

# ESG Business Card

**UNIQA Insurance Group AG**

October 2024



# Overview & Content | UNIQA Group

One of the leading insurance companies in its core markets of Austria and central and eastern Europe. UNIQA offers its products and services through all sales channels and is active in almost all insurance segments.



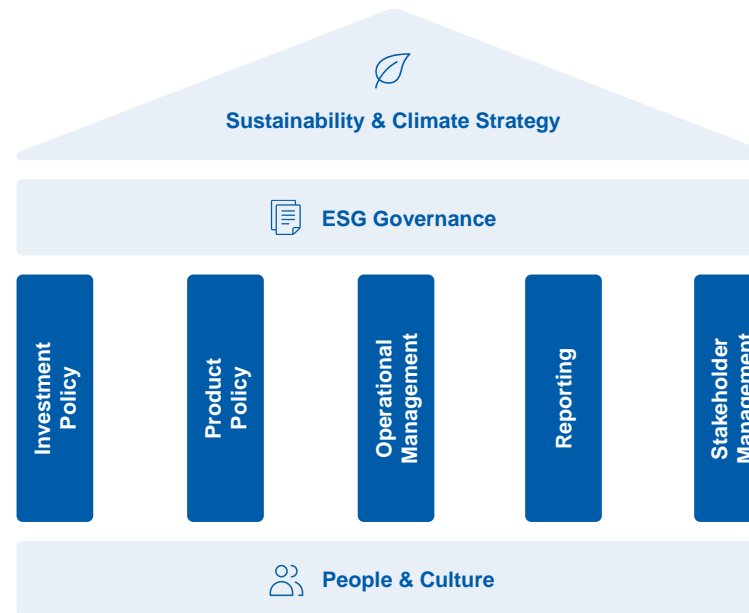
> 15,000 employees



16.7 million customers in 17 countries

**Content**

- UNIQA Group ESG Dashboard
- UNIQA's Sustainability Strategy & Ambition
- 1 Sustainability & Climate Strategy
- 2 ESG Governance
- 3 Investment Policy
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- 5 Operational Management
- 6 Reporting
- 7 Stakeholder Management
- 8 People & Culture



## Broad CEE platform with 15 markets



- Central Europe (CE)
- Eastern Europe (EE)
- South-Eastern Europe (SEE)

The pins show the market position in the relevant country.

This document is a summary of the **Group Sustainability Report 2023**, which is prepared according to the GRI Standard and subject to Limited Assurance. The report is published on the Group homepage:

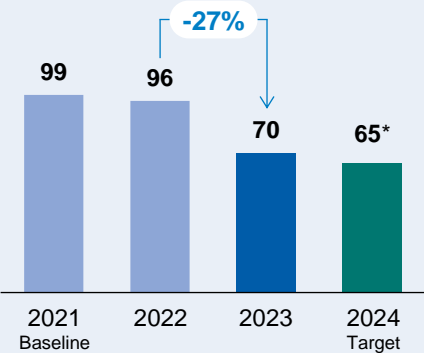
<https://www.uniqagroup.com/grp/sustainability/reporting-disclosure/sustainability-report.en.html>

**Clause regarding predictions about the future**

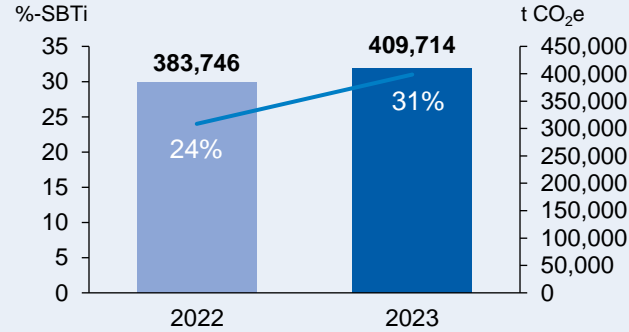
This document contains statements which refer to the future development of UNIQA Group. These statements present estimations which were reached based on all the information available to us at the present time. If the assumptions on which they are based do not occur, the actual events may vary from the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

# Group ESG Dashboard

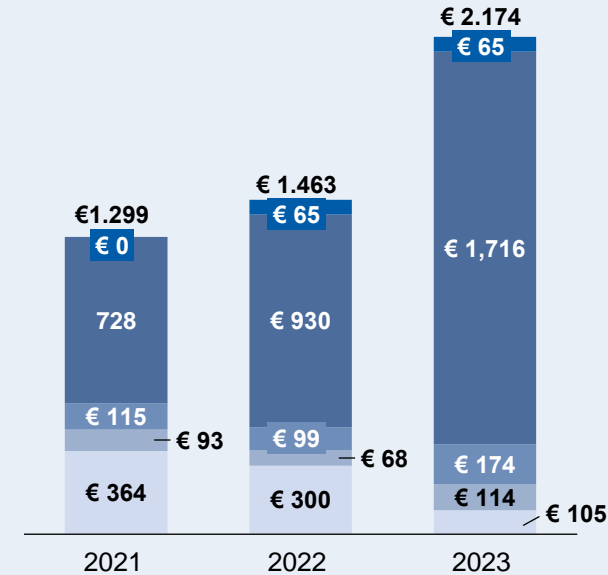
**Weighted Average Carbon Emission Intensity (WACI) (t CO<sub>2</sub>e / m€)**



**Financed Emissions (t CO<sub>2</sub>e) & Share of Financed Emissions with SBTi (%)**

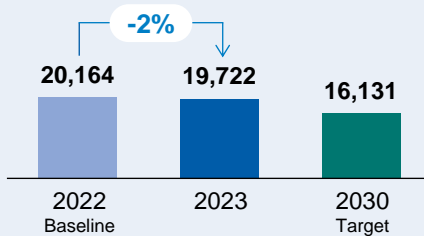


**Sustainable Investments (Mio. €)**

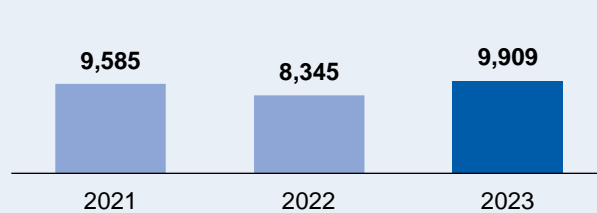


■ Artikel-9-Fonds (SFDR)     ■ Green Bonds  
■ Social Bonds     ■ Sustainability Bonds  
■ Sustainable Infrastructure Investments

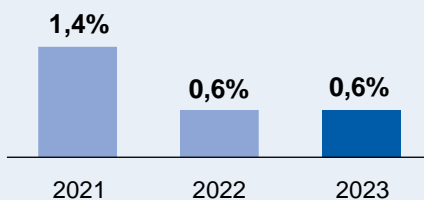
**Insurance Associated Emissions (t CO<sub>2</sub>e, AT Portfolio)**



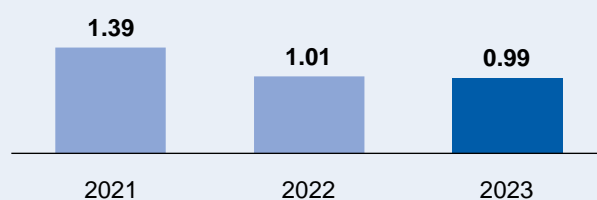
**Scope 1 & 2 CO<sub>2</sub> emissions (t CO<sub>2</sub>e, market based)**



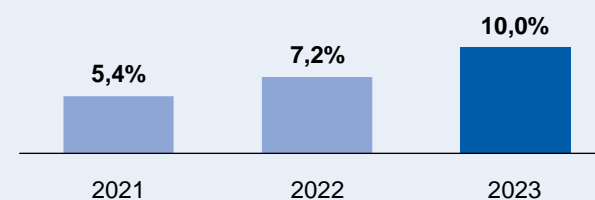
**Adjusted Gender Pay Gap (% , AT, Innendienst)**



**Scope 1 & 2 CO<sub>2</sub> emissions per employee (t CO<sub>2</sub>e / employee, market based)**



**Sustainable Investments (% of the total portfolio value)**



## ESG-Ratings

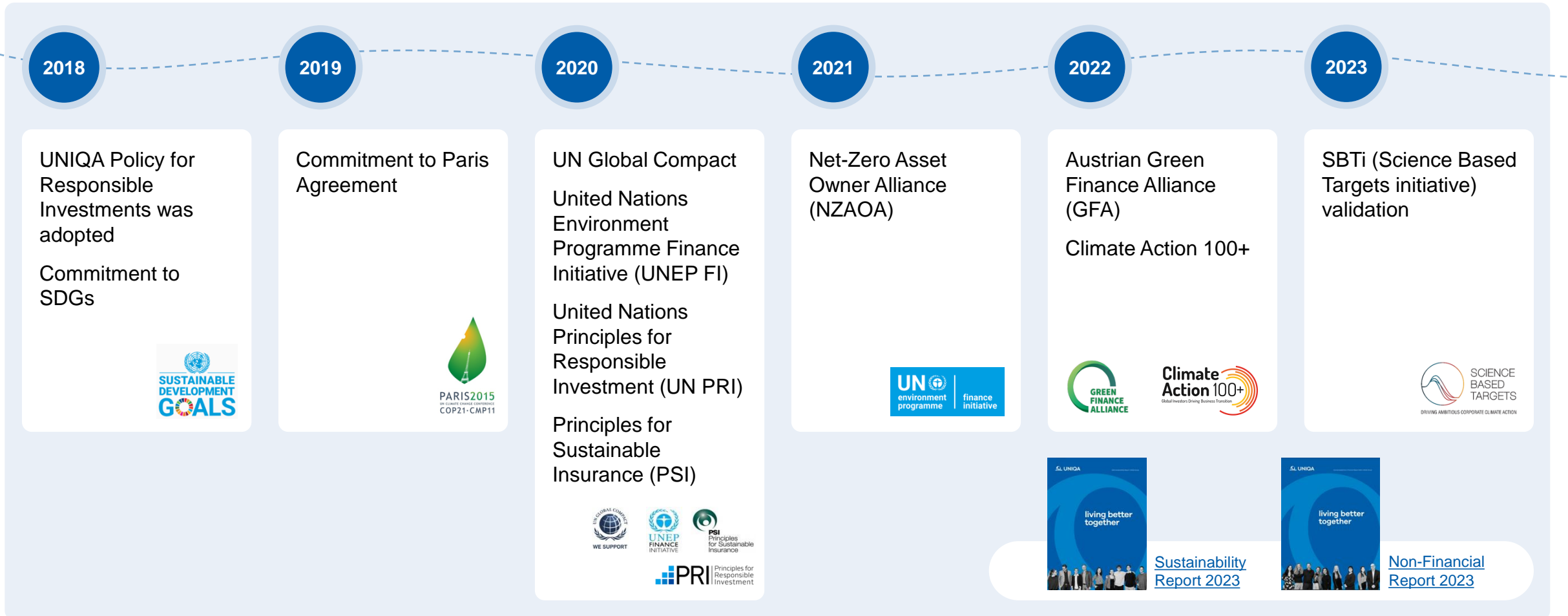
CDP	B
ISS-ESG	C-
MSCI	BBB
Sustainalytics	18.9
S&P Global	43
VÖNIX	B
Moody's	39

Note: Ratings not always reflect the current ESG-performance of UNIQA as raters partly use past year's available information.

\* Target for WACI was adapted from 84 to 65 in Q2/2024.

# Timeline Membership

A sustainable investment strategy, which considers both sustainability risks and opportunities can be economically successful in the long-term and represent a positive addition to the classic investment goals of return, security and liquidity.



