

Corporate Responsibility Report 2017.

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Your Swiss Insurer



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Preamble

Dear Readers,

As an insurance, Helvetia has the future firmly in view. It is in the nature of our business to recognise the opportunities and risks of economic, social and ecological developments at an early stage. We would like to create values for our customers, shareholders, employees and society and in this regard also make a lasting contribution to a sustainable economy, which creates benefits for the people and regions in which we operate.

GRI 102-14

By acceding to the UN Global Compact in January 2018, we underlined our commitment to responsible corporate management in relation to human rights, work standards, environmental protection and corruption. To achieve this, we integrate sustainability aspects in our risk management, promote strong, sustainable investment portfolios, and have a procurement process that is environmentally friendly and socially responsible, for example.

The regulatory requirements and social expectations regarding professional corporate responsibility management have been increasing for several years. We have responded to these challenges with our CR strategy 20.20 and have created the framework for the CR activities of the Helvetia Group. We pursue the following four sustainability ambitions across all country markets:

- As a “sustainable insurance”, we make provision for an attractive product range to secure environmentally friendly technologies and maintain service-oriented dealings with our customers as partners.
- As a “responsible company”, we are reducing our CO₂ emissions and conduct business cautiously and with respect for our stakeholders.
- As an “attractive employer”, we take care of our employees and offer them interesting options to harmonise their professional career with their personal objectives.
- As a “committed location partner”, we play an active role in the preservation and reforestation of protection forests and support social projects in our area.

We would like to provide you with simple and clear information on our challenges and progress in achieving these ambitions. This is why it is particularly gratifying for me to be able to submit a CR report for the first time for the entire Helvetia Group.

I hope you find it enjoyable and interesting reading!



Philipp Gmür
Group CEO Helvetia



“We want to create values sustainably and at the same time make a contribution to the environment and society.”

Helvetia Group

Overview

Helvetia is a Swiss insurance group with international operations. It provides services for more than 4.7 million customers with 6,592 employees. Helvetia Holding AG with its registered office in St. Gallen is a Swiss limited company listed on the Swiss stock market (SIX). The main activities of Helvetia are to be found in the business activities Non-Life and Life and to a lesser extent in the reinsurance business. Helvetia subdivides its business activities into the three market areas Switzerland, Europe and Specialty Markets. The market area Europe combines the country markets Germany, Austria, Spain and Italy. In the Specialty Markets area, Helvetia provides tailor-made cover in the areas of marine/transport, art and technical insurance. Apart from Switzerland and France, Helvetia is also present here in Liechtenstein, Miami, Singapore and Malaysia with 23 employees. You can find more detailed information on our business model and our products in our [Company brochure](#).

GR 102-2, 102-3, 102-4,
102-5, 102-6, 102-7

Business development in 2017

Helvetia records gratifying business development for the year under review. Total business volume increased by 1.5 per cent or CHF 8,641.3 million. The Swiss domestic market accounted for 58 per cent of this, the other European countries for 32 per cent and the Specialty Market area for 10 per cent. Gross premiums decreased by 3.1 per cent in the Life business, but there was a gratifying increase in the operational result in this area of 11.3 per cent to CHF 193.1 million. Non-Life business makes up 47 per cent of the business volume of Helvetia and developed positively with an increase in the result by 6.7 per cent to CHF 363.5 million. The net combined ratio increased slightly to 91.8 per cent. Please consult the [Financial report](#) for more details.

GR 102-7

i see Financial report,
p. 50 ff.



Our focus

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Our ambitions

159 years of trust, drive and enthusiasm

In the course of almost 160 years, Helvetia has grown from its beginnings as “General Insurance Company Helvetia” in 1858 to an insurance group with international operations. Today, as then, we are a reliable partner for our customers, employees and business partners. Our mission and values are laid down in our Company policy. They apply to all country markets. We also live our corporate values “trust”, “drive” and “enthusiasm” in our commitment to corporate responsibility (CR).

GRI 102-16

- **Trust:** We act honestly and responsibly and stand for long-term, fair and balanced partnerships. In doing so, we pursue the ambition of being a trustworthy company and being perceived as such.
- **Drive:** We think in a way that is modern and future-oriented. We operate in a dynamic global environment, characterised by uncertainties, with new methods and innovative solutions. Thanks to the anchoring of our CR commitment in our core business, we respond as sustainable insurance to global challenges, such as climatic change, the observance of human rights, fair working conditions and the preservation of the natural environment.
- **Enthusiasm:** We approach our environment openly, with interest and in a committed manner and see ourselves in all country markets as a committed location partner and an attractive employer, which can rely on the joy and enthusiasm of its employees.

Fit for the future: *helvetia 20.20*

Currently, the insurance business is confronted by great challenges: the capital markets are characterised by a long-lasting low-interest phase, which puts insurance companies in a difficult position regarding their investment management. More and more national and international regulations are expected, especially in the fields of corporate governance, consumer protection and also corporate responsibility (CR). Client structure and client expectations are changing in step with demographic change. Finally, digitalisation is affecting the entire value addition chain of insurance. On the one hand, this provides opportunities, such as more efficient processes, the development of new and individualised insurance solutions, and the opening-up of new distribution channels. On the other hand, we also have to face new challenges. For example, the demands on distribution are changing, data security is playing an increasingly important role and the trend to individualisation has put the solidarity principle of the insured into question. Moreover, due to the market launch of providers with purely digital business models, the competitive pressure is increasing.

As a reaction to this and other challenges, we developed the strategy *helvetia 20.20* for the Helvetia Group. By means of it, we will place our customers even more at the centre and become more innovative, digital and agile as a company in the years to come. This orientation is also expressed by our new group-wide brand positioning under the motto “simple. clear. helvetia”: we provide clear and simple solutions for our customers.

 see Company brochure, p. 14 ff.

CR strategy 20.20

With the conclusion of the first CR programme at the end of 2015 and based on the *helvetia 20.20* strategy, we also reviewed the approach of the CR commitment at the level of the Helvetia Group and developed it further. For this purpose, we tested the major CR themes that had already been identified in 2012 for their current relevance and overhauled the strategic approach points and goals. The 20.20 CR strategy supports the goals of the *helvetia 20.20* strategy as a functional strategy. It was approved by the Executive Management of the Helvetia Group in June 2016 and constitutes the framework for the CR commitment of the country markets. We hope to achieve four ambitions with it: positioning Helvetia as a sustainable insurance, a trustworthy company, an attractive employer and committed location partner.

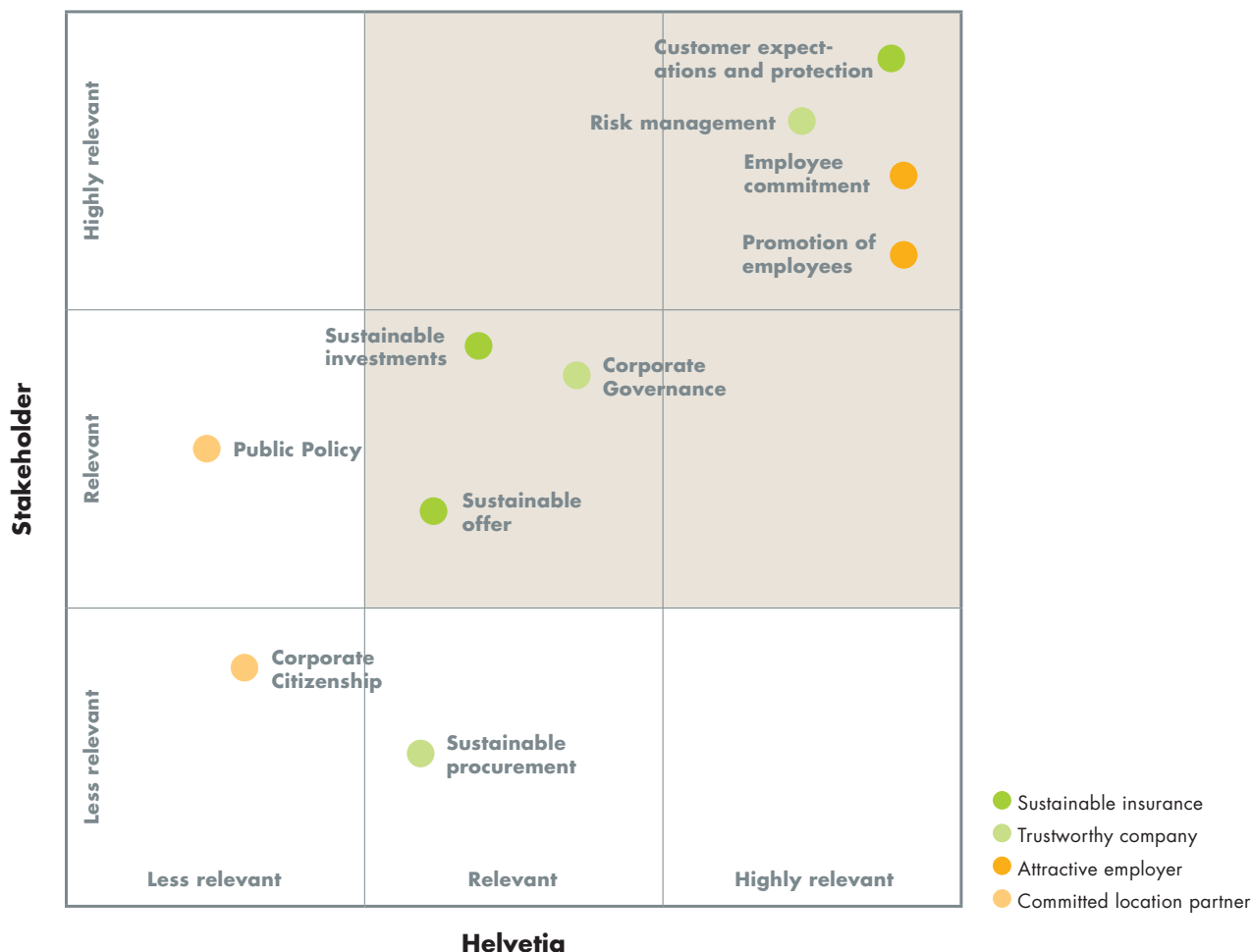
Our top themes

What counts for us is that we commit ourselves where we can achieve the greatest effects on the environment and society and make positive contributions with our corporate action. This is why we reviewed our top themes. As a first step in this direction, we identified 15 potentially relevant aspects for CR at Helvetia. To do so, we analysed recognised national and international sustainability and industry standards, checked feedback on the previous materiality mix and conducted a screening of our most important stakeholder groups and their concerns. In autumn 2015, we discussed these 15 aspects with 29 representatives of internal and external stakeholder groups and tested or specified these in relation to their current and medium-term relevance. The materiality mix derived from this was finally approved for the entire Helvetia Group in June 2016 by the Executive Management. It applies to all country markets.

GRI 102-46

Our top themes can be assigned to the four ambitions, which constitute the objectives for the 20.20 CR strategy. The following diagram presents Helvetia's current materiality mix. It illustrates the assessment of the relevance of the individual topics from the point of view of our external stakeholders and from the point of view of the internal stakeholders of Helvetia. Topics were regarded as relevant if they were important for achieving the goals of the respective stakeholders, if Helvetia was assigned a certain effect regarding this aspect and/or if the stakeholders assumed that the topic would have a major influence on the environment or society. This is not yet associated with an objective impact assessment, which is to be made up for in the next strategy period.

GRI 102-47



Strategic starting points and goals by 2020

GRI 102-47

Based on the revised materiality mix, the 20.20 CR strategy defines our top CR topics, starting points and goals for the years 2016 to 2020. They apply to the entire Helvetia Group.

During this period, the main aims for the strategy should be the following:

1. Increased integration of ESG criteria in the core business
2. Implementation of measures to reduce CO₂ emissions
3. Orientation to CR industry standards and compliance with national and international regulation on CR
4. Expansion of the stakeholder communication and reinforcement of the management system

At the same time, Helvetia has formulated four ambitions with specific goals, which apply to successful implementation of the 20.20 CR strategy. The targets set are in part quantitative and in part qualitative and thereby reflect the “degree of maturity” of our CR efforts: whereas development work is still required in several thematic fields, we have already established solid foundations in others and specified our potential contribution.

