possible KPIs for external ESG ratings are visible at an early stage in a product development process. Using market research methods we survey the sustainability preferences of our strategic customer target groups. The findings are then incorporated into our product development process, and this ensures that we have a customer-centred approach with regard to ESG issues.



Sustainability progress in 2023

In order to minimise legal risks and avoid reputational damage, UNIQA Austria worked intensively in 2023 on correct naming for its products in order to give our customers interested in sustainability some transparency in their purchasing decisions.

Sustainable advice reconsidered: UNIQA Austria combines digitalisation and personal advice

The growth in demand for sustainable insurance solutions has a significant impact on our advisory services. We use targeted automation in the advisory process to create a seamless connection between the digital and real world in order to document our customers' concerns transparently and efficiently, while at the same time ensuring sufficient time for individual advisory sessions. Having structured digital records of our customers' sustainability preferences allows us to focus on individual requests and needs, and offer customised advice. We also invest in targeted sustainability training for our sales colleagues through various training formats (asynchronous e-learning modules and face-to-face events). We enlisted the support of sustainability experts from the university and NGO sectors for the initial steps with this and launched a partnership with the Austrian Federal Ministry of Climate Action. The "klimaaktiv" (climate active) initiative gave us the opportunity to support the "Österreich ist nicht ganz dicht" climate campaign with exclusive trainings for our colleagues.

We want to reduce our ecological footprint by expanding our myUNIQA customer portal. We recorded around 565,000 registered customers in 2023. More than 21 per cent of our private customers also already receive their insurance documents

purely in digital format via the electronic mailbox, which contributes towards relevant savings in CO₂ emissions. The electronic signature promoted by us enables flexibility in the advisory process and a more sustainable way of working. We processed around 465,000 applications using electronic signatures in 2023 compared with 423,000 applications in 2022, meaning an increase of 42,000 applications.

ombudsperson's office reopened in 2023

After an extended COVID related break, direct personal contact with the ombudsperson's office that is highly appreciated by customers, is possible once again. Our customers' concerns are very important to us and complaints serve as an important guide. Our dedicated employees value customer feedback and use it to customise insurance products in a targeted manner. We deal with requests, problems and complaints quickly and focus on finding a solution. We use what we learn from these interactions to improve our internal processes and optimise our products. This positive attitude strengthens trust and is always the basis for all our complaint handling processes. The Touchpoint and Case Management team & Ombudsperson's office launched a new modern complaints handling system in 2022 which will be finalised by the end of 2024. A shared platform will enable simpler and faster handling of complaints by all those responsible for this process, which will have a positive impact on customer satisfaction.

Sustainability-focused insurance solutions in Austria

Life insurance

UNIQA's life insurance adapts to the needs of customers in the best possible way in terms of the contract design and through comprehensible and transparent cost models. UNIQA has had a further portfolio in "Category c" (sustainability category according to the IDD) of its endowment life insurance since autumn 2023, thereby integrating a uniform, sustainability-oriented product range for different risk categories.

Property insurance

UNIQA is focussing on important topics for the future in its property insurance offerings, such as the circular economy and alternative sources of energy. Its new "Privatschutz Wohnen & Freizeit" household and homeowner insurance, which includes a number of sustainable elements such as increased natural catastrophe assistance and a component for the circular economy and renewable energies, made UNIQA the only insurance company on the market to be awarded the top rating of "very good" by the magazine Konsument in 2023. With this new insurance cover, UNIQA is responding to the ever-growing range of products for energy-efficient use in private homes and is now also insuring solar fences and small wind turbines.

Health insurance

We want to provide motivation for our customers to lead a healthy lifestyle with our wide range of preventive healthcare services, guide them through the Austrian healthcare landscape in the best possible way and guarantee rapid round-the-clock medical care in acute cases.

LARA – UNIQA's healthcare network with numerous benefits

The LARA partner network is aimed at ensuring that UNIQA customers have minimum routes to take and also feel that they receive optimum care in the outpatient sector – with rapid doctor appointments, fast and convenient online bookings for appointments, medical advice via video consultation and other benefits such as discounts in LARA partner pharmacies. UNIQA customers such as cross-border commuters and opting-out customers (e.g., freelancers) who are not covered by social insurance also benefit from direct billing arrangements between LARA partner doctors and UNIQA. This option of direct billing is unique in Austria. The LARA partner network already includes around 500 LARA locations throughout Austria, currently focussing on the Vienna area and the surrounding region, and is being constantly expanded.

UNIQA Medical Partner Center: Healthcare under one roof

UNIQA increasingly relies on partnerships with medical centres in those federal provinces where the density of doctors is lower than in Vienna. UNIQA customers can expect a wide range of preventive, diagnostic and therapeutic services at the UNIQA Medical Partner Centers: fast primary care outside normal surgery hours (acute care), medical care with fast appointments (LARA), comprehensive diagnostic testing and detailed screening examinations (e.g., VitalCheck). There are already UNIQA Medical Partner Centers in Vienna (Döbling Private Hospital and Döbling Outpatient Center), in Salzburg (Wehrle-Diakonissen Private Hospital), in Vorarlberg (Rheintal Medical Center) and in Styria (Graz Ragnitz Private Hospital).



Innovative healthcare services for an active lifestyle

UNIQA offers for instance valuable services as part of the VitalPlan programme that promote an active and healthy lifestyle, with around 100 UNIQA VitalCoaches advising customers on issues involving exercise, nutrition and mental fitness. The Lifestyle DNA analysis is a sound scientifically-based genetic test that includes recommendations for a healthier lifestyle. With the VitalCheck, we offer a preventive programme with additional examinations (e.g. ultrasound of the upper abdomen and kidneys, comprehensive blood analysis, resting and stress ECG and pulmonary function test) that are not included in the state screening services. Our customers are able to recharge their batteries for their demanding everyday lives on a relaxing short holiday at around 280 VitalPlan hotels.

Casualty insurance

UNIQA has had a new casualty insurance policy in place for senior citizens since 2023 that gives older customers in particular security when it comes to covering care costs so that they can maintain their own standard of living. These benefits contribute towards more equal access to care services and reduce social inequalities in healthcare provision.

Sustainability in banking sales

Our banking partners in the area of bancassurance are continuing to focus on digitalisation, which enables CO₂ savings along the entire value chain. One example of this is the ongoing optimisation of digital services, such as the "Insurance Manager" or the "My Insurance Plus" digital customer loyalty programme. Funds that take social, ecological and ethical criteria into account are increasingly being integrated when it comes to unit-linked products. Ecological factors such as photovoltaic or solar systems are subsidised when homeowner and other home insurance is taken out. As with motor vehicle insurance for passenger cars and estate cars powered by electricity, support is also provided here for the corresponding insurance premiums.

Examples of insurance solutions focused on sustainability on the international market

UNIQA is gradually integrating sustainability aspects into its insurance products in Czechia and Slovakia, thereby demonstrating its commitment to risk management and sustainable development in these markets. The retail products on offer include a range of ESG features that meet customer needs and promote sustainable practices. UNIQA CZ/SK for instance provides insurance cover for electric vehicles, reflecting the growing popularity of low-emission modes of transport. Property insurance covers environmentally friendly technologies such as photovoltaic panels, heat pumps and special cover for large-scale photovoltaic power plants. UNIQA also offers a unique mental health platform called DIAGNOSE.me. Digitalisation plays a crucial role in the sustainability efforts at UNIQA Czechia/Slovakia, enabling customers to buy retail products online, simplify the claims reporting process and speed up the claims settlement process. This focus on digital channels is in line with the overarching goal of improving efficiency and accessibility. UNIQA is continuing its commitment to sustainability in Poland through various ESG features in its retail products. These include certain communication support services for electric vehicles, protection for unmarried partners and insurance for renewable energy sources, such as heat pumps or photovoltaic systems. It is particularly worth noting that UNIQA Poland is addressing societal needs through extended protection covering older people in relation to specific services, student insurance with a focus on diversity and psychological support, as well as stand-alone cover to combat online hate, including psychological support. UNIQA Poland is also pursuing a financial approach to sustainability with access to twelve funds that promote ESG aspects through unit-linked products.

Key figures

The number of complaints in Austria fell again in the reporting year from 1,280 in 2022 to 1,135 in 2023, a decrease of around 11%, despite these evolving challenges.

Number of complaints in Austria



Outlook for 2024

Education and training

The LIMAK Austrian Business School university course as in-depth training for managers to raise awareness and improve understanding of sustainability: comprehensive training on both general and specific topics in the insurance industry that is specifically tailored to UNIQA as a company

Life insurance

UNIQA Austria's unit-linked life insurance will include products focused on sustainability in new sales in full from spring 2024; for example, a range of new green individual funds in "categories c" and "b". The funds in "category b" (in the individual fund range from spring) bear the Austrian Ecolabel.

Motor vehicle insurance

New motor vehicle insurance tariff in Austria (from Q3/2024) with beneficial pricing for low-consumption vehicles, financing for e-vehicles via UNIQA Leasing GmbH, as well as special services for electric vehicles and rechargeable batteries.

Property insurance

Renewable energy technology module – can be taken out as a standalone product; cover for many energy generation and utilisation systems ranging from heat pumps to small wind turbines. The aim is to provide protection to as many customers as possible with renewable energy technologies.



3.4 Sustainability in our own operational management

A clean and intact environment is the basis for functioning economic systems and societies. As the UNIQA Group, we can contribute towards this by encouraging sustainability in our business activities as well as in our own company and reducing negative effects such as CO₂ emissions. Environmental management in our operations is a priority for our sustainability strategy and the introduction of a certified environmental management system in Austria is one of our most important strategic ambitions.

Organisational structure and governance

The environmental aspects of the company's own operations are the responsibility of the Chief Operating Officer and are handled by Group Procurement. The "Energy & Environmental Services" team was set up for this purpose in 2023 and is explicitly dedicated to operational ecology of owner-occupied buildings. The team is currently made up of five trained energy and environmental managers. The initial focus is on Austria, our largest core market. In addition to the existing energy monitoring system, we plan to introduce an EMAS-certified environmental management system in Austria by no later than 2025. We have been involved in some significant preparations for this and already built up expertise, in the aim of being recognised as an EMAS company by the end of 2024.

Sustainable measures aimed at reducing CO₂ emissions: certifications, standards and internal environmental management process

The measures we are taking to reduce our own CO₂ emissions are based on the use of international certifications and standards in our dealings with suppliers and on optimisation of our internal environmental management systems. We are increasing our use of renewable energy and reducing CO₂ emissions by systematically conserving resources and encouraging the use of low-emission mobility options.

At Group level, we successfully completed the process for calculating and validating science-based climate targets in accordance with the Science Based Targets initiative (SBTi) in 2023. In addition to aligning our investments with the 1.5 degree



Key achievements in 2023

- Successful validation of our climate targets for 2030 by the Science Based Targets initiative (SBTi) – an important step towards aligning the CO₂ emissions of our own operations (Scope 1 and 2) with a 1.5 degree Celsius climate target pathway.
- Seven PV systems totalling around 230 kWp put into operation (total output achieved of around 500 kWp).
- Proportion of electric vehicles at UNIQA Austria increased to 48 per cent (UNIQA Austria fleet average reduced to 41 g CO₂/km).
- Preparations for the introduction of an EMAS environmental management system for sales locations in Austria by adopting an environmental policy and conducting seven internal EMAS environmental audits.
- Introduction of a web-based tool to collect environmental data in the UNIQA Group.

Sustainability progress in 2023

Efficiency first – with energy monitoring and targeted measures

Celcius Paris target pathway, these targets also keep the greenhouse gas emissions of our own operations aligned (direct Scope 1 emissions and indirect Scope 2 emissions from purchased electricity and heat). Details on the operational ecological SBTs can be found in the subchapter on key figures and targets.

We will be conducting an initial comprehensive survey of Scope 1 and Scope 2 emissions for owner-occupied buildings at fully consolidated Group level in 2024 and improving the data quality over the course of 2025 in order to be able to derive a strategy for achieving our SBTi targets with action plans from around 2026 onwards. The strategy should enable UNIQA to achieve net-zero emissions in Austria by 2040 and in CEE by 2050.

Our internal environmental management strategy is underpinned by our commitment to the Paris climate targets, which we implemented with an initial programme of operational milestones and measures in 2022 for all sales locations in Austria. This plan includes the following pillars:

- Sourcing exclusively ecolabel 46 certified green electricity from 2024
- Increase energy efficiency in our buildings by at least 33 per cent by 2040, compared to 2019
- Expand photovoltaic capacity to at least 600 kWp by 2035
- Phase out of all oil and gas heating by 2035 at the latest
- Transition to 100 per cent electric vehicles in the company fleet by 2030 at the latest

With these measures we hope to reduce the greenhouse gas emissions of our sales offices in Austria by approximately 71 per cent by 2040. Since we will continue to rely on district heating, which at present always includes an element of fossil fuel, 100 per cent reduction is not currently feasible. As the district heating networks become greener, our climate performance will also become steadily better.

The most sustainable form of energy is the one that does not need to be generated in the first place. We already introduced an energy monitoring system with automatic meter reading and monitoring of the key performance indicators for electricity, gas and district heating for the Austrian sales locations in 2018. The system was heavily utilised in 2023 with access to around 600 energy meters at around 70 locations. This enabled us to optimise the operation of heating, cooling, ventilation and lighting systems significantly and to identify any incorrect settings promptly. Energy savings of 580,000 kWh were achieved overall compared with the previous year, thereby preventing greenhouse gas emissions of around 120 tonnes of CO₂ equivalents. Most of the energy was saved at the largest location, i.e. the Group headquarters in Vienna with around 280,000 kWh of electricity saved. This was achieved by recognising defects in air conditioning and ventilation systems in good time and implementing a range of new energy-saving measures.

The energy monitoring was expanded to the other core markets of Poland, Czechia, Slovakia, Hungary and Romania from mid-2023 based on these successes. By the time the project is completed in 2024, around 100 additional meters are due to be integrated into the software and annual electricity and heat consumption of around 4 million kWh each will be managed specifically.

We are also continuously implementing energy efficiency measures in order to reduce energy consumption even further. Frequency converters were retrofitted to two large chillers in the UNIQA Tower for instance in 2023 in order to increase part-load efficiencies. The control system on these chillers was also optimised further and the free cooling operation was extended. This has resulted in an annual saving of 316,000 kWh of electricity, reducing total electricity consumption at the UNIQA Tower by around 7 per cent. In addition, greater consideration was given to energy efficiency in the UNIQA Tower as part of a new workplace concept, with existing fluorescent tubes replaced by LED lighting, and with the lighting control system designed to be based more around needs and standby consumption reduced by integrating timers.



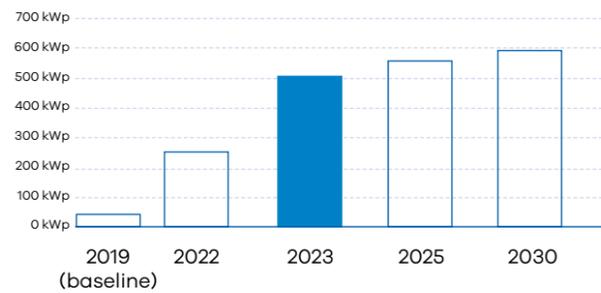
A major thermal refurbishment project was implemented at the Carinthia regional office. Comprehensive replacement of the windows is expected to reduce the building's district heating consumption by around 21 per cent. This should save around 60,000 kWh and approximately 11 tonnes of CO₂ in total. The removed windows were also reused in regions with lower thermal requirements as part of the project, saving valuable resources and contributing towards the circular economy.

Savings	2022	2023
Electricity	317 MWh	347 MWh
District heating	97 MWh	212 MWh
Gas	20 MWh	22 MWh

Procuring and using renewable energy

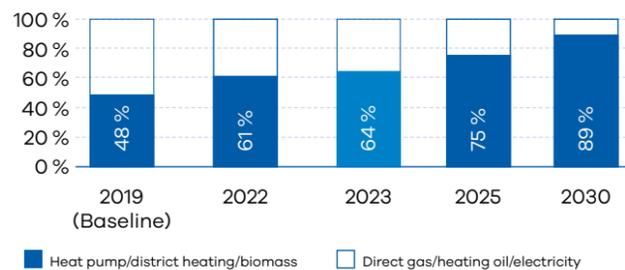
In addition to increasing energy efficiency, we are also focussing on the use and expansion of renewable energies. We have for instance exclusively been procuring green electricity in our core market of Austria for several years. We are making the switch to green electricity certified according to Ecolabel 46 in 2024, which comes 100 per cent from Austrian sources, and will further reduce our energy consumption and ecological footprint by expanding our photovoltaic systems. The addition of around 230 kWp of solar power capacity and savings of around 52 t CO₂ made 2023 a year of new records. The new PV system at the UNIQA Tower with an output of around 124 kWp can be highlighted here. It is a visible symbol on the roofs of our Group headquarters of climate protection and technological progress, both internally and externally. The total installed capacity in Austria was increased to over 500 kWp in 2023, which equates to a ten-fold increase in photovoltaic utilisation since 2020. Our plans for expansion with the aim of reaching approximately 600 kWp by 2030 are based on assumptions of available roof areas at our sales locations and are subject to change. The aim is to have around 10 per cent of the electricity consumption at our sales locations in Austria covered by photovoltaic systems by 2030.