# **UNIQA's Sustainability Strategy & Ambition**

# UNIQA's Ambition

Living Sustainability – for Living Better Together



## Environmental

Address climate change

- Climate change
- Pollution
- Water consumption
- Waste reduction
- Circular economy
- Biodiversity



## Social

Promote social progress & engagement

- Social cohesion & inclusion
- Diversity & Inclusion
- Employee engagement
- Human rights
- Health & Safety



## Governance

Embed ESG in the organisation

- Business ethics
- Bribery and anti-corruption
- Compensation structure
- Long term governance
- Compliance

## UNIQA 3.0

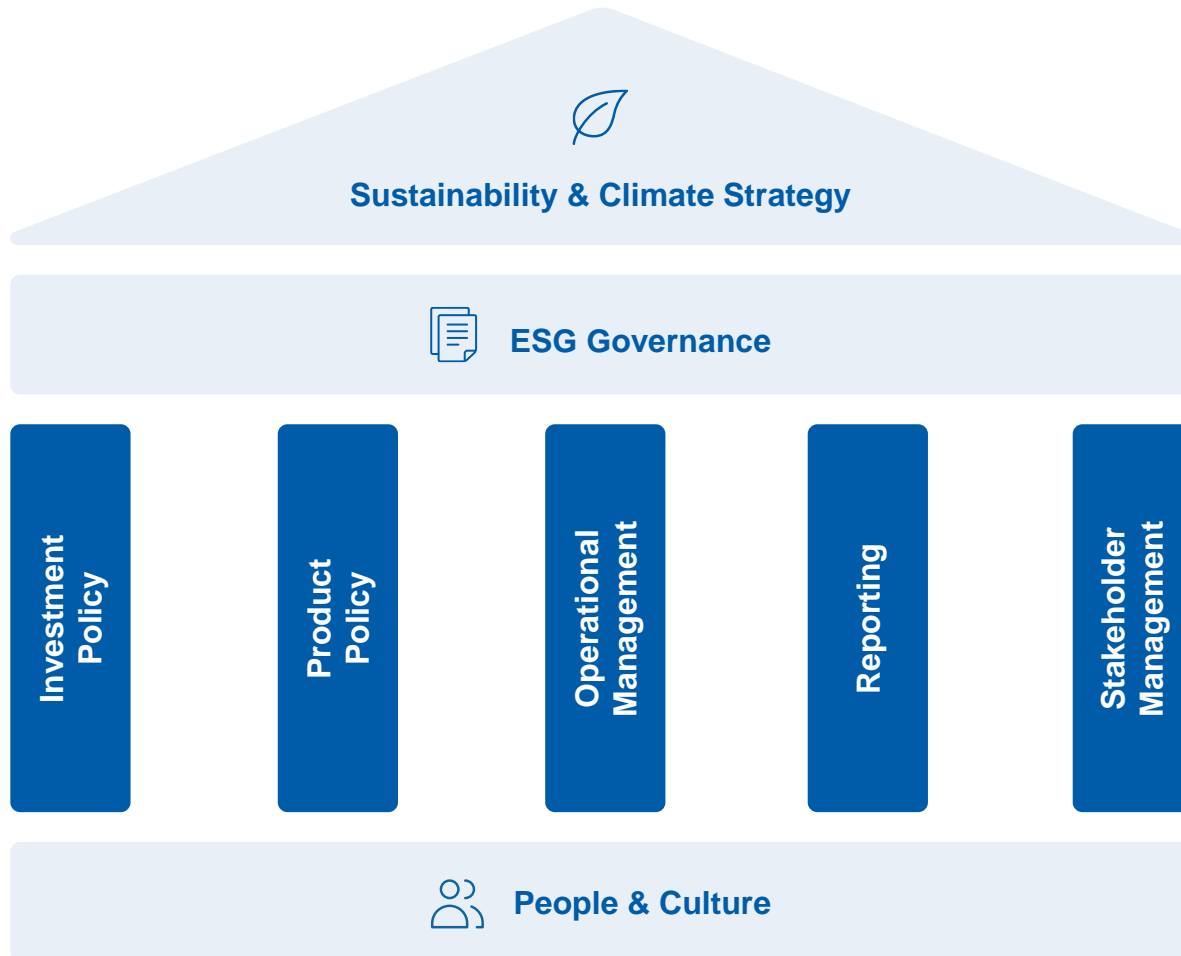
Our programme for the future  
living better together

What we stand for:  
**living better together**

What we want to be:  
**more than just an insurance company**

What we offer investors:  
**an attractive return on their capital**

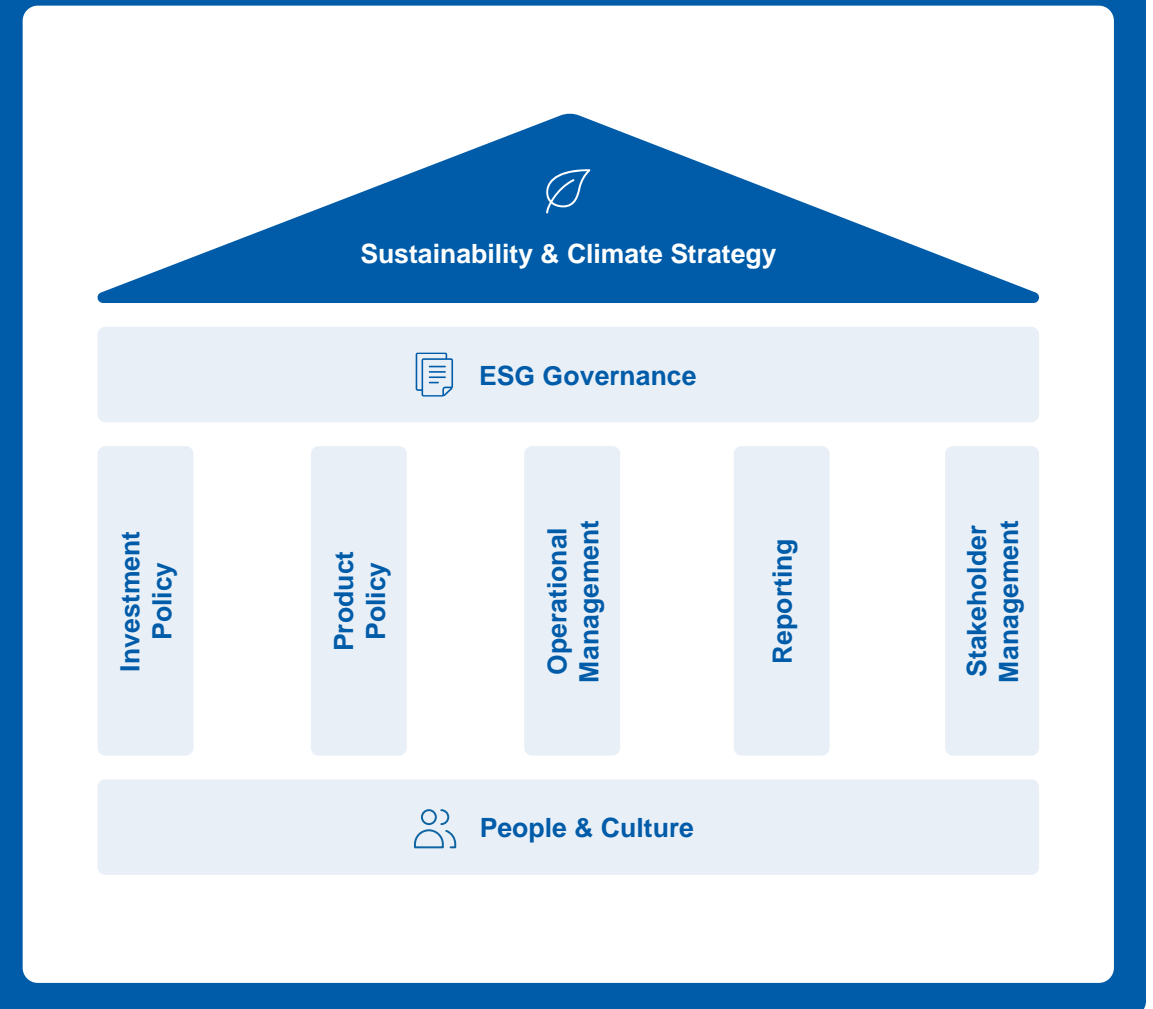
# UNIQA Sustainability Strategy



- 1 Sustainability & Climate Strategy **builds on the 5 pillars** and its **fundament**
- 2 Strong **ESG Governance** as way maker for the 5 pillars
- 3 An **investment policy** established in accordance with ESG criteria
- 4 A **product policy** aligned with ESG criteria and featuring sustainable additional benefits
- 5 Exemplary sustainable **operational management**
- 6 Transparent **reporting** and ongoing independent ratings
- 7 Committed **stakeholder management** ensuring greater social and environmental responsibility
- 8 Building on **people & culture** as a fundament

# 01

## Sustainability & Climate Strategy





# Key Objectives in our Climate Strategy



- Pursuit of climate target trajectory in line with the **1.5°C target** set under the **Paris Agreement** in **investments, underwriting and operational management** in compliance with both EU climate change mitigation and climate change adaptation targets
- **Net-zero emissions in our business model** by 2040 in Austria (Underwriting, Operations) and by 2050 throughout the entire Group (Investment, Underwriting, Operations)
- Pursuit of and compliance with science-based **SBTi interim targets** for 2030
- **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 safeguards**

## Commitment to the Paris Climate Agreement

UNIQA is committed to develop and follow a climate pathway that fits the **Paris targets** and reach **net-zero emissions** until **2040 in Austria** (Underwriting, Operations) and until **2050 Group-wide** (Investments, Underwriting, Operations).

Driving our ESG and climate ambition within our key departments:

Asset Management (Investment)

Underwriting & Customer Engagement (Retail & Corporate Business)

Own Operations



## Net-Zero Emissions

We define net-zero emissions as:

The reduction of our scope 1, 2 and 3 CO<sub>2</sub> 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°C target.

## Good to know

The neutralisation of all residual emissions to the net-zero target year and all GHG emissions subsequently released into the atmosphere.

# UNIQA's Active Role in Decarbonization

Integration into governance and organization

## 3 pillars of the climate transition

	Investment	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 
	✓ Net-zero emissions 2050 Group-wide	✓ Net-zero emissions 2040 AT   2050 CEE	✓ Net-zero emissions 2040 AT   2050 CEE
Action plans	Development of SBTi-compliant action plans	Alignment with best practice and existing frameworks	Development of SBTi-compliant action plans
Integration and management	✓ KPIs for planning and variable remuneration	✓ KPIs for planning	✓ KPIs for planning and variable remuneration

### Interim targets on our way to net-zero emissions 2040 (AT: Underwriting, Operations) & 2050 (Group-wide: Investments, Underwriting, Operations)

**Investments:** We've aligned with **SBTi** framework, setting 2030 **targets across four asset classes:** power generation, long-term loans, listed equities, and corporate bonds.

**Our target:** to achieve our SBTs by 2027 and 2030; in addition, we aim to reduce our weighted average carbon intensity (WACI) by 34 % by 2024\* and to expand our sustainable investments to € 2 billion by 2025.

**Underwriting:** In 2023 we've set **reduction targets** for our **corporate underwriting portfolio's insurance-related emissions** that were calculated in accordance with the PCAF-Standard.