Ambitions and goals for 2020	Expected impact/motivation
Sustainable insurance	
ESG aspects have been integrated in the core business	<ul style="list-style-type: none"> - Offering new products and investment protection for new, energy-efficient technologies - Opening up new customer groups - Indirect contribution to reducing negative effects on the environment and society - Promotion of a more inclusive and lower CO₂ economy - Observe customer interests and handle the data and information entrusted carefully
ESG criteria given systematic consideration in the investment process	<ul style="list-style-type: none"> - More comprehensive risk evaluation for financial and real-estate investments by adding non-financial information and reducing risks in the investment portfolio - Contribution to observance of fundamental human rights, labour rights and environmental standards - Reduction of portfolio footprint - Compliance with international CR standards, conventions and laws - Observance of fiduciary obligation vis-à-vis the insured to protect customer funds
Trustworthy company	
Reduction in the absolute CO ₂ footprint by 10 per cent compared to 2012.	<ul style="list-style-type: none"> - Contribution to combating climate change - Cost reductions for operation and maintenance of office real estate
Reduction in relative CO ₂ emissions per employee (FTE) by 20 per cent compared to 2012.	<ul style="list-style-type: none"> - Reduction in direct and indirect CO₂ emissions despite the growth of the Helvetia Group - Sensitisation of employees regarding environmentally conscious behaviour - Gentle handling of natural resources - Promotion of circular economy (waste management)
Annual CR reporting	<ul style="list-style-type: none"> - Transparent information of our stakeholders - Evaluation of our sustainability performance in industry comparison
Continuous stakeholder dialogue	<ul style="list-style-type: none"> - Transparency and feedback culture for regular strategy revision and focusing on important topics - Obtaining new ideas and identifying possibilities for cooperation to achieve the goals of our CR management
Attractive employer	
Helvetia employees can integrate sustainability aspects in their work conduct	<ul style="list-style-type: none"> - Long-term success of Helvetia taking sustainability aspects into account is ensured - Productivity enhancements and stronger ties of employees to our company - Enhancing motivation of employees to commit themselves in their personal environment too
Helvetia promotes voluntary commitment	<ul style="list-style-type: none"> - More efficient deployment of knowledge and capabilities of employees for the environment and/or social concerns - Promotion of economic/social development and reinforcement of life and business area
Committed location partner	
Cooperation with the foundation Helvetia Patria Jeunesse is intensified and rolled out across the entire group.	<ul style="list-style-type: none"> - Reinforcement of social cohesion - Promotion of children and adolescents - Contribution to education promotion and development

How we work

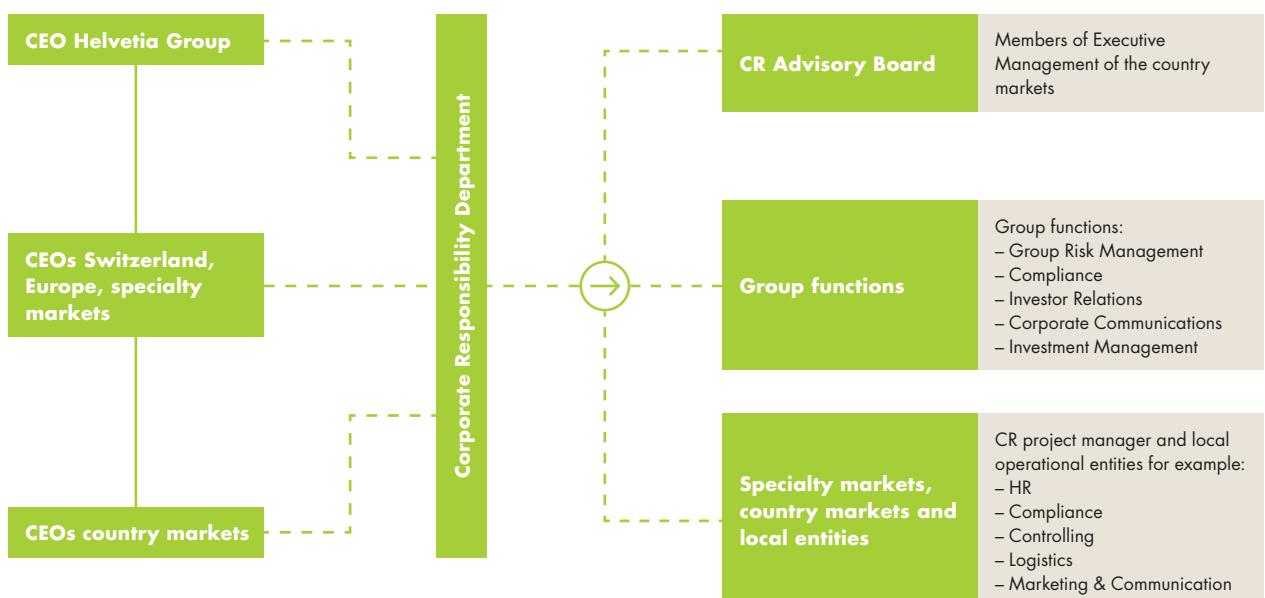
CR management

Ultimate responsibility for the CR commitment of the Helvetia Group is held by Philipp Gmür, CEO of the Helvetia Group. The highest CR committee is the CR Advisory Board. As an advisory and controlling committee, it steers and coordinates the strategic orientation of CR in the country markets and provides resources for national implementation. Each country market has one responsible Executive Management member in this committee. Switzerland is represented here by Kasper Hartmann, Head of the Corporate Center.

GRI 102-18

At Group level, the Corporate Responsibility department (CR department) conducts the further development of the CR strategy and CR programme and advises Executive Management at the country and Group level in CR questions. It is assigned to the Corporate Center and is supported by the CR agent of the country companies, which carry out this function with a load of at least 50 per cent.

To better anchor CR in the Group, the CR department cooperates directly with experts from the relevant Group functions and country markets when implementing new projects and observing operational CR functions. They are the contacts for the CR department and participate in the adjustment of internal business processes in relation to sustainability. These ensure smooth information management and dialogue with stakeholders regarding sustainability topics. They provide support regarding the CR strategy, CR risk management, sustainability reporting and sustainability communication.



Strong partnerships

Helvetia maintains regular and constructive exchanges with its most important stakeholder groups. These include employees, customers, investors, competitors, business partners, supervisory authorities, NGOs, politics and society. In this regard, we pursue the following objectives:

GR 102-42, 102-43

1. Compare internal and external points of view
2. Receive critical feedback on location determination to see where there is potential for optimisation
3. Reinforce consensus formation and sensitisation on priority CR topics
4. Compare and validate the main sustainability topics of Helvetia
5. Facilitate further development of the CR programme and CR strategy

The scope and form of the commitment differ according to the needs of the stakeholders. Employees, customers, shareholders and investors are regularly informed via benchmark studies and surveys and at events, investor conferences and at the Shareholders' Meeting. They are also involved in dialogues in which CR topics are discussed. For example, in the Swiss domestic market we survey the satisfaction of our employees regarding their work content, working environment and development options. In addition, we operate the internal idea platform "idea!" where CR topics are also regularly looked at.

i see also table p. 13–14

Exchange with NGOs, supervisory authorities, associations, politicians and business partners occurs on a subject-specific basis. Moreover, Helvetia commits itself in initiatives and associations to compare its CR commitment with its environment and for internal industry and cross-industry bundling of forces.

Stakeholder	Core concern
Customers	
Discussions with sales force employees are the most important platform for exchange with our customers. Concerns and feedback expressed there are recorded by the sales force employees and passed on internally. Formal customer surveys occur at two- or three-year intervals.	<ul style="list-style-type: none"> - Transparent information - Generous, fast claims processing - Comprehensive insurance coverage and access to insurance - Data protection
Employees	
Regular discussions with superiors, among others also at the annual employee discussions, are the basis for the dialogue with employees. In addition, the Helvetia intranet provides comprehensive information and dialogue options across hierarchies, specialist areas and country companies. In addition, various formal and informal occasions take place annually at which employees can engage in exchanges with each other. Formal surveys and the Commit satisfaction survey round off the dialogue with our employees.	<ul style="list-style-type: none"> - Performance-related payment - Health in the workplace - Flexible working hours, life-domain balance - Development of own ideas and capacities - Further education - Equal opportunities - Integration, social attachment, networking - Co-determination and participation
Sales partners/brokers	
Sales Management organises contact with our sales partners, exchanges information regularly with them and in this way obtains important feedback and suggested improvements.	<ul style="list-style-type: none"> - Long-term relationship as partners - Attractive product range - Guarantee of high-quality consulting and protection of customer interests
Suppliers	
Exchange with suppliers occurs via the central Group Procurement department. Targeted supplier surveys are also conducted occasionally in order to obtain input for further optimisation of procurement processes.	<ul style="list-style-type: none"> - Long-term relationship as partners - Transparency regarding purchase criteria and supplier selection - Prompt payment of supplies and services received
Investors	
We inform our shareholders on a regular base by means of annual and semi-annual reports, CR reports and at the annual Shareholders' Meetings about the course of business. With an open and shareholder-friendly strategy, Helvetia is targeting a shareholder base that is as widely distributed, international and long-term in orientation as possible.	<ul style="list-style-type: none"> - (Dividend) income and price increases - Reputation, compliance, good governance - Transparency of reporting - Forward-looking risk management
Analysts	
We maintain a regular dialogue by means of road shows and investor conferences with the approximately 500 institutional investors who hold Helvetia shares, and with analysts. In doing so, we are receiving more and more requests for information regarding our sustainability performance. Helvetia is working continuously to improve the information basis through its CR reporting, answering questions and developing its Internet presence. In addition, we orient ourselves to the assessment of our CR service by sustainability experts and analysts.	<ul style="list-style-type: none"> - Information on making business decisions and CR - Governance and transparency in accounting - Readiness to provide information by Helvetia on CR aspects

GRI 102-40, 102-44

i see p. 21, Customer expectations and protection

i see p. 32, Promotion of employees

i see p. 28, Sustainable procurement

i see Financial report, p. 8 f.

Stakeholder	Core concern
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GRI 102-40, 102-44

Location communities

Representatives of Helvetia, especially the Executive Managements and General Agents, are in regular contact with representatives of the location communities. This occurs at local events or directly in bilateral discussions.

- Tax revenue and location development
- Reputation, compliance, good governance
- Job offers, job security and professional training
- Social commitment
- Relationships with local suppliers

NGOs and universities

Cooperation with NGOs and universities occurs selectively and subject-specifically on the basis of projects, talks or requests. For example, in Switzerland Helvetia supports the starting week at the University of St. Gallen and the Institute of Insurance Economics.

- Taking the company's own interests into account in making business decisions
- Corporate commitment to environment and society

Associations and initiatives

GRI 102-12, 102-13

Helvetia is a member of various initiatives and associations and maintains a regular exchange as part of these memberships. For example, our CEO Philipp Gmür takes an active part in the Executive Board of the Swiss Insurance Association (SIA), in which questions on climatic risks and financial market regulations are also handled. Moreover, Helvetia is also a founding member of Swiss Sustainable Finance (SSF) and has acceded to the UN Global Compact in early 2018. Initiatives and associations with great relevance for CR topics in which Helvetia plays an active role at the Group level:

- Carbon Disclosure Project (CDP)
- RE 100
- Swiss Sustainable Finance (SSF)
- UN Global Compact
- UNEP Finance Initiative
- VfU – sustainability network for financial institutions
- World Demographic & Ageing Forum (WDA Forum)

For specific information on commitment to our country markets, please consult the respective CR pages on the Internet.

- Corporate commitment to environment and society
- Positioning in socially relevant questions
- Cooperation on sustainability aspects at the industry policy level

Media and publicity

Helvetia's Media Relations office engages in active media work with a high service standard and balanced reputation management.

- Open and transparent information



CR progress

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Sustainable insurance – CR in the core business

With the CR strategy 20.20, Helvetia has decided to integrate ESG criteria into its core business processes to a greater extent, especially in underwriting, product development and investment decisions. Initial starting points were defined for this purpose in 2016 in the CR Advisory Board at the Helvetia Group level. Apart from the integration of ESG criteria in investment management, the CR managers of the Helvetia national companies see market opportunities for new insurance solutions in particular for the environmental area. To integrate CR aspects permanently in the core business processes, Helvetia is taking a bottom-up approach. This is based heavily on the cooperation between CR experts and line managers: based on an initial suggestion from the CR department, we have formulated ideas and starting points in dialogue with internal and external stakeholders. Together with the internal specialist and line managers, we have developed and are implementing (pilot) projects from this. Ideas which have proven themselves during the pilot implementation will then be introduced into our business processes by experts from the departments. In this way, we will establish the know-how transfer that ensures that CR aspects are permanently considered in the core business.

Sustainable offer

Limited control effect of sustainable insurance solutions

Helvetia takes sustainability aspects in insurance solutions and services into account. In this way, it would like to recognise risks on the way to a low-carbon and inclusive economy at an early stage, exploit market opportunities and avoid financial losses. For example, we support sustainable solutions and the distribution of sustainable technologies by granting them attractive insurance coverage. Due to the fact that the insurance coverage offered only has an indirect effect on the decision to purchase an energy-efficient vehicle or install a photovoltaic system, we can only provide very limited incentives for more sustainable behaviour by our customers. Nevertheless, where possible and economically viable, we would like to offer solutions to our customers that promote ecologically sustainable behaviour.