Planned PV output at sales locations (Austria)



We also rely on renewable energy systems for our heating systems. We want to replace all oil and gas heating systems as well as direct electricity heating systems at our Austrian sales locations by 2035 with more ecological alternatives such as district heating, heat pumps or biomass heating systems. We managed to make a number of heating systems more environmentally-friendly by the end of 2023 through relocations and targeted replacement. A district heating connection was successfully implemented at three locations. The switch to heat pump operation was made at two other locations. Five gas heating systems and two direct electricity heating systems were replaced in total, saving around 21 tonnes of CO₂.

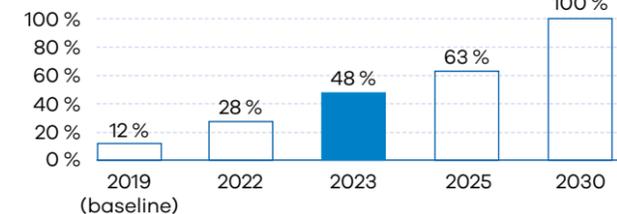
Phase-out plan for heating systems at sales locations (Austria)



Our mobility – resource-friendly and electric

The travel policy in Austria allows for the most resource-efficient form of mobility and climate-relevant aspects of business trips. Both in the choice of transport mode and in the rules for reimbursement, the objectives include avoidance and reduction of emissions. We evaluate whether physical attendance is necessary, use public transport, prefer trains and reimburse the cost of trips made using personal Climate Tickets or public transport tickets. The ambitious objective of UNIQA's vehicle fleet management is to reduce the CO₂ emissions from the fleet of company cars in Austria – currently comprising 154 vehicles – by around 40 g CO₂/km by the end of 2024. While in 2020 the average was 95 g CO₂/km, in 2023 we were able to reduce this to 41 g CO₂/km. The company fleet Austria now includes 74 electric vehicles and 39 hybrids. There will be no more diesel vehicles purchased, with only all-electric vehicles acquired from 2023 onwards. The aim is to convert the entire vehicle fleet to 100 per cent electric cars by 2030 at the latest. Expansion of the EV charging infrastructure at our company sites is well under way: We have now installed charging stations at 40 sales offices (compared to 39 in 2022). A total of 94 Wall-box charging stations have been installed, with 143 charging stations, which brings the total load capacity to around 2,000 kW. E-charging stations are being installed at all of our new locations and the charging infrastructure at our regional offices is being expanded, allowing employees to charge their vehicles at work. We provided mobile e-charging units for home charging in Austria in 2023 and started to reimburse employees for their electricity consumption. Yet we also specifically promote other forms of e-mobility such as e-scooters and e-bikes for short business trips.

Proportion of electric vehicles in the UNIQA fleet (Austria)



Introduction of an EMAS-compliant environmental management system

Building on our sustainability strategy, and our membership of the Green Finance Alliance, UNIQA will introduce an EMAS-compliant environmental management system in Austria by the end of 2024. EMAS – the Eco Management and Audit Scheme – is an EU regulation for improvement of a company's environmental performance. It includes examination and evaluation of key areas such as energy efficiency, emissions, efficient use of materials, waste generated, water consumption and biodiversity. As part of the first environmental audit, we collected all EMAS-relevant data, evaluated and implemented relevant processes and published our environmental policy. Transparency as well as both internal and external communications play a fundamental role in this. We are working with our EMAS ambassadors to build up our environmental management system and keep it active. The introduction of recycling collection islands including a colour coding system was one of our most important milestones in 2023 that will improve waste separation and recycling rates in future. Regular audits will ensure that our environmental management system is effective and that all environmentally relevant legal requirements are satisfied. We have identified all relevant environmental laws for this and represented these in our EMAS legal database. There were also seven internal EMAS environmental audits conducted last year. The resulting measures continue to ensure a gradual reduction in the environmental footprint of our own operations.

Corporate carbon footprint

Using the energy consumption figures and environmental data available for the 2023 financial year, we have once again calculated UNIQA's corporate carbon footprint (CCF). This quantifies the greenhouse gases produced by our head offices and Austrian regional offices and includes company-specific and other relevant emissions, measured in CO₂ equivalents. Overall, the calculation includes the main locations in 18 UNIQA countries (including Russia) as well as 9 regional offices in Austria, as well as around 55 Austrian service centres, which were included for the first time in 2023. The CCF reflects all emissions directly produced within the company (Scope 1) as well as indirect emissions resulting from bought-in electricity and heating (Scope 2).



Additional indirect emissions caused by business travel (by plane and train) are also included (Scope 3.6). We also record GHG emissions from our investments in our core business area (financed emissions, Scope 3.15) and insurance-associated emissions from our corporate underwriting. Details on these emission calculations can be found in Chapters 3.1 and 3.2.

Procurement – responsible and with a sense of proportion

Our procurement processes are designed to achieve the best cost-benefit ratio for our activities, products and services, while ensuring that they meet UNIQA's business and compliance needs and fulfil sustainability standards.

Our Group Procurement Policy firmly establishes our procurement process model and our clear commitment to high social and environmental values, including the integrity of our suppliers and a strict prohibition on corruption and bribery.

UNIQA is committed to upholding high social and ecological values. This includes clear efforts to enter into a business relationship exclusively with suppliers that follow our value model and demonstrate a high degree of integrity. Key aspects relating to company master data, profitability/creditworthiness, certificates (e.g. ISO) and guarantees of compliance with laws and conventions are queried and checked as part of the supplier registration process ("onboarding of new suppliers").

The "UNIQA Code of Conduct" (human rights, labour standards, environmental protection, anti-corruption) was also embedded in the supplier registration process as of July 2023. Major suppliers undergo an annual assessment as part of the supplier qualification process. Extended security, data protection and ESG aspects are also queried and reviewed. Procurement is responsible for these processes.

Key figures and targets

The most important key figures and targets for our own operational management are summarised in this sub-chapter. Further key figures, details on the calculation and a breakdown by country can be found on pages 116–117 of the Annex to this report. The data were collected based on precise consumption values for the 2023 annual period or, if these data were not available or not available in full, based on calculations or estimates allowing us to infer the annual value.

The UNIQA Group has set targets for our own operational management within the scope of the Science Based Targets. We are committed to reducing our Scope 1 and 2 greenhouse gas emissions by 42 per cent by 2030 compared to the baseline year of 2021.⁵ We introduced process changes in 2023 for the calculation of the corporate carbon footprint (CCF). The environmental data acquisition process was for instance switched to a professional web-based tool. This has significantly improved the process both in terms of the data acquisition and monitoring of results. The switch has also resulted in a change in the calculation, as different emissions databases are used for some aspects. A further analysis using the new tool was also completed for 2022 in order to use the same basis to compare 2023 with the previous year. The CO₂ emissions for the 2022 financial year increased by around 3 per cent overall as a result of the switch. This increase is partly due to other emission-related factors. Emission factors from ecoinvent, Environment Agency Austria, VDA and the IEA were used in the previous year. The only emission factors used consistently under the new calculation were from ecoinvent. A higher emission factor was used for air travel due to system-related restrictions in the choice of emission factors. A technology-based factor was used for district heating consumption under the new calculation (compared with a country-specific factor under the old calculation). The fuel consumption for hybrid vehicles was also taken into account. The table below shows the new calculated values and the values under the old calculation for 2022. The targets validated by the SBTi will be recalculated for the 2024 financial year once the data are available in future from all owner-occupied buildings, before being resubmitted for validation and then disclosed accordingly.

The absolute market-based greenhouse gas emissions rose by 19 per cent to 9,909 tonnes of CO₂ in 2023 compared with the previous year, while greenhouse gas emissions per employee fell by around 3 per cent. The increase in absolute emissions is essentially due to expansion in the reporting to include around 55 additional locations in Austria, which led to an increase in Scope 1 and Scope 2 emissions in the area of heating in particular. Scope 3 emissions in the area of mobility also increased dramatically across all countries, as business travel increased again following the end of the COVID pandemic. In addition, refrigerant consumption was included in the CCF calculation

⁵The target includes biogenic, land-related emissions and removals from biogenic energy sources.

for the first time in 2023, which by itself increased emissions by almost 200 tonnes. The ongoing switch to green electricity tariffs cushioned the impact. Scope 3 emissions in the area of mobility also increased dramatically across all countries, as business travel increased again following the end of the coronavirus pandemic. In addition, refrigerant consumption was included in the CCF calculation for the first time in 2023, which by itself increased emissions by almost 200 tonnes. The ongoing

switch to green electricity tariffs cushioned the impact. This and the high level of greening that took place at the locations newly included in the scope of accounting in 2023 led to a significant reduction in CO₂ emissions per employee. Details on the methodology and scope of the calculations can be found in the footnotes to the environmental indicators on pages 116–117 of the Annex to this report.

Corporate carbon footprint			2021	2022 (old calculations)	2022 (new calculations)	2023	
Scope 1 – Direct emissions	t CO ₂ e	Heating	323	302	282	441	
	t CO ₂ e	Vehicles	4,208	3,599	4,387	4,410	
	t CO ₂ e	Refrigerants	n.a.	n.a.	n.a.	197	
Scope 2 – Indirect emissions (market based)	t CO ₂ e	Electricity	2,958	2,125	2,324	2,474	
	t CO ₂ e	District heating	2,016	1,813	976	1,682	
Scope 3 – Other indirect emissions	t CO ₂ e	Flights	52	253	344	641	
	t CO ₂ e	Train trips	28	32	32	64	
Total CO₂ emissions (market based)			t CO₂e	9,585	8,124	8,345	9,909
Total CO₂ emissions (market based) per employee			t CO₂e/employee	1.39	1.00	1.01	0.99

Details on the methodology and scope of the calculations can be found in the footnotes to the environmental indicators on pages 116–117 of the Annex to this report.



Outlook for 2024

We want to achieve our initial EMAS validation in Austria in 2024 and set up processes to fulfil the requirements under the CSRD. The measures and objectives along the roadmap that has already been drawn up remain a core component. These include increasing energy efficiency, expanding renewable energies, accelerating the switch to electric vehicles and encouraging optimisation in the area of resource consumption (waste, water, office supplies).

Projects to increase biodiversity are also being explored and strategic measures such as energy monitoring are also being extended to key locations in the CEE region. Software solutions will also be examined in 2024 to cover future requirements from the CSDDD, allowing us to evaluate and manage ESG risks along the supply chain on a continuous basis.



Sustainability in our UNIQA community



4.1 Our employees

Our employees are at the heart of our sustainability journey. Investing in their development, promoting diversity and introducing new working models allows us to improve our organisational capabilities and contribute towards a more sustainable and equitable future.

Challenges and opportunities in the insurance industry: the need for new skills in the age of digitalisation

The insurance industry is undergoing radical change due to digital innovations, regulatory changes and changes in customer expectations. This change requires employees who not only have traditional insurance knowledge, but also have experience in new areas such as digital technologies, data analysis and customer experience management. We face a significant gap in the labour market between the demand for these specialised skills and the available talent pool, which harbours several risks for our company,

- as the lack of qualified specialists in these new areas will have a negative impact on innovation and competitiveness.
- A lack of the necessary skills, particularly in underwriting, claims processing and customer service, will give rise to quality-related challenges in customer care.
- A shortage of skilled labour in a highly regulated industry increases the risk of non-compliance with regulatory standards, which can have legal and financial consequences.



Key achievements in 2023

- The New People operating model introduced as of 1 July 2023 and rolled out in all countries to create a strategic Group function in the area now renamed from HR to People.
- First Group-wide employee survey on employee experience with a participation rate of 75 per cent (see Chapter 4.4 on employee satisfaction for details).
- Management dashboards with strategic People Analytics rolled out in all countries.

Any such shortage of skilled labour can be offset by internal re-skilling and up-skilling, which has the following advantages:

1. **Cost efficiency** by eliminating the costs of hiring, training and integrating new employees
2. **Institutional knowledge** and understanding of our corporate culture and processes are retained
3. **Greater employee loyalty and satisfaction** through development and career opportunities for our employees

Our employees are at the heart of our sustainability ethos and they are the driving force behind our success. We recognise that a positive employee experience and strong engagement are crucial in creating a workplace that thrives on innovation and commitment.

Our GUIDING principles



Our People Strategy is based on five main pillars:

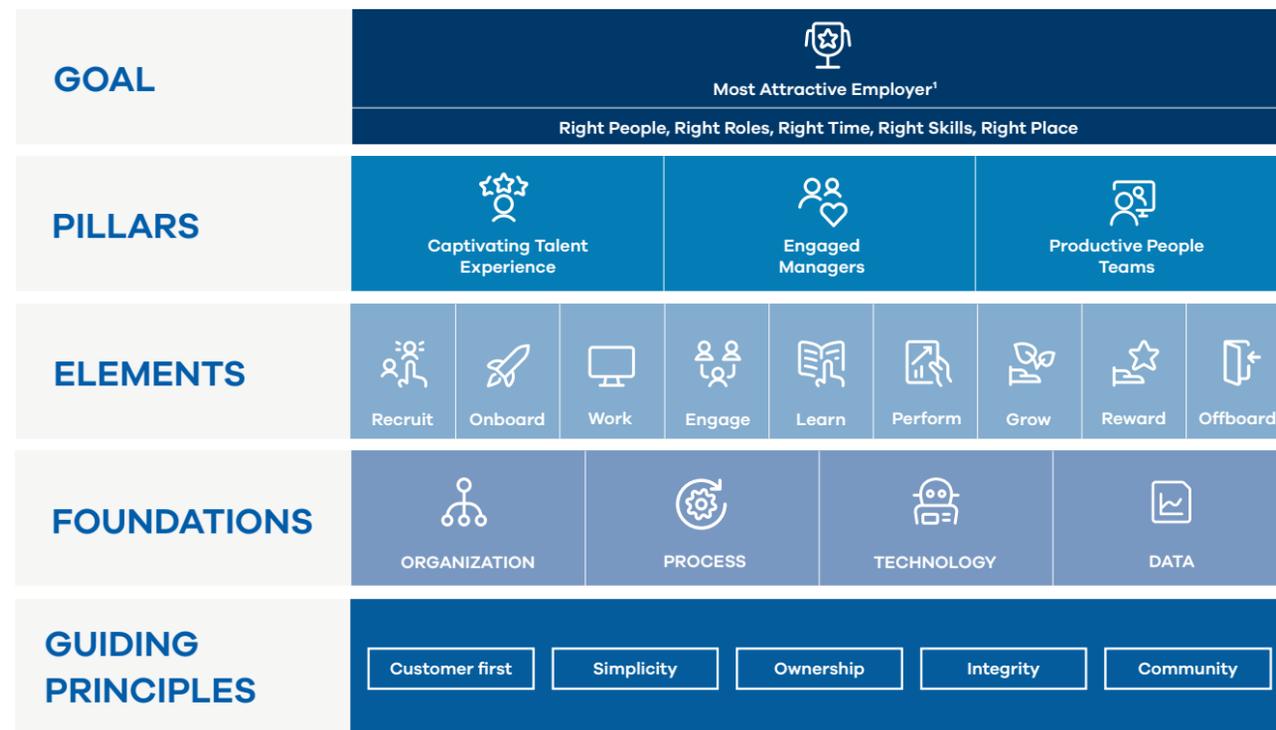
- Employee experience
- Leadership & learning
- Culture
- Diversity & inclusion
- Data & analytics

These five pillars are fully integrated to ensure that our employees not only have the diverse skills for their tasks and areas of responsibility, but are also working in line with our corporate values and goals.

People operating model & governance

We recognised the crucial role that our People functions play in achieving our strategic goals and created a strategic Group People function in 2023. This function is aligned with our UNIQA 3.0 corporate strategy and our People Strategy. We have mirrored the new Group People operating model in all our core countries in order to strengthen international cooperation and develop a clear matrix organisation. We create a competitive advantage by promoting further development and mobility for our employees internationally and increasing their loyalty to the company with an international offering.





¹ 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 2025.

Our newly designed flexible People operating model not only addresses the current needs of our employees, but also future challenges and opportunities. This transformation includes the integration of digital tools and artificial intelligence, data and analytics to improve decision-making, streamline processes and enhance the overall employee experience. This way, we are improving the efficiency and effectiveness of our People services and highlighting our ambition to be one of the most attractive employers in the financial sector.

Focus on people

A strong corporate culture forms the basis for achieving our economic goals. We want to design and shape this culture together in order to provide optimum support for the implementation of our UNIQA 3.0 programme for the future. All employees are responsible for cultural change and they are expected to discard old habits and gain new beliefs through experimentation. Over 1,500 colleagues from 15 UNIQA countries across the Group took part in activities relating to cultural change.

Data-based decisions

Management dashboards with key performance indicators were introduced in all countries as part of strategic HR development. These dashboards allow managers to monitor insightful data on employee structure, hiring rates, turnover rates and contract types. For the company, this provides the crucial benefit of being able to react to changes in the workforce and manage employee retention and development measures in a targeted manner. Employees also benefit as data-driven decisions create a more positive working environment that is focused on their needs and sustainable career development. Introduction of these dashboards is therefore an important step towards optimising both company performance and employee satisfaction.

