

Corporate Responsibility Report 2018.

simple. clear. helvetia 
Your Swiss Insurer

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Information was externally reviewed
by Ernst & Young AG.



This PDF
is interactive

Preamble

Dear Readers,

Acting proactively and at the same time creating added value for our stakeholders – this is Helvetia’s guiding principle. Our social responsibility has formed the basis for 160 years of economic success and secures the long-term future of our company. Our employees spend every day working on simple and innovative solutions for our customers. Together, we make sure that business is conducted in a transparent and trustworthy manner.

GRI 102-14

As a member of the UN Global Compact, we adhere to its ten principles in the areas of human rights, labour standards, environmental protection and corruption. For this, our CR Strategy 20.20 offers a tried-and-tested framework, and I am pleased with the progress achieved:

- In our core business, the growth of sustainable insurance solutions shows that economic success can go hand-in-hand with a contribution to the environment and society. We are basing decisions in investment management and in the insurance business even more consistently on environmental, social and governance criteria.
- We do business in an environmentally friendly manner and compensate the unavoidable greenhouse gas emissions via environmental protection projects with additional social benefits. In this way, we also assume responsibility where our entrepreneurial influence is limited.
- As an attractive employer, we, for example, offer our employees good opportunities to reconcile their professional career with their personal goals through flexible working time adjustments.
- Helvetia sees itself as a living and committed location partner in all of its country markets. The expansion of our protection forest commitment and the reinforcement of cooperation with proven partners in the educational, cultural and social area is a clear sign of this.



“Responsibility for the economy, environment and society is deeply anchored in our everyday company life.”

With our second CR Report of the Helvetia Group, we would like to inform you as transparently and understandably as possible on what has been achieved so far. Simultaneously, it serves to spur us on to get even better.

I would like to thank all employees for their great commitment and our customers and other strong stakeholders for their trust in the past year.

A handwritten signature in black ink, appearing to read 'Ph. Gmür'.

Philipp Gmür

Group CEO Helvetia

Helvetia Group

Overview

Helvetia is a Swiss insurance group with international operations. It provides services for more than 5 million customers with 6,624 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. You can find more detailed information on our business model and our products in our [Company brochure 2018](#).

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

Business development in 2017

For the year under review, Helvetia recorded a gratifying business result with a profit of CHF 431 million. Total business volume increased by 3.9 per cent or CHF 9,073.3 million. The Swiss domestic market accounted for 56 per cent of this, the other European countries for 33 per cent and the Specialty Market area for 11 per cent. In the Life business, business volumes rose by 2.1 per cent. The Non-Life business makes up 48 per cent of the business volume of Helvetia and registered premium growth of 5.8 per cent, adjusted for currency fluctuations. The net combined ratio fell slightly to 91 per cent. Since the 2018 financial year, Helvetia has reported its results according to IFRS: Please consult the [financial report](#) for more details.

GR 102-7

i see Financial report,
p. 51 ff.

"We pursue clear targets and commit ourselves where we achieve the best effect on the environment and society."



Our focus

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Our Values

160 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. 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. As a result, we will concentrate even more on our customers in the years to come and will become more innovative, digital and agile as a company. 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. 18 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:

GRI 102-46

- 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 reforesting of protection forests and support social projects in our area.

Strategic starting points and goals by 2020

Based on these ambitions, 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

The targets deduced are in part quantitative and in part qualitative and thereby reflect the “degree of maturity” of our CR efforts: in all areas, we achieved good progress in recent years and set ourselves individual additional and supplementary targets.

Goals 20.20 CR strategy

Ambitions and goals for 2020	Trend	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 - ESG review of sensitive transactions - 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)
New: Compensation of unavoidable CO ₂ emissions	↻	<ul style="list-style-type: none"> - Contribution to combating climate change - Compensation of negative effects of our business activity in relation to climate change
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

i see also p. 20, Sustainable offer

i see also p. 23, Sustainable investments

i see also p. 35, Sustainable procurement

i see also p. 15, Stakeholder commitment

↻ = positive ➔ = neutral ↘ = negative

Ambitions and goals for 2020	Trend	Expected impact/motivation
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
Europe-wide protection forest commitment	➔	<ul style="list-style-type: none"> - Sensitisation for natural hazards - Support of (re-)forestry to protect against rockfall, avalanches and mudflows - Promotion of resistant forests in relation to climate change - Promotion of public-private partnerships in the European Alps

i see also p. 39, Promotion of employees

i see also p. 43, Employee commitment

i see also p. 49, Corporate Citizenship

➔ = positive ➔ = neutral ➔ = negative

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.

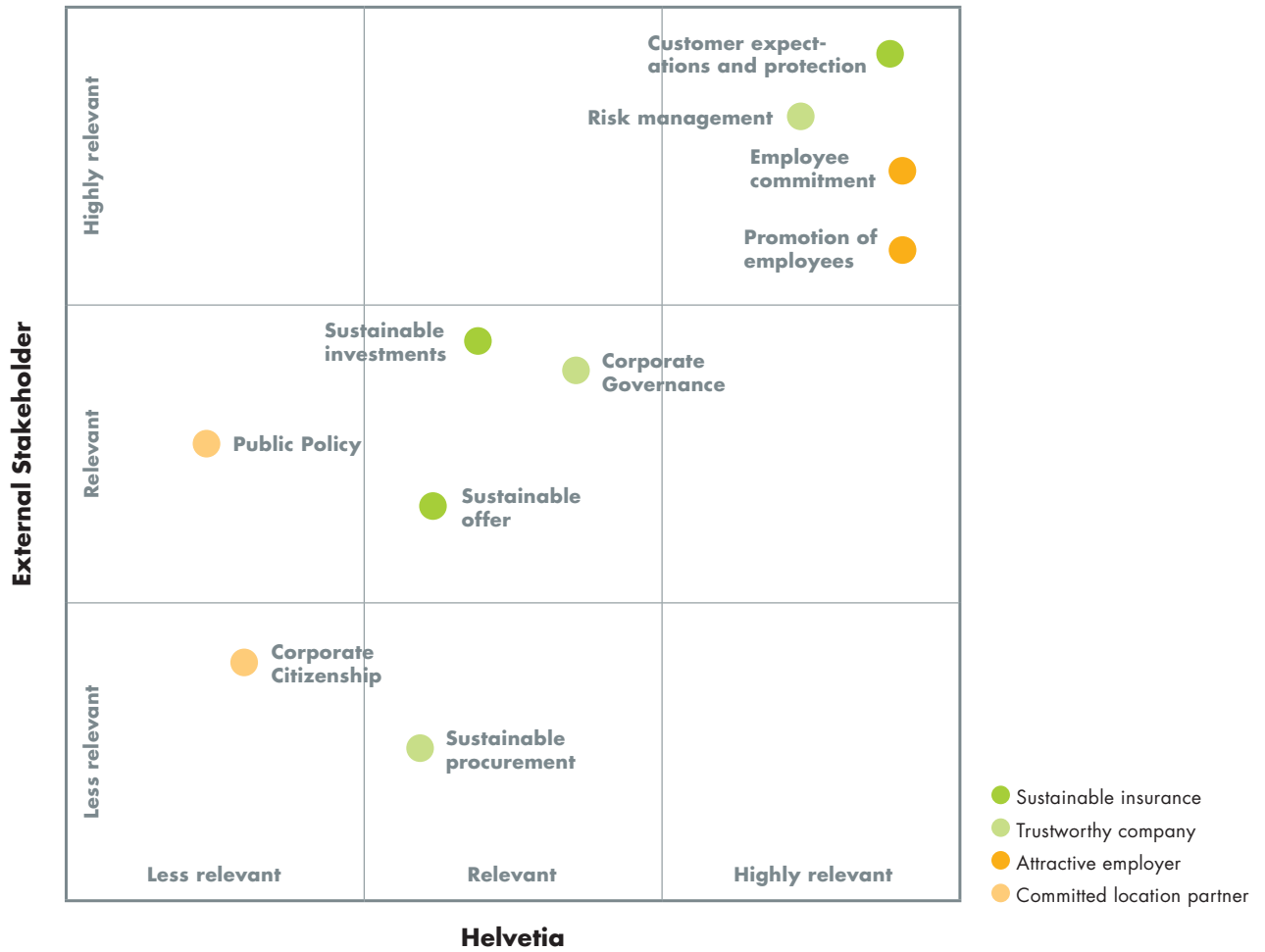
GRI 102-46

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

Materiality matrix

GRI 102-47

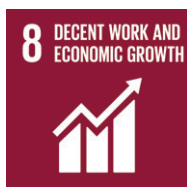


Contribution to sustainable development goals

Since January 2018, we have been a member of the UN Global Compact and are thus committed to its ten principles in the areas of human and labour rights, the environment and corruption prevention. Engagement with these issues is nothing new for us. For example, we have already established very solid foundations across the areas of risk management, investment policy, procurement and our employer strategy. By joining the UN Global Compact, we once again explicitly underscore our commitment to responsible corporate governance and to supporting worldwide efforts for a more sustainable form of development.

In addition, we want our actions to make a positive contribution towards achieving the UN's Sustainable Development Goals (SDGs). These were adopted by the United Nations in 2015 and comprise a total of 17 goals with 169 targets that cover social, ecological and economic topics. With this, the United Nations calls on states, civil society and businesses to assume responsibility for global well-being. As a financial services company, we can promote sustainable development by making reference to SDGs in our core business.

As a first step, we have identified five goals towards which Helvetia is already making a contribution. We will examine a closer integration of SDGs into our CR approach in the course of the next strategy period.



Humane work and economic growth

As a responsible employer, we ensure fair employment conditions and safe work-places.

Among other things, this applies to the subgoal 8.5, which apart from productive full employment provides for the equal pay for equal work and decent working conditions for women, men, young employees and people with handicaps. With the awards "Friendly Workspace" and the "We pay fair" quality seal, this has also been externally confirmed.

i see also p. 38,
Attractive employer



Sustainable cities and communities

With our real estate portfolio worth CHF 7.4056 billion, we are responsible for the structural development of cities and communities. When developing and renovating our real estate, we pay attention to design that is environmentally friendly and worth living. With the Helvetia Venture Fund, we support innovative mobility projects.

In the year under review, Helvetia Germany has for example laid the foundation for the construction of 44 family-friendly and affordable family flat in Hamburg. With this pilot project, it in particular has made a contribution to subgoal 11.1, which aims to ensure access to safe and affordable residential space.

i see also p. 23,
Sustainable investments



Sustainable consumption and production patterns

We are continually expanding the range of products with which we grant customers attractive conditions for sustainable behaviour. Consequently, they benefit from 15 to 20 per cent premium discounts for vehicle types with more environmentally-friendly drive technologies. We provide environmentally friendly building technologies with good investment protection and as a result make their use even more attractive through photovoltaic or downhole heat exchanger insurances.