**Our target:** to reduce underwriting emissions by 20% in Austria and by 15% in the CEE region by 2030 (base year 2022)

**Own Operations:** We have set and validated **SBTi-targets** for our **own operations**

**Our target:** to reduce our direct Scope 1 and indirect Scope 2 GHG emissions by 42% by 2030 compared (base year 2021)

### Phase-out plan for coal, oil and gas in investments and underwriting:

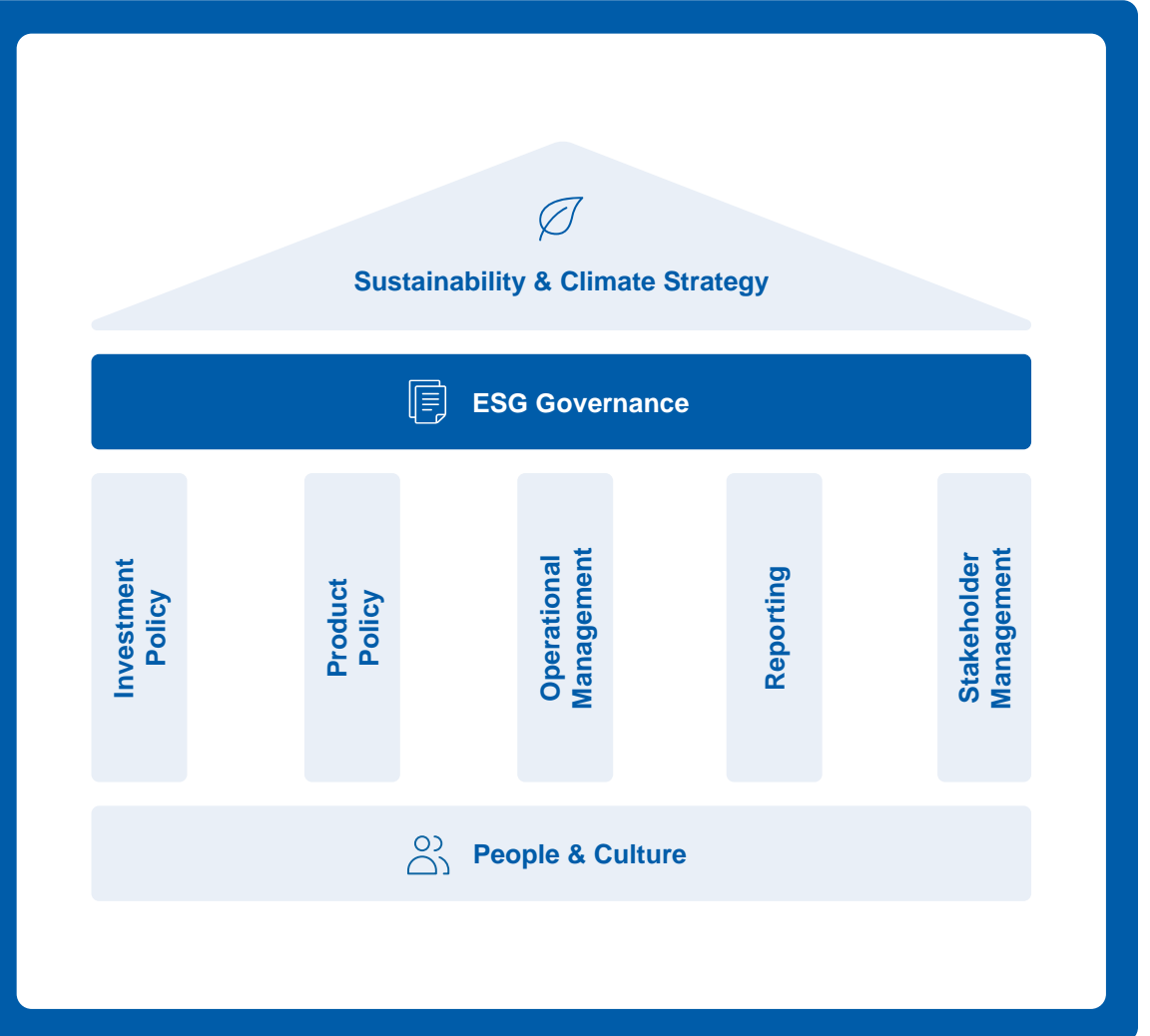
- **Coal phase-out 2019:** commitment not to insure new clients/projects related to coal (implemented) and phase-out by 2030
- **Phase-out of all investments related to the oil, gas and nuclear energy sectors** between 2023 and 2035
- **Phase-out of oil and gas insurance and all new fossil or nuclear projects** between 2023 and 2035

For detailed information on our phase-out plans see [Investment Policy](#) and [Product Policy](#).

\* Target for WACI was adapted from 84 to 65 in Q2/2024.

# 02

## ESG Governance



# ESG Governance and Integration

**ESG integration:** strong governance, clear responsibilities, well-founded stakeholder engagement as well as comprehensive reporting and ratings from renowned agencies contribute to the active implementation and application of various sustainability measures

**Supervisory Board** | deals with sustainability reporting annually in the advisory body of the Audit Committee, where it decides on the sustainability strategy to be pursued

## Group ESG Committee

meets quarterly and drives ESG integration in the core businesses



Tasks

Overall responsibility for ESG-related strategic decisions and ensuring group-wide ESG strategy implementation

## Diversity & Inclusion Committee

meets quarterly and track, challenge and support diversity & inclusion-related topics



Tasks

Decides on Diversity & Inclusion matters and provides proposals to the Board of Management

### Group ESG Office

Supporting ESG Management Team / Committee, and business units

### Investment

ESG teams at UNIQA Asset Management

### Central functions

Including HR, Group Procurement, NatCat Competence Center, Risk Management, Legal and Compliance

### Insurance

Topic experts and ESG teams of business fields (Corporate Business & Affinity, Retail)

### Code of Conduct

Our Code of Conduct outlines all values and rules that we have committed to uphold and defines the rules of conduct for various areas of our daily work. It governs dealings with customers, business partners and the authorities as well as with employees. The Code of Conduct is stricter than the law in many respects, and we are consciously going beyond what is required with additional, binding rules – because not everything that is legal is necessarily right. And we comply strictly with these rules.

The Code of Conduct is published on the Group homepage: [UNIQA Code of Conduct](#)

# ESG Governance and Integration

## Remuneration Strategy

### ESG in the remuneration strategy\*

For UNIQA's Group Management Board and Austrian core market managers:

- Variable **remuneration is tied to climate-related interim targets**, this links incentives to sustainability performance, emphasizing their importance.
- The Management Board members, the Austrian Top-Management, as well as Executive Boards in other markets have the reduction of the weighted average carbon intensity of our investment portfolio (WACI), as well as the adjusted gender pay gap as a target in their short-term incentive
- The targets amount to a total of 15% of the short-term incentive targets.
- The long-term incentives (LTIs) also reflect this prioritization of ESG targets: 20 % of the targets were linked to the reduction of the WACI and another 20% to the increase in the proportion of investments that meet the Paris climate targets (SBT).

### WACI = weighted average Carbon Emission Intensity:

GHG emissions of individual company holdings are being estimated using this key figure

\*updated as per July 2024

# Sustainability Risks

## Key element of our risk management



### 01. Risk identification

The UNIQA Group's risk catalogue is being expanded to include sustainability risks and possible ESG-related causes. This ensures that sustainability risks are explicitly considered. Implementation takes place as part of the internal control system (ICS). The risks and the risk identification process are reviewed annually throughout the Group. Short-term effects are defined with a horizon of one year.



### 02. Risk assessment & 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" scenarios and "No Additional Action" scenarios and their impact on the value of the UNIQA Group's investments and NatCat claims are considered. The data from the Bank of England scenarios is used for both scenarios. We consider short, medium and long-term effects.



### 03. Risk monitoring using a limit system

The UNIQA Group continuously monitors the ESG-related investment profile of the international subsidiaries. Limits are set in such a way as to achieve continuous improvement in the Group's ESG profile and a reduction in transitory risk. This is done monthly.



### 04. Risk controlling

For each significant residual risk that has been identified, a risk mitigation plan or strategy is defined that describes the forthcoming response to this risk (including sustainability risks or risks with a sustainability-related cause).



### 05. Risk reporting

Sustainability risks are integrated into the UNIQA Group's most important internal (ORSA) and external reports (SFCR, RSR, Annual Report). Regular updates are carried out annually, as well as in the context of possible ad hoc reports.

# Emerging Risks

## Top three emerging risks

= trends or emerging challenges (emerging risks) with a high degree of uncertainty in terms of probability of occurrence and expected claim amount

### 1. Geopolitical conflicts & terrorism

- 1<sup>st</sup> place in 2023.
- Political instability and violent social unrest can be the result of geopolitical conflicts.
- These conflicts can also have an impact on the financial markets and lead to insurance losses due to business interruptions and property regulations.
- Areas with a high concentration of value, which are not considered in actuarial models, are particularly affected.
- UNIQA Group experts regularly monitor and report on this risk category, thereby influencing strategic asset allocation, new business and products.

### 2. Cyber risks

- 2023 cyber risks are in second place for the first time.
- The increasingly sophisticated and technically advanced attacks on cyber security have increased in recent years (attack patterns, frequency, impact).
- One observable trend is that ransomware groups are constantly “retreating” and changing their identity to avoid prosecution and sanctions. It is likely that this trend will continue, with new ransomware groups emerging within a short period of time and smaller groups being bought up, which may lead to overlapping use of different ransomware variants.

### 3. Extreme weather events & natural disasters

- Since 2018: NatCat events have been among the most significant emerging risks; they cause unexpectedly high damage that leads to a loss of assets.
- Climate change poses a serious threat to nature and society.
- Negative impacts will intensify in the future: We mitigate this risk by constantly reviewing our calculation model, underwriting guidelines and reinsurance policy. We also have our own team of experts in place, who are explicitly responsible for dealing with this topic.

# NatCat Competence Center (NCCC)

## Risk Management

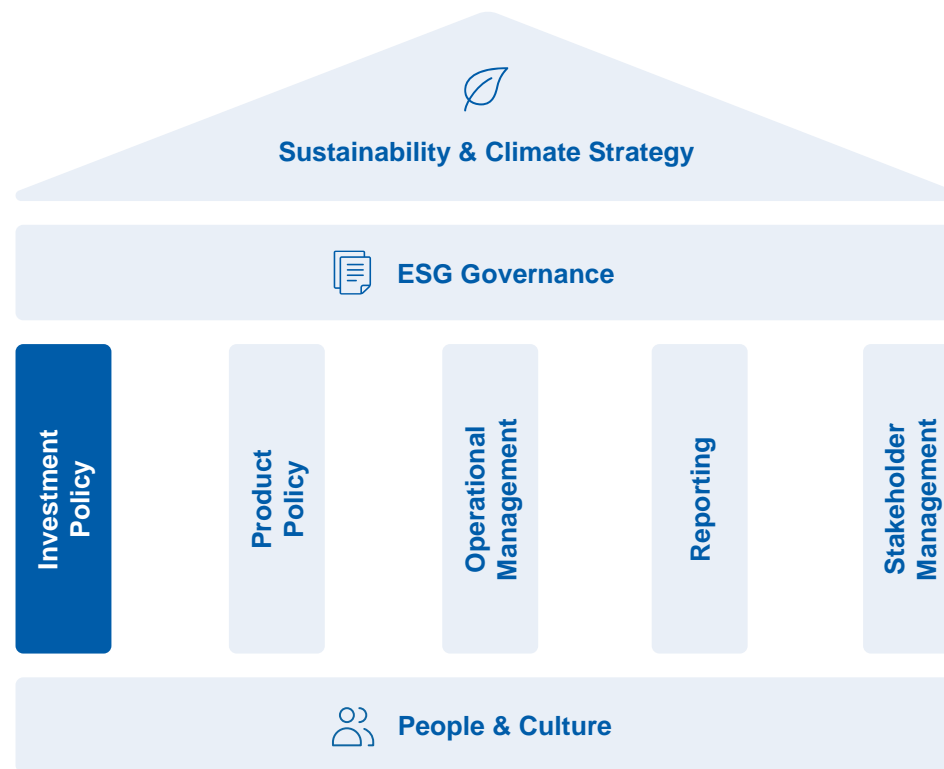
- Founded in **2013** within the Solvency II framework
- Group-wide natural catastrophe **consulting hub** and in-house consultant
- Responsible for **integrating climate-related matters and the complexity of natural disasters** concerning our core business
- Provides **climate risk analytics** tailored per **natural hazard, geographical area and temperature.**
- Carefully follows **scientific research** on climate-related aspects (e.g. **IPCC**)
- **Comprehensive risk management strategy:** two thirds of these models include the UNIQA Group's own historical claims data and thus offer a customized risk perspective that differs from the unspecific estimates of the general market models.
- Active engagement in **ESG reports, memberships and related activities**
- **As of 2023 transitory risks** will also be included in the assessment: We create carbon footprints from our underwritten portfolios for insurance risks with natural disaster cover
- Key role in evaluating the Group's underwriting and reinsurance strategies: **annual stress scenario tests**





# 03

## Investment Policy



# Performance of our Investment Portfolio

## Carbon Emission Intensity

**51.6**

ESG performance score (2023)



### ESG performance score:

monitors the ESG profile of our investments based on their ISS rating.