GRI 103-1

Sustainable insurance solutions

We orient ourselves to the needs of our customers with our product range. This also includes investment protection for the use of environmentally friendly technologies for private and corporate customers. For example, in the Technical Insurance/Specialty Lines area, Helvetia provides artesian well, downhole heat exchanger and photovoltaic insurance and in this way supports the development of these forms of regenerative energy. Customers also benefit from Helvetia's advanced know-how in the areas of construction, transport and energy here. Moreover, Helvetia rewards the holders of energy-efficient vehicles with premium discounts between 15 and 20 per cent and develops tailor-made solutions for new vehicle types, like e-bikes.

GRI 103-2

15–20 %

Premium discounts for new vehicle types like e-bikes and vehicles with electric drive

Since the integration of Nationale Suisse, Helvetia has also been providing insurance for major projects, such as for infrastructure projects like harbours or railway stations. In this regard, we make allowance for a selective and risk-conscious subscription policy. As a member of the UNEP Finance Initiative, we have committed ourselves to integrating relevant ecological, social and governance (ESG) aspects into our underwriting.

i see Risk management p. 26

2017 review and progress

In the year under review, the share of sustainable insurance products in the Helvetia Group was almost 1 per cent (0.9 per cent), measured by gross premiums in Non-Life. In this area, we assume moderate growth in the coming years and would like to expand our product offers as well as their share in particular areas. However, this development will be greatly influenced by the consumer decisions of our customers, over which we have only limited influence. Helvetia does not provide any explicit sustainability products in the Life area.

GRI 103-3

Sustainable insurance products in CHF	2016	2017	Change to previous year in %
Turnover artesian well and downhole heat exchanger insurance	800,000	900,000	12.5
Premiums – photovoltaic insurance	600,000	450,000	-25.0
Premiums – insurance for vehicles with hybrid drive	3,700,000	4,874,000	31.7
Premiums – insurance for vehicles with natural gas or electric drive	700,000	1,014,000	44.9
Total Switzerland	5,800,000	7,238,000	24.8
Premiums – photovoltaic insurance	3,308,150	3,467,520	4.8
Vehicles with alternative drives (electric, hybrid, gas)	–	516,704	–
Total Germany	3,308,150	3,984,224	20.4
Premiums – photovoltaic insurance, renewable energy and liability against environmental pollution	1,111,800	938,459	-15.6
Premiums insurance for vehicles with electric drive	10,900	58,606	437.7
Turnover supplementary insurance ecological construction	–	7,032	–
Total Italy	1,122,700	1,004,097	-10.6
Premiums – vehicles with electric drive	156,766	325,381	107.6
Premiums – vehicles with hybrid drive	583,428	781,199	33.9
Total Spain	740,194	1,106,580	49.5
Premiums for photovoltaic insurance	140,099	158,720	13.3
Premiums insurance for vehicles with hybrid drive or CO ₂ bonus	8,686,254	14,603,923	68.1
Premiums for e-bike insurance	33,508	46,555	38.9
Total Austria	8,859,860	14,809,198	67.1
Total France	–	–	–
Helvetia total	19,830,904	28,142,100	41.9

GRI FS8

Sustainable investments

Responsibility as investor

As a leading European insurance company with financial and real-estate investments to the value of CHF 52.3 billion, Helvetia has a lot of leverage with regard to designing ecological, social and economic realities. We are convinced that taking the sustainability information into account improves the overall performance of an investment portfolio. For us, responsible handling of capital means taking the criteria of ecology, social issues and governance (ESG) into account. Associated with this, we take an active role in the topics climate change, environmental catastrophes and disregard of elementary rights or improper corporate management.

In recent years, considering ESG criteria as part of investment analysis and deciding on investments has grown out of being a niche. Requirements have also become more demanding vis-à-vis transparency in reporting, cooperation with other investors and the interest of stakeholders, especially analysts, shareholders and customers.

By contrast, in the carbon/greenhouse gas emissions area, the discussion is conducted more from a financial perspective: if many countries agree on strong environmental protection measures, large quantities of coal, oil and gas resources could lose greatly in value. Some investors have already reacted to this risk with a “decarbonisation” of their portfolio.

ESG criteria in the investment process

Investment management

Helvetia invests the premiums of its customers in high-return, long-term instruments. As a responsible investor, in addition to financial criteria we also apply ESG criteria in making investment decisions. The aim is to meet the high return requirements of our pension customers while maintaining an average sustainability rating for the financial investment portfolio.

We conduct semi-annual assessments of the sustainability of our portfolio, drawing upon the valuation of the independent provider MSCI, which rates more than 9,000 companies and governments on the basis of their sustainability. Issuers of investments are assessed relative to 37 key issues, ranging from greenhouse gas emissions and energy efficiency to occupational safety and corruption. With this analysis, we cover all of the financials for which a corresponding rating is available. These are above all government and corporate bonds and shares and fund products based on these securities, which make up about two-thirds of our financial investment portfolio. No corresponding ESG rating can be obtained for the remaining financial assets (mortgages, liquid funds and loans to policyholders and employees).

Findings are discussed in Investment Management area meetings and by the national Investment Commissions, the CR Advisory Board and Group Executive Management. The Portfolio Management team also utilises monthly information updates on issuers which evidence low ESG quality and/or are the subject of serious controversy. When a security is put on this Portfolio Watchlist, an alternative investment is recommended. This ensures that negative ESG ratings are taken into account in the investment-making process without excluding specific investment vehicles based on pre-defined thresholds or industry affiliation. Systematic exclusions are allowed, however, in areas where this is required due to statutory provisions. For example, we do not invest in manufacturers of banned weapons under the Swiss War Material Act and the Oslo Convention.

GRI 103-1

GRI 103-2

GRI FS11

Portfolio emissions

GRI 103-2

We regularly analyse financed emissions of our portfolio to measure their estimated climate impact, and participated in the year under review in the Voluntary Climate Impact Assessment sponsored by 2degrees and the Swiss Federal Office for the Environment. However, data coverage is still incomplete in this area and we see the findings as an initial estimate. Therefore, we have decided to continue monitoring the situation and develop and implement medium to long-term initiatives to reduce the CO₂ footprint of our investments as the methodology and base of data evolve.

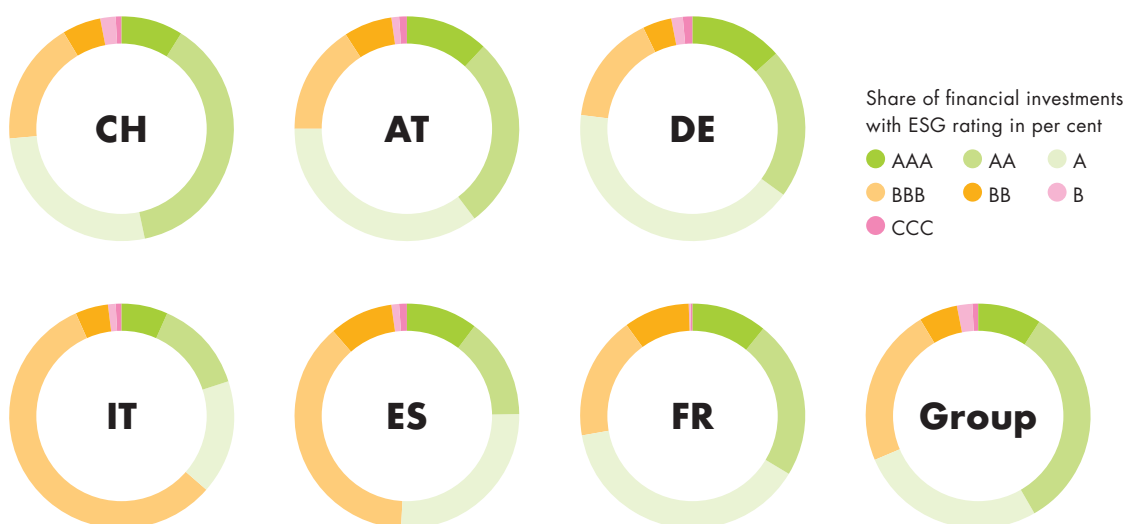
Real-estate management

Helvetia also has a major lever to optimise sustainability performance with a real-estate portfolio amounting to CHF 7.07 billion. We rely on the most environmentally friendly and attractive method of construction in the case of new construction and renovation and in this respect make use of recognised labels, like Minergie. The focus here is on the Swiss domestic market in which almost 92 per cent of our real-estate portfolio is located.

2017 review and progress

GRI 103-3

Our CHF 52.3 billion investments are divided into 14 per cent real-estate investments, 58 per cent bonds, 10 per cent mortgages, 5 per cent shares, money market securities and 13 per cent other, including funds, loans, etc. You can find more information on our investment strategy in the [financial report](#). The financial investments portfolio of Helvetia has low ESG risks for all countries with an average A rating as of January 2018. The proportion of investments with a high ESG risk (letter rating B–CCC) is under 3 per cent.



Customer expectations and protection

Customer trust as a vital resource

A balanced partnership with our customers is the foundation for long-term business relationships and as a result the basis for our corporate success. Fair and transparent consulting is just as important for this as responsible handling of customer data and offering attractive services. Since customers make a prepayment with the payment of their premiums, trust in the reliability of Helvetia is crucial for them. Drawing benefits in the event of losses is often associated with a negative experience, which can be of vital significance for the parties affected. Easily accessible and unbureaucratic loss management creates trust and improves the individual situation. Breaching the principle of treating our customers fairly involves an enormous reputational risk.

GRI 103-1

Customer orientation as a cornerstone of *helvetia 20.20*

Customer orientation is one of the three pillars of the *helvetia 20.20* strategy. Our goal is to optimise the customer journey and give our customers the easiest possible access to our services in the digital and analogue communication channels. In addition, we want to get to know the expectations, habits and needs of our customers as well as possible, and use them as the starting point for developing new products and services. These findings are integrated directly in the strategic considerations of the corporate development department.

GRI 103-2, 103-3

Customer satisfaction and consulting

Irrespective of whether customers make direct contact with us through an advisor or via a website, social media channel or otherwise, they should be able to come to informed decisions regarding whether and to what extent they want to take advantage of a product or service. We ensure this through transparent and understandable product information and regular training of our sales force employees. For example, as part of the training programme Cicero (Certified Insurance Competence) launched by the Swiss Insurance Association SIA and recognised throughout the industry, all sales force employees in Switzerland must complete accredited training modules amounting to 60 Cicero credits within two years. This corresponds to about seven training days.

Nevertheless, some customers find the information and documents on our insurance products to be in part difficult to understand. Since our contracts have to meet the applicable regulatory requirements, which involve a high number of rules, our insurance documents are indeed comprehensive. Within the bounds of what is legally permissible, we are constantly improving information on our product offers and inform customers as comprehensively and clearly as possible with detailed calculation and product documentation. Accordingly, there were no breaches against regulations or voluntary agreements with regard to product information in the year under review in the entire Helvetia Group.

GRI 417-2

Customer service at Helvetia is decentralised in national companies in order to be able to address local customer needs and expectations optimally. We carry out these surveys and benchmark studies regularly to compare our image, consulting services and our services as well as the quality of our products with those of our competitors.

Data protection

Apart from customer orientation, innovation – especially with regard to the continuing digitalisation of the insurance industry – is a central orientation of *helvetia 20.20*. This imposes special demands on data protection – on the one hand to make the best possible use of data, but on the other hand also to ensure comprehensive protection of the data. The highest priority is safeguarding the right to protection of privacy for our customers at all times. At the same time, we depend on the targeted evaluation of the information from and about our customers in order to continuously develop our product offers and exploit the potential of digitalisation. Only in this way can we preserve our competitiveness in a rapidly changing market. Our customers are provided with comprehensive information on the processing of their personal data and they decide which data they disclose and for what purpose.

Trust and transparency are the guidelines of our data processing. In this respect, data protection at Helvetia prescribes the framework conditions for use of personal data and thereby ensures appropriate and proportionate use of the data. These data protection principles are integrated in the regular compliance process at Helvetia and are reviewed in this context for compliance.

In organisational terms, data protection at Helvetia in Switzerland is embedded centrally in a competence centre (Data Protection department) and decentrally through many specialists. Local compliance officers ensure data protection in the country markets. Our specialists exchange information with each other and in the national business line and specialist associations on current developments and in this way ensure up-to-date data protection.

The main responsibility for functioning data protection is borne in the final analysis by our employees, who have access to the personal data in the context of their work areas. We carry out regular awareness campaigns to achieve corresponding sensitisation. Moreover, data protection and the obligation to confidentiality is part of the terms and conditions of employment and of the Code of Compliance mandatory for all employees.

Regular compliance mechanisms ensure observance of the data protection provisions at Helvetia. In this respect, specialists for various control functions (e.g. information security and risk management) engage in intensive cooperation. In the year under review, there were isolated complaints by customers regarding our handling of their data. These were either unjustified or could be eliminated without further consequences through specific adjustments in the IT system and retraining of employees.

In order to adapt data protection at Helvetia to the constantly changing legal and technical demands, we are planning to overhaul the framework concept for data protection and the associated directives and processes for 2018.