For example, in this way we make a contribution to subgoal 12.2, which aims for efficient use of natural resources by 2030.

i see also p. 20,
Sustainable offer



Measures for climate protection

Since 2012, we have been regularly compiling our greenhouse gas balance sheet and continuously implementing measures to reduce our CO₂ emissions. This way, we have already been able to achieve a reduction in CO₂ emissions per employee of 29 per cent since 2012. As a member of the RE-100, we draw our power to 100 per cent from renewable sources. When compensating our remaining emissions, we rely on projects with an additional social benefit and a positive contribution to the SDGs.

In our core business, we take climate risks into account in our investment decisions and safeguard our customers against the effects of natural hazards. This contributes in particular to subgoal 13.1, which is intended to increase the ability to withstand climate-related hazards.

i see also p. 35,
Sustainable procurement



Partnerships

We take an active part in industry associations and initiatives to reinforce personnel and institutional capacities for sustainable development. As a founding member of Swiss Sustainable Finance (SSF), a member of the UN Global Compact and by assuming responsibility, for example, in the presidium of öbu (association for sustainable economy in Switzerland) and in the "Climate and energy" working group of the Swiss Insurance Association (SIA), we are working for the exchange and further development of knowledge, strategies and standards for implementation-oriented, sustainable development.

i see also p. 15,
Stakeholder commitment,
and see also p. 46,
Committed location
partner

How we work

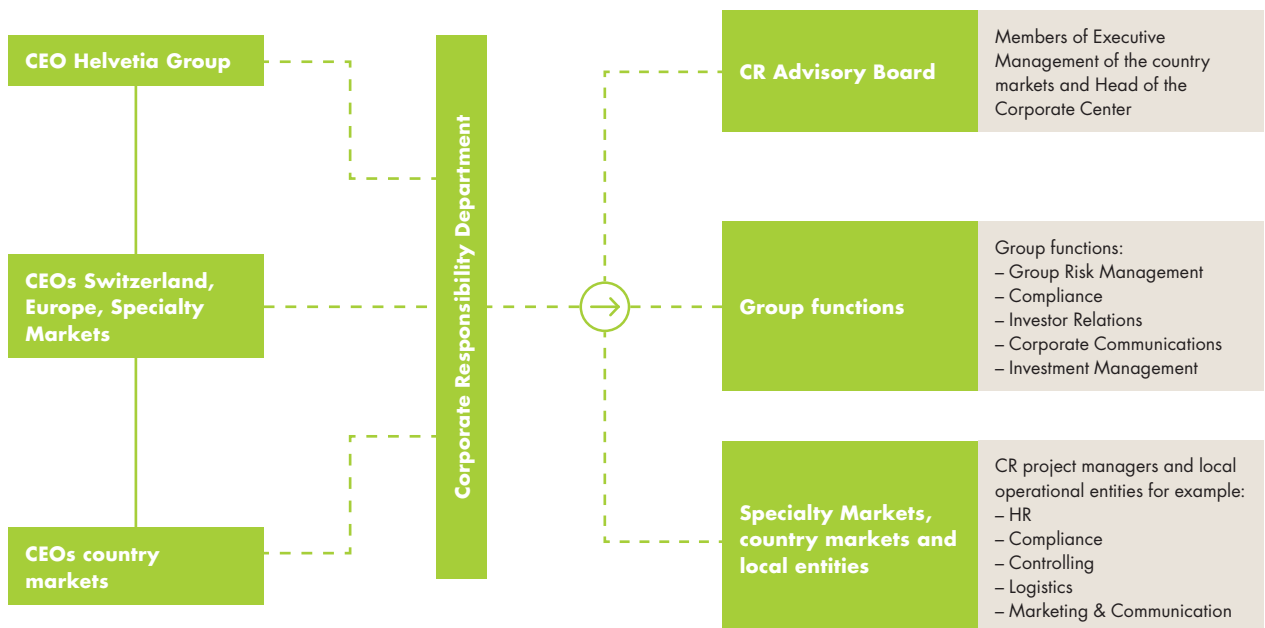
CR management

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 the Head of the Corporate Center.

GR 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.



Stakeholder commitment

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.

i see also table p. 16–17

Moreover, by revising the CR web presentation in the Group and the country markets Germany, Austria, Italy and Spain in 2018, we have once again greatly improved the transparency and availability of relevant information.

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 crossindustry bundling of forces.

Stakeholder and their core concern

Stakeholder	Core concern
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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. In addition, the Helvetia Service Center (HSC) ensures systematic and competent management of customer concerns. Formal customer surveys occur at two- or three-year intervals.

- Transparent information
- Generous, fast claims processing
- Comprehensive insurance coverage and access to insurance
- Data protection

GRI 102-40, 102-43, 102-44

i see also p. 27, Customer expectations and 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. Regular satisfaction surveys round off the dialogue with our employees.

- 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

i see also p. 38, Attractive employer

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.

- 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.

- Long-term relationship as partners
- Transparency regarding purchase criteria and supplier selection
- Prompt payment of supplies and services received

i see also p. 35, Sustainable procurement

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. We maintain regular dialogue by means of road shows and investor conferences with the approximately 500 institutional investors who hold Helvetia shares. 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.

- (Dividend) income and price increases
- Reputation, compliance, good governance
- Transparency of reporting
- Forward-looking risk management

i see also Financial report, p. 8 f.

Analysts

We engage in regular exchanges with analysts and provide them with transparent information on our business activity. 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 of questions and developing its Internet presence. In addition, we orient ourselves to the assessment of our CR service by sustainability experts and analysts.

- Information on making business decisions and CR
- Governance and transparency in accounting
- Readiness to provide information by Helvetia on CR aspects

Stakeholder	Core concern
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Location communities

GRI 102-40, 102-43, 102-44

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.	<ul style="list-style-type: none"> - Tax revenue and location development - Reputation, compliance, good governance - Job offers, job security and professional training - Social commitment - Relationships with local suppliers
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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.	<ul style="list-style-type: none"> - Taking the company's own interests into account in making business decisions - Corporate commitment to environment and society
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Associations and initiatives

GRI 102-12, 102-13

<p>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:</p> <ul style="list-style-type: none"> - 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) <p>For specific information on commitment to our country markets, please consult the respective CR pages on the Internet.</p>	<ul style="list-style-type: none"> - Corporate commitment to environment and society - Positioning in socially relevant questions - Cooperation on sustainability aspects at the industry policy level
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Media and publicity

Helvetia's Media Relations office engages in active media work with a high service standard and balanced reputation management.	<ul style="list-style-type: none"> - Open and transparent information
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*“We are climate neutral
and have been able to confirm
our good CDP rating.”*



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. The most important 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

Varied product range

As an all-lines insurer, we cushion the existential risks of our customers and in this way contribute to stable social and economic development. For example, simple and flexible insurance solutions permit young people with a small budget to protect against the most important risks. For small and medium-sized companies, we are a competent partner with innovative products, such as insuring cyber risks or protecting against risks in the added value chain.

GRI 103-1

Moreover, as part of its entrepreneurial responsibility, Helvetia provides insurance that takes specific sustainability aspects into account. These products and services support the path to a low-carbon and inclusive economy and protect our environment and resources. In addition, they permit our customers to handle the consequences of climate change better.

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

27%

Growth in sustainable insurance solutions

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 your customers. Nevertheless, where possible and economically viable, we want to offer our customers solutions that promote economically sustainable behaviour.

In the area of Speciality Lines, we also selectively insure major infrastructure projects, power stations and conveyor systems as well as goods transports, e.g. in container ships. In doing so, we pay heed to pursuing a selective and risk-conscious underwriting policy, which also includes aspects of social responsibility and environmental questions. As a member of the

i see also p. 33, Risk management

GRI 103-2

UNEP Finance Initiative, we have committed ourselves to integrating relevant ecological, social and governance aspects (ESG) in our underwriting.

2018 review and progress

In the year under review, the share of sustainable insurance products in the Helvetia Group was almost 1 per cent, measured by gross premiums in Non-Life. Very gratifying growth can be observed here in all country markets, which is also in particular attributable to an increase in vehicles with more ecological drive forms. 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. Since December 2018, we have been offering our customers in the country market Austria the opportunity to back sustainability completely with a fund tied life insurance in the form of FairFuture Lane.

GRI 103-3

Sustainable insurance products in CHF	2016	2017	2018	Change to previous year in %
Turnover artesian well and downhole heat exchanger insurance	800,000	900,000	850,000	-5.6
Premiums – photovoltaic insurance	600,000	450,000	400,000	-11.1
Premiums – insurance for vehicles with hybrid drive	3,700,000	4,874,000	6,043,000	24.0
Premiums – insurance for vehicles with natural gas or electric drive	700,000	1,014,000	1,318,000	30
Total Switzerland	5,800,000	7,238,000	8,611,000	19.0
Premiums – photovoltaic insurance	3,308,150	3,467,520	3,625,495	4.56
Vehicles with alternative drives (electric, hybrid, gas)	–	516,704	692,938	34.11
Total Germany	3,308,150	3,984,224	4,318,433	8.39
Premiums – photovoltaic insurance, renewable energy and liability against environmental pollution	1,111,800	938,459	1,380,720	47.1
Premiums insurance for vehicles with electric drive	10,900	58,606	79,984	36.5
Turnover supplementary insurance ecological construction	–	7,032	–	–
Total Italy	1,122,700	1,004,097	1,460,704	45.47
Premiums – vehicles with electric drive	156,766	325,381	1,031,066	216.88
Premiums – vehicles with hybrid drive	583,428	781,199	957,647	22.59
Total Spain	740,194	1,106,580	1,988,713	79.72

GRI FS8

Sustainable insurance products in CHF	2016	2017	2018	Change to previous year in %
Premiums for photovoltaic insurance	140,099	158,720	172,475	8.7
Premiums insurance for vehicles with hybrid drive or CO ₂ bonus	8,686,254	14,603,923	19,257,539	31.9
Premiums for e-bike insurance	33,508	46,555	62,149	33.5
Total Austria	8,859,860	14,809,198	19,492,163	31.6
Total France	-	-	-	-
Helvetia total	19,830,904	28,142,100	35,871,013	27.46

GRI FS8



Investment in a sustainable future

Increasing numbers of investors are also paying attention to environmental protection and social aspects apart from purely economic factors. Our customers in the country market Austria now have the opportunity to invest in sustainable organisations and companies in the form of FairFuture Lane with their fund tied life insurance – without at the same time having to dispense with attractive yields. FairFuture Lane is supervised by Swiss Vontobel Asset Management Ltd. It takes solely socially responsible investment (SRI) funds into account, i.e. those that invest with clear environmental and social objectives. In addition, the first 1,000 customers benefit from a personal tree that will be planted in spring 2019 in a protected forest area in the Steiermark region.