Learning, collaboration and flexibility – Priorities for the People strategy in 2023

- In the area of further development, we attach great importance to continuous learning and growth in order to provide access to the latest knowledge and skills to our employees. Our UNIQA academies use a mixture of experience-based learning (70 per cent), which takes place directly on the job, mentoring from managers and colleagues (20 per cent), and formal training and further education (10 per cent) to promote the potential of all employees and ensure that they are well prepared for future challenges.
- International cooperation is of crucial importance in an increasingly interconnected world. We have therefore introduced the concept of “CommUNITies” in our Customer & Market International business line. Our communities represent an agile collaboration model with the aim of breaking down silos, utilising the special skills of our employees in all countries for strategic projects and offering our employees upskilling when it comes to those skills that are strategically relevant to us through experience-based learning.

- We rolled out our job grading system consistently across almost all countries and regions in 2023 in order to implement a transparent, fair and competitive remuneration system and enable impartial decisions on remuneration.
- We have introduced new ways of working, including hybrid models and options for working from home, in order to provide our employees with the flexibility they need. This approach supports a work-life balance and promotes a sense of personal responsibility. Our employees are encouraged to take control of their time management and work schedules themselves, to be innovative and to make a meaningful contribution towards our common goals. This personal responsibility is key to our sustainable growth and continued success.

How we are shaping our corporate culture

The Culture Office expanded the “Experimentation & Storytelling Journeys” in 2023 and offers special team cohorts for the entire UNIQA Group in order to create a common understanding of the target culture. This approach strengthens collaboration among the teams and enhances the exchange of knowledge, problem-solving skills and communication between each other. While all journeys were initially held in German and English, the first groups conducted journeys in Ukraine using the local language in 2023. The Culture Office has embedded the most important cultural elements in our employee experience processes so that they support our target culture. UNIQA Austria’s onboarding process began at the end of 2023 and is the process where we communicate our corporate values to new employees.



Key figures

There was a slight increase compared to the previous year in the total number of employees from 15,296 to 15,494. The significantly higher rate of new hires (from 16.1 per cent in 2022 to 16.9 per cent in 2023) and relatively stable turnover rate (with a slight decrease from 16.5 per cent in 2022 to 15.4 per cent in 2023) reflect the company's continuous renewal process and need to adapt to changing market conditions.

Number of employees (HC)*	Holding		Austria		International		Total	
	2022	2023	2022	2023	2022	2023	2022	2023
Total	707	752	5,887	6,010	8,702	8,732	15,296	15,494
male	392	409	2,825	2,870	3,249	3,250	6,466	6,529
female	315	343	3,062	3,140	5,453	5,482	8,830	8,965
in the back office	707	752	4,331	4,440	6,375	6,452	11,413	11,644
sales force	0	0	1,556	1,570	2,327	2,280	3,883	3,850
with a permanent employment contract	682	702	5,835	5,855	7,813	7,864	14,330	14,421
with a temporary employment contract	25	50	52	155	889	868	966	1,073
with a full-time job	569	596	4,168	4,315	8,158	8,139	12,895	13,050
with a part-time job	138	156	1,719	1,695	544	593	2,401	2,444
Percentage of new staff	17.5 %	26.8 %	17.0 %	16.3 %	15.4 %	16.5 %	16.1 %	16.9 %
Fluctuation rate	13.0 %	21.2 %	16.2 %	13.1 %	16.9 %	16.5 %	16.5 %	15.4 %

* The reporting date for the total number of employees employees by gender employees back office/sales force employees by employment relationship and employees by full time/part time employment is 31 December 2022 resp. 2023. The statistics for the rate of new hires and the turnover rate relate to the entire reporting year 2022 resp. 2023.



Outlook for 2024

We have planned further implementation of our People Strategy for 2024 with the following priorities:

- Talent acquisition: Development of a differentiated Employee Value Proposition (EVP)⁶ with local and functional variants that will position the UNIQA Group as a top employer and help us to attract the right people for the right roles. Introduction of a modern, AI-supported and dynamic career website across the entire Group.
- Further development and career opportunities: we are planning to implement a standardised approach to talent management, succession planning and career paths in 2024.
- Training and education: introduction of an innovative digital and AI-supported e-learning platform and transformation of the learning experience for our employees.
- Remuneration: we are planning to implement a share-based remuneration model as part of a comprehensive remuneration strategy, along with additional transparency measures in communicating our grading structure and remuneration bandwidths to also comply with upcoming EU transparency regulations.
- Open and honest communication is the most important factor for employee engagement. We will focus on a culture of mutual support, active engagement and collaboration by encouraging employees to talk about their mistakes, "learn from their mistakes" and support them in "getting to know each other". These initiatives will also be supported by new mutual and social recognition programmes.

⁶ The EVP is the employer's value proposition to its employees. It describes what current and potential employees have and what they can expect from working together in the organisation.



4.2 Diversity and inclusion at UNIQA

We rely on a trusting relationship and recognise each other not only in our professional roles, but as human beings, in all our diversity, too. This diversity is an expression of our humanity. We draw strength from our diversity and learn from our mistakes. In this way, our employee community can grow and support our customer community.

Diversity and inclusion are core elements of the UNIQA 3.0 programme for the future and contribute to our goal of being the “most attractive employer”. In this way, we actively strengthen employee loyalty, reduce staff turnover and counteract the shortage of skilled labour. Diversity and inclusion increase innovative strength, because a diverse team brings in different perspectives and ideas and can appeal to new customer groups. Both increase the chances of economic success and growth.

Organisational structure and governance

Our diversity and inclusion (D&I) strategy published in 2022 is the basis for all our activities and is part of our UNIQA 3.0 programme for the future. It is clearly oriented towards our values, which are laid out in the Guiding Principles. In addition to specific, measurable goals and a selection of initiatives, it also contains two key areas:

- Equal pay for work of equal value
- Increasing the proportion of women in management positions⁷

In addition to our commitment to diversity, our D&I strategy includes three guiding principles:

We promote diversity because it leads to innovation and growth.

We live this diversity and work on ourselves.

We stand against intolerance and exclusion.

The 7 overarching goals of our D&I strategy:

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. Promoting a work-life balance
5. Utilising internationality and cultural diversity from all UNIQA countries as a strength
6. Better inclusion and support for people with disabilities
7. Respect for the sexual orientation and identity of all people

⁷ Management function is defined as a person who manages at least one employee. Board members (Board members/ B-0) are not included, but levels B-1 to B-n are.



Key achievements in 2023

- In 2023, the adjusted gender pay gap for office staff in Austria was 0.6 per cent, as in the previous year – a significant decrease compared to the 1.4 per cent measured in 2021.
- Increase in the Women’s Career Index at UNIQA Austria to 77 index points (internal target value: 70 index points in 2023).
- The UNIQA Inclusion Index in Austria was increased to a value of 3.9 (on a 5-point scale). The target was an increase to at least 3.8 (base year 2021 with a value of 3.6).
- Group-wide roll-out of the D&I policy to create commitment and clear responsibilities.

The Group Executive Board (GEB) decides on strategy and policy, while the Diversity and Inclusion Committee (DICO) decides on objectives and priorities and adopts guidelines and standards. The details are regulated in the “Charter and Rules of Procedure”. The Code of Conduct also contains a clear commitment to diversity and inclusion. Organisationally, diversity and inclusion are based in the department of People, Brand & Sustainability, in the Group People business line. The responsible member of the Management Board of the UNIQA Group represents the agendas internally and externally. A Group D&I Officer develops the strategy, supports the definition of objectives, manages and supports implementation measures and reports to the DICO. In our core markets, individuals have been entrusted with D&I agendas. A D&I policy was prepared and rolled out for the entire UNIQA Group to establish commitment and clear responsibilities. The policy will be reviewed annually and revised as necessary to reflect any legislative changes and other developments in the UNIQA Group. In addition, a person responsible for D&I was appointed in each core market.

Achievements and challenges: the UNIQA Group’s commitment to D&I in 2023

Based on the D&I strategy and its overarching goals, we have focussed primarily on the following priorities in 2023:

1. Equal pay for work of equal value:

A standardised annual process has been established in Austria for evaluating, analysing and developing measures concerning the gender pay gap. This includes earmarking a certain budget, reviewing individual cases and providing documents for managers to proactively address the salary structure. With the help of this process, the adjusted gender pay gap could be sustainably reduced at the Austrian location (back office) from 1.4 per cent in 2021 to 0.6 per cent in 2022 and 2023.

In our core markets of Czechia, Slovakia, Poland, Hungary and Romania, an equal pay analysis was carried out for the first

time in 2023, the results of which still need to be validated. In the markets of the SEE5 region and Ukraine, the introduction of UNIQA Job Grading created the conditions for an analysis in 2024.

2. Increasing the proportion of women in management positions:

In order to increase the proportion of women in management positions at UNIQA Austria, a new indexation was carried out according to the Women’s Career Index. This index is based on a scientific system of key figures that is compiled together with external partners. Since the first indexation in 2020/21, an index increase has been achieved from 63 to 77 index points. Although this value is still well below the external benchmark of 81 for financial services companies, with 77 index points the internal target value of 70 for 2023 was exceeded. Targeted measures such as the clear definition and communication of our strategic direction have contributed to this increase. In addition, the definition of specific, measurable targets, the development of guidelines for filling management positions and promotions, participation in relevant networks, the introduction of flexible working time and location models, a successful mentoring programme, which is already in its third round, and the implementation of models for job sharing and shared/part-time management also played a decisive role. Despite an increase in the proportion of women in leading positions in Austria, the target of a 5 percentage point increase remained unachieved at just 2.3 percentage points. This target was therefore once again defined as a priority for the coming years. There were no targets in this regard for the remaining locations in the 2023 reporting year.



Projects and action plans in 2023 in the area of D&I

- Three international D&I conferences (one in person, in Vienna) to promote the topics in the best possible way and improve the networking among D&I managers.
- Group-wide implementation of the e-learning programme on equal treatment and mandatory training on “Unconscious Mind, Inclusive Leadership” for managers.
- Implementation of a standardised process for handling discrimination cases in numerous countries.
- Recruiting guidelines applied, with a special focus on bias in Central Europe, SEE5, Romania, Ukraine and Austria.
- Dashboards for UNIQA Group managers to visualise the most important D&I data.
- Events and discussions: Event on the topic of D&I and corporate culture in Poland and TV discussion on the gender pay gap and the goals at UNIQA Slovakia.
- In the core market of Austria, the guideline for dealing with cases of discrimination was adopted as standard practice. It defines not only discrimination but also the employer’s general duty of care, in particular when harassment or bullying is involved. In 2023, four reports were processed in line with these requirements, one of which proved to be a confirmed case of discrimination. This has been dealt with and remedial measures have been taken.
- Structural changes to ensure even greater accessibility in the UNIQA Tower (Group headquarters in Austria).

Women in management positions

While the proportion of women in the overall workforce has hardly changed, the proportion of women in management positions has risen slightly. Compared to 2022, the proportion of women on the management boards of local companies fell by 0.8 per cent in 2023. With Sabine Pfeffer as Head of Customers & Markets Bancassurance Austria, we were able to appoint a woman to the Group Management Board in 2023, thereby increasing the proportion of women on the Group Management Board to 11.1 per cent. However, the proportion of women on the Supervisory Board has remained constant at 33.3 per cent.

Women in management positions*	2022	2023
Women in the entire workforce**	57.8 %	57.9 %
Percentage of women among managers***	43.0 %	43.6 %
Women on the management boards of local companies	27.1 %	26.3 %
Percentage of women on the Management Board	0.0 %	11.1 %
Percentage of women on the Supervisory Board	33.3 %	33.3 %

* Key figures as at the reporting date 31 December
 ** Total workforce is defined as all persons with a valid employment relationship (excluding holiday interns and temporary staff)
 *** A manager is defined as a person who manages at least one employee. Board members (Board members/ B-0) are not included, but levels B-1 to B-n are.

Key figures

Gender pay gap

In 2023, the adjusted gender pay gap for office staff in Austria was 0.6 per cent, as in the previous year, which represents a significant decrease compared to the 2021 figure of 1.4 per cent.

Gender pay gap	2021 (base year)	2022	2023
Adjusted gender pay gap*	1.4 %	0.6 %	0.6 %

* Figures only available for back office in Austria, as at the reporting date 31 December.

UNIQA inclusion index

The UNIQA Inclusion Index indicates how well we are doing in creating a working environment in which all the various people at the company can experience respect, equal opportunities, fairness and a sense of belonging. Our goal was to increase the initial value of 3.6 (on a 5-point scale) measured in Austria in 2021 to at least 3.8 by 2023. This value was increased to 3.9 in Austria.

Inclusion index*	2021 (base year)	2022	2023
Austria	3.6	n/a**	3.9

* Index based on internal employee survey.
 ** No corresponding survey was conducted for the 2022 reporting year.

Age diversity at the UNIQA Group

Overall, the average age of our employees has been decreasing. While there are hardly any changes in management, the average age on the Management Boards in local companies has been dropping significantly.

Age diversity	Age diversity amongst employees		Age diversity in management*		Age diversity of Management Board members in local companies	
	2022	2023	2022	2023	2022	2023
as at the reporting date 31 December						
< 30 years old	14.9 %	15.4 %	2.2 %	1.4 %	0.0 %	0.0 %
30 – 50 years	57.8 %	58.5 %	67.9 %	68.9 %	66.1 %	70.2 %
> 50 years old	27.2 %	26.1 %	29.9 %	29.7 %	33.9 %	29.8 %

* A manager is defined as a person who manages at least one employee. Board members (Board members/ B-0) are not included, but levels B-1 to B-n are.



Outlook for 2024

Proportion of women in management positions

Consistent continuation and intensification of our efforts in Austria and development of country-specific approaches. All measures are included in the Group People Strategy, whereby D&I will place a special focus on reconciling work and family life.

Equal pay for work of equal value

Especially with the fulfilment of the requirements of ESRS (European Sustainability Reporting Standards) and the expected implementation of the EU directive on pay transparency, the implementation of equal pay for work of equal value remains a priority. The focus is on rolling the programme out in all countries, identifying the main drivers of any pay gaps and defining measures to reduce them.

Generation management

Increasing the loyalty of younger employees to the company and projects to retain expertise by strengthening the loyalty of older employees.

People with disabilities

Targeted, active recruitment of people with disabilities in order to address new potential in the labour market and subsequently reduce disability compensation payments.



4.3 Training and continuing education at the UNIQA Group: interactive learning – any time, anywhere

Our learning strategy aims to continuously improve our employees' learning experience and promote a strong learning culture. By optimising the learning experience in a targeted manner, we want our employees to develop the

necessary skills for current and future challenges, close up qualification gaps and strengthen the organisation's adaptability. Particular attention is paid to developing digital skills to optimise the potential of our team in this area.



Key achievements in 2023

- Expansion of development measures for employees in Austria with a mentoring programme.
- New job shadowing in Austria enables employees to get to know many different job profiles, positions and career opportunities.
- Dealing with new forms of work (hybrid and remote working models) in order to anchor them in management work. Hybrid leadership: 16 training courses with 6 virtual sessions each (6 EN, 10 GE) with a total of 141 managers and a total learning time of 1,000 hours in Austria.
- "Schritt für Schritt UNIQA Fit" ("Getting fit for UNIQA, step by step") onboarding programme introduced in Austria for structured onboarding of new employees.

Organisational structure and governance

The management of our global learning function guarantees a comprehensive overview of all learning activities across the organisation, ensuring that learning and development initiatives are effective and efficient and aligned with the company's global strategy and objectives. It makes sure there is a balance between standardisation and localisation, that the right stakeholders are involved, and that there is technological support, quality control, strategic budgeting, performance measurement and continuous improvement.

The UNIQA Group learning strategy: promotion of skills and expertise

The following three pillars form the core of our learning strategy:

OFFER:

Our focus is on offering a variety of development programmes to improve learning and skills across the company. These include:

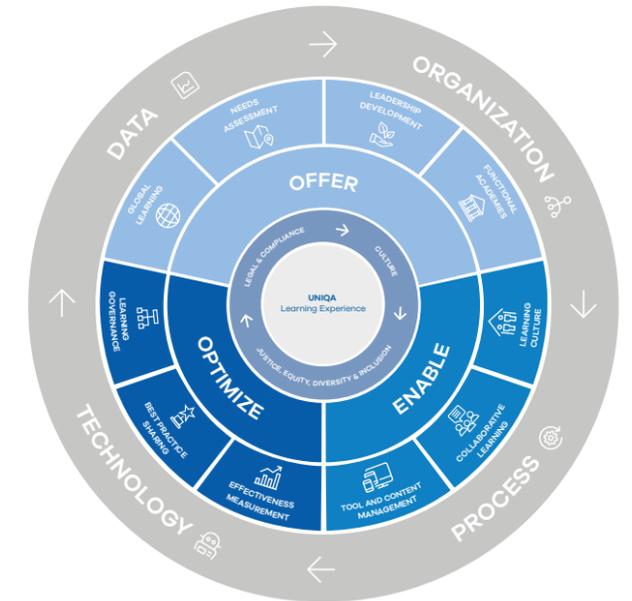
- Global learning initiatives to promote a cross-functional understanding
- A structured process for analysing needs to strengthen individuals and teams
- Learning and training initiatives to support our managers in developing and implementing our strategy
- Coordinating the offers of our functional academies for the development of our experts and their skills

ENABLE:

Optimised content, tools and methods that are accessible to anyone, anywhere and at any time. They should improve the user experience by promoting a collaborative learning environment and an organisational learning culture based on inclusion, growth and open communication.