GRI 103-2, 103-3

i see Corporate Governance, p. 24

GRI 418-1

Digital accessibility

GRI 103-2

With the increasing digitalisation of our services, it is becoming more and more important to make these accessible without restrictions to people with audiovisual disabilities as well. In addition, an accessible Internet also corresponds to the demands of the UNO Convention on the Rights of Persons with Disabilities (Art. 9) ratified by Switzerland. Our internal guidelines for accessible web design entered into force in January 2016. The goal is the orientation of the web design of Helvetia to the guidelines for simplified Internet accessibility formulated by the World Wide Web Consortium (W3C). The Internet presence of Helvetia will be made accessible in phases in accordance with the Web Content Accessibility Guidelines (WCAG) in their current version 2.0 conformity level A. In this way, we will improve the general usability of the Internet contents.



Customer satisfaction

The top priority in the country market Spain is the satisfaction of the almost 750,000 customers. Helvetia Spain scored correspondingly well in the annual satisfaction surveys of the ICEA (Investigación Cooperativa entre Entidades Aseguradoras y Fondos de Pensiones). Over 87 per cent of customers had a positive view of advice provided locally in the year under review. While receiving telephone advice, over 96 per cent of customers felt they had received friendly treatment and 93 per cent had a positive view of the problem-solving. In order to improve customer support even further, in the year under review the CRM (customer relationship management) tool was optimized. The advisors thus have a comprehensive 360-degree view of customers' needs and behaviours. In this way, they can offer even more personal support.

Trustworthy company – Helvetia pursues sustainable management

Trust is one of the most important resources in customer-oriented insurance and is reflected correspondingly in our corporate values. We would like to earn this trust not only with our services in our core business, but also in the manner we do business. For us, this includes observance of the applicable laws and voluntary standards that go further as well as attentive risk management and the deliberate handling of resources. This requires the cooperation of our company's broad-ranging areas. The CR department is responsible in this respect for monitoring the main sustainability developments in international and national discussions. It cooperates with line managers to integrate these developments in the processes of corporate management, control and transparency.

Corporate Governance

Importance of corporate governance for Helvetia

Credible and honest company management is the foundation for the integration of compulsory and voluntary standards in day-to-day business. As a result, good corporate governance is the prerequisite if Helvetia is to proactively handle short- and long-term socially and environmentally relevant challenges. Breaches of applicable legal standards and basic ethical values can have considerable negative consequences in the form of reputational damage, sanctions and fines up to and including restrictions of business activities. Conversely, good corporate governance promotes the positive effects Helvetia has on its business environment, by supporting fair competitive conditions and hindering breaches of environmentally or socially relevant standards.

GRI 103-1

Approach for reliable compliance

In the configuration and division of labour of our management and controlling bodies, we have oriented ourselves to recognised frameworks and applicable regulatory codes, such as in particular the "swiss code of best practise for corporate governance", the guidelines regarding information on corporate governance of the SIX Swiss Exchange (Directive Corporate Governance, DCG), the "Corporate governance – insurers" circular of the Swiss Financial Market Supervisor Authority (FINMA), the Ordinance against Excessive Remuneration in Listed Companies Limited by Shares (ERCO), and the FINMA circular "Remuneration schemes". We report transparently on this in our Financial report.

GRI 103-2

In addition, Helvetia has positioned itself as a reliable and compliance-conscious financial services company. We do all we can to support conduct in compliance with regulations and values, from the highest executive body to new recruits. The basic principles and guidelines of compliance management are laid down in the Compliance Regulations of the Helvetia Group, which was commissioned and approved by the Board of Directors. It follows a risk-based approach on three levels:

1. Responsibility of each employee and the line management
2. Compliance process to avoid breaches against valid legal standards and internal regulations under the supervision of the compliance officer of the country markets
3. Audit of efficacy of the compliance measures and processes by the internal review

In this regard, we take the classic governance risks into account, as well as the sustainability risks, and focus above all on changing legal conditions, data protection and protection of privacy, information and IT security, anti-trust law and unfair competition, money-laundering and terrorism financing, discrimination, work and health protection, criminal actions like fraud, embezzlement, theft, bribery and corruption, conflicts of interest, intellectual property and intangible property rights, environmental standards, and tax questions. Depending on the legal situation in the country markets, additional, more specific directives and guidelines have been drawn up. An example for this is the "Directive on combating money laundering" of the Money Laundering department in Switzerland. We regularly monitor observance of our standards through random samples, walk-throughs or joint audits.

GRI 103-2

Organisation

The Group Compliance Officer is technically subordinate to the Corporate Governance Officer (General Secretary) and as a result to the Board of Directors. In organisational terms, it is part of the Corporate Center. The country markets have their own compliance officers, who in each case are supported by specialists for the subjects of money laundering, data protection, competition law and other subject fields, such as sanctions and embargoes. During the identification, evaluation, control, monitoring and documentation of the risks, the Group Compliance Officer cooperates closely with the qualitative risk management. Current developments are observed on an ongoing basis as part of the ICOR process (Internal Control System and Operational Risk Management) and are placed on the compliance agenda as required.

GRI 102-18

 see also Risk management, p. 26

Involvement of employees

We have recorded the main regulations and basic principles for the most important compliance subjects in the Code of Compliance. It also includes references on the avoidance of corruption and bribery, for example. It is binding on all employees of the Helvetia Group. Regular courses at all levels promote an awareness of compliance and conduct in accordance with the regulations. An e-learning basic training is compulsory for all employees on joining and is repeated subsequently every two years. For this purpose, specific courses occur regularly for especially exposed functional areas (such as awarding mortgages with regard to money laundering).

96%
of our employees are familiar with the Code of Compliance

Our employees can contact the corresponding compliance officers in their country markets with complaints or observations. Information and contacts can be found easily on the intranet and are transparently communicated. For example, 88 per cent of Helvetia Group employees confirmed in the comprehensive employee survey Commit in 2016 that they knew which bodies they could contact in the case of identified or suspected breaches in their area.

2017 review and progress

The compliance officers of the country markets submit reports to the Group Compliance Officer at least every half year on important topics and any cases and breaches that have occurred. The latter informs the CEO of the Helvetia Group of the compliance process, corresponding activities and the evaluation of the compliance risks. Moreover, the Group Compliance Officer submits an annual report. In the year under review, there were no confirmed incidents of corruption in any country market and accordingly no sanctions were imposed. In 2017, there were no significant breaches against laws and regulations in the social and economic sphere.

The Code of Compliance is communicated to all new employees and can in addition be inspected at any time on the intranet. For technical reasons, there has not been any explicit evaluation of how many employees at which hierarchical level inspected the Code of Compliance in the year under review to date. Moreover, all newly recruited employees are called on to complete an e-learning module on the Code of Compliance.

In addition, 20 classroom compliance courses were carried out. Apart from introductions to compliance, these were above all courses on the subject of sanctions/embargoes and the prevention of money laundering and terrorism financing.

Risk management

Importance of sustainability risks for Helvetia

Professional handling of risks is part of everyday business. We have to have enough capital at all times to cover the insurance risks entered into according to the risk tolerance we have chosen. Apart from the proactive protection of our capital basis, our risk management focuses on the reputation of the Helvetia Group and its companies. In this respect, we continuously include social developments in the preparation of our strategies for risk evaluation and avoidance.

Perceptions regarding which circumstances or behaviours are classified as social, ecological or also economically legitimate or illegitimate have changed in recent years. We are convinced that sustainability risks, such as the infringement of human or labour rights or environmental standards will become increasingly important, just like discussions on forward-looking energy use and water shortage. These developments have the potential to lead to great changes and global imbalances that could also have financial repercussions in the medium to long term. The reorientation of the UN Global Compact and discussions on the contribution of companies to the achievement of sustainable development goals show that companies are assigned an important role in boosting sustainability performance and their behaviour is therefore evaluated critically.

Approach for comprehensive consideration of sustainability risks

Making allowance for relevant ecological, social and governance risks is a part of everyday decision-making and is part of our processes in risk management. Our goal in this context is to minimise the risk of human rights violations or breaches of environmental standards in our area of influence as much as possible. For this purpose, we make allowance for ESG risks in underwriting in a multi-level process.

GRI 103-3

GRI 205-3

GRI 419-1

GRI 205-2

GRI 103-1, 102-11

 see Financial report, p. 4 f.

GRI 103-2

 see Financial report, p. 4 f.

In general, we observe all applicable economic sanctions in the countries in which we operate. Furthermore, our underwriting guidelines cover human rights and environmental aspects. These are checked as part of the due diligence process for insurance decisions. In addition, we identify countries in which there are systematic violations of human rights or where sanctions and embargoes have been imposed by the UN, the OECD or the Swiss State Secretariat for Economic Affairs (SECO). There are specific rules governing transactions in these countries which provide for detailed review if material risks have been identified. In addition to area managers, additional units including CR and Compliance may be involved in such reviews as appropriate as well as the responsible member of Group management.

GRI 103-2

In this regard, we make an effort to ensure that the risk is limited and preventive measures are taken. Should this not be possible, we rate the risks as "unacceptable" if appropriate. This decision can be based on the severity of the violation, the extent of potential harm to people or the environment and/or economic impact. This also applies to cases in which our influence is limited, since we are not the leading insurer, for example.

In order to sensitise employees in Underwriting for ESG risks, they receive a current evaluation every quarter on high-risk sectors and a compilation of the most important emerging ESG risks. Moreover, we conduct regular information events. In the reporting year 2017, for example, the employees of Asset Management were informed of the latest developments in sustainable investment and the status at Helvetia. Moreover, the subject was brought up in the investment management meeting and with the Art&Marine department heads and Speciality Markets. The information and current reporting can be inspected by the employees of Asset Management in its own intranet section.

Externally, we furthermore cooperate with other firms and stakeholders in civil society in such frameworks as the United Nations Financial Initiative and the UN Global Compact so as to raise awareness of risks connected with corporate social responsibility and develop effective responses to these risks.

2017 review and progress

GRI 103-2, 103-3

ESG risks are being integrated systematically in our risk management process. To this end, the CR Department, Risk Management, Compliance and the internal audit analysed processes to make allowance for environmental and sustainability risks in the year under review and proposed adjustments and supplements of the Underwriting Guidelines. These were discussed with the affected departments and are to be embedded in 2018. The central aspect here is earlier consideration of ESG aspects in advance of decisions that could have long-term effects on risk structures. These include, for example, entering new business sectors or selecting technologies to be insured. The responsibilities for the identification, observation and evaluation of ESG risks is to be better documented, as well.

Sustainable procurement

Responsibility for environment and company

Protection of the environment and the climate is one of the most important global challenges. Helvetia supports the development of a low CO₂ and inclusive economy. However, compared to manufacturing companies, the flow of material and resources in a financial services company like Helvetia are limited. Our direct influence on the environment and society arises above all through the procurement and use of the infrastructure we need to render our services. This in particular includes the office buildings and corresponding building technology, business travel, the IT and office infrastructure, and office and marketing material.

GRI 103-1, 102-9

Sustainable and climatically responsible procurement

Procurement guideline

We highly value local, environmentally friendly and socially responsible procurement and use of our infrastructure and consumable materials. We define the guidelines for environmentally and socially compatible procurement with our basic principles for sustainable procurement. An internal procurement guideline specifies this for our purchasing managers. It defines clear minimum requirements and additional voluntary criteria, which are intended to promote environmentally friendly and socially compatible purchasing for 13 goods categories. The product categories extend from the food in the staff restaurant, the IT infrastructure and cleaning materials to customer gifts. The guideline is based on recognised labels and standards, such as Blue Angel, the energy label or the Business Social Compliance Initiative (BSCI). In addition, it provides those responsible for the procurement of goods and services with information on the relevant social or ecological aspects and provides advice on how they can address these in supplier discussions. Procurement is organised decentrally in the country markets with managers for individual product groups. IT infrastructure, which is procured Group-wide, is an exception.

GRI 103-2

CO₂ emissions and environmental management

In 2015, we set ourselves the goal of lowering our absolute CO₂ emissions by 2020 by 10 per cent compared to 2012. We would even like to cut the relative CO₂ emissions per employee (in FTE) in the period 2012 to 2020 by 20 per cent. In doing so, we will take all emissions into account arising from our building use, business travel, paper and water consumption and waste disposal. To calculate these greenhouse gas emissions, we will rely on the methodology of the VfU sustainability network for financial institutions in the version of the reference year 2012. We will also define our measures to reduce our emissions on the basis of this data. Following the switch to 100 per cent electricity from renewable sources at the level of the Helvetia Group in 2015, the CR Advisory Board decided to focus on the areas of heating and business travel up to 2020 and to identify and realise potential for reduction in a targeted manner.