Sustainable investments

Responsibility as an investor

As a leading European insurance company with financial and real estate investments to the value of CHF 52.0 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 labour and human rights or improper corporate management.

In recent years, considering ESG criteria as part of investment analysis and deciding on investments has grown beyond being a niche. Requirement have also risen correspondingly on our transparency in reporting and cooperation with other investors. This is reflected in growing interest of our stakeholders, especially analysts, shareholders and customers.

By contrast, in the greenhouse gas emissions area, the discussion is conducted more from the need to implement the Paris Agreement and 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 13,000 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 predefined 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

Forward-looking investment policy cannot ignore climate change. Based on the climate compatibility test voluntarily conducted in 2017, we took an active part in the year under review in the discussion of the “Climate and energy” working group of the Swiss Insurance Association (SIA). The results were included in the draft of the position paper “Responsible Investments” by the SIA Investment Committee, which is chaired by Helvetia. Every half-year, Helvetia reviews the portfolio emissions we finance for our own investment portfolio. In this regard, we only identified slight changes in relation to the data coverage and underlying metrics, such as carbon intensity key figures. Moreover, the available information on climate effectiveness tends to be past-oriented and incomplete. Consequently, the analyses only provide an initial assessment for shares and fixed-interest securities. However, in order nevertheless to move our investment management forwards, we decided to begin with climate stress tests and scenario analyses in 2019. These will also be integrated in our [report on climate risks](#) for the financial investment report in the context of Article 173 of the French Energy Transition Act.

Real estate management

Helvetia also has a major lever to optimise sustainability performance with a real estate portfolio amounting to CHF 7.41 billion. The focus here is on the Swiss domestic market in which almost 92 per cent of our real estate portfolio is located.

We rely on the most environmentally friendly and attractive method of construction possible and in this respect rely on recognised labels, like Minergie. As a result of the high real estate prices and rents in many places and growing concentration in cities, social aspects in real estate development are becoming increasingly important. In major developments, such as the district “zur Weinlese” in Winterthur (CH) or “Vogelkamp” in Hamburg (DE), Helvetia is supporting concentrated and affordable residential space with innovative projects.



Family-friendly and affordable residential space

In Hamburg, the foundation was laid in August 2018 for the Vogelkamp Neugraben model project. Two multi-family dwellings are to be created here with 44 family flats, which in the end should only cost 8 euros per square metre. This price is well below the Hamburg average. As a result, Helvetia Germany is underlining its role as a long-term oriented investor, whose customers also care about ecological and social aspects. The buildings are constructed out of solid wood from prefabricated parts. This permits a short and efficient construction period, which means it will already be possible to move into the buildings in the first quarter of 2019.

2018 review and progress

Our CHF 52.0 billion investments are divided into 14 per cent real estate investments, 57 per cent bonds, 10 per cent mortgages, 4 per cent shares and money market securities and 15 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 December 2018. The share of investments with a high ESG risk (letter rating B–CCC) has been reduced at the Group level from almost 2.5 per cent in the previous year to under 2.2 per cent. In some countries, it is even well below this at 0.25 to 1 per cent.

Helvetia's sustainability investment approach is to be further refined and the selection of sustainable individual securities supported with the introduction of a platform of MSCI ESG Research in the year under review. All portfolio managers have access to a monthly observation list with issuers for which especially sensitive, reputation-relevant information (controversy involvement, UNGC compliance) is available. This list was revised and supplemented. At the Group level, a team consisting of representatives from portfolio management, portfolio strategy, investment compliance and corporate responsibility drew up ESG guidelines, which will be included in the Group Investment Guidelines binding on all countries.

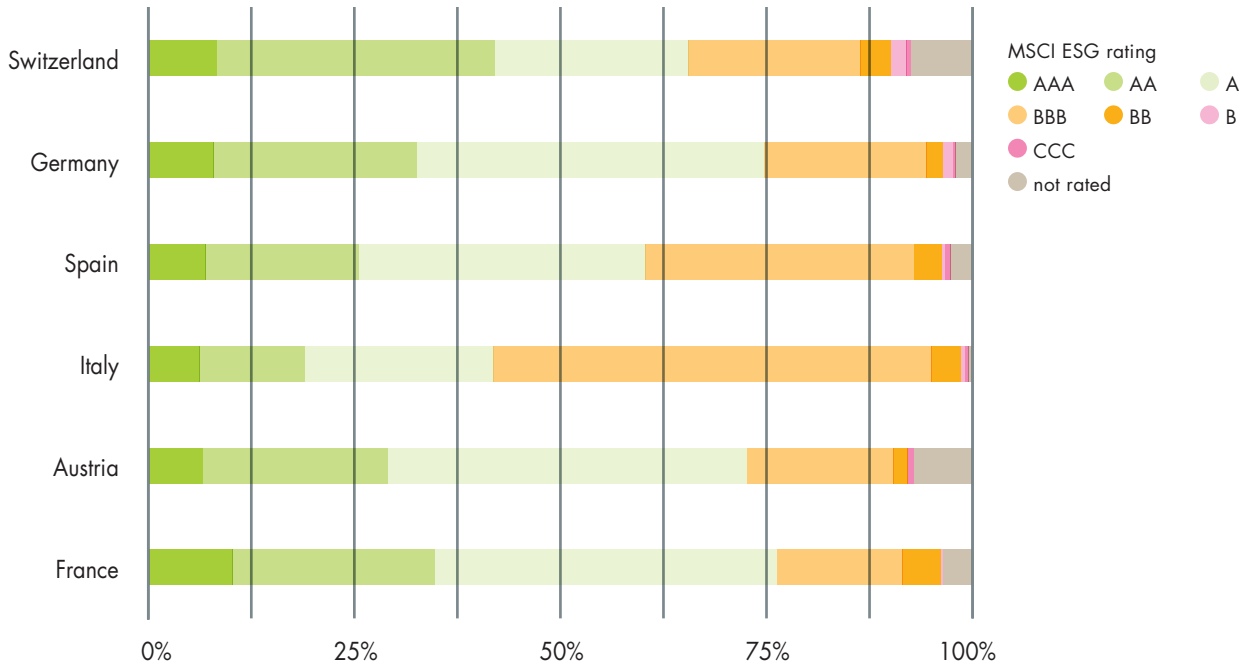
GRI 103-3

GRI FS 11

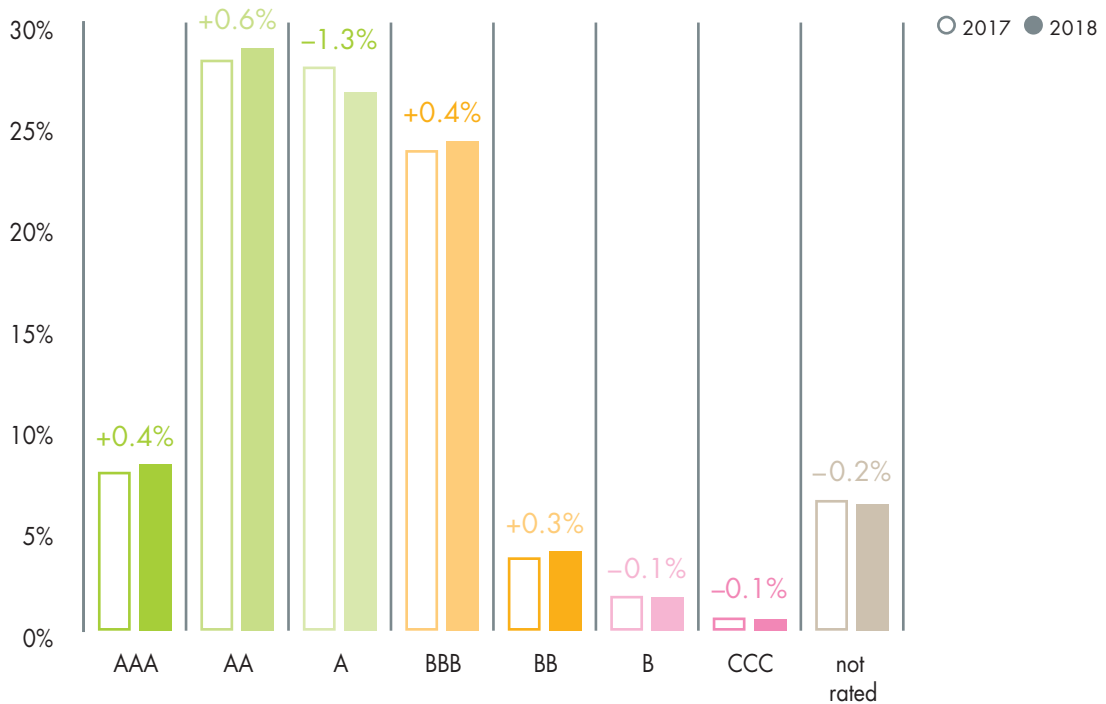
i see also Financial report,
p. 58

Share of financial investments with ESG rating

GRI FS 11



Development in share of financial assets with ESG assessment Helvetia Group 2017-2018



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 claim management creates trust and is part of our benefit promise to our customers. Fair dealings with our customers have made a decisive contribution to our reputation.

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.

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. Moreover, from the feedback from our customers after interactions with us, we continually deduce approaches for further improvements in customer relation management.

2018 review and progress

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

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 protect customers and employees' privacy at all times. At the same time, we depend on the targeted evaluation and use 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.

GRI 103-2, 103-3

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.

i see also p. 30,
Corporate Governance

In organisational terms, data protection at Helvetia in Switzerland is embedded centrally in a competence centre (Data Protection department) and decentrally through many data protection specialists. Local compliance officers and specialists 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.

Management is responsible for effective data protection: it prescribes the requirements for the use of personal data and provides the resources required. Our employees, who in the context of their areas of responsibility have access to personnel data, are specially trained in handling them. Electronic learning programmes are available for their 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.

2018 review and progress

In the year under review, there were a total of six complaints by customers regarding our handling of their personal data. In addition, internal reviews revealed individual cases of data protection breaches. We take these cases very seriously and have reacted with adjustments to IT systems, requirements and detailed processes as well as the retraining of employees. In two cases, we informed the responsible authorities via self-accusation. Of these, one case proved to be unfounded, feedback on the other is still unavailable.