OPTIMIZE:

Focus on improving the efficiency, impact and resourcing of training by making good strategic decisions, sharing best practice and evaluating our learning effectiveness.



Performance reviews

Annual targets are set for all employees to help them achieve the company's goals. A feedback meeting between the employee and manager takes place at least once a year, followed by an additional meeting at the end of the year. There is currently no standardised Group-wide system, so each country applies its own process. We are planning to develop a Group-wide approach and corresponding reporting in 2024.



Focus on onboarding and further training: the UNIQA Group promotes integration and the development of expertise

In 2023, our focus was on the further development of our managers. We have offered a new management development programme across the entire UNIQA Group since autumn 2022. That is our targeted response to the requirements set by our UNIQA 3.0 programme for the future. We want to train our managers to become "inspiring coach leaders". With the train-the-trainer certification "Coaching Advantage for Leaders", we were able to train around 30 internal trainers internationally. An Inspiring Coach Leadership Standard based on three pillars was introduced in Czechia and Slovakia: "I lead, I develop and I manage." A corresponding learning and development programme entitled "Leader Cookbook" has been implemented. In Poland, the topic of "Agile Leadership" was further strengthened by a one-year programme that provides IT managers with innovative tools and ways of thinking in order to adapt to the changing environment and the requirements of new generations.

With remote and asynchronous working, hybrid leadership skills are crucial as managers need to balance flexibility and autonomy with the need for structure and accountability. The ability to adapt to change and communicate effectively within a team working in different locations are key elements that must be mastered by our employees. In 2023, we therefore continued to work intensively on making the transition to the new world of work easier for our employees. The management of new forms of work was integrated into our training programme as "Hybrid Leadership Training" and offered in German and English. A total of 141 managers took part in 16 training courses, each comprising 6 sessions and totalling 1,000 learning hours. In 2023, our compulsory webinar entitled "Schritt für Schritt UNIQA Fit" ("Getting fit for UNIQA, step by step") linked 389 new colleagues together, and gave them a comprehensive overview of the UNIQA Group and everything that it offers – from

continuing education to healthcare. The varied online training courses and workouts from GoodHabitZ round off our online offering. In 2023, there were also flexible German and English language courses in cooperation with the KERN CEF language institute, which took place online or on site. Our field sales staff can also make use of these first-class training opportunities. We are responding to the current challenges with new training courses such as "Hybrid working, On the Point – with key messages for an effective presence" and "Train the Trainer". The third year of the UNIQA Austria mentoring programme starts with 18 mentor-mentee pairs. The aim is to pass on not only technical and strategic knowledge but also experience and to support mentees in their personal or professional development. Together, they work out specific areas of development and expand the UNIQA network in Austria; the mentor can also improve his/her own skills as a manager in the process.

Key figures

The overview below shows the number of training hours offered and completed by our employees according to gender, taking into account the Group-wide recommendation of at least three training days per employee per year. This is based on the total number of training hours completed by employees during the reporting year, including completed internal and external seminars, e-learning units, coaching sessions and comparable further training courses. The overall increase of 1.7 training hours emphasises our focus on continuously

supporting the development of our employees while engaging in continuous improvement and adaptation activities. Among our male employees we were able to achieve an increase of 10.8 training hours, while the number of training hours for women decreased. One possible reason for this development could be the gender-specific distribution in different departments. Some areas require employees to attend more mandatory training courses than others. There was an increase of 4.2 training hours in field sales compared to the previous year, in the back office an increase of 1.0 training hour. In the coming year, we will be focussing on overall growth that supports female employees and office staff.

Training hours/employees*	2022	2023
Total	14.8	16.5
Men	8.3	19.1
Women	19.6	14.6
Office staff	10.1	11.1
Sales force	28.6	32.8

* Training hours for all active employees in 2023 divided by the average number of employees from 2023.



Outlook for 2024

In the coming year, the UNIQA Group will further strengthen international cooperation between the learning functions in order to improve the key elements of our employees' learning experience in the three macro areas "offer", "enable" and "optimize". A Group-wide performance review will be developed and implemented. In 2024, a number of strategic People projects (lighthouse projects) will be implemented that have already been budgeted for, coordinated and approved.

A flagship project in the area of training and further education in 2024 is the evaluation of our learning platform and the addition of personalised learning content. The AI-supported learning platform is designed to provide a personalised learning experience by adapting content and recommendations based on the individual learning style, pace and areas of interest of our employees, thereby increasing the effectiveness of training and learning opportunities.



4.4 Employee satisfaction lays the foundations for continuing development



Key achievements in 2023

- Group-wide employee survey rolled-out to cover all dimensions of the employee journey.
- Group-wide and country-specific action plans developed and communicated based on the results of the employee survey.
- Introduction of subsidies for environmentally friendly benefits for employees in Austria. Public transport ticket introduced and communicated

Our employees are the most important capital for UNIQA's future success. We want to be one of the most attractive employers in the financial sector based on the motto "Living better together". Our aim is to create a working culture of mutual support, active engagement and collaboration beyond conventional boundaries in order to keep staff turnover low and boost the commitment and productivity of our employees. People should be able to grow, develop and become the best version of themselves at our workplace.

Attractive employer: UNIQA's holistic approach to employee well-being and development

In order to be one of the most attractive employers in the financial sector, we use targeted employee experience management to ensure that employees have a positive experience - from the application process right through to leaving the company. All the experiences that our employees gain during their time at UNIQA can be represented along our employee journey defined for the UNIQA Group.



We evaluate the feedback from our employees continuously during these different stages. The Voice of Employee (VoE) programme is a cornerstone of our People strategy. It helps us to understand the needs and opinions of our colleagues and ensure continuous improvement in the employee experience (EX) based on this. We rely on a consistent Group-wide approach in order to learn from each other and understand the needs of our employees in a uniform way. We prioritize the work-life balance, personal development and health of our employees in our benefits strategy. Flexible

working hours and options for working from home support a balanced lifestyle and allow employees to choose the model that suits them best. For this reason, no distinction is made between part-time and full-time employees when granting benefits. We invest in comprehensive training programmes and encourage professional development. We supplement the state's social systems and organise social events on a regular basis. This strategy reflects our commitment to sustainability and employee well-being and is continuously adapted to the needs of our workforce.



Focus areas in 2023: EX survey and new benefits

The first Group-wide EX survey was conducted in May 2023 with the involvement of all local People Teams, based on an approach developed in-house and supported by a new Qualtrics survey tool. The results were made available to all line managers via online dashboards and formed the basis for developing action plans at Group and local level in autumn 2023.

UNIQA's Polish teams implemented various initiatives, including skills workshops, discussions on hybrid working models and a webinar on the specific features of the Polish labour market. The teams in Czechia and Slovakia designed offices for hybrid work formats and pursued the new UNIQA concept as a "place for care and well-being". The focus in Romania was on initiatives to improve employee health and performance. Numerous measures were introduced as part of the UNIQA Stay Well programme in the aim of promoting the well-being of employees, including webinars, psychological counselling, fruit in the office and running groups. In the SEE5 region (Bulgaria, Serbia, Bosnia and Herzegovina, Croatia, Montenegro), the priority was further development of managers and a new benefits structure with a focus on non-monetary benefits (employee appreciation days, awards for employees celebrating service anniversaries, standardisation of conditions for employees in the region, international student day). Other countries in the UNIQA Group have also already started implementing the initiatives, although providing a detailed list of all initiatives for every country is not feasible due to the extensive content.

Following the huge success of Mavie Next, we are continuing to offer all UNIQA employees and their families in Austria a free and anonymous counselling service as well as their own coaching sessions on private and professional topics. Networking, presentation and health formats are also being offered, including the new Mavie portal with articles on various health topics. The Health Hub in the Tower provides a free health check, nutritional counselling and various well-being services to employees for a minimal fee.

In 2023, two further important benefits were prepared and implemented in Austria. The existing meal allowance for back-office staff was also extended to the field sales force at the beginning of the year, providing financial relief to a further 1,600 colleagues from 1 January 2023. The decision to implement the public transport ticket subsidy from 1 January 2024 was made and subsequently prepared in the second half of the year. We are thus providing a financial benefit to our employees while also emphasising our commitment to sustainability and environmental awareness. A separate People section with a subpage for employee benefits was launched on the Austrian intranet in order to increase the visibility and utilisation of our benefits within the organisation.

Works council

Employee representation plays a crucial role in employee satisfaction. Employees are represented by works councils or trade unions in accordance with local laws in all the countries where our business units operate. There is an ongoing dialogue that takes place between these representatives on all relevant matters. The work of the Austrian Works Council for instance covers the four areas of social, economic, health and cultural affairs. Besides medical check-ups, vaccinations, special wellness events relating to fitness and work/life balance, the services offered jointly also include support for better mental health. Company outings and other organised meetings make a valuable contribution towards strengthening our UNIQA community and promoting a sense of solidarity among colleagues. The UNIQA Works Council also plays a key role in developing new benefits or improving existing ones.

Key figures

A total of 9,588 colleagues from 12 UNIQA countries (Austria, Czechia and Slovakia, Hungary, Poland, Romania, Bulgaria, Bosnia and Herzegovina, Croatia, Montenegro, Serbia and Ukraine) shared valuable insights into their work experience at UNIQA in the EX survey 2023, with an impressive response rate of 75 per cent. We surveyed a group of 869 new colleagues from the same countries in October 2023 who had joined the organisation during 2023 on their recruitment and onboarding experiences. The overall result measured by the UNIQA EX Index is 3.8 stars (on a 5-star scale).

The results for the individual stages of the employee journey do not differ significantly in the individual countries and show a consistent trend: Recruitment, onboarding and working environment are the areas rated highest by our employees (ratings of 4 stars or more). Group-specific and local initiatives were identified for the remaining 5 steps of the employee journey in order to achieve an improved EX in 2024.

The EX survey provided valuable insights into the following 8 steps of the employee journey:



Stages along the employee journey – Annual employee survey 2023



Outlook for 2024

We are continuously striving to improve the benefits for our employees in order to achieve our objective of high levels of employee engagement. With this in mind, we will be drawing up an overview of local benefits in each country in 2024 and developing minimum standards for the UNIQA Group. Our plan here is to harmonise the employee experience across all countries while also allowing for sufficient flexibility to accommodate special local factors.

We will be expanding the VoE programme in 2024 to include quarterly EX pulse checks. The aim is to ensure regular monitoring for the most important EX aspects and updates to the UNIQA EX Index, which maps the most important stages in the employee journey. We want to use this approach to ensure that our employees' opinions are regularly integrated into the employee journey at frequent intervals.



4.5 Occupational health and safety

The safety and well-being of our employees is essential in all our company activities. Failure to address these issues could have a negative impact on the quality of our services and the company's reputation as an attractive employer. A healthy team increases motivation and productivity and also ensures continuity and reliability in customer contact. PremiQaMed, a UNIQA subsidiary that operates hospitals in Austria, is also in the spotlight with its special requirements for occupational health and safety.

Organisational structure & governance

At both PremiQaMed and UNIQA Austria, risks to health and safety in the workplace are identified, assessed and addressed in accordance with the provisions of the Austrian Employee Protection Act (ASchG) and the measures recommended or specified by the responsible safety experts. Furthermore, any incidents that affect employee safety are investigated in accordance with the Employee Protection Act and appropriate measures are implemented to prevent future incidents. In addition, safety officers take care of our employees' well-being. As a responsible employer, UNIQA Austria has been focusing even more intently on the issues of health (occupational health measures) and safety (employee protection and fire safety) since 2023. The new team established in People AT enables targeted treatment and improvement of the status quo.



Key achievements in 2023

- A Health & Safety team introduced in Austria to manage and further develop employee protection, fire safety and occupational health.
- New learning methods established in the area of occupational safety, such as regular e-learning courses on employee protection, ergonomics and fire safety.
- New training courses introduced at PremiQaMed to relieve strain when lifting, carrying and moving patients as well as ergonomically correct movement sequences in line with kinaesthetics.



GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7



Occupational health and safety at PremiQaMed

Annual safety inspections are conducted in each specific area at the PremiQaMed clinics. Follow-up evaluations are also conducted following each occupational accident. These evaluations are logged in an accident report. Whenever hazards are identified, the safety experts develop measures in collaboration with occupational medicine and provide support to the PremiQaMed clinics' collegial management teams in implementing these. In addition to the legal requirements, PremiQaMed has specification documents defined by quality management that include sections on the identification and elimination of hazards. The efficacy of the measures implemented is subsequently evaluated by the safety professional on an ongoing basis, and they are modified as necessary. The safety experts, safety officers, first aiders, the Works Council and occupational medicine, as well as PremiQaMed's collegial management, exchange information with each other at the annual meetings of the occupational safety committees. All employees also have the opportunity to report work-related hazards to the safety officers or the safety experts or to contact the Works Council, which will subsequently contact the safety experts if necessary. Both PremiQaMed and UNIQA Austria rely on the active cooperation of employees in reporting all hazards and possible risks in order to minimise potential dangers.

All employees at PremiQaMed's clinics are included in occupational health and safety. External service providers who work at PremiQaMed sites are also instructed on behaviour at PremiQaMed sites, cleanliness, safety and accident prevention through the safety guidelines for external companies. External service providers are contractually obliged to comply with the safety guidelines. Our mission is to shape healthcare together. This is why we offer counselling and support from occupational physicians and safety experts, including in part in collaboration with the Works Council. In addition to regular inspections, training is also provided on ergonomics in the workplace,

preventive fire safety, evacuation of buildings and the correct conduct in the event of a fire. Health and safety documents are revised on an ongoing basis, safety experts receive regular training, high-quality workplaces are ensured for all employees and annual vaccination campaigns are conducted. All employees must complete regular occupational health and safety training.

More safety, more health: measures and progress in 2023

Additional colleagues were successfully recruited at UNIQA Austria in 2023 for the voluntary role of safety experts. The safety experts and safety officers are a central point of contact for all employees, including temporary workers at UNIQA in Austria. Increased internal communication at UNIQA Austria and PremiQaMed allowed numerous new first aiders and fire safety officers to be trained in 2023. New learning methods were also introduced in the form of e-learning (recurring health and safety training for all UNIQA Austria employees) and virtual reality training (VR fire drills for fire safety officers and interested parties at UNIQA headquarters) to create awareness of the issues of employee protection and fire safety in a more casual and playful way. The cooperation with Mavie Work offers our employees psychological support for acute private or professional issues and supports the mental health of our employees. A detailed description of these health-promoting programmes can be found in section 4.4. Employee satisfaction lays the foundations for continuing development.

The follow-up evaluation across all hospitals in 2023 as part of the analysis of the employee survey at PremiQaMed from 2022 revealed increased instances of strain on the spine and musculoskeletal system in the areas of nursing, patient service, transportation and the kitchen. Training courses are provided on relieving strain when lifting, carrying and moving patients as well as on ergonomically correct movement sequences in line with kinaesthetics, in an attempt to prevent the sick leave resulting from this issue.

The measures implemented to protect employees in 2023 primarily served to fulfil legal and regulatory requirements. Additional campaigns were organised in some cases, particularly in the area of occupational health. There is currently no classic occupational health and safety management system such as OHSAS 18001 or ISO 45001 in use.

Key figures

The number of voluntary first aiders and fire safety officers at UNIQA Austria was increased further as part of a large-scale training initiative:

- **2022:** 208 first aiders and 12 fire safety officers
- **2023:** 268 first aiders and 72 fire safety officers

There are 6,762 individuals (43.6 per cent) at the Austrian UNIQA and PremiQaMed sites who are subject to the respective occupational health and safety guidelines. There are 8,732 individuals (56.4 per cent) within UNIQA International who are subject to the respective local occupational health and safety guidelines. There are 8,732 individuals (56.4 per cent) within UNIQA International who are subject to the respective local occupational health and safety guidelines.

Outlook for 2024

Operational interfaces and reporting channels in Austria will be standardised in 2024 in order to optimise reporting. Quarterly community meetings are also planned in order to network volunteers (first aiders, fire safety officers, safety officers) and keep these informed about innovations in the areas of employee protection and fire safety. Fire drills are also offered at least once a quarter at the UNIQA headquarters, where a wide variety of fire scenarios can be practised

using virtual reality. There are also plans in place to expand and improve activities and services in the area of occupational health in Austria.

The main focus of employee protection at PremiQaMed in 2024 is on reducing work-related illnesses and accidents at work and maintaining employees' ability to work, including in particular older employees.



4.6 Social activities and sponsorship

We are convinced that every successful company has an obligation to give back part of its success to society. As Austria's largest health insurance company, we focus our social commitment on health and education, supporting young and disadvantaged people in the areas of physical activity, healthy nutrition and mental resilience. We also support initiatives that have a charitable purpose or are of general interest. Our focus here is on promoting art and sport, two areas that we support both selectively and in the long term through sponsorship measures.

At the same time we are demonstrating our commitment by contributing towards implementation of two of the United Nations Sustainable Development Goals (SDGs) to which we are committed (SDG 3: Good Health and Well-being, SDG 4: Quality Education). As part of the Code of Transparent Cooperation between NGOs and companies, we have been publishing our collaborative partnerships with NGOs and the associated sponsorships and donations on our website since 2020.

UNIQA Austria's sponsorship projects in 2023

UNIQA Austria/SPORTUNION trend sport festival:
The long-standing partnership with SPORTUNION Austria was also continued in 2023. Around 6,500 pupils from all over Austria were able to try out new and entertaining trend sports for a day and be inspired by sport and exercise.