GRI 305-1, 305-2, 305-3

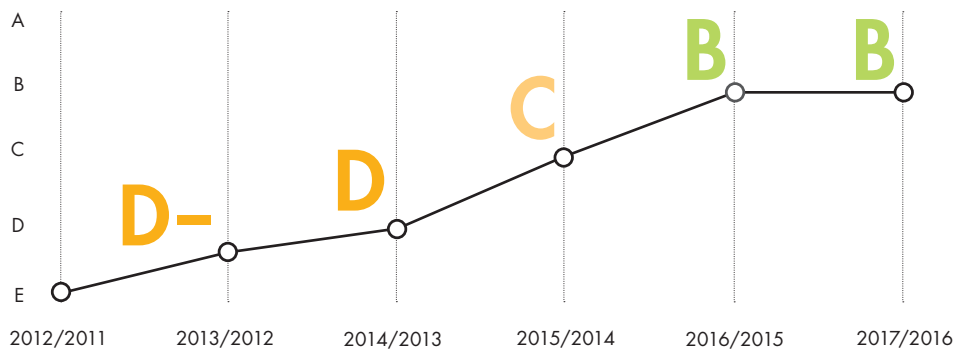
The specialist managers for the procurement and management of the corresponding product groups, installations and infrastructure are responsible for the optimisation of environmental management. In implementing individual measures, they are supported by the CR department at the Group level. A Group-wide CO₂ plan of action bundles the planned measures.

To render the results of our efforts transparent and credibly understandable for our stakeholders, the Helvetia Group has been reporting annually on its climate protection measures since 2012 as part of the Carbon Disclosure Project (CDP). As a member of the RE 100 Initiative of the Climate Group, we publicly affirm that we make exclusive use of electricity from renewable sources and in this way would also like to motivate other companies to convert to environmentally friendly electricity.

GRI 103-2

Environmental performance: climate rating of CDP

A = best assessment



Climate rating

- Public disclosure
 - (D- and D)
- Awareness
 - (C- and C)
- Active management
 - (B- and B)
- Leadership
 - (A- and A)

2017 review and progress

Revision of procurement guideline

In recent years, the standards as well as the supply of more sustainable solutions have undergone considerable development in individual product groups. Consequently, in the year under review we looked at how up-to-date the procurement guidelines were and made minor adjustments. For example, in the fields of promotional articles and customer gifts, the requirements were tightened in terms of child safety and environmentally friendly processing. Since the end of 2017, we have been using recycled paper and are gradually converting individual paper categories (printed products, copying paper, etc.).

GRI 103-3

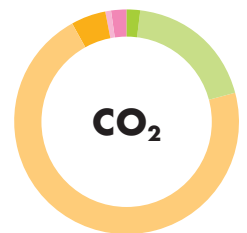
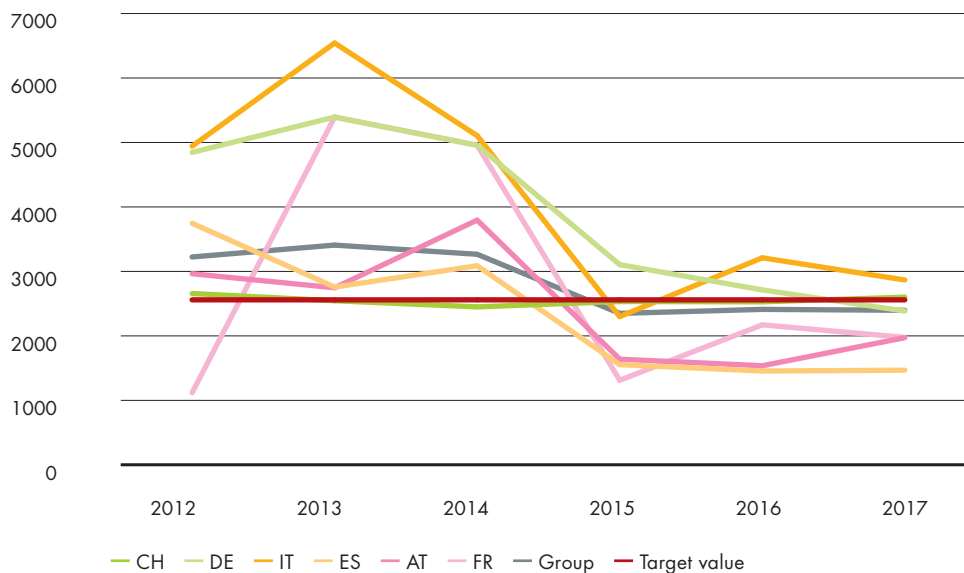
To strengthen expertise in sustainable procurement in the Helvetia Group and ensure implementation of the procurement guidelines, a working group of the procurement managers for the various product groups of the country companies was established. It takes up its work in 2018.

Development of CO₂ emissions

Compared to the previous year, the absolute CO₂ emissions at Helvetia increased slightly by 0.9 per cent to 15,765 tons. The relative CO₂ emissions decreased slightly per full-time equivalent to almost 2.4 tons (decrease by 1.3 per cent compared to the previous year). Compared to the reference year 2012, they decreased in total by 26 per cent.

i see also key figures, p. 44

Development of CO₂ emissions per employee (FTE)



- Electricity
- Heating
- Business travel
- Paper
- Water
- Waste

Share absolute CO₂ emissions

The driver for the increase in the year under review was an increase in business travel, especially in the country market France. Business there with Southeast Asia intensified, leading to an increase in long-distance flights. In total, over 70 per cent of our CO₂ emissions arise from business travel, followed by the heating energy used (about 20 per cent). The electricity we used in the year under review was 100 per cent from renewable sources. We achieved this on the one hand through corresponding supplier agreements and on the other through the acquisition of certificates of origin for hydro and solar power from European sources. Our environmental key figures for 2017 were audited independently in April 2018.

GRI 103-2

i see assurance statement in appendix



Climate Alliance Linz

In the country market Austria, the sales directorate Linz with about 80 employees is among the biggest locations. We renovated these office premises according to the latest sustainability standards in summer 2017. They were converted into a modern, barrier-free service centre, equipped with heat regeneration and LED lighting. Cross-location energy monitoring across the four biggest Helvetia locations in the country market Austria analyses the energy consumption on the spot and permits targeted adjustments and a reduction in energy consumption. We were honoured by the Upper Austria Climate Alliance as a "Climate Alliance Business" for the comprehensive package of measures. Following Vienna and Graz, this is the third Climate Alliance award for Helvetia Austria.

Attractive employer – for and with our employees

As a financial service company, Helvetia is dependent to a high degree on capable and committed employees in order to maintain its position on the market in the long term. Helvetia can meet current challenges – such as digitalisation, changing customer needs and demographic developments – best with well-trained and agile employees. By means of the strategy *helvetia 20.20*, we consistently place customers at the centre of our actions and operate agilely and innovatively to exploit the opportunities of digitalisation for our company. This places high demands on our employees and our human resources management (HR). Requirement and job profiles are changing rapidly and require flexibility, networked thinking, and pragmatic and collaborative work-sharing.

GRI 103-1

Moreover, the expectations of our (future) employees are shifting. Apart from attractive compensation models, points deemed important in employer assessments include flexible life-and-work models, enough room for one's own ideas and creativity, and work which has an individual meaning.

Helvetia weighs its role as attractive employer correspondingly highly. For us, this includes on the one hand good employment conditions, with which it is possible to acquire good employees and retain them with the company in the long term. On the other hand, this includes a working environment in which employees can fully develop their potential. An attractive working environment is the foundation for the physical and psychological well-being of our employees and as a result also for their commitment to the company and to society. Responsibility for HR at Helvetia resides with Roland Bentele, who as Head Human Resources reports directly to the CEO Philipp Gmür.

Promotion of employees

HR strategy

GRI 103-2

Our goal is to employ satisfied and efficient employees in the long term, who have the capabilities and competences to master challenges in a constantly changing working world. We need employees with the right capabilities at the right time at the right place.

In the last two years, we have carried out comprehensive analyses on the positioning of Helvetia as an employer. In this regard, it became clear that the attractiveness of our employment conditions, the development options as well as our culture may be regarded as sound both from internal and external perspectives. The relatively long duration of employment, especially among the managers, indicates great satisfaction with Helvetia as an employer. At the same time, there is still optimisation potential in terms of flexibility, agility, promotion of above-average performance, innovative energy and diversity.

We have reacted to this with the preparation of a "Group HR strategy", which from spring 2018 will formulate the direction of the HR management. At the core is the promotion of a heterogeneous employee structure in relation to origin, gender, education and capabilities. However, the duration of employment and loyalty as well as basic attitudes, modes of thinking and life concepts are also the subject of the strategy. To achieve this, we develop individual work models, which employees can make use of depending on their needs and expectations. With so-called life-phase-oriented employee services, our employees can adjust the conditions across their professional career according to their needs and in this way find thoroughly attractive conditions at Helvetia.

At the same time, a heterogeneous employee structure also requires extensive scope for action and room to manoeuvre in order to make the best possible use of individual potential. For the managers in particular, this requires switching to a culture based more on setting individual guiding principles than on the identical treatment of all employees.

The HR strategy includes the following four directions, which can be adjusted by the country markets in their individual HR strategies to the specific local needs.

Active workforce management

Helvetia pursues the aim of having the appropriate number and quality of employees at all times. In the 2017 year under review, we launched comprehensive talent and successor management. Based on annual standardised employee discussions, employees with potential are identified here, whose professional development receives targeted support. The goal is to expand the individual scope for action and make the best possible use of the employees' potential. At the same time, managers are to be developed internally and open positions should mainly be filled from our own ranks. Furthermore, we provide various sectors with targeted support in their business transformation. Internal key figures, such as the job occupation rate and data on internal mobility, permit us to monitor achievement of the objectives continually.

Cultural transformation

GRI 103-2

We are initiating a cultural transformation towards greater customer orientation, innovation and agility. The goal is to transform the understanding of work and management from within. For this purpose, we connect the many different initiatives within Helvetia and promote the exchange of ideas and joint learning. The aim in this regard is for employees to develop an understanding of what our strategic objectives really mean in day-to-day work and how they can support their implementation. We can determine whether we are on target here by means of customer and employee surveys and not least through our business result.

Apart from an internal cultural identity, Helvetia will in addition be promoting greater diversity in its workforce in the coming years. A diverse employee structure will promote the exchange of knowledge and experience and favour the development of creative problem solving. For example, various measures aim to achieve a balanced generational relationship, boost the share of women in the sales force and increase the proportion of women in management positions.

Employer of choice

We have positioned ourselves as an attractive employer and in the long term, we would like to acquire the right employees. To this end, we have expanded the above-mentioned offering of life-phase-oriented employer services and have adopted new approaches in recruiting. For example, this permits our employees to configure their work load, payment and place of work according to their personal needs to some extent during their career at Helvetia. Furthermore, we are continuously investing in attractive framework conditions and promote an environment in which our employees can contribute their strengths and ideas. Helvetia also assigns a high priority to the health as well as the physical and spiritual well-being of its employees and promotes this as part of its company health management. We check whether we are on course with our measures with employer attractiveness studies and internal key figures, such as the length of time new entrants remain.

Customer focus and efficiency

We support our managers by providing them with strategically relevant HR key figures and straightforward HR processes and workflows. With processing options that are independent of time and place as well as improved means of communication, we help our managers and employees to complete their tasks and concerns smoothly. We continuously check our progress here with customer and employee surveys, internal key figures and by reviewing adherence to our service level agreements.

2017 review and progress

GRI 103-3

Commit employee survey

In order to examine the effect of our many different measures on employee satisfaction and commitment and if necessary deduce improvement measures, we conduct the Group-wide employee survey Commit every three years. In this regard, all employees of Helvetia are surveyed by an external institute on their work satisfaction and their attachment to Helvetia. The focus is on questions to assess framework conditions, such as organisation and processes, corporate culture, management behaviour, goals and performance incentives and the flow of information. In addition, aspects like "compliance", "Helvetia as company" and "Motives for part-time employment" are queried.

The results are analysed by the individual area, department and team managers in the country markets and by the Executive Management. They are supported here by the HR Leadership & Development department in interpreting the data correctly and deducing specific measures. The respective managers are responsible for implementing and controlling the measures. The progress of the measures is surveyed annually at the Group level.

The last survey took place in 2016; 5,614 people participated, corresponding to a very high quota of 83 per cent. Direct superiors, the team and work content received very high grades in this regard. Moreover, Helvetia employees had a feeling of attachment and belonging. However, the results indicate a clear need for action, especially in the fields of culture and service/development. These subjects were considered when developing the HR strategy and are now being pursued at the Group level.

Further education

GRI 404-1

Helvetia invests in the further development of its employees with an average of 24 training hours per employee. However, the prime focus for us is not the scope, but the orientation to the existing and future needs of both the employee and Helvetia. The fact that the average training period of internal service and sales force employees is converging is proof of our focus on life-long learning: a single course or degree is no longer enough in internal services either in order to permanently do justice to the changing requirements of the working environment. Helvetia promotes innovative approaches in further education and development and is also continually expanding the e-learning product range.