GRI 418-1, 103-3

Against the background of the General Data Protection Regulation of the European Union, we have designed data protection in 2018 in all country companies and at the Group level even more effectively. For this purpose, we have edited new data protection declarations, issued or enhanced internal guidelines and introduced new, IT-supported processes. In ad-

GRI 103-2

dition, at Group level, twelve information events took place for especially relevant departments, such as Specialty Markets or issuing mortgages. As before, both in theory and in practice, great uncertainty exist regarding the interpretation of the new legal requirements in European countries and also on the occasion of the ongoing review of the Federal Act on Data Protection in the Swiss domestic market. As a member of the Swiss Insurance Association (SIA) and various other interest associations, Helvetia takes an active part and is always up to date on discussions. Therefore, we are convinced we can do justice to the growing requirements and also show ourselves equal to digitalisation in the area of data protection.

GRI 103-2

Digital accessibility

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.

GRI 103-2

2018 review and progress

In December 2018, the foundation "Access for all" comprehensively reviewed our website. Several weakpoints, such as inadequate contrasts or imprecise identification of headings became clear in this regard. These are now to be corrected in the course of next year in order to target conformity level A.

GRI 103-3

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 to proactively handle short- and long-term socially and environmentally relevant challenges. The expectations of our stakeholders regarding fair and transparent action often exceed the prevailing legal position. By contrast, breaches can have considerable negative consequences in the form of reputational damage, financial losses, 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

i see also Financial report, p. 10 ff.

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 Code of Compliance serves us as a guideline here and is the expression of our corporate responsibility and corporate culture.

We are reducing environmental, business and social risks with the help of our management systems and approaches. Apart from many other topics, we also focus in this regard on environmental standards, human rights and avoiding bribery and corruption. Group guidelines and directives ensure that the requirements are taken into account in our core business and also in projects. The principles and guidelines of compliance management are defined in the Compliance Regulations of the Helvetia Group, which were commissioned and approved by the Board of Directors.

Organisation

The Strategy and Governance Committee of the Board of Directors of the Helvetia Group takes care of the good corporate governance of the Helvetia Group at the highest level. The Group Compliance Officer is organisationally part of the Corporate Center and reports to the Group management and Board of Directors. 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. Based on the regulatory requirements, we have defined thresholds for this purpose in relation to financial, operational or regulatory risks as well as reputational risk and made sure there is a corresponding reporting process.

GRI 102-18, 103-3

see also p. 33, Risk management

Involvement of employees

We have recorded the main regulations and basic principles for the most important compliance subjects in the Code of Compliance. Beginning with business behaviour in compliance with regulations, through to avoiding fraud, bribery and corruption, and including transparent communication, it formulates guidelines for our corporate actions. If necessary, these are specified through internal directives. It is binding on all business units and employees of the Helvetia Group. Regular courses at all levels promote an awareness for value-oriented 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 or with regard to money laundering) and we set special store by integrity in behaviour in management training. We are aware that breaches of regulations can occur in day-to-day business and that an evaluation is not always unambiguous. For example, there is sometimes only a small difference between trivial and acceptable gifts and bribery or corruption to achieve underhand advantages. In the event of uncertainty, our employees can contact the corresponding compliance officers in their country markets with complaints or observations.

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.

GRI 103-2

2018 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 inform the Group management and Board of Directors of the Helvetia Group of the compliance process, corresponding activities and the evaluation of the compliance risks. Moreover, the Group Compliance Officer submits a semi-annual and annual report. In 2018, there were no significant breaches against laws and regulations in the social and economic sphere.

GRI 103-3

GRI 205-3

GRI 419-1

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 the year under review, a refresher on the Code of Compliance was conducted in Switzerland on a broad front. For this purpose, 2,193 employees were called on, of whom 94 per cent successfully completed the course.

In addition, 17 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.

GRI 205-2

Risk management

Importance of sustainability risks for Helvetia

The observance of human and labour rights or environmental standards are part of reliable corporate behaviour for Helvetia. Their observance is assuming increasing importance in public opinion as are discussions of future energy use and water shortages. These developments have the potential to lead to great changes and global imbalances, which in the medium- and long-term could have financial consequences.

For example, the potential effects of climate change are to date difficult to assess. Increasing natural catastrophes can influence the frequency and amounts of claims, but also have effects on real estate evaluations, reinsurance premiums and the stability of financial markets as a whole. Moreover, there are also reputational risks in this area for Helvetia. Perceptions regarding which circumstances or behaviours are classified as social, ecological or also economically legitimate or illegitimate are changing continually. For example, the reorientation of the UN Global Compact with greater binding force 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 correspondingly critically.

Comprehensive consideration of sustainability risks

Professional handling of risks is part of everyday business for Helvetia. In this respect, we continuously include social developments in the preparation of our strategies for risk evaluation and avoidance. The consideration of ecological, social and governance risks is correspondingly part of our risk management processes. Our goal in this regard is to minimise the risk of human rights violations or the disregard of environmental standards as far as possible in our area of influence. For example, in the annual Group-wide comprehensive risk profiling process (CRP), potential ESG risks are identified and evaluated on the basis of varied sources. We distinguish between four risk classes here – from marginal risks with low potential impact to critical risks which could massively impair our business activity. We take ESG risks into account in underwriting in a multilevel process.

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 103-1, 102-11

GRI 103-2

i see also Financial report, p. 4 f.

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.

GRI 103-2

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. For example, in the year under review 2018, all employees in underwriting for major projects were provided with information regarding the integration of ESG aspects in transaction decisions and the status at Helvetia. In the course of several workshops, we worked out with all portfolio managers how we could implement our approach for sustainable financial assets in new investments even better and what processes we could optimise.

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.

2018 review and progress

GRI 103-2, 103-3

We are continuing to develop the systematic integration of ESG risks in our risk management process. For this purpose, the CR department, Risk Management and Compliance have proposed adjustments and supplements that will be integrated in the underwriting guidelines in the year under review. 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.

Since this year, the employees in the Investment Management and Specialty Lines departments have been able to access their own intranet area for important information and an external ESG data portal.

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, as well as office and marketing material. Both in their procurement as well as in use, we would like to avoid causing negative effects on the environment and society as far as possible.

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

For our environmental management, we record all emissions arising from our building use, business travel, paper and water consumption and waste disposal. 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. 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.

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

We would like to reduce greenhouse gas emissions above all through efficiency increases or the use of renewable energy sources. 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. Since 2017, we have been compensating unavoidable greenhouse gas emissions through investments in climate protection projects.

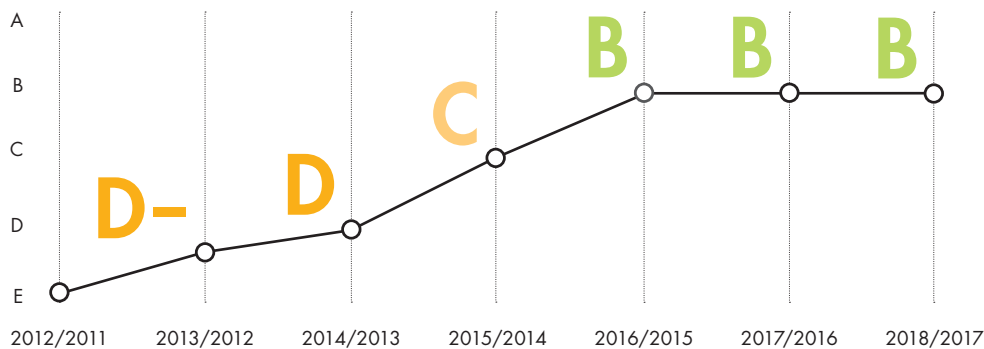
The specialist managers for the procurement and management of the corresponding product groups, installations and infrastructure are responsible for the optimisation of environmental management. In implementing individual measures, they are supported by the CR department at the Group level. A Group-wide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

GR1 103-2

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.

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)

2018 review and progress

GR1 103-3

Implementation of procurement guideline

To strengthen know-how in sustainable procurement in the Helvetia Group and ensure implementation of the procurement guidelines, talks took place with the procurement managers for the various product groups of the country companies in the year under review. Apart from the substantive aspects, approaches were above all prepared to simplify application of the guidelines in regular procurement processes. An update of the procurement principles explained this clearly and was communicated throughout the Group.

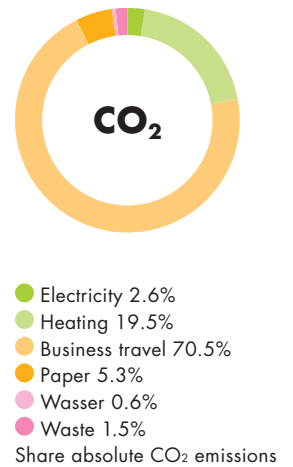
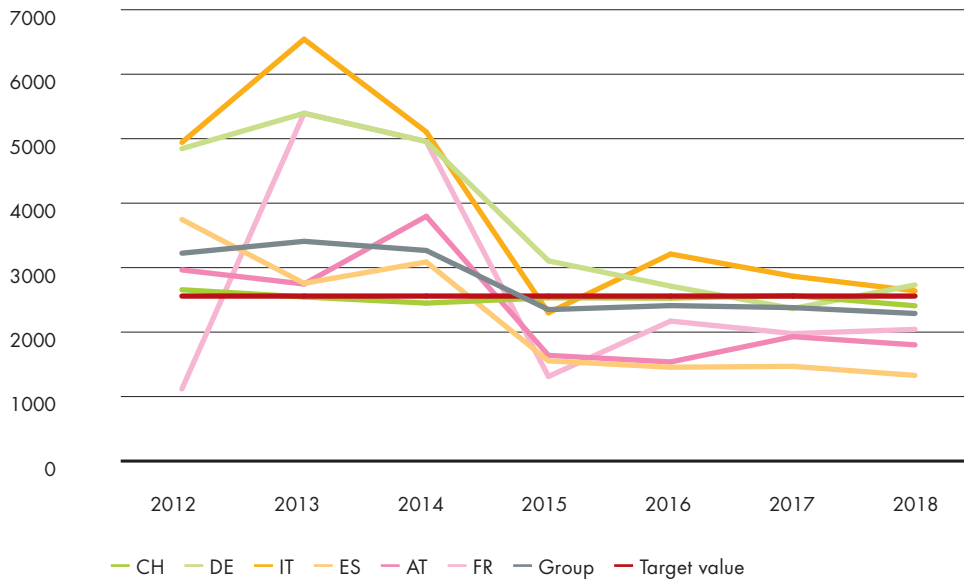
Development of CO₂ emissions

Compared to the previous year, absolute CO₂ emissions at Helvetia fell by 3.5 per cent to 15,302 tons. The relative CO₂ emissions per full-time equivalent also again fell by 7.2 per cent and now amount to just under 2.2 tons. Compared to the reference year 2012, they decreased as a whole by almost 32 per cent. We reduced absolute CO₂ emissions despite our company growing by 9 per cent, compared to 2012.



see also p. 57, Key figures environment

Development of CO₂ emissions per employee (FTE) in kg



About 90 per cent of the decline in absolute emissions is attributable to a reduction in business travel in the year under review. Thanks to further consolidation of the Helvetia Group, fewer trips for coordination were necessary in the country markets Switzerland, Italy and Austria. By contrast, in France business travel once again increased, since business with South-East Asia continued to expand. Our greenhouse gas emissions also declined slightly once again in most of the country markets due to more economical use of paper and water as well as a lower heating energy requirement as a result of a mild winter.