KURIER Aid Austria educational facilities:
UNIQA Austria has participated for several years now in the KURIER Aid Austria (KAA) initiative, whose educational facilities help children and young people from disadvantaged socioeconomic backgrounds to learn independently and of their own volition.

Mobile Caritas hospice:
A lack of palliative care infrastructure means that terminally ill patients often spend the last days of their lives alone in hospital. The day hospice and the Mobile Caritas Hospice make an irreplaceable contribution against this "dehumanising way of dying" and support patients wherever they are – at home, in hospital or at a nursing home. UNIQA Austria has been supporting the Caritas Hospice since 2004.

Austrian Mountain Rescue Service (Österr. Bergrettungsdiens):
Hikes, excursions and exercise in the mountains are becoming increasingly popular. This is why UNIQA Austria has been one of the main sponsors since 2020 of the Austrian Mountain Rescue Service and its 13,000 volunteers, who provide safety and assistance to anyone encountering problems in the mountains.

2. Initiatives for people with disabilities

As well as embracing diversity within our company, we also actively promote projects for people with disabilities. The UNIQA Private Foundation has been supporting the Austrian Disability Council and the Vienna University of Technology with the UNIKATE initiative for the last ten years, which involves students developing innovative solutions for people with disabilities as part of inclusive project teams. Five projects were honoured in 2023, including a wheelchair bike – a freight bicycle that can be converted at low cost to make everyday activities such as shopping and leisure activities easier for people with disabilities and their companions.

At the Health Hub Vienna organised by INiTS Universitäres Gründerservice Wien GmbH, cross-company use cases were discussed in 2023 in order to actively drive change in the healthcare sector through cooperation with national and international high-tech start-ups and high profile stakeholders in the healthcare industry.

UNIQA Austria has been the main sponsor since 2021 of Special Olympics Austria (SOÖ), an association that organises training and sports activities, events, competitions and sports support for people with intellectual disabilities. The partnership continued successfully in 2023. UNIQA Austria was involved in the Austria-wide Football Panther Cup and the Inclusion Days and intensified collaboration through partnerships between the regional head offices. UNIQA Austria is represented at the SOÖ National Winter Games 2024, this time with more than 100 employees from all over Austria. They will use their social responsibility day (plus an additional volunteer day) for this event to actively contribute and thereby experience inclusion firsthand.

3. Other health and social initiatives:

As a health insurer, we are actively committed to preventing illnesses and accidents. The successful stem cell donation initiative for leukaemia patients was also continued in 2023. The 5th Anniversary of the partnership was the occasion when we celebrated the 100th stem cell donation resulting from the activity. The UNIQA Privatstiftung also supports the St. Josef Hospital in Vienna with the 'Social Birth' project, which provides support to socially disadvantaged women through pregnancy and birth.



Partnership projects with the UNIQA Foundation in 2023

The UNIQA Foundation supported numerous projects in the charitable and healthcare sectors in 2023. Investments were made in further development of the previous year's projects, which are closely linked to the issue of health and thereby reinforce the connection to UNIQA Austria:

1. Initiatives for young people:

The programmes that form part of the SIMPLY STRONG exercise initiative improve the ability of children and young people to concentrate, stay fit and relax through targeted exercise sessions. The association was also able to increase the range of exercise programmes in schools in 2023 through various initiatives, including training and information events, the 'UGOTCHI - Punkte mit Klasse (UGOTCHI - scoring points with class) school project – an initiative for more exercise in cooperation with SPORTUNION. We successfully expanded this exercise initiative in autumn 2023 to include nurseries and kindergartens. Playful physical exercise units for nursery children were developed under the creative umbrella of the "Simplikus - circus fun in nurseries" project, with these already implemented in 191 nurseries (in 581 nursery groups).



Sustainability in UNIQA's governance



5.1 Compliance and combatting corruption and bribery

As a company that acts responsibly, we regard compliance with all statutory regulations, internal Group policies and ethical principles relevant to the UNIQA Group to be essential. A key factor underlying this principle is our awareness that the insurance industry is fundamentally based on trust. Compliance

risks such as corruption and bribery have potential economic and legal consequences. The mere suspicion of corruption and bribery can lead to reputational damage and a loss of trust on the part of business partners and customers. Therefore, responsible behaviour is the basis of our actions.

Organisational structure and governance

In addition to top-quality products and services, the UNIQA Group also strives for the highest standards for employee behaviour in our Code of Conduct that go beyond those of the applicable laws, and which are equally binding in all areas of the company. The Code of Conduct is communicated to all employees by the local compliance functions. The contents of the Code of Conduct are also part of the mandatory annual compliance training. The Group Compliance Policy and the Group Compliance Standard describe how the compliance function is organised within the UNIQA Group and contain regulations on key compliance topics, such as preventing corruption, dealing with indications of non-compliance or tasks in connection with the topic of "sustainability". The Group compliance team is responsible for creating all these regulations and the compliance programme throughout the entire Group. This central unit is supported by a separate local compliance function within every insurance company of the UNIQA Group. Insurance companies in non-EU countries in which Solvency II is

not applicable must also implement the requirements applicable in the UNIQA Group in connection with Solvency II and set up the compliance function. Each local compliance function consists of at least one Compliance Officer and one Deputy Compliance Officer, who must be appointed by the respective local management board.

Since 2018, the UNIQA Group has had a portal where information on non-compliance in the UNIQA Group's insurance companies can be submitted. The portal was adapted in 2023 and expanded to include non-insurance companies. Information can be provided by UNIQA Group employees and by persons with current or former links to the UNIQA Group. It is possible to submit a suspicious activity report, stating the data, but it is also possible to submit a completely anonymous report.

The UNIQA Group 2023: Focus on compliance

Economic sanctions are mandatory measures by states or international/supranational organisations that constitute important actions to enforce certain objectives under international law (such as the maintenance of international peace or the fight against terrorism). The UNIQA Group has a system (the "Group screening solution") in place to ensure that the entire Group-wide customer base is checked against the lists of sanctioned individuals at regular intervals and as events dictate. To ensure appropriate governance, the UNIQA Group Management Board adopted the UNIQA Group Sanctions Compliance Policy in 2023. Compliance with this policy protects the UNIQA Group, its employees, business partners and customers from legal and financial risks as well as possible reputational damage that could result from the violation of sanction regulations.

Ensuring a good level of training and good connection within the local compliance functions is key to meeting the requirements of an effective compliance management system. A compliance conference was organised for both UNIQA Austria and the international companies. In Austria, the focus was on the topics of "Sales and compliance", "Sponsorship regulations" and the "Basics of data protection in practice". Internationally, in addition to the "Community" Guiding Principle, the Guiding Principle of "Responsibility" was also emphasised. Therefore, for the first time, the international compliance conference was not traditionally organised by Group Compliance, but by a local company: UNIQA Bulgaria. In addition to 39 participants in person, 33 compliance officers attended the conference virtually. It was clearly visible how much progress the UNIQA Group has made in the transfer of expertise, above all in the work presented in the so-called "Compliance Tribe" and in the presentation of synergies in the SEE5 region. In addition to the exchange of experiences, the focus was on the risks in money laundering prevention, future challenges for the compliance function and optimising the internal policy management system.

The UNIQA Group strengthens whistleblower protection with an expanded portal

In 2023, the EU Whistleblower Directive (EU) 2019/1937 was transposed into national law by the EU Member States. In Austria, the Directive was implemented with the entry into force of the Protection of Whistleblowers Act (HinweisgeberInnenschutzgesetz - HSchG).



Key achievements in 2023

- To deal with the topic of "economic sanctions", the Group Sanctions Compliance Policy was created, approved by the UNIQA Group Management Board and rolled out to insurance companies and significant non-insurance companies.
- Implementation of the EU Whistleblower Directive in those insurance and non-insurance companies that are covered by the relevant local regulations.
- The Guiding Principles "Community" and "Ownership" were strengthened within the compliance organisation by holding the first Austrian UNIQA Compliance Conference and the already established annual international UNIQA Compliance Conference.



Analysing the compliance risk ensures adherence to the requirements

Other management responsibilities of the Group compliance function include verifying that internal and external guidelines are being followed at every insurance company in the UNIQA Group. In 2023, the focus was on compliance risk analyses, the risk categorisation of customers with regard to money laundering risk and terrorist financing, as well as FATCA compliance for investment funds. In addition, four remote company visits were conducted in order to audit whether compliance, anti-money-laundering and FATCA requirements were being fulfilled.

Key figures and targets

The following key figures relate to all insurance companies and significant non-insurance companies⁹ in the UNIQA Group. The material threshold is based on their strategic and economic relevance.

In the 2023 reporting year, we continued to pursue our goal of not recording any violations of legal regulations. Despite the legal initiatives and the measures taken in the area of compliance, there were nevertheless four cases of non-compliance with laws and regulations in the reporting year that resulted in monetary penalties totalling €276,700 (2022: €19,572). In the 2023 reporting year, €445,778 in fines were also paid for two violations of laws and regulations from previous years (of which €395,778 in Hungary and €50,000 in Serbia). In the course of the reporting year, a total of nine proceedings were conducted due to significant violations of applicable laws and regulations, against which appeals were lodged during the reporting period. Fines were imposed in six of these cases and non-monetary sanctions were imposed in three cases.

In contrast, as in the previous year, no confirmed breaches of the law in the area of corruption or money laundering were recorded in the 2023 reporting year. In 2022, there was one proceeding due to anti-competitive behaviour, cartel and monopoly practices. In the course of settlement talks, the UNIQA Group was obliged to pay €422,330, whereby this fine was the lowest of all the insurance companies investigated by the competition authority. In 2023, there were no further legal proceedings due to anti-competitive behaviour, cartels or monopolies. In the reporting year as in the previous year, no violations of regulations resulting in fines or sanctions or of voluntary codes of conduct were identified in connection with product and service information and labelling. In contrast to the previous year, in which one incident occurred that resulted in a warning, a total of eight incidents were registered in the reporting year, each of which resulted in a warning.

Compliance awareness continues to be a high priority at the UNIQA Group. To prevent corruption and bribery, the UNIQA Group subjects both members of the Management Board and employees to mandatory anti-corruption training. The content focuses on the topics of corruption, benefits, whistleblowing, conflicts of interest and the prevention of money laundering. All members of the Management Board as well as office and field staff in Austria are required to complete the compliance e-learning modules on the Code of Conduct and Money Laundering Prevention I once a year. The training courses include a 15-minute e-learning course on the Code of Conduct and cover topics such as corruption in connection with donations, sponsorship and benefits, as well as whistleblowing. Another e-learning course on money laundering prevention is 25 minutes long and covers all relevant terms, legal principles and due diligence obligations in anti-money laundering and combating terrorism, including what to do in the event of suspicious activity reports.

In the reporting year, the anti-corruption regulations were communicated to all members of the Supervisory Board and Management Board of the UNIQA Group, as well as to employees of UNIQA Austria. The e-learning training course on the Code of Conduct was successfully completed by 66.6 per cent of the nine members of the UNIQA Group Management Board and 88.3 per cent of UNIQA Austria employees overall. For members of the UNIQA Group Supervisory Board, the training focus in 2023 was on money laundering prevention and issuer compliance. In 2024, members of the UNIQA Group Supervisory Board will focus on anti-corruption training. In the international insurance companies⁹, 95.3 per cent of members of the management bodies and 76.6 per cent of employees took part in anti-corruption training.



Outlook for 2024

In 2024, the topic of sustainability and the associated reporting will be a key focus of the UNIQA Group compliance function. To this end, existing processes on selected topics, such as the reporting and documentation of conflicts of interest, are reviewed and, if necessary, adapted. On the other hand, the focus will be on raising awareness among employees, Management Board members and the Supervisory Board, and sustainability-related topics will be incorporated into the compliance function's existing training programme. Another focus will be on linking the existing methodology for analysing compliance risk with the compliance risks in the internal control system. Internationally, compliance employees are encouraged to network amongst each other in line with the "Community" Guiding Principle and knowledge transfer is promoted through various tools such as the Compliance Tribe and the Compliance Conference.

⁹ This includes the companies UNIQA IT Services GmbH, UNIQA Capital Markets GmbH, UNIQA Real Estate GmbH, PremiQuMed Holding GmbH, UNIQA 4WARD, UNIQA RE and CherryHub BSC.

⁹ The key figures include data from the following countries: Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Czechia, Hungary, Kosovo, Liechtenstein, Montenegro, North Macedonia, Poland, Romania, Russia, Serbia, Slovakia, Switzerland and Ukraine.



5.2 Our approach to upholding human rights

Proper and respectful interaction with people is at the heart of our corporate culture. Our human rights approach enshrines our strong commitment to key issues of human rights and ensures that they can be protected and upheld. A violation of human rights through our business activities or through projects or customers insured by us would have a serious impact on the individuals in question and would result in reputational damage and legal consequences for UNIQA. Our accession to the UN Global Compact in 2020 means we are committed to observing the United Nations' Universal Declaration of Human Rights throughout the entire UNIQA Group. The ten principles contained within this have been incorporated into our UNIQA Code of Conduct which applies throughout the Group, and progress is presented in this Sustainability Report.

Suppliers

All our suppliers have a responsibility to comply with human rights as well as national social and labour laws and conventions, and to avert any violations through preventive measures. We have incorporated this responsibility into our internal policies, review this as part of our supplier onboarding process and integrate corresponding requirements into our framework agreements.

Investment

Taking account of human rights in our investments is an integral part of the UNIQA Responsible Investment Guidelines. The UNIQA Group participates in normative commitments to counteract human rights violations by companies. Part of our due diligence in managing our Principal Adverse Impacts includes also having a negative norm-based screening criterion for new on-balance sheet direct investments in issuers that are involved in serious environmental and social violations (including human rights breaches), based on the international standards of the UNGC and the OECD.

Business customers

We have integrated the assessment of ESG risks into the underwriting process for our business customers. Any exposure of corporate customers to social risks, including human rights, is assessed directly when the quote is prepared. Customers operating in industries with a high risk of human rights violations are referred to our trained consultants and relevant policies are reviewed. In addition, listed companies are reviewed individually for compliance with the required human rights obligations based on publicly available data.



Employees

As an employer, we at the UNIQA Group consider certain human rights to be fundamental and universally applicable for our employees. These include the right to freedom of association and collective bargaining as well as protection against sexual, religious, political and national or social discrimination. We do not tolerate child or forced labour, (modern) slavery or human trafficking in the course of our business activities. The UNIQA Group supports freedom of association and collective bargaining and has entered into collective agreements in Austria. The actual implementation of the right to freedom of association varies from country to country. We comply with

local laws and regulations in the markets in which we operate. We follow a framework standard for human resources to ensure fair labour practices, respect human rights, promote equal opportunities, guarantee equal pay and support diverse thinking.

Our commitment to diversity and inclusion is set out in the Diversity & Inclusion Policy. The UNIQA Group is actively committed to equal treatment and recognises the importance of a workforce that reflects the diversity of the markets in which we operate. We see this diversity as crucial to our future success.



5.3 Higher standards and improved processes in data protection

As an insurance company, the UNIQA Group processes a large volume of data for business reasons. Our customers and employees trust us to protect their data in the best possible way. Data protection is therefore a top priority in all processes. By establishing structured processes and clear priorities, we mitigate potential risks to data privacy and are continually updating our efforts in this area. A comprehensive data protection concept creates trust in us as a business partner and is a positive sales argument. Not only are we required to fulfil a range of data protection requirements with this, but we also have to be able to provide our customers with information about how their data is used at all times.



Key achievements in 2023

- Participation in the development and implementation of process management for group projects to ensure data protection in these kinds of UNIQA International projects.
- Expansion of the Group-wide data protection management system to improve the effectiveness of compliance with the accountability obligations arising from the GDPR.
- Incorporation of data protection aspects into the Data Governance Framework and the Artificial Intelligence (AI) Framework.

Organisational structure and governance

In order to integrate the new data protection requirements into everyday operations as effectively as possible, we are playing an active part in implementation of the Austrian Industry Standard (ÖBS) in the Austrian Insurance Association (VVO), which was approved by the data protection authority in 2022. The Austrian industry standard contains sector-specific rules of conduct that are intended to serve as guidelines for good data protection practice in the insurance industry. The UNIQA Group's strategy is to integrate and deal with data protection internally on an interdisciplinary basis. In addition to implementing interfaces and joint processes with information security and risk management, our policies were also harmonised. From a risk management perspective, we divide data protection risks into the risk categories of operational, financial, reputational and regulatory risk. Implementing and further developing our Data Protection Management System (DPMS) allows us to deal with these risks in a structured manner and set targeted priorities. This collaboration of different teams across different functions allows risk management and information security – both key elements of data protection – to be managed more efficiently and advice to be provided as part of project handling.

Focus on data protection: Further development of the data protection management system

In the interest of a data protection-compliant and sustainable use of new technologies, we give advice and, if necessary, carry out data protection impact analysis according to risk management criteria when new data management processes are introduced. We also take legal and process-related factors into account with this in addition to technical factors. This analysis is used to decide whether a new processing activity should be implemented and if so, how this should be done. The focus is on operational aspects of data protection, on process improvements and on cross-sector support through the implementation of new data protection governance procedures by cross-functional teams. Further development of the data protection management system for the purposes of a continuous improvement process is and remains a basic prerequisite in ensuring data protection compliance. Data protection aspects of artificial intelligence were also implemented in the consultation process through the AI Framework in 2023. There were 24 enquiries from customers regarding the exercise of data subject rights in 2023 in accordance with Article 15 GDPR (confirmation as to whether personal data is being processed and right to information about processing details) and 3 complaints from customers and third parties to the data protection authority.