24

hours of training per employee

Training

in hours per FTE	2017
Sales force	52.0
Internal service	16.1
Women	22.2
Men	25.5
Executive Board members	18.3
Management	25.7
Specialists	11.5
Clerks	24.2
Total	24.4

GRI 404-1

i see also key figures, p. 44

Diversity

Currently, the proportion of female managers at Helvetia is 19.4 per cent with an average female proportion of over 36 per cent. Whereas the gender proportion of the employees under 30 is approximately balanced, the female proportion falls markedly, calculated in full-time equivalents (FTE), in those over 30. This makes it more difficult to develop female managers from our own ranks and indicates that women who leave the company while starting a family do not return. We would like to improve this situation with various measures, such as flexible work time models, management positions with a part-time work load and the funding of day care places for better compatibility of family and profession. These measures are part of the development of life-phase-oriented employee services.

Employee dialogues

In the year under review, about 76 per cent of the employees received comprehensive feedback and evaluation of their performance and development options. At the same time, they were able to give their managers feedback on their current condition, cooperation in the team and with superiors, and propose improvements. Since 2017, these discussions have been integrated in the Group-wide talent and successor management. On this basis, potential development paths for the talents identified in department-specific talent conferences are now formulated and matching (further education) measures deduced. As a result of this change to Employee dialogues, there were delays in the implementation in isolated cases and as a result a temporary decline compared to the previous year.

GRI 404-3

Proportion of employees with regular performance evaluation

In %	2016	2017	Change to previous year in %
Women	84.2	71.6	-15.0
Men	86.3	78.1	-9.5
Executive Board members	57.8	60.9	5.4
Management	98.2	94.5	-3.7
Specialists	88.8	87.3	-1.7
Clerks	82.6	70.0	-15.3
Junior staff	95.9	99.1	3.3
Total	86.4	76.8	-11.1

GRI 404-3

Employee commitment

Environment for comprehensive commitment

Helvetia promotes a corporate and business culture in which personal initiative and co-determination are required, promoted and valued. Only in an open environment in which risks are taken and ideas can be contributed do employees develop their potential and drive innovations. For this, official ports of call and means of co-determination are necessary on the one hand, such as regular feedback discussions with superiors and the (legally provided for) co-determination opportunities or advice services for employees. Furthermore, regular campaigns and workshops target motivated employees and encourage them to take part in the further development of innovations, also across departments. Committed employees and an open idea and error culture are the condition for our employees assuming responsibility in their respective areas and contributing CR commitment to all relevant business processes and decisions. They reinforce innovative energy and as a result also the resilience of Helvetia to react to challenges in the ESG area and beyond.

GRI 103-1, 103-2, 103-3

Every three years, we use the employee survey Commit to find out how strongly our employee identify themselves with Helvetia and how they see their room to manoeuvre at work. When last conducted in 2016, the commitment to Helvetia had a pleasing value of 76 (scale of 0 to 100), only two points under the value of 2013. Against the background of the merger with Nationale Suisse in 2015 and the associated uncertainty of various employees, this was a very stable value, which we would like to improve in the years to come.

GRI own indicator

Employee co-determination

The legal conditions for employee co-determination at Helvetia differ considerably in part in the individual countries. Helvetia grants all of its employees the co-determination opportunities legally provided for and grants them the possibility to organise themselves in employee representative bodies. While representation of the rights of the employees in Germany, Austria, Spain, Italy and France through works councils and trade unions is traditionally very strong, co-determination in the Swiss domestic market has been regulated for 15 years through a voluntary agreement between the personnel commission PEKO and Helvetia as employer. Helvetia has set up a European forum to which representatives of the country companies belong for the international exchange of information and consultation of employees regarding issues with international implications. It meets at least once a year, chaired by Executive Management member for Europe, Markus Gemperle. The collective wage agreement structure differs considerably in the country markets, too. Whereas in Switzerland a collective labour agreement exists neither for the internal services nor for the sales force, in Spain, for example, all employees (with the exception of eight interns) are subject to a collective wage agreement.

GRI 102-41

Share of employees with collective wage agreement

in %	Share 2016	Share 2017	Change compared to previous year in %
Switzerland	0.0	0.0	-
Germany	86.2	86.5	0.3
Austria	97.4	96.7	-0.7
Italy	100.0	98.6	-1.4
Spain	82.0	83.0	1.3
France	99.9	100.0	0.1
Helvetia total	40.3	40.0	-0.7

GRI 102-41

Social commitment of employees

Helvetia supports employees who devote themselves as volunteers for public affairs, society and environmental protection. Taking sabbaticals or unpaid leave is possible in consultation with their manager for a commitment in the private or personal area. Working time can also be made available for a corresponding commitment. The specific arrangements in this matter are made by the country markets.

GRI 103-2



Clothing donations by employees

Helvetia Italy made a commitment with a clothes collection campaign in spring 2017 for the charitable organisation "Arche". While clothing is often only worn a few times, great effort is required to produce them and negative social and ecological consequences can result in the manufacturing countries. At the same time, some people in Italy cannot afford to buy new clothes regularly. Therefore, Helvetia Italy collected well-preserved women's and children's clothing of their employees. The clothing was distributed via the organisation Arche to the needy in the Milan region and was thereby given a second life.

Committed location partner – Helvetia is active locally

As a successful international insurance group, Helvetia maintains good and constructive relationships at the locations where it operates. It makes a contribution to the local community with its business through the occupational benefit scheme for individuals as well as investment protection for the investments and assets of small, medium and large companies. Furthermore, we meet our responsibilities as “good neighbour” and are actively committed to the environment and society.

Public Policy

Helvetia in political dialogue

As a financial services company, Helvetia is a part of society and is engaged in a continual dialogue with administration, politics, science and civil society. The environment for insurance companies is heavily regulated and is in a state of constant transformation due to technological change, demographic challenges and additional regulation. For example, digital innovations permit the development of new business models and at the same time engender new market participants in the form of Fintech and Insurtech companies. However, the regulatory framework for these developments has so far only been formulated to a limited extent. Additional focus areas are international capital and solvency standards, international cooperation in the area of cyber risks and regulation in the field of data processing and protection. In this complex situation, it is important for Helvetia and its business success to help configure the framework conditions in a committed and transparent manner and in this way represent the interests of our investors, customers and employees.

GRI 103-1

Public Affairs Policy

Helvetia has devoted itself to the most helpful political and regulatory framework conditions possible by means of an active, responsible and permanent dialogue with various social players and stakeholders. We would like to create an environment that permits us to adopt trends in our business activity proactively, minimise barriers and actively manage reputational risks.

GRI 103-2

Public Affairs Policy

To this end, our Public Affairs Policy formulates long-term normative guidelines for the Helvetia Group and its country markets. At its heart lies participation in the current political formation of opinion in relation to the core business. This occurs via cooperation in the local industry associations. In these, we coordinate positions and represent these transparently and reliably. The country markets commit themselves in stakeholder discussions, know-how transfers, studies, media contributions and events. The aim here is in particular the distribution of specialised knowledge as the basis for making informed decisions. Political sponsoring is only possible within clearly defined criteria, for example as event sponsoring for selected topics, support of politically committed employees and via party financing. The guidelines for this are laid down in the “Helvetia party financing” policy.

In the country markets, we define medium-term public affairs strategies, which are coordinated with the strategic goals of the country market and the Group *helvetia 20.20* strategy. Here, we define overriding themes of great relevance and detailed basic principles for operational implementation.

At the operational level, the countries develop individual public affairs plans based on these framework conditions. Continuous monitoring of the relevant legislative and regulatory activities and regular reconciliation at the Group level guarantee a systematic evaluation of the effects and opportunities to be expected and permits the well-founded development of our own positions. A review of Public Affairs Policy – and if necessary, an overhaul – is planned in 2018/2019 as part of the regular evaluation.

GRI 103-2

Anchoring in the Group and country markets

In organisational terms, public policy is the remit of the Public Affairs Department, which belongs to the Corporate Center. Helvetia is committed to the professional code regulations of the Swiss Public Affairs Society (SPAG) and the associated “Code de Lisbonne”. It coordinates the activities within the Group, is involved in the Swiss domestic market and observes the relevant developments at the European and international level.

2017 review and progress

Party financing

Helvetia only supports political parties in the Swiss country market. Since 2016, Helvetia has been making an annual contribution of CHF 123,000 to constituency work. All of the parties represented in the Swiss Federal Assembly and more than half of those active in Swiss cantons receive on request a contribution that they can dispose of freely, without a political quid pro quo. The contribution is based on the respective parliamentary mandates: the total sum is distributed in halves to the two chambers, National Council and Council of States, corresponding to a contribution of about CHF 308 per National Council and about CHF 1,337 per Council of States mandate. This transparency is in harmony with the recommendations of the European Council committee GRECO (Groupe d’Etats contre la Corruption). On request, Helvetia can also support candidatures of employees for political offices at cantonal and national level. In addition, Helvetia promotes the political commitment of its employees with an appropriate regulation of their working hours.

GRI 103-3

GRI 415-1

Corporate Citizenship

Helvetia as good neighbour

Helvetia sees itself as part of society and as a result also as a protagonist at the locations where it operates. It makes a contribution to the positive development of the environment and society through contributions in the form of time, specialist knowledge and funding. Above all, in the country markets with a strong sales force network, the employees of Helvetia are in part strongly integrated in local communities and as a result have a good understanding of the needs of the population.

GRI 103-1

Our commitments and progress in 2017

With our Corporate Citizenship commitment, we would like to play an active role and make a social contribution, which extends beyond the occupational benefit scheme and the coverage activities of our core business. Helvetia and the people who work for it should have a positive influence primarily by means of their business services, but also through the voluntary work for customers and society. In contrast to classic sponsoring, where clearly defined quid pro quos are agreed, we understand public welfare management to mean promotion or support where our service goes clearly beyond any counterperformance (such as in the form of communication).

GRI 103-2, 103-3

Public welfare commitment: number of projects and support amount

GRI Own indicator

	Number 2017	in CHF 2017
Switzerland	239	1,871,300
Germany	22	21,334
Italy	6	14,784
Spain	49	825,102
Austria	3	8,288
France	1	36,960
Helvetia total	320	2,777,768

In the year under review, 320 projects totalling almost CHF 2.8 million were supported. In this respect, we direct our commitment to the four core areas of protection forests, cooperation with the Helvetia Patria Jeunesse Foundation, art, and promotion of health and popular sports. In addition, we support smaller local projects and initiatives, depending on the situation. These depend on local circumstances and permit the country markets and sales force units to set their own priorities. However, the basic principle is always the connection to our core business and close orientation to our central values of "drive, trust and enthusiasm". Helvetia is also active in classical sponsoring, especially in sport sponsoring. In contrast to this, we understand public welfare commitment to mean the support of citizenship activities at Helvetia are primarily taken care of in organisational terms by Branding, Corporate Responsibility, Communications and HR. More systematic recognition, coordination and impact measurement are to be developed in the coming years.

Protection forest initiative

GRI 103-2

Protection forests make a great contribution to the protection of settlements and infrastructure against falling rocks, landslides, mudflows or avalanches. We have been working for the (re-)forestation and care of these forests since 2011. Careful management of protection forests can alleviate the severity of natural events and protect life and property against damage. We develop and realise the protection forest projects in close cooperation with the local forest authorities. Helvetia finances the planting of about 10,000 trees per project. Through the acquisition of protection forest certificates, Helvetia customers can participate in the plantings and in this way contribute to the protection forests becoming bigger faster. In the year under review, we realised six new protection forest projects in five countries. Helvetia has to date implemented 28 protection forest projects and financed the planting of over 300,000 trees.

Since 2014, we have been the main sponsor of the Alpine Protection Forest Award Helvetia, which is awarded by the Consortium of Alpine Forestry Associations to projects especially devoted to protection forests. Four projects in Bavaria, St. Gallen and Tyrol were honoured in the year under review. This year, the award as protection forest patron went to Ulrich Ammer. The retired professor has devoted himself to the constructive cooperation between various interest groups for decades on the topic of protection forests. He pointed out the importance of comprehensive protection forest rehabilitation early on.

Helvetia Patria Jeunesse Foundation

We work together closely with the Helvetia Patria Jeunesse Foundation, which has been supporting individual projects for children and adolescents since 1978. It focuses on the subject areas sport and leisure, music and theatre as well as the promotion of physically or mentally impaired adolescents. The Helvetia Patria Jeunesse Foundation relies on versatility and provides innovative projects, which often do not fit into bigger support programmes, with the "realisation assistance" needed. The general agencies or sales force organisations of Helvetia act as a kind of connecting element between the foundation and local population. They inform individuals and institutions locally about the foundation and possibility of support. Apart from this, they support the foundation in the preliminary examination of requests and in the administrative processing and communication of projects.