GRI 103-2,

In total, over 70 per cent of our CO₂ emissions arise from business travel, followed by the heating energy used (about 20%). 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 power from Switzerland. Since the year under review, the country markets Austria and Germany obtain electricity exclusively from renewable sources from their suppliers. These have a green electricity mix with a somewhat poorer evaluation than the Group-wide sources of origin purchased for energy from Swiss run-of-river hydroelectricity plants (0.3% of total emissions). Since Germany and Austria are supporting the further development of sustainable electricity markets in Europe with the conversion, this effect appears to be insignificant. Our environmental key figures were independently reviewed at Group level for the 2018 financial year.



see also p. 75, Assurance statement in the notes

Compared to the reference year, we have clearly increased our energy efficiency with targeted measures. This potential has now largely been exploited and we have noticed a stabilisation in our CO₂ footprint over the last three years. Reaching our absolute reduction target by 2020 is as a result endangered. Therefore, we have decided to support climate protection projects via ClimatePartner with which our remaining greenhouse gas emissions can be effectively "compensated".

We regard emission compensation admittedly only as a temporary solution; however, as a responsible company we already want to make as positive a contribution as possible today. Therefore, we take care that our donations flow into projects whose climate protection effect has been independently reviewed and which have positive economic and social effects. Under the [ClimatePartner-ID of Helvetia 12937-1809-1001](https://climatepartner.com/12937-1809-1001), the respective projects and quantities can be transparently understood.



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 the Head Human Resources who reports directly to the CEO Philipp Gmür.

Promotion of employees

HR-Strategie

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 position 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.

GRI 103-2

Cultural transformation

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. Moreover, since 2016 we have been honoured in our domestic market Switzerland with the "Friendly Work Space" quality seal from Health Promotion Switzerland.

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.

GRI 103-2

2018 review and progress

Employee survey

In order to examine the effect of our many different measures on employee satisfaction and commitment and if necessary deduce improvement measures, up to 2016 we conducted the Group-wide employee survey Commit every three years. In future, we would like to obtain the feedback from our employees faster and more flexibly to check regularly whether we are on course with our revised HR strategy and the measures deduced from it and where if applicable there is also a more short-term need for adjustments. Consequently, in the year under review we began to prepare so-called pulse surveys with which we consult our employees twice a year in a short survey. The focus continues to be 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, focus subjects with varying content are surveyed.

GRI 103-3

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.

Leadership@helvetia

In order to reinforce the agility and ability to change of our managers and improve their interdepartmental cooperation, a Group-wide development programme for managers was introduced in the year under review. About 200 managers from the country markets Austria, Germany, Italy and Switzerland have already taken part in it. The rollout in France and Spain is already planned for 2019.

Employer campaign &go

The new campaign for employer positioning began in Switzerland in September 2018. &go stands for our combination of proven strengths with an enterprising approach to tackling the challenges of tomorrow. It embodies a forgiving error culture, which allows innovative and unconventional solutions to be tested without fear. About 150 employees in different countries were involved in focus groups in the development and all employees were able to participate online in the discussion. The rollout in other country markets is planned for the coming year.

GRI 103-3

Further education

Helvetia invests in the further development of its employees with an average of nearly 20 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.

GRI 404-1

Training

in hours per FTE	2017	2018
Sales force	44.8	33.5
Internal service	14.7	8.1
Women	19.4	17.3
Men	24.7	21.0
Executive Board members	14.7	20.4
Management	21.6	18.7
Specialists	11.8	8.6
Clerks	23.1	12.2
Total	22.8	19.6

GRI 404-1

i see also p. 54,
Key figures
employees

WorkReallySmart@helvetia

Currently, the proportion of female managers at Helvetia is stagnating at 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 impedes the development of female managers. At the same time, increasing numbers of employees are seeking the opportunity to configure their working life flexibly for all sorts of reasons. We would like to meet these needs with flexible work-time models, part-time workloads and job sharing as well as the promotion of day care places for better compatibility of family and profession. These measures are part of the development of life-phase-oriented employer services titled "WorkReallySmart@helvetia".

A review of salaries by the Competence Center for Diversity & Inclusions of the University of St. Gallen in the year under review confirmed Helvetia paid fair salaries according to the principle "equal pay for equal work". Moreover, in our domestic market Switzerland, we employ staff with psychological or physical handicaps and in this way enable them to continue to take part in working life. In 2018, this corresponded to 13 full-time equivalents.

GRI 103-3

Talent management

In the year under review, about 74 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. The phased introduction of talent management in the Helvetia country markets since 2017 has resulted in marked fluctuations in the proportions of employees who received a performance evaluation. The target if possible is for all employees to receive annual feedback.

GRI 404-3

In the year under review, 4 per cent of our employees far exceeded the expected performance and as many again demonstrated very high development potential. In order to promote this in a targeted manner in future and prepare for additional management functions, more than 20 talent conferences have been carried out in Switzerland since 2017. Another eight conferences took place in the other country markets in 2018.

Proportion of employees with regular performance evaluation

In %	2016	2017	2018	Change compared to previous year in %
Women	84.2	71.6	73.4	2.5
Men	86.3	78.1	74.0	-5.3
Executive Board members	57.8	60.9	80.4	32.0
Management	98.2	94.5	88.0	-6.8
Specialists	88.8	87.3	75.7	-13.2
Clerks	82.6	70.0	74.6	6.6
Junior staff	95.9	99.1	88.9	-10.3
Total	86.4	76.8	73.75	-4.0

GRI 404-3

Employee commitment

Environment for comprehensive commitment

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. Only in an open environment in which risks are taken and ideas can be contributed do employees

GRI 103-1, 103-2

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.

GRI 103-2, 103-3

Every three years, we use the employee survey Commit to find out how strongly our employees identify themselves with Helvetia and how they see their room for 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.

GRI Own indicator

By introducing the above-mentioned "pulse surveys", we would like to receive feedback on the identification and commitment of our employees even more frequently and regularly review this. In 2019, a corresponding indicator will be prepared.

Employee co-determination

GRI 102-41

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 interns) are subject to a collective wage agreement.

Share of employees with collective wage agreement

in %	Share 2016	Share 2017	Share 2018	Change compared to previous year in %
Switzerland	0.0	0.0	0.0	–
Germany	86.2	86.5	87.2	0.8
Austria	97.4	96.7	95.9	–0.9
Italy	100.0	98.6	98.8	0.2
Spain	82.0	83.0	78.4	–5.6
France	99.9	100.0	100.0	0.0
Helvetia total	40.3	40.0	38.1	–4.7

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



Skill-based volunteering

Since September 2018 and as part of a pilot project, Helvetia employees in Switzerland have been able to volunteer their know-how to a charitable organisation for a period of up to five days. They support the partner organisations for example in personnel management, marketing, IT or also in strategy development. The organisations benefit here from the knowledge and experience of our employees. The latter in turn obtain insights into another environment and at the same time make a valuable contribution to civil society. As a result, the project combines two core ambitions of Helvetia as attractive employer and committed location partner. Selected employees participated at the locations Basel and St. Gallen.

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

The environment is highly regulated for insurance companies and is constantly evolving as a result of technological change, demographic challenges and further regulations. In relation to these aspects, Helvetia is in constant dialogue with administration, politics, academia and civil society: in the first place, the regulations by international capital and solvency standards are central to our business. Secondly, 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 formulation of the regulatory framework here is still in its infancy. Thirdly, we address topics that are gaining in importance, such as the challenges of old-age care as part of demographic developments in Europe, regulations in the area of data processing and protection and international cooperation in the field of cyber risks. 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

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.

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.

GRI 103-2

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.

GRI 103-2

2018 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. In the year under review, CHF 84,909 of these were in demand. 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

Promotion of militia work

In its domestic market Switzerland, Helvetia supports the political militia system and promotes the compatibility of career and commitment with public offices, among other things, through appropriate regulation of working hours. In preparation for the “Year of Militia Work” 2019, we launched an idea competition for a forward-looking and innovative militia system in the year under review together with competitors, the municipality association and other organisations. From the approximately 20 ideas received, the three most promising will receive prizes at a public ceremony. Moreover, our politically active and motivated employees can regularly exchange views in network events; in 2018, the focus was on the subject of shortage of experts.

GRI 103-2



Focus day #jugend_diskutiert (youth discusses)

Helvetia promotes the political commitment of young people in Switzerland. This commitment can be found at the interface between public policy and corporate citizenship. For example, as sponsor of the platform engage.ch, we promote a low-threshold participation in political planning and participation processes under the umbrella of the Swiss young people’s parliaments. Furthermore, at the Basel location, we invited our trainees together with those of other local insurance companies to the first focus day #jugend_diskutiert (youth discusses) in November 2018. The goal is to remove the inhibitions of non-academically educated young people in particular to become politically engaged and provide them with the means to participate in political discourse. The over 100 participants engaged in discussions with the politicians of the youth parties, took part in the art of political debate and learnt to put forward their knowledge on economic subjects as experts.

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 2018

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

We concentrated our commitment on 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.

Public welfare commitment: number of projects and support amount

GRI Own indicator

	Number 2017	in CHF 2017	Number 2018	in CHF 2018
Switzerland	239	1'871'300	210	2'200'000
Germany	22	21'334	22	22'374
Italy	6	14'784	7	15'533
Spain	49	825'102	63	848'164
Austria	3	8'288	5	7'732
France	1	36'960	6	139'223
Helvetia total	320	2'777'768	313	3'233'025

In the year under review, 313 projects worth CHF 3.2 million overall were supported in the Helvetia Group. This did not include the expenditure for protection forest commitment and the Helvetia Patria Jeunesse foundation. Support of museums and the promotion of sporting events enjoyed targeted expansion in the country market France. Cooperation with the University St. Gallen was intensified through support of the HSG Learning Center in the country market Switzerland.

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.

GR 103-2, 103-3

Protection forest initiative

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 spent about CHF 450,000 for protection forest commitment and realised seven new protection forest projects in five country markets. As a result, Helvetia has to date implemented 35 protection forest projects and financed the planting of over 360,000 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 from Switzerland and Austria were honoured in the year under review. This year, the award as protection forest sponsor went to Ruedi Walli from Grisons. The carpenter and builder of wooden houses has created a deep awareness for a sustainable and regionally functioning forest-timber added value chain and devotes himself to the meaningful use of forests that is close to nature.