The score can range from 0 to 100; a score of over 50 is considered “prime” and indicates above-average ESG performance.



### WACI

Weighted Average Carbon Emission Intensity [Scope 1 & 2 t CO<sub>2</sub>e/ million € revenue]

**2021**  
(base year)

**2022**

**2023**

**2025**  
(target)

99

96

70

65\*

Greenhouse gas emissions of individual company holdings are being estimated using the **weighted average Carbon Emission Intensity (WACI)** figure.

\* Target for WACI was adapted from 84 to 65 in Q2/2024

# Performance of our Investment Portfolio

## Sustainable Investments

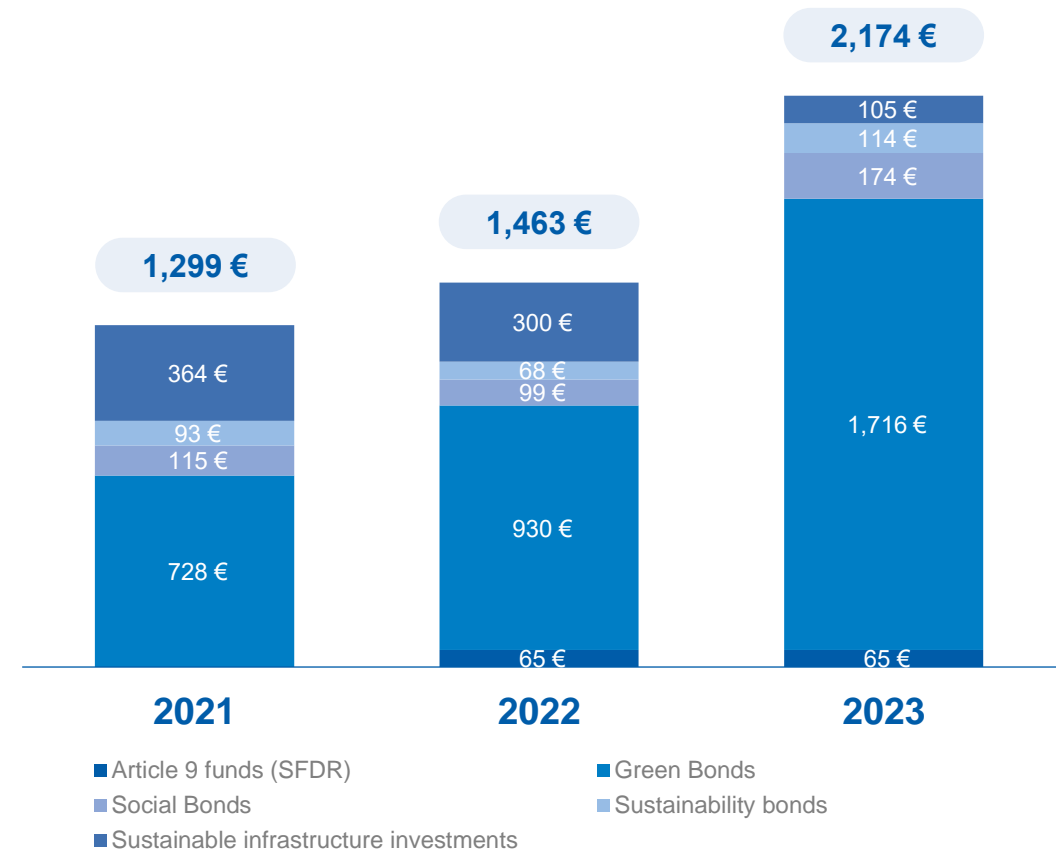
### Sustainable Investments

- The UNIQA Group's sustainable investments increased by 67 % to €2.17 billion from 2021 to 2023. The company was able to exceed the set target of €2 billion for 2025 a year earlier.
- UNIQA's sustainable investments were composed as follows by the end of 2023:
  - 79 %** green bonds (2022: 64 %)
  - 8 %** social bonds (2022: 7 %)
  - 5 %** sustainability bonds (2022: 5 %)
  - 3 %** Article 9 funds under the EU Disclosure Regulation (SFDR) (2022: 4 %)
  - 5 %** sustainable infrastructure projects and technologies, including renewable energies such as wind energy and social projects such as supporting childcare facilities (2022: 20 %).

#### Sustainable Investments

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

### Sustainable Investments in Mio. €



# Performance of our Investment Portfolio

## Absolute financed emissions

Financed Emissions	2022	2023*
Financed emissions from corporate investments* [t CO <sub>2</sub> 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 collateralized 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.

Financed Emissions	Volume invested [€]	CO <sub>2</sub> emissions 2023 (Scope 1) [t CO <sub>2</sub> 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.

### Absolute financed emissions

- Provide an indication of the CO<sub>2</sub>e emissions that we finance through our investments in companies and countries.
- Key indicator is calculated by multiplying our ownership interest in a company by its Scope 1 and Scope 2 emissions (data is obtained from ISS)
- The financed emissions increased by 7 % in 2023 compared to 2022 but are still 21 % lower compared to 2021.
- The proportion of the financed emissions to companies that have set SBTi emissions reduction targets rose to 31 % in 2023 compared to 24 % in 2022. For this reason, a decline in the financed emissions of our corporate portfolio is expected for the future.

# Decarbonisation Strategy

## Fossil Phase-Out

### Oil



- Orderly withdrawal from oil by 2030
- From 2025:
  - no new direct investments in oil projects to expand the oil infrastructure
  - no new direct investments in companies with more than 30 % of their revenue from the oil sector
- Divestment of direct investments in companies with more than 5 % of their revenue from the oil business or petroleum sector by 2030

### Natural Gas



- Orderly withdrawal from natural gas by 2035
- From 2026:
  - no new direct investments in the expansion of natural gas infrastructure projects
  - no new direct investments in companies with more than 30 % of their revenue from the natural gas sector
- Divestment of direct investments in companies with more than 5% of their revenue from the natural gas business by 2035
- If a company has SBTi-certified targets, carries out EU taxonomy-aligned activities or publicly commits to the Paris Agreement, an exception can be made for our limits.

### Coal

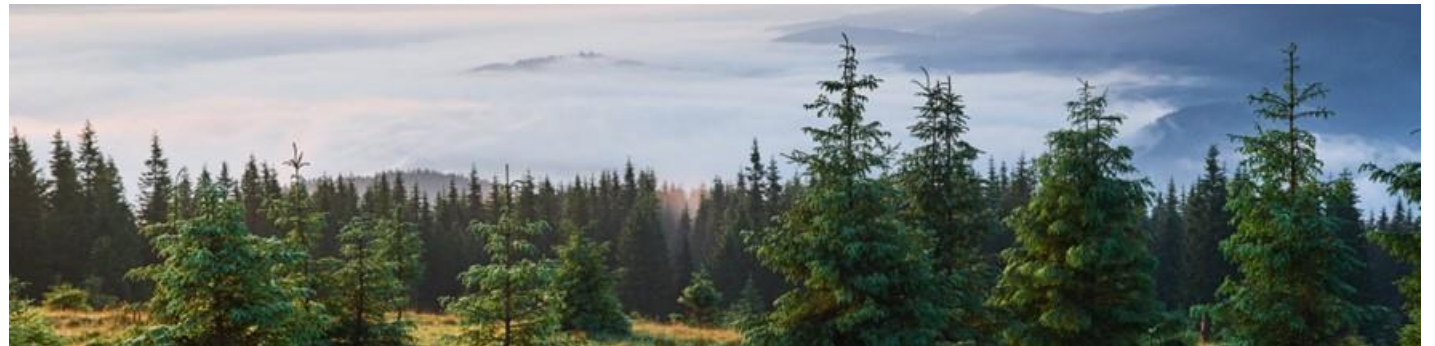


- Gradual implementation of coal exclusion criteria since 2019
- Applies to all UNIQA Group assets for our own account
- As of 2024, no positions in direct investments in companies with more than 5% of revenue from coal business

### Nuclear Energy



- From 2025, no new direct investments in nuclear projects for the expansion of nuclear infrastructure projects
- Divestment of investments in companies with more than 5 % of their revenue from nuclear energy by 2035
- If a company has SBTi-certified targets, carries out EU taxonomy-aligned activities or publicly commits to the Paris Agreement, an exception can be made to our limits.



# Engagement Strategy

## Investments

### Engagement strategy for sustainable investments

- Engagements with companies are designed to improve the performance of investees, particularly regarding their climate strategy, decarbonization targets and measures
- UNIQA tries to convince investees of the following activities:
  - Implementation of a governance framework that defines responsibilities and oversight obligations for climate risks
  - Measures to reduce GHG emissions along the entire value chain in line with the Paris 1.5 degrees climate target pathway, as well as the setting of SBTi-validated targets, if not yet set
  - Transparent disclosure of the resilience of the corporate strategy to various climate scenarios.

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

We have been pursuing reactive (collaborative) engagement since 2022 as part of our membership of the [Climate Action 100+ investor initiative](#), which focuses its commitment on the 166 highest-emitting companies worldwide that are critical to climate neutrality and strives to achieve three goals:

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



### Strategy for sustainable investments: Engagement strategies

**Proactive engagement** = direct bilateral engagement with individual companies (focus on companies that together account for 65% of UNIQA's financed issues)

**Reactive engagement** = collaborative engagement that involves a group of international investors engaging with companies that are among the world's 170 most emissions-intensive companies to align their climate strategy and disclosure with science-based climate targets.

**Controversial or standards-based engagement:** 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 fail to take measures to respond appropriately and take countermeasures.

# Science Based Targets (SBTi)

## for our Investment Portfolio



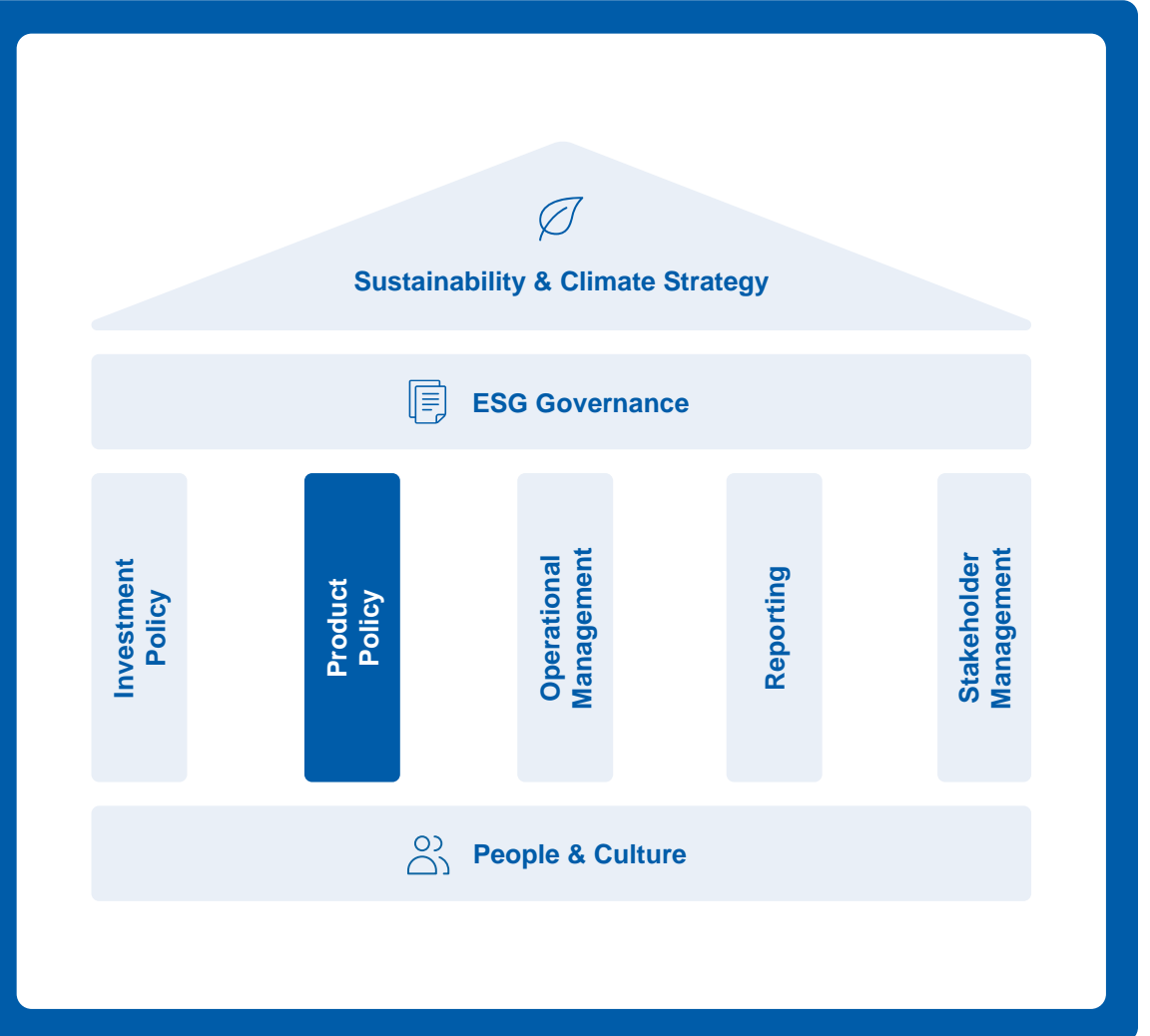
### Climate targets for investments

Required activities accounted for 23 % of total investments by AuM according to SBTi guidance, while optional activities accounted for 19 % and out-of-scope activities accounted for 58 %.