Outlook for 2024

High ongoing regulatory requirements, which are driven in particular by the European digitalisation strategy, mean that a holistic view needs to be taken when it comes to data protection. The UNIQA Governance Framework for

Data Governance will need to be developed further and put into operation in order to be able to continue to guarantee data protection in an interdisciplinary and cross-functional manner in compliance with future regulations.



5.4 Risk-based cybersecurity



Key achievements in 2023

- Group-wide implementation of the Business Continuity Management (BCM) standard for the creation of analyses and emergency plans.
- A central governance gap assessment conducted to identify deviations from the Digital Operational Resilience Act (DORA) and the subsidiary guidelines.
- Group-wide risk analysis of critical IT applications, sites and functions.

Digitalisation will continue to progress rapidly in 2023, bringing with it significant changes. As one of the largest insurance companies in Europe, the UNIQA Group has already digitalised its business processes to a large extent. This high level of digitalisation requires comprehensive measures to minimise cyber risks and ensure cybersecurity. Effective cybersecurity makes it possible to successfully organise digital business processes and drive innovation, but at the same time harbours the risk of cyberattacks that can potentially cause considerable financial and reputational damage.

Organisational structure and governance

The UNIQA Group's strategy in the area of cybersecurity is heavily driven by the evolving malicious threat actors. The approach is continuously being adapted, as the patterns and methods of attack are constantly changing. This requires agile governance in order to be able to counter changing threats proactively. In this agile governance system, the Group's existing security requirements are compared annually with the existing threat map and the effectiveness and completeness of the requirements need to be reviewed against the techniques used by attackers.

Legal requirements, particularly with regard to digital operational resilience, are taken into account in order to act in accordance with regulatory requirements at all times. This includes improving our internal standards and processes to ensure resilience to cyberattacks while at the same time guaranteeing the integrity and confidentiality of customer data.

Focus on security: reinforcing measures to identify critical assets

Action plans and projects to identify critical assets and strengthen security measures were expedited further in 2023. The business continuity method for identifying critical assets was refined and implemented across the Group. Critical assets, such as IT applications or other critical functions, were subjected to comprehensive security risk assessments in order to identify potential weaknesses, vulnerabilities and non-conformities. Targeted security measures can therefore be implemented to ensure the integrity and confidentiality of these assets. The controls are carefully worked out based on a predefined method and the asset profile in order to develop a precise security strategy. Decisive measures to centralise services in the area of cybersecurity were implemented and driven forward as part of the IT security project. This centralisation enables our guidelines and measures to be implemented more efficiently and coherently in order to strengthen our company's overall security.

Aims

We have set clear priorities to further strengthen the security and resilience of our organisation as part of our objectives for 2023:

- Implementing the BCM standard for conducting holistic business impact assessments means that the Group-wide BCM standard was implemented throughout the Group.
- Central governance gap assessment: Deviations from the DORA requirements and the subsidiary guidelines were identified by defining the deviations from the Digital Operational Resilience and Risk Act (DORA) and the subsidiary guidelines and carrying out a central governance gap assessment.
- Risk analysis of the critical assets identified as part of BCM and rolling out the Group-wide method as well as carrying out risk assessments to identify risks.



Outlook for 2024

We will intensify our cybersecurity strategy even further in 2024 to ensure compliance with regulatory requirements. This includes the following focal points:

- Comprehensive review and evaluation of all insurance units within our organisation: operational implementation of the DORA requirements to establish uniform standards across the entire group of companies and increase resilience to operational disruptions and cyber threats.
- Security issue handling: Targeted minimisation of the security risks identified by risk assessments in order to eliminate the weaknesses and vulnerabilities identified based on the risk and ensuring the integrity and confidentiality of our data and the availability of our systems.
- Implementation of third-party security risks management



5.5 Public affairs: the bridge to the world

At a time when European society is facing numerous challenges and problems, the UNIQA Group believes that it has a responsibility to be part of the solution as a corporate citizen. This is why we are engaged in an open and constructive dialogue with numerous public stakeholders in order to work together on the legal framework conditions of the future. The most important

social trends as well as emerging political and regulatory initiatives that are relevant for the UNIQA Group are identified and positions are developed and represented to the outside world as part of this. Public affairs is part of the Sustainability Ethics and Public Affairs department.

The UNIQA Group is helping to reshape the way the finance and insurance system is being (re-) regulated

Since January 2016, Solvency II has successfully addressed the decades-long challenge of modernising the regulation of insurance in the European Union (EU) with regard to solvency requirements, governance, risk management and disclosure obligations. UNIQA generally welcomes the review that has been decided for the Solvency II Directive. Nevertheless, greater impetus to facilitate long-term investment in Europe's green transformation and a simplification of reporting requirements would have been welcome. There are also fears that the new requirements of the Insurance Recovery and Resolution Directive (IRR) will have a negative impact on the European insurance industry.

The UNIQA Group is committed to professional insurance sales

The UNIQA Group supports the goals set by the European Commission to make it easier for consumers to access financial products and thereby improve provision for citizens. Commission-based professional insurance advising prevents under-insurance and ensures comparability and easy access to insurance products for all customers. However, we believe that the changes adopted as part of the European Retail Investment Strategy with regard to restrictions on commission in insurance sales and the creation of cost benchmarks will have precisely the opposite effect and make access to insurance investment products more difficult.

The UNIQA Group supports sustainable finance and is implementing corresponding measure

The risks resulting from climate change have a direct impact on our customers and therefore also on our core business as an insurance company. The insurance industry can play a key role in the transition to a sustainable economy by providing coverage for both direct and indirect effects of climate risks and also through targeted sustainable investment activities. Insurers cannot operate in isolation from the real economy, however. Which is why the UNIQA Group is supporting the efforts of the European Commission to mobilise private capital for investment in a climate-neutral Europe through the Action Plan for Sustainable Finance and the European Green Deal. The legislation drafted for this purpose, such as the Disclosure Regulation and the Taxonomy Regulation, as well as the Corporate Sustainability Due Diligence Directive (CSDDD), pose challenges for insurance companies due to their complexity and the short implementation period. Public Affairs is supporting the departments concerned by clarifying open legal issues regarding implementation of the multiple diverse new regulatory requirements.

Responsible digitalisation

The digital economy is developing rapidly all over the world, bringing with it great opportunities as well as challenges. Individual national authorities have worked with the European Commission to develop a digital agenda to advance growth and innovation by implementing a strategy for the digital single market. The increasing number of fintech companies has led to a broader range of online financial services, including digital insurance services (insurtechs). The UNIQA Group is aware that digitalisation is not just a technical development, but an industrial and social revolution that is being driven by all of society and affects it as a whole. This development provides huge opportunities for the insurance industry, but also puts the onus on national and European lawmakers to ensure a level playing field between large internet companies and other economic players.



Key figures and performance



6.1 Key figures for employees in 2023¹⁰

	UNIQA total		UNIQA Holding ¹¹		UNIQA Austria ¹²		Austria total		International ¹³		AL	BA	BG	HR	CZ	HU	XK	LI	ME	MK	PL	RO	RU	RS	SK	CH	UA	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023
Employees total (HC)	15,494	15,296	752	707	6,010	5,887	6,762	6,594	8,732	8,702	326	233	290	509	933	443	152	13	109	160	2,120	550	53	536	1,363	50	892	
Employees by gender																												
Female	8,965	8,830	343	315	3,140	3,062	3,483	3,377	5,482	5,453	174	140	201	332	541	250	81	7	75	90	1,290	361	40	347	921	29	603	
Male	6,529	6,466	409	392	2,870	2,825	3,279	3,217	3,250	3,249	152	93	89	177	392	193	71	6	34	70	830	189	13	189	442	21	289	
Employees back office/sales force																												
Back office	11,644	11,413	752	707	4,440	4,331	5,192	5,038	6,452	6,375	165	102	207	221	838	434	92	13	52	77	1,663	294	53	299	1,307	50	585	
Sales force	3,850	3,883	0	0	1,570	1,556	1,570	1,556	2,280	2,327	161	131	83	288	95	9	60	0	57	83	457	256	0	237	56	0	307	
Employees back office/sales force by gender																												
Female back office staff (policy processing)	7,187	7,059	343	315	2,781	2,728	3,124	3,043	4,063	4,016	90	70	139	161	480	245	51	7	32	46	990	181	40	203	886	29	413	
Female sales force staff	1,778	1,771	0	0	359	334	359	334	1,419	1,437	84	70	62	171	61	5	30	0	43	44	300	180	0	144	35	0	190	
Male back office staff (policy processing)	4,457	4,345	409	392	1,659	1,603	2,068	1,995	2,389	2,359	75	32	68	60	358	189	41	6	20	31	673	113	13	96	421	21	172	
Male sales force staff	2,072	2,112	0	0	1,211	1,222	1,211	1,222	861	890	77	61	21	117	34	4	30	0	14	39	157	76	0	93	21	0	117	
Employees by age																												
Employees < 30 years old	2,392	2,285	112	84	1,046	962	1,158	1,046	1,234	1,239	62	47	26	37	92	50	35	1	7	31	350	61	7	52	136	7	233	
Employees 30 – 50 years old	9,057	8,846	402	371	2,830	2,742	3,232	3,113	5,825	5,733	185	140	179	278	626	294	94	9	70	103	1,562	341	43	336	996	26	543	
Employees > 50 years old	4,045	4,165	238	252	2,134	2,183	2,372	2,435	1,673	1,730	79	46	85	194	215	99	23	3	32	26	208	148	3	148	231	17	116	
Percentage of employees < 30 years old	15.4%	14.9%	14.9%	11.9%	17.4%	16.3%	17.1%	15.9%	14.1%	14.2%	19.0%	20.2%	9.0%	7.3%	9.9%	11.3%	23.0%	7.7%	6.4%	19.4%	16.5%	11.1%	13.2%	9.7%	10.0%	14.0%	26.1%	
Percentage of employees 30 – 50 years old	58.5%	57.8%	53.5%	52.5%	47.1%	46.6%	47.8%	47.2%	66.7%	65.9%	56.7%	60.1%	61.7%	54.6%	67.1%	66.4%	61.8%	69.2%	64.2%	64.4%	73.7%	62.0%	81.1%	62.7%	73.1%	52.0%	60.9%	
Percentage of employees > 50 years old	26.1%	27.2%	31.6%	35.6%	35.5%	37.1%	35.1%	36.9%	19.2%	19.9%	24.2%	19.7%	29.3%	38.1%	23.0%	22.3%	15.1%	23.1%	29.4%	16.3%	9.8%	26.9%	5.7%	27.6%	16.9%	34.0%	13.0%	
Employees by employment relationship																												
Female employees with a permanent employment contract	8,326	8,233	308	295	3,050	3,024	3,358	3,319	4,968	4,914	173	126	195	325	461	249	10	7	63	40	1,122	344	40	316	884	26	587	
Male employees with a permanent employment contract	6,095	6,097	394	387	2,805	2,811	3,199	3,198	2,896	2,899	149	85	83	166	351	187	21	4	26	41	735	180	12	177	383	19	277	
Total number of employees with a permanent employment contract	14,421	14,330	702	682	5,855	5,835	6,557	6,517	7,864	7,813	322	211	278	491	812	436	31	11	89	81	1,857	524	52	493	1,267	45	864	
Female employees with a temporary employment contract	636	597	35	20	90	38	125	58	511	539	1	14	5	7	80	1	71	0	12	50	168	17	0	29	37	3	16	
Male employees with a temporary employment contract	437	369	15	5	65	14	80	19	357	350	3	8	7	11	41	6	50	2	8	29	95	9	1	14	59	2	12	
Total number of employees with a temporary employment contract	1,073	966	50	25	155	52	205	77	868	889	4	22	12	18	121	7	121	2	20	79	263	26	1	43	96	5	28	
Employees by full-time/part-time employment																												
Female employees with a full-time job	7,012	6,916	239	218	1,717	1,627	1,956	1,845	5,056	5,071	163	140	200	325	499	229	77	4	72	89	1,260	360	38	340	828	12	420	
Male employees with a full-time job	6,038	5,979	357	351	2,598	2,541	2,955	2,892	3,083	3,087	144	93	89	171	369	189	67	5	33	63	818	186	13	185	425	21	212	
Total number of employees with a full-time job	13,050	12,895	596	569	4,315	4,168	4,911	4,737	8,139	8,158	307	233	289	496	868	418	144	9	105	152	2,078	546	51	525	1,253	33	632	
Female employees with a part-time job	1,952	1,914	104	97	1,423	1,435	1,527	1,532	425	382	11	0	1	7	42	21	4	3	3	1	30	1	2	7	93	16	183	
Male employees with a part-time job	492	487	52	41	272	284	324	325	168	162	8	0	0	6	23	4	4	1	1	7	12	3	0	4	17	1	77	
Total number of employees with a part-time job	2,444	2,401	156	138	1,695	1,719	1,851	1,857	593	544	19	0	1	13	65	25	8	4	4	8	42	4	2	11	110	17	260	
Management board members by age and gender																												
Female members of management < 30 years old	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Male members of management < 30 years old	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Female members of management 30 – 50 years old	11	10	0	0	0	0	0	0	11	10	0	1	2	1	0	0	0	0	0	0	1	2	0	0	1	1	2	
Male members of management 30 – 50 years old	29	29	2	2	0	3	2	5	27	24	0	1	1	1	2	4	0	1	1	0	5	3	1	4	1	1	1	
Female members of management > 50 years old	4	6	1	0	0	0	1	0	3	6	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	1	0	
Male members of management > 50 years old	13	14	6	7	0	6	7	7	7	7	2	0	0	0	0	1	0	1	0	0	0	1	0	0	1	0	1	
Total members of management	57	59	9	9	0	3	9	12	48	47	2	2	3	2	3	5	0	2	1	0	6	6	1	4	4	3	4	
Percentage of female members of management < 30 years old	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Percentage of male members of management < 30 years old	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Percentage of female members of management 30 – 50 years old	19.3%	16.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	22.9%	21.3%	0.0%	50.0%	66.7%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	33.3%	0.0%	0.0%	25.0%	33.3%	50.0%	
Percentage of male members of management 30 – 50 years old	50.9%	49.2%	22.2%	22.2%	0.0%	100.0%	22.2%	41.7%	56.3%	51.1%	0.0%	50.0%	33.3%	50.0%	66.7%	80.0%	0.0%	50.0%	100.0%	0.0%	83.3%	50.0%	100.0%	100.0%	25.0%	33.3%	25.0%	
Percentage of female members of management > 50 years old	7.0%	10.2%	11.1%	0.0%	0.0%	0.0%	11.1%	0.0%	6.3%	12.8%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	33.3%	0.0%	
Percentage of male members of management > 50 years old	22.8%	23.7%	66.7%	77.8%	0.0%	0.0%	66.7%	58.3%	14.6%	14.9%	100.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	25.0%	
Total number of female members of management	26.3%	27.1%	11.1%	0.0%																								