In 2017, the Helvetia Patria Jeunesse Foundation supported 69 projects with CHF 234,072. The roll-out of the foundation's work in the other country markets began in the year under review. "Impariamo giocando" ("we learn in play") was the first project in Italy to benefit from financing. This project promotes leisure activities for children between the ages of three and five. Moreover, the procedure for the country market Austria was defined to ensure that projects can already be financed in 2018.

Art commitment

Helvetia is active in the safeguarding of works of art in its core business with the Artas art insurance. In addition, it does a great deal for art and artists. Previously, the Swiss domestic market was the focus of this commitment, since it originated with the Nationale Suisse insurance company, which was integrated in Helvetia in 2015. Helvetia maintains a large art collection with about 1,700 works by about 400 artists and awards the Helvetia Art Prize to an up-and-coming Swiss artist every year, worth CHF 15,000. In 2017, the prize was awarded to Andriu Deplazes. In addition, Helvetia is trying to lower the threshold and widen the audience for art appreciation. For example, digitalisation projects in cooperation with renowned museums facilitate the archiving and incorporation of selected portfolios. Based on this, participatory exhibition formats have been developed, which can then also be appreciated beyond the borders of Switzerland.

GRI 103-2

Health and popular sports

Helvetia takes an active part in sports sponsoring, focused on Alpine sports and football, above all in its Swiss domestic market and Austria. Apart from these classic sponsoring partnerships, Helvetia supports numerous popular sport activities in all of its country markets and projects to promote balanced nutrition or healthcare. We are guided here by our values "drive" and "enthusiasm", which should be reflected in the projects supported.



CompiSternli

In Switzerland, the Helvetia Patria Jeunesse Foundation introduced the new promotion focus "digitalisation". We would in particular like to emphasise the support of the "CompiSternli" association. In this project, pupils trained to do so show older people how to use a tablet and in this way help them to get started in the digital world. CompiSternli is a project of digital transformation, which also directly affects Helvetia as an insurance company. This project builds bridges between generations – which is also a central concern of the insurance industry. From June to September 2017, the company health management of Helvetia conducted a step challenge together with the Corporate Responsibility department. Helvetia employees in Switzerland collected as many steps as possible and at the same time supported the charitable project "CompiSternli". Together with the Helvetia Patria Jeunesse Foundation, the company health management donated CHF 0.20 to the project for every kilometre walked. A total of 67,623 km were covered and a sum rounded off to CHF 15,000 was donated.



Overview of our key figures

45 Key figures employees

48 Key figures environment

Key figures employees

	Group			CH		DE		ES		IT		AT		FR	
	2016	2017	Change compared to previous year in %	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017
Personnel structure in full-time equivalents															
Executive Board members	47	46	-2.1	15	16	6	6	7	7	8	7	5	5	6	5
Management	998	1,006	0.8	570	578	102	95	79	80	109	116	76	76	61	61
Specialists	717	725	1.1	591	571	52	74	26	29	12	12	28	31	8	8
Clerks	4,545	4,537	-0.2	2,245	2,291	630	600	447	448	372	353	640	614	212	230
Junior staff	285	280	-1.7	198	204	31	24	5	8	17	16	20	19	15	10
Temporary employees	99	92	-7.8	89	80	8	12	1	0	1	0	0	0	0	0
Employees total	6,691	6,685¹	-0.1	3,708	3,739²	830	810	565	572	518	504	769	745	302	315
Internal service	5,160	5,166	0.1	2,751	2,797	711	683	418	405	518	504	461	462	302	315
Sales force	1,531	1,518	-0.8	957	942	119	127	147	167	0	0	308	283	0	0
Female temporary employees	235	226	-4.0	143	147	25	17	33	33	16	7	3	5	16	17
Male temporary employees	217	207	-4.8	143	130	27	27	18	15	2	9	17	18	10	7
Total temporary employees	452	432	-4.4	287	277	51	45	51	48	18	16	20	23	26	24
Full-time female employees	2,161	2,221	2.8	1,021	1,072	288	287	204	212	199	201	289	283	160	166
Full-time male employees	4,077	4,031	-1.1	2,400	2,389	491	478	310	312	301	287	460	439	116	125
Total full-time employees	6,239	6,252	0.2	3,421	3,461	778	766	514	524	501	488	749	722	276	291
Fluctuation ratio (departures in % of existing personnel)	10.2	9.5	-9.6	10.9	9.6	10.9	12.6	4.4	6.6	10.7	3.1	9.5	11.5	10.4	11.8

GRI 102-8

¹ Incl. temporary workers, in contrast to the total number of 6,592 employees mentioned on p. 4 and in the Company brochure.

² Incl. smile.direct and Europäische RV.

	Group			CH		DE		ES		IT		AT		FR	
	2016	2017	Change compared to previous year in %	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017
Female temporary employment ratio	24.3	24.1	-0.6	31.1	32.3	27.0	25.4	0.3	0.4	11.1	12.6	27.9	28.3	16.5	14.0
Male temporary employment ratio	4.0	3.6	-8.7	5.1	5.4	2.1	3.3	0.3	0.0	0.4	0.7	5.7	2.0	0.0	0.0
Total temporary employment ratio	11.2	11.1	-1.4	13.3	13.4	11.5	11.6	0.3	0.2	4.9	5.6	14.2	12.2	9.6	8.1
Diversity															
≤ 29 years of age	1,138	1,157	1.6	754	779	113	119	32	33	27	21	172	164	41	42
30 – 39 years of age	1,324	1,337	1.0	740	768	142	140	113	112	91	88	168	158	70	72
40 – 49 years of age	1,888	1,823	-3.4	949	921	244	225	198	209	230	220	181	164	86	84
50 – 59 years of age	1,913	1,942	1.5	1,027	1,042	258	265	176	168	153	154	219	222	80	91
≥ 60 years of age	428	426	-0.5	238	229	72	62	46	50	18	22	29	37	25	26
Female ratio ≤ 29 years of age	49.5	51.0	3.1	50.2	51.7	48.4	47.3	60.0	63.5	73.8	42.9	39.3	47.7	58.5	57.1
Female ratio 30 – 39 years of age	39.9	40.1	0.4	33.8	34.0	44.5	45.4	65.6	67.0	43.8	47.7	35.7	31.1	60.0	63.8
Female ratio 40 – 49 years of age	35.3	35.4	0.3	28.3	29.2	37.4	38.2	42.5	44.1	41.3	40.1	41.4	38.1	61.8	57.1
Female ratio 50 – 59 years of age	27.8	28.6	2.9	21.7	21.7	30.6	30.4	22.7	22.0	37.7	41.9	40.1	42.5	57.4	59.3
Female ratio ≥ 60 years of age	24.6	24.3	-1.2	19.1	20.0	33.8	29.4	43.8	40.3	16.7	21.9	3.5	9.3	44.0	42.3
Female ratio total	35.8	36.4	1.6	31.4	32.2	37.7	37.5	42.0	42.9	41.5	41.3	37.9	38.6	58.3	58.0
Female ratio in leadership roles															
Female ratio in leadership roles	18.1	19.4	7.3	16.5	17.5	10.7	13.5	16.3	18.4	17.1	21.1	19.4	18.5	46.3	44.3
Female ratio in Executive Management	0.0	0.0	-	-	-	0.0	0.0	14.3	14.3	12.5	0.0	0.0	0.0	0.0	0.0
Female ratio on Board of Directors	20.0	22.2	11.1	-	-	-	-	0.0	14.3	0.0	0.0	0.0	0.0	-	-

	Group 2017	CH 2017	DE 2017	ES 2017	IT 2017	AT 2017	FR 2017
Training							
in hours							
Sales force	52	52	81	41	–	48	–
Internal service	16	18	3	20	16	25	12
Total	24	26	15	26	16	34	12
Women	22	25	18	34	15	17	12
Men	26	27	14	20	18	44	12
Executive Board members	18	–	30	74	15	5	2
Management	26	26	33	50	26	5	9
Specialists	11	11	10	6	19	19	13
Clerks	24	33	12	23	14	13	13

GRI 404-1

Key figures environment

GR1 305-1, 305-2, 305-3

Helvetia Group

	Unit	2012	2013	2014	2015	2016	2017 ¹	Change compared to previous year in %
Consumption absolute								
Electricity	kWh	22,518,241	25,696,263	24,188,445	28,780,787	26,944,323	28,008,985	4.0
Heating	kWh	17,071,473	19,008,087	16,915,752	18,421,375	18,815,315	17,602,748	-6.4
Business travel	km	29,409,551	34,600,965	33,929,954	49,346,040	47,925,503	50,805,118	6.0
Paper	t	728	563	682	528	665	683	2.7
Water	m ³	209,275	133,533	127,261	113,726	139,011	141,045	1.5
Waste	t	1,340	1,189	1,048	1,199	1,276	1,296	1.6
Consumption per FTE								
Electricity	kWh	4,318	4,785	4,509	4,312	4,157	4,228	1.7
Heating	kWh	3,274	3,540	3,153	2,760	2,903	2,657	-8.5
Business travel	km	5,639	6,443	6,325	7,393	7,395	7,669	3.7
Paper	kg	140	105	127	79	103	103	0.5
Water	m ³	40	25	24	17	21	21	-0.7
Waste	kg	257	221	195	180	197	196	-0.6
CO₂ emissions absolute								
Electricity	t	5,118	5,149	4,337	572	436	351	-19.4
Heating	t	2,618	3,047	2,747	3,116	3,368	2,975	-11.7
Business travel	t	7,668	9,137	9,314	11,054	10,696	11,268	5.4
Paper	t	876	677	821	636	800	820	2.5
Water	t	157	100	95	85	104	106	1.5
Waste	t	379	194	206	217	222	244	10.1
Total	t	16,816	18,304	17,520	15,679	15,626	15,765	0.9
CO₂ emissions per FTE								
Electricity	kg	981	959	808	86	67	53	-21.2
Heating	kg	502	567	512	467	520	449	-13.6
Business travel	kg	1,470	1,701	1,736	1,656	1,650	1,701	3.1
Paper	kg	168	126	153	95	123	124	0.3
Water	kg	30	19	18	13	16	16	-0.7
Waste	kg	73	36	38	32	34	37	7.7
Total	kg	3,224	3,408	3,266	2,349	2,411	2,380	-1.3

¹ Calculation of the greenhouse gas emissions was carried out according to the methodology of the Association for Environmental Management and Sustainability in Financial Institutions (Verein für Umweltmanagement und Nachhaltigkeit in Finanzinstituten e.V., VfU) in the version of the reference year 2012. The environmental key figures of 2017 were audited independently.

 see statement in appendix

Country markets

	Unit	CH		DE		IT		ES		AT		FR	
		2017	Trend	2017	Trend	2017	Trend	2017	Trend	2017	Trend	2017	Trend
Consumption absolute													
Electricity	kWh	16,307,914	■	2,320,432	■	2,784,464	■	2,167,101	■	2,166,850	■	2,262,224	■
Heating	kWh	12,397,439	■	1,419,192	■	1,840,314	■	346,727	■	1,599,076	■	-	
Business travel	km	31,768,885	■	6,640,651	■	2,937,584	■	3,121,143	■	3,383,681	■	2,953,174	■
Paper	t	238	■	34	■	139	■	107	■	148	■	18	■
Water	m³	55,660	■	6,116	■	47,591	■	7,125	■	16,315	■	8,237	■
Waste	t	671	■	158	■	83	■	58	■	260	■	66	■
Consumption per FTE													
Electricity	kWh	4,433	■	2,865	■	5,520	■	3,788	■	2,910	■	7,191	■
Heating	kWh	3,370	■	1,752	■	3,648	■	606	■	2,147	■	-	
Business travel	km	8,637	■	8,198	■	5,823	■	5,456	■	4,544	■	9,387	■
Paper	kg	65	■	42	■	275	■	187	■	198	■	56	■
Water	m³	15	■	8	■	94	■	12	■	22	■	26	■
Waste	t	182	■	195	■	164	■	101	■	349	■	211	■
CO₂-Emissions absolute													
Total	t	9,567	■	1,915	■	1,446	■	840	■	1,375	■	622	■
Electricity	t	202	■	30	■	33	■	29	■	31	■	27	■
Heating	t	1,649	■	395	■	475	■	90	■	366	■	-	
Business travel	t	7,265	■	1,416	■	719	■	568	■	757	■	544	■
Paper	t	286	■	41	■	167	■	129	■	177	■	21	■
Water	t	42	■	5	■	36	■	5	■	12	■	6	■
Waste	t	125	■	29	■	17	■	19	■	31	■	23	■