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 <sub>2</sub> e/MWh	0.224	-	0.058
Other long-term debt	34 % 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 % 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.			

# 04

## Product Policy





# Sustainability Strategy

## UNIQA Corporate Business


**01.**
**Resilience to climate-related risks**

### Advice on strengthening resilience to climate-related risks

- Insurance industry is strongly affected by **climate change-related losses**, which has an impact on both our company and customers
- Increasing frequency and severity of extreme weather events represents a **significant risk**: with UNIQA Corporate Business, we advise companies on how they can **strengthen their resilience to climate risks and overcome the challenges they face as a company**
- **“first aid measures”**: we have expanded the range of our recommendations for avoiding climate risks, and we can track the extent to which customers accept and implement our recommendations.


**02.**
**Decarbonisation of the underwriting portfolio**

### Decarbonization of the underwriting portfolio

- Pursuing the **Paris 1.5°C climate target path in underwriting** is one of our most important goals: achieving **net-zero emissions in the underwriting portfolio** by 2040 in Austria and by 2050 in CEE
- first steps towards decarbonization were already taken in 2019 with the commitment not to conclude any new business with customers with **coal activities**
- Significant steps towards portfolio decarbonization also include the phase-out of **oil** (by 2030) and **gas** (by 2035) in our corporate customer business.


**03.**
**Development of new Sustainability products**

### Development of new sustainability products and product components

- UNIQA Corporate Business is committed to supporting customers in the **development of new sustainable technologies** through new innovative products and product components
- The ambition is on the **circular economy**, which includes the sustainable rebuilding and reuse of components in major industries.
- Environmental liability components and social components of corporate insurance solutions are the focus of potential developments.

# Decarbonisation of our Corporate Portfolio

## Corporate Underwriting

### Oil



- **Starting with 2024**, UNIQA resigns from writing new business in crude oil exploration, processing, and distribution and energy production with oil-related turnover higher than 30%.
- **In 2030**, UNIQA will phase-out all portfolio positions in companies that generate more than 5% of their revenue from activities in the oil sector (exploration, processing, distribution, and conversion to electricity) and of all oil projects.

### (Natural) Gas



- **Starting with 2025**, UNIQA resigns from writing new business in the natural gas sector (exploration, processing, distribution, and conversion to electricity) with gas-related turnover higher than 30%.
- **In 2035**, UNIQA will phase-out all portfolio positions in companies that generate more than 5% of their revenue from activities in the natural gas sector (exploration, processing, distribution, and conversion to electricity) and of all natural gas projects.

### Coal



- **2019**: resignation from writing new business in coal power generation with direct or indirect coal share higher than 30% of total turnover.
- **2023**: resignation from writing new business in coal exploration, production, distribution and energy production with coal-related turnover higher than 5% and mining companies with a yearly production of more than 10 million tons of coal per year.
- **2030**: phase-out of all portfolio positions that generate more than 5 % of their revenue from activities in the coal sector (exploration, processing and production, distribution, or conversion to electricity) and of all coal projects.

### Nuclear Energy



- **UNIQA** does not write any atomic/nuclear energy risks directly and/or by way of reinsurance and/or via pools and/or associations
- **2023-2035**: Phase-out of insurance of nuclear projects (gradual approach with a final threshold of max. 5 %)



# ESG Risk Assessment

## Corporate Underwriting

- **2023:** UNIQA Corporate Business introduced the ESG standard for the underwriting process
  - integrates the analysis of corporate customers regarding ESG risks into the process
  - Special functions in the underwriting platform enable an automated risk assessment of the submitted offers about the extent of their exposure to environmental, social and governance risks
- The **risk assessment** (conducted by an external data provider) is based on the **Principles for Sustainable Insurance (PSI)** guidelines
- The following ESG topics (and corresponding detailed topics) are considered in the analysis in accordance with the PSI guidelines:
  - **Environment:** Climate change, environmental pollution, protected sites & species, non-sustainable practices, animal well-being & testing
  - **Social:** Human rights, controversial weapons
  - **Governance:** Corruption & money laundering, poor corporate governance, poor product and service quality
- **Around 50 % of the UNIQA Group company portfolio is currently assigned to the ESG risk exposure assessment:** we are monitoring the development of the guidelines to obtain a comprehensive overview of our customers' ESG risk exposure in the future
- **Risk rating:** not applicable (0); low potential risk exposure (1); potential risk exposure (2); high potential risk exposure (3) → companies with a risk rating of 3 are filtered out
- **Companies with a high ESG risk:** UNIQA's ESG consultants and senior underwriters analyse publicly available data on the company, including relevant commitments, targets, policies and procedures

### ESG risk assessment

- **First step:** Analyse how the risk levels are reflected in our portfolio and how customers are quantitatively allocated to potential high-risk exposures and commitments.
- We therefore report for 2023 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 (risk rating level 3)
- **2024:** We will focus on those portfolio positions that have been assigned a high risk. ESG advisors in each of our markets will monitor the development of the company in relation to the assessed risks compared to industry-based

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.

# Key Figures and Targets

## Corporate Underwriting



### Insurance associated emissions

- As a member of the **Austrian Green Finance Alliance (GFA)**, we strive to report on our **insurance-associated greenhouse-gas emissions** and set ourselves targets to reduce our insurance-associated.
- Using the **PCAF** (Partnership for Carbon Accounting Financials) methodology for measuring insurance-related emissions, we were able to finalise the analysis of our Austrian corporate portfolio and the calculation for Austria.



Insurance-associated emissions	2022 (Baseline)	2023	2025	2030	2035	2040	2045	2050
<b>UNIQA Austria</b>	20,164* t CO <sub>2</sub> e	19,722* t CO <sub>2</sub> e	- 5 %	- 20 %	- 40 %	- 60 %	-	-
<b>UNIQA International</b>	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.

# Key Figures and Targets

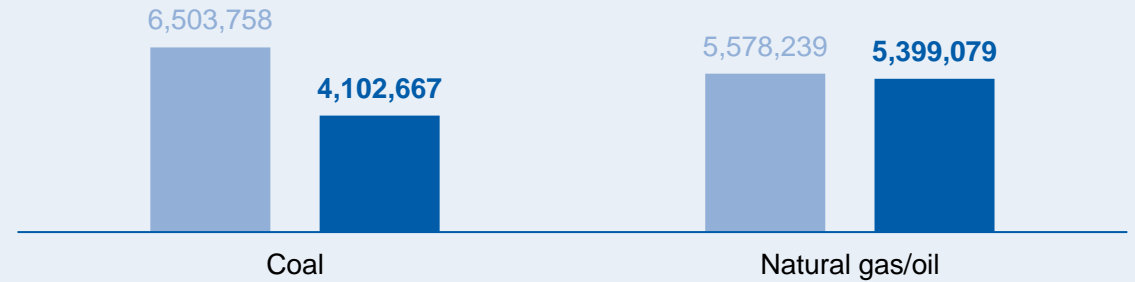
## Corporate Underwriting

### Engagement with fossil fuel customers and high emitters

- We are tracking business volumes in all our markets with companies in coal, oil and natural gas related sectors, therefore we have defined a clear timeline for the exit and are seeing progress in decarbonising the portfolio.
- Progress is measured as the absolute premium of the corporate customer business (business lines: property, engineering and liability insurance).
- In 2024, we plan to incorporate further business areas in the analysis.

### Corporate Non-Life premiums from coal/gas/oil companies in €

■ 2022 ■ 2023



### Status\* of coal customers in the Corporate Underwriting portfolio 2023

Number of customers with a connection to coal

Customers

Status A

Status B

Status C

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

- As part of our solutions for renewable energies, we intend to **expand our business with companies from the following sectors** across the Group:  
**Solar energy | Wind Power | Hydropower | Biomass energy**
- **2023:** We were able to increase our premium volume in renewable energies by 30 % (especially in Austria, Romania and Bulgaria)

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

# Key Figures and Targets

## Corporate Underwriting

### 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).

#### Proportion of customers with climate targets subject to mandatory NFRD reporting

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

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

	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.

# ESG-Features and Products in Retail Austria

## Life & Non-life



**Sustainable advice:**  
UNIQA Austria combines digitalisation and personal advice and ensures ESG knowledge of sales agents

Integration of ESG aspects into the **product development process**

**Ombudsperson's office reopened in 2023**



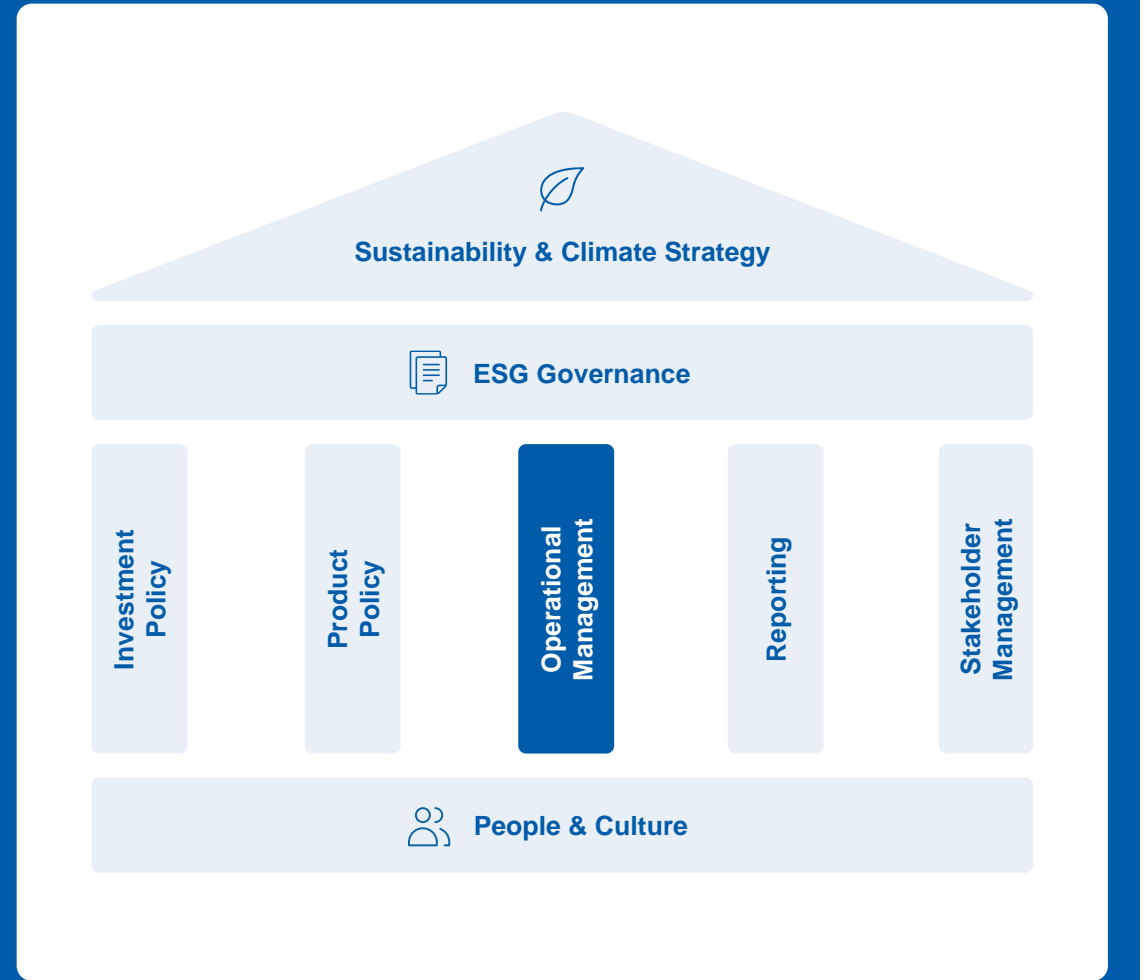
Sustainability initiatives in **bancassurance**