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 2018, the Helvetia Patria Jeunesse foundation supported 88 projects with CHF 291,058. After Italy, the commitment of the foundation was expanded in the year under review to the country market Austria. Here it was possible to finance a total of twelve projects, from summer camps and children's bicycle days to games festivals.

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 2018, the prize went to Gina Proenza, who presented her personal image world in Basel, which is based on anthropological research, ancestor stories, legends and the influence of South American authors. 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, 103-3

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.

*“We provide transparent
information on the
development of our key
figures.”*



Overview of our key figures

54 Key figures employees

57 Key figures environment

Key figures employees

	Group			CH		DE		ES		IT		AT		FR	
	2017	2018	Change compared to previous year in %	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Personnel structure in full-time equivalents															
Executive Board members	46	51	10.9	16	21	6	6	7	7	7	7	5	5	5	5
Management	1006	1060	5.4	578	635	95	105	80	84	116	113	76	65	61	58
Specialists	725	1059	46.1	571	874	74	69	29	22	12	11	31	75	8	8
Clerks	4537	4399	-3.0	2291	2190	600	587	448	446	353	355	614	590	230	231
Junior staff	280	319	13.7	204	233	24	24	8	7	16	21	19	16	10	18
Temporary employees	92	62	-32.4	80	54	12	7	0	0	0	0	0	0	0	0
Employees total	6685	6949¹	3.9	3739	4007	810	798	572	566	504	507	745	751	315	320
Fluctuation ratio (departures in % of existing personnel)															
	9.1	9.5	4.5	9.6	7.7	12.6	15.1	6.6	11.5	3.1	8.9	11.5	7.8	11.8	16.7
Internal service	5166	5351	3.6	2797	2986	683	676	405	397	504	507	462	465	315	320
Sales force	1518	1597	5.2	942	1021	127	122	167	169	-	-	283	286	-	-
Female temporary employees	229	239	4.3	151	158	17	16	33	25	7	14	5	8	17	18
Male temporary employees	209	190	-9.2	133	135	27	21	15	8	9	7	18	10	7	9
Total temporary employees	439	430	-2.1	284	293	45	37	48	33	16	21	23	19	24	27
Full-time female employees	2203	2303	4.6	1054	1142	287	289	212	221	201	206	283	277	166	167
Full-time male employees	4043	4216	4.3	2402	2572	478	472	312	312	287	279	439	456	125	126
Total full-time employees	6246	6519	4.4	3455	3715	766	761	524	533	488	486	722	733	291	293

GRI 102-8

¹ Incl. junior staff and temporary workers, in contrast to the total number of 6,624 employees mentioned on p. 4 and in the Company brochure.

	Group			CH		DE		ES		IT		AT		FR	
	2017	2018	Change compared to previous year in %	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Female temporary employment ratio in %	24.1	25.3	5.0	32.3	32.4	25.4	27.0	0.4	0.8	12.6	11.1	28.3	31.3	14.0	13.0
Male temporary employment ratio in %	3.6	4.1	15.2	5.4	5.8	3.3	3.2	0.0	0.9	0.7	1.0	2.0	2.1	0.0	2.1
Total temporary employment ratio in %	11.1	12.1	9.1	13.4	14.7	11.6	12.4	0.2	0.6	5.6	5.1	12.2	13.2	8.1	7.5
Diversity															
≤ 29 years of age	1157	1270	9.8	779	868	119	111	33	32	21	33	164	172	42	53
30 – 39 years of age	1337	1457	8.9	768	888	140	138	112	110	88	85	158	158	72	78
40 – 49 years of age	1823	1803	-1.1	921	936	225	212	209	211	220	194	164	162	84	87
50 – 59 years of age	1942	1979	1.9	1042	1063	265	269	168	167	154	172	222	227	91	82
≥ 60 years of age	426	441	3.6	229	253	62	68	50	46	22	23	37	32	26	20
Female ratio ≤ 29 years of age in %	51.0	49.9	-2.2	51.7	49.5	47.3	50.5	63.5	62.5	42.9	66.7	47.7	44.0	57.1	56.6
Female ratio 30 – 39 years of age in %	40.1	39.8	-0.8	34.0	33.7	45.4	44.3	67.0	66.6	47.7	52.9	31.1	33.3	63.8	61.5
Female ratio 40 – 49 years of age in %	35.4	35.2	-0.7	29.2	29.4	38.2	38.9	44.1	44.5	40.1	40.3	38.1	34.5	57.1	55.4
Female ratio 50 – 59 years of age in %	28.6	29.6	3.3	21.7	22.8	30.4	32.0	22.0	23.2	41.9	41.6	42.5	43.3	59.3	59.7
Female ratio ≥ 60 years of age in %	24.3	24.8	2.3	20.0	21.2	29.4	28.8	40.3	43.5	21.9	16.5	9.3	8.5	42.3	50.0
Female ratio total	36.4	36.6	0.6	32.2	32.4	37.5	38.3	42.9	43.5	41.3	43.5	38.6	38.0	58.0	57.8
Female ratio in leadership roles in %	20.2	19.4	-3.9	18.0	16.6	14.3	17.3	18.8	16.7	22.4	19.5	19.7	21.6	47.9	55.2
Female ratio in Executive Management in %	3.3	3.1	-6.3	0.0	0.0	0.0	0.0	14.3	14.3	0.0	0.0	0.0	0.0	0.0	0.0
Female ratio on Board of Directors in %	20.0	23.1	15.4	-	-	-	-	-	-	-	-	-	-	-	-



	Group			CH		DE		ES		IT		AT		FR	
	2017	2018	Change compared to previous year in %	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Training: average in hours															
Sales force	45	34	-25.2	51	30	2	2	36	43	-	-	48	56	-	-
Internal service	15	8	-45.0	18	6	2	1	23	20	16	19	25	27	12	14
Total	23	20	0.0	26	19	2	1	27	27	16	19	34	38	12	14
Women	19	17	-10.9	25	17	2	1	27	27	15	18	17	28	12	14
Men	25	21	-15.0	27	20	2	1	27	27	18	19	44	45	12	14
Executive Board members	15	20	38.9	18	0	2	4	23	44	0	36	25	87	12	4
Management	22	19	-13.5	26	17	4	4	32	31	26	24	5	28	9	21
Specialists	12	9	-27.2	11	7	1	1	37	39	19	18	19	24	13	12
Clerks	23	12	-47.3	33	8	2	1	25	26	14	18	13	24	13	13

GRI 404-1

Key figures environment

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

Helvetia Group

2018²  Change compared to previous year in % 

	Unit	2013	2014	2015	2016	2017 ¹	2018 ²	Change compared to previous year in %
Consumption absolute								
Electricity	kWh	25,696,263	24,188,445	28,780,787	26,944,323	30,701,325	27,367,507	-10.9
Heating	kWh	19,008,087	16,915,752	18,421,375	18,815,315	17,772,190	17,687,638	-0.5
Business travel	km	34,600,965	33,929,954	49,346,040	47,925,503	50,646,913	48,112,587	-5.0
Paper	t	563	682	528	665	695	674	-3.0
Water	m ³	133,533	127,261	113,726	139,011	142,363	116,862	-17.9
Waste	t	1,189	1,048	1,199	1,276	1,318	1,269	-3.7


	Unit	2013	2014	2015	2016	2017 ¹	2018 ²	Change compared to previous year in %
Consumption per FTE								
Electricity	kWh	4,785	4,509	4,312	4,157	4,593	3,938	-14.3
Heating	kWh	3,540	3,153	2,760	2,903	2,659	2,545	-4.3
Business travel	km	6,443	6,325	7,393	7,395	7,576	6,924	-8.6
Paper	kg	105	127	79	103	104	97	-6.7
Water	m ³	25	24	17	21	21	17	-21.0
Waste	kg	221	195	180	197	197	183	-7.3

	Unit	2013	2014	2015	2016	2017 ¹	2018 ²	Change compared to previous year in %
CO₂ emissions absolute								
Electricity	t	5,149	4,337	572	436	385	396	2.9
Heating	t	3,047	2,747	3,116	3,368	3,016	2,991	-0.8
Business travel	t	9,137	9,314	11,054	10,696	11,269	10,789	-4.3
Paper	t	677	821	636	800	836	811	-3.0
Water	t	100	95	85	104	107	88	-17.9
Waste	t	194	206	217	222	247	227	-8.0
Total	t	18,304	17,520	15,679	15,626	15,859	15,302	-3.5

	Unit	2013	2014	2015	2016	2017 ¹	2018 ²	Change compared to previous year in %
CO₂ emissions per FTE								
Electricity	kg	959	808	86	67	58	57	-1.7
Heating	kg	567	512	467	520	451	430	-4.6
Business travel	kg	1,701	1,736	1,656	1,650	1,686	1,553	-7.9
Paper	kg	126	153	95	123	125	117	-6.7
Water	kg	19	18	13	16	16	13	-21.0
Waste	kg	36	38	32	34	37	33	-11.5
Total	kg	3,408	3,266	2,349	2,411	2,372	2,202	-7.2

¹ Previous year values adjusted on the basis of improved data quality.