	UNIQA total		UNIQA Holding ¹¹		UNIQA Austria ¹²		Austria total		International ¹³		AL	BA	BG	HR	CZ	HU	XK	LI	ME	MK	PL	RO	RU	RS	SK	CH	UA	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023
Managers by age and gender¹⁴																												
Female managers < 30 years old	11	18	1	0	0	1	1	1	10	17	0	0	0	0	2	0	0	0	0	0	2	0	1	0	1	0	1	4
Male managers < 30 years old	12	18	0	0	1	1	1	1	11	17	0	1	0	0	1	1	0	0	0	0	0	0	1	0	0	1	1	5
Female managers 30 – 50 years old	503	506	16	15	88	77	104	92	399	414	13	16	23	15	30	23	9	0	7	13	110	33	5	21	39	6	36	
Male managers 30 – 50 years old	600	612	43	35	152	152	195	187	405	425	16	6	7	8	62	25	12	2	6	9	115	31	4	17	42	5	38	
Female managers > 50 years old	179	183	6	6	68	68	74	74	105	109	7	0	12	4	18	8	1	0	6	0	12	9	1	7	11	1	8	
Male managers > 50 years old	296	309	24	23	132	129	156	152	140	157	13	5	6	7	26	11	4	0	3	4	15	9	0	10	19	2	6	
Total managers	1,601	1,646	90	79	441	428	531	507	1,070	1,139	49	28	48	34	139	68	26	2	22	26	254	83	11	55	113	15	97	
Proportion of female managers < 30 years old	0.7%	1.1%	1.1%	0.0%	0.0%	0.2%	0.2%	0.2%	0.9%	1.5%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	9.1%	0.0%	0.9%	0.0%	4.1%	
Proportion of male managers < 30 years old	0.7%	1.1%	0.0%	0.0%	0.2%	0.2%	0.2%	0.2%	1.0%	1.5%	0.0%	3.6%	0.0%	0.0%	0.7%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.9%	6.7%	5.2%	
Proportion of female managers 30 – 50 years old	31.4%	30.7%	17.8%	19.0%	20.0%	18.0%	19.6%	18.1%	37.3%	36.3%	26.5%	57.1%	47.9%	44.1%	21.6%	33.8%	34.6%	0.0%	31.8%	50.0%	43.3%	39.8%	45.5%	38.2%	34.5%	40.0%	37.1%	
Proportion of male managers 30 – 50 years old	37.5%	37.2%	47.8%	44.3%	34.5%	35.5%	36.7%	36.9%	37.9%	37.3%	32.7%	21.4%	14.6%	23.5%	44.6%	36.8%	46.2%	100.0%	27.3%	34.6%	45.3%	37.3%	36.4%	30.9%	37.2%	33.3%	39.2%	
Proportion of female managers > 50 years old	11.2%	11.1%	6.7%	7.6%	15.4%	15.9%	13.9%	14.6%	9.8%	9.6%	14.3%	0.0%	25.0%	11.8%	12.9%	11.8%	3.8%	0.0%	27.3%	0.0%	4.7%	10.8%	9.1%	12.7%	10.8%	6.7%	8.2%	
Proportion of male managers > 50 years old	18.5%	18.8%	26.7%	29.1%	29.9%	30.1%	29.4%	30.0%	13.1%	13.8%	26.5%	17.9%	12.5%	20.6%	18.7%	16.2%	15.4%	0.0%	13.6%	15.4%	5.9%	10.8%	0.0%	18.2%	16.8%	13.3%	6.2%	
Total proportion of female managers	43.3%	43.0%	25.6%	26.6%	35.4%	34.1%	33.7%	32.9%	48.0%	47.4%	40.8%	57.1%	72.9%	55.9%	36.0%	45.6%	38.5%	0.0%	59.1%	50.0%	48.8%	50.6%	63.6%	50.9%	45.1%	46.7%	49.5%	
Total proportion of male managers	56.7%	57.0%	74.4%	73.4%	64.6%	65.9%	66.3%	67.1%	52.0%	52.6%	59.2%	42.9%	27.1%	44.1%	64.0%	54.4%	61.5%	100.0%	40.9%	50.0%	51.2%	49.4%	36.4%	49.1%	54.9%	53.3%	50.5%	
Turnover¹⁵																												
Women < 30 years old	441	436	43	15	149	168	192	183	249	253	9	6	8	10	32	9	5	0	0	0	38	14	6	10	9	0	93	
Women 30 – 50 years old	705	838	18	18	167	246	185	264	520	574	23	9	27	26	44	21	1	0	5	8	100	46	30	43	48	5	84	
Women > 50 years old	277	281	13	13	117	140	130	153	147	128	6	2	13	9	13	11	1	0	0	5	15	19	0	16	12	1	24	
Men < 30 years old	315	273	44	14	147	121	191	135	124	138	3	6	6	4	11	5	0	0	5	1	33	7	4	8	4	1	26	
Men 30 – 50 years old	426	471	19	18	111	152	130	170	296	301	15	10	15	9	39	22	3	0	4	2	61	21	18	16	28	0	33	
Men > 50 years old	200	222	19	12	89	122	108	134	92	88	1	3	4	7	9	4	2	0	1	3	7	22	0	7	9	2	11	
Employee turnover rate, women	16.1%	17.6%	22.1%	15.1%	14.0%	18.2%	14.8%	18.0%	16.9%	17.4%	21.5%	12.6%	23.1%	13.6%	16.5%	16.4%	9.0%	0.0%	6.9%	14.9%	12.0%	21.8%	78.3%	19.6%	7.6%	22.2%	34.7%	
Employee turnover rate, men	14.6%	14.9%	20.5%	11.3%	12.2%	14.0%	13.2%	13.7%	16.0%	16.0%	12.7%	20.9%	30.1%	11.2%	15.1%	16.7%	7.5%	0.0%	30.3%	8.7%	12.3%	25.8%	129.4%	16.5%	9.7%	15.8%	24.1%	
Total employee turnover rate	15.4%	16.5%	21.2%	13.0%	13.1%	16.2%	14.0%	15.9%	16.5%	16.9%	17.4%	15.9%	25.1%	12.8%	15.9%	16.5%	8.3%	0.0%	14.3%	12.2%	12.1%	23.2%	92.1%	18.5%	8.3%	19.6%	31.1%	
New hires¹⁶																												
Women < 30 years old	688	606	59	44	252	232	311	276	377	330	16	14	9	10	35	14	14	1	5	7	84	16	1	13	14	3	121	
Women 30 – 50 years old	756	814	35	27	231	309	266	336	490	478	14	9	23	20	38	29	1	3	5	12	103	35	4	25	70	6	93	
Women > 50 years old	105	137	5	4	48	78	53	82	52	55	2	0	7	1	5	6	0	0	1	0	8	7	1	2	7	1	4	
Men < 30 years old	468	391	58	19	207	177	265	196	203	195	7	7	8	5	13	14	4	0	3	4	57	6	1	14	28	2	30	
Men 30 – 50 years old	497	425	34	24	197	168	231	192	266	233	8	12	18	6	26	22	7	0	5	3	62	11	1	12	44	2	27	
Men > 50 years old	71	94	6	3	31	30	37	33	34	61	3	0	1	0	2	5	3	0	1	0	7	2	0	1	5	1	3	
Percentage of new hires, women	17.5%	17.6%	29.6%	24.7%	17.2%	20.4%	18.4%	20.8%	16.9%	15.7%	18.1%	17.0%	18.8%	9.4%	14.5%	19.6%	19.2%	80.0%	15.3%	21.8%	15.3%	16.0%	13.0%	11.4%	10.0%	37.0%	37.6%	
Percentage of new hires, men	16.0%	14.0%	24.5%	11.8%	15.2%	13.3%	16.4%	13.1%	15.7%	14.9%	12.0%	20.9%	32.5%	6.2%	10.5%	22.0%	20.9%	0.0%	27.3%	10.1%	15.3%	9.8%	11.8%	14.4%	18.2%	26.3%	20.7%	
Percentage of new hires, total	16.9%	16.1%	26.8%	17.5%	16.3%	17.0%	17.4%	17.0%	16.5%	15.4%	15.3%	18.6%	22.7%	8.3%	12.8%	20.6%	20.0%	44.4%	19.0%	16.7%	15.3%	13.8%	12.7%	12.4%	12.6%	32.6%	32.0%	
Total number of employees that took parental leave, by gender¹⁷																												
Women	3,432	n/a	148	n/a	894	n/a	1,042	n/a	2,390	n/a	24	31	64	57	323	104	40	0	19	25	1306	36	23	23	248	17	50	
Men	891	n/a	65	n/a	322	n/a	387	n/a	504	n/a	0	0	0	7	7	13	42	0	1	5	388	13	0	0	15	6	7	
Total	4,323	n/a	213	n/a	1,216	n/a	1,429	n/a	2,894	n/a	24	31	64	64	330	117	82	0	20	30	1,694	49	23	23	263	23	57	
Average sick days¹⁸																												
Days/Employee																												
Back office	8.9	9.8	6.2	6.4	11.6	11.3	10.9	10.6	7.3	9.2	2.8	4.8	5.6	16.7	4.0	2.7	1.5	2.1	1.9	8.5	13.1	3.1	2.2	13.3	4.5	8.0	4.5	
Sales force	9.0	10.3	0.0	0.0	10.4	12.5	10.4	12.5	8.1	8.8	1.6	2.6	3.5	10.3	6.9	4.4	2.1	n/a	1.5	0.3	17.6	5.4	n/a	15.4	1.8	n/a	2.3	
Total average sick days per employee	8.9	9.9	6.2	6.4	11.3	11.6	10.8	11.1	7.5	9.1	2.3	3.5	5.0	13.0	4.3	2.7	1.7	2.1	1.7	4.3	14.1	4.2	2.2	14.2	4.4	8.0	3.7	
Training and education¹⁹																												
Hours/Employee																												
Women	129,393	173,367	5,508	6,952	52,656	95,138	58,164	102,090	71,229	71,277	93	2,133	3,436	5,077	3,614	8,524	4,600	19	596	442	10,354	13,734	455	4,636	4,887	249	8,380	
Men	123,595	53,394	5,240	126	70,885	4,978	76,125	5,104	47,470	48,290	89	1,562	1,315	3,194	3,847	7,236	5,500	63	798	414	4,404	6,977	15	3,404	4,963	367	3,322	
Total	252,988	226,761	10,748	7,078	123,541	100,116	134,289	107,194	118,699	119,567	182	3,695	4,751	8,271	7,461	15,760	10,100	82	1,394	856	14,758	20,711	470	8,040	9,850	616	11,702	
Average amount of training and education hours per employee	16.5	14.8	14.6	10.2	20.8	17.1	20.1	16.4	13.7	13.6	0.6	16.3	16.3	16.2	8.0	36.1	69.7	9.1	13.3	5.5	7.0	37.3	7.5	14.9	7.4	13.4	13.5	
Covered by collective bargaining agreements²⁰	28%	n/a	100%	n/a	100%	n/a	100%	n/a	24%	n/a	-	-	-	-	100%	-	-	-	100%	-	-	-	-	-	-	100%	-	100%

¹¹ UNIQA Insurance Group AG ¹² UNIQA Österreich Versicherungen AG, Versicherungsmarkt-Service-gesellschaft m.b.H., Real Versicherungsmittlung GmbH, UNIQA Real Estate Management GmbH, UNIQA Capital Markets GmbH, UNIQA IT Services GmbH, UNIQA Health-Service GmbH, PremiQuMed Group (Holding) GmbH, Management Service GmbH, Privatkliniken GmbH, Ambulatorien GmbH, UNIQA Ventures GmbH ¹³ Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Czechia, Hungary, Kosovo, Liechtenstein,

6.2 Environmental indicators for 2023

Total energy consumption		2023 ^{21,24}	2022 ^{22,25}	2021 ^{23,25}
Heating energy	kWh	10,621,994	10,513,782	10,455,683
Electricity	kWh	13,260,560	12,721,708	12,370,589
Mobility	kWh	21,435,738	20,056,943	14,856,274
Total energy consumption	kWh	45,318,292	43,292,433	37,682,547

Energy consumption, office buildings

Total area	m ²	140,066	120,779	98,683
Energy consumption in office buildings	kWh/m ²	171	192	231
Energy consumption in office buildings per employee	kWh/employee	2,557	1,618	2,635

Mobility – kilometres travelled

Kilometres travelled (diesel)	km	8,982,359	10,308,882	8,872,485
Kilometres travelled (petrol)	km	13,737,438	11,848,388	12,469,715
Kilometres travelled (hybrid)	km	3,996,478	4,731,616	n/a
Kilometres travelled (electric)	km	879,831	237,614	469,209
Total kilometres travelled	km	27,596,106	27,126,500	21,811,409

Paper consumption

With ecolabel	kg	56,024	82,664	83,443
Without ecolabel	kg	34,100	30,861	37,259
Total	kg	90,124	113,525	120,703

Paper consumption per employee

With ecolabel	kg/employee	4.6	10.5	12.2
Without ecolabel	kg/employee	2.8	3.9	5.4
Paper consumption per employee	kg/employee	7.4	14.4	17.6

Water consumption

Total water consumption	m ³	54,057	46,334	n/a
Water consumption per employee	m ³ /employee	6	6	n/a

UNIQA corporate carbon footprint (operational ecology)

		2023 ^{21,24}	2022 ^{22,26} (New calculation)	2022 ^{22,25} (Old calculation)	2021 ^{23,25}
Scope 1 – Direct emissions	t CO ₂ e Heating	441 ³⁰	282 ²¹	302 ²¹	323 ²¹
	t CO ₂ e Vehicles	4,410	4,387	3,599	4,208
	t CO ₂ e Refrigerants	197 ³²	n/a ³²	n/a ³²	n/a ³²
Scope 2 – Indirect emissions (market-based)	t CO ₂ e Electricity	2,474	2,324	2,125 ²⁷	2,958 ²⁸
	t CO ₂ e District heating	1,682	976	1,813	2,016 ²⁹
Scope 2 – Indirect emissions (location-based)	t CO ₂ e Electricity	3,673	3,553	3,454 ²⁷	3,856 ²⁸
	t CO ₂ e District heating	1,807	1,976	1,813	2,016 ²⁹
Scope 3 – Other indirect emissions	t CO ₂ e Flights	641	344	253	52
	t CO ₂ e Train trips	64	32	32	28
Total CO₂ emissions (market-based)	t CO₂e	9,909	8,345	8,124	9,585²⁸
Total CO₂ emissions (location-based)	t CO₂e	11,233	10,574	9,452	10,483
Total CO₂ emissions per employee³³	t CO₂e/employee	0.99	1.01	1.00	1.39
Reduction in total carbon emissions per employee compared to the previous year	%	-3%	-27%	-28%	n/a

UNIQA corporate carbon footprint – country comparison for 2023

		Group total	Austria	Albania	Bosnia and Herzegovina	Bulgaria	Kosovo	Croatia	Liechtenstein	Montenegro
Scope 1 – Direct emissions	t CO ₂ e Heating	441	176	–	26	–	–	–	–	–
	t CO ₂ e Vehicles	4,410	367	182	131	70	73	80	10	34
	t CO ₂ e Refrigerants	197	28	–	–	–	–	–	–	16
Scope 2 – Indirect emissions (market-based)	t CO ₂ e Electricity	2,474	–	–	172	62	194	23	–	38
	t CO ₂ e District heating	1,682	882	–	–	–	–	–	–	–
Scope 2 – Indirect emissions (location-based)	t CO ₂ e Electricity	3,673	1,650	97	62	68	54	67	6	24
	t CO ₂ e District heating	1,807	1,218	–	–	–	–	–	–	–
Scope 3 – Other indirect emissions	t CO ₂ e Flights	641	329	1	5	61	–	3	4	12
	t CO ₂ e Train trips	64	22	–	–	–	–	–	–	–
Total CO₂ emissions (market-based)	t CO₂e	9,909	1,803	183	334	193	268	107	15	100
Total CO₂ emissions (location-based)	t CO₂e	11,233	3,788	279	224	199	127	150	21	86
Total CO₂ emissions per employee³³	t CO₂e/employee	0.99	0.16	0.02	0.04	0.01	0.03	0.01	0.00	0.01

UNIQA corporate carbon footprint – country comparison for 2023

		North Macedonia	Poland	Romania	Russia	Switzerland	Serbia	Slovakia	Czechia	Ukraine	Hungary
Scope 1 – Direct emissions	t CO ₂ e Heating	–	–	149	30	3	20	34	–	2	–
	t CO ₂ e Vehicles	9	1,359	103	–	4	139	464	951	170	265
	t CO ₂ e Refrigerants	–	–	–	–	–	–	25	8	3	117
Scope 2 – Indirect emissions (market-based)	t CO ₂ e Electricity	31	1,415	379	81	–	–	–	52	25	–
	t CO ₂ e District heating	36	631	–	–	–	–	–	90	–	42
Scope 2 – Indirect emissions (location-based)	t CO ₂ e Electricity	9	671	158	34	3	137	171	205	20	238
	t CO ₂ e District heating	17	326	–	–	–	–	–	148	–	98
Scope 3 – Other indirect emissions	t CO ₂ e Flights	–	59	49	11	2	7	39	55	–	4
	t CO ₂ e Train trips	–	16	–	–	–	–	6	11	8	1
Total CO₂ emissions (market-based)	t CO₂e	76	3,479	680	123	9	167	568	1,166	209	429
Total CO₂ emissions (location-based)	t CO₂e	35	2,431	458	76	13	303	738	1,377	204	723
Total CO₂ emissions per employee³³	t CO₂e/employee	0.01	0.36	0.07	0.01	0.00	0.02	0.06	0.12	0.02	0.05

²¹ Data (with the exception of mobility and paper consumption) only relate to the figures for head offices in the following countries: Albania, Austria, Bosnia and Herzegovina, Bulgaria, Croatia, Czechia, Hungary, Kosovo, Liechtenstein, Montenegro, North Macedonia, Poland, Romania, Russia, Serbia, Slovakia, Switzerland and Ukraine. The scope for Austria also includes nine regional office locations and about 55 regional service centres were also added in 2023.

²² Data (with the exception of mobility and paper consumption) only relate to the figures for head offices in the following countries: Albania, Austria, Bosnia and Herzegovina, Bulgaria, Croatia, Czechia, Hungary, Kosovo, Liechtenstein, Montenegro, North Macedonia, Poland, Romania, Russia, Serbia, Slovakia, Switzerland and Ukraine. The scope for Austria was also extended by an additional nine locations (regional offices). Switzerland was also included in the reporting for 2022.

²³ Data (with the exception of mobility and paper consumption) only relate to the figures for head offices in the following countries: Albania, Austria, Bosnia and Herzegovina, Bulgaria, Croatia, Czechia, Hungary, Kosovo, Liechtenstein, Montenegro, North Macedonia, Poland, Romania, Russia, Serbia, Slovakia, Switzerland and Ukraine. For the 2021 financial year, the former AXA companies have been fully integrated into the countries.

²⁴ Details of the calculations and corresponding definitions can be found in the explanatory notes before the CCF table in the 'Sustainability in our own operational management' section.

²⁵ Reporting figures for the previous year or the year before last.

²⁶ Figures after new calculation and revised emission factors; they were recalculated for the previous year. For clarification see the explanatory notes before the CCF table in the 'Sustainability in our own operational management' section.