**Sustainability-oriented insurance features in Austria**

- Life insurance with certified ESG funds
- Property insurance with several ESG features
- Health insurance
  - LARA – UNIQA's healthcare network with numerous benefits
  - UNIQA Medical Partner Center: Healthcare under one roof
  - Innovative healthcare services for an active lifestyle

# 05

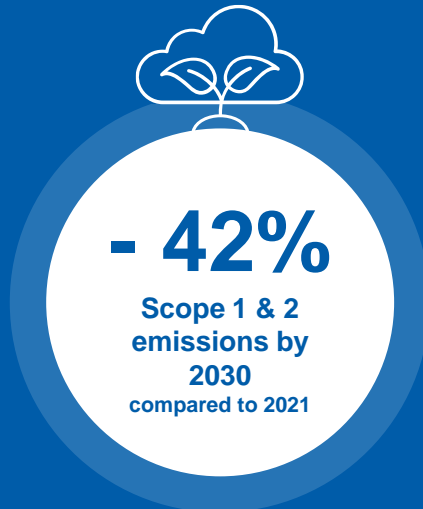
## Operational Management





# Science Based Targets Initiative

## Scope 1 and 2 CO<sub>2</sub>-emission targets for the UNIQA Group



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 GHG emissions by 42 % by 2030** (compared to the baseline year 2021).



### Scope 1

includes greenhouse gas emissions from heating energy (natural gas and heating oil), coolants and own vehicles (diesel and petrol)



### Scope 2

includes greenhouse gas emissions from purchased district heating and electricity (market-based approach)

# Corporate Carbon Footprint (CCF)

## For our own operations

The corporate carbon footprint quantifies the GHG emissions from our international headquarters and Austrian regional offices, and it includes company-specific and other relevant emissions, measured in CO<sub>2</sub> equivalents.

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

**9,909 t  
CO<sub>2</sub>e  
(2023)**

**Corporate carbon footprint in 2023**  
(excluding investments and underwriting):  
**9,909 t CO<sub>2</sub>e**

The absolute market-based Scope 1 and 2 emissions rose by 19 % to 9,909 t CO<sub>2</sub> in 2023 compared with the previous year (2022), while **GHG emissions per employee fell by around 3 %**.

# Operational Management in Austria

The sustainability management concerning our **own operations** is based on our **commitment to the Paris climate targets**.\*

five pillars

Purchase of **100 % eco-label 46 certified green electricity** from 2024

Increasing **energy efficiency in buildings by at least 33 %** by 2040 (baseline 2019)

Expansion of **photovoltaic output to at least 600 kWp** by 2035

**Phase out of all oil and gas heating systems** by 2035 at the latest

Switch to **100 % electric cars** in the vehicle fleet by 2030

With these measures, we aim to **reduce greenhouse gas emissions** from our sales buildings in Austria **by around 71 %** by 2040

\* operationalized with an initial milestone and action plan for all sales locations in Austria in 2022

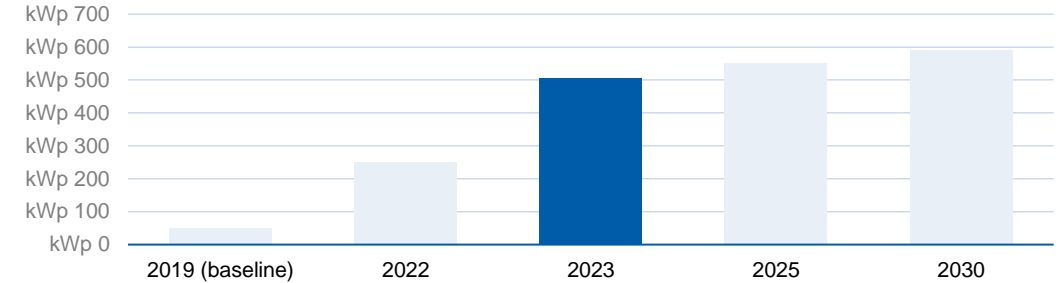
**580 MWh** Energy savings of approx. 580 MWh at Austrian sales locations (2023)

**40** Installation of e-charging stations at 40 locations in Austria (2023)

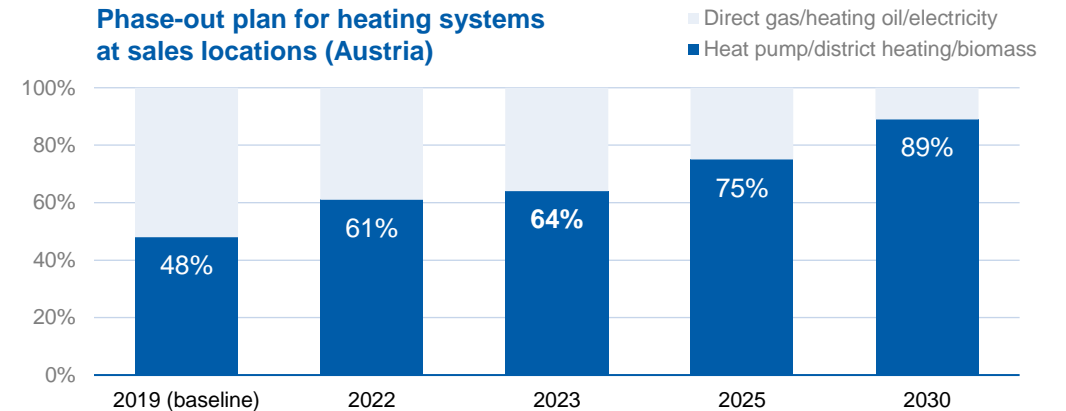
**EMAS** certification of Austrian sales locations (2024)

**ISO 14001** certification of Austrian sales locations (2024)

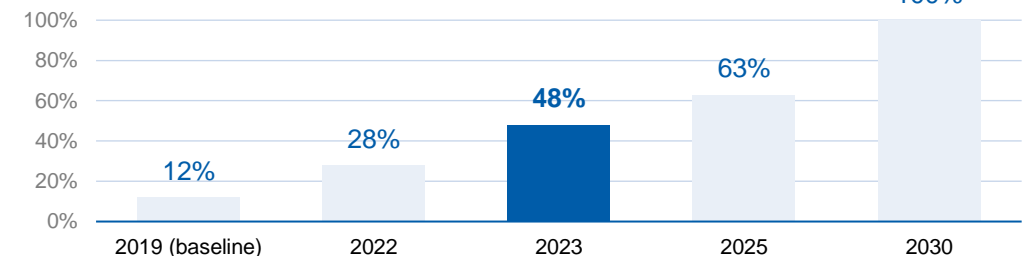
Planned PV output at sales locations (Austria)



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

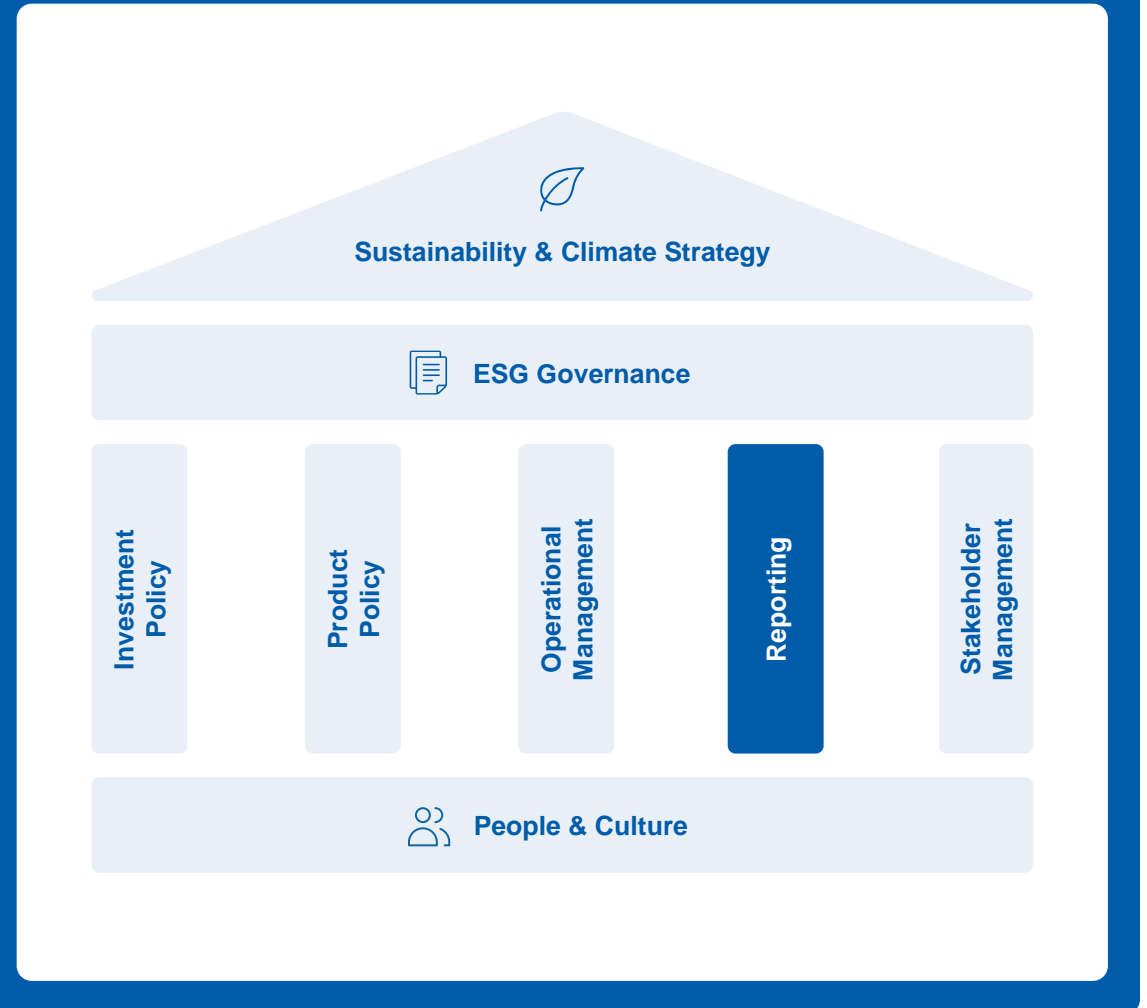


Proportion of electric vehicles in the UNIQA fleet (Austria)



# 06

## Reporting



# International Memberships & Commitments

## UN Global Compact (UNGC)



UNIQA has been a member of the UN Global Compact since May 2020. The ten principles of the UN Global Compact provide guidance for action in our business and set the basis for our sustainability activities.

## Principles for Responsible Investment (PRI)



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

## Sustainable Development Goals (SDGs)



UNIQA supports the 2030 Agenda for Sustainable Development adopted by the United Nations in September 2015. The core elements of this initiative are the 17 SDGs with their 169 sub-goals. Four SDGs are particularly relevant for the UNIQA Group: Good Health and Well-being (SDG 3), Quality Education (SDG 4), Gender Equality (SDG 5) and Climate Action (SDG 13).