² Calculation of the greenhouse gas emissions was carried out according to the methodology of the VfU sustainability network for financial institutions in the version of the reference year 2012. The environmental key figures of 2018 were audited independently.

 see also p. 75, Assurance statement in the notes

Country markets

	Unit	CH	DE	IT	ES	AT	FR
		2018 Trend	2018 Trend	2018 Trend	2018 Trend	2018 Trend	2018 Trend
Consumption absolute							
Electricity	kWh	17,415,520 ↓	2,266,989 ↓	2,395,353 ↓	1,835,141 →	2,256,279 →	1,198,225 ↓
Heating	kWh	12,215,497 →	1,544,969 ↗	2,112,128 ↗	402,974 ↓	1,412,070 ↓	–
Business travel	km	28,820,258 ↓	7,362,860 ↗	2,431,027 ↓	2,924,247 ↓	3,215,893 ↓	3,358,301 ↗
Paper	t	256 ↗	31 ↓	126 ↓	85 ↓	166 ↗	10 ↓
Water	m³	57,555 ↗	6,608 ↗	19,954 ↓	7,052 ↓	22,277 ↗	3,416 ↓
Waste	t	585 ↓	172 ↗	93 ↗	79 ↓	295 ↗	44 ↓
Consumption per FTE							
Electricity	kWh	4,346 ↓	2,840 →	4,726 ↓	3,208 ↓	3,004 →	3,743 ↓
Heating	kWh	3,048 ↓	1,936 ↗	4,167 ↗	704 ↗	1,880 ↓	–
Business travel	km	7,192 ↓	9,224 ↗	4,797 ↓	5,112 ↓	4,282 ↓	10,491 ↗
Paper	kg	64 →	39 ↓	249 ↓	150 ↓	221 ↗	31 ↓
Water	m³	14 ↓	8 ↗	39 ↓	12 →	30 ↗	11 ↓
Waste	kg	146 ↓	216 ↗	184 ↗	140 ↗	393 ↗	0 ↓
CO₂-Emissionen absolut							
Total	t	9,002 ↓	2,212 ↗	1,332 ↓	760 ↓	1,353 ↓	642 ↗
Electricity	t	206 ↓	88 ↗	28 ↓	25 ↓	35 ↗	14 ↓
Heating	t	1,573 ↓	436 ↗	545 ↗	104 ↓	333 ↓	–
Business travel	t	6,746 ↓	1,623 ↓	576 ↓	507 ↓	738 ↓	601 ↗
Paper	t	308 ↗	37 ↗	152 ↓	102 ↓	199 ↗	12 ↓
Water	t	43 ↗	5 ↓	15 ↓	5 ↓	17 ↗	3 ↓
Waste	t	127 →	22	16 ↓	18 ↓	31 ↓	13 ↓

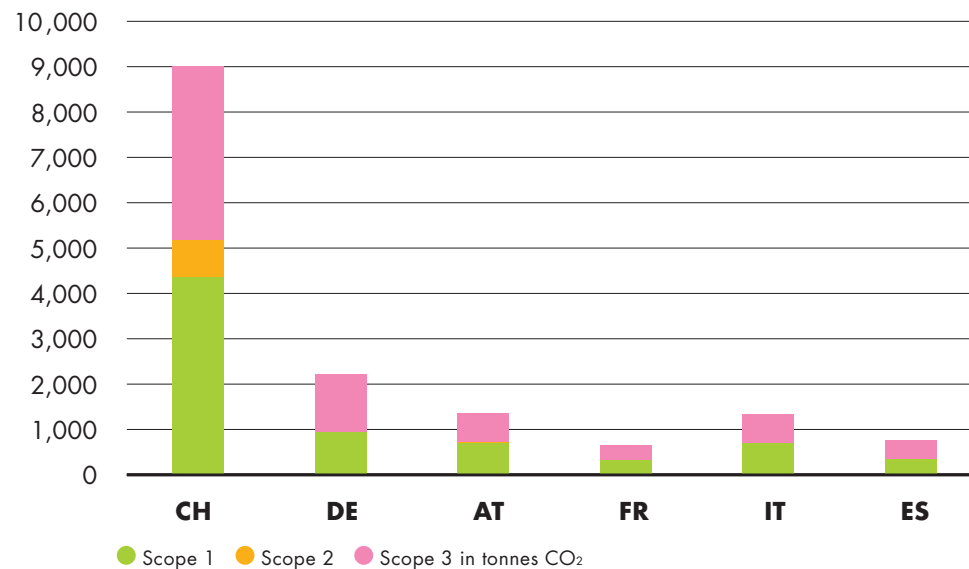
↓ Decrease by > 2% → +/- 2% Change ↗ Increase by > 2% compared to previous year

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

	Unit	CH 2018	Trend	DE 2018	Trend	IT 2018	Trend	ES 2018	Trend	AT 2018	Trend	FR 2018	Trend
CO₂-Emissions per FTE													
Total	kg	2'246	↓	2'771	↗	2'628	↓	1'345	↓	1'802	↓	2'007	↔
Electricity	kg	51	↓	111	↗	56	↓	44	↓	47	↗	44	↓
Heating	kg	393	↓	546	↗	1'076	↗	184	↗	444	↓	-	
Business travel	kg	1'683	↓	2'034	↓	1'136	↓	896	↓	982	↓	1'876	↗
Paper	kg	77	↔	47	↗	300	↓	181	↓	265	↗	37	↓
Water	kg	11	↓	6	↓	29	↓	9	↔	22	↗	8	↓
Waste	kg	32	↓	28	↓	31	↓	31	↓	42	↓	42	↓

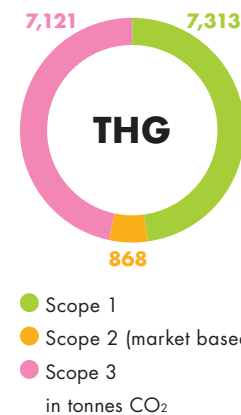
↓ Decrease by > 2% ↔ +/- 2% Change ↗ Increase by > 2% compared to previous year

Greenhouse gas balance sheet of the Helvetia country companies



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

Greenhouse gas balance sheet of the Helvetia Group



● Scope 1
● Scope 2 (market based)
● Scope 3
in tonnes CO₂

An aerial photograph of a large waterfall cascading down a steep, rocky mountain slope. The water flows over dark, layered rock faces and is surrounded by lush green vegetation, including dense forests and grassy areas. The waterfall is the central focus, with water splashing and creating white foam as it descends. The surrounding landscape is rugged and mountainous, with various shades of green and brown. The text is overlaid on the upper right portion of the image, enclosed in a white border.

*“We report according to the
worldwide-acknowledged
GRI standard and have our
environmental data
independently audited.”*

Notes

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About this report


Helvetia Holding AG is for the second 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 markets Germany and Spain in compliance with the country-specific implementation of the EU Directive 2014/95. The country companies Italy and Austria publish CR reports independently, which refer to this CR Report of the Helvetia Group. The Helvetia Group issues a CR Report annually.

GRI 102-45


Unless stated otherwise, the data and information listed in this CR Report of the Helvetia Holding AG refer to the financial year 2018 (1 January 2018 to 31 December 2018) and supplement the [Company brochure 2018](#) and the financial report 2018. The data from the previous year were in part adjusted on account of improvements in data collection. This is indicated at the corresponding place in each case by a footnote. If the report refers to "Helvetia", this means the Helvetia Group.

GRI 102-52

GRI 102-48, 102-50

We collected the information carefully. Information marked  has been externally reviewed by Ernst & Young AG (limited assurance).

GRI 102-56

 see also p. 75,
Assurance statement in
the notes

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 102-54

GRI Content Index



GRI 102-55

For the GRI Content Index Service, GRI reviewed that the GRI Content Index is clearly presented and the references for all disclosures included align with the appropriate sections in the body of the report. This GRI service was conducted on the German version of this report.

GRI 101: Foundation 2016

General Disclosures

GRI Standard	Disclosure	Page number	Comments and further sources
Organisationsprofil			
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 2018 pp. 23–29
	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 2018 , p. 23
	102-7 Scale of the organisation	4	Company brochure 2018 , p. 45, 48 Financial report 2018 , p. 202
	102-8 Information on employees and other workers	54/55	Helvetia did not employ any supervisory employees in the year under review.
	102-9 Supply chain	35	
	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	33	Financial report 2018 , pp. 4–7, Company brochure 2018 , pp. 46–47
	102-12 External initiatives	17	
	102-13 Membership of associations	17	
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	14 31	Financial report 2018 , pp. 13–29	

GRI Standard	Disclosure	Page number	Comments and further sources	
GRI 102: General Disclosures 2016	Stakeholder engagement			
	102-40	List of stakeholder groups	16/17	
	102-41	Collective bargaining agreements	44/45	
	102-42	Identifying and selecting stakeholders	15	
	102-43	Approach to stakeholder engagement	15/16/17	
	102-44	Key topics and concerns raised	16/17	
	Reporting practice			
	102-45	Entities included in the consolidated financial statements	62	Financial report 2018 , pp. 179–180
	102-46	Defining report content and topic boundaries	8/10	
	102-47	List of material topics	10/11	
	102-48	Restatements of information	62	
	102-49	Changes in reporting	None	
	102-50	Reporting period	62	
	102-51	Date of most recent report	April 2018	
	102-52	Reporting cycle	62	
	102-53	Contact point for questions regarding the report	74	
	102-54	Claims of reporting in accordance with the GRI Standards	62	
102-55	GRI Content Index	63		
102-56	External assurance	62		

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	20	
	103-2 The management approach and its components	20/21	
	103-3 Evaluation of the management approach	21	
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	21/22	
Sustainable investments			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	23	
	103-2 The management approach and its components	23/24	
	103-3 Evaluation of the management approach	25	
Specific Standard Disclosures for Financial Services: Active Ownership 2013	FS11: Percentage of assets subject to positive and negative environmental or social screening	23/25/26	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	27	
	103-2 The management approach and its components	27/28/29	
	103-3 Evaluation of the management approach	27/28/29	
GRI 417: Marketing and Labelling 2016	417-2 Incidents of non-compliance concerning product and service information and labelling	28	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	28	

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	30	
	103-2 The management approach and its components	30/32	Financial report 2018 , pp. 10–34
	103-3 Evaluation of the management approach	31/32	
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	32	
	205-3 Confirmed incidents of corruption and actions taken	32	
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	32	
Risk management			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	33	Financial report 2018 , pp. 4–7
	103-2 The management approach and its components	33/34	Financial report 2018 , pp. 4–7, Company brochure 2018 , pp. 46–47
	103-3 Evaluation of the management approach	34	
(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 Approach 2016	103-1 Explanation of the material topic and its boundary	35	
	103-2 The management approach and its components	35/37	
	103-3 Evaluation of the management approach	36/37	
GRI 305: Emissions 2016	305-1 Direct GHG emissions (Scope 1)	35 57/58/59	
	305-2 Energy indirect GHG emissions (Scope 2)	35 57/58/59	
	305-3 Other indirect GHG emissions (Scope 3)	35 57/58/59	
Employee motivation			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	38	Company brochure 2018 , pp. 44–45
	103-2 The management approach and its components	39/40/41	Company brochure 2018 , pp. 44–45
	103-3 Evaluation of the management approach	41	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	42/56	
	404-3 Percentage of employees receiving regular performance and career development reviews	43	

GRI Standard	Disclosure	Page number	Omission and further sources
Employee commitment			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	43	
	103-2 The management approach and its components	43/44/45	
	103-3 Evaluation of the management approach	44	
(Own indicator)	Employee satisfaction	44	
Public Policy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	46	
	103-2 The management approach and its components	46/47/48	
	103-3 Evaluation of the management approach	47	
GRI 415: Public Policy 2016	415-1 Political contributions	47	
Corporate Citizenship			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	49	
	103-2 The management approach and its components	49/50/51	
	103-3 Evaluation of the management approach	49/50/51	
(Own indicator)	Community Investments	49	

Index on non-financial information

Index on non-financial information according to the requirements of Spanish legislation (Ley 11/2018 en materia de Información No Financiera y Diversidad)

The following table shows where information demanded according to Spanish legislation on non-financial reporting is to be found in the report.