²⁷ Electricity: This data was calculated using the market-based approach, with the exception of Serbia and Ukraine. Emission factor sources: ecoinvent 3.8, International Energy Agency 2022, Environment Agency Austria 2022, AIB 2022.

²⁸ Electricity: This data was calculated using the market-based approach, with the exception of Serbia and Ukraine. Emission factor sources: ecoinvent 3.8, International Energy Agency 2021, Environment Agency Austria 2021, AIB 2021.

²⁹ With regard to the information for 2021 as well, a more accurate source for the composition of country-specific energy sources for district heating was applied. This meant the emission factor for 2021 was adapted. Total emissions therefore changed from 8,678 t CO₂e to 9,585 t CO₂e.

³⁰ Biogenic Scope 1 emissions in 2023 amount to 79.38 t CO₂e.

³¹ Only one site was operated using fuels of biogenic origin in 2022 and 2021. It has not yet been possible to record this site as regards biogenic emissions.

³² Refrigerant consumption and corresponding GHG emissions were recorded for the first time for the 2023 reporting year.

³³ Only Scope 1 and 2 emissions are considered when calculating the carbon intensity.

GRI content index



Statement of use UNIQA Insurance Group AG has reported in accordance with the GRI Standards for the period from 1 January 2023 to 31 December 2023

GRI 1 used GRI 1: Foundation 2021

Applicable GRI Sector Standard(s) N/A: No sector standards currently exist for insurance companies

GRI Standards 2021	Short description of disclosure	Page reference	Omissions			Comments
			Omitted requirements	Reason	Declaration	
GRI 2: General disclosures 2021						
GRI 2: General disclosures 2021	2-1 Organisational profile	P 8 – 11				
	2-2 Entities included in the organisation's sustainability reporting	P 9				see the Consolidated Financial Statements section 32 Basis of consolidation as part of the Group Report
	2-3 Reporting period, frequency and contact point	P 9, 130				
	2-4 Restatements of information	P 68 – 69, 116 – 117				
	2-5 External assurance	P 33, 128 – 129				
	2-6 Activities, value chain and other business relationships	P 10 – 11				
	2-7 Employees	P 76, 112 – 113				
	2-8 Workers who are not employees		2-8	Information not available/incomplete		The required information cannot be reported owing to system-based restrictions.
	2-9 Governance structure and composition	P 32 – 33	2-9-c-vi; 2-9-c-viii	Information not available/incomplete		The required information is not considered in terms of the composition of the Supervisory Board. see the Consolidated Corporate Governance Report as part of the Group Report
	2-10 Nomination and selection of the highest governance body					see the Consolidated Corporate Governance Report as part of the Group Report
	2-11 Chair of the highest governance body					see the Consolidated Corporate Governance Report as part of the Group Report
	2-12 Role of the highest governance body in overseeing the management of impacts	P 32 – 34				
	2-13 Delegation of responsibility for managing impacts	P 32 – 33				
	2-14 Role of the highest governance body in sustainability reporting	P 32				
	2-15 Conflicts of interest	P 98 – 101	2-15-b	Information not available/incomplete		The required information cannot be reported owing to system-based restrictions.
	2-16 Communication of critical concerns	P 98 – 101	2-16	Information not available/incomplete		The required information cannot be reported owing to system-based restrictions.
	2-17 Collective knowledge of the highest governance body	P 32 – 33				
	2-18 Evaluation of the performance of the highest governance body	P 32 – 33				

GRI Standards 2021	Short description of disclosure	Page reference	Omissions			Comments
			Omitted requirements	Reason	Declaration	
GRI 2: General disclosures 2021	2-19 Remuneration policies	P 33	2-19-a	Information not available/incomplete		The information will be published together with the 2023 Remuneration Report on 3 June 2024. See 2022 and 2023 Remuneration Report
	2-20 Process to determine remuneration		2-20	Information not available/incomplete		The information will be published together with the 2023 Remuneration Report on 3 June 2024. See 2022 and 2023 Remuneration Report
	2-21 Annual total compensation ratio		2-21	Information not available/incomplete		The calculation according to the median content is not yet available for the year under review. The annual compensation ratio of the CEO to that of an average employee is 48:1 (increase of 4% compared to the previous year).
	2-22 Statement on sustainable development strategy	P 6 – 7, 24 – 29, 32				
	2-23 Policy commitments	P 6 – 7, 35, 102 – 103				
	2-24 Embedding policy commitments	P 24 – 32				
	2-25 Processes to remediate negative impacts	P 14 – 15, 35, 40 – 43, 60, 99				
	2-26 Mechanisms for seeking advice and raising concerns	P 34, 60, 63, 78, 99 – 100				
	2-27 Compliance with laws and regulations	P 100				
	2-28 Membership associations	P 29 – 31				
	2-29 Approach to stakeholder engagement	P 34 – 35, 60, 63, 78 – 80				
	2-30 Collective bargaining agreements	P 114 – 115				

GRI 3: Material Topics 2021

GRI 3: Material topics	3-1 Process to determine material topics	P 34 – 35				
	3-2 List of material topics	P 35 – 36				

Ethics and compliance

GRI 3: Material topics	3-3 Management approach details	P 98 – 101				
GRI 205: Combatting corruption	205-1 Operations assessed for risks related to corruption	P 11, 98 – 100	205-1	Information not available/incomplete		The required information cannot be reported owing to system-based restrictions.
	205-2 Communication and training about anti-corruption policies and procedures	P 100 – 101	205-2 c)	Information not available/incomplete		The required information cannot be reported owing to system-based restrictions.
	205-3 Confirmed incidents of corruption and actions taken	P 100				
GRI 3: Material topics	3-3 Management approach details	P 98 – 101				
GRI 206: Anti-competitive behavior	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	P 100				

GRI Standards 2021	Short description of disclosure	Page reference	Omissions		Comments
			Omitted requirements	Reason	
Engagement for the environment and climate change					
GRI 3: Material topics	3-3 Management approach details	P 64 – 69			
GRI 301: Materials	301-1 Materials used by weight and volume	P 116			Paper consumption is reported.
	301-2 Recycled input materials used		301-2	Information not available/incomplete	The required information cannot be reported owing to system-based restrictions.
	301-3 Recycled products and packaging materials		301-3	Not applicable	Due to the nature of our insurance business, this GRI indicator does not play a key role.
GRI 3: Material topics	3-3 Management approach details	P 64 – 69			
GRI 302: Energy	302-1 Energy consumption inside the organisation	P 116			
	302-2 Energy consumption outside the organisation		302-2	Not applicable	Due to the nature of our insurance business, this GRI indicator does not play a key role.
	302-3 Energy intensity	P 116			
	302-4 Reduction of energy consumption	P 66			
	302-5 Reductions in energy requirements of products and services		302-5	Information not available/incomplete	Due to the nature of our insurance business, this GRI indicator does not play a key role.
GRI 3: Material topics	3-3 Management approach details	P 64 – 69			
GRI 303: Water and effluents	303-1 Interactions with water as a shared resource		303-1	Information not available/incomplete	Due to the nature of our insurance business, this GRI indicator does not play a key role.
	303-2 Management of water discharge-related impacts		303-2	Information not available/incomplete	Due to the nature of our insurance business, this GRI indicator does not play a key role.
	303-3 Water withdrawal	P 116	303-3 a), b), c)	Information not available/incomplete	a) Information only available for Austria.
	303-4 Water discharge		303-4	Information not available/incomplete	Due to the nature of our insurance business, this GRI indicator does not play a key role.
	303-5 Water consumption		305-5	Information not available/incomplete	Due to the nature of our insurance business, this GRI indicator does not play a key role.
GRI 3: Material topics	3-3 Management approach details	S 40 – 49, 50 – 57, 64 – 69			
GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions	P 68 – 69, 116 – 117			All relevant Kyoto gases have been included in the calculation. Base year was set to 2021 in accordance with our SBTi targets and NZAOA membership. GWP rates in accordance with IPCC. Emission factor sources: ecoinvent. Consolidation approach: financial control. Calculation is carried out in accordance with the GHG protocol.

GRI Standards 2021	Short description of disclosure	Page reference	Omissions		Comments
			Omitted requirements	Reason	
GRI 305: Emissions	305-2 Energy indirect (Scope 2) GHG emissions	P 68 – 69, 116 – 117			All relevant Kyoto gases have been included in the calculation. Base year was set to 2021 in accordance with our SBTi targets and NZAOA membership. GWP rates in accordance with IPCC. Emission factor sources: ecoinvent. Consolidation approach: financial control. Calculation is carried out in accordance with the GHG protocol.
	305-3 Other indirect (Scope 3) greenhouse gas emissions	P 45 – 47, 54, 68 – 69, 116 – 117	305-3 c)	Information not available/incomplete	We do not currently have any available data on indirect biogenic emissions.
	305-4 GHG emissions intensity	P 43, 68 – 69, 116 – 117			
	305-5 Reduction of GHG emissions	P 65 – 67			
	305-6 Emissions of ozone-depleting substances		305-6	Information not available/incomplete	Due to the nature of our insurance business, this GRI indicator does not play a key role.
	305-7 Nitrogen oxides (NO _x), sulphur oxides (SO _x), and other significant air emissions		305-7	Information not available/incomplete	Due to the nature of our insurance business, this GRI indicator does not play a key role.

Health and satisfaction of employees

GRI 3: Material topics	3-3 Management approach details	P 72 – 77			
GRI 401: Employment	401-1 New employee hires and employee turnover	P 76, 114 – 115			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	P 86 – 88		Information not available/incomplete	No detailed surveys have yet to be carried out in this regard in the CEE region, but these surveys will be conducted for key sites in 2023. A non-discrimination approach is applied in Austria with regard to benefits. Key sites, in addition to Austria, are located in the CEE region where the insurance business is operated.
	401-3 Parental leave	P 114 – 115	401-3 a), c), d), e)	Information not available/incomplete	The required information cannot be reported owing to system-based restrictions.
GRI 3: Material topics	3-3 Management approach details	P 72 – 77			
GRI 402: Labour/management relations	402-1 Minimum notice periods regarding operational changes				Under Austrian law, the Works Council must be notified without delay if any major restructuring measures implemented have an impact on the staff. In the subsidiaries, there are also employee representation bodies with similar rights.

GRI Standards 2021	Short description of disclosure	Page reference	Omissions			Comments
			Omitted requirements	Reason	Declaration	
GRI 3: Material topics	3-3 Management approach details	P 90 – 93				
GRI 403: Occupational health and safety	403-1 Occupational health and safety management system	P 90 – 93				
	403-2 Hazard identification, risk assessment and incident investigation	P 90 – 93				
	403-3 Occupational health services	P 90 – 93				
	403-4 Worker participation, consultation, and communication on occupational health and safety	P 90 – 93				
	403-5 Worker training on occupational health and safety	P 90 – 93				
	403-6 Promotion of worker health	P 90 – 93				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	P 90 – 93				
	403-8 Workers covered by an occupational health and safety management system	P 93				
	403-9 Work-related injuries	P 114 – 115	403-9	Information not available/incomplete	Due to the nature of our insurance business, this GRI indicator does not play a key role.	
	403-10 Work-related ill health		403-10	Information not available/incomplete	Due to the nature of our insurance business, this GRI indicator does not play a key role.	
GRI 3: Material topics	3-3 Management approach details	P 82 – 85				
GRI 404: Training and education	404-1 Average hours of training per year and per employee	P 85, 114 – 115				
	404-2 Programmes for upgrading employee skills and transition assistance programmes	P 82 – 85	404-2 b)	Information not available/incomplete	There are no dedicated transition assistance programmes.	
	404-3 Percentage of employees receiving regular performance and professional development reviews		404-3	Information not available/incomplete	There is currently no standardised system, so each country applies its own process until a Group-wide system is implemented. Due to this complexity, no detailed data can be provided	

GRI Standards 2021	Short description of disclosure	Page reference	Omissions			Comments
			Omitted requirements	Reason	Declaration	
Diversity and equal opportunity						
GRI 3: Material topics	3-3 Management approach details	P 78 – 81				
GRI 405: Diversity and equal opportunity	405-1 Diversity of governance bodies and employees	P 80, 112 – 115				
	405-2 Ratio of basic salary and remuneration of women to men	P 80				
GRI 3: Material topics	3-3 Management approach details	P 78 – 81				
GRI 406: Non-discrimination	406-1 Incidents of discrimination and corrective actions taken	P 80				
Advice and prevention for natural disasters						
GRI 3: Material topics	3-3 Management approach details	P 16, 50 – 53				
GRI 417: Marketing and labelling	417-1 Requirements for product and service information and labelling		417-1	Information not available/incomplete	The required information cannot be reported owing to system-based restrictions.	
	417-2 Incidents of non-compliance concerning product and service information and labelling	P 100				
	417-3 Incidents of non-compliance concerning marketing communications		417-3	Information not available/incomplete	The required information cannot be reported owing to system-based restrictions.	
Sustainable products						
GRI 3: Material topics	3-3 Management approach details	P 58 – 63				
GRI 418: Customer privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	P 105	418-b	Information not available/incomplete	For competition reasons, no data is published on cybersecurity.	

Independent assurance report





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To the
Member of the Management Board of
UNIQA Insurance Group AG
Mr. René Knapp
Untere Donaustraße 21
1029 Vienna

We draw attention to the fact that the English translation of this report is presented for the convenience of the reader only and that the German wording is the only legally binding version.

Independent Limited Assurance Report on the Sustainability Report as at 31 December 2023

(Translation)

We performed a limited assurance engagement of the sustainability report in accordance with the requirements of the GRI Standards 2021 (hereinafter the "sustainability report") of UNIQA Insurance Group AG, Vienna (the "Company"), for the financial year 2023.

Conclusion

Based on the procedures performed and evidence obtained, nothing has come to our attention that causes us to believe that the Company's sustainability report as at 31 December 2023 is not prepared, in all material aspects, in accordance with the requirements of the GRI Standards 2021.

Responsibility of Management and the Supervisory Board

Management is responsible for the preparation of the sustainability report in accordance with the requirements of the GRI Standards 2021.

Management's responsibility includes the selection and application of appropriate methods to prepare the sustainability reporting (in particular the selection of key issues) as well as making assumptions and estimates related to individual sustainability disclosures which are reasonable in the circumstances, and for such internal control as management determines is necessary to enable the preparation of a sustainability report that is free from material misstatement, whether due to fraud or error.

Domicile: Vienna, Company Register: FN 88248 b, Commercial Court of Vienna; VAT number: ATU16124600; WT: 800834
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Auditor's Responsibility

Our responsibility is to express a limited assurance conclusion based on our procedures performed and evidence obtained as to whether anything has come to our attention that causes us to believe that the Company's sustainability report is not prepared, in all material aspects, in accordance with the GRI Standards 2021.

We performed our engagement in accordance with the professional standards applicable in Austria with regard to KFS/PG 13 "Other assurance engagements" and the International Standards on Assurance Engagements (ISAE) 3000 (Revised) "Assurance engagements other than audits or reviews of historical financial information". These standards require that we comply with our ethical requirements, including rules on independence, and that we plan and perform our procedures by considering the principle of materiality to be able to express a limited assurance conclusion based on the assurance obtained.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement; consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

The selection of the procedures lies in the sole discretion of the auditor and comprised, in particular, the following:

- Interviewing the relevant employees responsible for the analysis of materiality considering the concerns of external stakeholders to update the understanding of the procedure for identifying material sustainability matters
- Assessment of risks regarding the essential non-financial matters / disclosures
- Updating the overview of the policies pursued by the Company, including due diligence processes implemented as well as the processes used to ensure an accurate presentation in the report
- Updating the understanding of reporting processes by interviewing the relevant employees and inspecting selected documentations
- Evaluating the reported disclosures by performing analytical procedures, interviewing relevant employees and inspecting selected documentations
- Examining the sustainability report regarding its completeness in accordance with the requirements of the GRI Standards 2021
- Evaluating the overall presentation of the disclosures and non-financial information

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The following is not part of our engagement:

- Examining the prior-year figures, forward-looking information or data from external surveys
- Examining the correct transfer of data and references from the (consolidated) financial statements to the sustainability report; and
- Examining the information and disclosures on the website or further references on the internet

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Neither an audit nor a review of financial statements is objective of our engagement. Furthermore, neither the disclosure and solution of fraud, as e.g. embezzlement or other kinds of fraudulent acts and wrongful doings, nor the assessment of the effectiveness and profitability of the management are objectives of our engagement.

Restriction of Use

Because our report is prepared solely for and on behalf of the client, it does not constitute a basis for any reliance on its contents by other third parties. Therefore, no claims of other third parties can be derived from it. We consent to the publication of our report together with the sustainability report. However, the publication may only take place in the complete version certified by us.

General Conditions of Contract

Our report is issued based on the engagement agreed upon with you and is governed by the General Conditions of Contract for the Public Accounting Professions (AAB 2018) enclosed to this report, which also apply towards third parties.

Vienna
27 March 2024

PwC Wirtschaftsprüfung GmbH
Werner Stockreiter
Austrian Certified Public Accountant

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Clause regarding predictions about the future

This report contains statements which refer to the future development of UNIQA Group. These statements present estimations which were reached on the basis of all of the information available to us at the present time. If the assumptions on which they are based do not occur, the actual events may vary from the results currently expected. As a result, no guarantee can be provided for the information given.