## Green Finance Alliance (GFA)



In April 2022 UNIQA joined the Austrian Green Finance Alliance (GFA), which is a Federal Austrian Engagement Program for financial institutions to lead the way for reaching the 1,5 Degree Paris-Climate Targets. It focuses on Investments, Underwriting and Own Operations and explicitly refers to exit strategies in coal, oil and gas as well as to certified environmental management systems. UNIQA's membership in the GFA contributed to her active decarbonization and transition journey.

## Principles for Sustainable Insurance (PSI)



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

# International Memberships & Commitments

## Science Based Targets initiative (SBTi)



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

## Climate Action 100+



In November 2022, UNIQA joined the Climate Action 100+ initiative, which focuses its commitment on the 166 highest-emitting companies worldwide that are critical to climate neutrality. In doing so, it strives to achieve three goals: Implementing strong corporate governance with board accountability and oversight of climate change risks, implementing measures to reduce greenhouse gas emissions throughout the value chain (in line with the Paris Agreement goal), and improving corporate disclosure in line with the Task Force on Climate-Related Financial Disclosures (TCFD) and the sector-specific Global Investor Coalition on Climate Change (GIC).

## Net-Zero Asset Owner Alliance (NZAOA)



In October 2021, the UNIQA Group joined the United Nations Net-Zero Asset Owner Alliance (NZAOA). The Alliance is an international group of institutional investors who have committed to converting their investment portfolios to net-zero greenhouse gas emissions (GHGs) by 2050. The Net-Zero Asset Owner Alliance represents approximately USD 10 trillion in assets under management and promotes a collective approach among investors to align their portfolios with the goals of the Paris Agreement. In 2023, the UNIQA Group reported to the NZAOA for the first time and contributed to the annual progress report.

# UNIQA joined the Green Finance Alliance

We have been a member of the GFA of the Ministry of Climate Protection since April 2022



UNIQA among the **first nine members**



Leading the way in climate protection



Voluntary **commitment**



**Target dimensions** for the **core business**, including

- Portfolios will be aligned with the 1.5°C Paris Climate Agreement target
- GHG neutral portfolios in 2050
- Climate risks are managed, and resilience is promoted

1.5°C alignment  
of the portfolio

Greenhouse gas neutral  
portfolio by 2050

Expansion of  
**green activities**

**Action items:**  
Investment and underwriting portfolio

**Governance and mainstreaming**  
in relevant company areas

**Climate risk** management  
and promoting resilience

Member of



## Green Finance Alliance

- Measured and detailed criteria are defined for each target dimension and field of action.
- These criteria are based on current international climate protection standards and science-based methods.
- Annual monitoring and reporting by the GFA members.
- The investment portfolio and underwriting portfolio fields of action are supplemented by the operational ecology field of action.

# Science Based Targets Initiative

## Scope 1, 2 and 3.15



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

### Targets

**1**

Reduction of the absolute **Scope 1 and 2 GHG emissions by 42 %** by 2030 compared to a 2021 baseline.

**2**

Commitment, that **48 % of the Listed Equity and Bonds portfolio** by invested value will have set science-based targets by 2027.

**3**

Commitment, that **34 % of the Corporate Loans portfolio** by invested value will have set science-based targets by 2027.

**4**

Commitment to **finance only renewable electricity** generation in the Corporate Loan: Electricity Generation portfolio.

**5**

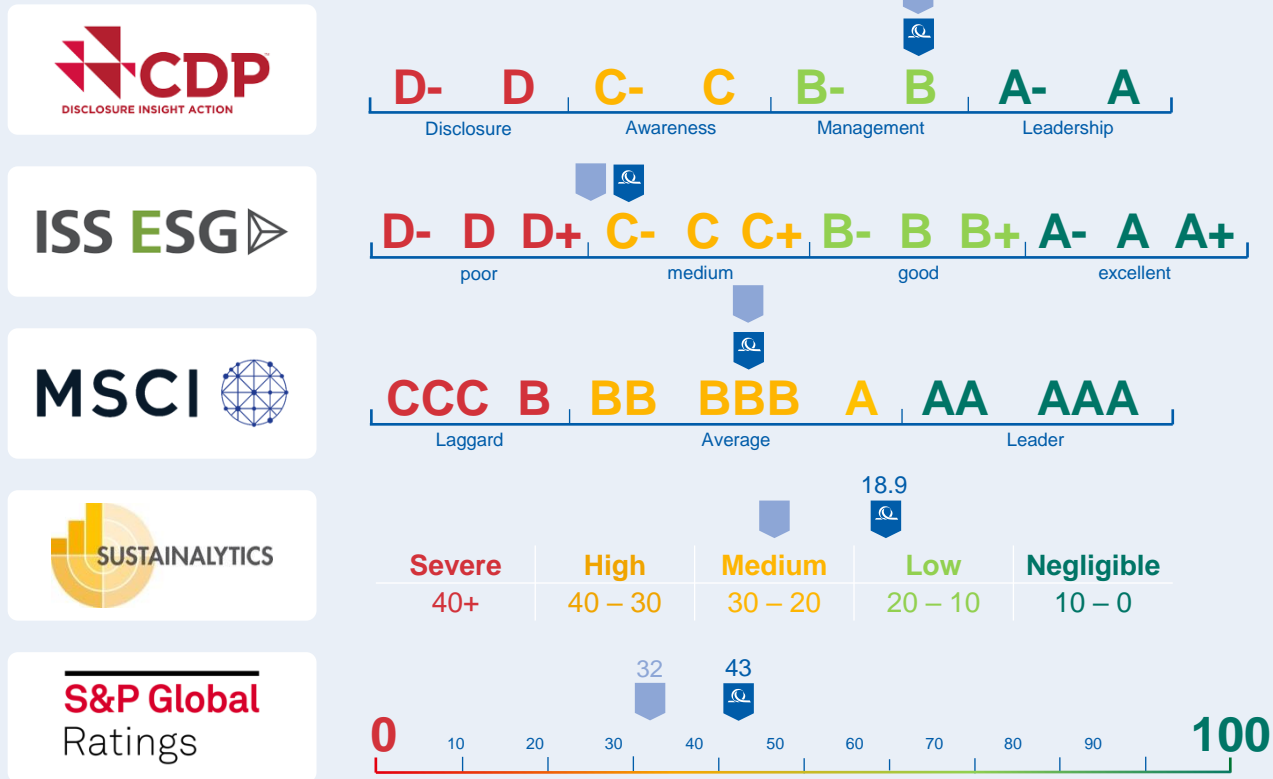
Commitment to reducing GHG emissions from the Electricity Generation Project Finance portfolio by **74.2% per MWh** by 2030 compared to a 2021 baseline.



# UNIQA's Sustainability Performance

## in Key ESG-Ratings

### ESG Ratings – Status 10/2024 & Industry average



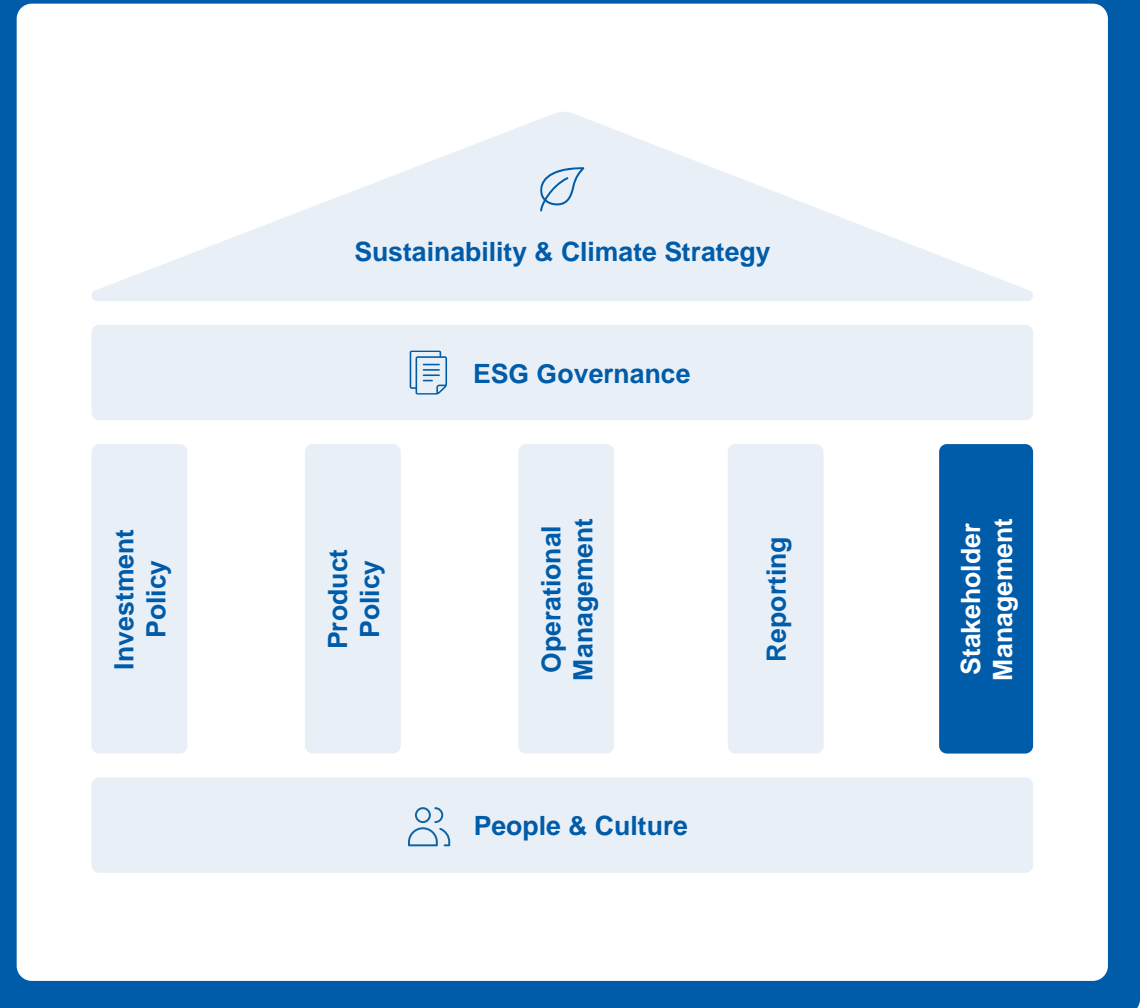
### Key Results

- +57%** improvement in **S&P Global** ratings score (compared to 2019)
- Low Risk** status achieved according to the **SUSTAINALYTICS** rating
- Scoring Improvements** in both the **CDP** and **MSCI** rating indexes

Note: Ratings not always reflect the current ESG-performance of UNIQA as raters partly use past year's available information.

# 07

## Stakeholder Management



# Sustainable Value Creation Approach





## Connecting Sustainability and Business

### Stakeholder engagement: achieving more together

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

Ensure an **ongoing dialogue** and **discourse** with our various interest group & **stakeholders**, to respond appropriately to current and future challenges & opportunities.

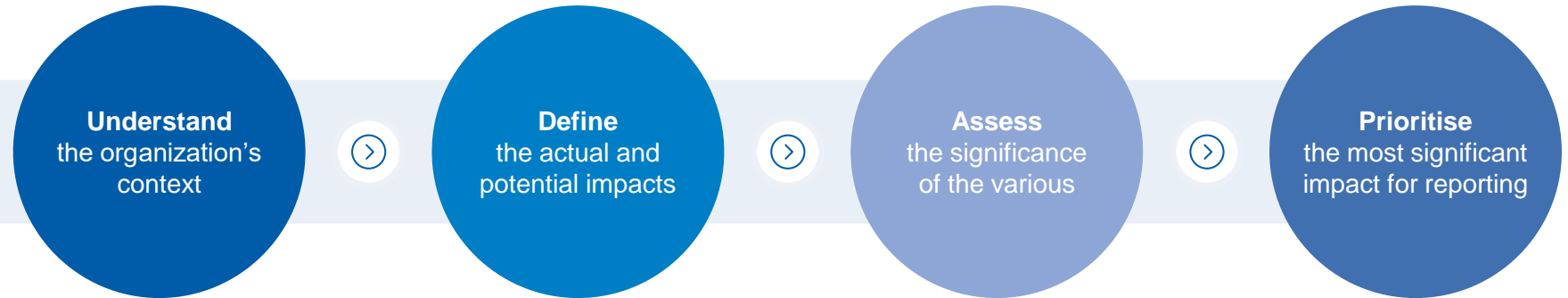
Our stakeholder engagement involves **concentrating on four key stakeholder groups**, who have a material impact on our business and/or are materially impacted by our business.