Non-Financial Disclosures as per Ley 11/2018

	Environmental matters	Employee and social matters	Human rights matters	Anti-corruption and bribery matters
Policies, Due-Diligence	CR strategy 20.20 Risk management	CR strategy 20.20 HR strategy Risk management	CR strategy 20.20 Risk management	CR strategy 20.20 Corporate Governance Risk management
Results and Indicators	Sustainable procurement Key figures environment	Attractive employer	Comprehensive consideration of sustainability risks	Corporate Governance
Main risks and risk management	Risk management	Risk management	Risk management	Risk management

Non-Financial Disclosures as per Ley 11/2018

Aspects	Subtopics and Indicators	Chapter	Comment
Business model			
Business model	-	Helvetia Group	
Environmental matters			
Pollution	Measures to prevent, reduce or compensate carbon and other emissions (air emissions, noise and light emissions)	Objectives CR strategy 20.20 CO₂ emissions and environmental management Helvetia is climate neutral Key figures environment	
Circular economy and waste management	Measures to prevent and eliminate waste, to recycle and reuse	Objectives CR strategy 20.20 CO₂ emissions and environmental management	
	Actions against food waste	-	In our materiality analysis, this topic has been identified as being less relevant for the insurance sector.

Non-Financial Disclosures as per Ley 11/2018

Aspects	Subtopics and Indicators	Chapter	Comment
Sustainable resource management	Water use and water management in accordance with local limits	Objectives CR strategy 20.20 CO₂ emissions and environmental management Key figures environment	
	Raw materials used and measures to improve material efficiency	Key figures environment	As an insurance provider, we focus on paper consumption when reporting materials used.
	Energy consumption (direct and indirect), measures for energy efficiency and use of renewable energy	Procurement guidelines CO₂ emissions and environmental management Helvetia is climate neutral	
Climate change	Carbon emissions (incl. emissions from the use of the company's products and services)	Portfolio emissions Objectives CR strategy 20.20 CO₂ emissions and environmental management Helvetia is climate neutral Key figures environment	
	Measures to adapt to the effects of climate change	Portfolio emissions Comprehensive consideration of sustainability risks	
	Mid-and long-term reduction targets for carbon emissions and related measures	Objectives CR strategy 20.20 CO₂ emissions and environmental management	
Biodiversity	Measures to protect or restore biodiversity, biodiversity impacts of the company and activities in protected areas	–	In our materiality analysis, this topic has been identified as being less relevant for the insurance sector.

Non-Financial Disclosures as per Ley 11/2018

Aspects	Subtopics and Indicators	Chapter	Comment
Employee and social matters			
Employment	Total number of employees broken down by gender, age, country and employee category	Key figures employees	
	Contract types by permanent/temporary, by full-time/part-time and by gender, age and employee category	Key figures employees	Data covers the number of contracts as of 31.12.2018 (not the annual average). Variations throughout the year are minimal. A breakdown of temporary contracts by age or employee category is not provided, since temporary contracts account for less than 6 per cent of the workforce of Helvetia Group. The breakdown of part-time employees by age or employee category is not provided, since part-time employees only account for less than 1 per cent of the workforce of Helvetia Seguros.
	Turnover by gender, age and employee category	Key figures employees	Data collection systems currently do not allow reporting the breakdown by gender, age and employee category.
	Average remuneration by gender, age and employee category Gender pay gap	–	Group and Level men Group 1 60,840.21 Group 2 34,167.97 Group 3 17,238.53 Group and Level women Group 1 48,432.10 Group 2 30,765.22 Group 3 16,734.53 Group and Level Gender pay gap Group 1 20.39% Group 2 9.96% Group 3 2.92% Salaries in terms of FTE and seniority. Fixed and variable remuneration included.
	Remuneration of equal or average jobs in society	–	Not data on sector average available
	Average remuneration of executive management and board of directors, including variable remuneration, allowances and expenses		Information included in Helvetia Seguros SFCR 2018 report , S. 20: Compensación actual de los miembros del Comité de Dirección y Consejo de Administración.
	Payments to retirement plans		Information included in Helvetia Seguros SFCR 2018 report , S. 20: Compensación actual de los miembros del Comité de Dirección y Consejo de Administración.
	Policies against continuous reachability of employees	–	In Helvetia Seguros there are no measures because it is not mandatory to work beyond the normal working day.
Employees with disabilities	SDG 8: Decent work and economic growth WorkReallySmart @helvetia	–	
Working conditions	Definition of working hours	–	The annual working time at Helvetia Seguros is 1,692 hours for full-time employment.
	Number of hours of absenteeism	Employer of choice	Due to materiality considerations, the topic has not been included in CR reporting so far, which is why numbers on absenteeism are not communicated.
	Measures for work-life balance, directed towards both parents	WorkReallySmart @helvetia Social commitment of employees	
Health and safety	Conditions for health and safety at work	–	In our materiality analysis, this topic has been identified as being less relevant for the insurance sector. Therefore, it is currently not included in reporting.
	Work-related injuries (incl. frequency and seriousness) and work-related ill health by gender	–	

Non-Financial Disclosures as per Ley 11/2018

Aspects	Subtopics and Indicators	Chapter	Comment
Labour/Management relations	Organisation of social dialogue, including proceedings to inform, consult and negotiate with employees	Employee co-determination	
	Percentage of employees covered by collective bargaining agreements	Employee co-determination Share of employees with collective wage agreement	
	Status of collective bargaining agreements, especially with regards to health and safety	Employee co-determination	Collective bargaining agreements for the insurance sector do not explicitly target health and safety aspects.
Training	Policies for training	Further education Customer satisfaction and consulting	
	Total hours of training by employee categories	Training	In accordance with GRI Standards, we report hours of training per employee (and not total hours of training)
Accessibility	Universal accessibility for persons with disabilities	SDG 8: Decent work and economic growth Digital accessibility	
Equality	Measures to ensure equal treatment and equal opportunities between women and men	HR strategy Cultural transformation WorkReallySmart @helvetia	
	Equality plans (Capítulo III de la Ley Orgánica 3/2007, de 22 de marzo, para la igualdad efectiva de mujeres y hombres)		Helvetia Seguros has a gender equality plan which includes measures for equal treatment and equal opportunities for men and women in the company and which aims to prevent gender inequality. Yearly, a report with this information is elaborated.
	Measures regarding promotion	HR strategy Active workforce management	
	Policies against sexual harassment and any discrimination based on gender, disability or other criteria and diversity policies	HR strategy	

Non-Financial Disclosures as per Ley 11/2018

Aspects	Subtopics and Indicators	Chapter	Comment
Respect of human rights			
Respect of Human Rights	Implementation of human rights due-diligence	Objectives CR strategy 20.20 Comprehensive consideration of sustainability risks	
	Prevention of human rights risks and measures to mitigate, manage and remediate possible human rights abuses	Objectives CR strategy 20.20 Comprehensive consideration of sustainability risks	
	Human rights grievances	–	None
	Promotion and compliance with ILO conventions for freedom of association and collective bargaining	Employee co-determination Procurement guidelines	
	Abolition of forced labour	Comprehensive consideration of sustainability risks Procurement guidelines	
	Abolition of child labour	Comprehensive consideration of sustainability risks Procurement guidelines	
Anti-bribery and corruption			
Anti-bribery and corruption	Measures to prevent corruption and bribery	Investment management Approach for reliable compliance Involvement of employees	
	Measures against money laundering	Approach for reliable compliance Involvement of employees	
	Contributions to foundations or non-profit organisations	Public welfare commitment	
Society			
Commitment for sustainable development	Impacts on employment and local development	Committed location partner	
	Impacts on society, local communities and regions	Committed location partner	
	Relations with local communities and dialogue with local communities	Location communities	
	Partnerships or sponsoring	Public welfare commitment	

Non-Financial Disclosures as per Ley 11/2018

Aspects	Subtopics and Indicators	Chapter	Comment
Subcontractors and suppliers	Integration of social, gender and environmental criteria in procurement policies	Procurement guidelines	
	Consideration of their social and environmental responsibility in relations with suppliers and subcontractors	Procurement guidelines	
	Supplier assessments and audits and their results	Procurement guidelines Suppliers	
Customers	Measures for customers' health and safety	–	In our materiality analysis, this topic has been identified as being less relevant for the insurance sector.
	Reclaim systems, complaints received and their resolution	Data protection	
Fiscal information	Revenues by country		Local benefit before taxes in Helvetia Seguros 2018: € 21,619,345.34.
	Taxes paid		Taxes on benefits paid in 2018: € 9,243,040.19 (it includes the final payment of IS 2017 and payments on account for 2018).
	Financial assistance received from government		Helvetia does not receive financial assistance from the Spanish government.

Imprint

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

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To the group management of
Helvetia Holding AG, Basel

Zurich, 24 April 2019

Independent assurance report


We have undertaken a **limited assurance** engagement of the information marked with a  in Helvetia Holding AG's Corporate Responsibility Report 2018 for the reporting period from 1 January 2018 to 31 December 2018.

We have not assessed the following KPIs or information disclosed in the report:

- ▶ Information other than marked 
- ▶ KPIs of prior reporting periods
- ▶ Qualitative statements



Responsibility of Helvetia Holding AG's management

The management of Helvetia Holding AG is responsible for the preparation of the disclosed KPIs marked with a  in the Corporate Responsibility Report 2018 in accordance with the applicable criteria. This responsibility includes the design, implementation and maintenance of internal controls relevant for 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"):

- ▶ GRI Sustainability Reporting Standards 2016, Core Option

We believe that these criteria are a suitable basis for our review.



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.



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 3000, Assurance Engagements Other than Audits or Reviews of Historical Financial Information (“ISAE 3000”). This standard requires that we plan and perform this engagement to obtain limited assurance about whether the KPIs in the report are free from material misstatement.


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. The procedures selected depend on the auditor’s judgment. This includes the assessment of the risks of material misstatements in the report with regard to the applicable criteria.



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 responsible for collecting, consolidating and calculating the KPIs marked with a  in the report in order to assess the process of preparing the report, 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, inquiries and inspection of documents on a sample basis with respect to the compilation and reporting of quantitative data
- ▶ Critical review of the report regarding plausibility and consistency of the information marked with a  in the report

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 the KPIs marked with a  in the report have been prepared, in all material respects, in accordance with the applicable criteria.



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 KPIs marked with a  in the report are not prepared, in all material respects, in accordance with the applicable criteria.

Ernst & Young AG



Roger Müller
(Qualified
Signature)

Partner



Piera Ziedek
(Qualified
Signature)

Manager

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