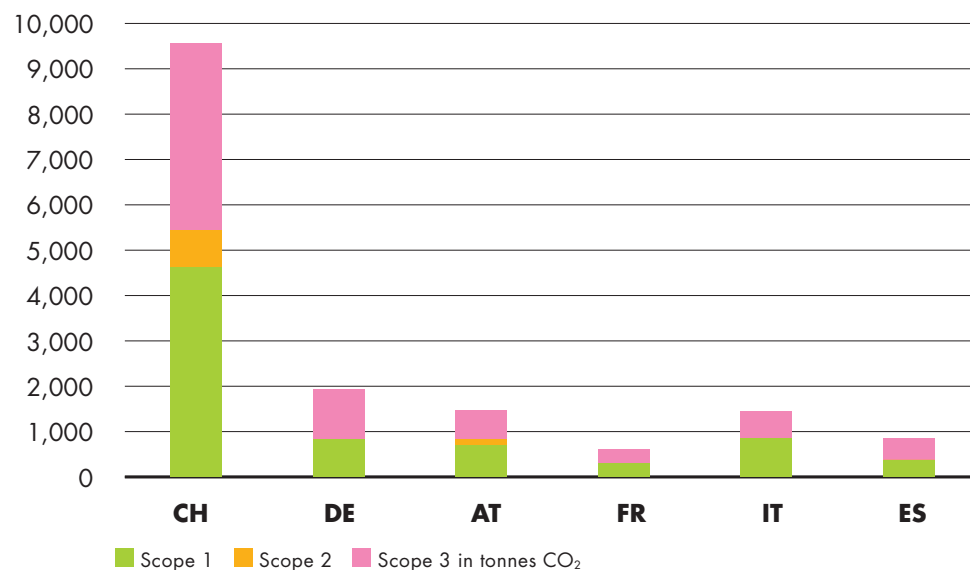
GRI 305-1, 305-2, 305-3

GRI 305-1, 305-2, 305-3

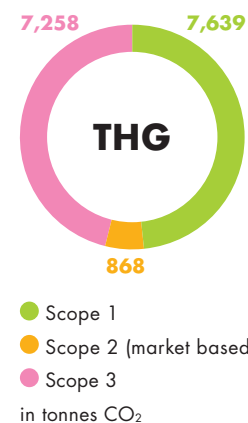
Unit		CH 2017	Trend	DE 2017	Trend	IT 2017	Trend	ES 2017	Trend	AT 2017	Trend	FR 2017	Trend
CO₂-Emissions per FTE													
Total	kg	2,601	█	2,365	█	2,867	█	1,468	█	1,846	█	1,977	█
Electricity	kg	55	█	37	█	65	█	51	█	42	█	85	█
Heating	kg	448	█	488	█	942	█	156	█	492	█	-	
Business travel	kg	1,975	█	1,748	█	1,425	█	993	█	1,017	█	1,730	█
Paper	kg	78	█	51	█	331	█	225	█	237	█	68	█
Water	kg	11	█	6	█	71	█	9	█	16	█	20	█
Waste	kg	34	█	35	█	33	█	34	█	42	█	75	█

█ Decrease by > 2% █ +/- 2% Change █ Increase by > 2% compared to previous year

Greenhouse gas balance sheet of the Helvetia country companies



Greenhouse gas balance sheet of the Helvetia Group



GRI 305-1, 305-2, 305-3



Notes

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About this report

Helvetia Holding AG is for the first time providing information on its corporate responsibility activities in the entire Group in the form of this report. Reporting for the country markets Switzerland and Spain occurred for the first time for the years 2012 to 2016. The report simultaneously serves to disclose the non-financial information of the country market Germany in compliance with the country-specific implementation of the EU Directive 2014/95. The country companies Italy, Austria and Spain publish CR reports independently, which refer to the CR Report of the Helvetia Group. The Helvetia Group issues a CR Report annually.

GRI 102-48, 102-49

Unless stated otherwise, the data and information listed in this CR report of the Helvetia Holding AG refer to the financial year 2017 (1 January 2017 to 31 December 2017) and supplement the "[Company brochure 2017](#)" and the "[Financial report 2017](#)". If the report refers to "Helvetia", this means the Helvetia Group.

GRI 102-52

GRI 102-50

We collected the information carefully. Moreover, the environmental key figures published in this report were audited by an independent body ([limited assurance](#)).

GRI 102-56

 see assurance statement in appendix

This report has been prepared in accordance with the GRI Standards: Core option. You can find an overview of the standards selected and the corresponding references in the [GRI Content Index](#). At the same time, this report serves as a progress report in the meaning of the UN Global Compact.

GRI Content Index



GRI 102-55

GRI 101: Foundation 2016

General Disclosures

GRI Standard	Disclosure	Page number	Comments and further sources
Organisational profile			
GRI 102: General Disclosures 2016	102-1 Name of the organisation		Helvetia Insurance
	102-2 Activities, brands, products, and services	4	You can find a detailed description in the Company brochure 2017 pp. 19–34.
	102-3 Location of headquarters	4	
	102-4 Location of operations	4	
	102-5 Ownership and legal form	4	Helvetia Holding AG with its registered office in St. Gallen is a Swiss limited company listed on the Swiss stock market (SIX).
	102-6 Markets served	4	Company brochure 2017 p. 19
	102-7 Scale of the organisation	4	Company brochure 2017 pp. 2, 41 Financial report 2017 , pp. 4–5
	102-8 Information on employees and other workers	45	Helvetia did not employ any supervisory employees in the year under review.
	102-9 Supply chain	28	
	102-10 Significant changes to the organisation and its supply chain		There were no important changes in the corporate structure in the year under review (e.g. acquisitions or sales) compared to the previous year.
	102-11 Precautionary principle or approach	26	Financial report 2017 , pp. 4–5 Company brochure 2017 pp. 42–43
	102-12 External initiatives	14	
	102-13 Membership of associations	14	
Strategy			
102-14 Statement from senior decision-maker	3		
Ethics and integrity			
102-16 Values, principles, standards, and norms of behaviour	7	Helvetia's values , Company policy , Code of Compliance	
Governance			
102-18 Governance structure	11 25	Financial report 2017 , pp. 10–34	

GRI Standard	Disclosure	Page number	Comments and further sources
GRI 102: General Disclosures 2016	Stakeholder engagement		
	102-40	List of stakeholder groups	13–14
	102-41	Collective bargaining agreements	36–37
	102-42	Identifying and selecting stakeholders	12
	102-43	Approach to stakeholder engagement	12
	102-44	Key topics and concerns raised	13–14
	Reporting practice		
	102-45	Entities included in the consolidated financial statements	Financial report 2017 , pp. 183–184
	102-46	Defining report content and topic Boundaries	8
	102-47	List of material topics	8–9
	102-48	Restatements of information	53
	102-49	Changes in reporting	53
	102-50	Reporting period	53
	102-51	Date of most recent report	This is the first report of the Helvetia Group.
	102-52	Reporting cycle	53
	102-53	Contact point for questions regarding the report	59
	102-54	Claims of reporting in accordance with the GRI Standards	53
	102-55	GRI Content Index	54
	102-56	External assurance	53

Material topics

GRI Standard	Disclosure	Page number	Omission and further sources
Sustainable insurance offering			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	17	
	103-2 The management approach and its components	17	
	103-3 Evaluation of the management approach	18	
Specific Standard Disclosures for Financial Services: Product Portfolio 2013	FS8: Monetary value of products and services designed to deliver specific environmental benefit for each business line broken down by purpose	18	
Sustainable investments			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	19	
	103-2 The management approach and its components	19–20	
	103-3 Evaluation of the management approach	20	
Specific Standard Disclosures for Financial Services: Active Ownership 2013	FS11: Percentage of assets subject to positive and negative environmental or social screening	19	The share of assets with ESG audit can currently only be compared to financial assets. Future data collection for other assets is being examined.
Customer expectations and protection			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	21	
	103-2 The management approach and its components	21–23	
	103-3 Evaluation of the management approach	21–23	
GRI 417: Marketing and Labelling 2016	417-2 Incidents of non-compliance concerning product and service information and labelling	21	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	22	

GRI Standard	Disclosure	Page number	Omission and further sources
Corporate Governance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	24	
	103-2 The management approach and its components	24–25	Financial report 2017 , pp. 10–34
	103-3 Evaluation of the management approach	26	
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	26	
	205-3 Confirmed incidents of corruption and actions taken	26	
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	26	
Risk management			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	26	Company brochure 2017 pp. 42–43
	103-2 The management approach and its components	26–27	Company brochure 2017 pp. 42–43
	103-3 Evaluation of the management approach	27	
(Own indicator)	Number of major projects reviewed		The question is being examined whether the number of audited major projects can be collected as an indicator for the measurement of this subject for future reporting.
Sustainable procurement			
GRI 103: Management Ap- proach 2016	103-1 Explanation of the material topic and its boundary	28	
	103-2 The management approach and its components	28–30	
	103-3 Evaluation of the management approach	29	
(Own indicator)			For future reporting, the development of an independent indicator is planned with which the subject of sustainable procurement can be measured.
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	28 50	
	305-2 Energy indirect (Scope 2) GHG emissions	28 50	
	305-3 Other indirect (Scope 3) GHG emissions	28 50	
Employee motivation			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	31	Company brochure 2017 pp. 40–41
	103-2 The management approach and its components	32–33	Company brochure 2017 pp. 40–41
	103-3 Evaluation of the management approach	34	

GRI Standard	Disclosure	Page number	Omission and further sources
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	34 35 47	
	404-3 Percentage of employees receiving regular performance and career development reviews	35–36	
Employee commitment			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	36	
	103-2 The management approach and its components	36–37	
	103-3 Evaluation of the management approach	36	
(Own indicator)	Employee satisfaction	36	
Public Policy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	38	
	103-2 The management approach and its components	38–39	
	103-3 Evaluation of the management approach	39	
GRI 415: Public Policy 2016	415-1 Political contributions	39	
Corporate Citizenship			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	40	
	103-2 The management approach and its components	40–42	
	103-3 Evaluation of the management approach	40	
(Own indicator)	Community Investments	40	

Imprint

The Corporate Responsibility Report of the Helvetia Group is available in German and English.

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GRI Reporting Advice

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To the group management of
Helvetia Holding AG, Basel

Zurich, 20 April 2018

Independent assurance report

We have undertaken a limited assurance engagement of the following quantitative key performance indicators (KPIs) disclosed in Helvetia Holding AG's Corporate Responsibility Report 2017 for the reporting period starting from 1 January 2017 and ending on 31 December 2017:

- Information regarding electricity from renewable sources in chapter "Development of CO₂ emissions" on page 30
- Environmental indicators including the allocation to CO₂ emissions from Scope 1, Scope 2 and Scope 3 in the chapter "Key figures environment" on page 48

Limitations of the engagement

Our engagement was limited to the information listed above. We have not assessed the following KPIs or information disclosed in the report:

- Information other than the sustainability KPIs indicated above
- KPIs related to previous reporting periods
- Qualitative and future oriented statements

Responsibility of Helvetia Holding AG

The management of Helvetia Holding AG is responsible for the preparation of the disclosed KPIs in accordance with the applicable criteria. This responsibility includes the design, implementation and maintenance of internal controls relevant to the preparation of KPIs that are free from material misstatement, whether due to fraud or error.

Applicable criteria

Helvetia Holding AG defined as applicable criteria (hereafter "applicable criteria"):

- VfU, Verein für Umweltmanagement und Nachhaltigkeit in Finanzinstituten (2013 Version)

A summary of the guidelines can be inquired on <https://vfu.de/>. We believe that these criteria are a suitable basis for our review.

The quantification of greenhouse gases (GHG) is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.

Independence and Quality Control

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The firm applies the International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.



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Our responsibility

Our responsibility is to express a limited assurance conclusion on the above mentioned KPIs based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements 3410, Assurance Engagements on Greenhouse Gas Statements ("ISAE 3410"), issued by the International Auditing and Assurance Standards Board. This standard requires that we plan and perform this engagement to obtain limited assurance about whether the KPIs are free from material misstatement.

In accordance with the engagement agreement, our duty of care for this engagement only extends to the management of Helvetia Holding AG.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks. The selection of procedures depend on the auditor's professional judgment. This includes the assessment of the risks of material misstatements in the report with regard to the applicable criteria.

The procedures we performed included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Summary of work performed

Our limited assurance procedures included, amongst others, the following work:

- Assessment of the suitability of the underlying criteria and their consistent application
- Inquiries of company's representatives in Switzerland and Germany who are responsible for collecting, consolidating and calculating the KPIs in order to assess the process of preparing the data, the reporting system, the data capture and compilation methods as well as internal controls to the extent relevant for the limited assurance engagement
- Inspection of the relevant documentation of the systems and processes for compiling, analyzing, and aggregating sustainability data and testing such documentation on a sample of basis
- Analytical procedures and inspection of documents on a sample basis with respect to the compilation and reporting of quantitative data

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 we performed a reasonable assurance engagement. Accordingly we do not express a reasonable assurance opinion about whether Helvetia's KPIs have been prepared, in all material respects, in accordance with the applicable criteria.

Our conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the above mentioned KPIs are not prepared, in all material respects, in accordance with the applicable criteria.

Ernst & Young Ltd

Roger Müller
Partner

Mark Veser
Senior Manager

(Translation of the original report in German language)

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