	Key stakeholder groups	Dialogue through
 <p><b>Employees</b></p>	<ul style="list-style-type: none"> <li>• Management Board</li> <li>• Management</li> <li>• Employees</li> <li>• Works Council</li> </ul>	<ul style="list-style-type: none"> <li>• Employee appraisals</li> <li>• Career fairs</li> <li>• Intranet &amp; emails</li> <li>• Networks &amp; dialogues</li> <li>• Career fairs</li> <li>• Programs for voluntary activities</li> <li>• Surveys &amp; complaints procedures</li> </ul>
 <p><b>Customers</b></p>	<ul style="list-style-type: none"> <li>• Private customers</li> <li>• Corporate customers</li> </ul>	<ul style="list-style-type: none"> <li>• Face-to-face and digital customer service</li> <li>• Feedback via social media channels</li> <li>• Customer satisfaction surveys</li> <li>• Customer &amp; market analyses</li> <li>• Complaints management</li> </ul>
 <p><b>Investors</b></p>	<ul style="list-style-type: none"> <li>• Small and private investors</li> <li>• Institutional investors</li> <li>• Core shareholders</li> </ul>	<ul style="list-style-type: none"> <li>• Personal and digital exchange of information</li> <li>• Annual General Meeting</li> <li>• Attendance at conferences</li> <li>• Ratings &amp; benchmarks</li> </ul>
 <p><b>Public</b></p>	<ul style="list-style-type: none"> <li>• Legislators, regulators, federal government, ministries</li> <li>• Industry associations</li> <li>• Interest groups</li> <li>• NGOs</li> <li>• Suppliers</li> <li>• Rating agencies</li> <li>• Media</li> </ul>	<ul style="list-style-type: none"> <li>• Press conferences and interviews</li> <li>• Dialogue formats</li> <li>• Memberships</li> <li>• Online &amp; social media channels</li> <li>• Industry events</li> </ul>

# Materiality Analysis

As an international group, it is important to define the sustainability issues that are important to us. By conducting a materiality analysis, we can identify our impact and derive any associated risks and opportunities.

In compiling our materiality matrix in accordance with GRI, we followed a clearly defined process:



The top 5 topics with the most impacts on UNIQA are:

 <p>Health, safety and satisfaction of employees</p>	 <p>Diversity and equal opportunity</p>	 <p>Data security and processing</p>	 <p>Training and education</p>	 <p>Engagement for the environment</p>
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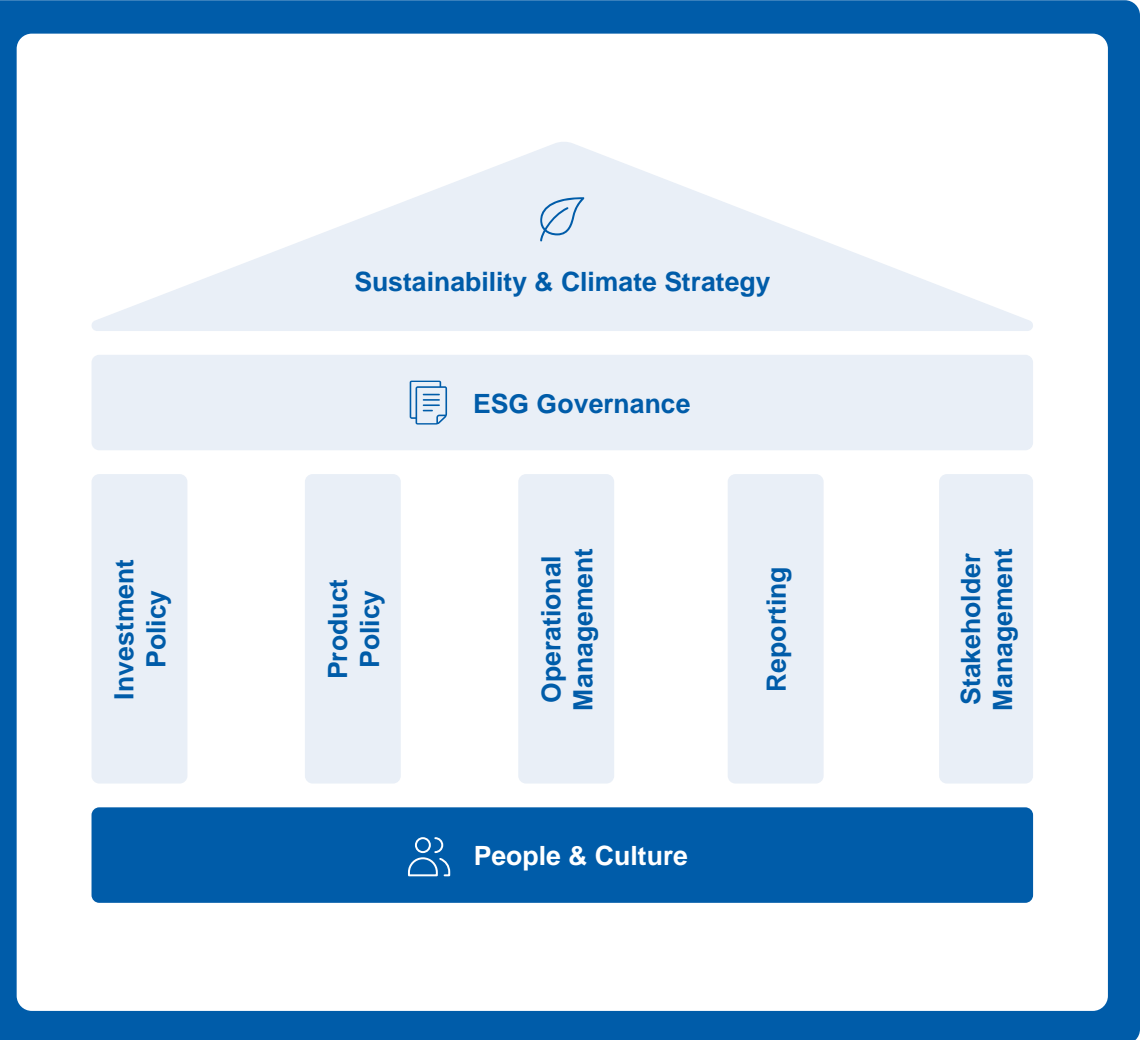
**Outlook 2024: “double materiality”**

**Inside-out perspective (= impact materiality):**  
to identify the actual and potential positive and negative impacts that our business activities have on people and the environment.

**Outside-in perspective (= financial materiality):**  
considers the opportunities and risks arising from sustainability issues for the financial situation and sustainability of our business model.

# 08

## People & Culture



# Our GUIDING Principles



**Our People Strategy is based on five main pillars**

- Employee Experience
- Diversity & Inclusion
- Data & Analytics
- Leadership & Learning
- Culture



\* 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 Employees

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

# People & Culture

## Overarching People Goal



### Becoming the most attractive employer by 2025

- **Employee experience:**  
we offer an exceptional employee journey in line with Group-wide standards.
- **Employee engagement:**  
we shape a culture of inspiring coaches in accordance with our principles and a target corporate culture defined in the spirit of UNIQA 3.0.
- **Learning and leadership:**  
leadership is built around a definition of the expertise that turns all employees into inspiring coaches and corresponding continuing development, reflection and “feedforward”.
- **Digital skills:**  
we are making our processes digital and developing data-driven management for our HR work.
- **A new world of work:**  
In order to meet all of our working needs, a pilot floor at UNIQA Tower was converted into a zonal concept (normal workspaces separated from focused workspaces).



# Focus Area: Justice, Equity, Diversity & Inclusion

## Engagement of UNIQA in 2023



### Compensation fairness – equal pay for equal work:

The aim to reduce the adjusted pay gap in Austria to below 1% by the end of 2023 has been reached with 0.6 % (as in 2022). In the core markets of the Czech Republic, 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.



### More women in management positions:

Women's Career Index: the set target of 70 was exceeded with 77 index points in 2023. However, the external benchmark value is 81 index points for financial services companies. Despite an increase in the proportion of women in leading positions in Austria, the target of a 5 %-point increase remained unachieved at just 2.3 %-points. This gives us reason to redefine this target as a focus for the coming years. There were no targets in this regard for the other locations in the 2023 reporting year.



### UNIQA Inclusion Index and EX Index:

Employee feedback counts: In 2023 the UNIQA Inclusion Index in Austria was increased to a value of 3.9 (on a 5-star scale). The overall result measured by the UNIQA EX Index is 3.8 stars (which was this year's target compared base year 2021 with a value of 3.6).



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

UNIQA's strategy for justice, equity, diversity & inclusion contains **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.**

## Seven 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 healthy 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

In 2022, UNIQA published its first Diversity & Inclusion Strategy, which forms the basis and framework for all our activities. In July 2024, the new **UNIQA Justice, Equity, Diversity & Inclusion (JEDI) Strategy** was rolled out and is published on the Group homepage: [UNIQA JEDI Strategy](#)

# Justice, Equity, Diversity & Inclusion: KPIs

## Gender Diversity

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.

## Gender Pay Gap

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.

## Age Diversity

as at the reporting date 31 December

	... amongst employees		... in management*		... of Management Board members in local companies	
	2022	2023	2022	2023	2022	2023
< 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.



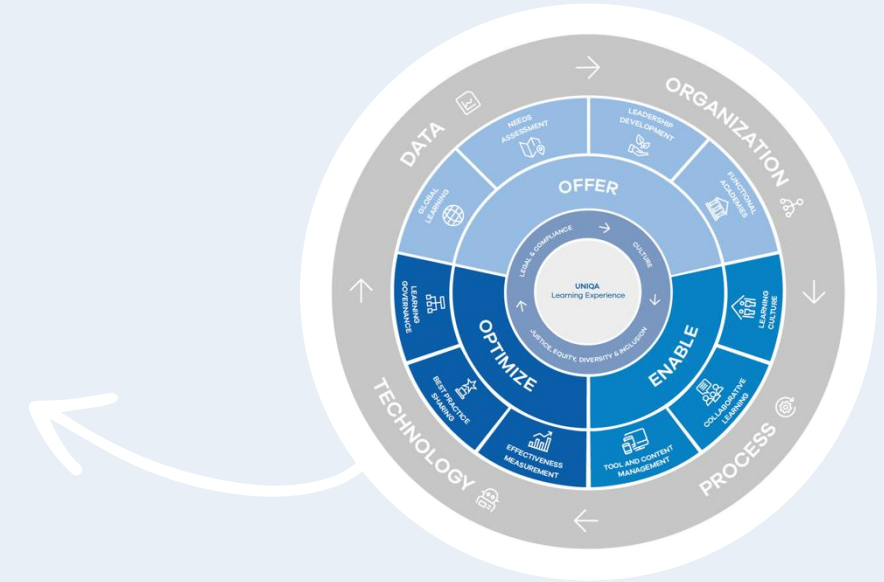
# Training and Education



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

## UNIQA Group learning strategy: promoting skills and expertise



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

**OFFER:** to improve learning and skills across the company; including:

- Global learning initiatives to promote 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, anytime; designed to improve the user experience by promoting a collaborative learning environment and an organisational learning culture based on inclusion, growth and open communication.

**OPTIMISE:** Focus on improving the efficiency, impact and resources of training through strategic decisions, sharing best practices and evaluating our learning effectiveness.

# Living better together

For questions regarding sustainability in  
the UNIQA Group feel free to contact us:  
[csr@uniqa.at](mailto:csr@uniqa.at)

**Photos**

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